

**CENTRE FOR RESEARCH ON COMMUNITY
SERVICES UNIVERSITY OF OTTAWA**

**CENTRE DE RECHERCHE SUR LES SERVICES
COMMUNAUTAIRES UNIVERSITÉ D'OTTAWA**

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Our mission is “... to conduct research and provide training that will contribute to the development of effective health and social services for vulnerable populations in the community.”

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About this Edition's Contents

Bonjour et Hello!

The purpose of our newsletter is to let you know about the activities of the centre, as well as upcoming events and other pieces of information that we hope will be of interest to you. You are welcome to forward this newsletter to people that you think might be interested in our research.

This edition contains a **focus on publications**. We feature two books that have been published by the Centre's directors, a commentary that came out of one of the books and an upcoming publication.

Research Activities include notes about "**Research Connections**," the name of a group of researchers who are interested in the work of the Centre, and the Centre for Research on Community Services' **Advisory Committee**. **Student education and training** is of utmost importance at the Centre. Two opportunities that students were engaged in are reported.

The Centre for Research on Community Services has always been involved with the community. Recently Centre members have been involved in a development that we hope will be of real importance to its participants. Read about this in "**Discovery University**."

The **2005 Noon hour colloquium series on children and youth** series is entitled "Positive promotion and prevention of problems." Two upcoming colloquia are highly likely to be of interest to a number of newsletter readers. Ian Manion talks about the Centre for Excellence in Children's Mental Health at CHEO. We include a description of Mark Totten's presentation in English and French. The colloquia are one means (as is this newsletter) of making sure community gets information about research and research activities.

Finally a section on **homelessness**. The centre is very active in research and supporting other research-related activities associated with homelessness. Two of these are the **Research Forum** and the **First Report Card on Homelessness**, both from the Alliance to End Homelessness, and a most interesting account by **Elyse Sévigny** on her work looking for people who are participants in the panel study on homelessness. Enjoy reading, "Behind the scenes – en arrière scène - Une journée dans la vie d'un 'localisateur de sans-abri'".

We conclude this edition with a section on social and community-based research organizations in Ottawa, and finally CRCS people. Do contact us with feedback, information and comments.

Au sujet de cette édition

Ce bulletin a pour but de vous informer sur les projets de recherches du CRSC et sur quelques événements qui, nous l'espérons, vous seront utiles. Veuillez S.V.P. acheminer ce bulletin aux personnes susceptibles d'être intéressées par les activités du CRSC.

Nous présentons premièrement « **Focus on Publications** », une section visant à vous faire découvrir différentes publications écrites par les membres du CRSC.

Vient ensuite une section portant sur les activités de recherche et incluant entre autres la sous-section « **Research Connections** » (réseautage en recherche) qui se veut une invitation s'adressant aux chercheurs/chercheuses qui s'intéressent à la recherche effectuée au CRSC. Notez aussi la création du Comité consultatif, structure bien appréciée pour ses conseils et son aiguillage. Toujours dans la section des activités de recherche, figure un court article portant sur quelques activités (telles que des études et des présentations) dirigées par des étudiants qui sont en formation avec le CRCS.

Lisez la section « **Discovery University** » pour vous informer sur une nouvelle initiative dont pourront profiter les sans-abris et les gens à faibles revenus.

Soyez des nôtres lors des événements, gratuits pour tous, organisés dans le cadre de **la Série 2005 des colloques du midi** et ayant pour thème «Les enfants et les jeunes : promouvoir les aspects positifs et prévenir les problèmes». Le **Dr Ian Manion** fera une présentation en anglais et en français sur le Centre d'excellence provincial du CHEO pour la santé mentale des enfants et des jeunes. Le **Dr Mark Totten** du Bureau des services à la jeunesse d'Ottawa fera une présentation dans les deux langues officielles intitulée «L'intimidation et le harcèlement dans les écoles canadiennes : prévalence et efficacité de programmes». Les colloques du midi auront lieu au pavillon Lamoureux de l'Université d'Ottawa, pièce 477.

