

John Howard Society of Durham Region

Annual Report: 2004

In 2004...

- Services in our 6 locations were accessed more than 30,000 times.
- Our Residential Program provided over 4,300 “bed nights”.
- Housing Services assisted over 4,800 people with I.D., eviction prevention, finding shelter and more.
- Adult Anger Management program had 250 applicants!
- Youth Anger Management had nearly 70 applicants.



1726–1790

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Mission

Effective, just and humane responses to crime
and it's causes.

Board of Directors



JHS was displayed prominently in the Oshawa Centre in June 2004 as part of a Job Connect and Summer Jobs Service outreach event.

Gord Brook

President

Mike O'Neill

Vice President

Cliff Lehman

Treasurer

Abb Gilbert

JHS Ontario Representative

Hugh Peacock

Jim Adams

Sandy Archibald

Steve Gyorffy

Ted Marks

“The John Howard Society has been instrumental in helping families cope with stress...” - Jillian Follert, Staff Writer for Metroland Publishing

AJAX



WHITBY



OSHAWA



BOWMANVILLE



WHITBY RESIDENCE



OSHAWA RESIDENCE



Message from the President

The activity of the past year could best be summed up in two words, Community Stewardship. The sum total of individuals, interest groups, neighbourhoods, and corporations coming together to work with JHS for the health of the people of Durham as a whole. It was evident in many forms, from a parent supplying home-made cookies for our Children's Pumpkin Party, to Dr. Mary Ferguson providing free dental services for a client who lacked medical coverage. Donated equipment from Softchoice and the Region of Durham, used to enhance access to technology for clients. Throughout the year, community stewardship also came in the form of bread, donated by the local Loblaws and distributed through our offices every Friday, to help feed those in need in our community.

It was a very busy year as staff undertook a variety of projects. In February, JHS worked with half a dozen partners to bring a Youth Justice information forum to the Region to educate professionals on the new act, brainstorm areas for improved service coordination, and drive for enhanced grass roots programming. During this same month, we sent staff to the Northwest Territories to train Social Workers in the delivery of our unique DADS program, expanding the success of this made-in-Durham support group.

Housing Services had an unprecedented explosion of activity, not the least of which was due to the popularity of a new personal identification clinic to assist individuals with reapplying for lost or stolen I.D. Project X-Change, receiving its first funding enhancement since the program's inception in 1997, had a similar major increase in activity (157%) as a result of hiring just one part-time staff to assist in serving a broader area of Dur-

ham. The Firehouse Youth Centre continued its tradition of coordinating the Battle of the Bands at the Garnett Rickard Arena in Bowmanville, bringing together Clarington's youth as participants and audience members.

These are just a few examples of service-related projects that tell only part of the story. People are the purpose for the service. Beyond the delivery of proven programs, we've also participated and supported special events throughout the Region. Staff provided extended hours of service and free freezies at the Whitby Town Festival, free face painting for over 300 children and adults at Lakeview Park in Oshawa on Canada Day, and fun games for kids to play at Bowmanville's Maplefest event. There are many other examples. We do these things because they are the balancing side of a healthy, safe community.

It all comes back to Community Stewardship, that holistic approach to human services. A sincere thanks to the agencies which continue to support these efforts, such as the United Way of Oshawa/Whitby/Clarington and the United Way of Ajax/Pickering. Thanks also to the staff, students and volunteers that make the day to day functioning of JHS into a seamless service for the person on the other side of the desk. I look forward to the next year of growth and development.



Gord Brook, President
John Howard Society of
Durham Region.

*"It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself."~
Ralph Waldo Emerson*



Staff distributing JHS information and treats to the public at the Fiesta Parade in downtown Oshawa—June 2004

2004 Summary Statistics

The Durham branch has seen an unprecedented increase in demand for services in the past few years. In 2004 our resources were accessed over 30,000 times! Compare this to the just over 14,000 from back in 2001.

