

Bringing Care and Community Together

Western Ottawa
Community
Resource Centre



Centre de ressources
communautaires
d'Ottawa ouest



2018 - 2019

Annual Report

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Message from the Executive Director and Board Chair

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Our 2018/19 year has been one of great transitions: A change in Executive Director, increasing pressure on our funding sources, an evolving new direction for the health care system - the list goes on.

What certainly has not diminished is the requirement for services provided by WOCRC, whether it is because of situations like the flooding in Constance Bay, increasing complexity of client needs or the growth of the population in Western Ottawa.

Our catchment area geography is very broad and diverse with urban, suburban and rural components. Our intent is to provide local services from our existing four points of regular service and the other locations we use for playgroups, drop-ins and Diner's Clubs. With the recent award to us by the City of Ottawa for the restructured EarlyON program, we look forward to expanding that reach.

The make-up of our clientele continues to evolve with changes in total numbers, presenting issues, background, etc. It is our continuing desire to offer relevant and timely services using a community-based model. For example, our hours have been expanded so that we can offer services later in the day and in evenings. Additionally, our main facility at 2 MacNeil Court is constantly busy and we have undertaken renovations so that we can have more space for group interactions.

This coming year we will be revisiting our strategic plan to make some decisions as to how to evolve and adapt going forward in this ever-changing environment.

Sincerely,

Richard Annett

Timothy Howe



Richard Annett
Executive Director



Timothy Howe
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, 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 older adults and adults with a disability 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, youth counselling, crisis walk-in, phone support, and information and referrals.

EarlyON Child and Family Centre – Kanata and West Carleton

The EarlyON Child and Family Centre – Kanata and West 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, workshops, 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, equity, diversity and inclusion. 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 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.



Pride flag

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.



Transgender flag

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.

Community Stories: “Health in Focus”

West Carleton Needs Assessment

Following the success of the 2016 report called, “Engagement on Health Priorities for Seniors and Caregivers in West Carleton: a Rural Community Development Initiative”, in the spring of 2018, WOCRC embarked on a similar engagement initiative with a focus on the needs of children, youth, young adults and families in West Carleton, Ward 5. The community engagement process had excellent participation, both in terms of the volume of people but also the varied ways members of the community were engaged, lending favorably to a comprehensive needs assessment.

We reached well over 500 residents from West Carleton giving WOCRC the opportunity to learn from the expertise in the community, the experiences of residents in caring for the young people in their lives, and listened to the journeys parents and guardians have lived through in accessing social services. Participants included youth, parents and guardians of children, young adults, service providers (physicians, private practitioners, school personnel, etc.) and community stakeholders (such as community associations, faith communities, and local businesses). A comprehensive action plan was developed which included the following data collection elements: focus

groups, one to one interviews, community meetings, and an online survey.

Ten recommendations were identified as a result of this engagement initiative that aligned themselves into three categories: (1) recreation, (2) health and wellbeing (mental health, addiction, nutrition, and emergency services), and (3) community connectedness and isolation. WOCRC will use the findings in this report to advocate for a coordinated effort with stakeholders and community champions to increase the number of social services (drop-in programs, support groups, mental health counselling, recreation programs, prevention and education programs, etc.) located in West Carleton. In response to this report, next steps are currently being mapped out and we look forward to the year ahead.

Ontario Health Teams

The provincial government recently announced a plan to restructure the health care system in Ontario. It disbanded the Local Health Integration Networks (a prime funder of ours) and is looking to establish locally based, client focused Ontario Health Teams. In Ottawa, with a very regionalized hospital system, this will be new territory.

One of the intents of the restructuring is to more fully integrate continuing care and



social services into the primary health care system. We see this as an opportunity for more client and locally based services and have partnered with two of the teams who have submitted proposals to be an initial Ontario Health Team.

It will be a long-term evolution with complex issues to be addressed, so we will continue to monitor developments and progress.

More information can be obtained from the Ministry of Health:

<http://health.gov.on.ca/en/news/connectedcare/default.aspx>

<https://www.ontario.ca/page/improving-health-care-ontario>

Adult Day Program

As part of the services provided at our Algonquin College Adult Day Program site, an evaluation was conducted that included WOCRC/ADP program participants, their care partners, our staff and the College. The evaluation was completed by an external evaluator.

The evaluation results were shared with our funders at the Champlain Local Health Integration Network in 2016 and resulted in continued base funding for the program!

The evaluator, with both Algonquin College and WOCRC permission, then went on to use the data and findings to write a number of articles, hoping to be published. Below is a link to the successful publishing of her first article in the journal, *Dementia*.

Dementia is an international peer reviewed journal that acts as a major forum for social research of direct relevance to improving the quality of life and quality of care for people with dementia and their families.

The article link is below:

<https://journals.sagepub.com/eprint/MJq6u2PbhceyGYzRzsei/full>

Eva James Award: Lise Dorey

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 was a dedicated community volunteer who passed away suddenly in 1995. She 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 Lise Dorey and Thomas Clifford, two community members and devoted volunteers with the WOCRC's Diners Club Programs.

