

# Bringing Care and Community Together



## 2019-2020 Annual Report

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@WOCRC\_CR00



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As we prepare our annual report, we, along with the rest of the world, are coping with the impacts of COVID-19. The resiliency and adaptability of our whole team to respond and change our whole service delivery model in a very quick time frame has been a great source of pride for all of us here at the WOCRC. We developed virtual services and supports and ramped up our capacity to deliver meals and food supports across Western Ottawa. The year ahead will be one of uncertainty, as we have never lived through something of this impact before.

The arrival of the pandemic capped another busy year in 2019/20 at WOCRC with the completion of our renovations at our site at 2 MacNeil Court and a significant expansion of our EarlyON programming that has allowed us to deliver this program into new communities, including Carp, Constance Bay, Fitzroy Harbour and others. Prior to the pandemic, we had also completed our plans to expand our evening and Saturday hours. The ongoing support for individuals recovering from the flood and the tornado in our rural areas has been a cornerstone of our programming and we appreciate that our donors have continued to support this work.

Another significant change has been the arrival of our new Executive Director in the summer months. Under her leadership, we have begun

developing a new strategic plan. While the urgent response required to pivot our service delivery during the pandemic impacted our ability to finalize this plan, we are excited by the opportunity to think strategically about the leadership role that the WOCRC will play in the evolving health and social service system. That is never more true than seeing what will emerge as we move towards a recovery from the pandemic. Our discussions in developing our plan have highlighted our commitment to leading the community in developing supports and services that meet the unique needs of our suburban and rural residents in Western Ottawa.

Thank you for your ongoing support of the Western Ottawa Community Resource Centre. We look forward to working with you in the year ahead.

Sincerely,

Michelle Hurtubise

Timothy Howe



**Michelle Hurtubise**  
Executive Director



**Timothy Howe**  
Chair, Board of Directors

### 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.



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.

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

### 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.

### Community Development

Community development is a key approach to health promotion, working in partnership across sectors and alongside coalitions, networks, and communities to identify and address local issues in the diverse areas of Kanata, West Carleton and Goulbourn. Community Developers collaborate with staff, residents, and organizations to develop and advocate for services, policies and projects that take action on the social determinants of health, such as, food security, access to transportation, early childhood development, housing, feeling safe, and being engaged.

### 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.

### Children, Youth and Families

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

### EarlyON Child and Family Centre – Kanata and West Carleton

The EarlyON Child and Family Centre



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.





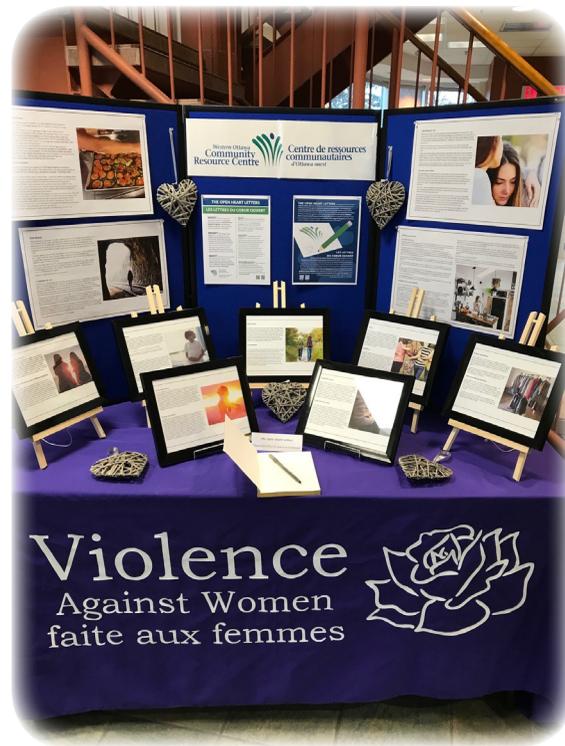
## The Open Heart Letters



The Peer Support Program is a service delivered by the WOCRC's Volunteer Program that offers women, especially survivors of violence, an opportunity to work individually and collectively to end violence against women.

The Peer Support Program created a new social action initiative to raise awareness for issues relating to the violence against women and to promote the work done by WOCRC. The Open Heart Letters (TOHLs) is a collection of powerful short stories told by women and men in our local community regarding thoughts and experiences relating to violence against women and female empowerment. These stories are shared through the lens of the storyteller and are genuine in their nature, intent, content, and emotion. The stories were shared using both WOCRC's and Chrysalis House's social media platforms.

