

Ottawa Rape Crisis Centre

Annual Report

2011-2012

Thank You to all staff, board members and volunteers!

Board Members

Heidi Hauver
Jessey Bird
Janet Lo
Anokhee Mehta
Cynthia Garcia-Diaz
Erin Dej
Rena Bevins
MaryAnn Notarianni
Monica Chohan
Sharon Reid
Janhabi Nandy

Committee Members

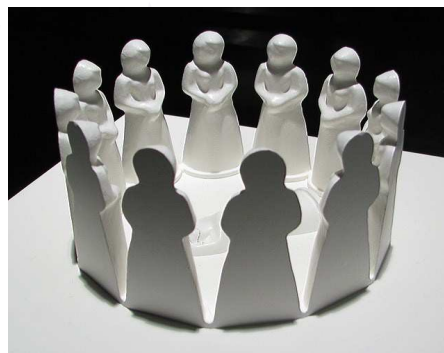
Joanne Midouin
Yuliia Lytvyn
Samantha Lamb
Tarila Okah
Laurie Fenton
Janhabi Nandy
Amy Conroy
Sara Silvestri
Denise Glasbeek
Heather Berenbaum
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Jennifer Mielke
Julia Franklin
Lindsay Finnerty
Sharon Reid
Corrin Fisher
Shelly Steenhorst-Baker
Natalie Pona
Josianne Lavoie
Kim Burnett
Alexis Houston
Kim Dalgleish
Vicki Kelly
Anne-Laurie Placide
Talile Terfa Dibaba
Meaghan Bennett

Staff

Sandy Onyalo
Anne Walzak
Bogi Tessier
Charu Malhotra
Elise Harris
Ikram Jama
Josephine Basudde
Laura Cain
Lee-Anne Lee
Lisa Middleton
Madeline Dietrich
Onessa Robertson
Chelby Daigle
Jordan Kent
Heather Hogan

Students

Victoria Copp
Jessica Polaz
Carmen Sodoway



Public Education

Volunteers

Andrew Wong, Christa Jones, Christine Pigeon, Elyse McCall-Thomas, Helen Balanoy, Jennifer Vanderburg, Josie-Rajosri Datta, Kaitlin Evans, Laura Rudy, Marie-Claire Burnet, Madelaine Bluteau, Melanie Mathieu, Masoumeh Gooya, Michael Colussi, Michelle Navarro, Onessa Robertson, Paulette Ward

Crisis Line Volunteers

Arshina Kassam
Alison Macpherson
Ashley Turcotte
Ayan Jama
Breianne Piovesan
Caroline Ebener
Emily Martin
Emma Murray
Ioana Nistorescu
Jessica Poloz
Kerry Ferguson
Kris Black
Leanne Hemond
Melin Peng
Mory Di Yuan
Patrycia Anweiler
Priya Kumar
Rachel Snarch
Shellie Warnock
Tina Aye
Yasmin Mohammed
Zhen Xu

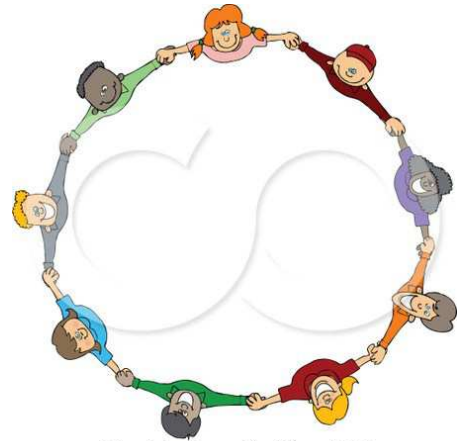




Message from the Executive Director

This year was one of transition. As we entered the new fiscal year we wrapped up our Fundraising Strategic Plan. It was a pleasure to work with George Stanois and the Goldie Company who guided us through this process. We now have a number of valuable resources and strategies that we are currently using to build our funding base. We have gained more confidence about engaging in a variety of fundraising initiatives as we continue to raise awareness about the valuable work we do at the centre.

This year ORCC led a community based research project that linked sexual violence, youth and drinking. We talked to a number of service providers and young people from universities and high schools across the city. Although the research findings did not reveal anything new, it did confirm that we still have a lot of work to do in raising awareness about healthy relationships, consent and supporting youth to take collective responsibility in responding to potential sexual violence situations.



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The year ended with us engaging a strategic planner to guide and support staff and volunteers through an organizational strategic plan. We hope to use a capability-based strategic planning approach to identify current strengths and harness new resources to carry out our valuable services. As we continue to identify our strategic directions and implement a plan of action we will be in an ideal position next year to report on our progress.

