



Empowerment • Equity • Partnership • Innovation  
Annual Report 2013 - 2014

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# Message from the Executive Director & Board Chair

## Empowerment • Equity • Partnership • Innovation

A community is traditionally defined as a group of individuals living in a common location. When examined more closely, however, we can see that it is much more than that. A community is a story; it is filled with diversity, culture, strengths, and challenges. The Western Ottawa Community Resource Centre (WOCRC) continues to celebrate its community, and works to empower and support the individuals within it.

At the very heart of the WOCRC are four core beliefs, which guide our approach to serving our community and are incorporated in every facet of our centre. These guiding beliefs are: empowerment, equity, partnership, and innovation. The commitment to uphold and promote these beliefs has allowed our centre to provide the necessary services and programs to our clients, responding to the ever-changing needs and challenges within our community. Our staff, partners, and volunteers all take pride in reflecting these beliefs in their work and daily interactions, contributing to the growing story of our community. These guiding beliefs will continue to serve as a strong framework as we enter a period of strategic planning.

As we begin to prepare our strategic plan for the next four years, we must take the time to reflect on the accomplishments of this past year. The Community Support Services program saw unprecedented expansion of the Adult Day Program to 6 days a week. We became proud partners and welcomed Primary Care Outreach program on-site, helping to reduce isolation and support high risk seniors. Vital partnerships were strengthened with two agencies to further increase rural transportation service for clients in western Ottawa.

The WOCRC Children and Youth team saw the establishment of supervised drop-in programming for youth in Carp, where youth are given the opportunity to meet other teens while learning the importance of healthy lifestyles. Responding to community trends, the WOCRC increased programming for Francophones in western Ottawa. A bilingual story-time was established at Centrum Kanata Chapters, providing a fun and relaxing activity for parents and children alike. Innovative partnerships were fostered, notably with Stonehaven Manor to create a Baby & Me drop-in for new mothers. Finally, the Bullying Prevention Program was the recipient of a Community Leadership Award through the Child and Youth Initiative, demonstrating the positive impact of the program.

It is clear that as our community grows, so too must the services and programs which we offer. We are unconditionally appreciative and thankful to our Board, staff, and volunteers who contribute to the WOCRC. Together we are working towards healthy and positive growth, as we continue to unravel the vibrant and compelling story of our community.

Sincerely,



Robert McGaraughty  
Chair, Board of Directors



Cathy Jordan  
Executive Director

# About Us

Bringing Care & Community Together

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.

## 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.

## Community Development

Rural and Sub-urban Community Development at WOCRC has been focused on advocacy, poverty reduction and equity, and diversity and inclusion for visible minorities. There has been a focus on relationships, capacity-building and community empowerment that was not possible before due to the size of the WOCRC catchment area.

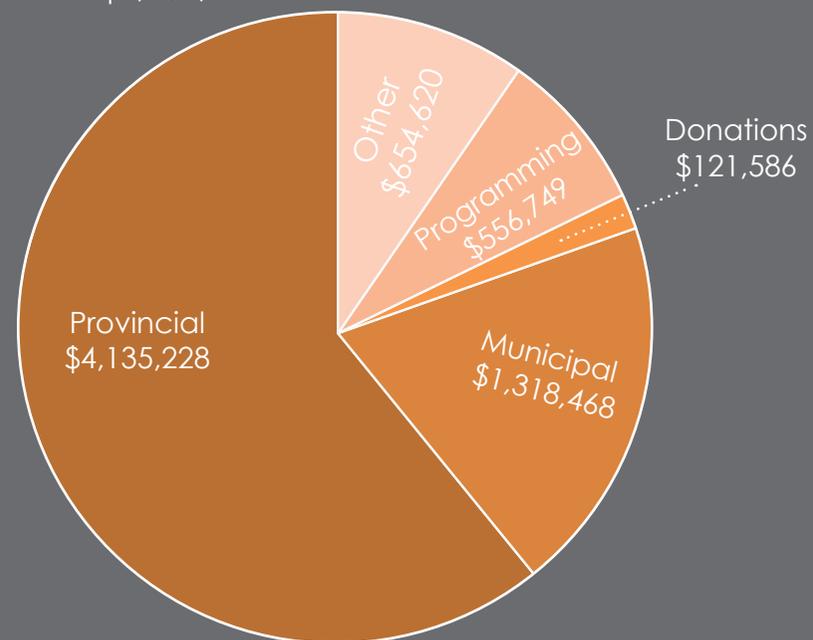
## Counselling Services

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

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.

