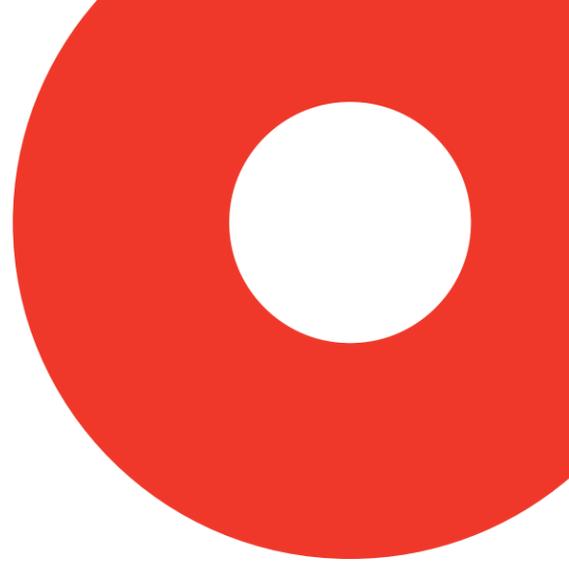


TRANSPO e x p r e s s

WINTER 2019



Line 1 preparations continue



Preparations have been underway for some time for the highly anticipated launch of O-Train Line 1. Many positions have been created and filled to meet the changing

requirements that come with the transition to a multi-modal transit system, made up of bus, diesel rail and light rail. Continue reading on page 4 for an in-depth look at some of the roles

that have been created and how they will contribute to the success of our new light rail line.

In this issue

Another successful Food Drive!	2
The charter experience	2
New Nova buses coming in 2019	3
OC Employees receive Environmental Award	3
The many faces of Rail Operations	4
“Let’s Talk” hosts visitor from Ottawa Inuit Children’s Centre	6

Priority Seating Cards	6
Transecure stories	7
Accessible entrances and parking at OC Transpo	7
Peer Support - Do I need help?	8
Record donations for United Way collected by Transportation Services	8
Common Inuit phrases	8



Thank you to all Captains and Food Drive Champions!



Branch, Charters, Transit Law, CUPE 5500 and many others is crucial and invaluable. Thanks also to Santa's Helpers in the Internal Food Drive and the Owls in the External Drive.

Our partners in radio: Jump 106.9 and Boom 99.7 were supportive and hopefully will join us again next year. A special thanks of course to the managers of the 20 stores, which hosted our event and were generous to our staff and volunteers.

As you know, we support four food banks who in turn supply thousands of families and 114 member agencies. Our food drive, the biggest single food drive of the year, will have food on the shelves well into March.

I am delighted to report the numbers for the 2018 Annual OC Transpo / Loblaw Christmas Food Drive. We aim to continue breaking our own record every year, even if it is by a slight margin.

All City of Ottawa Facilities including OC Transpo: 7,412 items

Grand Total collected including Internal & External Campaigns: 121,038 items & \$38,400 in cash and vouchers.

Food Banks are thrilled as seen in the photo right of the Executive Director of the Ottawa Food Bank.

It has been truly a privilege and a pleasure working with you; I am delighted to be part of

such a great team. I look forward to working with this great team next year.

Thanks to everyone for choosing to make a difference in someone's life during the holiday season.

Brigitte Bitar – Food Drive Coordinator.



You have probably already heard the results of this year's campaign as the General Manager has sent his message of appreciation. I wanted to take a moment to personally thank you.

Please accept my sincere appreciation and gratitude to all who helped to make the 34th Annual Food Drive a successful and fun campaign. Thank you for donating your time. All your efforts, enthusiasm, creativity and energy; the success we achieved is in great part due to you.

Additional thanks to:

The support of Graphics, Fleet Maintenance, Facilities Management, Training Development

The charter experience by Elaine Breeze



Elaine helping out with the Food Drive

launches; shuttles for Canada Day and the Teddy Bear Picnic; to name just a few.

On any given day, I have had the pleasure of working closely with my colleagues at 1500 St-Laurent and 925 Belfast, Fleet, Booking, Operations, Superintendents, mobile supervisors and the dozens of clients for whom we are creating the charter. However, the charter would not be complete without the continuous involvement of our OC Transpo Operators.

