



**2008 Kanata Chamber of Commerce  
People's Choice Community non-profit Organization**

In June 2008, the Kanata, Goulbourn and West Carleton Chamber of Commerce once again hosted the Annual People's Choice awards. For the second straight year, the WOCRC was named as the people's choice for Non-Profit Community Organization in Kanata.

The award once again shows that the community we work in recognizes and cares about the great work that each of us does to make our community a better place to live.

**Thank you for making our organization #1 in Kanata.**



**2008 Chambre de commerce Kanata  
L'organisme à but non lucrative de l'année 2008**

En juin 2008, la Chambre de commerce de Kanata, Goulbourn et West Carleton a animé une fois de plus le Gala annuel de remise du prix People's Choice (prix populaire). Pour la deuxième année consécutive, le CRC d'Ottawa ouest a reçu le prix populaire à titre d'organisme communautaire à but non lucratif de Kanata.

Le prix illustre encore une fois que la collectivité au sein de laquelle nous travaillons reconnaît et a à cœur l'excellent travail de chacun d'entre nous qui souhaitons faire de notre collectivité un endroit où il fait bon vivre.

**Merci de faire de notre centre l'organisme no 1 à Kanata.**

## Message from the Board Chair and the Executive Director

In many ways, this has been a pivotal year for the WOCRC. This organization has been built around our beliefs and values which have been ingrained in all that we do and now we are ready to use them to create a better future for Western Ottawa. Now, just as many young adults do, we are ready to build on this strong foundation to stretch out and determine our own future.

This year we made a commitment to participate in the Building Healthier Organizations accreditation process. This process (developed for Community Health Centres) provides assurance to all stakeholders that accepted standards are being met and will conclude with a review in 2009/2010.

The Board has clarified its leadership role and developed related governance policies, implemented the Fundraising Strategic plan and set the stage for strategic planning in 2008/2009.

Integration discussions with Nepean Support Services were initiated and Community Support services for the catchment area of both agencies will be enhanced with the planned merger in 2009.

The Board's commitment to succession planning to ensure continuity of leadership for the organization means that after four years as Board Chair, Darryl Kicul, will continue as Past Chair in his final year with WOCRC.

At the staff level, the development of new partnerships has been a large part of the 2007/2008 year; including the Aphasia Centre of Ottawa, Stroke Survivors Association of Ottawa and Somerset West Community Health Centre (providing social services in Mandarin Chinese). The WOCRC has also taken a leadership role in many system-wide initiatives including the Champlain Local Health Integration Network's Ottawa West Community Care Advisory Forum, a Children's Aid Society / Violence Against Women project, a rural transportation project with Rideau Seniors' Centre and the Best Start hub planning tables to support families with children from birth through to the transition into school.

A centre-wide evaluation framework has also been implemented and continues to provide solid information for future programming decisions.

We were very proud when, once again, these strengths were recognized by the Kanata Chamber of Commerce naming the WOCRC the Non-profit community organization of the year at the People's Choice Awards.

We look forward to continuing to grow and strengthen in the years to come. We will continue to plan for the merger with Nepean Support Services and are committed to listen to our partners and our community as we develop our next strategic plan.

As always our success is due to the commitment of our donors, volunteers, staff, partners and our community. We thank everyone who has made a contribution and look forward to continuing to work with you as we reach our potential in young adulthood.



Cathy Jordan - Executive Director



Darryl Kicul - Chair, Board of Directors

### Vision

We envision a future in which Western Ottawa is comprised of vibrant, safe, healthy communities in which everyone has access to the services and resources they require for their health and wellbeing.

### Mission

The Western Ottawa Community Resource Centre 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.

