

2020-21

ANNUAL REPORT

PREPARED BY

OTTAWA RAPE CRISIS CENTRE

DECEMBER 9, 2021

www.orcc.net

LAND ACKNOWLEDGMENT



The ORCC is located on the unceded, unsundered territory of the Anishinaabe Algonquin nation whose presence here reaches back to time immemorial.

The ORCC respects and affirms the inherent and treaty rights of all Indigenous peoples across this land.



MESSAGE FROM THE PRESIDENT

On behalf of the ORCC Board of Directors, I must start with a heartfelt thank you to all our stakeholders.

The ORCC's 2020-21 fiscal year started on April 1, 2020 – mere weeks after the global pandemic became all too real in our own backyard. It exposed many critical gaps in ORCC's infrastructure and capacity that severely compromised our ability to provide safe, reliable, and timely services to survivors of sexual and gender-based violence. But with the steadfast support of our community, ORCC was able to implement interim partnerships with crisis line and virtual counselling service providers, while we temporarily paused direct service delivery so that we could renew and modernize the very foundations of our organization. We will be forever grateful to our service delivery partners, Sexual Assault Centre Kingston (crisis line services) and the Centre for Interpersonal Relationships (counselling services), for their innovation, compassion and professionalism in serving survivors.

We must also express deep gratitude for the dedication of our funders to supporting ORCC's renewal process. We have achieved so many milestones that will ensure the stability and sustainability of our operations for the long-term. None of this would have been possible without support from the Ministry of the Attorney General and the City of Ottawa. We cannot thank you enough.

We are grateful that our organization is now stronger than ever; but it is critical to acknowledge that pausing our direct programs was very difficult for survivors. For this, we are very sorry. **And this is why we are providing updates in this report that extend past the end of the 2020-21 fiscal year: we want survivors to know the changes we have made in order to vastly strengthen our services.**

The past 20 months have taught us that the sustainability, resilience and ongoing evaluation of our programs must always be our number one priority. As we look ahead, the ORCC will continue to prioritize ongoing strategic investments in our programs and operations. We will always look for ways to do better, so that survivors feel safe to rely on us. That is our promise.

Claudia Newman, President of the Board of Directors

A close-up portrait of a woman with dark hair, looking directly at the camera with a neutral expression. The background is dark and out of focus.

MESSAGE FROM THE EXECUTIVE DIRECTOR

What does “re-imagining” really mean for an organization that has been around for 45 years? In a rapidly changing context, what does meaningful service delivery look like? How can we ensure that trauma-informed supports remain accessible to survivors, especially those from marginalized communities?

These are the questions that we at the ORCC have been asking ourselves and the broader community as we respond to the increasing need for survivor-centred services in the Ottawa region. These are the questions that drive the ongoing community engagement which informs our organization’s renewal and our commitment to providing responsive and relevant supports to diverse survivors.

I became ORCC’s Executive Director in June 2021, following a role as Director of Violence Prevention & the Missing and Murdered Indigenous Women, Girls and 2SLGBTQQIA+ People (MMIWG2S+) at the Native Women’s Association of Canada (NWAC). I have witnessed and felt deeply humbled by the courage, lived experience, and knowledge shared by the Elders, grandmothers, Knowledge Keepers, survivors, families, and the communities with whom I have worked. For this I am deeply grateful—Chi Miigwitch. In my work at ORCC, I will continue to honour the lessons I have learned from these relationships.

One such lesson is the importance of understanding how our realities are shaped by larger systems and structures in our societies. As we near the 2-year mark of the COVID-19 pandemic, it is undeniable that many inequalities have been heightened and compounded by the pandemic. It is more important than ever for organizations like the ORCC to respond meaningfully and holistically to the complex needs of survivors —needs that often include a history of trauma, food and housing insecurity, and systemic barriers to accessing supports, especially for members of marginalized communities.

I am excited to be with the ORCC as we broaden our reach to better serve BIPOC folks, 2SLGBTQQIA+ people, newcomers, the differently-abled, the economically marginalized, and rural residents. I am eager to continue community conversations that support all stakeholders to think differently, develop more impactful partnerships, and advocate for broader systems change in a sector that has historically been under-resourced and continues to be to this day.

It is time for meaningful change, and I feel privileged to be part of it.