The Open Heart Letters were posted throughout November, which is Woman Abuse Prevention Month, leading up to the December 6th Vigil. A total of 19 stories were collected by the



WOCRC's Open Heart Letters lobby display

public and were very impactful, based on feedback from our followers. In addition to the stories being posted up to the date of the Vigil, an interactive post on Wednesdays entitled "Hope Wednesdays" offered an empowering message or quote with an invitation for anyone to comment.

## The December 6<sup>th</sup> Vigil: National Day of Remembrance



On December 6, The National Day of Remembrance and Action on Violence Against Women, the Peer Support Program held a Vigil to honour and commemorate the 30th anniversary of the day on which 14 women were murdered at Ecole Polytechnique in an act of gender based violence. MPP Merrilee Fullerton, MP Karen McCrimmon and Councillor Glen Gower each spoke about the importance of combatting violence against women and girls. Speakers also included Jenn, a Peer Supporter, and Faith, a youth community member, who told of their own personal stories of being in abusive relationships and then speaking ultimately, to resiliency and hope. Singer Roxanne Goodman offered a beautiful acapella version of 'Lean on Me' to lead us out of the moment of silence. Peer Supporter Christine ended the Vigil with an empowering reading of Maya Angelou's "Still I Rise", and Fred May played his bagpipes as everyone re-entered the building. It was a powerful evening of remembrance.

The Peer Support Program also displayed The Open Heart Letters on the same evening. This powerful art installation featured the collection of photos and short stories in its entirety. An interactive piece of the display included a notebook which guests were invited to sign, or offer their own thoughts, stories or reflections on violence against women.



Peer Supporter Jenn reading for the Vigil

## EarlyON Program Expansion



The last three years have been a very exciting time for Ontario's childcare and early years services. In 2017, the Ontario government embarked on an ambitious plan to modernize all programs for children newborn to 6 years old, their families, and caregivers. In collaboration with the City of Ottawa, community partners, families, caregivers, and broader community members, the Western Ottawa Community Resource Centre worked hard to ensure that the services we provide respond directly to the needs in your neighbourhood.

The WOCRC, along with other early years service providers, had the privilege of supporting the City of Ottawa in their modernization and redesign of the local early years sector. The WOCRC worked hard to provide a voice to the west and rural west communities of Ottawa, ensuring that the needs of our communities are part of the new and updated plan.

During the summer of 2019 we learned that the WOCRC will remain your provider for early years' services.



WOCRC's EarlyON play space in Corkery

On July 1, 2019, we became your EarlyON Child and Family Centre for Kanata, West Carleton, and Stittsville. In addition to enhancing existing programs, we were given the funding to expand these services, which is very exciting news. During the fall of 2019, we expanded our services in West Carleton and Kanata, and established new services in Stittsville. As part of our newly expanded portfolio, we are very excited to have launched the Toys on Tour Mobile Toy Lending Library. With the expansion, in 2019, along with their parents or caregivers, we saw 1,819 children who visited us 10,202 times!

**“We’re super appreciative of the expanded programming, especially the addition of the evening session at MacNeil Court and the Stittsville drop-in Saturday mornings”**

Caregiver of client in the EarlyON Program



WOCRC's EarlyON play space in Kanata

Our EarlyON Child and Family Centre team is committed to ensuring that the quality of the programs and services remains consistent, informative, engaging, and helpful. All program information regarding these services are found on our WOCRC website: [www.wocrc.ca](http://www.wocrc.ca).

## Small World: A Volunteer's Perspective



**Volunteers play an essential role in the communities of west Ottawa by supporting service delivery of the programs and services offered by the Western Ottawa Community Resource Centre. WOCRC always appreciates hearing about how volunteers are doing. One of our volunteers wanted to share several unique stories that he experienced during the course of his duties as a driver.**

I picked up my client at a Kanata seniors' home and asked if she was from here. She said she moved here from Jamaica to be close to one of her children. I mentioned that my mother-in-law had a childhood friend from Montreal, that lived in Jamaica. Comparing notes on this, it turned out that her friend in Jamaica was indeed my wife's mother's best friend. On the drive home I asked her if she had any other children. It turned out she had a daughter in B.C. I told her one of our daughters lived there also. When I dropped off my client, she said, "you really, really made my day", which in turn made my day. I called our daughter that night and they are best friends but also her husband was the first responder in B.C. that rescued our injured daughter by helicopter from high in the Rockies and now they work in the same office in B.C.