Part of this increase is due to the way our staff have reached out through innovative approaches to service. This includes steps as simple as adjusting hours of operation to better meet the needs of a particular group of clients (i.e.: students) to the creation of new side-projects that add further value to existing services (i.e.: the ID Clinic). The results are clear, and are a small taste of the demand yet to come as Durham continues to grow.

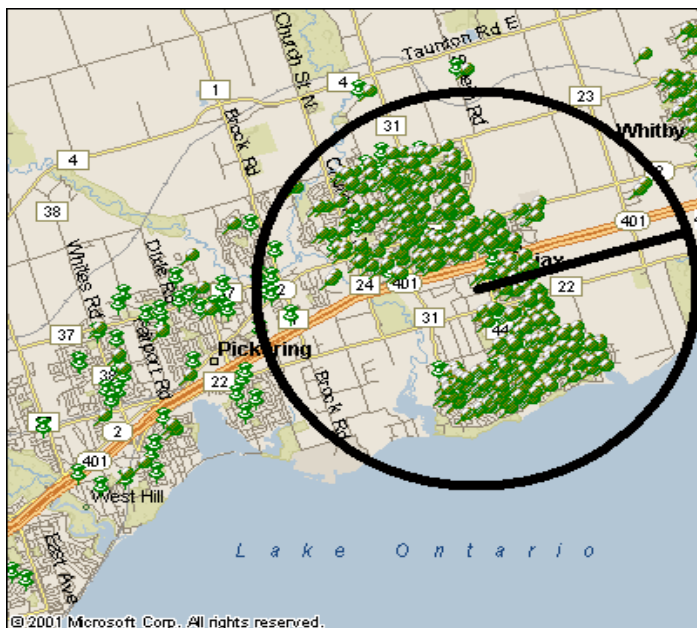
*“Not everything that
can be counted counts,
and not everything
that counts can be
counted.”
~ Albert Einstein*

Program	2003 Activity	2004 Activity	Change
Counselling	615	720	+105
Parenting	94	102	+8
Employment (Client Visits)	25,667	29,069	+3,402
Literacy (Learner hours)	9,654	11,333	+1,679
Project X-Change (Needles IN)	39,176	63,680	+24,504
Firehouse Youth (Age 12-19)	2150	2743	+593
Pardon Applications	22	47	+25

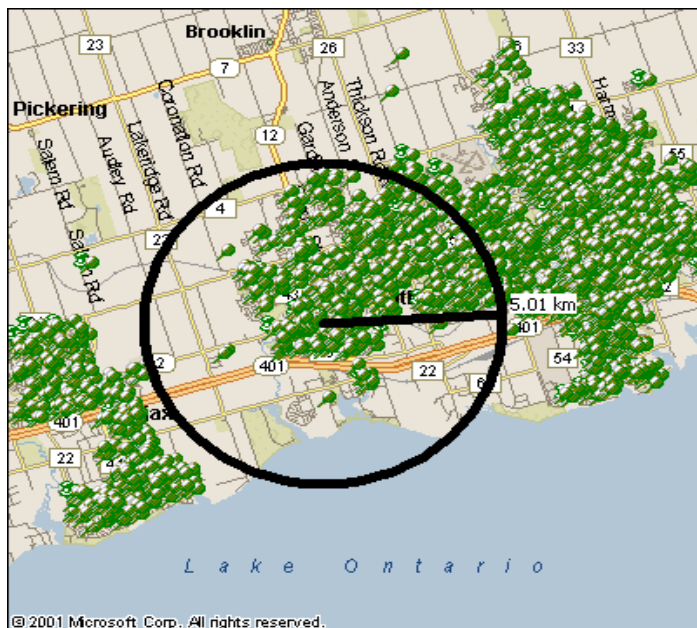
Clients by Geographic Area

The following maps depict the geographic distribution of clients accessing our services. While these are centered on our four offices, there are also many additional clients from outside the areas presented.

