



We would like to take this opportunity to thank you
for volunteering your time to
Nepean Rideau and Osgoode Community Resource Centre.

We want you to know that your volunteer time and work
are greatly appreciated by our clients,
and our staff.

Your assistance can help us work together to
provide better quality programs and services to
Nepean Rideau and Osgoode.

Thank you for volunteering and welcome to the
Nepean Rideau and Osgoode Community Resource Centre.

INTRODUCTION TO NEPEAN RIDEAU and OSGOODE COMMUNITY RESOURCE CENTRE

Nepean Rideau and Osgoode Community Resource Centre is a community-based multi-service centre working in partnership with individuals, families and communities to achieve their full potential, paying particular attention to those who are most vulnerable and at risk.

Our Mission Statement is

To work in partnership with community members and stakeholders to identify and address the health and social service needs of the diverse communities within Nepean, Rideau and Osgoode

Our Vision Statement is

Nepean, Rideau and Osgoode Community Resource Centre envisions that all residents of Nepean, Rideau and Osgoode live in a safe, just and healthy community

Our Values are

Our work at Nepean, Rideau and Osgoode Community Resource Centre reflects our commitment to:

- Diversity
- Client-centred service delivery
- Empowerment
- Equity and accessibility
- Non-violence

- Disease prevention and health promotion
- Transparency
- Integration and innovation
- Collaboration and partnerships
- Accountability to all

Adopted by the Board of Directors: March 21st, 2006

What are Community Resource Centres?

Community Resource Centres are community-based non-profit organizations that:

Offer:

- social services for all ages
- primary care services (clinic and counseling)
- a friendly hand to people who feel trapped in the system
- neighbourhood and family activities
- support to help keep individuals healthy
- opportunities to work together to improve the community
- a voice for health and social issues
- services designed to meet the needs of their priority populations



Are:

- affordable
- non-profit
- open to everyone, particularly to those with special needs

Focus on:

- wellness and prevention
- accessibility of service
- coordinated services/programs
- capacity building – individuals and communities
- a holistic approach to service provision

Community Resource Centers receive funding from municipal, provincial and federal government departments, as well as various other foundations or agencies that provide grants for specific projects. They are governed by Boards of Directors elected by and comprised of people from their communities.

Nepean Rideau and Osgoode Community Resource Centre is a non-profit social services organization that:

- was founded in 1990 by a group of community members and organizations to respond to the social service needs of the community
- focuses on the promotion of health and social well-being
- uses a community development and consumer involvement approach
- has strong collaborative arrangements with other established service providers to make a broader range of services available in the Nepean Rideau and Osgoode
- emphasizes programs for women, youth, GLBTTQ, housing, seniors and immigrants

What are the Boundaries of Nepean Rideau and Osgoode Community Resource Centre?

Nepean Rideau and Osgoode Community Resource Centre serves the area bounded by

Osgoode (Ward 20)

	North: Mitch Owens Road
East:	County Road 41 (Boundary/Gregoire Roads)
South:	Beleade/Marionville Roads
West:	County Road 19 (Rideau River Road) & South Gower Boundary Road

