



Orléans-Cumberland
Community
Resource Centre

Newsletter

& the Community Caring Connection

December 2017 • January & February 2018



Orléans



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Ottawa-Orléans Early Years
Centre – **Middle portion**

Visit
our website
www.crcoc.ca



240 Centrum Blvd.
Unit 105
Orléans ON K1E 3J4
T 613-830-4357
info@crcoc.ca

Office Hours
Monday to Friday
8:30am to 4:30pm

**Holidays in December,
January & February**
See page 2

OC Transpo Buses
33, 135, 136, 137, 232
stop near our building
(Centrum Blvd. side)
Tel. 613-741-4390

Working with our community to support individuals in achieving their full potential

In order to assess the efficiency and impact of the services we provide to individuals who come to the Centre, we consulted with more than 180 individuals over the past few months. We also held discussions with our clients, our donors, our partners, our volunteers, our staff and senior management, as well as with members of the Orléans-Cumberland community.

Testimonials from individuals provided us with very pertinent information on the quality of the services they had received from the Centre and on services they would like to receive. This information will allow us to develop a new strategic plan, and we will adjust our range of services to ensure that we address the community's evolving and growing needs.

We invited them to describe to us their experiences as individuals using our services.

- Are we doing the right things to meet the current needs of the community?
- Are we delivering the services efficiently?
- How well did you appreciate the service we provided?

In the testimonials we received and the stories we heard, a number of themes emerged more often than others. Here are a few examples:

Warm welcome — *"Every week when I met a nurse at the Centre, the Early Year Educator always welcomed me with a big smile and always had reassuring advice to help me with my daughter (first child)"*

Cooperation and teamwork — *"I'm a volunteer at the food bank – from day one I was impressed and encouraged by the commitment and personal care with respect given to all clients by the coordinator as well as her staff. I'm happy and proud to have the opportunity to serve my fellow Canadians in such a diverse and welcoming environment."*

Helping people through our services — *"We went to the OCCRC to be able to register our children free to Cumberland Soccer Club. We had no idea about the OCCRC. During assessment interview, the lady was very supportive and caring. She convinced us to benefit from other services such as food bank. She listened to our story and talked to us. Made us feel comfortable."*

This information, in addition to data collected from research as well as statistical data, were the foundation on which we developed our new 2018–2022 strategic plan. In our next newsletter, you will find more information on concrete measures that we will put in place to reach the objectives outlined in our new plan.

Stay tuned: The OCCRC website and the launch of an application (App)!

The OCCRC team plans to launch its newly redesigned website soon.

We are excited about the innovative design and to unveil an application for the Centre that you will be able to download on your cell phone or your tablet. You will be able to access information faster and more easily on our programs and all the activities that we offer.

Get ready!



— **Our programs and services are free of charge** —

Adults and families

Intake and Intervention Program – Talk to someone about stress, violence, crisis intervention, employment, bereavement, short-term counselling, advocacy, community education, etc. Call us for support and to discuss the resources available in the community.

Info. Tracy or Lisa (613) 830-4357

Contact North – Access to online education, course, programs, community referrals and more.

Info. (613) 830-4357 ext. 301 or

orleans@contactnorth.ca

Catholic Family Services Ottawa (CFSO) – Counselling for individuals, couples and families. (service available on a sliding fee scale)

Info. Carole Barrette (613) 830-4357 ext. 406

Employment Ontario – Labour market related workshops. All workshops are offered free of charge in English and French. **Info:** (613) 741-9042.