As you know, sexual assault statistics continue to be alarmingly high. This, coupled with low levels of criminal justice reporting, has re-ignited interest in the value of public education campaigns. These campaigns not only inform youth about sexual violence but give them the tools to take action against it. Given our 38 year history in training, service provision and information sharing we are now ready to take full advantage of social media to enhance our ability to respond to trends, raise awareness and positively contribute to gender equity and sexual violence discussions. To this end the new year will see us active on twitter and Facebook with an enhanced, more interactive website.

I would like to thank our funders for their renewed and continued support for the work we do at the centre. I would also like to thank all the staff, volunteers and students who walked with us through this transition year. The new year promises to bring excitement, new ways of doing what we do well and many, many rewards for all.

Sandy Onyalo

“Public education campaigns not only inform youth about sexual violence but give them the tools to take action against it.”

Serving Women Survivors and their families

The counselling program continues to provide feminist services from an anti-racist/anti-oppressive perspective. Although our focus is sexual violence, we find that clients are experiencing a number of complex but related issues as they address their healing. These include depression, addiction, eating disorders, problems with physical health, relationship difficulties and socio-economic challenges. This brings many rewards and challenges as counsellors work with clients to reclaim their lives and regain a true sense of well-being.

Although short-term/crisis, group counselling and information workshops remained the same, longer term counselling has changed. Clients are now given an opportunity to complete 42 sessions within a 12 month period. It is hoped that this new format gives us an opportunity to serve more clients and provide them with more focused sessions.

We continued to offer a variety of groups this year including: A stage one therapeutic group; the “Reclaiming Our Lives” workshop series; and Yoga classes. This also included the increasingly popular “Surviving the Holidays” workshop series held over the winter months.



“Clients experience complex issues, including depression, addiction, eating disorders, problems with physical health, relationship difficulties and socio-economic challenges.”



The Girls are Chatting

The Girls Chat Project was pleased to receive financial support from the Urban School Priorities Fund and the Hill Charity Golf Classic. The project ran in five high schools throughout Ottawa. The project continues to bring new insights and challenges to the staff. Yu Sheng joined as the new facilitator working with long-time facilitator Chelby Dagle.



ORCC Mission

The Ottawa Rape Crisis Centre is a proactive, anti-racist, feminist organization working to end all forms of sexual violence. We counsel and support women, educate for change and work to create a safe and equitable communi-

Reaching out to Criminalized Women

Our long-standing partnership with the Ottawa Carleton Detention Centre continues to strive. Twelve women benefit from weekly psycho-educational counselling groups. Charu Malhotra and Lee-Anne Lee continue to facilitate the groups and Elise Harris facilitated the group for a period of time. Over



the years our presence at the centre has strengthened our relationship with the inmates and lead to a number of positive changes. This included reaching women in both the dormitory and the cells (a more secured environment). In addition, staff have begun an intake process which allows women to prepare for long-term counselling and crisis appointments are arranged just before women prepare to leave the institution. These additions compliment the social service supports that contribute to their success when released from the detention centre.

Working with Students

Victoria Copp and Jessica Polaz joined the ORCC as a placement students this year. Victoria and Jessica were students from the Masters of Education Counselling program at the University of Ottawa. Both women were a great addition to the counselling team and provided crisis counselling and co-facilitated information sessions.

We wish them all the best in their career as counsellors.

Carleton University conducted a research project for us. This research explored volunteer retention and its impact on service delivery on the crisis line. The data gathered from the research with help inform future recruitment policies, and help further develop and improve the crisis line and volunteer training program.

With the support of Service Canada, the crisis line program hired Carmen Sadoway as a summer student. Carmen, a Master of Social Work student worked as a crisis line counsellor.

Carolyn St-Amour from the Bachelor of Social Work program at Car-

ORCC Values and Beliefs

- Sexual violence against women and children is both a crime and a human rights violation;
- A society which reinforces inequality between its members perpetuates sexual violence against women and children.



<http://orcc.net/about/values.html>

The crisis line program accepts students from various programs such as criminology, psychology and social work to engage in projects such as skill building in community organizing, direct practice and community based research.



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Enhancing our skills

This has been an exciting year for counsellor's professional development. Laura attended a series of workshops at Saint Paul's University on *Ego State therapy, Metaphor therapy, and Focusing*. Onessa attended a workshop at the Royal Ottawa entitled *Mental Health First Aid*. Charu attended a speakers series on *Women and Aging* at the Royal Ottawa and a workshop on *Suicide Intervention* at CMHA. Onessa, Charu and Lisa all attended a workshop called *Sacred Trust – Healing and Indigenous Culture*. Onessa attended a course on *Child and Play Therapy conducted* by the CACPT.