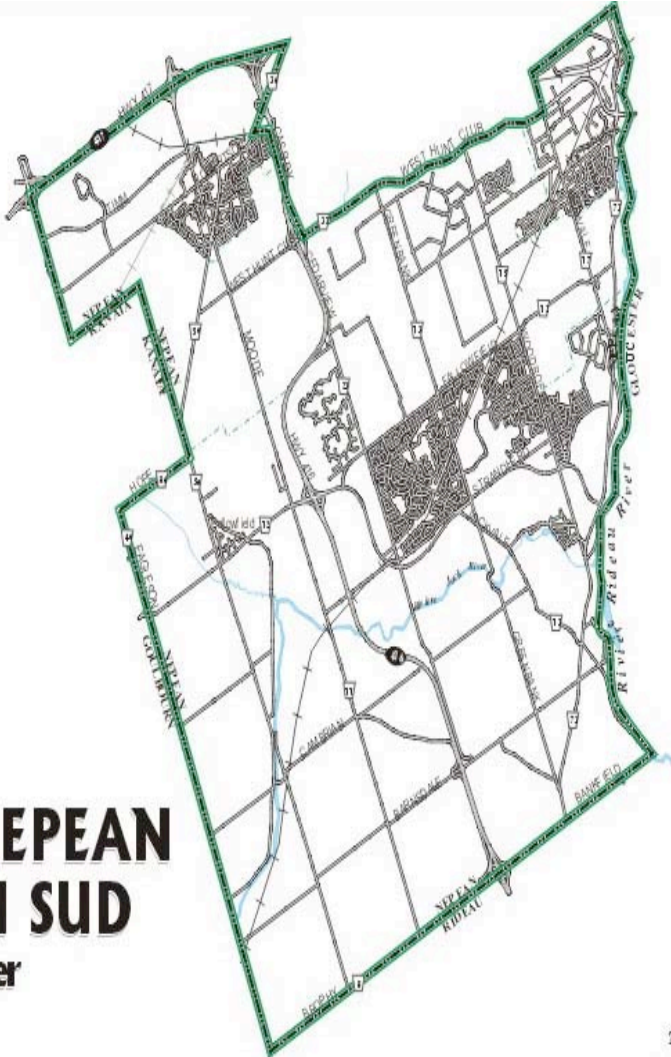
Rideau (Ward 21)

	North: Bankfield Road
East:	Rideau Valley Drive South
South:	Rideau Valley Drive South
West:	Montague Boundary Road & Gilroy Road

Nepean (Ward 3, 7, 8 & 9):

	North: Ottawa River
East:	Oakley/Bellfield Roads; Clyde/Merivale Roads & Prescott Hwy 16
South:	Bankfield Road
West:	Eagleson Road to Hope Side Road to Richmond Road