### Board of Directors

Chair:	Darryl Kicul	
Vice Chair:	Liz Jackson	
Treasurer:	Jean-Pierre Beaulne	
Secretary:	Julia Hill	
Directors:	Berta Aboud	Fred Boyd
	Ricardo Gomez	Matthew Crosier
	Eileen Winterwerb	Michele Hynes
	Marc C. Rollin	Cindy McGann

Ex-officio Members: Cathy Jordan, Executive Director



### Guiding Beliefs

**Empowerment**  
**Equity**  
**Partnership**  
**Innovation**

These are the deeply held beliefs within the Western Ottawa Community Resource Centre and are demonstrated through our day-to-day interactions with clients, partners, volunteers, members, and staff.

## Program Highlights

### Counselling, Information and Referral

- Over 39 clients requested and received French counselling in the general counselling department between January and March 2008, which is a significant increase from previous quarters. Numbers are expected to rise as counsellors continue to reach out to the Francophone community.
- A new bilingual Child and Youth counselling position was created.

### Ontario Early Years Centre – Carleton (EYC)

- 46 children with special needs were served by Ottawa Children's Treatment Centre through their partnership agreement with the EYC.
- EYC successfully developed and implemented the Story Stretchers project thanks to the financial support of the Ottawa Citizen Literacy Foundation;
- EYC is successfully engaged in the Ontario Best Start initiative, working in close collaboration with multiple service providers to improve and explore service integration opportunities to increase access to services for families and children.

### Services for Children and Families

- WOCRC took the lead role in the development of a Pre-school Bully Prevention Kit for distribution across City of Ottawa libraries;
- School-based and community-based programs were offered to 11 schools throughout the year helping to reach 1532 children and 337 parents
  - 83 % of parents reported positive changes in their child's behaviour;
  - 91.5 % of children reported feeling better about themselves;



### Youth Services

- The Child and Youth Community Developers hosted a number of workshops including a bully prevention/peer harassment workshop presented to 220 grade 8 students at Franco-Ouest High School and an Internet Safety workshop for 30 parents of Roch Carrier Elementary School.
- WOCRC partnered with Youth Service Bureau and Centretown Community Health Centre in supporting the development of Gay Straight Alliances in various school communities;

- WOCRC continues to offer an on-site Sexual Health Clinic, which is also held at West Carleton High School and South Carleton High School as well as an on-site Sandy Hill CHC Addictions Services for youth.
- Relationships have also been developed with all High Schools for Youth referral purposes and the Boys and Girls Club of Ottawa – Community Diversion Program

### Community Support Programs

- The Snow Go program started in October 2007 with additional funding from the City of Ottawa. The program, which matches snow shovelers with clients living in our community, ended March 31, 2008 and it is hoped that the City of Ottawa, through the Seniors Citizen Council will fund this service again next winter.

### Violence Against Women (VAW) Community Counselling Program

- Increased core funding for the Transitional Housing Support Program has allowed for additional workers to be hired two days a week at the Carling Family Shelter.
- The VAW and Child Witness Program hosted a Creative Art Exhibit for Woman Abuse Prevention Month in November. The exhibit was a venue for women and children who have experience or witnessed violence, to express their experiences through art, writing or other creative means. The exhibit provided awareness to more than 150 people at the WOCRC and the Children's Aid Society (CAS) of Ottawa. It was such a great success it is hoped to be repeated annually.
- For the first year, CAS collaborated with VAW to begin the CAS/VAW Integrated Services project. Three VAW staff were hired and located on-site at CAS and 17 CAS staff were then assigned to the new project; the VAW Team provided 132 consultations to CAS staff and the VAW counsellors worked with 80 women with a total of 115 children.

### Chrysalis House (CH)

- A new position of Volunteer and Community Education Coordinator (VCEC) was developed and implemented this year at Chrysalis House.
  - In just Eight months, there are 27 volunteers who contributed 278 hours.
  - Volunteer activities include painting bedrooms, yard work, child minding, Women's Support Group assistant, hair cutting and social activities such as tea, or game nights.

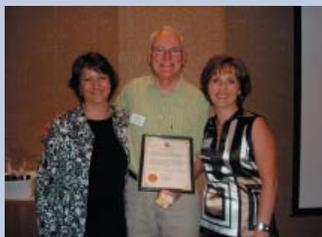


## Volunteers

Volunteers are a vital part of the WOCRC team. Their enthusiasm and support allow the WOCRC to offer a wide range of programs and services to the community.

