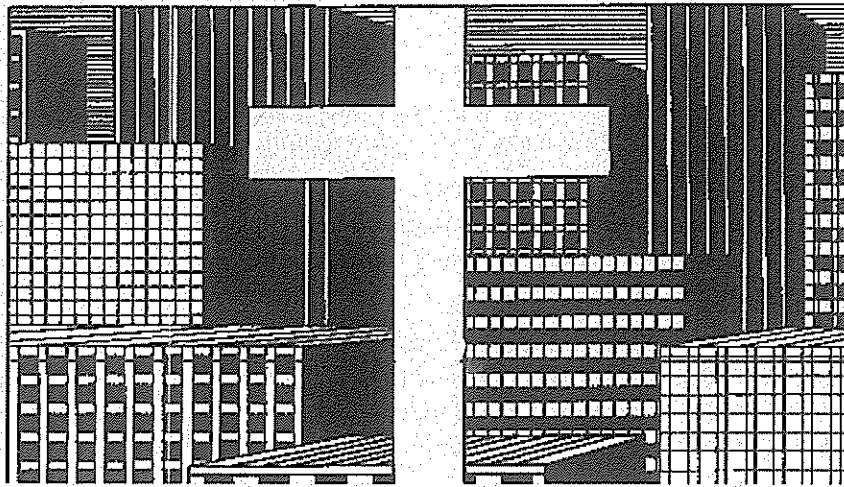


*Urban Christian Outreach*  
*(Ottawa)*



*2010 Year in Review*  
*(Issued April 2011)*

**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**  
**April 2011**

Jesus said, *"You will always have the poor among you..."* (John 12:8). I don't think anyone would argue that this is true. It would appear, in fact, that the rich get richer and the poor get poorer. There are many causes for the poverty we see around us and throughout the world: lack of education, mental illness, corrupt governments, natural disasters, unfavourable weather, environmental issues etc. Sometimes it seems overwhelming and we wonder what we, as individuals, can do. I am reminded of the story told by Nicky Gumbel (The Alpha Course) about a boy walking along a beach littered with thousands upon thousands of starfish, washed ashore by the tide and slowly dying as they dried out. The boy was picking them up, one by one and throwing them back into the sea. A man came by and laughed at him, saying, "You don't really think you can make a difference to them, do you?" The boy picked up another one, threw it into the sea and replied, "I bet I made a difference to *that* one."

In acknowledging that the poor will always be among us, Jesus was not giving us permission to throw up our hands in despair. He was correcting Judas who had criticized Mary for "wasting" the valuable perfume with which she had anointed Jesus' feet, rather than selling it and giving the proceeds to the poor. *"You will always have the poor among you, but you will not always have me,"* Jesus said, referring to his approaching death.

Urban Christian Outreach is a ministry that tries to make a difference in the lives of the poor in downtown Ottawa, one person at a time. Our mandate is 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." You can read in Jill's report about some of the ways we have done this in the past year and, God willing and with your support, we will continue to do in 2011.

We are to be generous not only to the poor, but also to Jesus, giving up our whole lives to follow Him. Jesus recognized that the poor are the blessed ones because they more readily recognize their dependence on God, having so few resources of their own. It is Jill's greatest joy not only to help meet the material needs of our clients, but also to share the gospel with them, knowing that they will be blessed with all the riches of the kingdom of heaven simply by receiving Jesus by grace through faith.

Thank you, friends of UCO, for your generosity, for without your donations this ministry to the poor wouldn't be possible. Please pray for our clients, for Jill, and for the Board. We are still looking for new board members, so won't you consider whether God is calling you to help UCO in this way? We meet monthly from September to June, mostly in an advisory capacity, so the time commitment is not great and the work is not onerous. You can contact us by phoning or emailing if you're interested.

