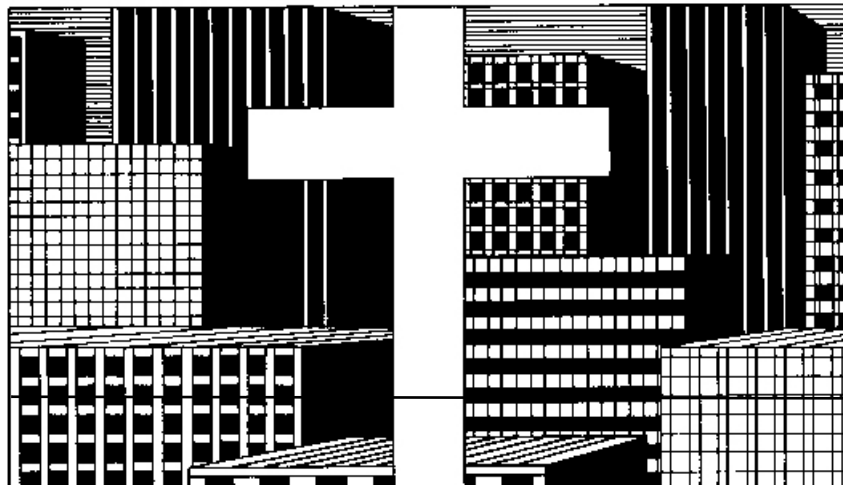


# *Urban Christian Outreach* *(Ottawa)*



*2019 Year in Review*  
*(Issued June 2020)*

**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 by 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 2019**

Dealing with the changes in society due to the Covid-19 crisis and lockdown have been a struggle for most of us. We have had to make changes to our way of living, which is not easy. The poor in downtown Ottawa have had to struggle more as a result. Many of the places they go to have been closed, cash payments changed to credit or debit cards, plus there are fewer people downtown to help them. Jill has continued in her efforts to help them, as she explains in her last newsletter, by making care packets for them including sandwiches and other items. I enjoyed hearing about the veteran she met as she headed toward Chinatown, who said that no one had ever made so much of an effort to help him. I have heard many stories from Jill of people downtown who have said that to her. As a Board member, it has been encouraging to hear her reports of those she has ministered to with the love of Jesus Christ.

*“For I was hungry and you gave me food, I was thirsty and you gave me drink, I was a stranger and you welcomed me, I was naked and you clothed me, I was sick and you visited me, I was in prison and you came to me. Then the righteous will answer Him, saying, ‘Lord, when did we see you hungry and feed you, or thirsty and give you drink?’ ... And the King will answer them, ‘Truly I say to you, as you did it to one of the least of these my brothers, you did it to Me.’”*  
*Matthew 25: 35-40*

The first time I met Jill was in Trinity Anglican Church almost 20 years ago, and I was impressed with her very quickly because I saw the love of Christ beaming from her. She led an Alpha program at the Church, which many members attended.

Later on, I enjoyed attending a women's, Bible study at her home for a few years. Also, in the last year she was a major support to Margie Cunningham, who is also a friend of mine. Margie wanted her to stay overnight with her some evenings at the Bruyere hospital, plus she would visit her very regularly.

When she asked me to come on the Board starting in year 2011, I was eager to use my administrative skills to help in the Treasurer position. After 6 to 7 years in that position, my role changed to President (but the position of Treasurer is extremely more labour intensive). Jill has undertaken the position of Treasurer, but now UCO has 4 new wonderful Directors on the Board who are very capable and passionate about the ministry to the poor, so I know that as I retire, there is a good leadership team there now to take the ministry along the path as the Lord directs.

*“Has not God chosen those who are poor in the world to be rich in faith and heirs of the Kingdom, which He promised to those who love Him?” James 2:5*

Respectfully Submitted,  
**Mary-Anne Zwicker, President**



## **2019 Annual Report from the Executive Director**

(Based on a 28 – hour salaried week)

### **Dear Brothers and Sisters-in-Christ,**

We thank God for his faithfulness in 2019, as he continued to provide for us, and led us in our ministry work to Ottawa's poor, homeless and marginalized.