Action Housing – Services for tenants and landlords related to housing, tenants' rights. Get information on your rights and responsibilities in order to avoid difficult situations. **Info.** Eddy Francillon (613) 830-4357 ext. 400

Diabetes Program – Information groups offered every month during the day and evening, in English and French. To register, call (613) 233-6655

Francophone Association for Autism – Information offered to individuals with autism and support to their family members. **Info.** www.sfoautisme.org

Life Enrichment for Senior Adults [L.E.S.A.] – Counselling for adults 55+ experiencing problems with alcohol, medications, other drugs, and gambling – aiming to improve social / physical / psychological / spiritual health. **Info.** (613) 233-5430

Financial counselling – The Doyle Salewski firm offers counselling and solutions to people experiencing financial difficulties. **Info.** Falak Saadalla (613) 830-4357

Ottawa Public Health – Youth sexual health community clinics available to youth aged 29 and under. Wednesdays from 2pm to 5pm. **Info.** (613) 830-4357 to speak to Andrée Bourgault or Marie-Odile Grayson or to set up an appointment.

HIV testing – Somerset West Community Health Centre offers rapid anonymous HIV testing, available for guys into guys, at the OCCRC – 1st and 2nd Wednesdays of the month • 4:30pm – 6:30pm***. No name or health card required – Results ready within minutes. Walk-in or book online: www.hivtest.setmore.com

Info.: <http://www.swchc.on.ca/our-programs/anonymous-hiv-testing>

***Please note that clinic dates and times are subject to change.

Some social time for 30+ year-old – Drop-in at the OCCRC, room 212 every Thursday between 1:00-3pm • for games, crafting and refreshments. If you require assistance with transportation please email Mélanie at mjubinvill-stafford@croc.ca or text/call Christine at 613-799-7421. *Hope you can join us!*

Babies, children & teens

Early Years Centre : see middle of Newsletter for activities

First Words – [speech & language services] Focus on prevention, early identification and treatment of speech and language problems in young children.

Info. Ottawa Public Health at (613) 580-6744 or visit www.firstwords.ca

Dental Screening Clinic – Offered every 3rd Friday of the month at the OCCRC from 9am to noon.

Child/Youth Program [7-13] –

Individual counselling to discuss difficult matters at home, at school or in the community. Bullying prevention workshops as well as social and emotional skills groups.

Info. Hélène Leblanc (613) 830-4357 ext. 152

Youth Program [14-18] –

YOUTH WALK-IN – Tuesdays 4pm–7pm when you can talk one on one with a Youth Counsellor about concerns, needs and resources.

YOUTH SPACE – Thursday nights 4pm–7pm where youth ages 13 to 18 can come to meet other youth in their community, share experiences, have fun, discuss different issues or their needs. Check our website or social media for the schedule of mixed nights, girls' night and LGBTQ2+ nights.

Info. Tanya Lapointe Harris (613) 830-4357 ext. 140

Resources for military families – The MFRC still offers counselling at the OCCRC.

Info. (613) 998-4844 or email at

capp@mfr-ncr.org and www.familyforces.ca

Food Bank information

Individuals and families coming to the food bank

Office Hours:

Tuesday — 4pm - 7:00pm

Thursday — 1:30pm - 4:30pm

Friday — 9am to noon

***Please come in 30 minutes before closing time.

For donations

Office Hours:

Tuesday — 11:30am - 3pm

Wednesday — 9am to noon

Thursday — 9am - 4:30pm

Friday — 9am to noon

Centre closures in December, January and February

Closed December 25 & 26

Open Dec. 27, 28, 29 from 10 am to 3 pm

Closed January 1 & 2

Open January 3rd at 8:30am

February 19th — Family Day



Volunteer Program : A volunteers perspective

The OCCRC benefits from the contribution of many volunteers throughout the year who give their time and talents to support the services and program of the Centre. Below is a testimony from Susan Macartney, a volunteer who has been supporting the Centre since 2002.

What motivates you to be a volunteer for our organization?

I initially wanted to support the food bank in my community. Then I soon learned of the many programs and resources offered at OCCRC. I want to help where I can and there are many opportunities available that work for me.

What is your role at the Centre?

Currently, I assist the Early Years Centre by shopping and delivering supplies. Every few weeks one of the educators emails me a shopping list which I fill at Giant Tiger, St. Joseph Blvd. Orléans.