Enfin, le bulletin de nouvelles comporte une section sur les sans-abri. À ne pas manquer :

- Le **forum de recherche de l'Alliance pour mettre fin à l'itinérance**
- Le **premier rapport** portant sur les sans-abri à Ottawa.
- En arrière scène : une journée dans la vie d'**Élyse Sévigny**, une «localisatrice de sans-abri».

Nous concluons ce bulletin de nouvelles en énumérant quelques organismes importants et en vous présentant Cristina Bonetta, une des coordonnatrices de projet au CRSC (à la section «**CRCS People/Personnel**»). Nous vous invitons à nous faire parvenir vos commentaires, vos suggestions ou autres informations.



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Focus on Publications

In this section, we give you some information about some publications (published and upcoming) from members of the Centre for Research on Community Services and a memoir associated with one of the books.

Le suivi communautaire en santé mentale – Une invitation à bâtir sa vie.

(University of Ottawa press / Les Presses de l'université d'Ottawa)

Tim Aubry et Rosanne Émard (eds.) ont lancé leur livre, intitulé « Le suivi communautaire en santé mentale – Une invitation à bâtir sa vie ».

« Ce livre impose comme ouvrage de référence en langue française permettant d'affronter le grand défi que constitue le développement d'une technologie psychosociale et de services qui aideront la personne-utilisatrice à se rétablir et à retrouver sa place comme citoyenne dans la communauté. Le suivi communautaire a fait ses preuves comme intervention par excellence. Cet accompagnement individualisé dans la vie quotidienne et communautaire offre à la personne

de développer des rôles valorisants une vie active et satisfaisante, à gérer les crises et même à éviter l'hospitalisation. » p 52, University of Ottawa Press Catalogue 2005.

A Quarter Century of Normalization and Social Role Valorization: Evolution and Impact

(University of Ottawa press / Les Presses de l'université d'Ottawa)

Robert J. Flynn and Raymond A. Lemay (Eds.)

“During the late 1960s, Normalization and Social Role Valorization (SRV) enabled the widespread emergence of community residential options and then provided the philosophical climate within which educational integration, supported employment, and community participation were able to take firm root. This book is unique in tracing the evolution and impact of Normalization and SRV over the last quarter-century...” p. 54 University of Ottawa Press Catalogue 2005. For more on this Book, read the article below.

Memories of Normalization and Social Role Valorization by Vivien Runnels

Whilst searching for an article by Mike Oliver, (a prominent British writer on the social model of disability,) I came across "A Quarter-Century of Normalization and Social Role Valorization: Evolution and Impact. (1999) eds. R.J. Flynn and R.A. Lemay University of Ottawa Press. This book consists of papers that were presented and or developed as a result of a conference in Ottawa, “Twenty-five Years of Normalization, Social Role Valorization, and Social Integration: A Retrospective and Prospective View,” held in May 1994. It's a huge volume, about 570 pages, very detailed, and includes contributions by the editors, as well as Mike Oliver. The book has some significant historical contributions to the field including the origins by Nirje and Wolfensberger. There are chapters on the impact of Normalization and Social Role Valorization (SRV) on social services, education, residential services, social policy and supported employment in Europe, Canada and the United States. For those interested in measurement and evaluation there is a chapter by Bob Flynn entitled, “A comprehensive review of research conducted with the program evaluation instruments PASS and PASSING.” Bob Flynn and Carole St-Denis also contribute a bibliography on Normalization, SRV, PASS and PASSING encompassing thirty years. The Wolfensberger v. Oliver debate is very interesting, and perhaps because the papers were originally delivered orally, one can hear the fire and passion behind the arguments.

For me, the book was also a somewhat nostalgic trip allowing me to recall my early experiences in the late 1970s and early 1980s with normalization (through my work with community agencies and a school board) for people who were ‘mentally handicapped’ in British Columbia. As workers and parents we were concerned that our members led ‘normal’ lives, were not excluded from day-to-day activities including work and further education, and lived in decent housing (we started to reassess our large custom built group homes), and we developed Individual Service Plans with our members’ involvement and direction. The Woodlands Parents’ Group in B.C. was highly active and effective in mobilizing support for their sons’ and daughters’ deinstitutionalization, and also in conceiving new systems of support. These included brokerage models which have since developed into personal brokerage models in some parts of the world, and evolved into direct payment schemes in others, notably in the United Kingdom. Job placement for mentally handicapped adults and ideas of supported employment were also

part of the experience. All these activities and new directions seemed attainable and practical to us and without any doubt, the right thing to do. For many of us in the field, we had little idea that there were theoretical underpinnings and academic discussions behind them.

