



City gives thanks

City of Ottawa
January 19, 2010

Heartwood House, which has administered and managed OC Transpo's lost and found service for almost nine years, has been recognized with a Celebration of People Award in the Volunteer Opportunities category.

Madeleine Meilleur, Minister of Community Services and Minister Responsible for Francophone Affairs, was joined by representatives from OC Transpo, Heartwood House and Volunteer Ottawa recently to celebrate the award at a ceremony at Heartwood House.

The Celebration of People Awards is an annual program that recognizes the achievements and contributions of individuals, businesses and organizations that promote accessibility, inclusion and full community participation by citizens with disabilities.

The Volunteer Opportunities Award recognizes an organization that has shown leadership in creating opportunities for people with disabilities to engage in meaningful volunteer opportunities.

"I would like to offer my congratulations to Heartwood House on being recognized with the Volunteer Opportunities Award," said Mayor Larry O'Brien. "OC Transpo, as well as our entire community, has benefited from Heartwood House's involvement in the lost and found initiative."

OC Transpo's lost and found program receives over 28,000 items each year. The initiative is staffed by Heartwood House volunteers, many of whom participate in the organization's programs, such as those for the developmentally disabled and those learning English as a second language.

The lost and found initiative also provides valuable employment skills training for those involved.

"The city is pleased that Heartwood House's volunteers have the opportunity to learn and develop a number of important skills, including customer service, technology, teamwork and leadership," said Councillor Alex Cullen, Chair of the City's Transit Committee. "Through their training and initiative, many volunteers have gone on to earn employment in workplaces throughout the city."

"The lost and found initiative has been a tremendous success since Heartwood House first partnered with OC Transpo in 2001," said Maureen Moloughney, Executive Director of Heartwood House. "The volunteers who generously donate their time to this initiative are very committed to ensuring its success."

The OC Transpo lost and found is located in Heartwood House at 153 Chapel St. It's open on Mondays and Tuesdays from 8 a.m. to 7 p.m., Wednesdays and Thursdays from 8 a.m. to 7:30 p.m., and Fridays from 8 a.m. to 5 p.m.



City gives thanks. Madeleine Meilleur, Minister of Community Services and Minister Responsible for Francophone Affairs, is joined by representatives of OC Transpo, Heartwood House and Volunteer Ottawa to mark Heartwood House's receipt of a Celebration of People Award. Left to right: Jeff Bond, Volunteer Ottawa; Madeleine Meilleur; Keenan Wellar, President, Board of Directors, Heartwood House; Lucas Rodgers, volunteer, OC Transpo Lost and Found, Heartwood House; Vicky Kyriaco, Manager, Transit Marketing and Customer Service, OC Transpo; Maureen Moloughney, Executive Director, Heartwood House. *City of Ottawa*

OC Transpo customers who are looking to locate a lost item can phone OC Transpo's lost and found office at 613-563-4011, or e-mail lostandfound@heartwoodhouse.ca.

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