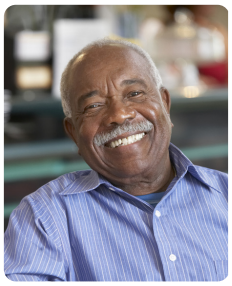
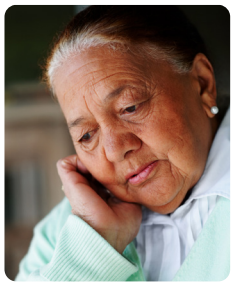
Western Ottawa Community Resource Centre

Community Support Services

Services available to you in **Stittsville**, **Kanata** and **Nepean**






BRINGING CARE & COMMUNITY TOGETHER

COMMUNITY SUPPORT SERVICES

Our Community Support Services are available to seniors aged 55+ and adults with a physical disability living in the communities of Kanata, Stittsville, Nepean and West Carleton.

Community Support Services are for individuals who need support to function independently at home, because of a disability, illness or limitation due to aging. Also known as home and community care, these services help individuals live at home and keep connected with their community. Community Support Services are based on guiding beliefs that value empowerment, equity, partnership and innovation. This is translated into meaningful, caring and personalized service, in order to enhance self-esteem and promote independence at home.

Eligibility criteria may apply. These services are provided by volunteers and paid workers who have been screened (including a police record check for the vulnerable sector). All are trained by staff at the Western Ottawa Community Resource Centre.

The WOCRC tries to accommodate all requests for service; however this depends on the availability of volunteers and paid workers.

For further information or to access these services, please call **613-591-3686** and choose **option 3**.

If you live outside of Kanata, Nepean or West Carleton, please use **Ontario Health atHome (https://ontariohealthathome.ca)** to find the nearest providers of these services.

Updated September 2026

CONTACT US!

613-591-3686
Option 3

css@wocrc.ca

613-591-2501

facebook.com/WOCRC.CRCOO

@wocrc-crcoo.bsky.social

instagram.com/wocrc_crcoo/

wocrc.ca

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

2 MacNeil Court
Kanata, ON
K2L 4H7
BN: 12821 9201 RR 0001

Services Available

TRANSPORTATION

Service is for individuals who can transfer safely and independently into a vehicle. Clients can schedule rides in advance.

Where required, our drivers will provide support for those needing assistance with stairs or elevators at their destination.

Clients having a medical procedure requiring sedation will be required to bring a companion with them.

Wheelchair Accessible Vehicle

Transportation services are also able to accommodate requests from individuals in need of a wheelchair accessible vehicle.



Transportation Fees (round trip):

1-10 km	$12
11-30 km	$17
31-50 km	$22
51-70 km	$32
71-90 km	$42
Over 91 km	$0.50/km

Parking fees are the responsibility of client at the time of parking. Drives not cancelled are subject to fees.

MEALS ON WHEELS

Our Meals on Wheels program provides a variety of nutritious affordable and culturally diverse meals delivered directly to your door. Three tasty options to choose from. Menus and descriptions available online at wocrc.ca

Hot Meals
Delivered Monday - Friday - $8.50/meal

Frozen Meals
By order (min. 5 delivered) - $7.50 each

Frozen meals can be ordered for weekly delivery or purchased at our office at 3865 Old Richmond Road (Bells Corners).

Indian Vegetarian Meals
Delivered Monday, Tuesday, and Friday - $10.00/meal

Jewish Family Services of Ottawa operates a Kosher Meals on Wheels program that meets the dietary needs of both Jewish and Muslim clients. For more information, please call **613-722-2225 ext. 315** or email **kmow@jfsottawa.com.**

ADULT DAY PROGRAM

The Adult Day Program offers engaging activities and socialization opportunities for adults living with dementia. We offer a variety of supportive activities tailored to the abilities of each participant, such as conversation and reminiscence; games; crafts; music therapy and exercises. Daytime, evening and some virtual options will be offered once a client is accepted into the program. Price varies by program.

Clients are referred through the **Ontario Health atHome** and must have a clear diagnosis of dementia.

Program Locations:
Kanata - 2 MacNeil Court
Nepean - 6 Antares Drive

Financial subsidy may be available for any of the services. Please speak to a Program and Service Coordinator by calling **613-591-3686, option 3**.

For more information call: 613-591-3686, option 3

FOOT CARE - $27.00/VISIT

Affordable, professional foot care services to help you maintain healthy feet and help prevent common issues.

Program Locations:
Kanata - 2 MacNeil Court
Nepean - Hollyer House - 3865 Old Richmond Rd.
- 6 Antares Drive

SOCIAL PROGRAMS

Diners Club - $12.00/meal

WOCRC, along with community volunteers, host a nutritional lunch with entertainment or an educational program for seniors and adults with a disability living in our community. Program takes place in Kanata.