## Revenues

Total \$6,786,650



## Funders

### 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

## Fast Facts

Total number of reported volunteer hours: **20,000 +hrs**

Number of drives provided to seniors & adults with physical disabilities: **7,685**

Number of Violence Against Women counselling sessions: **941**

Number of client contacts with the general counselling team: **4,048**

Number of women & children who received shelter at Chrysalis House: **124**

and number of women turned away due to lack of space: **303**

Number of children to have witnessed violence who have received support: **63**

Number of youth visits to "the ZONE": **613**

Number of people who attended Diners Club: **3,958**

# Impact

Stats, facts and figures



# Empowerment

## Karen's story



The Violence Against Women Counselling Program offers a variety of support and counselling services to abused women in our region. If you or someone you know is living in an abusive relationship, or is dealing with the effects of past abuse, there is support available. To learn more about this service visit [wocrc.ca/en/programs-services/violence-against-women-services](http://wocrc.ca/en/programs-services/violence-against-women-services) or call 613-591-3686.

Have you heard about our Children Who Witness Violence Program? We offer a support group for children ages 6-11 who have witnessed the abuse of women in their homes. To learn more about this service call 613-591-3686.

In the fall of 2008 my lawyer referred me to Western Ottawa Community Resource Centre (WOCRC). If not for her, I would never have been able to press charges against my husband or help my family.

She asked me a pivotal question when I first met her: "Are you ready to hand your children over to your husband every second week from now until they are adults when you will not be there to protect them?" The answer was absolutely not.

An intake worker at the WOCRC arranged for me to see a counsellor the same day. I was hysterical and could not envision my family being torn apart or the physical and psychological abuse my two daughters, Rose and Grace, and I had endured for so long finally being exposed. My husband of twenty years was subsequently arrested and multiple restraining orders were put in place.

I could not sleep or eat and was constantly crying. The first counsellor helped immensely and enabled me and my daughters to recognize that we had been abused. We were gently persuaded to stop making excuses for my husband and to realize there would be no going back.

We were then referred to a woman my lawyer recommended who would eventually save our lives. I was worried about my oldest daughter, Rose, then twelve, who was cutting and had started using drugs. Both my daughters and I saw this counsellor every two weeks for a while. Then, Grace, nine, stopped because she didn't want to talk about it anymore. Rose and I stayed in counselling for two years, establishing a close relationship with our counsellor. She helped us understand that we were not to blame for what had happened.

Grace and I joined a group for women and children (Children Who Witness Violence Program) at the Centre. That was a life changing experience. I met incredibly courageous, strong, and beautiful women. Listening to them made me realize how lucky I was to have a supportive family. My sisters and mother cared for us, fed us, and my mother actually moved in to look after us for several months.

What still haunts me today is the question: "Why did I stay?" I asked a social worker at the police station how I could possibly be an abused woman. I said, "I am a strong woman, I am educated, and I have a good, responsible job. How could this happen to me?" Despite having a very close, supportive family – I never told them what happened at home, though they suspected.

In 2010 the divorce was finalized. With the help of my lawyer and counsellor, I won full custody and the right to hand over spousal support, half the value of my house, and my pension. It was worth every penny.