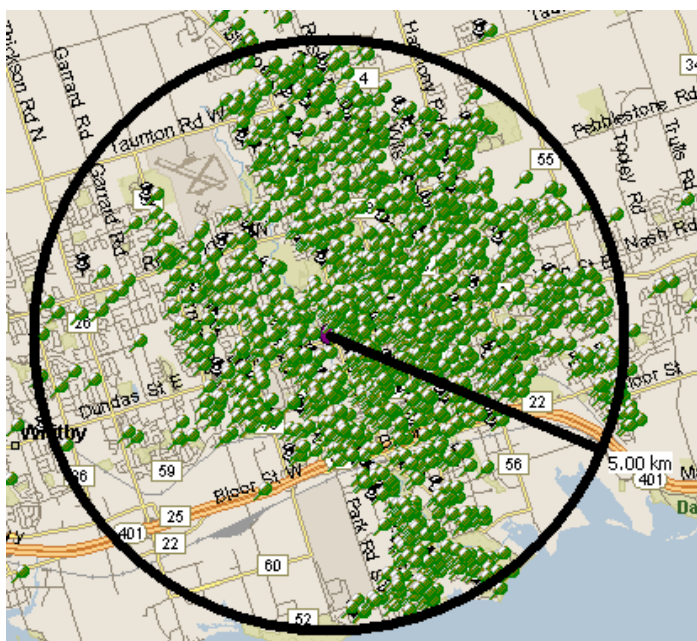
AJAX



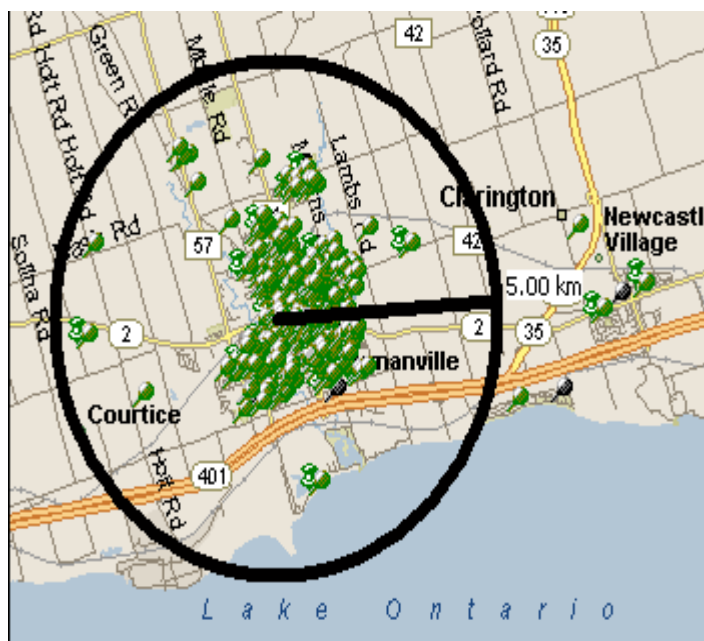
WHITBY



OSHAWA



BOWMANVILLE



Financial Statement—Auditor's Report

To the Board of Directors
John Howard Society of Durham Region

We have audited the statement of financial position of John Howard Society of Durham region (Core Program) as at December 31, 2004 and the related statements of changes in net assets, operations and cash flows for the year then ended. These financial statements are the responsibility of the organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

Except as explained in the following paragraph, we conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In common with many charitable organizations, the organization derives part of its revenue from donations and fundraising events the completeness of which is not susceptible of satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to donation and fundraising revenues, excess of revenue over expense, assets and equity.

In our opinion, except for the effect of adjustments, if any, which might have been determined to be necessary had we been able to satisfy ourselves concerning the completeness of revenue referred to in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of John Howard Society of Durham Region (Core Program) as at December 31, 2004 and the results of its operations for the year then ended in accordance with Canadian generally accepted accounting principles.