***Make a joyful noise to the Lord, all the earth! Serve the Lord with gladness. Come into his presence with singing! Know that the Lord, he is God! It is he who made us, and we are his; we are his people, and the sheep of his pasture. Enter his gates with thanksgiving, and his courts with praise! Give thanks to him; bless his name! For the Lord is good; his steadfast love endures forever, and his faithfulness to all generations. Psalm 100 ESV***

### **Sidewalk Outreach and Pastoral Care**

As I reflect on 2019, and the amazing works that God has done through your generosity, I cannot help but give Praise to God, for the love and blessings that he has poured out among the poor. Sometimes I feel so undeserving to be a part of this amazing ministry, and I find there have been many moments of grace along the way, where I just sit back and watch the loving heart of Jesus minister to those suffering, and I am left in awe. Nothing that I do, or that I say can in any way compare to what our Lord does and has done.

In 2019, we lost a dear homeless friend whom I will call Bill. He struggled with homelessness for many years, despite our help at securing housing for him. He was most comfortable sleeping outside in a sleeping bag during the summer, but would sometimes seek shelter during the winter months. We continued to meet regularly with Bill and would accompany him to doctor's appointments, and other appointments. By God's Grace, we were able to help him with his paperwork to receive Old Age Security, and helped him with his taxes and other matters. Mostly, it was a joy to sit over coffee and to pray with Bill, to see the heart of Christ reflected in his kindness and simple ways. In December, Bill went to be with our Lord, succumbing to the elements outside. As sad as this was, we trust that it was in God's perfect timing. We give thanks to God for Bill, and for the blessing that he was, even in homelessness. Especially in homelessness.

It is a joy and privilege to work with a woman I will call Edith. Edith struggles to navigate the systems of support, and frequents drop-in centres and soup kitchens. Although she has housing, it is vicarious. Much of her life is a secret to us, known only to God, and her choices sometimes end up causing her a lot of difficulty. However, her faith is beautiful. Despite her difficult life, the light of Christ shines through her, and she dusts herself off and picks herself up and commits to try again. We resist the urge to 'fix' her situation, rather we come alongside her and help where we can, and trust that God is at work in her life, in His perfect timing, and not ours.

***Let us know; let us press on to know the Lord; his going out is sure as the dawn; he will come to us as the showers, as the spring rains that water the earth.” Hosea 6:3 ESV***

With permission to use her name, I would like to share a story about a woman that UCO had the privilege to know and to love since the beginning of our ministry many years ago. Margie, or 'spitfire' as she was aptly nicknamed, met with Katrine, faithful founder of UCO, to study God's Word and for help with various life skills. I have had the joy of working with Margie since Katrine's retirement, and have come to love her as a friend and as a sister-in-Christ. In 2019, Margie was diagnosed with cancer, and it was my joy and privilege to closely walk alongside her during her final months. Margie went home to Glory to be with our Lord in March of this year. I miss her dearly, and would like to share the blessing that she was to me and to many others.

In the spring of 2019, we had the honour of sponsoring Margie on a Tres Dias women's course. Margie joined dozens of other women at a camp in the country, to learn more about Jesus, to draw closer to him and to be blessed. And she was, so much so that she said it was the best experience of her life. Not only was she blessed, but she was a blessing to many others during that weekend, and formed many new friendships. Those friends, along with other supportive communities, gathered around Margie as she bravely faced her illness. Margie's faith was so strong; she knew that God would look after her. She encouraged those around her and she blessed us with her gift of music. Pamela, UCO Volunteer, regularly met with Margie, and Margie said that she would always look forward to Pamela's cheery nature to cheer her up when she was feeling a bit discouraged. Margie gave so much, and yet she was humble enough to receive. I will remember our many times of prayer – what a gift of prayer she had – and her requests for me to read the Psalms to her.



I will remember playing Parcheesi and Yahtzee and wheeling her around in her wheelchair to women's breakfasts and out in the community in the earlier part of her illness. But mostly, I will remember the witness that she was to so many, through years of enduring physical and social challenges. She rose about her many challenges and put her trust in Jesus, and the Joy that is His became hers. All of us at Urban Christian Outreach, including our dear artist and friend Monique, who had become close friends with her, thank God for Margie, and we thank God for her family, including her sister Anne, who we have come to know and love. Margie is home with her Lord and Saviour. Praise be to God! Alleluia!

