

# Ottawa Rape Crisis Centre Annual General Meeting 2009-2010



Respect, Equality,  
Safety, Dignity  
Every Woman's Right

*Thank You to all staff and volunteers!*

## Board Members

Ana Hurtado, Carolina Moore, Christine Mcfee, Erin Dej, Heidi Hauver, Jenny Poon, MaryAnn Notarianni, Monica Chohan, Rizwana Lalani, Samantha Lamb.

## Staff

Anne Walzak  
Bogi Tessier  
Charu Malhotra  
Ikram Jama  
Josephine Basudde  
Lalita Salins  
Laura Cain  
Lee-Anne Lee  
Lisa Middleton  
Onessa Robertson  
Sandy Onyalo  
Tanya Cook

## Finance Committee

Celine (Jiwen) Zhang  
Joanne Midouin

## Policy Committee

Liz Venditti

## Students

Abbey Barrett  
Amanda Chaytor  
Elise Harris  
Shellie Warnock

## Resource Volunteers

Carla Parchelo  
Harmeet Singh  
Lois Larade

## Girls Chat

Chelby Daigle  
Hadiya Hussein

## Public Education

### Volunteers

Alba Orteaga  
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, Ada Vaccaro, Audrey Hache, Caroline Melia, Chantal Hermann, Christine Paladeau, Crystal Egan, Diane Gordon, Emily Martin, Elise Harris, Ioana Nistorescu, Jennah-Lee Milks, Julia Friske, Katie Tam, Kristin Egan, Kristin Martin, Lara Kinkartz, Leigh Spanner, Mackenzie Thompson, Mimi He, Mory Di Yuan, Nancy Helferty, Natalie Brulotte, Natasha Popora, Nevena Cekic, Priya Kumar, Rachele Bedard, Rachel Slater, Sara Afa, Shankari Sharma, Shellie Warnock, Sherry Ritchie, Svyetlana Delic, Vanessa Blair

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## *Message from the Executive Director*

What a year and how quickly it has passed! We seem to be busier than ever. We have had many successes and fun times along the way, but continue to experience many challenges primarily due to shrinking resources and growing community needs.

ORCC staff members and volunteers did an amazing job volunteering at VDay Ottawa, which was held at the National Art Gallery. We also gave presentations at Carleton University's Vagina Monologues this year. All proceeds from these events will go towards our Stories of Hope project.

Funding constraints in the counselling program has, unfortunately, kept our waiting list averaging around 30 women. We welcomed Lisa Middleton to the counselling program as the program's Team Leader. Lisa, in a very short space of time, has led some significant structural changes in the program. We experienced a significant decrease in our United Way funding, which in turn affected our ability to provide 24/7 coverage on the crisis line. In the upcoming year, we hope to strengthen our relationship with federal government and corporate employees to raise the profile of our crisis line program and the needs of clients in crisis.

We continue to contribute to the all-Party Parliamentary Group for the Prevention of Genocide and Other Crimes against Humanity. This group seeks to promote an understanding of the current situations regarding human rights violations; increase the flow of information on the issue; act as a catalyst to raise awareness about the causes and dynamics of genocide, and crime against humanity and alert the relevant actors to advocate and mobilize for appropriate action.

One of the highlights of the year is working with the Goldie Company. The Goldie Company was contracted to conduct an internal/external scan of successful fundraising initiatives in the non-profit sector; deliver fundraising training modules to volunteers and staff; and prepare a three year strategic fundraising plan. They delivered a successful strategic fundraising planning day with board and staff; prepared a case for support document; conducted training on "Making the Call"; prepared a donor recognition plan; and revised our fundraising policies and procedures. As a result, we are well positioned to embark on fundraising initiatives for the upcoming years. Thanks to the Ontario Trillium Foundation for their support and special thanks to George Stanois and Wendy Ryan from the Goldie Company for all their hard work and great sense of humour.

The Ottawa Rape Crisis Centre continues to be a leader in the sexual violence field. We are committed to finding creative and novel ways to raise awareness about sexual violence in all sectors of our community using innovative tools and technologies. We remain grounded in our dedication to serve victims/survivors of sexual violence and their families from a feminist, anti-oppression framework. Thanks to all our staff who share the vision of supporting survivors and eliminating sexual violence against women and girls. These are truly a fantastic group of women: Bogi (Finance & Administrative Coordinator); Josephine (Crisis Line & Volunteer Training



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## ***Message from Executive Director Cont.***

Coordinator); Charu (Counsellor & OCDC Co-Facilitator); Ikram (Public Education Program Coordinator); Lisa (Counselling Program Team Leader); Laura (Counsellor); Onessa (Crisis Line Counsellor & Administrative Support); Anne (Counsellor); Chelby (Girls Chat Co-facilitator); Hadiya (Girls Chat Co-Facilitator); Lee Anne Lee (OCDC Co-Facilitator); Tanya Cook (Counsellor) & Lalita (Clinical Supervisor).