There have been several roles over the years. My first volunteer experience was delivering Christmas Baskets from St-Mary's Hall, Navan to families in Orléans, Cumberland and area. My next experience happened when I was job hunting and filled in my week on Friday a.m. where I stocked shelves, checked packages for expiry dates, and drove the resource centre vehicle to pick up milk, eggs, meat and produce from the Ottawa Food bank on Michael St.

Other shorter commitments over the years were arranged through the Volunteer Program Coordinator, who sends emails to volunteers looking to fill activities, e.g. Golf tournament, food drives, and fundraisers.

What do you like most about your volunteer work?

The work is rewarding as it helps the centre with their programs. It also offers an opportunity to socialize with other volunteers and staff at the centre. Volunteering makes you feel that you can make a difference in your community.

Has this volunteer position changed anything in your life?

Yes, I gain a sense of community, my community, when I'm with the staff, other volunteers, and/or clients of the resource centre. *We're all in this together!*

We want to hear your story!

Whether you are a client, volunteer, a donor, or simply a family member of someone who has visited our Centre, we would like your feedback. As a non-profit organization, whose goal is to continue making a difference in the community, we feel it is important to find out how our services affect you. We would like to know how and why you became involved with the Centre, what your experience was, whether you feel there are improvements to be made, etc., so that we can serve you the best way possible. You can share as much information and stories as you are comfortable with, and your input can be anonymous. If you are interested in sharing your story, please email us at info@crcoc.ca.



Sexual Health Program with Ottawa Public Health (OPH)

The Centre offers in partnership with Ottawa Public Health a sexual health clinic for youth aged 29 and under. Those confidential drop-in clinics are offered on Wednesdays afternoon from 2 p.m. to 5 p.m. at the OCCRC at 240 Centrum Boulevard – unit 105.

Nurses are on site to provide counselling, information, sexual health education, and counselling on other topics such as sexually transmitted infections and contraception. The clinic also offers testing and treatment for sexually transmitted infections, HIV testing, pregnancy tests, Hepatitis A & B immunization for those who qualify, and free condoms.

To find out more about the sexual health clinic for youth, please visit www.ottawa.ca/sexuality.



Opioids: resources available

A few months ago, we published an article on opioids and the resources available in our area. Ottawa Public Health offers information on opioids and a list of pharmacies that distribute free naloxone kits — see the following links:

<http://ottawa.ca/en/residents/public-health/healthy-living/alcohol-drugs-and-tobacco/drugs>
https://documents.ottawa.ca/sites/documents.ottawa.ca/files/pharmacy_naloxone_list_en.pdf

Outlets in our community offering naloxone kits:

- * Rexall, 2555 St. Joseph Blvd.
- * Rexall Pharma Plus, 1615 Orleans Blvd.
- * Shoppers, 1675 Tenth Line Road
- * Shoppers, 3940 Innes Road
- * Shoppers, 2954 St. Joseph Blvd.
- * Shoppers, 1937 Portobello Blvd.
- * Shoppers, 2301 Tenth Line Road
- * Sobeys Pharmacy, 5150 Innes Road

Together, we are making a difference

A Flipping Success...



Thanks to beautiful weather, and a fantastic group of 200 plus ticket holders, our 2nd annual "Flippin' for Charity" Pancake Community Event at the festive Proulx Farms was a HUGE Flippin' success! This year's event we added a few more activities for all age groups. A Kids Zone (sponsored by Willow and Bellefleur Physiotherapy) provided a number of opportunities to satisfy the kiddo's fall creative side with mini pumpkin painting, face painting & artsy fun!



To satisfy all the car and truck lovers was our partnership with Ford Canada and Jim Keay Ford. Participants had the opportunity to test drive any of the 6 top of the line vehicles that Jim Keay brought with them including the very popular Mustang Convertible! For every participant, Ford Canada donated \$20 to our Centre. Thanks to the overwhelming popularity of this addition, and our amazing sponsors - our Flippin' for Charity" Pancake Community Event raised more than \$8,500!



