



Au coeur de la vie

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Heartwood House News

Heartwood House: au coeur de la vie
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Trillium Believes in Heartwood House

Thanks to an application sponsored by Heartwood House member organization People, Words and Change, Heartwood has launched

the Everybody Wins computer recycling program with a \$52,900 grant from the Ontario Trillium Foundation. Madeleine Meilleur, MPP for Ottawa-Vanier, joined OTF Regional Staff representative Jean-Paul Gagnon on December 8, 2006, to congratulate HH and PWC on their receipt of the grant. "It is true that everybody will win with the Everybody Wins computer recycling program," said Madame Meilleur. "I am very pleased that the Ontario Trillium Foundation is supporting this program because it is important to do what we can to sustain our environment for current and future generations."

Popular Presentation

By popular demand the hard copy presentation prepared for the province-wide delegation of visitors from the Ontario Trillium Foundation on October 25th is now available online. You can get your very own copy of the presentation by visiting the Heartwood House website.

Photo right: MPP Madame Meilleur, Jean-Paul Gagnon from the Ontario Trillium Foundation, and Kae McColl (right) from PWC



Welcome To Heartwood House News 2007!

Hello! My name is Keenan Wellar and as the new Chair of the Heartwood House Board of Directors it is my pleasure to welcome you to this edition of the Heartwood House News. You will notice some distinct differences between this issue of HHN and those from the past. In previous years, our Executive Director Maureen Moloughney invited member groups to come forward with stories and photos that would be compiled to form each issue. Over the years different volunteers would then did the work of editing those stories and images and laying out the newsletter.



The results were well received by the Heartwood community, but the purpose of HHN was not always clear. It is distributed internally, given out by the hundreds to visitors of the OC Transpo Lost & Found, and is also mailed out to community partners, funders, and other supporters. It is also shared worldwide on our website. Past content was comprised mainly of stories that spoke to the work of individual Heartwood organizations, providing information about their programs and events. These stories were often taken from newsletters written by member groups for their own purposes. As a result readers of HHN from beyond the Heartwood community were sometimes left wondering "What is Heartwood House, beyond an address shared by groups in the same building?"

At the 2006 Annual General Meeting our voting membership (comprised of one representative from each of our 15 member organizations) not only elected the new Board of Directors, but also determined that the Board would operate following a set of policies adopted in accordance with the principles of the John Carver Policy Governance model. In brief, this requires that we as the Board focus on the "ends" issues of the Heartwood House organization, making sure that HH remains true to the mission of being a safe, supportive, and dynamic community, where organizations achieve their missions and serve their clients more creatively, efficiently, and cost-effectively.

The Board also has responsibility for "bridging" with the Heartwood House community and the public at large. This means in part that it is one of our duties to communicate with those audiences to let them know what it is that is being done to realize our mission and how it is being accomplished.

With this in mind, the Board could not help but be impressed by the great success of the HH community in working together to provide information for a presentation to visitors from the Ontario Trillium Foundation (as noted on page one). The Board has decided to attempt to continue the spirit of that document by dedicating Heartwood House News to that same objective: sharing stories about how our member organizations and their constituents are "better together" thanks to Heartwood House.

With much information provided by Maureen (see photo page three), Jackie Swedlove (above right), Fran Childs (above left) and I worked together to produce this issue of HHN. This was truly a task that we all enjoyed. We hope that we have achieved at least some measure of success in utilizing this first HHN of 2007 as a means for communicating and honouring the wonderful and important work of Heartwood House. We also welcome your feedback which can be sent to HHN@heartwoodhouse.ca or you may deliver it by hand or through the post mail to the Board of Directors c/o Keenan Wellar at Heartwood House.

DOING BUSINESS THE CARVER WAY

Since the election of the new Board of Directors at the Annual General Meeting I have been working to provide the Board with reporting that facilitates appropriate monitoring of my work as Executive Director, and also supports their planning efforts with respect to realizing the Heartwood mission.

The greatest difference I have noted in the Board/ED relationship is that in following the Carver model we each have our own work to do. Our contributions both borrow from and contribute to our respective areas of work, but our roles are more clearly defined than what I have experienced with other governance models.

Financial reporting in non-profit organizations is often designed to meet the needs of just about everyone but the Board of Directors. That is because for an Executive Director, tracking is often focused on satisfying the needs of accountants and the Canada Revenue Agency, and for their own day-to-day purposes in managing the daily affairs of the non-profit corporation.

These traditional statements of revenues and expenditures aren't always helpful to a Board of Directors in assessing the performance of the organization in light of its mission. They provide accurate mathematical data but may do very little to communicate how inputs of dollars are translating into purposeful outputs.