Sandy Onyalo  
Executive Director

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## ***Public Education Program***

We had a very busy and successful year. We reached more than 900 people through workshops, presentations, information fairs, community discussions and committee participation. We provided resources and information to students, community organizations and government departments. Two public education volunteer trainings were held this past year and a total of twelve volunteers were trained as public educators.



### **Committee Work**

We continue to participate and contribute to the Women's Events Network (WEN) which is the committee that organizes International Women's Day, the Clothes Line Project, Take Back the Night and December 6<sup>th</sup>. Besides contributing to the organizing committee, we also provided volunteers for all four events.

Our work with the Ottawa Coalition to End Violence against Women's (OCTEVAW) Advocacy and Public Engagement Committee continues. The successful lobbying efforts of this committee resulted in Mayor Larry O'Brien proclaiming May as Sexual Assault Awareness Month on May 6, 2010. OCTEVAW's Advocacy and the Public Engagement committee is also planning to design an educational poster about sexual assault in May. The poster will be distributed to educational institutions, community organizations, youth centers, immigrant serving agencies and high schools in Ottawa.

We are a member of the Diversity and Inclusion Task Force, which is a task force that was set up by the Ottawa Carleton District School Board. Because of our work with the schools on the Girls Chat project we decided to sit on this committee and contribute to discussions around inclusion and equity. As a Centre that promotes anti-oppression practices and culturally compatible service delivery we intend to share our experiences with people around the table and contribute to the creation of a school environment that meets the needs of all students.

### **Connecting, Networking and Sharing Ideas**

We participated in the regional meetings for the Women's Worlds Conference 2011. This conference aims to bring together academics, advocates, researchers, policy-makers, workers, activists, and artists of all ages from around the world, to create a forum for

## ***Public Education Program Cont.***

equality and to discuss globalization as it relates to women. It is also “an opportunity to strengthen connections while collaborating on approaches to advancing women's rights, women's empowerment, and gender equality

### **Appreciation**

My appreciation and thanks to the Public Education Program Volunteers. Thank you for supporting the ORCC and your commitment to the creation of safe communities for all.

Ikram Jama  
Public Education Program Coordinator

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## ***Crisis Line & Volunteer Training Program***

In the past year, the crisis line & volunteer program successfully trained 17 crisis line counselors including: Arshina Kassam, Ada Vaccaro, Audrey Hachey, Chantel Hermann, Christine Paladeau, Jen Hazell, Julia Friske, Kristin Egan, Mackenzie Thompson, Nancy Helferty, Nevena Cekic, Aalya Dhanani, Jacqueline Wingrove, Allison Miller, Gretchen Hickmott and Kait Degraaf .

Farewell and best wishes to long time volunteers Rachel Slater and Sijetlana Delic.

### **Crisis Line Posters**

One of the highlights of the crisis line program was the distribution of 150 crisis line posters to different community organizations. The objective of the campaign was to increase accessibility to the crisis line. Distribution of the crisis line posters is on-going

### **Disabilities Awareness Training**

The crisis line program coordinated the disabilities awareness training for staff which was facilitated by Timothy Andrade (Ottawa Hospital Rehabilitation Center). The training included discussions and a review of the accessibility for Ontarians with Disabilities Act (AODA) 2005, customer service standards with disabilities Act and how it impacts on services offered at the Ottawa Rape Crisis Center. The training has had major implications for the organization which includes an on-going assessment and review of the organization's standards of operation.

### **Team Building Workshop**

Volunteers from the crisis line program successfully attended and participated in a team building workshop whose objective was to facilitate team cohesiveness and improved communication.

### **Placement Student**

The crisis line program had the pleasure of working with Amanda Chaytor a 3<sup>rd</sup> year Social Work placement student from Carleton University. Amanda worked on the crisis line

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## ***Crisis Line & Volunteer Training Program***

providing crisis intervention counselling to women survivors of sexual assault. She also worked as a researcher and conducted outreach to various communities such as St. Joe's Women's Drop-In Center and Cornerstone, a shelter for homeless women.

