

Bringing Care and Community Together



1986 - 2021
35 YEARS of bringing
care and community
together for far west Ottawa!



Annual Report 2020 - 2021

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As with the rest of the world, 2020-21 saw Western Ottawa Community Resource Centre (WOCRC) dealing with the significant impact of COVID-19. We are extremely proud of our entire staff team who in the early days of the pandemic were adjusting on an ongoing basis to new rules that were arriving daily. Over the course of the year, we made innumerable changes in how we offered services, developing a mix of virtual, in-person and outdoor programming to respond to the needs of our clients and community members. The pandemic made visible to everyone where we were collectively most vulnerable and our staff stepped up with new supports and approaches in order to meet those needs.

In the midst of the pandemic, the death of George Floyd sparked a racial reckoning as racialized communities reacted to the on-going systemic and pervasive racism that exists in our systems and structures and called us all to account. At WOCRC, we took this opportunity to look at our own organization and identify where we could improve on our own anti-racism actions and are in the process of reviewing our own organizational practices, as well as establishing some new objectives for ourselves, so that we can better reflect the broad diversity of the communities that we serve.

We know that we are not alone in the awareness that the impact of the pandemic has had a

disproportionate impact on individuals and communities that are racialized, immigrants and newcomers, those working in lower income jobs and those living in poverty. As we head into this next year with the hope of the pandemic being under control, we know that recovery from the pandemic also depends on all of us working towards a more just society. WOCRC will continue to be part of these discussions, and part of the solution for change.

Sincerely,

Michelle Hurtubise

Barbara Lippett



Michelle Hurtubise
Executive Director



Barbara Lippett
Chair, Board of Directors



Our Vision

Healthy, inclusive, vibrant and resilient communities in Western Ottawa.

Our Mission

The Western Ottawa Community Resource Centre promotes health, safety and wellness in our communities. We provide individuals and families with, and connect them to, community, social and health services across the region.

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, Stittsville and West Carleton

The EarlyON Child and Family Centre – Kanata, Stittsville, and West Carleton

provides a variety of free programs and services for children, newborn to six, along with their parents and caregivers. Services include a mobile toy library, two resource libraries, drop-in programs, workshops, specialized playgroups, and special events. The Centre also offers support with additional information and referral services.

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.

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, The ZONE Youth Drop-In, The ZONE PLUS Youth Drop-In, Queerios LGBTQ+ Youth Drop-In and workshops for parents and community partners.



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.





WOCRC extends a big thank you to volunteers!

Western Ottawa Community Resource Centre would like to acknowledge and thank our volunteers for their commitment during the pandemic. We saw many volunteers who were able to support our programs and services by taking on new challenges as they continue to help others in our community.

This included volunteers increasing the frequency of telephone assurance calls, participating in virtual socialization programs, continuing the friendly visiting program with telephone visits, and picking up and delivering groceries to clients.

We continue to work with our volunteers to create innovative and safe ways to deliver programs that help our community.

Meals on Wheels Program Volunteers

A hopeful and encouraging sign is that the Meals on Wheels program's volunteers are back on the road delivering hot meals to clients. These volunteers are a vital part of the program and we are so happy to see them return.



One of WOCRC's volunteers preparing to deliver meals.

How Counselling Services reacted to the pandemic

Counselling Services and Community Response saw a number of shifts during the 2020 pandemic. Our services moved to online, virtual, and phone in March of 2020. The barriers became evident early on around privacy and internet access or connection.

Individuals contacting our crisis line for food security were the primary reason for calls, followed by support with utilities.

Individual counselling decreased by 50% until summer of 2020. We saw a need for a quick response for women living with violence without access to the internet. Counselling teams as well as the Violence Against Women program partnered with Counselling Connect to better support women.

Children and Youth counselling services saw an increase in September 2020. In-person services were reestablished and numbers remain stable with children struggling with online schooling, lack of social contact and family dynamics. Counsellors saw children presenting with increased self-harm, disordered eating and anxiety. In-person counselling sessions continue to be held without a wait list.

Households found themselves struggling to work from home while homeschooling children with inadequate technology or the inability to support multiple children.

WOCRC supported families through community partners with school supplies, including technology devices. As we connected with families, we noted the need for community outreach to supply masks, and gifts cards to those in need. Weekly deliveries continue.

Our rural youth program continued with virtual programs offering youth the opportunity to take part in art groups and movie nights. Youth expressed fatigue with online platforms.



Because of the pandemic, all of our EarlyON Programs are currently virtual. Below, you will find the programs being offered, and a description of each program.