At present I am working to create a specialized Heartwood House financial reporting system that organizes information through a method that more closely relates financial data to organizational outcomes. This will be a far more useful tool for our Board, and will also be helpful to our member organizations, the general public, partners, and funders.

It has been a steep learning curve, but by the time of AGM 2007 it is my hope that all Heartwood House supporters will be able to see the benefits of our new model of governance. Working with the Board it is my goal to offer improved communications that will bring greater transparency to our activities and a clearer demonstration of how effectively we are realizing our goals.



PLEASE SUPPORT HEARTWOOD HOUSE

Heartwood House does not receive any renewal funding from any level of government. Our important work is supported by contributions from our member organizations, time-limited grants, partnerships, and of course donations from individuals.

As you can see from this issue of the Heartwood House News, there are many achievements worthy of celebration. At the same time, our future is far from certain. Like other non-profit and private sector businesses alike, our costs are increasing and we are challenged to increase our efficiencies and grow our sources of revenue. Thus far in our history individual donations make up only a tiny fraction of our annual revenues, and this is something we hope to change as we learn to do a better job of communicating the wonderful and important work that we do. Please help by making a donation today! Visit our website at www.heartwoodhouse.ca and click on the donate link, or contact Heartwood directly for more information.



Two Heartfelt Memorials



Photo at left: Mike Ward
Photo at right: Lawrence Freedman

Mike Ward was introduced to the Heartwood House community in 2001 by Timothy Meisenheimer, Executive Director of the Capital City Mission. CCM is now a member organization at Heartwood, but at that time they were located down the street just a block further east on Rideau.

Mike had a 2:00 appointment for consideration as a Heartwood volunteer, and as the time approached, Moe heard the sound of male voice saying: "I have an appointment with Maureen Mahooney, I mean McGluffney or is it Mahoofney? Man I can't say that name but I have an appointment with her at 2:00 p.m."

When Moe stopped laughing it was established that Mike would start the next day. Could anyone have loved his work more? He never missed a day! Co-workers often commented that Mike should get a medal for 100% attendance. He was dedicated to Heartwood and he loved meeting people and doing his best to help each person that he met.

After a difficult battle with cancer Mike passed away on July 12, 2006 and a memorial service was held at Heartwood on July 19. At a meeting in August, the HH community discussed Mike's impact on Heartwood and the Mike Ward Memorial Fund was established.

Heartwooders agreed to contribute every year and to use the funds for a community purpose. The first collection was held in September 2006. Over \$500 was raised and the funds were used to purchase three beautiful stone benches now in front of the House. This spring memorial plaques will be attached to the two benches at the front of the building: one plaque in memory of Mike Ward and the other plaque in memory of Lawrence Freedman, the former Director of the Ottawa Jewish Historical Society, who died suddenly in August 2006. Lawrence is remembered as a passionate contributor to monthly member group meetings who never hesitated to sing the praises of Heartwood House.

UNCLAIMED ITEMS SALE BUILDS COMMUNITY

\$3,140 was raised at the Heartwood House OC Transpo Lost & Found Unclaimed Items Sale on October 28th. It was like an enormous garage sale that wound its way all through the building. In addition to raising funds to support operations of the Heartwood House charitable organization, these sales also build community spirit for Heartwood members who work as a team in support of the event. The sale also increases awareness of HH in the community at large.

The media exposure for this particular sale was incredible. The Ottawa Citizen gave us front page coverage which included a great picture of Mike, Angela and Amanda from the Heartwood reception team. Chris (People, Words and Change), Sue (Heartwood House volunteer) and Margaret (Lowertown Community Resource Centre) were featured in a CBC television interview about the sale and Heartwood House. A Carleton University journalist and a reporter from the Epoch Times (a newspaper for the Chinese community) also visited. CBC Television took footage of the sale in action and the Ottawa Sun had a picture of volunteer Mike Bee and others in the Sunday edition. It was an awesome day and much of it was captured on film! Go to www.heartwoodhouse.ca and visit the news page for a movie slide show of the event.

AGM '06

On September 25th there was a strong turnout for the Heartwood House Annual General Meeting. The evening's activities included a special ceremony for representatives of the Founders Group, which is comprised of the ten individuals who made the HH dream come true back in 2001.

The Heartwood House core volunteers were recognized for their contributions to the lost and found/reception teams. Fifteen representatives appointed by Heartwood House member organizations elected a new Board of Directors. The evening concluded with a huge slideshow of memories that is available for viewing online in the news section at

Heartwood Featured in the Ottawa Citizen

On October 27th the front page of the Ottawa Citizen featured a story about the OC Transpo Lost & Found operation at Heartwood House. You can read the online version of the newspaper article from the HH website. The piece also touched on the

visit that was made by a huge contingent of Ontario Trillium Foundation representatives on October 25th. They came from across the province to find out more about the collaborative best practices demonstrated by Heartwood House, as well as to tour the building and speak to the many Heartwood House member organizations that have benefited from Trillium funding.



