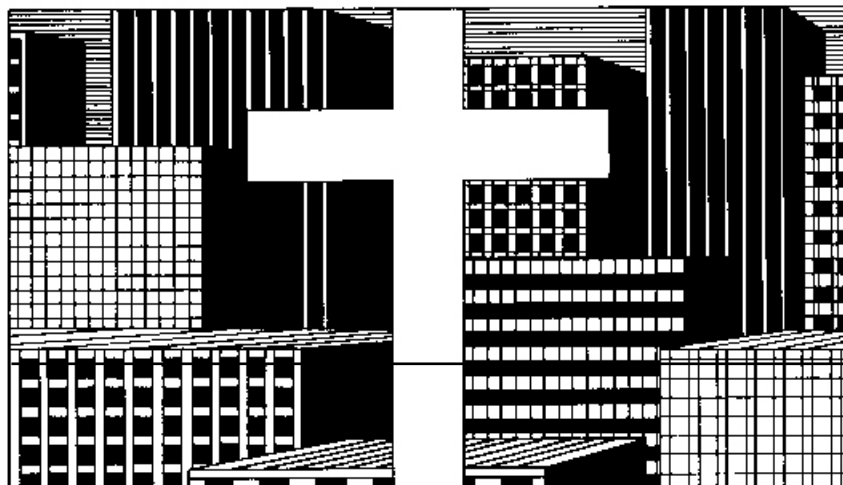


*Urban Christian Outreach*  
*(Ottawa)*



*2011 Year in Review*  
*(Issued March 2012)*

**Urban Christian Outreach (Ottawa) Incorporated**  
is a registered charitable organization founded in 1993.  
Charitable Registration # 13776 1938 RR0001

## **CHARITABLE OBJECTIVES**

The main purposes of Urban Christian Outreach are: to establish contact with those in the city of Ottawa who are struggling to survive spiritually, physically, or psychologically; and to mitigate the effects of urban isolation on the life of the individual.

We do this by pointing people towards a relationship with God through faith in Jesus Christ; and offering ongoing pastoral and practical care, including Christian education, street literacy and life-skills tutoring.

Urban Christian Outreach staff engages in mobile outreach on the streets, and in the coffee shops, parks and other communal places of the city. We especially (but not exclusively) develop ongoing relationships with those whose fragilities make it difficult for them to function in group settings. We seek to be present to their need, even when there are no apparent solutions, thereby offering hope, respect and dignity to the individual.

Urban Christian Outreach works in co-operation with other agencies by referring clients to social, medical, shelter, educational, employment and Christian organizations that will further expand the individual's personal network within the community, and will serve his/her various needs.

The heart of the work is relational. However, from time to time Urban Christian Outreach may develop structured programs and projects that are in keeping with the central focus of enhancing the well-being of those who are experiencing urban isolation and deprivation. This will be done according to the needs of the clients and the qualifications of current staff.

The geographical area of outreach and projects is within a five-mile radius of Parliament Hill (Ontario only). Follow-up may take us into other areas of the city, for home, hospital and jail visits.

We engage in dialogue and speaking engagements with individuals and groups, to promote a wider understanding of existing needs, and to search out possible solutions.

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### **Annual Report from the President of UCO for 2011**

I was recently fortunate enough to enjoy a week-long vacation in the sunny Caribbean with my husband. While away, I was reminded of two things:

- The poor are always with us (cf. John 12:8). No matter where you go, you can't escape poverty. While out for a drive one day, we saw the living conditions of the very poor whose

shelter consisted of nothing more than a tiny shack with no indoor plumbing.

- The poor don't have the luxury of taking a holiday from poverty. This thought has been on my mind ever since we planned our vacation, and has reminded me to give thanks to God for the blessings I have known all my life. Circumstances can always change, and we never know what the future holds for us. I remember watching a true story about a woman with two young children whose life slipped into poverty when her husband left her. With no job and no extended family able to support her, she was eventually forced to give up her children. We know, too, that many of the people on the streets suffer from mental illness.

What can you and I do to help? Although UCO is only one small charitable organization among many that seek to help the poor, our mandate is to come alongside one person at a time to "give them a vacation" from a sense of aloneness. How do we do this? By listening to them, offering a helping hand, spending time with them over a cup of coffee and by telling them the good news of the abiding presence of Jesus Christ who loves them and knows them intimately.

