

Welcome Ontario Trillium Foundation
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Let us show you the *heart* in Heartwood !

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Welcome
Ontario Trillium Foundation



Message from the Chair of the Board of Directors

Dear Ontario Trillium Foundation representatives,

It is my pleasure to welcome you to Heartwood House, the community that has become my second home. I am truly fortunate to have been a part of the Heartwood experience from its humble beginnings as a distant dream to its current reality as a thriving community for 15 non-profit member organizations and the hundreds of volunteers and program beneficiaries they serve. Following our Annual General Meeting of September 25th, it is now my privilege to be serving as the Chair of the Board of Directors.

I wanted to take this opportunity to share with you some news about the development of the Heartwood House governance structure. We began in 2001 with nine individuals who came together as the “Founders” of the Heartwood House organization. Thanks in part to a Trillium Foundation grant we were able to engage Maureen Moloughney to help us in our work of finding a suitable location and building our community.

Ms. Moloughney became our first Executive Director, and has continued in that capacity to this day. Our original Board of Directors (the Founders) remained intact for a number of years as well, working with Maureen to resolve various practical issues, such as achieving 100% occupancy, building our partnership with the owners of our building (Synagogue Beth Shalom), and finding new revenue sources to sustain our operations.

In 2004 the Founders and our Executive Director began working with the Heartwood community to evolve our governance structure. This included a broad range of discussion about governance models and Board representation. In the end strong support developed for adoption of the John Carver Policy Governance model.

This choice was made out of recognition that the daily leadership needs of Heartwood House can only be met by a competent Executive Director who is empowered to make necessary operational decisions on short notice. The role of the Board of Directors would be to establish policies that guide the work of the Executive Director and ensure that organization’s operations are appropriately monitored through direct examination and bridging activities with our constituents and partners.

The Board and the Executive Director share leadership responsibilities for Heartwood House, but do so as servants to our member organizations, who have contributed one representative each to serve as the legal membership of the Heartwood House corporate body. This gives the member organizations – through their membership representatives and the Heartwood bylaws – ultimate control over Heartwood House governance.

Our agenda at the Board table for the coming year is full of unique challenges, one of which is to work effectively with our member organizations to communicate the strengths and benefits of our Heartwood House as an outstanding model of community development. We are a diverse community that has come to share the common goals working together and empowering the people we serve to reach their goals.

I hope that through your visit here today you will have the opportunity to experience the full strength of Heartwood community spirit. Without the Ontario Trillium Foundation much of what you will see here today would not have been possible, so please take in all that you have seen with the understanding that this is the result of the work of many people and organizations. The Ontario Trillium Foundation and its representatives have been of fundamental importance to our past and our present, and we know that this relationship will continue in the years and decades to come.

Keenan Wellar

A message from Maureen Moloughney Executive Director



We are thrilled to have you visit us today as your investment in our House has resulted in a success story that the Ontario Trillium Foundation can be proud of!

We are “better together.” Far too often, non-profit organizations operate in isolation with one or two staff members trying to make ends meet without benefit of collaborating with peer organizations. Heartwood strives to create an environment for organizations to work together, sharing ideas and resources, and collaborating in creative ways for the long-term benefit of each organization and the people they serve.

Our collaborative successes include:

- ♥ Establishing a mutually beneficial working relationship with the City of Ottawa to manage the OC Transpo (public transportation system) Lost & Found program .This program is staffed with twenty volunteers drawn from various Heartwood member groups. Over \$174,000 in revenues have been generated since December 2001 through annual compensation for operating the program combined with funds raised through annual “unclaimed items” sales. Over 28,000 items are processed each year.
- ♥ Partnering with *Nerds on Site* to install a high speed community internet system that reduces monthly internet costs by about 90% per Member Group.
- ♥ The “Everybody Wins” computer recycling program that reduces damage to the environment and has raised over \$5,000 for Heartwood since March 2006.
- ♥ The creation of the Heartwood Gallery which features the work of many local artists and Heartwood community members. The gallery is also a meeting space that provides the opportunity for our community to experience art as a form of communication in a relaxed and welcoming environment. Organizations in the greater community may rent the Gallery for meeting space at affordable rates.
- ♥ Decreasing costs for faxing and photocopying by sharing the cost for purchase and maintenance of these machines.
- ♥ The creation of a beautiful Heartwood garden at the front of the House.