*Smith Chappell
Marsh Vitlauder LLP*

Chartered Accountants

Oshawa, Ontario
April 1, 2005

21 Gladstone Avenue, Suite 306, Oshawa, Ontario L1J 4E3

Finance Statement (Core Program) - For the year ended December 31

ITEM	2004	2003
Revenue		
United Way grants	\$ 368,067	\$ 345,245
Programme revenue	315,462	242,521
Other programme revenue	64,824	34,252
Project X (needle exchange)	110,000	55,000
Bingo—net	40,487	50,932
Other receipts	21,656	22,169
Donations (including Deferred Contributions)	5,818	5,409
Interest	883	4,273
TOTAL	927,197	759,801
Expenses		
Salaries and benefits	621,513	383,297
Staff training	1,247	1,004
Travel	3,232	3,743
Project X (needle exchange)	112,644	56,248
Occupancy	49,050	46,834
Mortgage interest	16,122	16,335
Insurance	9,885	(1,934)
Telephone	14,873	16,608
Office	2,528	5,991
Office equipment and maintenance	2,396	8,463
Contribution to John Howard Society of Ontario	37,099	32,608
Meetings and promotion	3,260	3,719
Professional fees	9,315	19,085
Client assistance	345	353
Amortization	10,950	12,803
Miscellaneous	1,940	3,336
TOTAL	896,399	608,793
Net Operating Results	30,798	151,008

Programs & Services 2004



*“Obstacles are those
frightful things you see
when you take your
eyes off your goal.”*

~ Henry Ford

- Active Parenting
- Anger Management
- Counselling Services
- DADS
- Employment Services
- Firehouse Youth
- Housing Services
- Learning Alternatives
- Pardons Processing
- Project X-Change
- Residential Program

Active Parenting

There are lots of books about parenting, but certainly no manual. Whether it's a family with one or both parents the challenge of maintaining a positive relationship with our children seems to increase with time. Parenting is family time, communication, and transferring knowledge and values that we've learned through our experiences to our children.

Taking a parenting program does not mean we have failed as a parent. It's no different than picking up a book to better yourself at something, simply because you recognize you have a desire to know more. The Active Parenting program is just such a step that parents can take to enhance their role as a formative figure in their children's lives.

This past year, our program reached out to the community to raise awareness and create opportunities for family time by hosting our first-ever Pumpkin Party in October. On that colourful fall afternoon, over two dozen parents and children found themselves wrapped in the play of carving pumpkins, enjoying an adventurous movie, and really communicating with each other in a memorable way. We're hoping to do this event again in 2005, and thanks to those who helped to make the day possible (see our supporters list in the back of this report). If you would like to help with the next event, please contact our Oshawa office and ask to speak with the Parenting coordinator.

Anger Management

Whether it's heated rage, or mild annoyance, we've all felt anger in some form or another. Anger is a normal and usually healthy, human emotion. It's when that emotion escalates, becoming destructive or violent that it can affect your work, your personal relationships, and the overall quality of your life. For some, it makes them feel as if they're at the mercy of an unpredictable and powerful emotion. The Young Adult and Adult Anger Management programs at JHS were created to help people understand and manage their anger productively.

While JHS has been delivering anger management programming in some parts of Durham for years, in 2004 we made the young adult version available in the Ajax/Pickering area for the first time. Currently, it is the only program of its kind serving two cities with a combined population of approximately 165,000, of which roughly 22,000 are youth age 15-24. One Young Adult Anger Management group was also facilitated at St. Stephens High School in Bowmanville in the fall of 2004. Participants benefit from the group format by learning effective and practical coping skills from each other and the facilitator. Just as importantly, they discover the triggers for their anger, and so can become proactive in their anger management.

Anger can be a functional emotion. In spite of all efforts, things will happen that will cause people to become angry, but people can change the way they allow events to affect them. Acquiring new anger management skills can positively influence all aspects of a person's life.