Thank you doesn't seem like enough...we would like to extend our deepest gratitude to the amazing groups from Lowes Orléans, Alterna Centrum Orléans, Orleans Chamber Members, dedicated student volunteers and the incredible volunteers from our Centre who gave up their day to ensure that this year's community event was successful!



We would like to sincerely thank all of the incredible event sponsors, without whom this day would not have been possible.



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We look forward to seeing you all again at our 3rd annual event on Saturday, September 29, 2018!!

Our Community at work...

Christmas program 2017

With Christmas just a few short weeks away, are you looking for a way to help make a difference in the lives of people living right here in our community? The Orléans-Cumberland CRC's Christmas program is well underway but it is not too late to help make sure everyone has the essentials this holiday season.

There are many different ways to help:

-  Donate food, toiletries, baby items, specialty food (gluten free/ diabetic friendly, lactose free, etc);
-  Donate new, unwrapped toys & gifts for children 0-14;
-  Sponsor an individual or family (visit www.crcoc.ca to download our sponsorship form today);
-  Or combine any/ all of the above mentioned options.

We would like to take this opportunity to thank the many caring organizations, groups and businesses who hosted their very own "Angel Tree" gift collection. Thanks to the below listed group, children in our community will find a special present under their tree this holiday season.



*Cumberland Lions *The Hair Shoppe
 *HGT Sports Mngt *Orleans Chamber of Commerce
 *Winners Orléans *Royal Canadian Legion Branch 632
 *Giant Tiger - St. Joseph Blvd. *Giant Tiger - Watters Rd.
 *Core Elements *Myers Orléans *WBC Orléans
 *Crop-A-While Scrapbooking *Alterna Savings Orléans
 *Connexion Family Health Team *Orléans United Church

To the hundreds of donors who will participate in this festive program THANK YOU. From the bottom of our hearts, we would not be able to do what we do without your generous and caring support!

*Merry Christmas *Happy Hanukkah *Happy Kwanzaa
 *Happy Quaid-e-Azam *Happy New Year *Happy Rosh Hashanah

Back to School in Style

Our 2017 School Supplies Program was a phenomenal success. More than 270 students were given back to school supplies to make their school year more successful. Thanks to the generous teams at SURE Print Orléans, Staples Orléans, Eddie Bauer Orléans and Costco Innes road for their heartwarming donations.- With their support the OCCRC was able to offer this much needed program in our community.

"SURE Print & Graphics has been supporting OCCRC for over 15 years. All of their programs are crucial to our community. Their School Supplies Program is an opportunity to support local children in providing the supplies they need. We feel that contributing to a local child's confidence and education is a way to help build our community." ~ Monica Alongie Sure Print Owner



Upcoming Community Events

Are you looking for community events that support the OCCRC's efforts to build a better community?

Please join us and these incredible businesses/ organizations/ groups hosting events right here in our community.

For more information regarding the following events, please visit our website at www.crcoc.ca

Dec. 2, 2017 – Breakfast with Santa ~ Cumberland Lions Hall - 8am - 12pm

Dec. 3, 2017 – School Of Rock's Christmas Benefit Concert - 1pm at Grace O'Malley's, 1151 Ogilvie Rd.

Dec. 3, 2017 – Orleans Christmas Choirfest at Pentecostal Church - 1825 St. Joseph Blvd.

Dec. 9, 2017 – Firefighters Food Drive

Dec. 2017 – Gloucester Lions Magical Christmas Village at Place D'Orleans

Join us at the Parade



The 2017 Orléans Parade of Lights 20th anniversary is Saturday, December 2nd at 6pm on St. Joseph Blvd. We have teamed up with Giant Tiger, St. Joseph Blvd. location to bring a sweet festive addition to the parade. A great way to start the holiday season!



Youth Programming

It's more than just guitar lessons.