OC Operators are the true mainstay of any charter! Over the course of 2018, there have been 167 Operators who have worked or volunteered to provide an invaluable service to our internal OC Family, as well as the City of Ottawa community as a whole.

Whether a Para bus, shuttle van, Invero, Artic or Double Decker, our Operators show up, often in full dress uniform, with a positive attitude and welcoming presence. I can't tell you how many emails I have received from clients wanting to send commendations to the Operator. It was as a result of their overwhelming feedback that motivated me to write this article.

"We could not have hoped for anything to go better; it was so smooth, so relaxed, so much fun! The bus driver (Patty) was more than prompt and she was fun." (Kiep Wedding, May)

"Thanks again for the wishes!! Here is a pic from our incredible day... on the bus." (Mgbemena Wedding, June picture below)

"The delegation was very interested in the things they saw and the information they received. Thanks very much for the help. Brian (our driver) did a fantastic job yesterday." (Brampton City Tour, August)

"As usual it was fantastic service." (CSST Breakthrough media event, August)

Being the Charter Coordinator has truly been a labour of love for me. The only downside is that I don't have the opportunity to meet many Operators personally, so I would like to take this opportunity to thank you for a job well done!



New Nova LFS buses arrive for 2019!



Milestones:

Q1 2019

9 Nova LFS buses enter revenue service

Q2-Q3 2019

73 Nova LFS buses enter revenue service

On-Board Technology

Comfort:

- InfoDev Automatic Passenger Counter
- Clever Devices IVN4
- 5 On-board Cameras

- Fuel Focus
- Seating Capacity: 36
- Passenger Capacity: 45
- Operator Seat: Recaro MCII ERGO
- Passenger Seating: American Vision
- Destination Sign: Luminator Titan LED
- Bike Rack: Sportsworks DL2NP

Any questions or comments contact:
Brad Bouchard at
Bradley.bouchard@ottawa.ca
613-580-2424 # 52724

Bravo!

Antonio Viola: A Supervisor would like to commend the operator for going above and beyond to help extinguish a car on fire, until the Fire Department arrived on scene. Kudos!

Ross Cronin: A Supervisor would like to commend the operator for going above and beyond to help authorities after the tornado.

Tracy Laviolette: A passenger would like to commend the operator for providing fabulous service to all your passengers on Route 234. Kudos!

Ryan Dillon: A passenger would like to commend the operator for taking him home safely after the storm, along Route 95. Kudos!

David Jackson: A Supervisor would like to commend the operator for providing excellent service to your passengers with disabilities, on Route 182. Kudos!

Jamshid Abyari: A passenger would like to commend the operator for providing great service to all your passengers, along Route 237.

Jozef Pawlak: A passenger would like to commend the operator for going above and beyond to provide fantastic service to a passenger with a disability, along Route 101.

Hasan Avdiu: A passenger would like to commend the operator for going above and beyond to pick him up and take him to Bayview Station, along Route 16. Kudos!

OC Transpo employees awarded 2018 Environmental Excellence Award



Winners gather in the garage at 899 Belfast Road. Pictured left to right: Jason Carbonette, Elmar Schaeftgen, Mark Thomson, Marc Lapensée, Shawn O'Connor, Mike Bougon, Tom Casey and Barbara Collett.

OC Transpo staff won a 2018 Environmental Excellence Award in the internal category for introducing sustainable cleaning products at OC Transpo facilities. This City of Ottawa award, presented in

November at the Environment and Climate Protection Committee meeting, recognizes programs or initiatives which reduce the corporate environmental footprint (e.g. related to City-owned buildings, City Fleet, City processes & procedures, greening or protecting natural values on City lands, corporate resources such as energy).

Aligned with the continuous improvement philosophy, OC Transpo developed this initiative to

promote sustainable environmental activities, and foster social and economic gains, by incorporating green cleaning products into its operations.

The integration of sustainable cleaning products at OC Transpo targeted the traditional chemical cleaning products that have been used in the past, replacing them with more sustainable, green cleaning and degreasing products. The integration of sustainable cleaning products resulted in a yearly elimination of 21 tons of products and a 20-30% reduction of costs related to the purchase of these products.

