

**Western Ottawa
Community Resource Centre**



**2004-2005
Annual Report**

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Charitable Registration No. 12821 9201 RR 0001

Word from the Chair



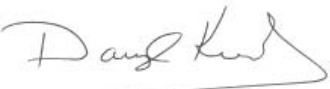
Leading is often defined as taking people where they want to go.

Early this year, the Board of Directors began the process of reviewing and updating the Mission, Vision and Belief Statements of the Western Ottawa Community Resource Centre (WOCRC). We have always said that we put care and community together. Through this process of reflection and visioning we also learned that the community cares about the WOCRC. Over 50 members of the community turned out to tell us about ourselves and how they perceive what we do. They clearly liked what they saw and wanted us to continue to build the capacity of the WOCRC to meet the future needs of our community.

With this knowledge in hand, staff and Board members joined together to embark on a two day voyage of introspection and dreaming. The product of this dynamic process of sharing, the Mission and Vision Statement is being presented in this annual report.

We have been very busy constructing and expanding over the last few years. The Board has also spent the year building the capacity of the organization to move towards the future we have envisioned. We strengthened our relationships with local community leaders and politicians and built new partnerships. We examined the way the Board works and created a Board Handbook that will allow new Board members to join the team with greater insight and knowledge. We recruited to add strength to the Board.

We now know the direction the community wants the WOCRC to take. We will continue to lead the way in building Western Ottawa into a vibrant, safe, healthy community in which everyone has access to the services and resources they require for their health and wellbeing.



Darryl Kicul
Chair, Board of Directors

Our Vision and Mission

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.

Strategic Direction (2005-08)

Programs & Services

- Increase Mental Health/Counselling Services
- Develop Health Services
- Increase Services for Multicultural Communities/Immigrants
- Increase Accessibility & Inclusiveness of all WOCRC Programs
 - making services accessible to isolated and remote communities
 - continued expansion of access to Francophone services
- Increase Services/Supports for Parents & Families

Organizational Development

- Increasing Stability of Financial Resources
- Develop Service Evaluation and Accountability System

Board of Directors

Chair:	Darryl Kicul	
Vice Chair:	Marc C. Rollin	
Secretary-Treasurer:	Jean-Pierre Beaulne	
Directors:	Fred Boyd	Shad Qadri*
	Gordon Cameron	Penny Sands
	Julia Hill	Patsy St. Denis*
	Sandra Godbold**	Eileen Winterwerb
	Ruth Maxwell	
Ex-officio Members:	Catherine Swift, Past Chair	
	Cathy Jordan, Executive Director	

* resigned mid term ** appointed mid term

Word from the Executive Director



The Western Ottawa Community Resource Centre (WOCRC) has strong community support for the work that we do. The value of our programs and services are reflected in the commitment of our Board, volunteers, staff, community partners, donors and residents who ensure that the needs of the community are met.

These needs are constantly growing, and we are growing along with them. Our programs and services such as our Community Support Programs and Early Years Centre are seeing constant increases in demand and we are committed to offering the best services possible to Western Ottawa.

In June 2004, we opened Chrysalis House, a 25 bed shelter for abused women and their children. Our staff is working hard to ensure that women and their children experience a healthy transition to a life that is free of violence.

We have developed new partnerships with several service providers to expand our services. Residents of Western Ottawa can now access services from Addictions and Problem Gambling Services of Ottawa and Ottawa-Carleton Immigrant Services Organization at the WOCRC.

Our community has long identified the need for additional primary health care services, and requested that the Ministry of Health fund a Community Health Centre or a Family Health Team to address this growing need. So far our requests have been unsuccessful. We've put together a compelling proposal and will continue to strongly advocate for our diverse community. The need is not going away and will only increase as our community continues to grow. We are hoping for a positive response from the Ministry so this community will finally receive the range of services it so desperately needs.

As we look back on the past year's progress, we also look ahead to determine the best strategy for continuing to bring care and community together.

A handwritten signature in cursive script that reads "Cathy Jordan". The ink is dark and the signature is fluid and legible.

Cathy Jordan
Executive Director

2004-2005 Program Highlights

Crisis Counselling & Intake

- Received an increase in crisis calls due to mental health issues and woman abuse issues. Call for services on parenting remain high.
- High demand for advocacy on areas such as affordable housing, poverty, legal issues and hydro bill assistance.

