2<sup>nd</sup> edition

# Vanier Community Resource Booklet





Centre des services communautaires Vanier

Vanier Community Service Centre Ensemble pour Together for ANIER

## Table of contents

A message from the Vanier Community Service Centre's Executive Director	5
Community organizations	7
Community groups	13
Health and safety	17
Family services	21
Faith-based organizations	25
Business and local newspaper	29
Leisure	33
Transportation	37

# A message from the Vanier Community Service Centre's Executive Director



To the Vanier community,

First of all, we'd like to welcome Vanier's new residents. We hope that you will enjoy the strengths of this dynamic community which is united by mutual aid and a strong feeling of belonging.

We are very proud to take part in the release of the second edition of the *Vanier Community Resource Booklet* for residents, the result of a joint effort between residents,

community associations and the community development team at the Vanier Community Service Centre.

The objective of this *Booklet* is to greet new residents to the neighbourhood by offering them a collection of information pertaining to local resources which respond to their needs and interests. Most importantly, the *Booklet* illustrates the extent of the social network in Vanier which is formed by residents, associations and organization who all work towards a thriving community.

At the heart of this large network of resources, you will find the Vanier Community Service Centre, a centre which embodies the image of a home, with it's front door open to the community. Accessibility, mutual aid, engagement and empowerment, these are some of the values which are at the core of the high quality services offered by the Family, Employment, Community Development and Counselling and Legal Clinic departments of the Vanier Community Service Centre.

We would like to recognize the time and effort invested by many residents and community partners involved in developing the content of this *Booklet*. We hope this will be very useful for you.

Michel Gervais

Executive Director

Vanier Community Service Centre

Centre des services communautaires Vanier Vanier Community Service Centre

# Community Organizations







## The Vanier Community Service Centre

290 Dupuis St., Ottawa-Vanier K1L 1A2 613-744-2892 | cscv@cscvanier.com | www.cscvanier.com

As a community development organization operating in French, the Vanier Community Service Centre offers a continuum of social and community services accessible to all, in response to the evolving needs of its clientele. It efficiently provides programs and services, in French and English.

## An overview of our services

#### Counselling Services

613-744-2892 x 1033 or 1044

Two social workers offer counselling, crisis intervention and referrals for Vanier residents, regardless of their status in Canada. Support groups as well as activities are also organized by the counselling team. Drop-in times (without an appointment) are Mondays, Tuesdays, Thursdays and Fridays from 9 am to 11: 30 am and Wednesdays from 4 pm to 7 pm. You can also schedule an appointment by calling 613-744-2892 x 1033 or by registering in person at 290, Dupuis St.

The Ottawa Regional Cancer Foundation is a partner that offers individual coaching at our centre for people living with cancer and their families. Clients can receive information, support and help in navigating the health care system as well as support in gaining practical skills to manage their health and emotions related to a cancer diagnosis. A coach is available without an appointment on Fridays from 8:30am to noon.

The LESA program is a partner at our centre that offers a specialized community-based treatment program supporting adults over the age of 55 in their efforts to stop or reduce the misuse or abuse of alcohol, drugs, medications and gambling. All of which can negatively affect physical or mental health, finances, social, family or work life. The program includes one-on-one counselling, support groups and recreational activities. For more information, please contact Sarah Brown, intake worker, at 613-233-2317 extension 2209.

#### Community Development

613-744-2892 x 1059

Community developer works with groups and organizations by helping them build a healthy community. Programs for seniors and various activities for residents such as block parties and community events are also organized by the community development team.

To find out about upcoming community activities, go to: www.togetherforvanier.com or www.cscvanier.com

#### Income Tax Clinic

613-744-2892 x 1202

A free Income Tax Clinic is offered for low income Vanier residents, which starts in February. Residents must make an appointment by calling  $613-744-2892 \times 1202$ .

#### Settlement Services

613-744-2892 x 1027

A team of settlement workers offers information, support, orientation, referrals and solution-based counselling to help newcomers integrate into Canada. The team also offers help to complete forms (ex.: immigration, tax benefits, housing etc.) Find out about upcoming information sessions.