The early 1980s brought the International Year of Disabled Persons which prompted all sorts of projects. My own involvement included the research, development and piloting of a program for parents of adults who were mentally handicapped where, with the active involvement of the parents, we tackled such issues as the death of parents of adults, the provision of financial care and housing, and we also posed hard-hitting questions that challenged people's ideas about the abilities of their own sons and daughters. We were also to propose research into and development of a new program which focussed on children who had special needs within the context of Early Childhood Education on the basis that these children were part of the community not apart. Perhaps the most outstanding 'movement' I observed was the development of 'People First,' a self advocacy organization through which individuals made all sorts of personal gains, as well as making considerable differences to the way society thought about people with developmental disabilities.

We learned about the limitations of language. Social Role Valorization was a mouthful. The language and concepts of SRV (and perhaps as well, the social model of disability) were not nearly as accessible as normalization where the meanings seemed to be very much crystallized into one word which most of us could understand without having high school educations or degrees in sociology. Other terminologies, - mainstreaming, integration, were also easier to access. What was probably the hardest for many was a questioning and sometimes the dismissal of any evaluative terms such as special needs, disabled, handicapped etc. Some of us continue to look for an absence of these terms as an expression of participation, equity and equality.

Looking back, they were years of incredible accomplishments, that asked society in general to take a different look at people who had been labelled and oppressed. Social Role Valorization indeed continues to provide a critical framework and to be a significant and ongoing influence in reflecting upon, assessing and valuing community living.

Note: This article is adapted from an article by Vivien Runnels in the Rehab Network, Number 66 April 2004 15-16, a professional journal of the Vocational Rehabilitation Association of the United Kingdom.

“Promoting Resilience in Child Welfare” – an upcoming publication

The Fall 2005 Catalogue University of Toronto Press will feature what is likely to be considered an important contribution to the child welfare literature. “Promoting Resilience in Child Welfare,” edited by Robert J. Flynn (University of Ottawa) Peter Dudding (Child Welfare League of Canada) and James Barber (University of Toronto) speaks to more effective ways of improving the lives of young people being looked after in out-of-home care. Building on the content and success of the 2004 international conference at the University of Ottawa, “Promoting Resilient Development in Children Receiving Care/Promouvoir le développement et la résilience chez les enfants recevant des services d'aide à l'enfance, » the book, will present reviews of

research, new empirical findings, and useful practice and policy suggestions derived from the perspectives of LAC and resilience theory.

Since its initial development in Britain, beginning in 1987, the Looking After Children (LAC) initiative has had a profound influence in Canada, Australia and Europe, in sharpening the developmental focus and improving the quality of services for children and adolescents who, because of abuse, neglect, extreme poverty, or other circumstances, live in out-of-home care. With its emphasis on high expectations, positive substitute parenting, and good short-term and long-term outcomes, LAC has been an important vehicle for promoting resilience (i.e., positive outcomes in spite of serious threats to development) in child welfare, one that will remain a beneficial influence in Canada and internationally for many years to come.

Research Activities

Research Connections

The work of the Centre for Research on Community Services (CRCS) has a focus on vulnerable populations and social exclusion issues. It has considerable expertise and experience in areas such as homelessness, mental health, children in care, disability and rehabilitation and other social issues. Academic members of the Centre meet regularly to discuss research opportunities, develop collaborations, report on studies and share information. If you are an academic member of the University of Ottawa, and you are interested in learning more about these meetings and the focus and interests of the Centre for Research on Community Services, please contact Vivien Runnels 562 5800 ext 1856 for further information.