Ontario Early Years Centre - Carleton



- Attendance at our Early Years Programs reached an all-time high, 1,800 children and 1,486 parents/caregivers attended.
- Provided nearly 250 hours of training opportunities for parents and caregivers.
- Introduced the School's Cool Program, aimed at developing school readiness for children. This program will continue thanks to the Smiles for Life campaign donation from Dr. Kersta Peterson.



- Initiated a partnership with the Hazeldean Mall to run the Morning Parents Club.

Children's Programs

- The Bully Prevention Program is expanding its services thanks to a new partnership with MDS Nordion. We are developing a pre-school and secondary school program, and a presentation aimed at adults in the workplace.
- The Bully Prevention Program received funding from United Way/Centraide Ottawa to extend the program to our Francophone community, training 21 school staff and reaching over 600 students.
- The Confident Children's Program provided additional services to schools in the Pinecrest-Queensway Health and Community Services Centre and Eastern Ottawa Resource Centre catchment areas. Thanks to funding provided by the United Way/Centraide Ottawa we will be able to continue to offer the program for the next two years.



Youth Programs

- We received funding from the National Crime Prevention Strategy for the Youth Crime Prevention - Community Education Program, which will raise awareness, provide information about the Youth Criminal Justice Act and engage community members to become involved.
- The Youth GLBTTQQ (Gay, Lesbian, Bisexual, Two-Spirit, Transgender, Queer and/or Questioning) Rainbow Drop-in has been well attended with 20 youth participating weekly. This program runs in partnership with the Youth Services Bureau and the Centretown Community Health Centre.



The Emond Harnden team has a little fun with Stuntman Stu at the MDS Nordion Celebrity Golf Classic which raised \$35,000 for Youth Programs.



Volunteers Ralph and Dorothy Boone watched for a hole in one at the West Carleton Charity Golf Tournament which raised \$7,000 for the Brady Burnette Teen Assistance Fund.

Program Against Abuse

- We received 200 winter coats from the Share the Warmth - Danier Leather / United Way campaign. Monique Ramey gave a heart-felt thank you on behalf of the women and children who will benefit from this gift.
- An increased number of women from culturally diverse background and mature women are accessing services.



- The Peer Support Program volunteers have donated over 3440 hours and is now working closely with women who are residing in Chrysalis House.

Emcees Mark Papousek and Stuntman Stu and Councillor Peggy Feltmate at Champagne on Ice's 10th Anniversary, which raised \$20,000 for the Program Against Abuse.

Chrysalis House

- With funding from the Ministry of Community and Social Services, Chrysalis House opened its doors to women and their children fleeing from abuse on July 26, 2004.



Business Line: (613) 591-5991

Crisis Line: (613) 591-5901

- In just eight months, Chrysalis House provided residential service to 67 women and 47 children, and received 441 calls on its 24 hour crisis line.



- Thanks to the support of our generous community the women and children who reside at Chrysalis House feel a real sense of community. We have received donations of quilts, artwork, gifts for the holiday season and a BBQ.

Community Support Programs

- Representation on the Coalition of Community Support Services of Ottawa continues to be active. We are currently exploring possibilities for collaboration and increasing efficiency.
- Hiring a driver for the Adult Day Program has been successful freeing up volunteers for meal deliveries and drives to appointments.
- The WOCRC was one of six recipients of a new van courtesy of GM Canada and United Way/Centraide. This van has enabled us to continue to provide a high level of service to our community.
- Two caregiver support initiatives have been underway. The first is in partnership with the Alzheimer Society, through our Adult Day Program, and provides support and resources for caregivers dealing with issues of Alzheimer's and related diseases. The second is a monthly support/information group for caregivers dealing with a wide range of issues. This service was identified as a need in our community after the "You and Your Aging Parent" series.



French Language Services

We submitted a French Language Designation Plan on behalf of the Ontario Early Years Centre - Carleton and the Program Against Abuse. We are committed to ensuring access to permanent and quality French Language Services in our designated program and services.

Volunteers

Volunteers are an essential part of the WOCRC team. Their support and enthusiasm allows the WOCRC to offer a wider variety of programs and services.

- The 2004-2005 Eva James Award for outstanding volunteer contribution was presented to Mr. Warner J. Eakins. Warner became a volunteer in 1992 and has logged over 7,100 hours delivering Meals on Wheels, driving clients to appointments, helping at the Diners' Clubs and as a member of the Seniors Advisory Committee, where he strove to make a difference in WOCRC's services to seniors.



Staff and volunteers clowning around at the Kanata Santa Claus Parade.