***The Lord is my shepherd; I shall not want. He makes me lie down in green pastures. He leads me beside still waters. He restores my soul. He leads me in paths of righteousness for his name's sake. Even though I walk through the valley of the shadow of death, I will fear no evil for you are with me; your rod and your staff, they comfort me. You prepare a table before me in the presence of my enemies. You anoint my head with oil; my cup overflows. Surely goodness and mercy shall follow me all the days of my life and I shall dwell in the house of the Lord, forever. Psalm 23 ESV***



## **Bible Study**

Our one -on -one Bible studies continued to be a favourite part of our ministry work for me. We met in borrowed downtown rooms, in restaurants, food courts, churches, and on park benches to open our Bibles and to learn about God's amazing love for us. During this current time of the Covid-19 pandemic, we are meeting via telephone to study God's word. We meet daily with one person and are working through the Bible, one chapter per day; we have almost finished the book of Exodus and will be onto Leviticus! We are also able to connect some people to Sunday church services, over the telephone and via the internet.

I play my church's Sunday service 3 times each Sunday on my computer, and then call and merge people over my cell phone, placing my phone next to my computer's speaker. If you are not able to listen in to a church service on a Sunday, or would like to participate in a mid-week Bible study, please leave a message at 613-233-6633, and I will call you to work out a schedule. Praise God that people who might not have otherwise been able to attend a church service, can now participate from home!

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

We enjoy a unique partnership with the Royal Ottawa Mental Health Centre, where we work alongside Occupational Therapists (OT's) and volunteers to provide an Adult Education Program in a classroom environment. We are grateful to **Paula Osborne, OT Tech**, and to **Anie Charlebois, OT**. Enrolment is ongoing throughout the school year; students are not restricted to the September to June schedule offered by the school boards.

Students worked on a variety of subjects including math, history, science, English reading and writing, Food Safety Training, computer skills, and G.E.D. (High school equivalency) and I.L.C. (Independent Learning Centre) credits. At the time of writing, our class is currently on hold due to the Covid-19 crisis, but we hope to back in class in the fall of 2020.



## Speaking Engagements, Advocacy, and Community Networking

We are grateful for the many churches and organizations who continued to bless us through their Missions tithes and offerings, by inviting us to speak to their congregation or small group, by printing our quarterly newsletters, by praying for UCO's needs, by offering us rooms in which to meet as a Board, and for gifts of clothing and toiletries for the poor. We give thanks to God for their kindness and faithfulness:

**Parkdale United Church**  
**St. Peter & St. Paul Anglican Church**  
**St. Paul's Presbyterian Church**  
**Dominion Chalmers United Church**  
**Kanata United Church**  
**The United Way**  
**Trinity Presbyterian Church**  
**Phebe Foundation**  
**St. Vincent de Paul**  
**The 'M.E.R.I.T.' Program**

Urban Christian Outreach doesn't rent any office space; Board members, staff and volunteers work from their homes and out of borrowed rooms in downtown churches and businesses. We are so grateful to St. Peter & St. Paul's Anglican Church (ANIC) for their continued kindness and generosity in providing us with a room in which to hold our Board meetings. Currently, like many of you, we are holding our meetings via Zoom due to the Covid-19 pandemic.

We are so grateful to **Monique Choquette**, who continues to illustrate the pages of our reports. We extend our sincere gratitude to Monique for her generosity and give thanks to God for her artistic gifting.

## UCO's Financial Supporters

As supporters, you partner with us to do the work that God has called us to do. As we receive no government funding, we put our trust in God to provide for our needs. We know that God puts his trust in you, and you have been found so faithful, through your generous and sacrificial givings. Once again, you have given from your heart and have helped us to meet our financial goals. On behalf of the Board of Directors, and of all those whom we are called to come alongside, thank you so very much.

We put your hard-earned donations to good use, to cover sidewalk ministry expenses, such as food, coffee, bus transportation, (including Presto cards), skills- development expenses, and basic classroom and sidewalk literacy supplies. Your donations also go to cover my salary, payroll deductions, liability insurance, (through Robertson Hall Insurance Company), Workman's Compensation fees, telephone and internet fees, photocopying and printing fees, stamps, labels and envelopes, etc.

## UCO Volunteers

We thank God **Pamela Lawes**, who continued to meet regularly Margie, offering her friendship and support during her illness in 2019 and right up to the time our Lord called Margie home. Pamela helped Margie with practical and organizational skills, and knitting, as well. Pamela also provides the poor with beautifully-knitted hats, scarves, mittens and socks. We are so grateful to Pamela for her many faithful years as a UCO Volunteer, and give thanks to God for her.

We also thank God for **Ted Simard**, who faithfully once again organized a Christmas Eve meal for many homeless, and invited me to join him, along with a group of men from various Christian churches here in Ottawa. So many were blessed with food of their own choice at a downtown restaurant. Glory to God for Ted and for his beautiful generosity.