Heartwood opens the door to a bright and prosperous future for organizations to help each other survive and thrive thereby helping the people they serve to achieve their goals.

The name of our organization was specifically chosen to reflect our mission. **Heartwood** is the core area of a tree and it is the strongest part of a tree’s structure. It provides the healthy base for the rest of the tree to thrive and grow.

Au coeur de la vie means “at the heart of life,” representing the decisions we make in balance with the “head and the heart,” focusing on compassion for each other in everything we do. And **House** represents the home we create together for our organizations, a place where people are respected and valued as contributing members of society.

OC Transpo Lost & Found

Since December 2001, Heartwood house has been responsible for OC Transpo's Lost & Found program. OC Transpo is very pleased with the excellent work that is being performed by Heartwood in the administration of this program, which includes managing several hundred calls a day from anxious customers who have lost items, and up to 100 on-site customer visits per day.

Heartwood House, with the use of volunteers for OC Transpo Lost & Found, is a best practice in North America. This is true because the partnership benefits so many nonprofit organizations and individuals. Many volunteers who have Learning Disabilities, intellectual disabilities, or are learning English as a Second Language find the lost and found to be an ideal opportunity to receive training and develop skills. The City of Ottawa benefits from a highly effective service provided with superior financial efficiency.

OC Transpo is proud of its support for the Heartwood community, and we look forward to being involved with this successful partner relationship well into the future. I have no hesitation in offering my support to Heartwood House with regard to other initiatives they may initiate to receive funding or earn income.

One major reason for the success of Heartwood House is, in my view, the intelligence, integrity and dedication exhibited by Maureen Moloughney, Heartwood's Executive Director. It has been a pleasure working with her in developing this very successful initiative.

Patrick Curran
Program Manager, Business Development and Partnerships
OC Transpo



Many volunteers make Lost & Found Unclaimed Items Sales a great success!

Meet the Member Groups of Heartwood House

and hear what they say about being part of the Heartwood community

Heartwood Is A Safe And Welcoming Community

The **Aphasia Centre of Ottawa** was established in 1990 because no other ongoing community support was available to people with aphasia once they had “reached a plateau” in rehabilitation and were discharged from the health care system.

Aphasia is a communication disorder resulting from stroke or traumatic brain injury that affects approximately 4500 families in the Ottawa area. Although each disability group considers itself unique and a minority, the special problems of the aphasic community transcend those of most disabled groups because the very faculty which gives each of us a voice, the power to communicate, is impaired.

The Aphasia Centre strives to excel as a model of family-centered community-based service and to promote a “life participation” approach in which one of our most important professional roles is to support activities identified by the individuals with aphasia and those closest to them as being meaningful and relevant.

The sense of safety and community and the atmosphere of encouragement and optimism that pervades Heartwood House help to allay the profound social isolation that would otherwise be the norm for people affected by aphasia. The mutual understanding and productive information and resource sharing that result from complementary agencies in close relationship benefit all of us who have found a home at Heartwood.

Capital City Mission is so grateful to be part of Heartwood House. To find a place to serve the poor in lower town Ottawa is very difficult. Some may think because of the rent costs, it's a good place to be. But truly the biggest reason is respect. At Heartwood, there is respect for all people regardless of age, race, religion, culture, past and present struggles. People who live in poverty face systems every day that stop short of treating them as people. For our guests at CCM Heartwood house expands their home. “Houselessness” is not as big an issue in Ottawa as homelessness. Trillium and all those involved in making decisions to support the Heartwood house development should be glad for the investment that was made has multiplied for many charities like Capital City Mission and the Community that Heartwood House serves.

The importance to **LiveWorkPlay** of being included in the Heartwood House community cannot be overstated. Our mission is to support people with intellectual disabilities to live as self-advocates and contributing citizens, and the Heartwood House environment offers significant opportunities on both counts. The welcoming and encouraging community at Heartwood House promotes self-advocacy by building the confidence and self-esteem of **LiveWorkPlay**'s program participants so that they can find their own voice. They learn to believe in themselves as contributing citizens through practical opportunities such as participation in the OC Transpo Lost & Found and Heartwood house Reception volunteer teams. Many of our adult participants have become long-term core volunteers, whereas others have taken what they have learned and moved to other volunteer positions or competitive employment in the greater community.

