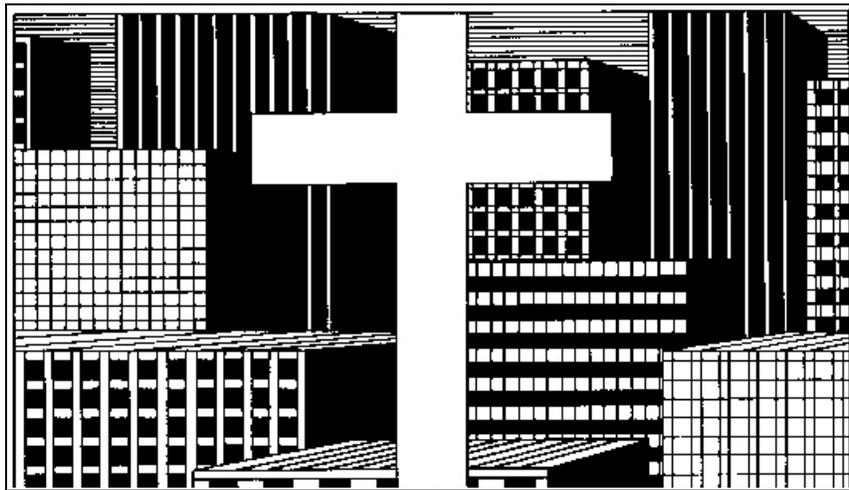


*Urban Christian Outreach  
(Ottawa)*



*2004 Year in Review  
(issued March 2005)*

**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.

Staff engage 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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### **President's Report**

Jesus cared passionately for the poor. Repeatedly, He taught those who would listen to reach out to all forgotten and marginalized people and show them God's love and compassion. Interestingly, it was often only the poor – those people steeped in humility – who spared the time to listen to His words.

In today's fast-forward society, few people notice the less fortunate – many of whom want to work and want to contribute to society in positive ways. Our Saviour's words are often drowned out by the background clamour pressing ever-closer in on us. (Certainly, this is true in my life.) How easy it is for us to forget about the poor. And yet, *you* have not forgotten them. *Your* support of Urban Christian Outreach (UCO) helps real people who are struggling to make better sense of their lives.

“Encourage one another and build each other up.” (1 Thessalonians 5:11) That's one of UCO's goals for the poor. We seek to achieve this in practical ways. Katrine Barton-Coward (our Executive Director) and several volunteers offer friendship and practical help (to meet immediate needs), Christian spiritual care (to meet on-going challenges), and guided educational programs (to build self-esteem and give future hope). In the past year I have been struck repeatedly by the thoughtful compassion and insight Katrine and UCO's volunteers demonstrate for those with whom they work.

Please continue to support UCO with your prayers and financial gifts. Our clients need the Holy Spirit's constant presence in their lives to heal past wounds, and soothe still-festering difficulties. Please thank God for the doors he has already opened. Please pray for safety as Katrine serves the poor and dispossessed in Royal Ottawa Hospital classrooms, on city streets, on buses, in coffee shops – wherever they congregate for warmth, food or companionship.

As I begin my second year as president, I would like to thank Marilyn Rennick (UCO's past president) who will be leaving the Board in March after having served faithfully in many roles. Maureen McReynolds, who moved away from Ottawa last summer, also served with single-minded purpose for several years on UCO's Board. We will miss their willing hands and capable advice. However, this year two new Board members began: Clint Curl and Diane Moyer. Both are dedicated Christians and committed to helping the poor.

Thank you again for your continued support. You play a vital and important role in this ministry. Together, when we offer kindness to the least of people, Christ is glorified and His kingdom spreads its boundaries.

In His service,

Allen Macartney  
President



### **Executive Director's Report**

*(Throughout this report, names of clients are changed to protect confidentiality)*

Almost daily, news items remind us of the many different faces of poverty within the city of Ottawa, as this community seeks to alleviate the suffering of its most needy people. Those who work with the poor know that every caring agency plays a part in this never-ending task.

The month of January 2005 marks twelve years of UCO's service to Christ and the poor in downtown Ottawa. With myself as the salaried staff worker, a small group of volunteers and a Board of Directors, every year has strengthened UCO's network amongst the poor, the churches and other agencies.

UCO has also sharpened its focus and mandate over the years. We work one by one with individual adults in need. Our programme is two-pronged, providing ongoing Christian spiritual care and adult basic education.

Some of our clients are homeless but many are recipients of Ontario Disability Support Payments (ODSP) and are therefore housed at a basic level. Having one small room or apartment does not dispel the poverty issues associated with mental illness, physical disability, loneliness and spiritual desperation. Relationships matter; ongoing relationships with caring people and that most important relationship of all, with God through Christ. UCO is honoured to be involved with those who have few, if any, helpful relationships in their lives.

