Western Ottawa Community Resource Centre

Bringing care and community together

The Western Ottawa Community Resource Centre (WOCRC) offers health and social services and programs to benefit individuals of all ages in far west Ottawa.

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.

OUR GUIDING BELIEFS

The WOCRC's deeply held beliefs 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.

Western Ottawa Community Resource Centre
Centre de ressources communautaires d'Ottawa Ouest

2 MacNeil Court, Kanata, Ont. K2L 4H7
Tel.: 613-591-3686 Fax: 613-591-2501
BN: 12821 9201 RR 0001 info@wocrc.ca www.wocrc.ca

CLIENT RIGHTS

At the WOCRC, we respect all our clients and take their rights very seriously. Specifically, we believe that you, our clients, have the right to

Be Respected:

- Be treated in a professional, courteous and dignified manner.
- Be acknowledged and welcomed for your individuality, needs and preferences, including ethnic, spiritual, linguistic, familial, ability, age, socioeconomic, cultural, sexual orientation, gender expression, and gender identity factors.

Be Heard:

- Participate in making empowered choices about the factors that affect your safety, health and overall wellbeing.
- Provide feedback about your experience accessing our services and feel confident that any concerns you have can be addressed through our Client Complaints[1] policy and procedures.

Be Informed:

- Receive clear information to help you make decisions in the planning and delivery of your services.
- Receive information about other services at our centre and in the community.

Quality of Service:

- Receive quality and confidential services in compliance with our policies and procedures and other relevant legislation.
- Receive service in either official language.

Along with the WOCRC's Guiding Beliefs, these Client Rights are a fundamental part of our approach to serving residents of our community.



CLIENT COMPLAINTS

The WOCRC recognizes that in spite of efforts to meet client needs, there may be times in which clients are not satisfied with the services received. All client complaints will be responded to in accordance with our policy.[1] If a complaint is received in French for a program not designated as a French Language Services program, efforts will be made to respond accordingly.

[1]The WOCRC's Client Complaints policy is available to you upon request:

Phone: 613-591-3686
Email: info@wocrc.ca

CLIENT PRIVACY — PROTECTING YOUR PERSONAL INFORMATION

Our Commitment

We are committed to protecting your personal information. This information is given to us in trust and will remain confidential.

- All WOCRC staff and volunteers are committed to maintaining the confidentiality of your information.
- When the WOCRC collects information from you, it will only be to provide you with services that you have requested. You are not required to provide any information beyond what is required to meet your needs.
- WOCRC staff work in teams to provide you with comprehensive services. Information may be shared among those directly involved in providing you with services. We will not share information about you with others outside the Centre without your permission, except under special circumstances (see Limits of Confidentiality).
- Your file belongs to the WOCRC. You are welcome to request access to your file. The WOCRC will be responsive to any questions or concerns that you may have regarding the protection of your privacy at the WOCRC.

Privacy and Security of Your Information

The Personal Information collected in your file belongs to you. The privacy and protection of your information is a priority. In the assessment process, we only collect the information we need in order to determine your service and support needs. The information cannot be used for any other purposes without your permission.

- Your information is kept in a secure place.
- Your information will only be viewed by authorized people who deliver your services.
- All service providers have signed contracts to keep your information confidential.
- When a person views your information, it is recorded in a log. This log is reviewed regularly to make sure there has been no unauthorized access to your information.
- Information is stored and/or disposed of according to the law.
- We will investigate any suspected breach or unauthorized access to your personal information.

Limits of Confidentiality

The WOCRC may report information to third parties without consent only if required by law. Examples include:

- If we believe that you are a danger to yourself or others;
- If we suspect that a child under the age of 16 is at risk;
- If our records are subpoenaed by the courts.

Protecting Your Privacy

The collection of personal client information is fundamental to providing quality community, health, and social services. The WOCRC has always understood the importance of confidentiality and we have taken additional steps to ensure the privacy and protection of your information. We have:

- Approved a Privacy Policy;
- Appointed a Chief Privacy Officer to answer your inquiries and concerns;
- Set up safeguards for handling paper, electronic and verbal personal information.

Questions or Concerns?

If you would like to know more about how your personal information is handled feel free to ask our Chief Privacy Officer by calling **613-591-3686** or emailing **privacy@wocrc.ca**.

If you would like to review the *WOCRC Privacy Policy*, please visit **www.wocrc.ca**.

The Privacy Commissioner

If you have any issues or concerns about how your information is being handled, you have the right to contact the Information and Privacy Commissioner of Ontario at:

2 Bloor Street East, Suite 1400
Toronto, ON — M4W 1A8
Phone: 1-416-326-3333 or 1-800-387-0073
TTD/TTY: 416-325-7539
www.ipc.on.ca
info@ipc.on.ca

SERVICES AVAILABLE

COUNSELLING SERVICES

Counselling Services provides free, confidential, short-term counselling. It also offers walk-in support at designated times throughout the week.

- Short-term counselling to children, youth and adults ages 7 and up
- Crisis intervention
- Referrals to other agencies or community resources
- Counsellors are available for virtual or in-person counselling

CHILD AND YOUTH PROGRAMS

- EarlyON Child and Family Centre of Kanata, Stittsville and West Carleton
- Toy Lending Library
- The ZONE Youth Drop-In
- The Queerios LGBTQ+* Youth Drop-In
- Tailored Workshops

GENDER-BASED VIOLENCE (GBV)

- GBV Counselling Program
- Child Witness Program
- Chrysalis House – Women's Shelter
- Transitional and Housing Support Program
- Interpretation services are available upon request

COMMUNITY DEVELOPMENT

Community development uses a health equity lens to focus on empowering residents to identify priorities, take leadership roles, and shape local solutions while fostering collaboration among partners to share resources and create lasting impact.

OTHER FREE SERVICES

- Photocopying and Faxing
- Access to WIFI
- Computer and Internet access

VOLUNTEER AND STUDENT SERVICES

- Placement of volunteers in a variety of programs
- University and high school student placements
- Opportunities for ages 14 and up

COMMUNITY SUPPORT

The Community Support Services program is committed to helping seniors and adults with a physical disability live independent, active and meaningful lives.

- Foot Care Clinics
- Diners Clubs
- Telephone Assurance
- Community Cafés
- Activity Cafés
- Exercise programs
- Meals on Wheels
- Snow Go Assist Program
- Adult Day Program
- Caregiver Support Groups
- Service Arrangement
- Transportation
- Virtual Support Services

Specific costs of services are available in the Community Support Services brochure.

Connect with us!

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