CRCS Advisory Committee

The Centre for Research on Community Services is delighted to announce the inauguration of its Advisory Committee. The Advisory Committee, whose composition reflects the multi-disciplinary and multi-level nature of the Centre's research, provides input around its research priorities and helps the Centre to stay connected to local, provincial and national issues. We sincerely thank the members for their participation. Centre for Research on Community Services representatives Bob Flynn, Tim Aubry and Vivien Runnels, with Brad Cousins of the Faculty of Education, met with Advisory Committee members Michael Allen, President / Executive Director United Way/CentraideOttawa; Kevin Barclay, Executive Director Champlain District Health Council; Alex Cullen, Councillor for Bay Ward, City of Ottawa and Mary Jelinic, Ministry of Children and Youth Services.

Student Activity at the Centre for Research on Community Services

Canadian Peer Support Annual Conference. Introduction to Program Logic Models

The 4th Annual National Peer Support Conference, University of Ottawa January 16, 2005

Julie Beaulac & Tiffany Hunt-Shanks, two PhD clinical psychology practicum students with CRCS, recently conducted a workshop on the basics of program logic models at the 4th Annual National Peer Support Conference. In this workshop, common terminology, purposes, and key components of program logic models were described. To provide an interactive, concrete

example, a program logic model of the University of Ottawa Peer Help Centre was developed and reviewed. The session concluded with some discussion around processes pertinent to program logic model development and evaluation concerns. Big thanks to Julie and Tiffany for their contributions to the Canadian Peer Support Conference!

Implementation Evaluation of a Smoking Cessation Drop-In Group

Corien Peeters, Tiffany Hunt-Shanks, Sarah A. Birnie, Tim D. Aubry, School of Psychology and the Centre for Research on Community Services, University of Ottawa

This abstract summarizes the findings and conclusions of an implementation evaluation of an Ottawa-based, multi-site, Smoking Cessation Drop-In Group (SCDG). The drop-in groups provide educational and social support to individuals at various stages of quitting smoking. The present evaluation was designed to answer the following questions: 1.) What is the Program Logic Model for the SCDG? 2.) Are the SCDGs being delivered to the intended population? 3.) Are the SCDGs being implemented as intended? 4.) Are clients satisfied with the SCDGs?; What are suggested improvements? The evaluation methodology included key stakeholder interviews with drop-in group participants (N=15) and group facilitators (N=6), group observation, consultation with group sponsors, and review of program documentation. Results highlighted many issues including overall participant satisfaction and good adherence to the educational and social support needs of the participants. However, low attendance was noted across sites. In addition, the program did not appear to be reaching the target population. Recommendations were developed including developing specific recruitment and advertising strategies, amalgamating the different sites into one group, adding incentives for participation, developing strategies to improve communication between group facilitators and clients regarding educational needs, as well as between facilitators and the program coordinator; and conducting ongoing program monitoring.

Discovery University

For the past few months, representatives from a number of organizations have been meeting to discuss the formation of Discovery University, an unusual program in that courses are intended to attract and engage persons who are experiencing homelessness or living on low-incomes. In March 2005, Discovery University will begin its first offering: an 8-week, non-credit university-level course called “*Discovering Fiction.*” This course is being taught at the University of Ottawa by a professor in the Department of English. The goal of the project is to “provide university-level education to persons experiencing homelessness or living on low-income, in order to foster a new sense of citizenship and a commitment to learning and critical thinking that could ultimately lead to personal growth and social change.”

People who are living in poverty can be overwhelmed with feelings of hopelessness. Sometimes they may not see any way to change their present circumstances. Thinking reflectively about their circumstances through drawing on life experience and through education may help. Based on the Bard College Clemente Course in the Humanities in the United States and other models of programming in Canada, Discovery University hopes to give individuals an educational opportunity that they might not have otherwise by providing university-level courses in the humanities such as literature, philosophy, and history.

The organizing committee looks forward to an evaluation of the pilot program by graduate students as part of their practicum and internship programs through the Centre for Research on Community Services. It is hoped that the evaluation will provide direction on changes for improvement. The plans for the future include continuing to provide university-level courses in the humanities and seeking funds to coordinate the program and pay for other associated costs. To date, in order to cover costs, Discovery University has been supported by donated time, contributed talents, and money, all from a number of organizations and individual volunteers in the Ottawa area, including First Baptist Church, the University of Ottawa, the Centre for Research on Community Services, The City of Ottawa, Saint Paul University, The Mission, Cornerstone/LePilier and St. Joe's Women's Centre.