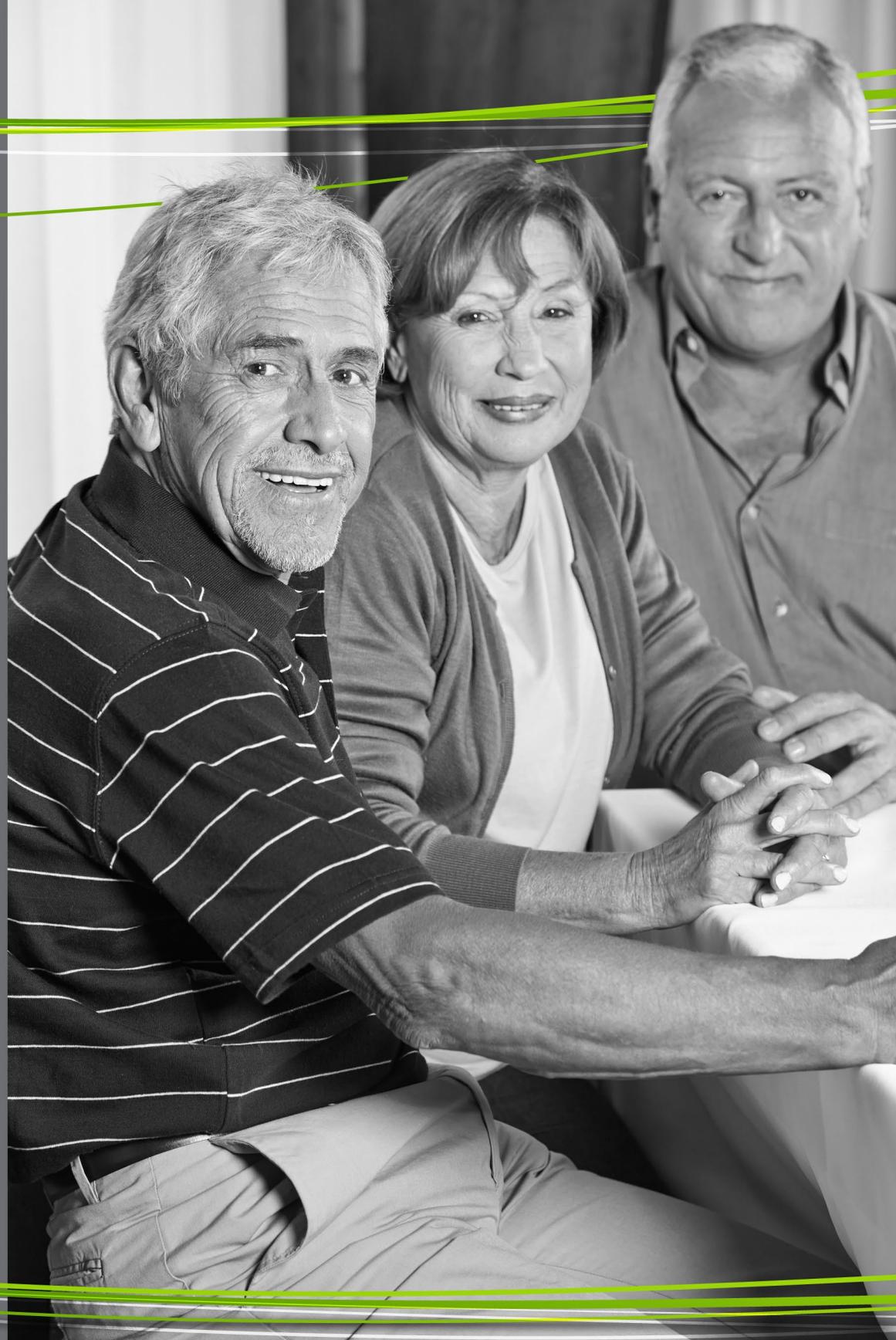
Rose is now responding to treatment for PTSD and has kicked her drug habit. She gets good grades in school and expresses herself through art. Grace is careful about selecting friends and does well academically and socially. Both girls are strong.

The WOCRC is a safe haven for women and children who have experienced violence. Their work is vital to turning victims into survivors. Without them, I may have gone back to my husband, lacking confidence and unable to find the necessary strength to keep me and my daughters safe. The WOCRC helped me find that strength and for that I will be eternally grateful.

## Community Support Services delivers

Did you know we offer a wide range of services committed to helping seniors and adults with physical disabilities? Some services include Meals-On Wheels, Friendly Visiting, Diners Club and our Adult Day Program. Discover more at [wocrc.ca/en/programs-services/services-for-seniors-and-adults](http://wocrc.ca/en/programs-services/services-for-seniors-and-adults) or call 613-591-3686 option 3.