The Orléans-Cumberland Resource Centre has been able to offer guitar lessons in partnership with the Eastern Ottawa Resource Centre for many years. Since fall 2015, the OCCRC has hosted 4 afterschool guitar lesson programs to children and youth ages 8 to 18. Through this great opportunity, we have met over 50 children and youth in our community. This program, always in high demand, brings so much to the participants. It's more than just guitar lessons for them. Therefore, we are highlighting some of the participants' experiences through their testimonies:



Before, I was just a girl with a guitar. Now, I am an artist.
– Youth participant

I really enjoyed every second of guitar lessons and had many great moments. The environment was very accepting and fun. I loved being part of this and took away lots of happy memories. [...] The lessons were great and I learned a lot, not just about guitar, but also kindness. This place really lifted my spirits and I met a lot of great people that were perfectly unique. [...]. – Youth participant

I am very thankful for you creating this program. I always thought you had to be rich to take guitar lessons. Thanks for proving me wrong. – Youth participant

Thank you to the children and youth in our community to make this program a great success!

“Open Books, Open Minds” mural by the youth

In partnership with the Ottawa Public Library Cumberland branch, the Orléans-Cumberland Community Resource Centre received a \$8200 grant from Crime Prevention Ottawa for a Paint It Up project. Paint It Up is a youth graffiti program that supports graffiti prevention, community safety and the beautification of our neighbourhoods. It empowers youth and encourages community arts through the design and creation of youth-led murals.

The mural created by the youth in our community is entitled “Open Books, Open Minds”. Books are a medium for sharing stories. When we immerse ourselves in a novel, we open ourselves to new ideas, experiences, and perspectives. Within the design, people from all walks of life are inside a cave reading, telling stories, sending letters, etc. Open books in the foreground tell the story of storytelling, from cave paintings to modern technologies.

This project involved 13 youth participants ages 13 to 17 from a variety of ethno-cultural backgrounds. This contributed to the group's rich diversity. The youth developed many skills through the process, not limited to painting techniques, such



as relationship skills, self-awareness and social awareness. Their teamwork was truly inspirational.

Check out the first youth-led mural in our community at the Ottawa Public Library Cumberland branch at 1599 Tenth Line Rd, Orléans.

Upcoming programs for children and youth

Are you looking for programs in your community for your child or youth? Check out the OCCRC's website, Facebook and Instagram for updates on the upcoming programs for children and youth this winter.

- I love to dance: For children & youth 7 to 15 for low-income families
- Youth Net/Réseau Ado (YNRA) program: For youth 13 to 18
- Parent & Youth Workshops: For parents with youth 12 to 18
- Social and Emotional Learning Workshops: Ages to be determined

Dates, times and locations to be determined

Easy Tech, I like! - Sarsfield and Vars!

Through a financial support from the Government of Ontario, the OCCRC will offer free interactive workshops to seniors (60+) on the use of tablets aiming to remove apprehension regarding technology. You can bring your tablet or one will be provided. **Registration:** call 613-830-4357

English workshops in Sarsfield (community centre)
January 17, 24 and 31 - 1:30pm to 3pm

French workshops in Vars (Saint-Guillaume school)
February 6, 13 and 20 - 10am to 11:30am

Would you like to...

- Volunteer at the Centre? Please contact Rosanne Canzanella at 613-830-4357 x307
- Receive our newsletter by email? Write to info@crcoc.ca
- Become a member of our **Community Caring Connection** (CCC)? Call 613-830-4357 x305
- Make a donation to the OCCRC? Please find the form on our website on the “Get Involved” page <http://crcoc.ca/get-involved/donate/>

Easy tech, I like !

FREE interactive workshops with tablets for seniors (60+)
Overcome apprehension of technology by learning about using a tablet.

English workshops - Bilingual instructors.

**NO TABLETS
REQUIRED!**

OR

**FEEL FREE TO
BRING YOUR
OWN!**