Noon Hour colloquium series

Centre for Research on Community Services Noon Hour Colloquium Series 2005
Children and Youth: Positive Promotion and Prevention of Problems

The following events are free and open to all those interested. They are held in **Lamoureux Hall Room 477. Accessible.** RSVP much appreciated. (crsc@uottawa.ca or 562 5800 x.1856)

Tuesday March 22, 2005 from noon to 1:00pm. The Provincial Centre of Excellence for Child and Youth Mental Health at CHEO: Implications across disciplines for research, education, training, and beyond. Dr. Ian Manion, Provincial Centre of Excellence for Child and Youth Mental Health In English and in French. **Lamoureux Hall Room 477**

Tuesday May 10, 2005 from noon to 1:00pm. Bullying and Harassment in Canadian Schools: Prevalence and Program Effectiveness Dr. Mark Totten, Youth Services Bureau of Ottawa – in English and French. **Lamoureux Hall Room 477**

Please note that the Location of Series is NOT at the Centre for Research on Community Services but at **Lamoureux Hall Room 477.**

Information? Please contact Vivien Runnels by phone at 562-5800 extension 1856 or by email at crsc@uottawa.ca



Centre de recherche sur les services communautaires

Série 2005 des colloques du midi

Les enfants et les jeunes : promouvoir les aspects positifs et prévenir les problèmes

Mardi le 22 mars 2005, de 12 h à 13 h : «Centre d'excellence provincial du CHEO pour la santé mentale des enfants et des jeunes : implications pour la recherche, l'éducation, la formation et plus encore des diverses disciplines». Présentation donnée en anglais et en français par le Dr Ian

Manion du Centre d'excellence provincial du CHEO pour la santé mentale des enfants et des jeunes **au pavillon Lamoureux pièce 477.**

Mardi le 10 mai 2005, de 12 h à 13 h : «L'intimidation et le harcèlement dans les écoles canadiennes : prévalence et efficacité de programmes». Présentation donnée en anglais et en français par le Dr Mark Totten du Bureau des services à la jeunesse d'Ottawa **au pavillon Lamoureux pièce 477.**

Veillez noter que l'endroit où se dérouleront les colloques N'EST PAS le Centre de recherche sur les services communautaires. Les colloques auront lieu à la **pièce 477 du pavillon Lamoureux** de l'Université d'Ottawa. Pour de plus amples informations, veuillez contacter Vivien Runnels par téléphone au 562-5800 poste 1856 ou par courriel à crsc@uottawa.ca .
Gratuit pour tous.



Bullying and Harassment in Canadian Schools: Prevalence and Program Effectiveness
CRCS May 10, 2005

Dr. Mark Totten, Youth Services Bureau of Ottawa

This workshop explores key findings from the Canadian Public Health Association's (CPHA) national anti-bullying best practices project, funded by NCPC. Five different instruments were developed to collect data in fall 2003 and spring 2004 from seven schools across Canada (n = 3,650): 2500 students, 950 parents, and 200 teachers/administrators. The schools are located in Manitoba, Quebec, British Columbia, New Brunswick, and Ontario. Three sites had been running a school-wide anti-bullying program for one year or more; three schools were developing a program; and one school did not have any anti-bullying program components in place. Approximately one-half of the student participants had a parent who completed a survey (surveys were coded to allow for parent-child comparison) and all student participants were coded in order to complete a comparative analysis of change over time.

The data from this study are comparable to the findings from other major studies in Canada and elsewhere in the world. However, this study is unique for a number of reasons: it provides detailed information on the nature and incidence of under-studied forms of bullying, harassment and discrimination in a large sample (for example, electronic and social bullying; sexual harassment and unwanted sexual contact; racist behaviour); and for the first time in Canada, comparison is possible between coded student, parent and teacher reports in a multi-site study.

Although these findings should be interpreted cautiously, they are supported by a growing body of research evaluating the outcomes of anti-bullying programs. This research suggests that in the absence of a richly resourced, evidence-based multi-year whole-school approach, these initiatives will have few beneficial effects.

Dr. Mark Totten is the lead researcher on this project and is Director of Research at the Youth Services Bureau of Ottawa.