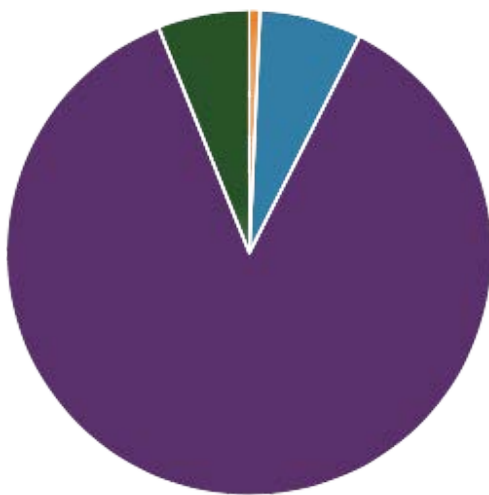
Candice Shaw, Executive Director

FINANCIAL SNAPSHOT

For the year ended March 31, 2021

Government of Canada. (2021). Ottawa Rape Crisis Centre-
Quick View: Report Period Ending 2021-03-31. [Revenue and Expenses Pie Chart].
[https://apps.cra-arc.gc.ca/ebci/hacc/srch/pub/dsplyRprtngPrd?
q.srchNmFltr=ottawa+rape+crisis+centre&q.stts=0007&selectedCharityBn=119109221R
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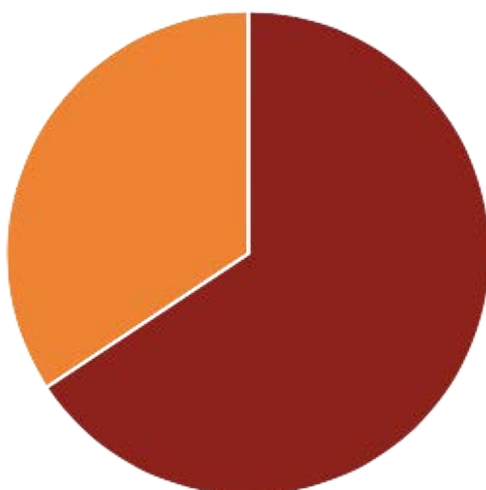
REVENUE



- Received donations \$0.00 (0.00%)
- Donations \$6,345.00 (0.71%)
- Gifts from other registered charities \$60,500.00 (6.78%)
- Government funding \$771,284.00 (86.42%)
- All other revenue \$54,313.00 (6.09%)

Total revenue: \$892,442.00

EXPENSES



- Charitable programs \$639,965.00 (65.70%)
- Management and administration \$334,154.00 (34.30%)
- Fundraising \$0.00 (0.00%)
- Political activities \$0.00 (0.00%)
- Gifts to other registered charities and qualified donees \$0.00 (0.00%)

Total expenses: \$974,120.00

THE RENEWAL PROCESS: KEY ACHIEVEMENTS



Although ORCC's 2020-21 fiscal year ended on March 31, 2021, we want our community to know the many milestones we have achieved in the months since then. From hiring a new Executive Director in June 2021, to resuming our counselling program in November 2021, we have a lot to share about the renewal process.

TRANSITIONING TO A SECURE CLOUD-BASED IT INFRASTRUCTURE

In early 2021, ORCC partnered with HostedBizz, a leading provider of cloud services. HostedBizz has supported ORCC to shift to a cloud-based server and file management system that is fully based in Canada, and that ensures the security and confidentiality of all records.

This partnership has enabled ORCC's transition to virtual service delivery and remote work through paperless processes. We are very grateful to the leadership at HostedBizz, along with the dedicated members of their team, that have been there through every step of the process. Thank you!



A NEW VIRTUAL COUNSELLING PROGRAM

With our new IT systems in place, ORCC has launched a virtual counselling program that meets the requirements of Ontario's Personal Health Information Protection Act ("PHIPA"), as well as professional ethics and standards that apply to counselling services.

Virtual counselling sessions will be delivered over Owl Practice, a platform that meets the requirements of colleges that regulate psychotherapists in Ontario, as well as PHIPA.

PARTNERING TO BETTER SERVE SURVIVORS

We see great value in leveraging our resources to partner with other service providers, so that we can better meet the needs of survivors.

Sexual Assault Centre Kingston (SACK) offers regional 24/7/365 crisis line services to a number of sexual assault centers in Ontario. By partnering with SACK, ORCC has ensured that survivors will have access to reliable crisis line support whenever they need it.

Through this partnership, ORCC is also now able to provide Chat & Text support. We are committed to working with SACK on training and stewardship initiatives that are integral to always ensuring a sustainable pool of volunteers for these important services.

Moving forward, ORCC will be prioritizing partnerships that help to remove barriers to access for survivors, especially those that have been historically underserved. For example, in December 2021, ORCC is partnering with Cornerstone Housing for Women to provide on-site counselling sessions for residents during a time of the year that can be especially difficult for many of us. We look forward to ongoing conversations with Cornerstone about future collaborations, as well as other service providers.





IMPROVING THE ACCESSIBILITY OF OUR SERVICES

In addition to new partnerships that will lower barriers to access for survivors, ORCC will be providing in-person services in strategically located satellite offices that are more geographically accessible for many survivors than a single downtown location. Furthermore, these satellite offices will be in spaces that are more accessible for survivors in wheelchairs and who live with other mobility challenges.

COMMITTING TO AND LEARNING FROM ONGOING COMMUNITY ENGAGEMENT

Since Spring 2021, ORCC has embarked on a journey to engage the broader community in a process to re-imagine the ORCC. Through focus groups, surveys, a Fireside Chat, a Lunch & Learn event, and a new newsletter, we have sought community feedback on all aspects of our mission in an effort to learn and do better.