When I chat with clients and discover that there are people in their life that intersect with people in my life, it makes me feel close to them. It really is a small world.

\*\*\*\*\*

I picked up another client at her retirement home for the short trip to a doctor's appointment. The doctor told her to buy Tylenol Arthritis. On our way downstairs to the pharmacy she said she really hated buying over the counter drugs from the competition, so I asked her if she was part of a pharmaceutical

family. Yes, through her husband. I knew the company well as I sold scientific research instrumentation to their large research laboratories in Montreal.

On our second trip together, my client told me she started her own company so she could have one to run like her husband did. She started a women's clothing boutique in Montreal with several locations. I asked if the one in Stittsville was one of them. Yes and her daughter ran it. I told her I knew her daughter and husband, and their children as they lived across from my Mom and Dad in Stittsville.

My client lit up and told me the story of how she was babysitting her grandkids and cleaning the windows of her daughter's house when my Mom, who didn't know who she was, asked her how much she charged for doing windows. She said that she liked the people there so much that she didn't charge them anything. She kept my Mom on the hook for several days before admitting she was her daughter's Mom.

It brought about a great feeling of connectedness, I felt that we knew each other because of these family ties. It also gives me a warm feeling, feeling that personal connection. It brought back good memories of my Mother who had passed away. When this client passed away the daughter asked me to write the story on the Funeral website so that all of the family members could enjoy it knowing that her Mother was well taken care of, by someone she felt comfortable with.

In summary, when you get to know the clients that you are driving, you get to feel their appreciation of the service they are receiving. When clients express their appreciation to you, it is very satisfying.

## After the Storm: Summer Camp



The After the Storm Summer Camp was established to provide support to families and children who were directly and indirectly impacted by the tornados of 2019.

The camp was targeted to families with children between the ages of 6 and 12 in West Carleton.

The camp was well attended with 19 children. Four staff members helped to run the camp and 166 hours were donated by volunteers to assist.

Camp activities included social, emotional and recreational themed entertainment.

Of the parents whose children attended the camp, 100% said that it met or exceeded their expectations. The parents also stated that some of the positive outcomes included respite, improved social skills, stress reduction, new friendships, the learning of new skills, and the opportunity to try new things.