Chief Safety Officer Jim Hopkins compliments winners, "I am excited and pleased. Reminds me of the "butterfly effect", where one small change can oftentimes be the starting point for huge changes at a later date. Each step we take to improve our environment moves our organization in the right direction."

OC Transpo's initiative to change cleaning and degreasing practices directly contributes to the City's environmental and workplace sustainability goals.

The many faces of light rail operations

The launch of O-Train Line 1 will mark the completion of the biggest infrastructure project to take place in Ottawa since the construction of the Rideau Canal. With such significant change comes the creation of many new roles and responsibilities; many of these roles are already in place, training and supporting launch preparations while getting ready to implement service to the public. In this edition, we share information on some of the front-line operational roles, and you can stay tuned to future Transpo Express editions to learn more about some of the other operational and support roles that are key to light rail.

Electric Rail Operators

Many of the Electric Rail Operators (EROs) have experience as bus operators or operating diesel light rail trains on O-Train Line 2, the Trillium Line, and so for many, it has been an exciting prospect to become Electric Rail Operators for what will be the busiest light rail line in North America upon launch of revenue service.

Training for EROs is comprised of both classroom and hands-on training. There are written tests and practical evaluations, to ensure that EROs have attained the required level of knowledge and skills. Currently, a significant portion of the day-to-day activities of an ERO involves getting as many hours of experience operating the light rail vehicles (LRVs) as possible ahead of the planned launch.

EROs also complete training on a state-of-the-art

simulator, which provides practical experience to help them prepare for live operations in an environment that closely replicates the experience operating an LRV in service. The simulator reproduces many realistic features along the guideway, such as station designs, landmarks, and varying weather conditions. The simulator also incorporates potential real-life situations and considerations for trainees to respond to such as weather patterns, debris, track obstacles, and station overcrowding.

EROs are also involved in a variety of other preparation and training activities and are frequently called upon to provide input and test procedures both in tabletop exercises and on LRVs in collaboration with other operational groups such as Electric Rail Controllers to gain real-life experience responding to different scenarios, whether it be practicing for an evacuation, responding to a door fault, cross-track manoeuvres, or reporting their status to a controller. EROs also participate in various drills and testing and have received extensive training on procedures relating to emergency situations and evacuations.

EROs have also had a first-hand view of the construction progress, including watching the tunnel turning from a concept into the vibrant main hub of our city's transit system.

Electric Rail Operator Ken Woods recalls his experience operating an LRV through the newly-constructed tunnel. "The first time I took an LRV into the tunnel followed weeks of preparation and planning. Driving an LRV into these zones while

construction work is ongoing requires quite a bit of forethought and exploring our new workplace has been an awesome experience.

Each time we go through the tunnel, the area has changed and evolved just a bit from the day before. It has been exciting to see the progress from a bare bones construction site to this state-of-the-art facility for our passengers."

Upon launch of revenue service, EROs will be responsible for operating light rail vehicles to provide scheduled service, working closely with Electric Rail Controllers. EROs will continually work to ensure the safety of passengers and the public on and around the LRVs they are operating. They will rely on the training they have received to respond appropriately to various circumstances and conditions, whether it's an obstacle on the track, a crowded platform, icy conditions or a medical emergency.



Daljit Purewal, Paula Smith and Paul Joyal

Electric Rail Instructors



EROI Leslie Hunka

Electric Rail Instructors (EROIs) play an essential role in the development of the first generation of Electric Rail Operators (EROs) that will soon begin service on the O-Train Line 1. EROIs are responsible for designing, preparing, administering and delivering all training for the EROs, in addition to many other responsibilities.

One primary responsibility of the EROIs is the delivery of practical training leading towards certification for EROs. EROIs deliver a variety of classroom activities, develop assessments, administer training initiatives, organize and track all training, respond to various requests from a training perspective, liaise with internal and external stakeholders, design skills building sessions and reassessments, make training recommendations and conduct tours for various groups of our Rail Simulators. All EROIs maintain Ontario Ministry of Transportation (MTO) Driver Certification Program Signing Authority status and are also certified in rail.

