

Bringing Care and Community Together



# ANNUAL REPORT

2021 - 2022

2 MacNeil Court, Kanata, Ont. K2L 4H7

Phone: 613-591-3686 Fax: 613-591-2501

BN: 12821 9201 RR 0001 | [info@wocrc.ca](mailto:info@wocrc.ca) | [www.wocrc.ca](http://www.wocrc.ca)



WOCRC.CR00



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2021-22 has been a year of change and resiliency for the Western Ottawa Community Resource Centre.

Following an executive search to replace Michelle Hurtubise who left us in August to accept a position at a larger downtown community health clinic, WOCRC welcomed Leigh Couture as our new Executive Director in December of 2021. A special thank you is extended to our Director of Client Services, Cristina DiTomaso, who served as interim ED from September to December. Leigh brings to the Centre extensive knowledge and leadership experience from several senior level social service roles in Ottawa as well as a passion for community development and support. The Board of Directors is thrilled to have Leigh at our helm to lead the Centre into its next chapter.

March 2022 marked the second year of the unprecedented COVID-19 pandemic. The critical value of WOCRC as a community resource was demonstrated as we pivoted to support our community in navigating this ever-changing environment together. Every aspect of our operations was impacted, and we continued to offer our programs and services while also taking on a leadership role in the city-wide COVID-19 response supporting some of our most vulnerable community members.

We are so proud and thankful for our exceptional and resilient staff team who responded with grace, humour and professionalism to maintain the services of WOCRC, while navigating their own personal and family needs. Although exceedingly challenging at times, the pandemic showcased the strength and character of the passionate WOCRC team who reimaged service delivery and developed new and innovative ways to support our communities while ensuring the safety and health of our staff and clients.

This year we will be embarking on a number of substantial projects that will make significant impact in the lives of residents in our community. As the health system transforms, WOCRC will continue in our leadership role in the development of the Ontario Health Teams (OHT) in Ottawa West. We also look forward to the fall when we will be opening our new Community Services Hub location in Bells Corners in partnership with Christ Church Bells Corners and the FAMSAC foodbank.

As we write this message, we as a Centre are turning the page from the recent periods of change and challenge to one of hope. As we move towards an environment where we are living with COVID and as WOCRC returns to expanded in-person programming, we have lots to be excited about. We continue to be seen as a community service leader and sought out for collaboration by our valued social service partners. Our leadership and staff teams are stronger than ever.

It continues to be our honour and privilege to serve on behalf of the Western Ottawa Community Resource Centre and its staff and clientele.

Leigh Couture      Gina Grosenick



Leigh Couture  
Executive Director



Gina Grosenick  
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 women experiencing gender-based violence.

Chrysalis House

Chrysalis House is a safe and secure 25-bed shelter in western Ottawa. It is open to any self-identified woman (over 16) and her dependants who are experiencing abuse in the home and need to leave to keep herself and her dependants safe from intimate relationship abuse.

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

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.



### What WOCRC heard from the community!

In 2021-2022, WOCRC held a series of Community Conversations with our local partners, community associations, and residents alike. The overall objective was to gain a better understanding of what needs were most prevalent and how we could better serve our community members in both urban and rural areas.

Through these conversations, community meetings, client surveys, community events, and residents' feedback, common themes began to emerge. These themes included mental health, housing affordability, education gaps, and food security. To address these priorities, we will continue to collaborate with communities on developing and implementing key activities, initiatives, and programs.

Community members remain an essential source in identifying needs and potential solutions. Your voice matters to us!



### EarlyON: 2021/2022

Over the last year, the EarlyON team has worked hard to continue offering high-quality programs for families, despite the inevitable changes brought on by the ongoing pandemic. Taking a hybrid approach, the EarlyON team tweaked the "pre-pandemic" programming calendar to include the best parts of pandemic programming – notably, virtual programs and outdoor programs. With live virtual programs available every weekday, indoor playgroups taking place whenever possible, year-round outdoor programs, Toys ON Tour making stops across our communities, and online resources available 24/7 on social media channels, families have been able to access a wide range of services from the EarlyON team.