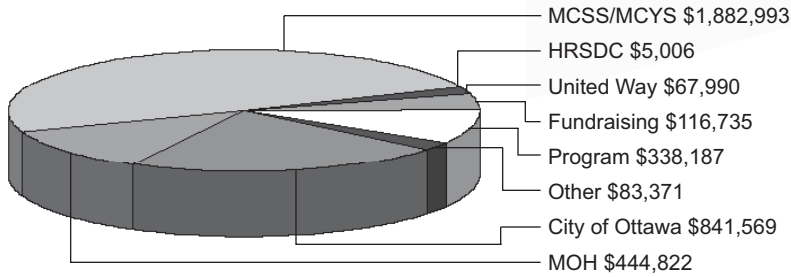
WOCRC staff would like to thank the 293 volunteers who generously gave 19,049 hours of their time in 2004-05 to better their community. Your kindness, commitment and energy are greatly appreciated.

Our Collaborative Agencies

Accessible Chances for Everyone to Stop Smoking (City of Ottawa)
Addictions and Problem Gambling Services of Ottawa (Sandy Hill Community Health Centre) • Amethyst Women's Addiction Centre • Brady Burnette Teen Assistance Program • Chinese Community Services - English as a Second Language classes • Diabetes Education Program (Centretown Community Health Centre) • Family Services à la famille Ottawa • First Words Speech Language Services (Pinecrest Queensway Health & Community Services) • Healthy Babies, Healthy Children (City of Ottawa) • Healthy Sexuality Clinic for Teens (City of Ottawa) • Home Management Services (City of Ottawa) • Infant Hearing Clinic (CHEO) • Ottawa-Carleton Immigrant Services Organization • Ontario Early Years Centres • Ottawa Children's Treatment Centre • Parkinson Society Ottawa • Psychologist Services of Western Ottawa • Share the Warmth • Speech Pathology • Western Ottawa Parent Support Group • Youth Services Bureau • YouthNet

Operating Fund Revenues

Year ended March 31, 2005



TOTAL REVENUE: \$3,780,676

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

Our Funders

Federal: Human Resources and Skills Development Canada (HRSDC)

Provincial: Ministry of Children and Youth Services (MCYS) • Ministry of Community and Social Services (MCSS) • Ministry of Health and Long-Term Care (MOH)

Municipal: City of Ottawa

United Way Ottawa

Our Donors

Benefactors (\$10,000 +): MDS Nordion • Hugh & Irene Pett • Scotiabank - Kanata Community

Patrons (\$5,000 +): CIBC Wood Gundy - Kanata Branch • Leacross Foundation • Minto • Quickie Foundation

Our Good Corporate Citizens

CIBC Wood Gundy • Copiexpert Plus • Dr. Kersta Peterson • GM Canada • Jiffy Photo • Kanata Chamber of Commerce • Keith Press • MDS Nordion • Movement to Health • Pika Technologies • Runge Publishing • Scotiabank - Kanata Community



Heidi Baier and Terry Atwood from PIKA Technologies present Cathy Jordan with a cheque \$1,269. PIKA technologies held an employee service auction and Terry Atwood honored his service item and washed an employee's filthy car.

Thank you for your generous support!

Interesting Facts & Figures (2004-05)

Resource & Referral	
# of intake information calls	1,721
# of individuals served	1,268
Program Against Abuse	
# of individuals served	739
# of children served (under 18)	701
# of support group sessions	130
# of Peer Support Program Hours	3,440
Chrysalis House	
# of women in residential care (total)	67
# of children in residential care (total)	47
# of crisis calls	441
# of women served through Transitional & Housing Support	48
Community Support	
# of clients served at Adult Day Program	50
# of Meals on Wheels served	8,230
# of meals served at Diners' Clubs	3,808
# of rides given	2,363
# of home maintenance and home help visits	232
# of visits for Friendly Visiting	119
Children	
# of children who attended Confident Children's groups	67
# of students in Confident Children's school program	1,115
# of schools participating in Bully Prevention Program	13
# of students reached in Bully Prevention Program	1,483
Youth	
# of hours of youth mental health groups and counselling	171
# of attendees at "You've Had Pre-natal, Now Get Pre-Teen"	235
# of community helpers trained	80
Ontario Early Years Centre - Carleton	
# of information contacts	1,163
# of visits by children	12,836
# of visits by adults	10,558
# of participants in workshops	695
Volunteer Resources	
# of volunteers	293
# of total volunteer hours	19,049