EROIs are also highly knowledgeable around MTO and Commercial Vehicle Operator Registration (CVOR) requirements and licensing certifications, Highway Traffic Act regulations, O-Train Line 1 and Line 2 Certification Requirements, as well as the overall operation of bus and rail vehicles, and their related equipment, features, and components.

EROIs must have an excellent understanding of the principles of adult learning and instructional techniques used in adult education, allowing them to perform their duties effectively.

EROIs also design curriculum and oversee the progress of trainees to ensure the EROs in training master the skills required to react appropriately to all on-road/on-line scenarios. On any given day, an EROI's duties could involve anything from delivering classroom instruction or simulator training, drafting daily operator training reports, providing on-the-job training for bus and rail operators, conducting testing and other evaluation activities, updating progress reports and training records, coordinating logistics for training sessions, reporting on progress to trainees' Section Heads, supporting trainees in their learning and addressing learning issues, evaluating efficacy of training programs and drafting recommendations for future training needs, and researching, updating and revising course materials and curriculum.

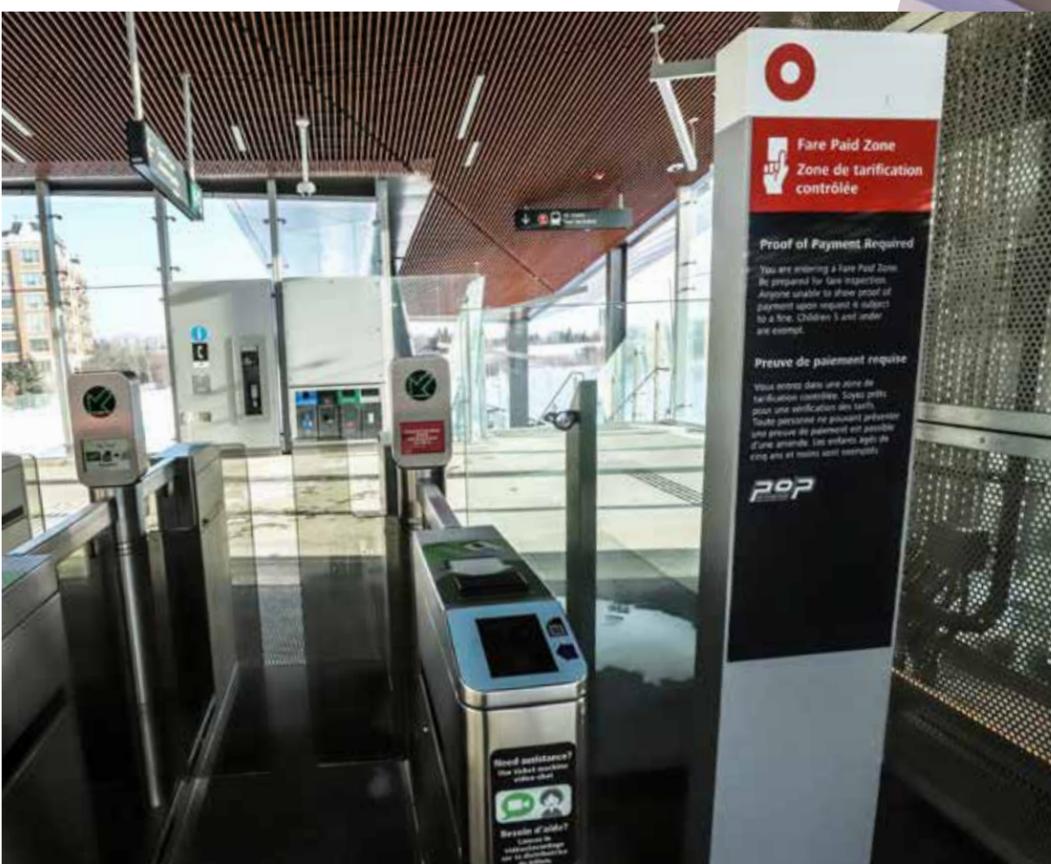
"I think my favourite part of the work I do is helping people grow into the roles they have chosen. I am incredibly fortunate to work with an amazing group of incredibly talented people; helping people realize their potential is the most rewarding part of my role. It is also incredibly rewarding to be contributing to the transformation of the City's transit system during this exciting time." – Brandon Belaire, Lead Instructor.