For the first time, outdoor programs were expanded to be offered year-round, giving families the opportunity to safely connect in-person when nearly everything else was shut down. When indoor programs were suspended in January 2021 following the announcement of provincial health restrictions, a second outdoor program began to be offered on Saturdays in addition to Thursday mornings. That same month, Toys ON Tour opened permanent libraries at both the Kanata and Carp locations.

These libraries contain books, toys, games, activities, and more which families are able to borrow. The static libraries received over 100 visits from January to March. The Toys ON Tour van remained in service despite the various lockdowns serving more than 1,000 clients throughout the year.

This past fall saw the re-introduction of in-person workshops, kicking off with Baby & Me Dance Class in the fall, and again in later winter, followed by Make a Mess with Dad, and Infant Massage in the spring. These in-person workshops have been met with overwhelmingly positive reviews from the clients and are just the beginning! Virtual workshops continued to be offered as well, to serve the diverse needs of the clientele.

The EarlyON team is committed to continue learning and adapting in order to best support families in our communities, no matter what the future holds. Thank you to all of the families who have participated in EarlyON programs over the last year!





Community Support Services: 2021/2022

Holiday Food Security

With many of our community members continuing to be affected by COVID and its consequences, the CSS (Community Support Services) team were eager to try and bring some holiday cheer to our community members struggling with isolation and food security. After some brainstorming and planning, members of the CSS team leapt into action. The team reached out to Farm Boy, Scotty’s Diner in Bells Corner, and Greensmuir Golf and Country Club for support.

The CSS team was able to spread holiday cheer to 90 community members and families. Each community member received a fruit and grocery basket from Farm Boy, a gift card to a local retailer, and a traditional turkey holiday meal with all the trimmings and dessert provided by Scotty’s Diner and Greensmuir Golf and Country Club.

The CSS team was also grateful for the many volunteers, and staff members who delivered the meals and baskets to our community members. It was truly a community effort. The response from our community members was overwhelming and it certainly assisted us all to recapture the holiday spirit.

Fresh Indian Meals

After several months of careful planning and coordinating with our partners at ICCC Indo-Canadian Community Center, CSS successfully launched the Fresh Indian Meals program as part of the Meals on Wheels program in August 2021. For the first time our community members were able to receive a prepared authentic Indian meal delivered to their door on Tuesdays and or Fridays weekly. The Fresh Indian meals program provided all community members the opportunity to try something new or to receive a culturally enriched meal. Since its inception hundreds of meals have been prepared and delivered to our community members.

The CSS team would like to thank members of ICCC and Nutrition Bloc, as well as our many volunteer drivers who have supported this initiative to provide an alternative choice to our community members and expand our services. It has been a wonderful program that has focused on inclusivity. The CSS team looks forward to continuing to develop community partnerships expand our meal options in the future.



Greensmuir Golf and Country Club donating food

Chrysalis House: 2021/2022

2021 was again a challenging year for Chrysalis House as congregate care living continued to be heavily impacted by COVID-19 and the accompanying restrictions. Despite these numerous challenges, Chrysalis House staff worked tirelessly to ensure continuous and caring high-quality service to residents, transitional housing clients, and crisis line callers.

Every day, Chrysalis House staff adapted to the challenges presented to them and supported one another and the women and children at Chrysalis House in creating a healthy and happy shelter environment for everyone. With everyone’s hard work, sacrifice and luck we were able to avoid a COVID-19 outbreak at the shelter and support families impacted by gender-based violence during a time when the risks were especially high.



Chrysalis House staff



## Client Success: A Counsellor's Perspective and Testimonial

"I think a big success last year wasn't with any particular client in my program, but with all the children I supported online. The success is in how these little people were able to still show up, share their stories and heal, despite not being there in person. These are true success stories.

Last year, I was able to provide 'Care Kits' to children that contained items to help them with their emotions, some resources for moms to use, and a few fun things. Receiving them for some, was the first meeting in person last summer. Being able to provide this little bit of joy to children who have endured so much and worked so hard on their healing, is truly a win!"

## WOCRC and our Dedicated Volunteers

2021-2022 continued to be a challenging year, with COVID dictating the way we served the community, from being able to run face-to-face programming to pivoting

to virtual programming and back again. WOCRC volunteers have faced these challenges head on. They continue to support our staff and our community in many ways.

We cannot thank them enough for all that they have done to support us and the community that we serve.