Intimidation et harcèlement dans les écoles canadiennes : Prévalence et efficacité des programmes

Cet atelier explore les observations clés du projet national sur les pratiques exemplaires de prévention de l'intimidation mené par l'Association canadienne de santé publique (ACSP), avec le soutien financier du CNPC. Cinq outils différents ont été élaborés pour recueillir des données à l'automne 2003 et au printemps 2004 dans sept écoles au Canada (n = 3 650) : 2 500 élèves, 950 parents et 200 enseignants/administrateurs. Les écoles sont situées au Manitoba, au Québec, en Colombie-Britannique et en Ontario. Parmi les écoles sélectionnées, trois avaient mis en œuvre un programme anti-intimidation depuis un an ou plus; trois autres étaient en train d'en élaborer un; et une seule n'avait mis en place aucune composante d'un programme anti-intimidation. Les parents d'environ 50 % des élèves participants ont rempli un questionnaire d'enquête (les questionnaires portaient un code pour permettre de comparer les réponses des enfants et celles de leurs parents), et tous les questionnaires remplis par les élèves participants portaient un code pour permettre de faire une analyse comparative de l'évolution de leurs réponses au fil du temps.

Les conclusions de cette étude sont comparables à celles d'autres études d'envergure menées au Canada et ailleurs dans le monde. Toutefois, cette étude est unique pour bon nombre de raisons : elle fournit de l'information détaillée sur la nature et l'incidence des formes d'intimidation, de harcèlement et de discrimination de tous types (par exemple, l'intimidation électronique et sociale; le harcèlement sexuel et les contacts sexuels non désirés; le comportement raciste) qui n'ont pas été suffisamment étudiées; et pour la première fois au Canada, la comparaison est possible entre les rapports codés des élèves, des parents et des enseignants dans une étude multi-sites.

Même si ces conclusions doivent être interprétées avec prudence, elles sont appuyées par les conclusions d'un nombre croissant d'études qui évaluent les résultats des programmes anti-intimidation. Ces recherches suggèrent qu'en l'absence d'une approche pluriannuelle, fondée sur des preuves, disposant des ressources nécessaires et visant l'ensemble du milieu scolaire, ces initiatives auront peu d'effets positifs.

M. Mark Totten est le chercheur principal de ce projet et le directeur de la recherche au Bureau des services à la jeunesse d'Ottawa.

HOMELESSNESS

Research Forum

The Press release from the University of Ottawa media relations team announced the Alliance to End Homelessness Research Forum as "This first of its kind meeting (which) will put the spotlight on burning issues facing all of us as the national crisis around homelessness deepens." Held on November 22nd, National Housing Day, members of the Ottawa community including Mauril Bélanger, Ed Broadbent, Alex Munter and leading homelessness and internationally

recognized health researcher Dr. Stephen Hwang came together at the University of Ottawa to talk about homelessness. The event was covered by French and English Ottawa television and radio stations. Some of the topics covered during the forum as presentations and as poster presentations included: information on who is homeless in Ottawa; Findings and Facts from the CRCS Panel Study on Homelessness; end-of-life care for people who are homeless; supportive housing for older homeless women, and many other topics. The day also featured a consultation with participants on priorities for research on homelessness. The day was well attended (200 people) and productive. Organizers hoped that participants would come away better informed as to the nature of research into homelessness in the Ottawa area and its implications, have taken advantage of the consultation regarding priorities for research, as well as to help raise awareness of the issues with the general public.

The contents of the keynote address, presentations and poster presentations including the Panel Study Findings and Facts on Homelessness are available at: - <http://www.socialsciences.uottawa.ca/crcs/eng/conf.asp>.

Click on the heading [Program, Keynote Address, Presentations and Posters](#) (pdf)

For enquiries about the Alliance to End homelessness please call Lynne Browne, Alliance to End Homelessness 613-241-7913 ext 205, ldbrowne@ysb.on.ca.

For research on homelessness from the Centre for Research on Community Services, please check out <http://www.socialsciences.uottawa.ca/crcs/eng/publ.asp> and click on Homelessness.