We have learned so much from these efforts.

Survivors have told us that their needs have changed, and we have taken action. From virtual counselling and chat & text support, to improving accessibility, we are working hard to improve and align with community needs.

However, our biggest lesson to date is the importance of fostering an ongoing dialogue with diverse stakeholders, and to pay special attention to those whose voices have not always been heard. We are aware that for many survivors, verbalizing their experiences is extremely challenging. Not every survivor wishes to call a crisis line, or to talk to a counsellor. Furthermore, the path to healing may look very different for individuals with a world view that is not rooted in western conceptions of trauma and healing.

As we move forward, our overarching goal is to continue to work together with community to find new and innovative ways to better support all survivors, including those from diverse social, cultural, and racial groups and members of the 2SLGBTQ+ community. The newly-created position of the Director of Programs & Community Engagement is a testament to this commitment to improving our outreach, and to responding to the valuable lessons we learn from every experience.

INVESTMENTS TO IMPROVE AND STREAMLINE OUR OPERATIONS

Since December 2020, ORCC has made many cost-effective investments to improve and streamline our administrative, financial, and operational systems and processes. Through new cloud-based tools and technology, we have been able to significantly reduce the administrative burden of our daily operations.

We have also partnered with leading service providers of virtual administrative and backend office support, which allows us to leverage specialized expertise in a cost-effective manner. As a result, our board and our new management team are better positioned to maintain their strategic focus on ORCC's ongoing sustainability, and respond to changing community needs over time.

OUR PROGRAMS: A CLOSER LOOK

COUNSELLING PROGRAM

During the temporary closure, ORCC partnered with the Center for Interpersonal Relationships (CFIR) to provide secure, trauma-informed, confidential virtual counselling services while we strengthened our internal infrastructure and capabilities.

We are very happy to announce that as of November 24th, we have resumed direct "in-house" delivery of counselling services. We are so pleased to welcome Meghan Sangster and Katie Montague, our new psychotherapists, to our team! Counselling sessions will predominantly be provided virtually through the Owl Practice platform, while ORCC secures satellite offices to provide in-person counselling services at strategic locations across the City.

The ORCC has also partnered with Cornerstone Housing for Women to provide one-on-one, drop-in and as group counselling sessions for their residents over the month of December. We will continue to explore the needs and priorities of the survivors and the community we serve, and ensure we tailor our counselling program as required.



CRISIS SUPPORTS

ORCC has partnered with Sexual Assault Centre Kingston for crisis line services. Help is available 24 hours a day, 7 days a week, 365 days of the year. Through this partnership, ORCC clients also have the option to receive support through Chat & Text support. This is available from 12 pm-12am, 7 days a week.

SYSTEM NAVIGATION, ACCOMPANIMENT AND OTHER SUPPORTS

Survivors often require support to address myriad challenges, such as housing and food insecurity, childcare, and transportation issues. For some survivors, accompaniment to the hospital, the police station or to court is also important. Whenever possible, ORCC provides system navigation, accompaniment, and practical assistance (for example, bus tickets, childcare support, transportation assistance, etc.) to support survivors in their healing journey.

PUBLIC EDUCATION

Public education remains an important pillar for the ORCC. We are committed to prevention, mitigation, and awareness campaigns for the broader public. We also participate in roundtables, knowledge hubs and learning networks where front-line service providers share knowledge, data, and best practices.

In November, ORCC held its inaugural Fireside Chat and its first-ever Lunch & Learn event. Through ongoing efforts like these, ORCC will continue to connect with the broader public, and also with leaders across survivor-serving organizations as we seek to contribute to the ongoing development of best practices and knowledge sharing in the sector.



OUR TEAM

OUR BOARD OF DIRECTORS

Claudia Newman, President
Laurie Rektor, Vice President
Kayla Cavanagh, Treasurer
Jeanette Doucet, Secretary
Emma Pratt, Member-at-large
Vanessa Stewart, Member-at-large
Megan Simon, Member-at-large

OUR STAFF

Candice Shaw, Executive Director
Abrar Ali, Director of Programs & Community Engagement
Madeline McMahon, Manager of Finance & Operations
Meghan Sangster, Counsellor
Katie Montague, Counsellor

OUR SUPPORT TEAM

Dr. Lila Hakim, Clinical Supervisor
Jan Christensen, Counselling Program Consultant
Roselin Dixon, Communications Advisor
Blueprint Accounting, Bookkeeping & Payroll Services


Monica Chohan, Strategic Advisor
Annelies van Oers, Web Developer
HostedBizz, IT Services

THANK YOU TO OUR FUNDERS

Ottawa Rape Crisis Centre gratefully acknowledges the financial support of the following funders. |
Ottawa Rape Crisis Centre tient à remercier sincèrement les bailleurs de fonds suivants de leur soutien financier.



United Way
East Ontario

Ontario 
Ministry of
Children, Community and Social Services

CONTACT US

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Thank you for your support!