While the majority of our face-to-face programs are up and running at a scaled down capacity, we continue to move towards opening up more and more programs, which means being able to serve more community members in the safest way possible.

We look forward to the day when we are able to see all of our volunteers in person again.



**Volunteer  
Appreciation  
Week -  
5 days of  
giveaways**



**Act One is a 9-week program for youth 12-18 to explore all parts of making theatre. From design elements, to acting, directing, and stagecraft, youth will work hands on with a variety of short plays, scenes, and monologues.**

**\*\*The section below was written by an Act One Program attendee\*\***

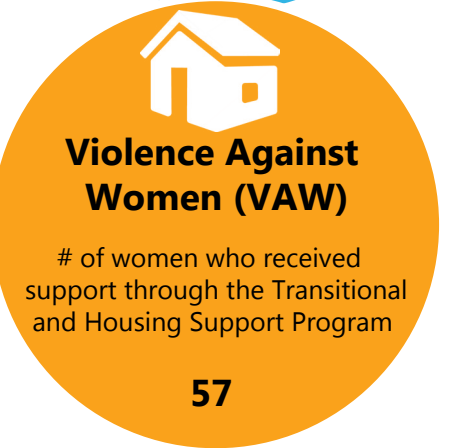
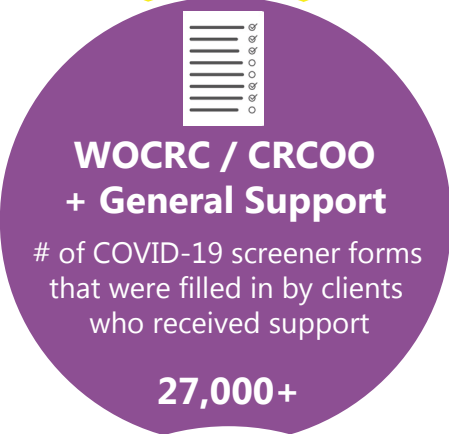
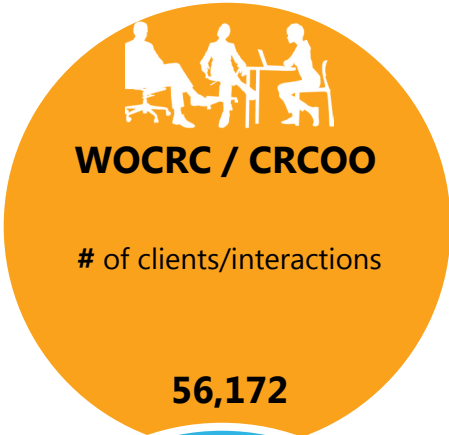
"I heard about Queerios and the programs at Western through someone helping my mom. I had just come out as bisexual and was starting to realize I was transgender. They mentioned it to me as a safe place for queer youth to go.

When I arrived, the first thing I noticed is that it was very open. Not just the space, but there was such a feeling of openness. Everyone was very relaxed and comfortable being themselves. It's a very non-judgmental space. No one judges you if you have self-harm scares or ADHD or tics. No one judges you or lectures you, but there's help if you want it.

I've tried out several different programs. So far my favourite was the theatre program. I adore theatre and it was the perfect mix of being informative and still fun. I loved getting to work with people who had the same interests, to build a show together and perform it. The sense of connectedness and togetherness in that was amazing. I want people to know how important programs like this are for young people who need support and somewhere to go."



**Act One  
theatre  
program  
attendees  
performing  
a show**

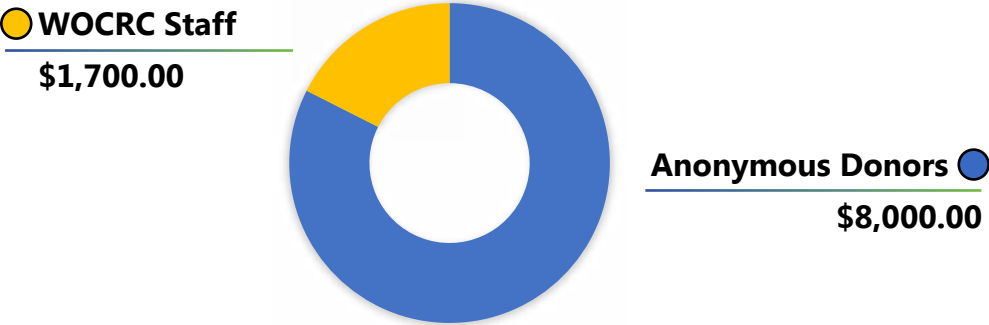






The WOCRC is grateful for all of the individuals and organizations that give so generously to help support the programs and services that help so many in our community.