Transportation can be arranged at a cost of $10 round trip.

In-Person Programming

Join us at our Bells Corners location at 3865 Old Richmond Road for exciting weekly in-person programs such as: Move and Groove Chair Exercises; Munch and Mingle Social Coffee Hour; and an Activity Cafe featuring weekly games, crafts or chat programs.

Telephone Social Program

Enjoy social programs from the comfort of your home! Programs such as Trivia, Bingo and French social chats take place over the telephone.

CAREGIVER SUPPORT GROUPS

Are you caring for someone with cognitive impairment? Are you feeling tired and overwhelmed? Would you like to meet other caregivers? Our caregiver support group meet online each week and in-person once a month.

TELEPHONE ASSURANCE PROGRAM

This free, friendly service connects individuals with caring volunteers who offer regular social contact and the reassurance that help is available if needed. Call for eligibility criteria.

SNOW GO ASSIST PROGRAM

Snow Go ASSIST is a subsidy program for low income seniors who require financial assistance with their snow removal costs. Approved clients may be reimbursed a portion of the cost of snow and ice clearing, up to a seasonal maximum. Must provide proof of income.

SERVICE ARRANGEMENT

Our Program and Service Coordinators will provide a referral to several community agencies or businesses that may be able to help with a variety of services such as house cleaning and personal care.

PAYING FOR YOUR SERVICE IS EASY

- Pay online through your financial institution.
- Mail a cheque to: 2 MacNeil Court, Kanata, ON K2L 4H7.
- Pay by Visa or Mastercard by calling 613-591-3686, option 3.
- Pay in person at 2 MacNeil Court (Kanata) or 3865 Old Richmond Road (Bells Corners) by cheque, cash, debit, or credit card.
- Prepay any amount using any of the above methods.

Questions about your account or payment arrangements?

Call 613-591-3686, option 3.

Services pour les francophones : Le Centre de services Guigues vous rappelle qu'il offre des services et activités pour les francophones de l'Ouest d'Ottawa. Pour des renseignements, veuillez communiquer au **613-241-1266.**

Memorial Donations

A memorial gift allows you to honour a loved one or friend in a unique and meaningful way. Memorial donations directed to the WOCRC's Community Support Services stay in our community and provide much needed support to those still living in their own homes but requiring some extra assistance.

Please consider donating

To make a donation in memory of a loved one, please visit our website at **www.wocrc.ca**, call our office at **613-591-3686** or email us at **donate@wocrc.ca.**

However you choose to give, you will receive a tax receipt for the full amount of your donation.

ADDRESS:

2 MacNeil Court Kanata, ON
K2L 4H7
Tel.: 613-591-3686
Fax: 613-591-2501
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BN: 12821 9201 RR 0001

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

SERVICE CANCELLATIONS AND INTERRUPTIONS

The Western Ottawa Community Resource Centre strives to provide services and programs safely and reliably. However, weather conditions, emergencies, or other unforeseen circumstances may occasionally result in service disruptions or program cancellations.

If you need to cancel a service or program, please notify Community Support Services at 613-591-3686, option 3, at least one business day in advance. Services or programs that are not cancelled within the required notice period may be subject to fees and will be included on your monthly invoice.

If inclement weather is forecast and you do not wish to travel to or receive your scheduled service, please cancel at least one business day in advance to avoid cancellation fees.

In some situations, the WOCRC may need to cancel or suspend services or programs for safety reasons. Decisions regarding service interruptions are made by WOCRC management with the safety of clients, caregivers, volunteers, and staff in mind. Staff will notify affected clients, caregivers, and volunteers as soon as possible.

Clients will not be charged for any service or program cancelled by the WOCRC.

WE ARE COMMITTED TO YOUR PRIVACY AND CONFIDENTIALITY

The WOCRC is committed to maintaining the confidentiality of the personal information of its clients, volunteers, employees, student placements, donors, members and any other stakeholders. Personal information is given in trust and must remain confidential. It is important that personal information does not circulate outside of the WOCRC in an unauthorized manner, or within the WOCRC among staff for reasons other than appropriate consultations in the normal course of business.

The WOCRC collects personal information to provide quality community, health and social services, as well as during the course of various projects and activities. Any individual who provides personal information can expect the information to be carefully protected and used only for the purpose(s) for which it was collected. Any other use of an individual's personal information is subject to that individual's consent.

If you would like to know more about how your personal health information is handled and shared with our partner organizations, feel free to ask our **Chief Privacy Officer** at **613-591-3686** or **privacy@wocrc.ca.**

If you would like to review the **WOCRC Privacy Policy,** please visit our website at **https://wocrc.ca/the-wocrcs-privacy-policy/**

Ontario Health atHome

Ottawa