#### **New service of Matching Program**

#### Partage Vanier Food Bank

Coordinator: 613-744-2892 x 1073

Food Bank: 613-747-2839

Partage Vanier is the local food bank located at 161 Marier Avenue. The mission statement is to gather and distribute quality food, other necessities of life and resources to individuals and families in need of Vanier.

The food bank also has 10 raised garden beds which produce fresh herbs and vegetables offered to clients during the summer months.

Open Tuesdays from 1 pm to 3:30 pm, Thursdays from 5:30 pm to 7 pm and Fridays from 10 am to 11h30 am. \*Clients must show a recent proof of residency as well as official identification for all family members.

#### New service for low income seniors 65+ living in Vanier

Partage Vanier is open by appointment only every 3<sup>rd</sup> and 4<sup>th</sup> Thursday of each month from 1 pm to 3 pm.

#### Family Services

613-744-2892 x 1432 | EarlyONyva@cscvanier.com

Family Services offer support to parents, grandparents and home caregivers of children from birth to 6 years old and offer recreational and prevention programs for youth aged 6 to 18 years. Families can access a variety of workshops on parental skills, playgroups, services for pregnant women and new parents, a free toy and resource lending library and resources, home visits, school readiness programs, support groups for newcomer parents and other programs based on the families' needs. A Social Pediatric Hub offers services to children and youth--from birth to 18 years of age--residing or going to school in Vanier.

#### **Employment Services**

613-742-4400 x 3 | tosucceed@cscvanier.com

Employment services are located at 270 Marier Avenue where a team of employment consultants connects job hunters with employers. Employment services are offered based on your needs and goals.

Also offered are specialized employment services for students, seniors, newcomers and ODSP beneficiaries as well as for job hunters. A complete employment resource centre with computers, a printer, internet and job offers is available for job seekers.

#### Community Legal Clinic

613-744-2892 x 1111

The Community Legal Clinic offers representation services as well as free legal advice in French to low-income residents of Eastern Ottawa related to social issues such as housing, immigration and for maintenance income problems.



## Centre Pauline-Charron

164 Jeanne-Mance St., Ottawa-Vanier K1L 7L5

613-741-0562 | info@centrepaulinecharron.ca | www.centrepaulinecharron.ca

The Centre Pauline-Charron is a recreation facility for Ottawa's francophone residents who are 50 years of age and older. The Centre allows seniors to improve their mental and physical health, maintain independence, reduce isolation and develop new talents.





## **Action Housing**

261 Montréal Rd., Ottawa-Vanier K1L 8C7

613-562-8219 | info@action-logement.ca | www.action-logement.ca

A non-profit organization devoted to assisting low-income individuals and families to find and maintain safe, affordable and adequate rental housing. Direct bilingual services are offered to a socio-economically disadvantaged clientele in matters pertaining to housing. Its hours of operation are Monday to Friday from 9:30 am to 12 pm and from 1 pm to 4:30 pm. Please note Action Housing is closed on Wednesday morning.



## Ottawa Public Health

613-580-6744 | healthsante@ottawa.ca | ottawa.ca/en/residents/public-health

In partnership with the people and communities of Ottawa, Ottawa Public Health improves and advocates for health and well-being through prevention, promotion and protection.



## **EBO Financial Education Centre**

300 Olmstead St. (2nd floor), Ottawa-Vanier K1L 7K1 613-746-0400 | entraidebudgetaire@ebottawa.org | ebottawa.org

A non-profit organization that helps clients attain financial autonomy through education in order to counter exploitation and indebtedness. EBO Financial education centre offers budget counselling, free income tax help as well as resources pertaining to financial literacy for low and middle income residents.



## Maison Fraternité

242 Cantin St., Ottawa-Vanier K1L 6T2

613-741-2523 | administration@maisonfraternite.ca | www.maisonfraternite.ca

Maison Fraternité is a non-profit agency mandated to serve francophone clients who are affected directly or indirectly by an addiction problem. Maison Fraternité operates three treatment centres in Vanier:

- 242 Cantin St.: Houses the in-patient program for men at the Frédéric-Ozanam Residence and the out-patient services for adults.
- 105 Laval St.: The Women's Residence
- 300 Olmstead St.: Prevention and treatment services for adolescents and their families. This is also the site for the Richelieu Fondateur Residence for adolescents.