A significant part of the ERO training program is the O-Train Line 1 simulator, which provides practical, operational and safety training to help EROs prepare for live operations upon launch of O-Train Line 1. The simulator replicates many real features along the guideway, such as station designs, landmarks, and the various weather conditions that are experienced in Ottawa each season.

Trainees learn using this simulator, which resembles the actual cab of the Alstom Citadis Spirit train. Instead of windows, a video screen that displays moving images of the line as it will appear while in operation. Trainees can see the landmarks that would be visible at any given location along the rail line, and there are many other features to make the experience as realistic as possible including incorporating potential real-life situations for trainees to work through such as weather patterns, debris, track obstacles, station overcrowding, and more. Operators can respond to various conditions; for instance, if debris appears on the windshield, the driver can activate the appropriate steps to clear as if he or she were operating an actual LRV in service, and the screens will respond with a visual of the debris being cleared using windshield wipers and spray.

Various weather conditions are also used in the simulation, which will respond according to the impacts caused by various conditions, allowing trainees to get a better sense of how the experience of operating a vehicle changes in response to rain, ice, or other environmental conditions affect the operation of an LRV. In some cases, whether conditions may impact response times, and this is reflected in the simulation. When approaching a station, the trainee will see visuals of passengers waiting on the platform. Many of the EROIs provided support in designing scenarios to be used on the simulators.

Once the line launches, the role of the EROI will continue to focus on the training of new operators as they are brought onboard, as well as in-service observations, skill-building and reassessments, awareness and safety campaigns, cyclical training and being available to answer questions and address concerns from EROs.



Line 1 Photos top to bottom:

- Blair Station
- Hurdman Station
- uOttawa Station entrance
- Fare gates at Cyrville Station

Ottawa Inuit Children's Centre representative at Let's Talk session

We were pleased to host Rebecca Jones from the Ottawa Inuit Children's Centre at a recent Let's Talk session.

Her goals were to:

1. Demonstrate some components of Inuit culture; and,
2. Help us understand how we can help Inuit people feel welcome here in Ottawa.

An elder from the Inuit community opened the Let's Talks by lighting a Qulliq, an oil lamp which was used for heat, cooking and light. The elder was born on the land, in the dark months when the Qulliq was the primary light for her family. In the space of one generation, her people went through many changes, some of which included the sled dog slaughter, residential schools, and community resettlement to unpopulated areas. These imposed and rapid changes resulted in the Inuit people's loss of control over their land, their livelihood and their culture. See back cover for a list of Common Inuit Phrases.

Two women presented three traditional throat-singing songs. The traditional form of throat singing consists of two women singing face-to-face in a kind of contest to see who can outlast the other. Traditionally, throat singing was a form of entertainment among Inuit women while men were away on hunting trips. It was regarded more as a type of vocal or breathing game in the Inuit culture rather than a form of music.

Kudos to all the Let's Talk participants who joined in and gave throat singing a try!

Then participants learned some Inuit words, because as she explained to us, sometimes using just one word can help someone feel more at ease.

Did you know that Inuit say yes and no with non-verbal cues?

'Yes' by raising their eyebrows and 'no' by scrunching up their noses.

Some quotes from Inuit people that were shared with us:

- It is very scary when I can't call for help because I am afraid of the service providers that are supposed to be there to help me.
- I would like them to approach me with more of an open mind... all Inuit are not drunks... We are not all bad.
- Kindness builds trust. Kindness and patience would go a long way in supporting those who are traumatized and are dealing with very stressful situations.

Thank you to all the staff who came out to the Let's Talk sessions.

If you have any additional questions or would like to learn more about Inuit culture, please visit the Ottawa Inuit Children's Centre or contact Rebecca directly at rjones@ottawainuitchildrens.com

See back cover for a handy list of Common Inuit Phrases!



A big shoutout to Danielle Ritz, Acting Team Lead, Customer Systems and Planning. After January 11, Danielle was motivated to do something to thank our amazing first responders.

Danielle jumped into action and coordinated a collection of delicious baked goods to be delivered to various staff including Bus Operators, Police, Fire and Paramedics. A total of 47 large trays packed with delicious baking were collected and delivered!