Yours in Christ,

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

## 2010 Annual Report from the Executive Director

(Based on a 28 hour salaried week)

**Dear Friends,**

***'Grace and peace to you from God our Father and the Lord Jesus Christ.'*** (1 Corinthians 1:3)

It is indeed by grace that I write to you today to tell you of the wonderful things God is doing for the poor, the homeless and the marginalized on the sidewalks of downtown Ottawa. I thank God for our faithful supporters, and partners in our ministry to the poor; we truly are co-labourers in the work that we have been entrusted with. Because you respond to God's call with your financial offerings, we can serve another day among the poor. Together, we form a Christian community on the streets. This morning, while in prayer, I saw an image of what appeared to be a small window. The background of the window was as black as coal, but covering it was a white cross; so simple, and yet so powerful. This reminded me, that the cross of Jesus is able to cover all the darkness of our lives and of this world. Thank you for entrusting UCO to carry the light of Christ to the poor.

***"At Caesarea there was a man named Cornelius, a centurion in what was known as the Italian Regiment. He and all his family were devout and God-fearing; he gave generously to those in need and prayed to God regularly. One day at about three in the afternoon he had a vision. He distinctly saw an angel of God, who came to him and said, "Cornelius!" Cornelius stared at him in fear. "What is it, Lord?" he asked. The angel answered, "Your prayers and gifts to the poor have come up as a memorial offering before God." (Acts 10:1-4)***

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

Our mission at Urban Christian Outreach is to offer the hope and love that we have in Jesus, to

encourage those in despair, to pray for and with them, and to offer practical help with housing, employment, legal, medical and dental referrals, etc. We also offer pastoral care, Bible study and literary assistance. Our work takes us into coffee shops, drop-in centres, parks, shelters and even under the bridges that some call 'home' and occasionally into prisons, courthouses and hospitals. We befriend the lonely and continue in relationship with them as long as necessary. We use the social systems already in place, often accompanying clients to appointments. We assist the poor by helping them to rebuild a network of support. We seek to honour God and our fellow human beings, offering those in need the dignity and respect they deserve, and when given the opportunity, we introduce them to Jesus, that they might put their hope in Him.

Most days, I don't know where God will lead me; what an adventure we have with Jesus! One day, He led me into a downtown coffee shop, where I met 'Andrew' (not his real name). Andrew had recently been released from prison, his home for the past 25 years, for a murder he said he had not committed. He was struggling to get his life in order, and was close to tears as he described coming to terms with his new environment; the world had changed a lot in the past 25 years. UCO was able to help him by offering a listening ear. God's grace enabled me to love Andrew with Christ's love as we tackled his long 'to do' list. A thrift store generously provided much needed furniture, household goods and clothing. Shopping was followed by phone calls and finally a restaurant meal – a luxury for Andrew – and yet in his beautiful, humble way, he ordered just a bowl of soup. I thought, "If Andrew only knew how much Jesus loves him he would not hang his head in shame, nor would he walk in fear." Another day, I encountered Sherry, (not her real name). It appeared that her time in jail and rehab

hadn't made a difference. She was high on cocaine, and looking forward to her next 'hit'. She told me she 'loves' drinking and doing drugs. This is the nature of the disease of addiction that sucks the very life out of people. I offered to take Sherry to a detox centre and from there back to the rehab centre, but she declined. See couldn't see that far ahead. She accepted a sandwich and we chatted for awhile. I asked God to show me his light amidst all this darkness. I told her that God has plans for her and that he loves her so much. Behind her matted bangs, I thought I could see a glimmer of hope in her teary eyes. She let me pray for her and hugged me before heading out to secure her next hit. Too many young men and women die from drug overdoses, but this is the sad reality of the brokenness on the streets of downtown Ottawa. Please pray for Sherry and others in similar circumstances.

### ALPHA Outreach

With the blessing of the Board of Directors, UCO was able to run two successful Alpha courses in 2010. In the spring, Alpha guests were invited to continue with a follow-up video course, 'A Life Worth Living', a study based on

Paul's letter to the Philippians. It was an encouragement to many, and faith and friendships were strengthened. In the fall months, we were able to offer another Alpha course where our team was made up of graduates from previous courses. We ended with a special Alpha Graduation and Christmas celebration called "Why Christmas?" A young couple from my congregation provided a Turkey feast. Many guests came, and some course guests gave moving testimonies about how their lives had changed after coming to Christ. Our organist graciously played the piano for us, as we sang Christmas carols. The singing was truly extraordinary, as though angels had joined in the chorus!