We do this, and more, thanks to your contributions. As always, UCO operates on a shoestring budget. We'd love to do more in the way of providing "vacations" for the poor in downtown Ottawa and so once again, I'm asking you to consider giving a bit more this year as a way of thanking God for all that He has given you.

**Respectfully Submitted,**

***The Rev. Karen Bergenstein,  
President, UCO***

## 2011 Annual Report from the Executive Director

(Based on a 28 hour salaried week)

### Dear Brothers and Sisters in Christ,

*“For this reason, because I heard of your faith in the Lord Jesus and your love toward all the saints, I do not cease to give thanks for you, remembering you in my prayers, that the God of our Lord Jesus Christ, the Father of Glory, may give you a spirit of wisdom and of revelation in the knowledge of him, having the eyes of your hearts enlightened, that you may know what is the hope to which he has called you, what are the riches of his glorious inheritance in the saints, and what is the immeasurable greatness of his power toward us who believe, according to the working of his great might that he worked in Christ when he raised him from the dead and seated him at his right hand in the heavenly places, far above all rule and authority and power and dominion and above every name that is named, not only in this age but also in the one to come.”*  
(Ephesians 1:15 – 21 ESV)

We thank God for all of you and for your faithfulness in supporting our ministry work to the poor. You have shown your love for Christ through your prayers and financial offerings, thereby partnering with us for another year. Because of your love and generosity, God has done a mighty thing on the sidewalks of downtown Ottawa. We humbly thank you for hearing and obeying our Lord’s call to provide for the poor.

### Sidewalk Outreach and Pastoral Care

Since 1993, Urban Christian Outreach has had the privilege of serving God by ministering to the poor, the homeless and the marginalized of Ottawa. Our mission is to offer the hope that we have in Christ Jesus to those who are suffering from the effects of urban isolation. Our work takes us onto the sidewalks of downtown

Ottawa and into the coffee shops, drop-in centres, parks and shelters where our clients spend their days. On occasion, we support our clients at prisons, in courthouses and, hospitals and under the bridges that some call ‘home’. Our ministry is one of compassion, as we offer encouragement to those in despair. We help our clients to connect with other helping agencies in the community, thus broadening their support network. We help in practical ways, by arranging for housing, clothing and furniture. We help those who are seeking employment, by assisting with resumes and directing clients to work centres within the community to broaden their work skills. In addition, we help those in need of legal assistance by referring them to lawyers, by accompanying them to court dates, and by visiting them should they be sentenced to prison. We refer and accompany clients to medical and dental appointments, and offer other practical assistance, as appropriate.

I recently had the pleasure of meeting Sarah (not her real name) and am working to help get her life back on track. We were able to help Sarah find a new wheelchair, and to make medical and dental appointments. Sarah hopes to find a job soon and UCO will assist her with this process.

Jonathan (not his real name) is addicted to oxycontin. He entered a treatment facility, but unfortunately left the program early and relapsed. We meet regularly to visit, to pray and to ask God to free Jonathan from this highly addictive drug. Jonathan hopes to re-enter treatment, but is struggling with having to face withdrawal once again. His family has given up on him, but we are introducing Jonathan to Jesus, the One who will never give up on him!

Don (not his real name) has been with UCO for a long time now. He has grown in his

relationship with Christ, and has made huge improvements to his life. Don was homeless and jobless when I met him four years ago. He now has housing, a part-time job, and new hope for the future. He now regularly sees a doctor and a dentist, and usually remembers to take his medication. He looks forward to our visits with enthusiasm.

Betty (not her real name) is a new UCO client who is suffering from severe depression. She often cancels appointments because of her illness, and so we 'meet' over the telephone. Betty cries when I pray for her, willing to give her pain to the Jesus she wants to know. She doesn't need housing, or food or clothing. She needs encouragement and the peace that only Christ can bring.

UCO serves dozens of hurting people in the downtown core, people who fall through the cracks of our social systems, people who quietly isolate themselves from our society, people who go unnoticed but who are in desperate need of a helping hand, a listening ear, and a Saviour who will give them hope and a future. This is our mission: to be the light of Christ to those who are suffering from poverty, loneliness, and the effects of urban isolation.

### **Bible Study**

***"Your word is a lamp to my feet and a light to my path." (Psalm 119:105 ESV)***

Bible study continues to be a personal favourite of mine, as I am always humbled by the wisdom that God imparts to our clients. I have seen His glory shine in ways that I could not have imagined and have been privileged to receive new insights into Scripture from those whom we serve. The poor have so much to teach us!