Lise Dorey

Lise is a volunteer with our Kanata Diners Program. She has been volunteering with us since 2009.

Lise's infectious positive attitude, love of life, and care for others in her community, is apparent through her ongoing support of the program. She is admired and greatly appreciated by all volunteers and clients. She has strong leadership and problem solving skills. Lise is instrumental to the success of the Diner's program. There is no task too big or too small that Lise is not willing to tackle.

"They want someone to talk to and laugh with and smile with. To see their reaction, it means everything to me."

Lise has a tender heart and always takes the time to make everyone's experience enjoyable. She is happy to offer a shoulder, a hug and a moment of her time to anyone in need.



Eva James Award: Thomas Clifford

Thomas Clifford

Tom is a volunteer with our Stittsville Diners Program and delivers meals on wheels to people in the community. He has been volunteering with us since 2009.

No matter what role Tom is filling as a volunteer, he always goes above and beyond to ensure that the clients have the best service experience so that they stay healthy and happy in their homes for as long as possible. He always makes sure the client's needs are met by taking the time to listen and observe and to follow up.

"If providing someone with a meal helps that person and puts a smile on their face, I'm glad to do it."

Tom is a dependable and responsible volunteer who never wavers in his commitment to provide outstanding service in any of his roles within the Community Support Service (CSS) team.



2018-2019 Outcomes

Child Witness Program

79 mothers facing violence and 62 child witnesses of violence received support through the Child Witness Program.



Community Support Services

7,175 drives



Chrysalis House

81 women and their dependents received shelter.



Chrysalis House

383 women were referred to other VAW services due to Chrysalis House being full.



Counselling Services

3,680 contacts made with clients in our general counselling, information and referral services core program.



Violence Against Women

386 women received Violence Against Women counselling services.



Community Support Services

24,829 Meals on Wheels deliveries.



EarlyON Child and Family Centres

9,800 visits by children.



Violence Against Women

262 women received support through the Transitional and Housing Support Program.



Volunteering

202 volunteers contributed a total of 18,289 hours.



Community Support Services

3,046 meals served to clients in our Diner's clubs.



Children's Aid Society / Violence Against Women

182 women received support through our partnership with the Children's Aid Society.



Youth Drop-in

316 youth attended the Queerios drop-in 1,641 times.



Donor Profiles

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.

We would like to thank and highlight some of the contributors here.



Team Manager of Chrysalis House, **Erin Baydak**, with Beyond Yoga Studio & Wellness Centre's Director of Marketing, **Terri-Lee Lefebvre**.

Bells Corners United Church for their generous donation of \$1,225 and also to their members for raising an additional \$3,870 to go towards the Counselling Services Program, specifically to provide support to those affected by the tornadoes.

Beyond Yoga Studio & Wellness Centre for their support on International Women's Day and for their generous donation of purses and personal care items to Chrysalis House. Beyond Yoga has been a tremendous supporter since they opened their studio. Along with donating purses and personal care items, they have also raised money for Chrysalis House through Karma yoga classes, and donate free yoga passes for the women staying at Chrysalis House to use.

Kanata Senior's Council for their generous donation of \$1,000 towards WOCRC's Diners Club Program. The WOCRC relies on the help of community partners to make the Diners Clubs possible. The Kanata Seniors Council has been a long standing supporter of this important program and we thank them for it.

Russell McDonald and his team at **Shoppers Drug Mart (Store #1325)** for raising \$1,363 for Chrysalis House women's shelter. Thank you!

Society of Obstetricians and Gynaecologists of Canada, who raised \$2,122 for Chrysalis House women's shelter. Your generosity goes a long way!

The Western Ottawa Community Resource Centre would like to send out a big thank you to **Olivia!** **Olivia** is a student at **St. Stephen Elementary school** and she picked WOCRC as her charity of choice for her "Make a Difference" project. **Olivia** presented the WOCRC with \$300.00 in cash and gift card donations. She went above and beyond to raise much needed funds and to educate and inform community members about the services offered at WOCRC. Many thanks, **Olivia!**



Senor Manager of Violence Against Women and Counselling, **Martine Dore**, with Shoppers Drug Mart's (Store #1325) **Russell McDonald** and his team.

Storm Response

The Western Ottawa Community Resource Centre responded in various ways to the tornado that took place in Ottawa on September 21st 2018. Our involvement included an in-depth review of the situation and then coordinating as necessary with community partners. We communicated with provincial services to offer support as well as to provide resources for folks they were in contact with. WOCRC waited for the emergency services to end their first response and involvement and then stepped in to support local businesses and churches that were looking to help the community. Throughout this process, the WOCRC remained in close contact with the Dunrobin Community Association.

While our resource management continued, WOCRC collaborated with the United Way to provide counselling and support to folks affected. Three support groups provided services from early winter until spring in the affected community. WOCRC also facilitated a senior outreach group and was able to help connect seniors to each other and with local community associations.