Interested in helping out your community like Martha and Winn? The WOCRC is always looking for someone like you! Visit our [Volunteer](#) page today and learn more about all the great ways you can help out your community. [wocrc.ca/en/volunteering](http://wocrc.ca/en/volunteering) or call 613-591-3686.



Good food and good company go hand-in-hand. That is certainly the case with the Western Ottawa Community Resource Centre's (WOCRC) Meals on Wheels program. Richard Goubko, 62, said his wife, Suzanne, received Meals on Wheels for a year-and-a-half and found the service to be exceptional.

"They came in at lunch and would check in on her and chit chat," said Goubko of the two senior volunteers who came to their home in Kanata from Monday to Friday.

"The price was really good. You couldn't even make it for that price," added Goubko. "They were very healthy meals. Chicken, fish, mashed potatoes, different soups, different desserts, different cakes, fruit. It was like a dietician did it."

Suzanne, who passed away at age 56, had Multiple System Atrophy (MSA) and extremely limited mobility in the last two or three years of her life. She had to use a cane and a walker, even a wheelchair. She had been ill with MSA, a condition which shares many Parkinson's disease-like symptoms, for eight or nine years.

"It was very nice to have people come and put her food on the table where she was sitting," he said.

Her sister, Sharon, came once a week to sit with her. Their daughter, Catherine (who discovered the WOCRC), was there on weekends and their son, Paul, came sometimes too. Suzanne also had many cousins who visited now and then.

"I wouldn't say she was a lonely woman. She was lucky in that respect," said Goubko.

With a nurse coming to see Suzanne in the mornings and WOCRC providing Meals on Wheels at lunchtime, Goubko only had to make dinner when he got home from his job as a consultant engineer.

"I think the volunteers know how to treat people who are house-ridden or have Parkinson's or who are frail. They were understanding. They have that touch. They're very friendly and helpful. They kind of check in on people to see if they're injured. It made me feel good that someone was there," he said.

Martha, 72, and Win, 82, used to deliver meals to Suzanne on Mondays.

"She was very sweet... She'd be sitting in the living room and watching a TV program.... If she needed something from the kitchen, I'd get it for her. We'd have lots of laughs together and funny moments too. He (Mr. Goubko) was sweet with her," said Martha.

The Lees received their 15-year volunteer pins from the WOCRC this year. About 10 of those years have been spent delivering meals; the first five involved taking people to medical appointments.

"We wanted to do something together... (and) do volunteer work in the community. I couldn't do it for my Mom, so I can do it for other people," she said.

Martha's mother who lived in Kamloops received Meals on Wheels for a number of years. Since Martha was in Kanata and her sister in Northern B.C., the service was "very helpful." Goubko's advice to people is to reach out to the community services that are available, and he strongly recommends WOCRC and its Meals on Wheels program.

"I think it is a very positive organization. It's a good service. They're reliable. They were there everyday."



# Partnership

## WOCRC + Youth Connexion

With the recreation piece being covered by Youth Connexion and the social services support piece being provided by the Child and Youth team at WOCRC, the only thing that was missing was the space.

Luckily, the Huntley Community Association was generous enough to lend the space at the community centre beside the skating rink for this drop-in, along with some key kitchen items.

“We got a new stove, freezers and a mini fridge for the drop-in,” said Smythe. “The fact that the community association did that for us...we were just floored. It means that they saw it as a really positive thing to support.”

The no-fee drop-in opened its doors at the Huntley Community Centre in October, 2013 and has received very positive feedback from both the youth and the community of Carp.

Although the “Ice-Shack” isn’t a traditional youth space, it has met the needs of the group during the initial start-up phase. In the future, the team envisions a space with a study area, a lounge and a recreation facility.

In the meantime, the “Ice Shack” seems to be a popular destination for local youth, with nearly 40 young people attending every Friday night this winter.

Ottawa’s rural landscape is evolving to accommodate western Ottawa’s urban sprawl and with any growing community comes the need for social services: services like the newly launched Carp Youth Drop-In, an initiative stemming from a partnership between the WOCRC, the City of Ottawa’s Youth Connexion and the Huntley Community Association.