Through the generous offerings of a few supporters, we were able to provide tables filled with clothing, toiletries, linens and household goods, as an offering for our guests to take with them either for their own use or to give away as gifts. As well, one supporter provided Christmas gifts for our guests. This was truly a celebration, and I want to offer my sincere gratitude to everyone who contributed to the success of this course. It is our hope and prayer to offer another Alpha Course this year.



## **Bible Study**

*"The sower sows the word"* (Mark 4:14).

I continue to meet regularly with clients to study the Bible, especially with those unable to cope within a group setting. We meet one on one in coffee shops, and in rooms generously provided by downtown churches. We pray for wisdom and discernment, and that the Scriptures would come alive as we study God's Word together. I am often amazed at the wisdom God gives to our clients.

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

We are very grateful to continue our partnership program with the **Royal Ottawa Mental Health Centre (ROMHC)** two afternoons per week, where we offer literacy training and adult education in a classroom setting. The Royal Ottawa provides the classroom space, as well as an Occupational Therapist, an Occupational Therapy Technician and three volunteer instructors. UCO provides two instructors: UCO volunteer Nadia Behmann, a retired

professional teacher and me. UCO receives no funding from the ROMHC; we rely on the commitment and skills of our volunteers. Together with the OTs, we partner to provide our students with educational and therapeutic support. As far as we know, ours is the only program in Ontario and possibly even Canada which allows teachers and occupational therapists to work alongside each another to offer adult education to those with mental illness. We offer continual enrolment so that students may join our classroom at anytime, from September to June. Students work independently on individualized programs of study, which I am responsible for designing with valued input from staff and volunteers. Some of our students are working toward their General Education Development (GED) diploma while others are working on Independent Learning Centre (ILC) credits for their Ontario High School Diploma. Still others are trying to improve basic literacy and math skills. In 2010, 21 students were enrolled in the classroom over the course of the year, with an average attendance of 10 students. As students gain skills, they are more likely to find employment or pursue higher education.

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

In 2010, I had 22 speaking engagements, which included a number of opportunities to preach the Gospel message. I am always looking for opportunities to speak on behalf of UCO and to share what God is doing through our ministry to the poor. Again this year, I would be most grateful for an invitation to speak to your congregation or small group about UCO or to receive referrals to speak. It is my hope to considerably broaden our base of church support and I would welcome any offers of assistance in this regard. We are very grateful to the following churches and organizations which supported us in 2010 by their financial gifts and gifts in kind, and by inviting us to speak about the ministry work of UCO:

**All Saints Lutheran Church**  
**Blackburn Hamlet Community Church**  
**Canterbury High School**  
**Church of the Messiah (formerly St. Alban's)**  
**Dominion Chalmers United Church**  
**Dominion Chalmers United Church Women**  
**Gloucester Presbyterian Church**  
**Parkdale United Church**  
**Redeemer Christian High School**

**Rothwell United Church Women**  
**St. Paul's Presbyterian Church**  
**St. Paul's Anglican Church, Kanata**  
**St. Paul's Eastern United Church**  
**St. Peter & St. Paul's Anglican Church**  
**St. Timothy's Presbyterian Church**  
**Sunnyside Wesleyan Church**  
**Trinity Presbyterian**



We are very grateful to the ministers, staff and congregation of **Dominion Chalmers United Church**, for their ongoing support of UCO through the provision of meeting rooms for Bible study, pastoral care, and Board meetings, and for parking spaces. In addition, they supply us with paper and photocopying which helps keep our printing costs low. We are also very grateful to the Ministers, staff and congregation of **Church of the Messiah** (formerly **St. Alban's Anglican Church**) for providing UCO with a venue for our Alpha Courses and for their hospitality in providing our clients with a warm place in which to gather, eat and study the Gospel. Thank you also to the parishioners who offered food, music and prayer. Because of the generosity of these downtown churches, we are able to continue with our mission of simplicity. UCO spends no money on rental space; UCO Board and staff members do most of their office work out of their homes, and therefore we are able to stretch your donated dollars.