Baby Doll Circle Time

Children develop best within the context of caring relationships. Baby Doll Circle Time™ provides the opportunity for young children to experience being the nurturer by interacting with their baby dolls (or teddy bear) in the same ways that we as caring adults might interact with them. As the children play with their dolls, they relive and strengthen the attachment and connection that they have with their caregivers and parents. Baby Doll Circle Time™ is a way to ensure that children experience the attachment, attunement, and social play required for optimal brain development.

Baby and Me & Toddler Too

The first half hour is songs, rhymes,

bounces, cuddles and tickles for families with babies and little ones; building on attachment while having fun together.

In the second half hour, you are invited to chat with us and other parents, create connections within your community and problem-solve together over a 'cuppa'. Join us for as long or as little as you can!

Connecting Across Generations

Help bring some joy and interaction to the lives of our older population by joining us for joint circle time in partnership with The Day Program for Seniors or Older Adults.

Quiet Circle Time

This circle time will be ideal for those little ones who don't nap in the afternoon. Quiet, easygoing stories and songs will fill the space allowing the children to have a peaceful time, to calm and relax the body and mind.

Parent and Child Mother Goose Circle Time

Interactive circle time for parents/grandparents/caregivers and their child(ren) to bond and discover the power and pleasure of basic rhymes, songs and stories.

Zumbini® with Alex

Takes little ones aged newborn to 6 on their first steps towards an active and musical life!

Baby and Me: Mindful Movement

Take an hour to focus on self-care and connecting with other parents of young children. Each week will include a flow of exercises and mindful breathing with a time at the end to talk about early childhood development and any other topics of interest. Sleeping babies, baby-wearing adults and adults who just want to chat are all welcome!

Storytime in Your Jammies (Bilingual)

Join Heidi for 30 minutes of interactive circle time where songs and activities will come to life with puppets, felts, songs, and activities!

L'heure du conte avec Heidi

Join us for storytime in French!

Show and Tell

Join a small group for Show and Tell!




**EarlyON
Child and
Family
Centres**

of visits by
parents /
caregivers
to in-person
programs

290



**WOCRC /
CRCOO +
Community**

of homemade
cloth masks
that have been
distributed
within the
community

10,000
+



**WOCRC /
CRCOO +
Community**

of COVID-19
screener forms
that were filled
in by clients
who received
support

26,000
+



**WOCRC /
CRCOO +
Community**

Dollar amount
of gift cards
that have been
donated to
vulnerable
households

42,025



**WOCRC /
CRCOO**

of contacts
or interactions
made with
clients

70,000
+



**EarlyON
Child and
Family
Centres**

of visits
by children to
in-person
programs

254



**EarlyON
Child and
Family
Centres**

of visits
by children to
virtual programs

4,604



**Community
Support
Services
(CSS)**

of grocery,
pharmacy,
and program
kits delivered

683



Volunteers

of hours
224
volunteers
contributed

2,652
*
lower due to
the pandemic



**Community
Support
Services
(CSS)**

of food
hampers
delivered
to vulnerable
people

1,906



**Counselling
Services**

of youth who
attended a
combination of
all the groups:
RBC, ZONE+, WC ZONE,
Queerios, The ZONE

147



**EarlyON
Child and
Family
Centres**

of visits by
parents /
caregivers to
virtual programs

5,326



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.



Manager of Counselling and Community Response, **Christine Harrison**, with Kanata Hazeldean Lions Club.

Benefactors / Benefactors II

- Happy Roots Foundation
- Kanata Community Christian Reform Church
- Kanata Hazeldean Lions Club
- RBC Foundation
- Royal Canadian Legion #638
- Shoppers Drug Mart - 5709 Hazeldean Rd.
- United Way - East Ontario / Ottawa
- Royal LePage Shelter Foundation

Sponsors

- Bells Corners United Church UCW
- Beyond Yoga Studio
- Bridlewood Community Church of the Nazarene
- Campbell Chiropractic Health Centre
- Christ Church Ashton
- Enbridge
- Greensmere Golf & Country Club
- HelpAge Canada
- Rotary Club of Kanata - Sunrise
- Rotary Club of Ottawa - Stittsville
- Secteur Comptabilite BNC (National Bank)
- SSi Micro Ltd.

Patrons

- Parish of March St. John's Anglican Church
- ScotiaMacLeod Charitable Foundation
- SJ Foundation

Supporters / Friends

- Kanata Seventh Day Adventist Church
- Ottawa Valley Adjusters Assoc.
- Stittsville Market @ the Barn
- West Carleton Secondary School

As part of a Girl Guide service project, **Riley** has decided to start a fudge company "because I love to bake and I love fudge!" She is passionate about the community and has decided to donate part of the proceeds to **Chrysalis House**, to help women and children seeking help to escape violence or domestic abuse. Such a cool initiative! Kudos to **Riley**!