The **Ottawa Jewish Historical Society** has been a member of the Heartwood Community since 2001. As a small organization with only one part-time staff person we greatly appreciate the supportive atmosphere of Heartwood House. The Heartwood reception staff is always there to support us whether it be to receive our mail or packages on our behalf or greet people who are looking for our services.

One of the ways the **Anxiety Disorders Association of Ontario** achieves its goals is by running our highly respected ‘Anxiety, Panic and Avoidance Behavioural Management Workshops’ throughout the year. Heartwood House is the perfect venue for this program and our weekly support group because of the very congenial and supportive atmosphere of the centre. Our clients in particular appreciate the relaxed ambience and the feelings of safety and security they enjoy here at Heartwood House.

Says one staff member at the **Centretown Laundry Co-op**, “Heartwood House has such a bright atmosphere. I feel safe! We can all connect to one another since we are part of the community; our thoughts and ideas are taken into account.

Better Together – People For People

Our move to Heartwood House has fostered collaborative relationships with various services and agencies dedicated to a new way of serving their clientele – “better together.” Heartwood House is at full capacity and **People Words and Change**, as a fully integrated founding member, continues to provide its unique service to the adult members of the Ottawa community. PWC learners benefit by joint initiatives in the House, and opportunities for work experience such as the OC Transpo Lost & Found, and Reception duties.

At **Co-op 301**, a sewing coop, we see Heartwood House as an idea whose time has come: it is a coming together of people for people. Day by day, over the past five years, individual dreams of a better world merged into a collective action that defined our services within a community of many needs. Our chosen ways of being stem from our willingness to live by our means, to share ideas and to participate in shaping a simple and affordable way to build a world of justice for everyone. As non-profit organizations, we empowered each other in the realization of a social, economic and cultural presence extending in many directions in all of Ottawa. We have become a place where each person’s right of being is fully honoured: to us, this is the gift of Heartwood!

The **Ottawa Valley Weavers and Spinners Guild** feels fortunate to be a member group in Heartwood House. Not only do we have a secure studio space but we are surrounded by friendly, helpful people, interested in what we are doing. Sharing space makes rent more manageable and provides other benefits as well. Gallery space is available. There is a community spirit which enables us all to thrive.

Without hesitation the **LiveWorkPlay** organization can state with confidence that *they are better* thanks to Heartwood House and all the support and opportunities that Heartwood House membership brings. Our mission is to support people with intellectual disabilities to live as self-advocates and contributing citizens, and the Heartwood House environment offers significant opportunities for both.

Finding Synergies

LiveWorkPlay has engaged in joint initiatives, including a pilot project with the **Aphasia Centre** of Ottawa through which we eventually developed its own fitness program and obtained the funds to complete renovations and purchase the needed equipment.

Heartwood House has allowed the **Lowertown Community Resource Centre** to rent space at an affordable price, and to develop partnerships with other groups who are members of the house. For example, some of the women who participate in our English as a second language classes, have been able to benefit from **ALSO**’s pre-school literacy program.

At **English Language Tutoring for the Ottawa Community (ELTOC)** our ability to serve our students is stronger because of the solid working relationships ELTOC has with other groups in the building such as PWC and ALSO where we have referred students or shared resources (such as childcare) on many occasions. One of the most appealing factors about Heartwood House is that it is more than a building: it is a caring community.

All of our staff are in agreement that our working lives have been enriched by ELTOC's connection with Heartwood House. Community activities from monthly meetings to social events like the group art show and the many potlucks create an atmosphere that fosters friendship, respect and understanding. Anyone who works in the building knows that there is always a friendly face or an empathetic ear just around the corner because these fringe benefits come with being part of the Heartwood family.

Saving Money, Sharing Costs

As a small organization working on international social justice issues around the world, the **Halifax Initiative** needs to be in constant touch with partners in Europe, Africa and Asia. Having good and affordable internet access is key. Thanks to sharing an on-line connection with everyone in the house, we are not only on-line twenty four hours a day, but we also save more than \$500 a year.