A flurry of thank you emails was received from the very appreciative and hardworking folks on the receiving side of the baking!

Thank you to Danielle for this thoughtful gesture - and to all the generous bakers and delivery folks who helped pull this off!

"To be a front line worker during difficult times can be a challenge so to be recognized for your efforts really does make you appreciate the support you are receiving from the organization as a whole." - Scott Yeldon, Superintendent Rail Operations

Thank you to Danielle Cardinal of Fire Services for her colourful cookie close-up!

Priority Seating Cards are key for customers with disabilities



For some passengers with disabilities, it can sometimes seem like they are on their own when it comes to getting a much-needed seat on the bus.

Despite signage identifying an area at the front of the bus as "cooperative seating," their fellow passengers can sometimes be less than cooperative when it comes to giving up their seat.

Daphne B., an independent 87-year-old who uses a cane and takes transit three to five times a week from her home in Barrhaven, sees first-hand the lack of courtesy demonstrated by some transit users.

"I have seen seniors, persons using crutches, parents with babies and even those who were visually impaired forced to stand as other customers remain seated near the front of the bus," said Daphne. "It's really frustrating."

For that reason, many customers rely on the Priority Seating Card to let the Operator and other customers know that they need a seat.

To get a Priority Seating Card, a customer first needs to provide documentation from a registered health care professional – such as a physician, registered nurse, physiotherapist or psychiatrist – indicating that he or she requires cooperative seating. Once the customer provides that documentation, OC Transpo issues a Priority Seating Card.

"When a customer shows their Priority Seating Card upon boarding, Operators are expected to make an announcement requesting that customers make room in the cooperative seating area," said Ken Gordon, Manager of Bus and Para Transit Operations. "We can't always guarantee this will work, but it demonstrates we care about ensuring our customers' experience on transit is positive."

The Priority Seating Card can be particularly important for customers whose disabilities may not be visible or obvious to others.

"There are times, on a crowded bus for example, when people may not realize that I have a disability and need a seat," said Daphne, who herself is considering getting a Priority Seating Card. "In those circumstances, I could just flash my card and ask for a seat. I would still prefer others to just do the right thing and offer me a seat. That would make my day."

Providing free Priority Seating Cards to eligible customers is just another way OC Transpo provides accessible service to persons with disabilities. The cards are truly tickets to ride and tickets to greater independence and comfort for many customers.



March 2018 Outstanding Call

On the morning of March 9, just after Bus Operator Larry had dropped passengers off at his first stop on Route 87, he noticed a man collapse on the ground near the former Sears building. After safely securing his bus, Larry immediately ran over to see if the man was ok and quickly noticed he was turning blue. Knowing how grave the situation was, Larry ran back to his bus and called the Transit Operations Control Centre, who then contacted paramedics. After hanging up the phone,

Larry ran back to the man and checked for a pulse, but was not able to find one. As Larry was preparing to start CPR, a fire truck arrived on-site and a firefighter ran up to help. Soon after, paramedics arrived and took over the situation.

Thanks to Larry's actions and ability to react in a stressful situation, he was able to help a man in desperate need.

April 2018 Outstanding Call

On April 26th just after noon, Operator Jatinder was completing Route 91 near the University of Ottawa when he noticed a customer having a seizure on his bus. He immediately secured his vehicle and calmly went to help the customer. Once the customer was safe, Operator Jatinder notified the Transit Operations Control Centre of the incident. The Control Centre quickly dispatched Transit Law and a Transit Supervisor, and notified paramedics. When paramedics arrived on the scene, the customer was conscious and was transported to the hospital for further treatment.

Thanks to Operator Jatinder's attentiveness, quick action and caring nature, he was able to help a passenger in need and ensure he received the medical attention that was required.



May 2018 Outstanding Call

On May 10, Bus Operator Allan was driving Route 62 in the west end of the city when he noticed a 12-year-old boy travelling alone on his bus. The boy appeared lost and disoriented. Concerned for the child's safety, Operator Allan reported this to the Transit Operations Control Centre. A Transit Supervisor and Transit Special Constables were dispatched and met the bus at Bayshore Station. Upon arrival, it was discovered that the boy had been reported "missing" to the Ottawa Police Service earlier that afternoon. Police arrived soon after to take custody of the boy, and were able to reunite him with his family.