## CFS Ottawa

310 Olmstead St., Ottawa-Vanier K1L 7K3

613-233-8478 | info@cfsottawa.ca | www.cfsottawa.ca

The CFS Ottawa provides counselling and support services, referrals and advocacy for individuals, couples and families in French and in English. The team offers services for victims of violence or abuse, for children, youth and for individuals who have been abusive to their partners.

# Community Groups







## Vanier Community Association

www.vanier-association.com | vca.acv@gmail.com | Regional | Regional | Regional | www.vanier-association.com | vca.acv@gmail.com | Regional | R

c/o Vanier Community Service Centre 290 Dupuis St., Ottawa-Vanier K1L 1A2

The Vanier Community Association represents an engaged community group of members who promote a positive picture of living in Vanier as it is experienced today. The members of the Board of Directors, along with a strong membership and key community partners, truly care about the community they live in by making the time to learn about and be a forum for resident concerns, to speak up for Vanier and to create and support events and initiatives that will continue to build the community that all residents are proud to call home.

Meetings are usually held on the second Tuesday of every month at 7 pm. Discussions touch upon a variety of community interests with topics often related to the committee headings listed below. All are welcome. Be sure to complete a membership application form found on the VCA website. Come support your community!

#### Contact the VCA's committees:

- · Sustainable Development
- Vanier Safety Committee
- · Parks and Recreation
- Committee for the development of the French Quarter and its francophonie



## Arts Vanier

artsvanier@gmail.com

Arts Vanier is a registry of creative community people and groups who contribute to the artistic health of Vanier. Painters, writers, sculptors, artisans, dancers and others are encouraged to register. They are called upon to participate in local events where they have the opportunity to display and sell their creative products.



## Vanier Community Garden

613-742-0176 | jardinvaniergarden@gmail.com



🚹 / Jardin communautaire Vanier Community Garden

The Vanier Community Garden is located at the charming site of Richelieu Park. You can find 36 planters boxes for rent throughout the season.













## Crime Prevention Vanier

#### cpv-pcv@hotmail.com

A collective of residents and community organizations working to prevent crime in Vanier.

Here are some "tips" availble through Crime Prevention Vanier:

- Arson fire prevention and protection
- Organizing a safe community event
- Program Light your porch!
- Theft from vehicle prevention
- Markers of a potential problem location.



## Ottawa Police Service



- · Online reporting: www.ottawapolice.ca
- 911: Life-threatening emergencies, crime in progress, violent behaviour or criminal activity
- Report non-emergency incidents: 613-236-1222
- For concerns such as public nuisance, intoxication, panhandling, drug activity, traffic complaints, damage/theft of property; 613-236-1222 (ext. 1 followed by ext. 2)
- For more information about the Vanier Neighbourhood Watch Program, contact the Community Police Centre located at 252 McArthur Avenue or 613-236-1222 x 5823

211

Community, social, health and government services

411

Directory assistance

#### 511

Weather and traveler information

811 | www.health.gov.on.ca

Non-urgent health care triage service



## Crime Stoppers

**613-233-TIPS (8477)** | www.crimestoppers.ca or toll free 1-800-222-8477 Crime Stoppers is a program that allows residents to provide anonymous information about criminal activity.



## City of Ottawa

#### 311 | www.serviceOttawa.ca

- Curbside garbage collection
- Illegal rooming house
- Damage to public or park structure
- Community housing property
- Broken sidewalks, burned out street lights, graffiti
- Property standards infraction
- Excessive dog poop, cigarette butts or litter
- Discarded syringes
- Abandoned shopping carts



## Ottawa Community Housing

613-731-7223 | www.och.ca

Ottawa Community Housing is the largest social housing provider in Ottawa, and the second largest in Ontario. OCH provides 14,783 homes for about 32,000 seniors, parents, children, singles and persons with special needs.



## Kids Help Line

1-800-268-3062 | www.kidshelpphone.ca

Kids Help Phone is Canada's only 24/7 counselling and information service for young people.



## Children's Aid Society

613-747-7800 | www.casott.on.ca

The Children's Aid Society of Ottawa is a community organization funded by the Government of Ontario, legally mandated to protect children and youth from abuse and neglect.



## Youth Services Bureau

613-729-1000 | www.ysb.on.ca

YSB has been a community leader in helping youth and their families access services and programs they need to build happy, healthy lives.