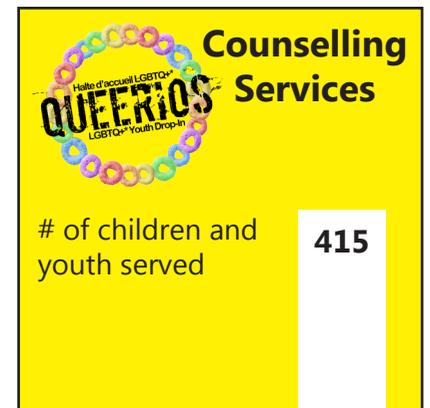
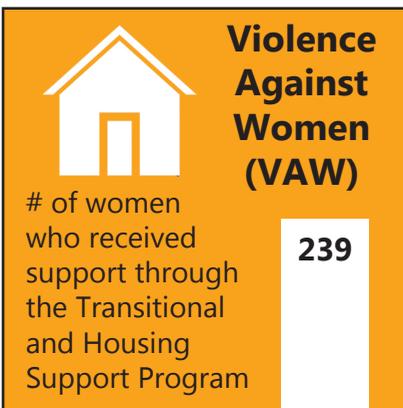
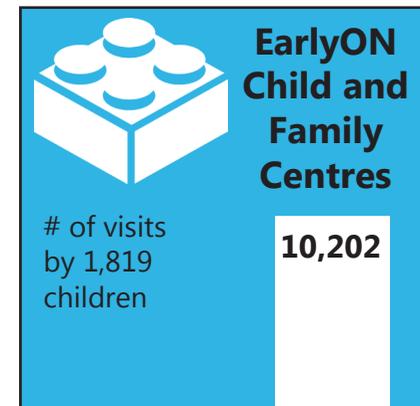
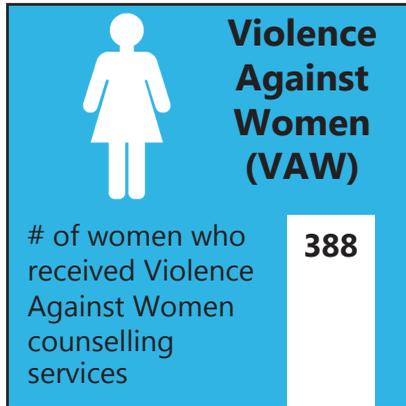
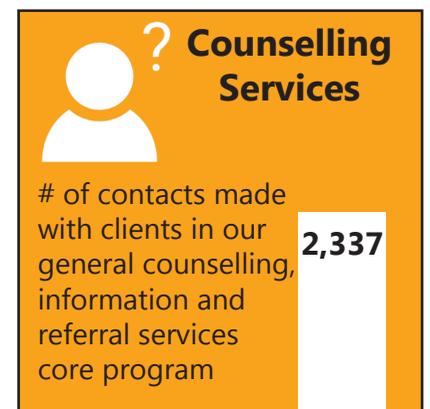
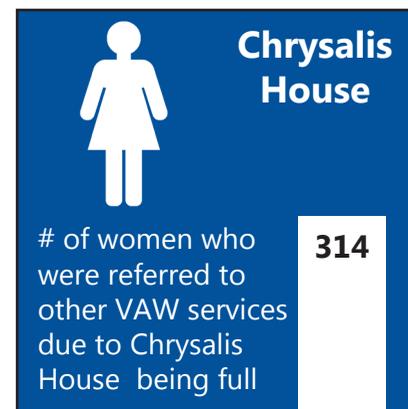
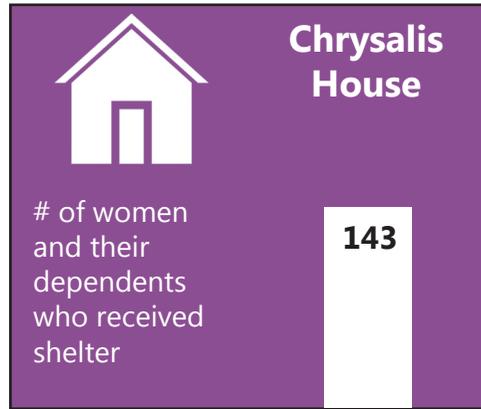
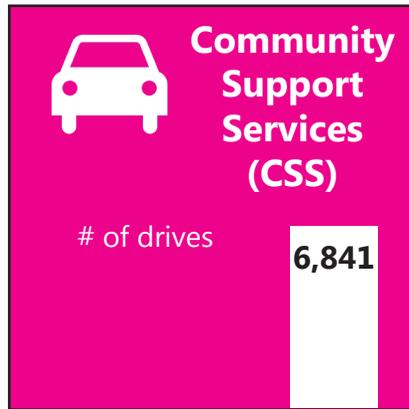
Other positive outcomes included the increase of physical activity, nature play and respect, increase of outside activity, increased exposure to the arts, and increased social interaction.

93% of the children who attended the camp said that they had lots of fun. 86% said that they really liked the camp. 93% responded that they became more open

to trying new things and meeting new people. 86% of the children mentioned that they got along better with others.



After the Storm Summer Camp attendees showing off their artwork



# Donor Profiles



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

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



**Kiwanis Club of Kanata-Stittsville**  
donating to WOCRC

## Benefactors

- Kanata Community Christian Reform Church
- Kanata Seniors Council
- Ottawa Senators Foundation
- Royal Canadian Legion Branch # 593
- Royal Canadian Legion Branch # 638
- Shoppers Drug Mart 5709 Hazeldean Road.
- WOCRC Staff Donation

## Benefactors II

- Leacross Foundation
- Royal LePage Shelter Foundation



## Sponsors

- Beyond Yoga Studio & Wellness Centre
- Bridlewood Community Church of the Nazarene
- Campbell Chiropractic Health Centre
- Chances R Restaurant
- Christ Church Ashton
- Holy Redeemer Catholic School
- Kiwanis Club of Kanata-Stittsville
- Ottawa Community Foundation
- Rotary Club Kanata-Sunrise
- Strategic Charitable Giving Foundation

## Patrons

- Kanata United Church
- St. John's Anglican Church Parish of March

## Supporters

- Bethel St. Andrews United Church
- Brown Bear Daycare
- Complete Media Services Limited
- Kanata Congregation of the Seventh Day Church
- Kanata Rangers Midget A 2018-2019
- Magnet Forensics
- St. Paul's Anglican Church
- Unifor Local 2025
- Wellings of Stittsville



## VAW + EarlyON Program Partnership



The Violence Against Women (VAW) – Women’s Support Group (WSG) is a free and confidential support group offered at the WOCRC and their offsite locations, for women who have/are experiencing abuse. The WSG is an opportunity for women who have experienced abuse in their relationship to come together in a safe space to talk, learn about the impacts of abuse (all forms) with other women who have similar experiences, and to offer and receive support, encouragement and strength to move forward and take steps towards taking control of their lives.