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



BENEFACTORS / BENEFACTORS II

- Canadian Wireless Telecom Association
- Kanata Community Christian Reform Church
- Royal Canadian Legion #638
- Royal Lepage Shelter Foundation
- Shoppers Drug Mart - 5709 Hazeldean Rd.
- United Way - East Ontario / Ottawa

SPONSORS

- Bells Corners United Church UCW
- Campbell Chiropractic Health Centre
- Canada Walk of Fame
- Christ Church Ashton
- Fika Beauty
- Ottawa Community Foundation
- Strategic Charitable Giving Foundation
- TD Canada Trust

PATRONS

- Parish of March St. John’s Anglican Church
- Rotary Club Kanata - Sunrise

SUPPORTERS / FRIENDS

- Boston Scientific
- CFUW
- Charron Pilon Sauvé LLP / S.R.L.
- Grantek Systems Integration Ltd.
- Kanata Seventh Day Adventist Church
- Knights of Columbus
- Knights of Columbus 10470
- Leclair Decor
- Marthoma Church Ottawa
- TrueCourse Communications
- Unifor Local 2025

# 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.

## Municipal

City of Ottawa

## Provincial

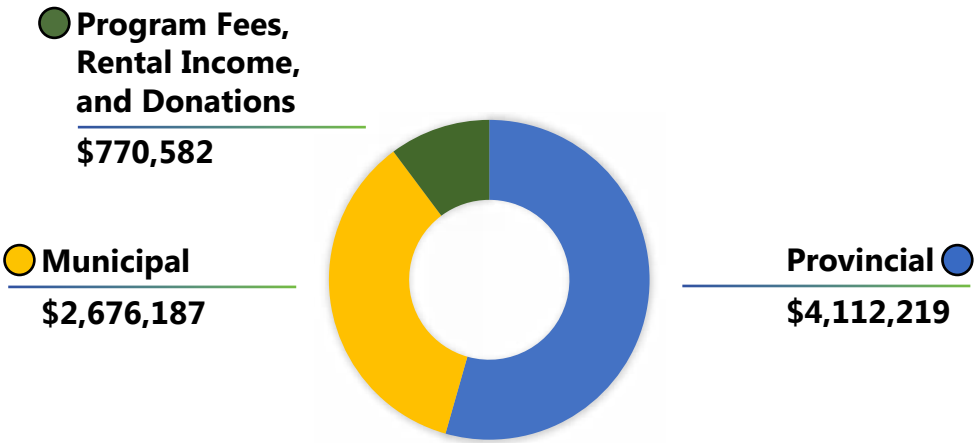
Ontario Health East  
Ministry of Children, Community and Social Services

## Grants

Ontario Trillium Foundation



2021/2022 - Funding



Total Funding: \$7,558,988

Provincial ● Municipal ● Program Fees, Rental Income, Donations ●

# Testimonials



## EarlyON 'Mindful Parenting' Participant

"Thank you so much for putting together this great workshop. I really enjoyed it and hope to be able to continue applying what we learned and discussed."

## EarlyON Participant

"Hello, we are new to attending WOCRC circles, and we love them!!! We are so impressed with every one we've attended. Thank you! All day after circle, we've each been humming tunes, trying to remember the songs..."

## Snow Go Assist Client

"I was so happy opening mail yesterday and finding a cheque from the Snow Go programme. What a city, what a country! It was a pleasure speaking with you while applying for monetary help. Some time when we are free of the virus, I will hopefully be in shape to volunteer to the WOCRC."

## Community Support Services Client

"Knowing that it's someone from WOCRC delivering the order makes me feel safe :)"

## Community Support Services Client

"Your program is so well managed with such kindness and skill - a thousand thank-yous to you and the team for all you do!"

## Adult Day Program Client

"You were all there for us when we needed the help most."