### **Crisis line training**

Crisis line training is conducted 3 times a year (fall, winter and spring) and the recruitment of volunteers is on -going. To volunteer with the crisis line please feel free to call Josephine Nakato Basudde at (613)562-2334x22 or e-mail at [jbasudde@magma.ca](mailto:jbasudde@magma.ca)

Josephine Basudde  
Crisis Line Volunteer Training Coordinator



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## ***Counselling Program***

The counselling program continues to provide excellent services from a feminist, anti-racist, and anti-oppression perspective for women survivors of sexual violence including recent sexual assault, childhood sexual abuse, incest, and ritual abuse. Although our focus is sexual violence, our service users deal with a variety of issues, which many of them are the effects of sexual violence. Some of the issues include legal issues, interpersonal relationship difficulties, mental health (depression, addiction, eating disorders, etc), physical health, and socio-economic issues. The program provides many opportunities for survivors to work, in collaboration with their counsellors, on the experience of sexual violence and its effects to reclaim their lives and well-being.

### **Counselling Team**

Our counselling team, comprised of Charu Malhotra, Laura Cain, Anne Walzak, Tanya Cook, and Lisa Middleton. Each woman brings her own wisdom and insight to the team. The program is fortunate to continue having the excellent support and guidance of Lalita Salins, the clinical supervisor, through monthly group sessions with the team and individual sessions with counsellors. Her knowledge and insight have had a profound effect on the quality of our services and are greatly appreciated.

In May of 2009, former counsellor and co-counselling coordinator, Carrolyn Johnston took a one-year leave of absence from the ORCC, in March 2010 Carrolyn decided to not return to ORCC. We wish her best of luck in her future endeavours.

### **Placement Student**

Shellie Warnock joined us as a placement student from September 2009 to April 2010. Shellie was a student in the M.Ed Counselling program at the University of Ottawa and was a great addition to our team. She provided individual crisis counselling, worked with one long-term client and co-facilitated information sessions. Additionally, Shellie organized a ballet workshop for our *Healing through Dance* workshop series. We wish her all the best in her career as a counsellor.

## ***Counselling Program Cont.***

### **Individual and Group Counselling**

Our services include short-term/crisis (1 to 6 sessions) and long-term (up to 12 months) individual counselling, support groups (First Stage for women without previous group experience and a variety of Second Stage groups for women with prior group experience) and information sessions.

In Fall 2009, we offered two programs an open-workshop series: Reclaiming Our Lives and a closed stage-one group. Reclaiming Our Lives covered a variety of issues including, trust; sex sexuality and forgiveness. Counsellors alternated facilitating the groups while our counselling intern, Shellie, wonderfully co-facilitated each workshop. Participant turnout ranged from six to ten women per session. Feedback that was provided by women was incredibly positive; many expressed that they were sad to see the workshops end. The stage-one closed-group ran during Monday afternoons from October 2009 to January 2010 with eight participants in total. The group promoted healing, skill building and provided support for survivors of sexual assault to be able to share their stories in a safe, closed-group setting.

### **Girls Chat**

Girls Chat was pleased to receive financial support from the Canadian Women's Foundation as well as from the Urban School Priorities Fund. The Girls Chat runs in high schools throughout Ottawa. This school year, Girls Chat added Merivale as the 6<sup>th</sup> school that the project runs in.



The Girls Chat project saw a continued commitment from the Multi-Cultural Liason Officers (MLOs) as well as our dedicated Girls Chat facilitator, Chelby Daigle. In Fall 2009, our co-facilitators, Habiba Ali, and Suad Yusuf left the project. In February 2010, the counselling program was pleased to welcome Hadiya Hussein as the new girls chat co-facilitator.

### **Ottawa Carleton Detention Centre (OCDC)**

The ORCC has a long-standing partnership with the Ottawa Carleton Detention Centre, providing a psycho-educational drop-in counselling group to inmates in the women's unit, with a maximum of 12 women per group. Charu and Lee-Anne facilitate these groups once a week, for two hours. They provide one-on-one crisis intervention to any women who request it. Charu and Lee-Anne facilitate the group in an informal way, allowing for women to engage in general discussions on issues affecting their lives, such as addiction issues, safety while living on the streets, ways to make changes in their lives, etc. The topics that are presented include Sexual Violence, Partner Violence, Healthy and Unhealthy Relationships, Boundaries, Self-Esteem, Coping Mechanisms, and the Impact of Violence on Women.