De-myth Sexual assault is a crime of power, control, and violence. It is not caused by being sexually starved. Studies reveal that "rapists"



"We thank all of the ORCC staff for their dedication to our centre, our clients, and their commitment to enhancing their skills and knowledge through ongoing professional development."



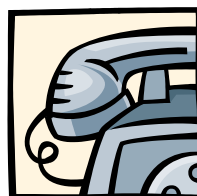
Our Team

Staff at the centre continue to excel in their various positions at the centre. Bogi Tessier maintains the financial operations of the organization and is always on hand to assist with administrative issues. Josephine Basudde provides an excellent and training program while supporting the various needs of the volunteers. We say a fond farewell to Ikram Jama our past Public Education Coordinator and wish her well in all her future endeavours. The experienced a counselling program



hand to assist issues. Josephine excellent and training pro- the various We say a fond our past Public and wish her deavours. The experienced a

few transitions. Elise Harris joined as a new counsellor however since February 2012, Onessa Robertson has taken on a contract to replace Elise while she is on leave. The counselling team is comprised of Onessa Robertson, Laura Cain, Anne Walzak, Charu Malhotra and Lisa Middleton. The program is fortunate to have the excellent support and guidance of Madeline Detrich, clinical supervisor. Her knowledge and insight have had a profound effect on the quality of the counselling services.



Valuing our phone volunteers

The crisis line program successfully screened and trained 45 volunteers. The Crisis line training entails a screening interview, 10 sessions that include role plays, group discussions, guest speakers and an evaluation. The training is facilitated three times a year (fall, winter, spring).

Volunteers: You are appreciated!

We give a warm welcome to our new volunteers : Ashley Turcotte, Ayan Jama, Brienne Olibris, Brittany Piovesan, Claire Cornish, Emma Murray, Julie Jacquet, Kerry Ferguson, Patricia Anweiler, Rachel Snarch, Samantha Campbell, Tina Aye, Yasmin Mohammed.

Taking Our Training to the Community

The crisis line program engaged in a variety of activities in the community including training new police recruits from The Ottawa Police Service and cultural interpreters from the Immigrant Women Services. Topics discussed included: the effects of sexual violence, oppression and myth breaking. This level of participation facilitated awareness of the issues survivors experience and supported community members in identifying and strategizing the management of issues in their communities.





Perfecting Our Policies

We developed the Centre's new Criminal Records Check policy and the Accessibility for Ontarians with Disabilities Act (AODA) policy (as required by law). The Committee also revised the maternity leave policy and strengthened a number of existing policies. Additionally, the Committee reviewed the Constitution and By-laws and proposed some changes, including the addition of the Strategic Planning Committee as a committee of the Board. Of particular note, the Policy Committee also began exploring the new Non Profit Corporations Act this and its implications for the ORCC. The Policy Committee will continue to diligently review the remaining sections of the ORCC organizational policies to ensure the language is inclusive in all applicable instances, and also to ensure clarity, accuracy and relevance of all organizational practices.



Board Work

The Committee is excited for another busy and challenging year in supporting the Centre's goals and objectives. A special thank you to the Committee members for their commitment and hard work.

Recruiting & Training Board & committee members

This year we appointed Sharon Reid, Janhabi Nandy, and Kim Dalgleish to the Board.

With Monica Chohan continuing as President, Janet Lo took on the role of Vice President, Rena Bivens stepped into the role of Secretary and Cynthia Garcia-Diaz took on the role of Treasurer.

We said goodbye to a few Board members this year. We were also busy recruiting more women to join as community members for Board Committees. Welcome to: Sara Silvestri, Denise Glasbeek and Sarah Mullen on the Policy Committee; Josianne Lavoie, Shelly Steenhorst-Baker and Natalie Pona on the Fundraising Committee; Talile Derfa Dibaba and Meaghan Bennett on the Recruitment & Development Committee.

The Committee coordinated training on the topics of governance, crisis line and fundraising for the Board and Committees. Thanks to Sandy Onyalo, Josephine Basudde and Mena Gainpaulsingh for delivering the training.

Overseeing the our financial matters

The Finance Committee continues to provides oversight and advice on financial matters and ensures accountability within the Centre and proper stewardship of ORCC assets. The Committee reviews funding submissions, monthly financial reports and bank reconciliations, monitors the budgeting process, recommends to the board for approval significant disbursements and oversee the annual audit process including following up on the Auditor's Management letter. This year the Finance Committee continued to successfully carry out its role and responsibilities.