One of the many benefits of participating in a women’s support group is not having to face the problem alone; breaking their isolation. Isolation is a tactic used by abusers to gain power and control over women’s lives. Women often find themselves faced with barriers in accessing services because child care is costly and can be difficult for them to find someone to watch their children. In the past, the WOCRC has provided financial support for child care for women participating in WSG; however, some women have still found it difficult to find child care.

In the fall of 2019, the VAW program and EarlyON came together and in collaboration, provided free on-site child-care to women during VAW groups at the Centre. There were approximately 7 women who accessed the service; an average of 7 children per week and approximately 11 children total were registered. We heard such amazing feedback from the women in regards to the on-site child-care provided. Some of the feedback from women includes:

- They would not have been able to attend the WSG without the on-site child care.
- The children were able to connect with other children in similar circumstances and felt less alone knowing that there are others who have experienced or witnessed abuse.

The women have continued to support each other since the group ended and have built strong relationships with one another and their children. It was an amazing opportunity for the women to be able to access on-site child care, thereby removing some of the barriers to accessing services.

## 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 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, Community and Social Services

### Grants

United Way Ottawa



Government of Canada

Gouvernement du Canada



United Way Centraide Ottawa

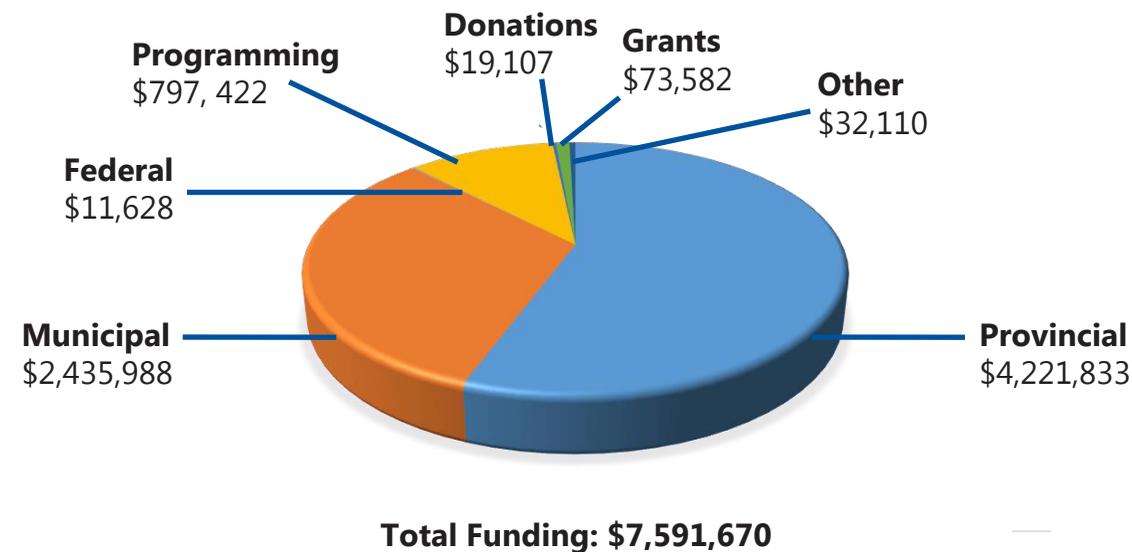


Supported by



Ontario  
Champlain Local Health Integration Network  
Réseau local d'intégration des services de santé de Champlain

### 2019/2020 - Funding



■ Provincial ■ Municipal ■ Federal ■ Programming ■ Donations ■ Grants ■ Other

## Testimonials



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**“All of the kids love the drop-ins immensely because they get to choose exactly what they want to do and the activities cater to multiple age groups. It’s a little outing for us.”**

Caregiver of client of the EarlyON Program

**“Thankful to have met others who have had and are going through similar experiences.”**

VAW Counselling Client

**“It was perfect! The facilitators were a true gift!”**

VAW Counselling client

**“After visiting the counsellor, my daughter is so much happier!!”**

Children and Youth Counselling Client

**“I was very happy with the expansion of extra days for the Carp Playgroup and the addition of the Corkery location. It was really nice to be able to take the children on outings close to home in the winter months”**

Parent of client in the EarlyON Program

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