Thanks to Allan's observation and quick actions, this situation was resolved quickly and compassionately.

Letter from a new Operator

I am Sandy Mah and I would like to start off by thanking the recruitment department who believed I could be an asset for OC Transpo. Next, the administration for keeping my information in check and straightening things out so we can get paid for our training.

Now the training department, a big thank you to you all in training for patiently helping us grow. I know you all must be thrill seekers at heart to take on the role as trainers. You never know what you will be getting yourselves into it could be a rollercoaster day or a sky diving day or swimming in a river full of alligators type of day with some of us but you always maintain your cool and composure for our mentalities sake but I know deep down you are mine sweeping with your feet venturing into the unknown. I can't thank the training department enough for helping me grow as a driver and as a person. The time, effort, and resources put into the training is really something to behold and can never be taken for granted. Again I can't thank the instructors enough for helping me through this process and for giving me the skills confidence to go serve the community in a safe and professional manner.

Now I would like to thank my fellow classmates who helped each other get up when days got rough. They are always there for you to cheer you on and to give you that boost to start training. We had a few who unfortunately couldn't join us today for the celebration but I thank them too for putting a smile on our faces.

Wow, we are graduating! Can you all believe it? 6 weeks ago, it was back to school again for all of us. We were the freshmen of OC Transpo, the lowly juniors, the 9400 series of the OC totem pole versus the guy up top who is number 700.

It has been a long/short 6 weeks. It felt long because of all the information thrown at us at rapid rates along with daily route recalls, the readings, and studying. But it felt short because we loved what we were doing, and time flies when you are having fun along with the ever lasting friendships, the sweet memories, the crazy stories, and amazing things we've learned from each other's mistakes.

I will always remember the people, the experience, and the teachings they have whole heartily given us. It takes that kind of complex teamwork at OC Transpo to keep us and others safe not just on the road but in life as well. Safety above everything.

My knowledge and experience is very limited at OC, but every obstacle that I've overcome was because someone took their time and efforts to help me and guide me. My support structure ranges from my family, friends, instructors, and the whole OC Transpo faculty. To you all I thank you with all my heart. Thank you OC Transpo for having us part of the family. Thank you.

Accessible entrances and parking at Transportation Services facilities

Looking for accessible entrances and parking at OC Transpo facilities? There's a map for that! Check Ozone under MyDepartment, Reference Materials and Driver's Seat under Employee Resources for Administrative Building Accessible Entrances and Parking.

Please refer to this resource for printable maps and descriptions of where to locate accessible entrances and parking for the following locations:

- 1500 St-Laurent Boulevard (OC Transpo)
- 3101 Albion Road North (Walkley Yard)
- 7 Bayview Road (Bayview Yards)
- 805 Belfast Road (Belfast Yard)
- 875 Belfast Road (Transit Operations Centre)
- 899 Belfast Road (OC Transpo Facilities Management)
- 925 Belfast Road (OC Transpo Customer Service Centre)
- 164 Colonnade Road (Merivale Garage)
- 100 Constellation Drive (Traffic Services)
- 160 Elgin Street (Place Bell)
- 180 Elgin Street (Barrister House)
- 745 Industrial Avenue (Industrial Garage)
- 110 Laurier Avenue West (City Hall)
- 175 Loretta Avenue (Traffic Control Centre)
- 2550 Queensview Drive (Pinecrest Garage)



Do I need help?

Knowing when you need professional help may be obvious to you. Getting that help might be as simple as arranging an appointment with Employee Assistance Program, or calling a local crisis line.

Or perhaps it is not obvious until a trusted friend or family member suggests you speak with a counsellor or your doctor, because they have noticed changes in your behaviour or personality.

Asking for help can be difficult, especially if you normally offer support to others or if you are a very private person.

Life can present many challenges; marriage, birth, death, accidents, job loss, illness, retirement and the list goes on. Professional support is not necessary for every challenge life presents, but it can be beneficial when life's challenges become overwhelming.