### **ALPHA Outreach**

UCO ran two more successful Alpha courses in 2011. Many returning guests and a few new guests grew in faith and fellowship. We ended the year with a wonderful Christmas celebration, including a turkey supper with all the trimmings and a gift bag for each participant. We are very grateful to each person who contributed to the success of this course.





### **UCO/ROMHC Adult Education Classroom**

We consider it a privilege to continue our partnership with **The Royal Ottawa Mental Health Centre (ROMHC)** two afternoons per week, where we offer an Adult Education program. Students are provided with literacy training as well as instruction in Math, History, Language Arts, Geography, College and Careers, and Science. The Royal Ottawa provides the classroom space, Occupational Therapist Anne Raudoy, Occupational Therapy Technician Paula Osborne, and volunteer instructors. UCO provides two instructors: Nadia Behmann, a retired professional teacher, and me. We are most grateful to all those who donate their time to make our classroom a success.

UCO doesn't receive any funding from the ROMHC; however the ROMHC Volunteer Association provides some funding to the Royal Ottawa for books. We offer continual enrolment so that students may join our classroom anytime from September to June. Students work independently on individualized programs of study. UCO is responsible for designing each student's course of study. Some of our students

are working toward their High School equivalency or their General Education Development Diploma, while others are working on Independent Learning Centre credits toward their Ontario High School Diploma. Others are working on basic literacy and math skills.

In total, 17 students were enrolled in the classroom over the course of the year, with an average attendance of 9 students each day. The program is very popular, and the classroom fills up quickly. We usually have a waiting list of students eager to join the classroom.

### **Speaking Engagements, Advocacy, and Community Networking**

In 2011, we were blessed with 14 speaking engagements, which included opportunities to preach the Gospel message. I would be most grateful for an opportunity to speak to your church or group on behalf of UCO and to talk about our ministry work on the sidewalks of downtown Ottawa. We are very grateful to the churches and organizations that have supported us in 2011:

**All Saints Lutheran Church**  
**St. Luke's Anglican Pembroke**  
**Blackburn Hamlet Community Church**  
**St. Paul's Presbyterian Church**  
**Carleton Memorial United Church**  
**St. Paul's Anglican Church, Kanata**  
**Church of the Messiah**  
**St. Paul's Eastern United Church**  
**Dominion Chalmers United Church**  
**St. Peter & St. Paul Anglican Church**  
**Dominion Chalmers United Church Women**  
**St. Timothy's Presbyterian Church**  
**Gloucester Presbyterian Church**  
**Sunnyside Wesleyan Church**  
**Parkdale United Church**  
**The Metropolitan Bible Church**  
**Parkwood Presbyterian Church**  
**Trinity Presbyterian Church**  
**Rothwell United Church Women**

We are very grateful to **Dominion Chalmers United Church**, which provides ongoing support of our ministry with rooms in which to meet with our clients for Bible study and pastoral care, a venue for our Board meetings and a parking space.

We are also very grateful for their provision of paper, supplies and photocopying services which helps us to keep our printing costs to a minimum.

We are especially grateful to **The Rev. James Murray, Ms. Judy McNevin, Mr. Terence McDonald, and Mr. Bob Richard** for their kindness and for their continued faithful support of our ministry work. We are also very grateful to **The Rev. Laurie McKnight-Walker** and the staff and congregation of **St. Paul's Eastern United Church** for their generosity in providing UCO with a hall for our Outreach Alpha Course. We are also grateful to those who provided offerings of food, music and prayer. We sincerely thank **Mr. Rob Kupe and The Bible House** for the lovely room where we meet for Bible study. In order to be good stewards of our donated dollars, UCO doesn't rent any office space; UCO Board and staff members do their work out of their homes, and borrowed rooms in downtown churches and businesses. We also give thanks to God for gifted, local freelance artist, **Monique Choquette**, who interprets Scripture in the form of drawings for our newsletters and reports.

In my continued pursuit to seek justice for the poor, to grow in my understanding of the poverty scene and of mental illness, and to remain informed of legislation as it pertains to charities, I attended lectures, workshops and retreats offered by the following in 2011: Algonquin College, The Alliance to End Homelessness, Prison Alpha Training, Mission 'O' Pastor's breakfasts (National House of Prayer), and a Charity Law Workshop.

Finally, I was accompanied by UCO Board members, church members and UCO

volunteers, as they shadowed me on the sidewalks of downtown Ottawa. Please contact me if you would like an opportunity to shadow me for a morning.