This year, **Hunt Club Chiropractic** graciously donated toys gathered from their annual Christmas toy drive, with which we were able to assist a number of (mostly single-parent) families living in extreme poverty. Imagine the joy on the faces of these children as they opened their toys Christmas morning! A special thank you also to **Mr. Kent K.S. Wun**, owner of **K.W. Consulting**, an Ottawa computer consulting firm, for his generous donation of technical support and advice, and to **Mr. Richard MacNeill**, president of **OTUS Group**, for the gift of a lap top computer.

We are grateful to 'M.C.', a gifted local artist, for providing us with original artwork, which appears in UCO's quarterly newsletters and reports. We are also grateful to **Mr. Austin Commerton**, host of **CHIN Radio's "The Gaelic Hour"**, for providing UCO an opportunity to be interviewed about the ministry work of UCO, and for his compassion and professional editing skills as he presented our interview in a most sensitive manner.

I would also like to thank our UCO client, 'Corey' (not his real name) for sharing his story with great honesty and integrity. You can link to this radio interview by visiting The Gaelic Hour's website at [www.thegaelichour.ca](http://www.thegaelichour.ca) and by clicking on 'archives', and then on '2010', and finally on '16 May, 2010.'

In my continued pursuit to seek justice for the poor, to grow in understanding of the poverty scene and mental illness and to develop new connections, I attended lectures, workshops, schools and retreats offered by the following in 2010: ROMHC, Algonquin College, The Alliance to End Homelessness, Global Alpha Training, Mission 'O' Pastor's breakfasts (National House of Prayer), Mission 'O' Pastor's Retreat: Camp Iawah, Wholeness Through Christ (Canada), and the Annual National Prayer Breakfast (along with Members of the Cabinet, Members of the Supreme Court and other National Leaders, and the Parliamentary Prayer Breakfast Group).

Finally, I was accompanied by UCO Board members, Clergy, lay members and UCO volunteers, as they shadowed me on the sidewalks of downtown Ottawa. This opportunity to see UCO 'in action' is available to you, as well.

### **NEW!! UCO Electronic Updates**

If you would like to receive the quarterly updates by email, please provide us with your email address, either by writing it on the back of the donor card, or via email to: [jill@uco-ottawa.ca](mailto:jill@uco-ottawa.ca)

### **UCO Volunteers**

On behalf of our clients, our Board of Directors, and our supporters, I give thanks to God and

extend my sincere gratitude to our volunteers, for without you UCO would not be able to minister effectively. I gratefully acknowledge the following volunteers: **Nadia Behmann**, a faithful UCO Instructor in the ROMHC classroom, whose contributions to our students and classroom are invaluable; **Cara Stewart**, who continues to meet regularly with a client for help with literacy, life skills, nutrition and cooking.; **Phyllis Kennedy**, who was an enormous help in preparing mailings and information packages; **John Wice**, who maintains UCO's website. We appreciate the many **hidden volunteers** who work quietly and faithfully behind the scenes to bless the ministry work of UCO. Your heart for the poor blesses and encourages us in our work.

*'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* (Eph 3: 20-21).

### **UCO Board Members**

I am sincerely grateful to our UCO Board Members, who have blessed the poor with their generosity of support and time, and who have shared their gifts of wisdom and discernment. Sadly, we said goodbye to **Dr. Janice Fiamengo**, who served UCO as President of the Board of Directors, ensuring that our time of transition went smoothly. We are also grateful to **Mr. Scott Valentine** for the many hours he spent as treasurer ensuring that our financial records were in order. **The Reverend Karen Bergenstein** accepted God's calling to the position of the President of the Board of Directors in January 2011. **Mr. David Hayman** continues in his role as UCO's Secretary. **The Reverend Neil Stephens** is in his second year on the Board as a Director.