Sometimes it does not take a huge problem to cause an intense emotional reaction. The intensity and duration of your reaction is the distinction between normal feelings and needing help. Helping professionals are trained to listen, to be sensitive to your needs and to provide confidential services.

Here are a few questions you might want to ask yourself:

- Has my ability to deal with everyday problems been more of a struggle?
- Have my emotions been getting in the way of my work or personal life?
- Have I been feeling emotionally stuck and unable to change my behaviour or circumstances?
- Has my health been deteriorating?
- Have I been feeling overwhelmed by feelings of anger and despair?
- Has my alcohol/narcotic use increased?
- Have my efforts to deal with a problem failed to resolve the situation?

If you are ready to seek professional assistance, counsellors with the Employee Assistance Program (EAP) are available to help. Their services are free, voluntary, and confidential. EAP can be reached at 613-580-2424, ext. 23816 or by email to OrganizationalHealth_SanteOrganisationelle@ottawa.ca

You can also reach out to the Peer Support Network at 613-580-2424 ext. 52005 or by email to peersupportnetwork@ottawa.ca

In case of emergency, call the 24 hour Call Centre at 613-580-2458. If this is an emergency, call 911.

Transportation Services raises record donations for 2018 United Way Campaign



The 6th annual OC Transpo cricket tournament organizers and the General Manager, Transportation Services Department, present a cheque to the United Way. From left to right: Mark Belanger (United Way), Happy Kooner, John Manconi, Basharat Malik, Jiwan Sharma, Kulvinder Mehra and Vipin Bali.

The City of Ottawa exceeded its goal and surpassed the \$300,000 mark for its annual United Way campaign this year. Staff from the Transportation Services Department once again demonstrated their generosity by contributing over \$37,000.

Transportation Services kicked-off the United Way campaign at its annual Roadeo on September 30. The Roadeo is a competition-style event for bus, Para Transpo and rail operators, and maintenance teams. Beyond the competition, the family-friendly atmosphere included a silent auction benefiting the United Way, where over 30 auction items raised nearly \$3,000.

Transportation Services staff participated in several corporate-led fundraising initiatives including promoting donations through payroll deduction with the new ePledges system; selling 50/50 raffle tickets and Purdy's chocolates; and a draw to win baked goods baskets from the City's Senior Leadership Team. Transportation Services Service

Areas also hosted events including Traffic Services' annual chili cook-off and poutine lunch, and OC Transpo's Charity Basketball Game, where Section Heads challenged the OC Express team. To cap-off departmental fundraising, an online auction was held in December, with beauty and personal-training packages, toys and gift cards among the items – raising over \$1,300.

The single biggest fundraising initiative was the 6th annual OC Transpo cricket tournament, which took place on June 9 at the Lynda Lane Cricket Grounds. Up from \$3,500 last year, this employee-led event raised a record \$4,000 for the United Way! Over 400 staff and their families participated, enjoying great food, music and activities. "This event grows every year," noted the humble organizers. "A big thank you to the OC Transpo family for their generous donations." Organizers hope to expand the event in the future, saying "there are talks of organizing a tournament with other transit authorities in 2019."

By engaging staff through a well-organized and coordinated campaign, staff support for the United Way certainly continued in 2018. A big thank you to Transportation Services United Way Campaign lead, Brad Scott, for another successful year.

Common Inuit Phrases		You're welcome: Haali (Ee-lau-lee)	
Good morning:	Ullaaakkut (Ool-laak-koot)	Done/finished: /enough	Taima (Tye-ma)
Good afternoon:	Unnusakkut (Oon-noo-sak-koot)	How are you?:	Qanuiipit (Ka-nwi-peet)
Welcome:	Tunngasugit (Toon-ngs-su-geet)	Thank you:	Nakurmiik (Na-koor-meek) Qujannamiik

It's OK not to be OK.
Resources are here to help.
Peer Support Network 613-580-2424 # 52005
Employee Assistance : 613-580-2424 # 23816
24 Hour Call Centre: 613-580-2458

contacts

Editor
Jason Ashton
jason.ashton@ottawa.ca

Layout & graphics
Beverly Mallon
613-580-2424 ext. 52389
beverly.mallon@ottawa.ca