Experiencing Homelessness: The First Report Card on Homelessness in Ottawa

As an outcome of the Literature Review for the Development of the Report Card on Homelessness in Ottawa reported in the last edition of this newsletter, and a considerable number of hours of work, the Alliance to End Homelessness launched its first Report Card on Homelessness at a media conference in Ottawa on March 2, 2005 a week after the federal government budget announcements that did not include any provisions for housing. The report card says that more than 8,600 people in Ottawa stayed at City Shelters last year. Nearly 13 per cent of those were children.

The 16 page Report is now available in English and French in PDF format and it can be downloaded from United Way's website: <http://www.unitedwayottawa.ca/>. Scroll down the home page to What's Happening at United Way/Centraide

The Report Card was highlighted in an Ottawa Citizen article, "Homelessness report paints bleak picture," by Pauline Tam on March 2, 2005 and featured on CBC's Ottawa 91.5 FM) All in a Day show with Brent Bambury. Charles Gordon's column in the Ottawa Citizen also featured commentary about the report card on homelessness.

As well as wide media coverage in print, television and radio, Tim Aubry of the Centre for Research on Community Services, Diane Morrison of the Mission and Derrick, a former client of the Mission joined host Catherine Clark on the sixty minute Rogers television program, "Talk Ottawa" on March 3, 2005.



Behind the scenes – en arrière scène - Une journée dans la vie d'un 'localisateur de sans-abri'. Elyse Sévigny.

As we noted in our last edition, the production of community-based research involves a lot more than is immediately apparent! Read a sample composite day of what one of our energetic, patient and optimistic staff members does behind the scenes on the Panel Study on Homelessness.

Mardi, le janvier.....

08 :15. Bien emmitouflée dans mes deux manteaux, mes combinaisons, mes bas de laine, ma tuque et mes mitaines, je me dirige vers mon bureau à l'Université où je reprends mon travail de localisateur pour l'étude de sans-abris. Il fait moins 32, moins 79 avec le facteur éolien (ou est-ce qui ont pris ça ce mot là). On pourrait pas faire cette étude au mois de juin!!!! Encore une fois ma journée de travail a commencé avec le même rêve que je fais tous les matins où je revois ma liste de personnes manquantes et les noms défilent devant mes yeux et je me demande où et comment je vais les localiser.

9 :00. Ah, une bonne tasse de café chaud et j'écoute mes messages pour voir si quelqu'un aurait répondu aux nombreux messages et lettres que j'ai envoyés. 'Vous avez un nouveau message dans votre boîte vocale' Youpii, le gars d'Edmonton que sa mère ma jurée qu'elle lui ferait le message?? Encore un message du numéro 619, ça fait quatre fois qu'il m'en laisse pour confirmer notre rendez-vous de demain soir. Toujours les mêmes qui appellent. Les autres, les manquants, n'appellent pas.

9 :40. Je dois sortir pour bouger ma voiture, ça fait plus d'une heure que je suis là et à ce rythme là je vais devoir ma paye entière à la Ville d'Ottawa en contraventions. Je suis armée d'affiches et de lettres à laisser en route. Cette fois-ci j'arrête au refuge St-Joe's vérifier si la numéro 342 est venue chercher son courrier.

10 :00 De retour à mon bureau, je vérifie mes messages, deux appels de résidentes de Cornerstone qui ont vu mon affiche et qui veulent faire le questionnaire. Je vérifie ma liste et leurs noms n'y apparaissent pas.

10 :40 Je regarde ma liste d'hommes manquants, peut-être en les regardant plusieurs fois par jour ils vont apparaître. (ça ne marche pas). Je téléphone pour la 8ième fois chez le numéro 256. Son cellulaire n'est pas en mesure de recevoir de message, encore une fois!

11 :10 Il est l'heure de ma visite hebdomadaire aux refuges d'hommes. Premier arrêt : Les Bergers de l'Espoir (espoir d'en trouver un??) Je vais peut-être en trouver un ou deux sur la rue avant qu'ils entrent à la Soupe Populaire. Devant le Refuge, je suis accostée par une femme d'une trentaine d'années qui me demande qui je suis. Je deviens tout excitée en pensant qu'elle est peut-être sur ma liste. Alors je lui donne mon nom en retour du sien et vite je jette un coup d'œil à ma liste (comme si je ne la connaissais pas par cœur). Hélas, son nom n'y était pas. Mais

elle a quand même fait preuve de gentillesse en m’offrant de me montrer où se trouvait des travailleurs.