## OC Transpo

613-741-2478 | www.octranspo.com | To report criminal behaviour, damage, loitering or smoking on OC Transpo properties.

## Young Women's Emergency Shelter Ottawa

613-789-8220 | www.ysb-bsj.on.ca

This program offers young women aged 12 to 20 immediate access to safe housing.



## Ottawa Victim Services

613-238-0735 | www.ovs-svo.com

Support for individuals who have been victimized as a result of crime or tragic circumstance, is provided by professional staff and trained volunteers by telephone, on-scene and in its victim services office. Clients can access its services through referrals from community service agencies, police or self-referrals.



## Ligne Fem'aide

613-744-7991x 311 | www.orcc.net

Fem'aide offers French-speaking women who have experienced gender-based violence, support, information and referral to appropriate front-line services within their communities, 24 hours a day, 7 days a week.

## Rooming House Services Ottawa

613-580-2424 x 22973 | 311@ottawa.ca

In the City of Ottawa, rooming houses offer the most affordable housing option for very low income singles within the private rental stock. The City of Ottawa is staffed by a coordinator, who is employed by the City's Housing Services Branch, who acts as the main liaison between councillors and municipal departments.



## Ottawa Humane Society

613-725-3166 | www.ottawahumane.ca

The Ottawa Humane Society strives to provide leadership in the humane treatment of all animals, to address the causes of animal suffering, to encourage people to take responsibility for their animal companions and to provide care for animals who are neglected, abused, exploited, stray or homeless.











## Schools

#### Catholic school boards and schools in Vanier

- Ottawa Catholic School Board (English)
   613-224-2222 | info@ocsb.ca | ocsb.ca
   570 West Hunt Club Road, Ottawa K2G 3R4
- Assumption Catholic School (JK to grade 6) 613-746-4822 | 236 Lévis Ave., Ottawa-Vanier
- Conseil des écoles catholiques du Centre-est (French)
   613-744-2555 | ecolecatholique@ecolecatholique.ca | ecolecatholique.ca
   4000 Labelle St., Ottawa K1J 1A1
- École élémentaire catholique Horizon Jeunesse (JK to grade 6) 613-741-8515 | 349 Olmstead St., Ottawa-Vanier

#### Public school boards and schools in Vanier

- Ottawa-Carleton District School Board (English)
   613-721-1820 | communications@ocdsb.ca | ocdsb.ca
   133 Greenbank Rd., Ottawa K2H 6L3
- Robert E. Wilson Public School (JK to grade 6)
   613-745-9489 | 373 McArthur Ave., Ottawa-Vanier
- Conseil des écoles publiques de l'Est de l'Ontario (French) 613-742-8960 | info@cepeo.on.ca 2445 St-Laurent Blvd., Ottawa K1G 6C3
- École élémentaire publique Mauril Bélanger (JK to grade 6) 613-744-8523 | 307 Montgomery St., Ottawa-Vanier
- École élémentaire publique Trille des bois (JK to grade 8) 613-746-6911 | 140 Genest St., Ottawa-Vanier

#### Other schools in Vanier

Ahlul-Bayt Islamic School
 613-526-0774 | www.abischool.com
 200 Baribeau St. Ottawa-Vanier

## The City of Ottawa Daycare Services

3-1-1 or ottawa.ca

Parents and child care professionals can find by either calling 3-1-1 or on City's website:

- The City of Ottawa Child Care Registry and Waitlist to apply online for licensed child care (subsidy and full fee)
- · Help with daycare costs (subsidy) for families who qualify
- Information about daycare options (types of daycare, search tools and other useful resources)



## Wabano Centre for Aboriginal Health

613-748-0657 | www.wabano.com 299 Montréal Road, Ottawa-Vanier K1L 6B8

Wabano Centre for Aboriginal Health provides a wide range of medical and social services, support and youth programs for Aboriginal people in Ottawa All services are based on implementing best practices for community health care. Wabano also incorporates the teachings, culture, and traditions of Aboriginal people.



## Boys and Girls club of Ottawa

(Don McGahan ClubHouse) 613-746-8517 430 McArthur Ave. Ottawa, ON K1K 1G6

Provides a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.