We are delighted to announce that God has blessed us with two new Board Members: **Ms. Donna Appleton**, as a Director, and **Ms. Mary-Anne Zwicker**, who has taken on the role of treasurer.

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

We are very grateful to **The Reverend Doctor Anthony Bailey**, who has served as UCO's Spiritual Advisor since 2002 and as my personal Spiritual Director since my joining UCO in 2008. We were most fortunate to have him as our guest speaker at UCO's garden party, held last fall, when he shared with us his wisdom and insight into God's love for the poor among us. In addition, Dr. Bailey led our Board of Directors in a time of teaching, reflection and prayer. I cannot express enough my sincere gratitude for his kindness, wisdom and discernment offered to me during some challenging times which are bound to occur when doing front line ministry. Dr. Bailey has been a constant blessing to UCO, offering stability, continuity and Godly advice.

*'But the fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control.'* (Galatians 5:22-23)

*'Thus, by their fruit you will recognize them.'* (Matthew 7:20a)

### **UCO Prayer Group**

Following the model of the early days of Urban Christian Outreach, I felt that God was calling UCO to once again form a prayer group. We are grateful to **Jean Gallant** for her prayers and for opening her home to host our prayer group, and to **Annie Burt** for her dedication to our prayer group. We have been meeting monthly to pray

for all of the needs of UCO: for our clients and our work among the poor, for our Board members and Board decisions; for our supporters and our churches, for speaking engagements and financial provision. Praise God for answered prayer and for the special anointing on our time together. We welcome new members!

*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).

In closing, I want to sincerely say 'thank you' for enabling UCO to reach out to the poor on the sidewalks of downtown Ottawa. I am excited about what God is doing in the downtown core. We are a unique ministry - a church on the streets, a church without a building, a church after God's own heart. Sometimes people ask us what they can do, and how they can help. At this time, our immediate needs are financial, and so we pray for people to come alongside us as monthly supporters, or who might be able to give a special offering. I remind our clients that there is a small army of faithful Christians praying for them, and supporting the work of UCO financially. They are always amazed and so very grateful. On behalf of the poor, the homeless and the marginalized, thank you, and may God bless you all.

*'However, I consider my life worth nothing to me, if only I may finish the race and complete the task the Lord Jesus has given me - the task of testifying to the gospel of God's grace.'* (Acts 20: 24)

Respectfully Submitted,

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

## **Spiritual Advisor's Annual Report**

I feel called this year to use this space not so much to report but, in the words of Hebrews 10:24, to

***"...provoke one another to love and good deeds". (NRSV)***

I am increasingly convicted by the testimony of scripture, God's Spirit and the legacy of rich historic Christian tradition regarding our need to be more faithful in our obedience to God regarding the plight of the poor. Statistics, personal ministry experience and the reporting of various anti-poverty groups all demonstrate that things are getting worse for Canada's poor, including those living in Ottawa.

So, in addition to our commitment to pray for and contribute to UCO, what else are we doing for God's children who are experiencing poverty?

God challenges the people of Israel through the prophet Isaiah regarding their absent commitment to justice:

***"Our wrongdoings pile up before you,  
God,  
Our sins stand up and accuse us...  
Justice is beaten back,  
Righteousness is banished to the  
sidelines...  
God couldn't believe what he saw:  
Not a soul around to correct this awful  
situation." 59:12,14,16  
(The Message)***

UCO is attempting by God's grace to be one of those whom God finds is trying to "*correct this awful situation*". UCO comes alongside folks with the love, hospitality and hope of the gospel. This ministry is in dialogue and partnership with other ministries and organizations that provide

for the material and counselling needs of the poor. Jill and I meet together to talk about, reflect on and pray about all of this, and more. But what about the rest of us? What are our churches doing? What are we doing in our practice of discipleship, to "*correct this awful situation*"?