#### Sidewalk outreach, client appointment work and community links

Carlos is a young man who sought out my help on the sidewalks of the city. He lives in a group home. He was not shy about sharing his story with me and asking me to pray for him. A few months later he wanted to know how he could continue with his education. I met with him to ascertain his needs, and he made a decision to join a community classroom. A very big step for Carlos.

Maria frequently met with UCO on the sidewalks and occasionally in the churches of the city. She was homeless, disoriented and not wanting the psychiatric care offered to her. Then she ran into minor trouble with the law. This precipitated a chain of events, and through caring law enforcement officers, mental health workers, a church and two Christian agencies, Maria's life turned around. She is now growing in her faith, is in steady care for her health and is comfortably housed. That's the kind of informal teamwork that makes good things happen.

During 2004, scores of people welcomed intermittent contact with UCO on the sidewalks of the city, four people met with

me by appointment throughout the whole year for spiritual care, and others met by appointment for shorter periods of time.

As we are able, we purchase books, bus tickets, fresh fruit and occasional meals for people in our care.

Also, I was the invited speaker for gospel teaching on five occasions at another ministry's street level coffee house.

In 2004 I continued to meet semi-monthly with the directors of three other Christian agencies that work with the poor, for mutual prayerful support and dialogue on issues of our work.

**New this year:** For many years in our education work, UCO has been positioned on a bridge between mental health workers and literacy instructors in the Ottawa area, without seeing much communication between the two professional fields. (Our teamwork experience with the Royal Ottawa Hospital being a notable exception). In 2004 the communication flow changed. UCO is delighted to share in the landmark formation of a dialogue forum between key groups in the two fields. Through this committee, mental health workers and literacy instructors are pooling their expertise to serve their mutual clients even more effectively.

**Also new:** UCO mentored a student from The Trinity Western Laurentian Leadership Centre (see Roslyn Bradford's report). And Nadia Behmann joined the UCO volunteer team. (see *Volunteers*).

#### UCO/ROH Adult Education Class

UCO continues its formal partnership with the Royal Ottawa Hospital, to provide a classroom setting within the psychiatric hospital for adults to study Math and English etc., two afternoons a week. Our students are clients of the hospital, in-patient or out-patient, and are referred by doctors and professional staff of the hospital.

During 2004, the number of students climbed back to its previous level (before

SARS restrictions). As I write this in January 2005, we have seventeen students registered, some for one afternoon, some for both – with usual attendance per class from 9 - 11. We offer continuous enrolment as space permits, and others are waiting to be interviewed.

As UCO instructor, I am responsible for determining individualized courses of study to fit each student's needs. In recent months we have seen more students enrolling at pre-High School levels. Others are studying for their General Education Diploma (GED); this may take several years to complete. Yet others are students of English as a second language (ESL), or attending for bridging purposes as they seek to re-gain academic skills after a period of mental illness. Students get excited about learning. *I'm really enjoying myself* is the kind of comment we hear frequently. That is one of the classroom's greatest achievements.

A distinctive feature of the classroom is the on-site, active partnership between the student, the instructor and the occupational therapists. We are especially grateful to Lucy-Ann Kubina, ROH Occupational Therapist, who coordinates referrals, partners with me in the classroom as she looks after any therapeutic needs, and works on behalf of students at other times of the week when UCO is not present in the hospital.

UCO made funds available to purchase individual workbooks for students, and also gift books at Christmas time. ROH provided supplies and classroom text books.

### Preaching, speaking engagements and mentoring

Profiling the needs of the poor within a Biblical framework, and sharing UCO's expertise – these are both vital parts of my task.

In addition to Coffee House speaking, in 2004 I spoke fifteen times in the community. **Denise Macartney** also preached once, for a total of sixteen UCO presentations. My public speaking tasks involved Sunday

preaching, speaking in church groups, mission presentations, lecturing to students on poverty issues, CHRI radio interview, and presentations to groups of professionals

Please see Roslyn Bradford's report for glimpses of UCO's mentoring in 2004.

### Prayer

The constraints of confidentiality seem to be no deterrent to UCO's praying community. Many UCO supporters pray faithfully for our staff, clients and Board, with necessarily limited information. Church mission groups pray for us. Some churches pray for Urban Christian Outreach by name from their pulpits. There is an old saying that reminds us that 'Prayer moves the Hand that rules the world.' This work must always be rooted in prayer.

### Volunteers

Many thanks to our volunteers who worked directly with the clients:

**Bill Cleghorn** continued visiting one client in a shelter. Bill has now completed ten years of volunteer work with UCO.