## Tungasuvvingat Inuit

613-747-2225 Fax 613-747-0629 | info@ontarioinuit.ca

301 Savard Ave., Ottawa, ON K1L 7S1

Postal Address: 604 Laurier Ave., West, Ottawa, ON K1R 6L1

Tungasuvvingat Inuit aims at empowering and enhancing the lives of Inuit across Canada.



## Centre Psychosocial

613-789-2240 | Sans frais: 1-877-377-7775 | Fax.: 613-789-2236 150 Montréal Rd., East, office 300, Ottawa, ON K1L 8H2 cps@centrepsychosocial.ca | www.centrepsychosocial.ca

The Centre Psychosocial is a francophone organization that has as its mission, to offer high quality mental health services for children and youth (from 0 to 18 years old) and their immediate relatives.



## Ottawa Inuit Children's centre

613-744-3133 | 230 McArthur Ave., Vanier, ON K1L 6P5 | ottawainuitchildrens.com

This Inuit Centre is a multi-service Inuit organization that provides cultural, educational, recreational and social support services to children, youth and families of Ottawa's growing Inuit community.







## The Village Church

613-301-7830 www.thevillageimc.ca 300 des Pères Blancs Ave. Ottawa-Vanier

Start of service: Sunday 11 am

## Eastview Baptist Church

613-695-2065 www.ebcottawa.ca 329 Olmstead St., Ottawa-Vanier

Start of service: Sunday 11 am

# Vanier Community Church / Biker's Church

613-740-060 info@vanierchurch.com www.vanierchurch.com 155 Carillon St., Ottawa-Vanier

**Start of service:** City Church Sunday 10:30 am / Biker's Church Thursday 7 pm

## Ottawa Bahá'í Centre

613-742-8250 www.bahai-ottawa.org 211 McArthur Ave., Ottawa-Vanier

## Our Lady of Assumption

(613) 746-8503 info@assumptionottawa.ca 320 Olmstead Street, Ottawa-Vanier

**Start of service:** Sunday 9 am, weekdays 8 am

## Communauté chrétienne Saint-Frère-André

613-749-5652 paroissemariemediatrice@gmail.com 344 avenue Cyr

#### Début du service :

Saturday 4:30 pm Sunday 10 am, 3:30 pm (Congolese) Tuesdays, Wednesdays at Noon

## St Margaret's Anglican Church

613-746-8815 www.stmargaretsvanier.ca 206 Montréal Rd., Ottawa-Vanier

Start of service: Sunday 9 am

## Assumption Catholic Church

613-746-8503 www.assumptionottawa.ca 320 Olmstead St., Ottawa-Vanier

#### Start of services:

Sunday 9 am, 10:30 am and noon

## Église Catholique Notre Dame de Lourdes

613-741-4175 lourdesvanier@bellnet.ca www.ndlvanier.com 435 Montréal Rd., Ottawa-Vanier

#### Start of services:

Sunday 9 am, 10:30 am and noon

## Pentecostal Community Church

613-552-7071 www.cepog.ca 288 Hannah St., Ottawa-Vanier







## Quartier Vanier Business Improvement Area

613-745-0040| info@vanierbia.com | vanierbia.com 287 Montréal Rd., Ottawa-Vanier K1N 6C2

The Quartier Vanier Merchants area (BIA) brings together merchants, professionals and Manufacturers who are dedicated to the promotion and development of Vanier. This not-for-profit association has a mandate to ensure that the historic downtown commercial district is attractive, has a variety of services and products, and continues to improve economic development for existing and new merchants. Visit the website for more information on the businesses found in Vanier.



## Perspectives Vanier

613-746-4339 | info@perspectivesvanier.com

Since 2003, Perspectives Vanier newspaper has published a bilingual newspaper showcasing information and people who live in the Quartier Vanier. Volunteer newsies distribute the paper to the 8 000 doors in Vanier. The paper is published 10 times per year.

# Leisure









## City of Ottawa Richelieu-Vanier Community Centre

613-580-2424 x 28464 | ottawa.ca 300 des Pères Blancs Ave., Ottawa-Vanier KIL 7L5

The Richelieu-Vanier Community Centre is located on a magnificent 10-acre property. It offers a wide variety of services which include cultural, community and recreational programs as well as meeting or reception room rentals. It also offers access to soccer fields, a winter ice rink, and a petanque court.