### UCO Newsletter via Email

If you would like to receive your quarterly updates by email, please provide us with your email address, by either writing it on the back of the donor card, or via email at

[jill@uco-ottawa.ca](mailto:jill@uco-ottawa.ca).

### UCO Volunteers

Urban Christian Outreach is very grateful to our dedicated and faithful volunteers, who give freely of their time and talents to bless the poor, the homeless and the marginalized. We thank God for the following volunteers: **Ms. Nadia Behmann**, UCO Instructor in the ROMHC classroom, for her expertise in teaching and for her commitment to helping students to grow in their literacy skills; for **Ms. Cara Stewart**, who helps our downtown clients with literacy, life skills, paperwork, nutrition and cooking; for **Ms. Elanor Nigh**, who meets with our client to read Christian literature and to assist with literacy skills. We are also grateful for the many **hidden volunteers** who work quietly and faithfully behind the scenes to bless the ministry work of UCO: those who have shadowed me on the sidewalks of downtown Ottawa, members of various missions' committees, church offices and church members.

### UCO Board Members

God has truly blessed us with a Board of dedicated, faithful, and gifted Christian leaders. We had no changes to our Board of Directors this year and thank God for the opportunity to grow together in unity and love and to seek His will for the ministry work of UCO. We give thanks for **The Rev. Karen Bergenstein** (President), **Mr. David Hayman** (Secretary), **Ms. Mary-Anne Zwicker** (Treasurer), and for

**The Rev. Neil Stephens and Ms. Donna Appleton** (members-at-large). We thank God for all of you, for your faithful service, and your hearts of compassion for the poor among us.

*'We give thanks to God always for all of you, constantly mentioning you in our prayers, remembering before our God and Father your work of faith and labor of love, and steadfastness of hope in our Lord Jesus Christ.'* (1 Thessalonians 1: 2-3 ESV)

### UCO's Spiritual Advisor and the Spiritual Director to the E.D.

We are very grateful to **The Rev. Dr. Anthony Bailey**, who has served as UCO's Spiritual Advisor since 2002 and as my personal Spiritual Director since 2008. Dr. Bailey has provided invaluable advice and support to our Board over the years, and has been an enormous blessing and encouragement to me personally, as well as offering wise counsel and direction concerning my work among the poor. His experience and knowledge of the poverty scene, his commitment to honouring God, and his beautiful faith-in-action, have helped me to grow in my own relationship with Jesus, and to serve Him more faithfully. We thank God for Dr. Bailey's faithful ministry to Urban Christian Outreach.

*'Now faith is the assurance of things hoped for, the conviction of things not seen.'* *'And without faith it is impossible to please him, for whoever would draw near to God must believe that he exists and that he rewards those who seek him.'* (Hebrews 11: 1 and 6 ESV)

### UCO Prayer Group

Our monthly prayer group continues to be a wonderful time of blessing and encouragement to me. When we gather, we bring all areas of our ministry work before God in prayer, giving thanks for our clients, supporters and volunteers, and for our Lord's continued provision and blessings. We are truly grateful for **Ms. Jean**

**Gallant and Ms. Annie Burt**, who so faithfully volunteer their time for this important calling. We meet monthly at Trinity Presbyterian Church in Kanata and in members' homes. We welcome new members to join our prayer group. On behalf of our Board members I would like to say that we feel so very humbled and privileged to serve God and the churches among the poor in Ottawa. We pray to God that we might continue to be a blessing to him in the weeks and months ahead. By his amazing grace, each week as we visit our little post office box, we find an envelope or two containing a financial offering or a note of encouragement. How faithful God is, as He continues to meet the need of UCO through your prayers and generosity. We pray for you, dear supporters, thanking God for all of you. May God bless you and keep you.

*'Now to him who is able to do far more abundantly than all that we ask or think, according to the power at work within us, to him be glory in the church and in Christ Jesus throughout all generations, forever and ever. Amen'* (Ephesians 3: 20-21 ESV)

Respectfully Submitted,

**Jill Wilson,**  
**Executive Director, UCO**



**Urban Christian Outreach (Ottawa)**  
**Spiritual Advisor's Annual Report**  
**2011**

There is an expression that is used in common parlance these days. It is: "So tell us how you really feel!" The expression is usually employed in a semi-sarcastic way in response to someone who has indeed been very obvious about how they feel about a particular subject or person.