2020 presented the world with countless new challenges – many of them unprecedented in our lifetime. The EarlyON team faced these challenges with energy and innovation, and from these efforts, a new world of virtual and outdoor programming was born.

It all began with a Zoom account.

In early 2020, we shifted our programs from in-person to virtual using the Zoom video conferencing platform. We started with Circle Times, Zumbini, and Baby & Me programs, then we quickly started exploring the various types of programs we can offer virtually. From Mindful Movement programs to Infant Massage workshops, to Parent and Caregiver Coffee Chats, the EarlyON team sought to meet our clients' needs in ways that prioritized everyone's health and safety.

As time marched on, in 2020, we began to open up outdoor programs with a new commitment to maintaining these programs year-round. Though sometimes chilly, and sometimes wet, these programs offered a new opportunity for the EarlyON team to help clients get comfortable with inclement weather, while outlining the benefits of outdoor play in early childhood.



“You [...] have been my connection to the outside world and the only sense of community I currently have. I cannot express in words how grateful I am for you [...] and the various programs you have hosted.” – Client testimonial



We introduced new programs like Playgroup in a Bin – a take-home bundle of resources and ideas for families to recreate the activities from a normal playgroup at home. We created a new style of workshop, which uses a combination of emails and Zoom meetings to help relay information to our clients while maintaining a community-based support system.

2020 forced us to look inward – to explore our strengths and challenges, both personally and as a team – and from that examination, a rich tapestry of programming emerged. As we move into 2021, we are committed to meeting our clients' ever-evolving needs in a post-pandemic world, but we are excited to bring our favourite elements of pandemic programming with us.

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

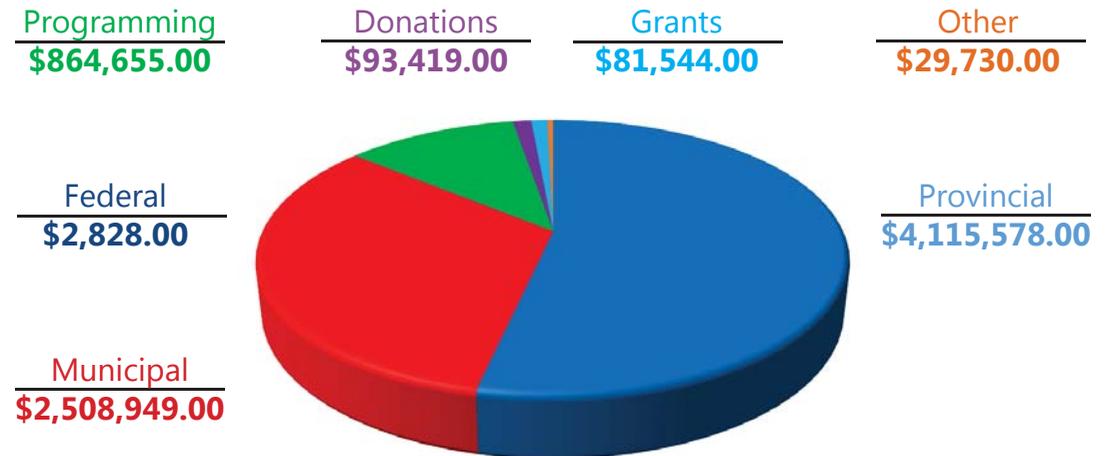
Municipal
City of Ottawa

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

Grants
United Way Ottawa



2020/2021 - Funding



Total Funding: \$7,696,703.00

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



Regarding the virtual programs, I have found them very enjoyable and look forward to them. They are often the highlight of my day. The guest speakers have been both informative and entertaining. The story telling and the music programs are wonderful. This gives me something to look forward to and I am grateful.

- *Community Support Services client*

I just wanted to thank you for the food box today.

I made some stewed tomatoes out of the fresh cherry tomatoes that were in the box and added that to some pasta (also in the box.) Milk for my tea. Oh my goodness, you have no idea how much this means to me. What a treat. In the morning, I'm also making apple sauce from the fresh apples you sent along. Another treat. Thank you. Tomorrow, I'm enjoying the raisin bran for breakfast and toasted chicken sandwiches for lunch. It's almost like Christmas. Thank you as well for the wonderful toiletries. It seems whenever I am running out of something, it magically appears in your next box. Please pass the word on for my sincerest appreciation. It does so much more than fill my tummy. It touches my heart and lets me know I am thought of by someone. I'm not alone. For this and so much more, I say thank you.

- *Food Box Recipient*

So far I really like the Friday Zoom and look forward to Fridays each week. The group is always fun and we have good laughs which we all need in these hard times.

- *Community Support Services client*