- The 2007 Eva James Award for outstanding volunteer contribution was presented to Jean-Pierre Beaulne. In 1996, Jean-Pierre began driving seniors and persons with disabilities to appointments. In 2004, he became a member of WOCRC's Board of Directors and quickly took on the role of Treasurer. Over the years, Jean-Pierre has also been Chair of the Finance Committee as well as a member of the French Language Services Committee.

*Thank you to all of our 257 volunteers who generously provided over 17,271 hours of their time in 2007-2008 to better their community. Your kindness, dedication and energy are greatly appreciated.*



*The 2007 Eva James Award for outstanding volunteer contribution was presented to Jean-Pierre Beaulne.*



2 years



5 years



10 years



15 years

## Our Collaborative Agencies

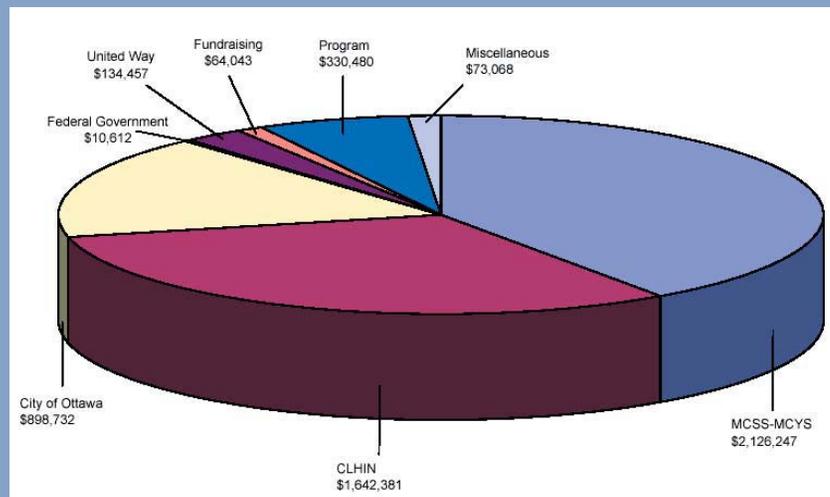
The Western Ottawa Community Resource Centre partners with others to develop, provide and coordinate accessible community, health and social services for all members of our diverse communities.

We are proud members of the Coalition of Community Health and Resource Centres of Ottawa ([www.coalitionottawa.ca](http://www.coalitionottawa.ca)) and the Ottawa Community Support Coalition ([www.communitysupportottawa.ca](http://www.communitysupportottawa.ca)).

Please visit [www.communityresourcecentre.ca](http://www.communityresourcecentre.ca) to see a complete list of our partners.

## Operating Fund Revenue

Year End March 31, 2008



Total Revenue: \$5,280,020

A complete set of audited financial statements is available upon request.

### Our Funders

**Federal:** Human Resources and Skills Development Canada

**Provincial:** Ministry of Children and Youth Services (MCYS), Ministry of Community and Social Services (MCSS), Champlain Local Health Integration Network (Ministry of Health and Long-Term Care)

**Municipal:** City of Ottawa

**Other:** Children's Aid Society of Ottawa, United Way/ Centraide Ottawa

### Our Donors

**Patron (\$5,000):** Leacross Foundation, Ottawa Citizen Literacy Foundation / CanWest Global Foundation, Scotiabank - Kanata Community

**Sponsor (\$1,000):** Bell Canada Employee Giving Program, Community Foundation of Ottawa, Dell Canada, Dr. Kersta Peterson / Teammates for Kids, Kanata Seniors Council, Kanata Singles Club, Kanata United Church, Nokia Inc., Royal Canadian Legion, Royal LePage Shelter Foundation, Royalton Retirement Residence