### **Professional Development**

The counselling team is fortunate to have had participated in many exciting workshops. In December 2009, Lalita provided the counselling team with a full-day workshop on "sex & sexuality". In March 2010, Janice Fraiser provided a full-day workshop on Trauma and

## ***Counselling Program Cont.***

Addictions as well as a workshop on non-dominant Handwriting. Additionally in March 2010, Rachel Ringard & Nicola Oddy provided a full-day workshop using Music Therapy. In addition to the group trainings, counsellors have been engaging in many workshops investing their time and resources to enhance their counselling skills.

Laura attended various workshops on vicarious trauma and compassion fatigue, domestic violence workshop by Michael P. Johnson and continued developing her yoga practice that she uses frequently throughout her work.

Charu completed her dual diagnosis concurrent disorder certificate; participated in a vicarious trauma and compassion fatigue workshop, participated in a eating disorders conference, taught in the social service program at Algonquin College, & attended a domestic violence conference and participated in the Michael P. Johnson conference on domestic violence.

Lisa participated in a workshop on vicarious trauma and compassion fatigue facilitated by *Françoise Mathieu*

Anne attended a two-day conference on attachment, completed her certificate in play therapy and a workshop on domestic violence.

The counselling program would like to thank all of the counsellors for their ongoing dedication to their clients and their commitment to their ongoing professional development.

Lisa Middleton  
Counselling Program Team Leader



***Respect, Equality, Safety, Dignity  
Every Woman's Right***



## Board Committee Reports

### *Board Recruitment and Development Committee (R & D)*

A major focus for our team this year was on overall governance of our board. In May 2009 our board attended a one day governance training session with Adobe Consulting Services. From that training we introduced a number of significant changes to our board structure, which led to decreasing the number of board members to ten and inviting community members to join our committees. We further increased our efficiency by modifying our agenda to focus on discussions and putting forward motions, subsequently decreasing our monthly board meeting times from three hours to an hour and a half.

Another major focus of the committee this year was recruiting, developing and retaining board members. We welcomed many new board and committee members to the team. Their collective backgrounds, passion for the work that the ORCC does and willingness to give back to their communities has strengthened our group. We held an orientation training session this Fall for all new board and committee members and a recent survey further highlighted the development areas and interests that are members have.

We continue to use websites such as Volunteer Ottawa and Charity Village to seek new board and committee member volunteers but we have also extended our search efforts by using tools such as Linked In. The R & D committee has created a confidentiality statement for potential members to sign to ensure the protection of any sensitive information being discussed in meetings they attend before they have been officially voted onto the board.



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### *Finance Committee*

The Finance Committee of the Ottawa Rape Crisis Centre ensures careful accountability within the Centre and stewardship of ORCC assets. We regularly review funding submissions and reports, monthly financial reports, bank reconciliations, monitor the budgeting process 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 faced some financial challenges due to the economic downturn. Thanks to some good management, the Centre was able to maintain its operations and even expand its projects despite these challenges. The Committee regularly assesses the Centre's financial position to ensure the long-term viability of the ORCC.

## ***Policy Committee***



The Policy Committee grew its membership this year to more than double last year's size! The Committee's annual work-plan was filled with updating or creating policies. In addition, new policy issues that were not accounted for in the work-plan were raised throughout the year as the need arose.

The Committee addressed a number of policies in the past year, including updating policies for partner health benefit coverage, mental health days, bereavement leave, and health-related appointments

The Committee shall continue efforts to update the ORCC's by-laws, a major task that has been identified in the previous year.

The Policy Committee would like to thank the staff and volunteers on the committee for their hard work, commitment, and enthusiasm over this past year. The Committee is excited for another busy and challenging year in supporting the Centre's goals and objectives.

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## ***Fundraising Committee***

While we continue to use websites such as Canadahelps.org and givemeaning.com to raise awareness and funds for the Centre we have been focusing our efforts on revamping the Fundraising Committee as we prepare to meet the challenges of the next decade. We are determined to strengthen and diversify our fundraising capacity and with the help of The Goldie Company has developed a fundraising strategy that will enhance our organization's strategic vision and commitment to sustainable fundraising.

We held a fundraising training/visioning retreat in March 2010, which was attended by all board and committee members and hosted by The Goldie Company. We were able to raise board awareness and skills around fundraising strategies and approaches, explore fundraising successes amongst similar organizations, and identify our priorities and strategies for future fundraising.

Our committee Chair, Carolina Moore is currently leading our team as we move forward with initial decisions about timelines, roles, responsibilities and resource needs.



# THE OTTAWA RAPE CRISIS CENTRE

## History

The Ottawa Rape Crisis Centre 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.

## 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 community.

*A special Thank You to our funders*



Status of Women Canada    Condition féminine Canada



Human Resources and Skills Development Canada    Ressources humaines et Développement des compétences Canada