“Carp is changing and growing quickly and there’s a lot of new families here,” said Sarah Smythe, WOCRC Community Youth Educator. “Some of them are adjusting to being out in a rural setting and not having access to facilities and services. The need for services, like the drop-in, will continue to grow.”

The initial groundwork for the youth drop-in started in late 2011 with WOCRC holding several focus groups consisting of youth and organizations from across the catchment area.

“Conducting these focus groups represented an amazing opportunity to get into a number of communities serviced by WOCRC,” recalled Julie McKercher, WOCRC Rural Community Developer. “It shed some light on both the assets present in the community along with the issues that youth face on a regular basis, which include mental health, cyber-bullying, suicide and lack of access to recreational activities.”

Shortly after these focus groups, concerns were raised regarding large groups of youth loitering at the Huntley skating rink. The City of Ottawa’s Youth Connexion program decided to deliver fun recreational activities along with supports tailored to youth living in Carp.

The need to bring on a community partner to support the drop-in with the social services piece sparked conversations between the City of Ottawa’s Youth Connexion and the WOCRC Child and Youth team.

Interested in checking out what the **Carp Drop-In** has to offer? Visit [youthconnexion.ca](http://youthconnexion.ca) or email us at [info@wocrc.ca](mailto:info@wocrc.ca).

Do you live in the Kanata area and looking for a new place to chill out after school? Drop by **The ZONE** to hang out, play games, go on-line, get help with homework or simply talk about what is happening in your life. Make new friends, gain new skills, and try exciting activities in and around Ottawa in this safe and accepting environment. For more information check out [wocrc.ca/en/programs-services/Youth-and-Family-Service](http://wocrc.ca/en/programs-services/Youth-and-Family-Service) or give us a shout at 613-591-3686.

# Innovation

## Bringing Care & Community Together

### WOCRC & Children's Aid Society

Ottawa-based Violence Against Women agencies (VAW) have partnered with the Children's Aid Society (CAS) to implement a project that provides collaborative service delivery to women who have been referred to CAS because of concerns regarding abuse of women occurring in the home.

Working together in a specialized, co-located team, Children's Aid Society (CAS) workers and Violence Against Women (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.

VAW case managers work with a team of child protection workers to deliver services that address needs resulting from the abuse and to increase safety for women and their children. These case managers are supervised by a VAW Specialist and work for the WOCRC.

Participation with the VAW case managers is voluntary. Case managers believe that the woman is the expert of her own life. They will work with the woman to identify her needs and what services will be helpful.

VAW case managers work with mothers in their homes, the community and by phone, providing practical assistance and emotional support.

### WOCRC's Bullying Prevention Program Receives the Community Leadership Award

Our innovative Bullying Prevention Program, established 14 years ago, continues to positively impact children and youth within our community. In the winter of 2013, the program was recognized as a pioneer within the Ottawa community at the Ottawa Child and Youth Initiative's 3<sup>rd</sup> annual Growing Up Great Awards.

This award is presented to an organization that reflects innovation, inspiration and vision: words that can easily be attributed to the Program.

WOCRC's long standing program challenges the very difficult issue of bullying and is considered a pioneer in the community. The program works closely with schools, teachers, parents and students within the western Ottawa area to ensure positive outcomes for children and youth.

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.

### WOCRC & Ottawa Police Services

Distress calls bring police officers into contact with the most vulnerable people in Ottawa – many of whom don't know where to turn for longer-term help. This year, WOCRC partnered with Ottawa Police Service's west division to inform patrol officers about the services readily available to the community via WOCRC and other Community Health and Resource Centres (CHRC). This proactive approach connects vulnerable people to the right service at the right time.

### WOCRC & Interval House NAOC Housing Project

NAOC, the National Apartment Owner's Consortium (NAOC), came together to create Canada's first private-sector sponsored transitional housing program – a program that goes beyond the need for emergency help, and gives women a stepping stone to help them rebuild their lives and move towards self-sufficiency.

This partnership is forged in the spirit of collaboration and seeks to build bridges that enable us to maximize resources by sharing our learning, skills and expertise.

Never before had the private sector made such a generous commitment to helping a Violence Against Women (VAW) shelter in Canada and WOCRC is proud to be a partner of such an initiative.