**Good Corporate Citizens:** Canadian Women's Foundation, Dr. Kersta Peterson, GM Canada, Leacross Foundation, Renaissance Church, Scotiabank - Kanata Community, United Way / Centraide Ottawa, Xi Alpha Lambda Chapter of Beta Sigma Phi

## Interesting Facts and Figures 2007-2008

Information, Counselling and Referral	
# of information calls	1,919
# of individuals served	1,090
# of Francophones served at reception	2,298
# of Francophones served at intake	5
Violence against Women Program	
# of women's support groups	12
# of women provided crisis counseling	716
# of new women served	456
# of Peer Support Volunteer Hours	3,394
# of women whose first language is French/served in French	67
Transitional and Housing Support Program for Abused Women	
# of new women served	220
# of women who found housing	76
# of safety plans completed	113
Chrysalis House	
# of incoming calls	1,355
# of women turned away due to space	951
# of women served in residential care	96
# of children served in residential care	92
Community Support	
# of clients served at Adult Day Program	51
# of Meals on Wheels delivered	8,757
# of meals served at Diners' Clubs	4,251
# of rides given	1,512
# of Home Maintenance and Home Help visits	496
# of Francophones served in Community Support	94
Children and Families	
# of Children served in the Child Witness Program	66
# of Women served in the Child Witness Program	73
# of children served by Confident Children Program	177
# of parents served by Confident Children Program	44
Ontario Early Years – Carleton	
# of visits by children	11,840
# of visits by adults	9,263
# of Francophones served in EYC	132
Volunteer Resources	
# of Volunteers	257
# of Volunteer Hours	17,271



## Quelques Statistiques 2007-2008

Counselling, information, et aiguillage	
N <sup>bre</sup> d'appels de renseignement	1 919
N <sup>bre</sup> d'individus servis	1 090
N <sup>bre</sup> de francophones servis à la réception	2 298
N <sup>bre</sup> de francophones servis à l'accueil	5
Services de lutte contre la violence faite aux femmes	
N <sup>bre</sup> de femmes ayant été servies en français	67
N <sup>bre</sup> de femme groupes de soutien	12
N <sup>bre</sup> de femmes servies	716
N <sup>bre</sup> de nouvelles femmes servies	456
N <sup>bre</sup> d'heures consacrées au Programme de soutien des pairs	3 394
Programme d'appui transitoire	
N <sup>bre</sup> de nouvelles femmes servies	220
N <sup>bre</sup> de femmes qui ont trouvé un logement	76
N <sup>bre</sup> de plans de sécurité mis en œuvre	113
Chrysalis House	
N <sup>bre</sup> d'appels de crise	1 355
N <sup>bre</sup> de femmes refusées à cause du manque d'espace	951
N <sup>bre</sup> de femmes en résidence	96
N <sup>bre</sup> d'enfants en résidence	92
Programmes d'aide communautaire	
N <sup>bre</sup> of clients du Programme de jour pour adultes	51
N <sup>bre</sup> de repas livrés par la popote roulante	8 757
N <sup>bre</sup> de repas servis aux repas communautaires	4 251
N <sup>bre</sup> de accompagnements effectués	1 512
N <sup>bre</sup> de visites d'entretien ménager et réparations et d'aide à domicile	496
N <sup>bre</sup> de francophones servis au Service de soutien communautaire	94
Enfants et familles	
N <sup>bre</sup> d'enfants qui ont participé au programme des enfants témoins de violence	66
N <sup>bre</sup> de femmes qui ont participé au programme des enfants témoins de violence	73
N <sup>bre</sup> d'enfants servis par notre Programme des enfants confiants	177
N <sup>bre</sup> de parents servis par notre Programme des enfants confiants	44
Centre de la petite enfance - Carleton	
N <sup>bre</sup> de visites faites par des enfants	11 840
N <sup>bre</sup> de visites faites par des parents et responsables de garde	9 263
N <sup>bre</sup> de francophones servis au CPE	132
Bénévoles	
N <sup>bre</sup> de bénévoles	257
N <sup>bre</sup> d'heures de bénévolat	14 271