Like most non-profit agencies the, ORCC faces some financial challenges due to the economic downturn but despite these difficulties the Centre managed to end the 2011-2012 fiscal year in a surplus position while maintaining high quality services to clients.

The Committee is in the process of reviewing, updating and creating, where necessary, financial policies in accordance with best practices. In 2011 a decision was taken to change auditors and the transition has been smooth and efficient. The Committee will continue to regularly assess the Centre's financial position to ensure its success and long-term viability.

Board and Committee members are great support.

Building our fundraising base

With the assistance of a strong team of dedicated and talented individuals, the Committee raised over \$20,000, while further building the centre's profile within the community.

The Committee spent the first half of the fiscal year refining its fundraising strategy and forging relationships with potential donors and sponsors through the Board's and Committee's networks. The Committee then embarked on several new initiatives. We held our first Business Breakfast in September, 2011, with the help of Chris Dore at ScotiaMcLeod – a networking event for professionals in the city where they received an introduction to the centre and its work. A second business breakfast was hosted by Janet Armstrong at Modis in February, 2012. With events like these, we will build our profile in Ottawa's corporate community and begin forging relationships with potential donors and partners.

The Committee also organized the centre's first-ever spin-a-thon, a hugely successful event that raised over \$10,000 and tapped into a new segment of the Ottawa community. In addition, the Committee actively sought funding opportunities through third party events and initiatives, such as golf tournaments. In fact, our team was successful in securing \$8,900 through the Hill Charity Golf Tournament, which ensured the continuation of the Girls Chat project in the last school year. The Bytowne Theatre also sponsored the centre through its "tip jar" program, which raised over \$800.

Along with celebrating these successes, the Committee took note of important lessons and continued to refine its strategy. As such, we are confident we will have even more good news to report at the 2013 AGM.



Social Media: Catching up the Tide **Like us on Facebook.**



Ottawa-Rape-Crisis-Centre

Be the person to like us!

<http://www.facebook.com/pages/Ottawa-Rape-Crisis-Centre/409070515814808>

Follow us on twitter @orcc8964

Ottawa Rape Crisis Ct

Ottawa Rape Crisis Centre: for 38 years it has been a leader in the fight to eliminate sexual violence against women and create safe community.

<http://orcc.net>

We appreciate your donation.

You can donate online or mail our a cheque.

Our website welcome people to donate through Paypal,

CanadaHelps.org.

Please check: <http://orcc.net/involved/donate.html>

Ottawa Rape Crisis Centre P.O. Box 20206

Ottawa, ON K1N 9P4

Your contributions are welcomed

Everyone is responsible for ending violence against women and creating a violence free environment.

Here is what your generous support can do:

- ◇ **\$10,685** will help us to a counsellor to facilitate a support group to 12 women incarcerated at the Ottawa Carleton Detention Centre for one year
- ◇ **\$7500** will allow us to purchase an update telephone system
- ◇ **\$5,620** will allow us to deliver the Girls Chat program in one Ottawa school over 15 girls for one school year.
- ◇ **\$4,500** will cover the cost of a support group for 16 weeks for 15 women.
- ◇ **\$2,500** will allow us to train 15 volunteers to provide crisis counselling on the 24-hour crisis line, and accompaniments to the hospital and the police station for women who has been sexually assaulted.
- ◇ **\$750** will cover the cost of individual counselling for one woman for one month
- ◇ **\$260** will help us operate the 24-hour crisis line for one day
- ◇ **\$150** will cover the cost of an hour of individual crisis counselling for a woman

◇ I would like a tax receipt.

◇ I would prefer to be anonymous donor.

Donations of \$25 or more will receive a tax receipt upon request.

My donation is: \$ _____

Name: _____

Address: _____

City _____ Prov. _____ Postal Code _____

Tel: _____ E-mail: _____



Charitable Registration Number 11910 9221 RR0001

A special thank you to our funders



Human Resources and Skills Development Canada

Ressources humaines et Développement des compétences Canada



The Ottawa Rape Crisis Centre (ORCC) first opened its doors on December 15, 1974. Originally located in a small apartment on Somerset Street West, it was the third such Centre in Canada (others had been established in Toronto and Vancouver). Initially, the Centre was comprised of three volunteers offering crisis line services to victims of sexual assault.

The ORCC has developed over the past thirty-five years into a community leader in the field of sexual violence. In 1976 the staff at the ORCC included four full-time staff members and 40 volunteers. Today the staff at the ORCC consists of eleven full-time and three part-time staff members. There are around fifty volunteers that work on the 24 - hour crisis line, provide public education activities and sit on our Board. The staff and volunteers also act as liaisons with the police, hospitals, lawyers and other social service resources.