**Cara Stewart** continued to share her skills and good cheer, in tutoring English writing skills for UCO.

**Nadia Behmann** represented UCO on the new committee for instructors and mental health workers. Also, in November we welcomed Nadia as a volunteer assistant teacher in the UCO/ROH classroom. Nadia brings faith, commitment and much teaching experience to this task

**Roslyn Bradford** worked as a UCO student intern, one morning a week for ten weeks during her short time in Ottawa.

Also, thank you to our volunteers who work behind the scenes. **Monique Choquette** continues to sew beautiful scarves and drawstring bags as gifts for people in need, as well as donating fine artwork for our publications from time to time.

**ROH volunteers** are not UCO's volunteers, but I share in the responsibility for screening

potential classroom volunteers, and it is my task to train them 'on the job' and to coordinate their teamwork within the UCO/ROH classroom. What a fine, dedicated group of people! They offer dignity, humour and new skills to our students.

Every year UCO depends on **hidden volunteers** – those who represent UCO's interests within their own church. Those who pray. Those who provide just the right thing at just the right time.

**UCO Board members** are all volunteers and there is much work that needs to be done to keep a registered charity in good order. You will find their names listed on the back of this report.

Once again, I am indebted to **the Rev. Dr. Anthony Bailey** (Senior Minister of Parkdale United Church) for sharing with me his time, insight and sense of spiritual adventure in his role as Spiritual Advisor to me and to Urban Christian Outreach. I am constantly re-energized by his faith in Christ and his commitment to the poor.

Staff and clients of UCO are most grateful to all these people, and to our **supporting churches and individuals**.

*Now to him who by the power at work within us is able to do far more abundantly than we ask or think, to him be glory in the church and in Christ Jesus to all generations for ever and ever.*

*Ephesians 3:20 - 21*

**Katrine Barton-Coward**



### **Treasurer's Report**

for the year ending December 31, 2004.

*... for your Father knows what you need before you ask him. (Mat 6:8 NIV)*

A year ago when we were establishing the 2004 budget, I expressed concern about how close to the line the finances were running. I especially pointed out that the modest 2003 surplus was due to a not-to-be-repeated extraordinary gift. Since we could not expect such a gift again, we could expect a deficit in 2004 that could cause problems in the depths of the famine months in 2005. Another Board member who has more faith than I, replied, "... if we are faithful in our service, God would likewise be faithful in supporting us. The extraordinary gift in 2003 will not be repeated, but the Lord would provide something else." As 2004 was coming to an end, I nervously eyed the donations and watched my earlier concerns come to pass. Then, on the last days of the year, another extraordinary gift, almost the equal of the 2003 gift, arrived. Praise be to God who continues to surprise me with His faithfulness.

Some financial details: (more available on request)

#### **Income:**

- Total income for 2004 was \$42,593, a decrease of \$136 from 2003 income.
- Donations from churches decreased by \$2,983. In both 2003 & 2004, we received an extraordinary donation from a couple of churches. Since we received approximately the same extraordinary amount in each year, this decrease reflects a decline in regular givings.
- Donations from individual supporters increased by \$2,723.
- More than 99 percent of income was donations from individuals and churches in the Christian community. The remainder was bank interest.

**Expenses:**

- Total Expenses for 2004 were \$43,723, an increase of \$2,644 from 2003.
- Expenses directly related to clients were \$41,003. This accounts for 93.8 percent of total expenditures.
- Client Services = \$2,705
- Payroll Costs = \$35,666
- Staff Benefits = \$1,811
- Transportation = \$821
- Administrative Expenses not directly related to clients were \$2,721 or 6.2 percent of total expenditures. Most of the increase from last year is due to increasing insurance rates.

**At End of Year:** We finished 2004 with a net deficit of \$1,130.

**Projection for 2005:** The UCO Board of Directors has approved a working budget for 2005 with income of \$42,125 and expenses of \$45,285.

Sui Wai Seto, Treasurer

**Spiritual Advisor's Report**

Dear UCO Friends and Supporters,

May God's name continue to be praised in our prayers, in our discerning, in our crying out against injustice, in our tangible love of our city, in our proclamation of the good news of Jesus Christ!

At the end of three years as spiritual advisor to UCO, it dawned on me this past year that my journeying with and support of Katrine, was the contribution that I was most called to make to the life and ministry of the work.

Once again Katrine and I were privileged to meet nearly monthly to hear of the Board's joys and challenges, decisions and thinking. As well, greater clarity developed regarding

what we believed to be Katrine's prophetic task. Her bold and faithful call to the supporting and other churches to take their love of the city and their mission to the poor more seriously, was encouraged.

Later on in the year we began to discern intentionally what future plans God may have in store for UCO and for Katrine. We talked, reflected and prayed about the deep pain on the streets of our city and in the lives of those served by UCO. We also celebrated the large and small successes. Glory be to God. Once again, mutual personal and professional encouragement and support also characterized some of our times together.