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LiveWorkPlay also benefits from financial efficiencies derived from partnerships with our Heartwood organizations. We share space and equipment, allowing for maximization of our program options while minimizing our expenses.

Hopewell, The Eating Disorders Support Centre of Ottawa offers hope for recovery, information and peer support to those affected by eating disorders. The centre also promotes healthy lifestyles and raises awareness of the prevalence of eating concerns in children and youth, in the hope of preventing eating disorders and encouraging their early detection. In 2001 Hopewell found office and meeting space at Heartwood House. Our collaborative partnership with the small non-profits that make up Heartwood House has been enormously successful. Hopewell has been able to find an affordable location and benefits regularly from shared meeting rooms, reception, photocopying, volunteers and of course the collective "know-how".

More Than A House, Heartwood Is A Home

Aside from the obvious benefits of sharing costs and ideas in a common space, being a member of Heartwood House has the significant benefit of bringing the camaraderie and support that comes with being a part of a community within a community. As an emerging organization, feeling supported by those "who've been there", has been an invaluable resource for **Hopewell**.

People, Words & Change has been in many locations over the years, but this is the first time we have had a real home. We hope we can stay at Heartwood House for a very long time. There is always a warm welcome for our volunteers and adult literacy learners. We can share rooms and resources, and our staff can tap into the expertise of many others whenever we have a question we can't answer ourselves. Whether it's advice on a funding application, or a new teaching strategy, or even how to get the bloomin' photocopier working – there's always someone ready to help.

A lot of office buildings are just that. Offices. Heartwood House is technically a building, and **Halifax Initiative** rents one of the offices. But Heartwood is more than offices. It is a community of *people*.

An **ALSO** student says, "At Heartwood House, I volunteer at the OC Transpo Lost and Found. That was one of the things my teacher got me involved in. I help answer the phones, I do inventory too. I also help people find things, when they come in or call on the phone. All the people who volunteer work as a team, which is really nice. I think it's a great place to get job knowledge, and it is also a great place to volunteer."

At **RESULTS Canada**, we are a network of volunteers from across Canada who are committed to creating the political will to end hunger and the worst aspects of poverty around the world. But, RESULTS staff call Heartwood House home.

It's a joy to work here –the building is filled with people doing good work and that's a constant inspiration. From the laundry co-op across the hall to the ESL and sewing groups next door – the building is alive with energy and diversity. It's a privilege to work in an environment where people share resources, contribute their time to fundraising and community building, and share a common vision.



It's the people of Heartwood who are "au coeur de la vie!"

What Do Our Heartwood Member Groups Do?

- ♥ **Anxiety Disorder Association of Ontario** offers support, workshops and education materials to people suffering from varied forms of anxiety disorders.
- ♥ **Alternative Learning Styles and Outlooks – ALSO** is an adult literacy program 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.
- ♥ **Aphasia Centre of Ottawa** provides ongoing support to people with aphasia and their families following discharge from hospital and rehabilitation programs. Information call 567-1119.
- ♥ **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.
- ♥ **Centre Town Laundry Cooperative** offers an affordable and accessible laundry service facility geared to the needs of low-income people and a community economic development program
- ♥ **English Language Tutoring for Ottawa & Community** provides home tutoring ESL program for newcomers to Canada who find it impossible to attend community English programs.
- ♥ **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
- ♥ **Hopewell Eating Disorder Support Centre of Ottawa** provides support to people and families suffering from the effects of eating disorders.
- ♥ **La Coopérative 301** trains people without jobs and establishes workers' co-ops, in particular for French speaking Canadians.
- ♥ **LiveWorkPlay** provides a range of programs to enable youth and adults with intellectual disabilities to live as included and contributing member of Canadian society.
- ♥ **Lower Town Community Resources** provides multi-cultural sewing classes and ESL classes for women in the lower town community.
- ♥ **Ottawa Jewish Historical Society** works to keep local Ottawa Jewish History alive through various education forums and the growth and maintenance of archival information.
- ♥ **Ottawa Valley Weavers and Spinners Guild** promotes the knowledge and practice of weaving and spinning by linking multi-cultural and community groups.
- ♥ **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.
- ♥ **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