We are so thankful for **Jacqueline Choquette**, who helped with our quarterly updates, by folding newsletters, and labelling, stamping, and stuffing envelopes. We give thanks to God for her beautiful gifts of encouragement, as well. Jacqueline went to be with our Lord in the summer of 2019, and we give thanks to God for her life and for her service to Him.

### **UCO Board Members**

We give thanks to God for our faithful Board members, who give generously of their time to guide and direct the ministry of Urban Christian Outreach. Our sincere gratitude goes out to **Mary-Anne Zwicker**, UCO's President. Mary-Anne has been serving on our Board since 2011 and we thank God for her many years of leadership and wisdom. She has served as a member-at-large, and for many years as Treasurer before stepping into the role of President. Mary-Anne will be retiring from her role on our Board in 2020, and we wish her God's blessings as he leads her into new adventures.

We also give thanks to God for **Barbara Konst**, Board Member, for her faithfulness and for her many years of coming alongside the ministry of UCO. We give thanks to God for **Chris Garnett**, Board Member, for her faithful support as a Board member, and also for her many years of prayerful support. We are very grateful to **Susan Hahn**, for her many years of support, and for her expertise at taking Board meeting minutes!

We also give thanks to God for **Denis Bourque**, for his support over the years, and for his technical skills in orchestrating our Zoom meetings. I feel so blessed to be a part of this supportive and faithful Board of Directors, and I give thanks to God for each member.

### **Spiritual Advisor to UCO and Spiritual Director to the E.D.**

The **Rev. Dr. Anthony Bailey** of Parkdale United Church, is UCO's Spiritual Advisor, and also my personal Spiritual Director. We thank God for Anthony, for his faithfulness in prayer for the work of UCO, and for his leadership in the poverty scene here in Ottawa. This is a very busy time for clergy, and Anthony has been called upon at this time as a leader not only in our faith community, but in the black community as well, to speak to all of us, no matter our race, about the devastating effects that racism has on our society, especially in light of the murder of George Floyd and others. We stand by Anthony, and support him as a leader who speaks for us all, and we give thanks to God for Anthony's wisdom, discernment and leadership. Please uphold him in your prayers.

### **UCO's Webmaster**

**Josiah Milne**, UCO's faithful Webmaster continues to look after UCO's website, navigating additions and changes, and keeping us up to date. We are so grateful for him, thanking God for Josiah, and for his servant heart.

Our website address is:

[www.urbanchristianoutreach.ca](http://www.urbanchristianoutreach.ca) 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@urbanchristianoutreach.ca](mailto:jill@urbanchristianoutreach.ca)



## UCO Prayer Group

Praise God for Jean Gallant, our faithful prayer warrior, who continues to cover UCO's needs in prayer. Her gifts of prayer, along with her amazing ability to discern when prayer is needed, cover our ministry. The work of UCO is frontline ministry, and Jesus warns us to be on guard. Knowing that Jean 'has our backs' in prayer, interceding for us as we venture out onto the sidewalks, give us confidence and assurance, that we are covered by God's protection.

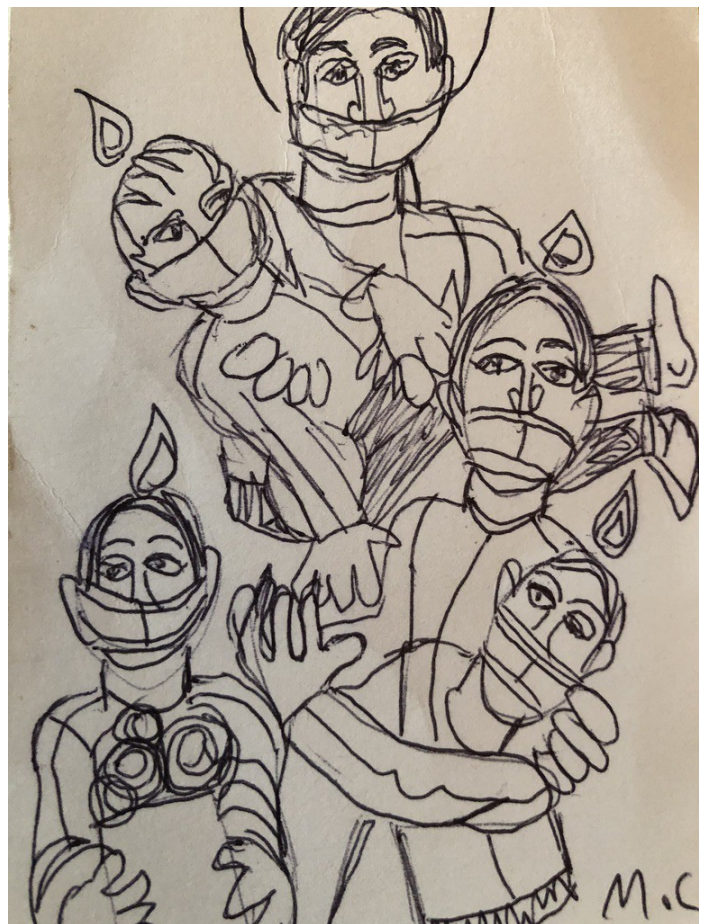
***Finally, be strong in the Lord and in the strength of his might. Put on the whole armour of God, that you may be able to stand against the schemes of the devil. For we do not wrestle against flesh and blood, but against the rulers, against the authorities, against the cosmic powers over this present darkness, against the spiritual forces of evil in the heavenly places.***