12 :00 L’heure du lunch et la soupe populaire se remplit d’hommes et de femmes que j’observe de près, tentant d’en reconnaître quelques-uns, ou espérant qu’une âme charitable me demande ce que je fais là (à part me réchauffer) et qui me pointerait vers certains de leur confrères qui étaient possiblement sans-abri il y a deux ans.

13 :20. De retour bredouille au bureau. ‘Votre boîte vocale ne contient aucun nouveau message’. Je regarde ma liste encore une fois, rien n’a change. Je fais quelques appels, en vain. Je poste quelques lettres en incluant une pièce de 25 cents dans l’enveloppe pour payer leur appel

14 :30. Je vérifie des numéros de téléphone et des adresses à l’ordinateur. Je tente toutes les combinaisons possibles de numéro de téléphone et d’adresses, sans succès.

15 :15. Je range mes outils de travail, je mets mes documents (ces mêmes listes de noms dont je rêve à tous les matins) dans mon sac.

Je remets mes deux manteaux, mon foulard, ma tuque et mes mitaines et, qu’est-ce que j’entends, on sonne a la porte. Les seules personnes qui sonnent a la porte sont les gens qui ne travaillent pas a l’Université. Ma patronne répond et j’entends des voix fortes qui se dirigent vers mon bureau. Un homme, une lettre a la main, se présente. Son nom m’est tres familier, je le cherche depuis le mois d’octobre. Il me demande si c’est moi qui lui ai envoyé cette lettre et il me dit qu’il a le temps maintenant de faire mon questionnaire. Je lui indique la chaise et je retire mes deux manteaux, ma tuque et mes mitaines. Je lui offre une tasse de café pendant qu’il lit le consentement et me voilà ici pour les prochaines deux à trois heures. Mais au moins j’en ai trouvé un (ou plutôt, c’est lui qui m’a trouvée).

17 :20. Ouf, ma journée est terminée, je m’emmitoufle une autre fois et je trouve, bien sur, une contravention sur mon pare-brise. Au moins j’ai un nom de moins sur ma liste, un de moins à qui je vais rêver.

Literature on housing and homelessness –recent publication

Gordon Josephson of HRSC Canada - Relating Homelessness to Education Employment and Income Support - A Review of Canadian Literature

http://www.recherchepolitique.gc.ca/v7n2_e.pdf page 66.

Social Research and Community-Based Research Organizations in Ottawa

- Social Planning Council of Ottawa Le Conseil de planification sociale d’Ottawa.
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 Tel. No. 236 9300 www.spcottawa.on.ca
- Ottawa CED Network/Réseau DÉC d’Ottawa
 Renseignements ou Inscription: Lisa Jayne, coordonnatrice du Réseau DEC d’Ottawa (RDECO) : cednet@spcottawa.on.ca ou 236-9300, poste 304

Website/site Web: www.ced-dec-ott.net

for further information or to register for workshops please contact Lisa Jayne, Coordinator, Ottawa CED Network (OCEDN): cednet@spcottawa.on.ca or 236-9300 ext. 304 Website/site Web: www.ced-dec-ott.net

- CBRNO The Community-Based Research Network of Ottawa
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The Centre for Research on Community Services at the University of Ottawa, conducts high quality research and evaluation in social issues for community services in order to provide bases of evidence for service provision and for the wider community. The Centre's research focuses on homelessness, community mental health, children in care and youth problem prevention and positive youth development, and utilizes a variety of methodologies to answer research and evaluation questions.

The CRCS newsletter is published twice a year.

Nous effectuons la recherche et l'évaluation des données sociales d'un niveau supérieure pour les services communautaires afin de fournir des bases d'évidence pour des provisions de services à la vaste communauté. Les recherches du Centre se concentrent sur le phénomène des sans-abri, la santé mentale de la communauté, les soins des enfants et la promotion pour la protection des jeunes. Aussi, nous utilisons une variété de méthodologies pour répondre à des questions de recherches et d'évaluation.

Le bulletin de CRSC paraît deux fois par année.

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