

Western Ottawa Community Resource Centre

Community services play a vital role in promoting healthy lifestyle strategies and problem solving skills for individuals and families. Whether it's facing a personal crisis, dealing with peers or aging family members, parenting or wanting to help others in your community, the WOCRC is here for you.

Our Vision

We envision a future in which Western Ottawa is comprised of vibrant, safe, healthy communities in which everyone has access to the services and resources they require for their health and wellbeing.

Our Mission

The Western Ottawa Community Resource Centre partners with others to develop, provide and coordinate accessible community, health and social services for all members of our diverse communities.

We are committed to ensuring access to permanent and quality French Language Services in our designated



Programs and Services

Counselling, Information and Referral
Ontario Early Years Centre—Carleton
Services for Children and Families
Services for Youth and Families
Violence Against Women Services
Chrysalis House
Community Development
Services for Seniors and Adults with Physical Disabilities and Families
Volunteer Services



2 MacNeil Court, Kanata, Ontario, K2L 4H7

Phone: 613-591-3686

Fax: 613-591-2501

TTY: 613-591-0484

Web: www.communityresourcecentre.ca

E-mail: info@communityresourcecentre.ca

B.N. 12821 9201 RR0001



Bringing care and community together

Protecting Your Personal Information



Our commitment to you in
maintaining your privacy.

613-591-3686

2 MacNeil Court, Kanata

Protecting Your Personal Information

Protecting Your Privacy

The collection of personal client information is fundamental to providing quality community, health, and social services. The WOCRC has always understood the importance of confidentiality and we have taken additional steps to ensure the privacy and protection of your information.

We have:

- Approved a Privacy Policy;
- Appointed Chief Privacy Officers to answer your inquiries and concerns;
- Set up safeguards for handling paper, electronic and verbal personal information.

Limits of Confidentiality

The WOCRC may report information to third parties without consent only if required by law. Examples include:

- If we believe that you are a danger to yourself or others;
- If we suspect that a child under the age of 16 is at risk;
- If our records are subpoenaed by the courts.

Our Commitment

We are committed to protecting your personal information. This information is given to us in trust and will remain confidential.

1. All WOCRC staff and volunteers are committed to maintaining the confidentiality of your information.
2. When the WOCRC collects information from you, it will only be to provide you with services that you have requested. You are not required to provide any information beyond what is required to meet your needs.
3. WOCRC staff work in teams to provide you with comprehensive services. Information may be shared among those directly involved in providing you with services. We will not share information about you with others outside the Centre without your permission, except under special circumstances (see Limits of Confidentiality).
4. The information in your file belongs to the WOCRC. You are welcome to request access to your file.
5. The WOCRC will be responsive to any questions or concerns that you may have regarding the protection of your privacy at the WOCRC.

Questions

The Western Ottawa Community Resource Centre (WOCRC) recognizes that despite our best efforts, there may be times where an individual is not satisfied with the manner in which the Centre handles his or her personal information. We encourage you to discuss your concerns with your WOCRC contact. If you are not comfortable speaking with your WOCRC contact, you may discuss your concerns with the WOCRC's Chief Privacy Officer (CPO). The CPO can be contacted at the address and phone number below.

If you would like to review the Privacy Policy, please visit www.communityresourcecentre.ca.