Above: Lucile Champagne shows off her wares to OTF delegates at La Coopérative 301

Celebrating Holiday Spirit



Above: Volunteer team celebrates the season!

The annual volunteer Christmas dinner is a wonderful opportunity to come together to celebrate the dedicated people who donate thousands of hours to the good work of Heartwood House. This year's dinner was held at Tucker's Market Place on Monday December 18th. Heartwood extends thanks to the Sisters of Charity for sponsoring the dinner.

The annual member group potluck was held in the Capital City Mission dining hall on December 14, 2006. There was great food and lots of singing. The event offers an excellent opportunity for constituents from all member groups to get together in a social context to build community spirit alongside staff and volunteers of Heartwood House.

HEARTWOOD GALLERY

"I wish we could have all of our OCCL meetings here as I love the beautiful art that I see in this room each month." -- Jan Gauthier, John Howard Society

The Heartwood Gallery is being discovered as a premium venue for artists who are lining up to show their works in this wonderful space. Kae McColl is Heartwood's volunteer curator. Her efforts in promoting the gallery in the Ottawa community resulted in over 48 artists displaying their works in the gallery since its opening in October 2001. The gallery, formerly a rather dark meeting space, is now a bright and ever-changing at showcase, and also serves as Heartwood's community meeting room. It is also available as a rental meeting space for groups from the local community.

Angela Maxwell is a renowned Ottawa artist who along with her husband John devoted countless hours to the creation of the gallery, which has since benefited so many artists in the city. Heartwood is thrilled to host another Angela Maxwell art show in April. The show is titled "A Change of Heart."



Above left: Heartwooders gather for the holiday potluck and celebration. **Above right:** Maureen Moloughney and Karen Keenan of Halifax Initiative share a laugh while waiting in line for a meal.

Who's Who at Heartwood House?

Alternative Learning Styles and Outlooks – ALSO is an adult literacy program that offers a supportive environment for one-to-one learning for adults with a variety of literacy needs and the ALSO Cares Reading and Parents Program. <http://www.nald.ca/also/>

Anxiety Disorder Association of Ontario offers support, workshops and education materials to people suffering from varied forms of anxiety disorders. <http://www.anxietydisordersontario.ca/>

Aphasia Centre of Ottawa provides ongoing support to people with aphasia and their families following their discharge from hospital and rehabilitation programs. <http://www.aphasiaottawa.com/>

Capital City Mission provides a daily drop-in offering a variety of services to reach people in the inner city of Ottawa including networking to various resources for on-going support. <http://www.capitalcitymission.com/>

Centretown Laundry Co-op offers an affordable and accessible laundry service facility geared to the needs of low-income people and a community economic development program. <http://www.centretownlaundrycoop.ca/>

English Language Tutoring for Ottawa & Community provides home tutoring ESL program for newcomers to Canada who find it impossible to attend community English programs. <http://www.eltoc.ca/>

Halifax Initiative is a coalition of development, environment, labour, human rights and faith groups working together to achieve poverty eradication, environmental sustainability and an equitable redistribution of wealth. <http://www.halifaxinitiative.org/>

Hopewell Eating Disorder Support Centre of Ottawa provides support to people and families suffering from the effects of eating disorders. <http://www.hopewell.on.ca/>

La Coopérative 301 trains people without jobs and establishes workers' co-ops, in particular for French speaking Canadians. <http://www.ecoequitable.com/>

LiveWorkPlay provides a range of programs to enable youth and adults with intellectual disabilities to live as included and contributing member of Canadian society. <http://www.liveworkplay.ca/>

Lowertown Community Resource Centre provides multi-cultural sewing classes and ESL classes for women in the Lowertown community. <http://www.coalitionottawa.ca/html/lowertown.html>

Ottawa Jewish Historical Society works to keep local Ottawa Jewish History alive through various education forums and the growth and maintenance of archival information. <http://www.ojhs.ca/>

Ottawa Valley Weavers and Spinners Guild promotes the knowledge and practice of weaving and spinning by linking multi-cultural and community groups. <http://www.ovwsg.com/>

People, Words & Change offers free, one-to-one literacy tutoring for adults wishing to improve their reading, writing and basic math skills. Volunteers are trained and supported to provide tutoring. <http://www.nald.ca/pwc/>

Result Ed: Canada is committed to creating the political will to end hunger and the worst aspects of poverty in Canada and around the world. <http://www.results-resultats.ca/>