Throughout group and individual counselling, WOCRC used its funds to support local businesses providing food services. The theme of community supporting community has built resiliency in the area. WOCRC provided staff to volunteer in the community and promoted all local community events. WOCRC also provided in-home counselling and gift cards to those in need. The work continues in 2019:

- Summer planning for recreational and mental health support for youth will start in July.
- WOCRC hopes to roll out youth transportation from affected areas to WOCRC twice a week to allow youth to work, or take part in recreational activities. This would not be possible without transportation.
- WOCRC has paired with Rideau-Rockcliffe Community Resource Centre to facilitate a post trauma work shop for volunteers and residents on June 19th.

While supporting families and individuals, WOCRC has also provided support to the volunteers in the community. We have attended all community meetings and created solid partnerships with other Community Health Centres (CHC's) to provide support to other affected communities in Ottawa.

Western Ottawa Community Resource Centre continues to provide support to the community that was affected by the flooding, both in 2017, and again in 2019, in West Carleton and offer our services as needed and wanted in the rural community.

Funders

The WOCRC receives 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.

Federal

Employment and Social Development Canada

Municipal

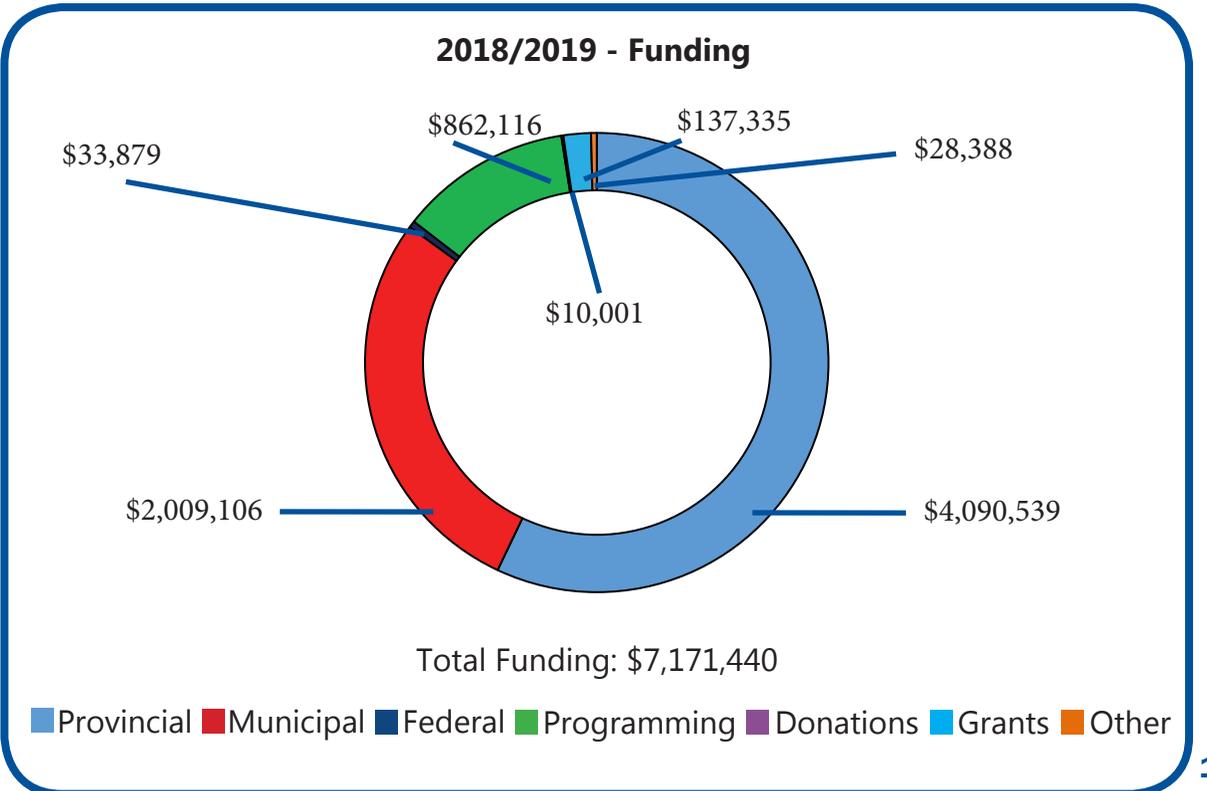
City of Ottawa

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

Grants

Ontario Trillium Foundation
 United Way Ottawa



Testimonials



The social worker I had was great and down to earth! I think it's great that people seek help and have a place to turn to! :-) Thank you for all the help!

Counselling Client

I liked meeting with her and she gave me lots of tools to help me.

Volunteer Services Participant

My counsellor was amazing! She literally saved my life!

Counselling client

My counsellor helped me a lot. I am very glad I came here!

Counselling Client

From my perspective, I can tell you that my husband certainly is enjoying both programs (The Algonquin College Adult Day Program, and MacNeil Court evening program). He speaks often of how great the staff are, so kudos to you and your team. He is very much enjoying both programs. Thanks.

Adult Day Program (ADP) Participant