Our congregation also benefited from Katrine's ministry again this year by way of her proclamation of the word at one of our Sunday morning worship services. Her bold and insightful message edified the congregation and lifted up some of the work of UCO while giving honour to God.

Our congregation at Parkdale United is so very pleased again this year to have supported prayerfully and financially UCO's ministry.

Thanks be to God for the gift that Katrine is to this city of Ottawa, and particularly its poor and vulnerable. May God continue to bless her and prosper the ministry of UCO in its ministry to Christ's beloved ones.

Please continue to uphold UCO, Katrine, Allen and all the Board in your prayers. Remember to be generous as well in your support of the ministry's financial needs.

Peace and Joy

*"But there will be no poor among you...  
...if only you will obey the voice of the  
Lord your God  
...therefore I command you, You shall  
open wide your hand to your brother, to the  
needy and to the poor, in the land."  
(Deuteronomy 15:4,5,11)*

Anthony Bailey



## **Intern's Report**

### **Eyes of the Father:**

#### **Reviewing My Internship With Urban Christian Outreach**

*(One half day a week, for ten weeks)*

#### **Introduction**

My senses were wildly alert as we walked through the parks and streets of downtown Ottawa; my eyes wide open with a different sort of sight. Instead of admiring historic buildings, casually window-shopping or thoughtfully people-watching, ... [we] had only the impoverished panhandlers, the sick and the homeless of the downtown core in mind. Thus began my internship with Urban Christian Outreach (UCO).

#### **Educational Component**

How much can you really learn in three short months? Well, it turns out much more than I could have ever expected. From the very first day that Katrine and I sat down in the Laurentian Leadership Centre, wheels that I didn't even know existed began to turn in my head.

My sociological and personal interest in community development, city planning and communal living arrangements was immediately encouraged and built upon by Katrine. I couldn't put down Jean Vanier's book *Eruption to Hope* from the second it was placed in my hands. His approach to understanding the mentally troubled, his passion for communal living as well as his heart for serving the Lord were both convicting and inspiring. Another book Katrine exposed me to was by Jane Jacobs', *The Death and Life of Great American Cities*.

As well as the excellent books and articles I was exposed to, another source of education was the literature and dialogue we sought out as we ventured into various [agencies] ... of the Ottawa area. The practical information .... was invaluable. Also, asking for literature wherever we went gave us opportunity to introduce ourselves, ask questions and create connections with people in a variety of positions in the

helping fields. This dialogue was one of the most useful educational tools of all.

#### **Practical Component**

Daily activities were centred on our "rounds" of the city. Each day Katrine would have a planned out cycle of the city, with various stops at [helping agencies] .... We also interacted with some of the panhandlers on the streets. I spent much time observing the very specifics of how Katrine interacted with our homeless friends. I was especially interested in the word choices she made, the distance she put between herself and clients, the amount of physical contact made and the art of trying to leave. Having Katrine as both a tutor and a model was an amazing experience for me to learn appropriate and effective interaction skills with this unique and sensitive group of people. There was also a very useful element of this information in the volunteer training requirements.

#### **Spiritual Component**

The spiritual component is by far the part of my internship experience that made the biggest impact. My worldview, my values, my convictions and my spirit were tested, challenged and broken throughout my three months with UCO. I grew vastly closer to the Father as I gradually began to view the city and the oppressed people of our society through His eyes.

A huge part of this growth resulted from the prayer and intercession that Katrine would lead me in as we walked the streets of the downtown core. Thoughts and observations became prayers .... Hopelessness turned to hope. My inability to change anything became God's ability to change everything. Lies were revealed and became truth. Dialogue became intercession. It was a powerful experience for me to turn so entirely out of my weakness and ignorance to a Father who knows so completely the situation of each individual we encountered and to truly understand even a small part of His love for them.

I could communicate the spiritual impact that serving with UCO had on my life for

pages and pages. Service is truly a window into God's heart and a means to seeing the world, the city, the poor and individuals through His eyes.

### Closing Comments

It is not familiar to think logically and realistically about the many social structures, family environments, and personal situations that so tragically lead many of Canada's citizens to the streets. It is not comfortable to interact with this group

of people so different, hurting and oppressed. It is not easy to consistently commit time and energy into the lives of others. Nor is it pleasant to realize that the call of Christ is not for our familiarity, comfort or ease in life, but to love and to serve. Thank you UCO for this challenging, yet life-building opportunity and example.

Roslyn Bradford, Intern



## BOARD OF DIRECTORS

(As of February 2005)

President	Allen Macartney
Vice-President	Clint Curle
Secretary	Diane Moyer
Treasurer	Sui Wai Seto
Director	Barbara Faught
Director	David Wice
Director	Marilyn Rennick
Ex-Officio	Katrine Barton-Coward (Staff)
Ex-Officio	The Rev. Dr. Anthony Bailey (Spiritual Advisor)