As Roman Catholic champion of the poor Daniel Berrigan once said: "It all comes down to this: Whose flesh are you touching and why? Whose flesh are you recoiling from and why? Whose flesh are you burning and why?" He was reflecting on the fact that the "Word became flesh and dwelt among us"; that Word is Jesus who calls us to "enflesh" our doctrines, and lofty speech about caring for the vulnerable. For to so tend the "least of these" we "do" it unto Christ.

Sometimes people ask me: Why do you care so much about the poor? There are other dimensions of the gospel too. I answer: I care so much about the poor because God cares so much about the poor. And I do not believe that the gospel is divisible. One is not called to choose between this part of the gospel and that part. Love God with all we are and have and love neighbour as we love ourselves. Love is a verb and involves choosing an enduring disposition as well as repeated and concrete action in the spirit of Christ. The Spirit directed Jesus to preach good news to the poor; the same Spirit so summons us to do the same. Good news for the poor takes many forms.

We are called not only to tangibly and spiritually care for those experiencing poverty, we are also called to pray and struggle against the systems and structures that keep them poor.

***"Doom to you who legislate evil,  
who make laws that make victims –  
Laws that make misery for the poor,  
that rob my destitute people of dignity."  
Isaiah 10:1,2 (Message)***

### Some Holy Provocative Suggestions:

- Pray every day for those experiencing grinding poverty
- Give generously to UCO
- Regularly make lunch bags with fruit, drink, sandwich and/or granola bar, some chocolate, and gum. Take them along with you in your car, bag, or purse...so that you can give them to folks begging on the street, or at the off ramps; and look the person in the eye, talk with them and wish them the blessings of God
- Make time and plans to invite a person experiencing poverty to lunch,
- Get involved with initiatives that are trying to "provoke" the various levels of government to change the laws that "make misery for the poor" and replace them with God-honouring laws that bring justice and relief for the poor,

- Raise the profile of poverty in your church, school, club whatever, and in the spirit of love, work to "provoke one another to love and good deeds."

Remember what words of commendation the angel uttered to Cornelius in the book of Acts:

*"Cornelius...your prayers and gifts to the poor have come up as a memorial offering before God." (10:4)*

May such be said of us as well, to the glory of God.

*Respectfully Submitted,  
Rev. Dr. Anthony Bailey*



## Treasurer's Report

As a new board member starting in February 2011, the report below will be from the documents presented by Scott Valentine, who was treasurer during the year of 2010.

Before Scott's report is presented, let me say that Jill Wilson has expressed to me that UCO, from the beginning, has always been very tight financially, so that she and the board members were always waiting to see if there was enough in the account to cover the expenses for that month. Perhaps God has allowed this so that we are more able to **personally identify** with the environment that poor people live in. They are in a continual state of not knowing whether there will be enough to meet their needs. It is also an environment where our faith in the Lord can grow as we continue to trust Him to provide for the financial needs. God has provided through people like you and we must continue to trust for His provision as Jill shows and communicates His love to the poor of this city. Our thanks to you for being part of this ministry through your prayers and finances and we are grateful for your heart for the poor.

### *For the year ending December 31, 2010 – as per Scott Valentine's Year-End Report*

Total donations in 2010 were **\$40,735**. Our budget target was \$52,090.

Total expenses in 2010 were **\$47,466**. Budgeted expenses were \$49,450.

Our operating deficit in 2010 was therefore **\$6,731**.

The sources of UCO's income in 2010 are as follows:

- Individuals 70%
- Churches 30%

The breakdown of our 2010 expenses is:

- Services to clients 92.5%  
(Includes Executive Director's salary costs)
- Administration 7.5%

Our opening balance in 2010 was \$8,797 and our closing balance on Dec. 31 was \$2,066.

Thank you, Scott, for your diligent work as treasurer for the past couple of years.

May God's grace and power go before us,

*Mary-Anne Zwicker*  
*Treasurer*

## UCO Board of Directors

As of April 15, 2011:

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*)