In the Bible, there is no guess work whatsoever needed regarding how God "feels" about those experiencing poverty, those who ignore their plight, and the systems, policies and laws that contribute to that poverty.

***"Woe to those who make unjust laws, to those who issue oppressive decrees, to deprive the poor of their rights and withhold justice from the oppressed of my people, making widows their prey and robbing the fatherless."***  
*(Isaiah 10:1-2)*

***"However, there should be no poor among you, ...if only you Fully obey the Lord your God and are careful to follow all these commands I am giving you today"***  
*(Deut. 15: 4, 5)*

***"Blessed are you poor, for yours is the Kingdom of God."*** *(Luke 6:20)*  
*(note: the poor are blessed not because they are poor, but because the "reign of God" – or God's mandate for how things are supposed to be on earth as they are in heaven – particularly takes up their cause.)*

UCO, as you are well aware, is a ministry that intentionally comes alongside those experiencing poverty, homelessness and a host of marginalizing life situations. It does so in the power of God's Spirit, with grace, love and dedication. I continue to be convinced that holding firm to its discerned commitment to privilege presence and accompaniment over

heavy programming, is honouring to God's will for this ministry.

Under the leadership of Executive Director Jill Wilson and the hard-working Board members led by President Karen Bergenstein, UCO is steadfastly continuing its ministry. I meet occasionally with Jill to pray for the people UCO serves and for the ministry. As well, we reflect on the "sidewalk" scene in Ottawa and some of the deep challenges facing those trying to respond to these challenges. We also seek to discern God's leading for the ministry and our lives. Jill is committed and passionate about being a humble instrument of God in the intentional ministry she undertakes on the sidewalks, in the classroom at the ROH, building networks with other ministries and organizations, supporting and leading ALPHA course initiatives, and speaking in various venues on behalf of UCO.

Please let us continue to pray earnestly and faithfully for Jill and for UCO, and let us give generously and encourage others to give generously. Remember God has commanded us so to do: ***"Therefore I command you to be openhanded toward your brothers and toward the poor and needy in your land."*** *(Deut 15:11)* As well, invite Jill to come to your congregation or your group so that she can tell the story of God's work through UCO. May God continue to also inspire us to live out faithfully our own calling and ministry.

Resurrection Joy to you all,

A Blessed Easter

***Rev. Dr. Anthony Bailey***  
***Spiritual Advisor, UCO***

## UCO Treasurer's Report for the Year 2011

This has been a year of seeing the Lord's provision, not only with the necessary finances provided by our donors, but also for a couple of people who helped initiate me in to the role of treasurer. Some of the duties were familiar to me, but it has been a year of learning also. A note of gratitude to David Wice, a former UCO Treasurer, who gave me an afternoon of his time to lay out the procedures followed by the treasurer, and to show me some of the financial history of the organization. Also, a heartfelt thank you goes to Liba Straznicki, who gave me clarification and understanding of payroll reporting and T4 preparation. She is also willing to review UCO's books for year 2011.

UCO's finances needed frequent monitoring in order to see that obligations could be met. The roughest months were September and October. The provision came in again at the end of the year when donors, predominantly churches, contributed substantial amounts which lessened the deficit.



In 2011, we introduced a PAR (Pre-Authorized Remittance) program to improve our monthly cash flow. Details can be found on our website at [www.uco-ottawa.ca](http://www.uco-ottawa.ca). Thank you to those who have signed up.

UCO's total income in year 2011 was \$44,852.75. Our budget target was \$48,141.00. Total expenses were \$45,926.68, below the budgeted expense of \$48,141.00.

Our operating deficit, therefore, was \$1,073.93 for the year 2011.

The ratio of donations from individuals to churches has changed from 70% versus 30% to:

- Individuals 59%
- Churches 41%

The breakdown of our 2011 expenses is as follows:

- Payroll costs 87.2%
- Administration 8.5%
- Client Services 3.7%
- Transportation 0.6%

The closing cash balance taking us into the year 2012 was \$4,600.91.

**Respectfully submitted,**

*Mary-Anne Zwicker*  
*Treasurer, UCO*

### UCO Board of Directors

As of March 20, 2012:

The Rev. Karen Bergenstein  
Mr. David Hayman  
The Rev. Neil Stephens  
Ms. Mary-Anne Zwicker  
Ms. Donna Appleton  
The Rev. Dr. Anthony Bailey (*Ex-officio*)  
Ms. Jill Wilson (*Ex-officio*)