## Ottawa Public Library - Vanier Branch

613-580-2973 | vanier@ottawa.ca 310 des Pères Blancs Ave., Ottawa-Vanier K1L 7L5

The Vanier Branch offers a variety of books, magazines, DVDs, compact discs & newspapers to children, teens and adults in both English and French. Computers are available as well as free wifi. Children's programs and activities are also offered. Membership is free for Ottawa residents.



## Vanier Museopark

613-580-2424 poste 32001 | info@museoparc.ca | www.museoparc.ca 300 des Pères Blancs Ave., Ottawa-Vanier K1L 7L5

The Vanier Museopark is a non-profit organization dedicated to the development, preservation and dissemination of the heritage of the Quartier Vanier, Richelieu Park and the French-speaking population of Ottawa, for the present as well as future generations. The Museopark is located in the Richelieu Park, a 17-acre maple grove and park located a couple minutes from downtown. It is the only francophone museum in Ottawa and one of the rare canadian museums outside of Quebec which is dedicated to francophone heritage. The Museopark's team is also in charge of one of the only urban sugar shacks in North America and organizes the Maple Sugar Festival in March.

## Bernard-Grandmaître Arena

613-744-8635 www.ottawa.ca 309 McArthur Rd, Ottawa-Vanier K1L 6P1

## St-Laurent Complex

613-742-6767 www.ottawa.ca 525 Côté Street, Ottawa K1K 0Z8



# Transportation





## OC Transpo

613-741-4390 | www.octranspo.com 1500 Saint-Laurent Blvd., Ottawa K1G 0Z8

#### City Bus

OC Transpo bus services can get you to the four corners of the city as well as in Gatineau. For more information, visit the website.

#### O-Train

Ottawa's five O-Train stations are fully integrated with OC Transpo's bus service, creating seamless travel between rail and regular commuter systems. O-Train tickets are sold at O-Train stations and can be exchanged for a transfer when you board a bus. Proof of payment is interchangeable: moving from train to bus, and vice versa, is simple and hassle-free.

#### Park and Ride

Park and Ride is a program that allows commuters to escape the stress of traffic and save on gas by taking the bus. Drive to the Park & Ride lot nearest to your point of departure, park your car in one of the designated spots provided, and catch the next bus at the station located beside the parking lot.

#### Para Transpo

Conventional OC Transpo buses are an option for people with mobility impairments as 100% of the OC Transpo fleet is now accessible. For those whose situation prevents them from being able to use OC Transpo's accessible buses, there is Para Transpo. Serving both urban and rural Ottawa, Para Transpo is a door-to-door transportation service for people with disabilities.

## **VRTUCAR Car Sharing**

613-798-1900 | info@vrtucar.com | www.vrtucar.com 346 Waverley Street, Ottawa ON K2P 0W5

You'll get convenient access to a fleet of fuel-efficient vehicles in your neighbourhood and across the city. You can reserve a VRTUCAR by phone or Internet, 24-hours-a-day, and then use it for a few hours or a week.

#### **VRTUCAR lots in Vanier:**

- 283 Cyr Ave.
- 188 Beechwood Ave.
- 400 North River Rd.

- 420 Mackay St.
- 248 McArthur Ave.

## Vélo-Vanier

613 581-5049 (May to October) | 613 744-2892 (November to April) |

www.cscvanier.com | velovanier@gmail.com



@velovanier | **TinyURL.com** /y9f9xm8x

Consult availabilities of bikes here: tinyurl.com/yc642dr3

Vélo-Vanier is a free recycled-bike lending program offered by the Vanier Community Service Centre which runs during the summer. The program collects bicycle donations and puts them back in working order for the community to use. Vélo-Vanier allows the distribution of bicycles through a free loan to help make biking accessible to all. Group rides are organized by and for residents of the community to discover bike routes and to meet the neighbours. Watch for monthly bike maintenance workshops, where you can have your bike tuned up for free, and learn some tips and tricks.



## Bicyles repair stations:

- Corner of Montreal rd. and Marier ave.
- Corner of Beechwood ave. and Marguette ave

## Taxis

Blueline Taxi: 613-238-1111 Capital Taxi: 613-744-3333 West-Way Taxi: 613-727-0101