BELL-SOUTH NEPEAN
BELL-NEPEAN SUD
Ward / Quartier
3



OSGOODE

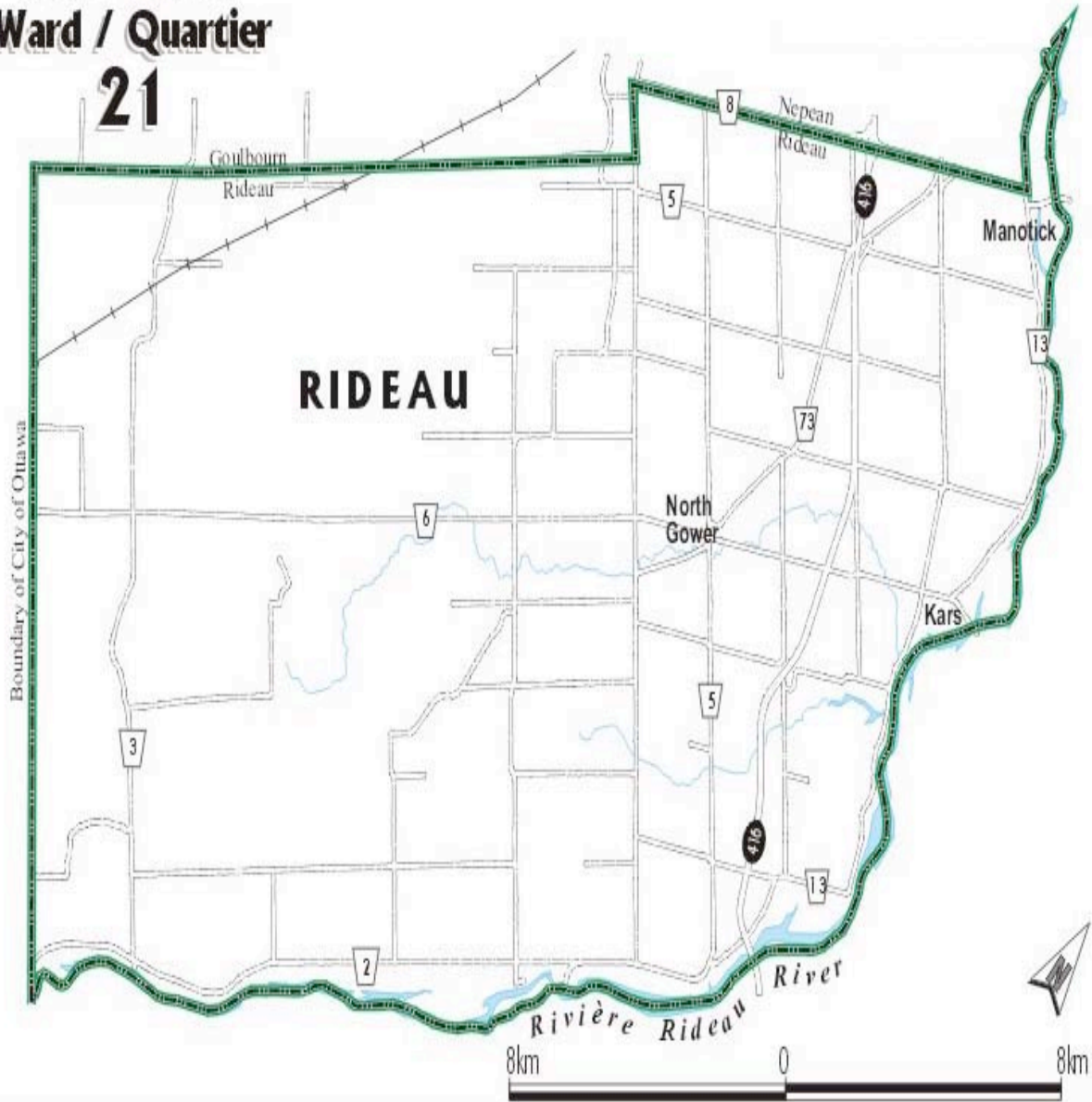
Ward / Quartier
20



RIDEAU

Ward / Quartier

21



Services at Nepean Rideau and Osgoode fall into Community Services.

The **Community Services** programs and services focus on areas such as:

- Community development
- Multicultural outreach
- Employment supports
- Support to community houses/tenants associations
- Youth recreation, life skills, leadership activities and supports



Nepean Rideau and Osgoode Community Resource Centre receives **financial support** from a variety of sources including:

- City of Ottawa
- Human Resources Development Canada
- Trillium Foundation
- United Way
- Other government or foundation/agency project grants



Location

Nepean Rideau and Osgoode Community Resource Centre is located at 1642 Merivale Rd, Suite 541 In the Merivale Mall. Programs and Services are also offered at numerous community locations.



Hours of Operation

Nepean Rideau and Osgoode Community Resource Centre reception is open to serve clients during the following business hours:

Monday - Friday
8:30 am - 4:30 pm
Tuesday
8:30 am - 9:00 pm



Parking

There is free parking available in the front or behind Merivale Mall. Please park at the outer edge of the Mall parking lot.

Smoking

Smoking is not permitted at any location during programs offered by Nepean Rideau and Osgoode Community Resource Centre.



Use of Centre Equipment

Volunteers may need to use Nepean Rideau and Osgoode Community Resource Centre equipment (e.g. telephone, fax, photocopier, VCR, computer, etc.) during their volunteer work. The volunteer's staff supervisor will make arrangements for training and orientation. Use of equipment for personal use is not permitted.



Who to Call

Volunteers are assigned to specific programs working with designated staff members during their placements at the Centre. Scheduling is coordinated through the designated program staff member based on program needs. If a volunteer is unable to report for an assignment, they should contact their staff supervisor directly.