***Therefore take up the whole armour of God, that you may be able to withstand in the evil day, and having done all, to stand firm.***

***Stand therefore, having fastened on the belt of truth, and having put on the breastplate of righteousness, and as shoes for your feet, having put on the readiness given by the gospel of peace. In all circumstances take up the shield of faith, with which you can extinguish all the flaming darts of the evil one and take the helmet of salvation, and the sword of the Spirit, which is the word of God, praying at all times in the Spirit, with all prayer and supplication. To that end, keep alert with all perseverance, making supplication for all the saints, and also for me, that words may be given to me in opening my mouth boldly to proclaim the mystery of the gospel, for which I am an ambassador in chains, that I may declare it boldly, as I ought to speak. Ephesians 6:10-20 ESV***

Thank you, dear friends, for your faithfulness and generosity. I wish that I could write to you more often to let you know how truly I value your support. We give thanks to God for all of you. To God be the Glory!

**Respectfully Submitted,  
Jill Wilson,  
Executive Director, UCO**



### **UCO Volunteer Report: “Margie”**

For the last six years I met every two weeks with Margie. At first, Jill also met with us. Then, Jill met with Margie for an hour and a half, and I met with her afterwards. Over the years, it evolved from us playing games - she beat me at Boggle – and my helping her with math, to my teaching her to knit. Margie had always wanted to learn how to knit. Because of her physical challenges, others had discouraged her; however, I figured if she could hold a pen to write and could play the piano, she could knit. And she did. So what if Margie didn't hold the needles “right”. All that mattered was that she could make a stitch - or two or eighty - and Margie was happy with the results. Our biweekly sessions evolved into chatting together while we knit and drank coffee. We never did solve any murders.

### **UCO's Treasurer's Report for 2019**

Total income for the year 2019 was \$51,033.73  
Our budget target was \$55,000.

Total expenses were \$47,280.21. Our budgeted expenses were \$46,565.00

Income was below budget by \$3,966.27 and expenses were above budget by \$715.21

Budgeted surplus was \$8,435.00 but the end of year surplus was \$3,753.52.

The ratio of donations from individuals as compared to the ratio from churches and organizations is as follows:

- Individuals: 63.05%
- Churches & Organizations: 36.95%

Margie really wanted to give a hand knit afghan to her niece. She chose the wool on a trip to Wool Tyme. Since the afghan was knit all in one piece, it would have been very awkward for Margie to handle. I knit the body of the afghan, but I insisted that she knit the Moss stitch border at the top and bottom. For Margie it was another achievement.

I continued to visit Margie every two weeks while she was at the Elizabeth Bruyere. Often there was someone else visiting or a staff member or volunteer popping by to say 'Hello.' Getting together for coffee, conversation and knitting may not change the world but after the last three months of isolation, we are all aware of just how important human contact is.

**Respectfully Submitted,  
Pamela Lawes, UCO Volunteer**

The breakdown of year 2019 expenses is as follows:

- Payroll costs/programming 81.8%
- Administration 13.1%
- Client Services 5.1%

**Respectfully Submitted,  
Jill Wilson,  
UCO Acting Treasurer**

### **UCO Board of Directors:**

Mrs. Barbara Konst, President  
Ms. Christine Garnett  
Mrs. Susan Hahn, Secretary  
Mr. Denis Bourque  
The Rev. Dr. Anthony Bailey, Spiritual Advisor  
Ms. Jill Wilson, Executive Director