Quick Points:

Current Programs:
Parenting for children 0-4
Parenting for children 5-12
Parenting for teens
Teens and Parents together
Co-operative Parenting & Divorce

- Group-work model
- 8 weeks, 1 session per week
- Eliminate power struggles
- Really communicate with your kids
- Develop your child's pride and inner strength
- Discipline techniques that really work

"Any child can tell you that the sole purpose of a middle name is so he can tell when he's really in trouble." - Lionel Kauffman

Quick Points

Current Programs:
Young Adult Anger Management
Adult Anger Management

- Group-work model
- 10 weeks, 1 session per week
- A safe, non-threatening learning environment
- Learn productive anger management techniques
- Develop impulse control and higher self-esteem

Counselling Services

Quick Points:

Support for a variety of areas...

- Stress & Anxiety
- Support Counselling
- Relationship Counselling
- Substance Abuse Counselling
- Family Counselling
- Separation/Depression
- Suicide Crisis Intervention
- Women's & Family Counselling
- Bereavement Counselling
- Court Support
- Client Advocacy

Counselling provides individuals with options and resources to deal with the challenging issues/situations in their lives. A counsellor can listen, ask questions and develop an individualized service plan to help a person make changes to the problem areas they've identified.

Once a person makes the decision to seek help, the feeling is that they are often motivated to seek out this help immediately. In 2004, our counselling team took steps to improve service in our Oshawa office by increasing staff availability and implementing a drop-in intake system to help make this possible. Today, anyone in need can walk through the doors Monday to Thursday mornings, no appointment required, and meet with an intake worker. This has eliminated long waiting lists and clients report they are very pleased with the change.

Our counselling team consists of professionals with specialized skills in areas such as parenting, addictions, family and relationship counselling to name just a few.

Asking for guidance is not an admission of failure! It's recognition of an opportunity to increase individual strengths, skills and resources to improve the overall quality of their lives.

*"Happy families are all alike; every unhappy one is unhappy in its own way."
~ Milton Berle*

D.A.D.S.

Lingering societal impressions are that men neither require emotional supports and services nor are they able to voice their need for help. The truth is men do need positive, supportive, proactive services. These services do need to be specifically tailored to their unique needs, however men do have needs no less and are just as vulnerable as any other sector of our community. As a result of needs identification and in response to a father in the community coming to us for guidance when he was unable to find support elsewhere in Durham, JHS created the Dads Aiming for Direction and Support program.

Quick Points

Dads who have difficulty with access or custody and sincerely care for their children's welfare. Affirmation of positive thinking and action towards attaining a more complete lifestyle with their children.

Dedication towards self help and direction towards community resources and activities.

Support our goal of a better quality of life for men and their children.

- 10-session group format
- Enhance father-child relations
- Recreational outings
- Special events involvement

The DADS program uses one to one counselling, group support, and an innovative and interactive community-based concept developed over 10 years to meet the specific needs of single fathers in our community. Participants have assisted in the development and facilitation of the program as well as contributing to the JHS Children's Christmas Party, hosted JHS Annual General Meetings, built and submitted floats in the Oshawa Santa Claus Parade, conducted Bingo fundraising for United Way, and attended training and education programs.

The DADS facilitators were instrumental with regard to the Hadley Inquest recommendation report which stated a need for a province wide programming similar to DADS be conducted in all regions of the Province. More recently, the new DADS Manual was developed and completed and two JHS DADS Facilitators/Trainers traveled to the Northwest Territories where they taught this dynamic program to Yellowknife Social Services, Salvation Army, Corrections Canada, John Howard Society Yellowknife and community stakeholders. As a result, in the same year, three DADS of the North programs were facilitated on the Northwest Territories. If you would like to know more, or help with expanding the program to new areas, contact our Oshawa office.

Employment Services

Do you know what your hard skills are? Do you know what your best soft skill is? Terms like these, and many others are one layer in a complex system that many employers now use to filter out resumes and potential employees. As a result of these growing challenges to the job seeker, the Employment Services of JHS has become one of the most common points of access for new clients to the agency. We work with participants to identify their skills, produce a professional resume, guide their job search, and prepare them for interviews and more.

In the past year, we've also worked with companies such as Casey's and East Side Mario's to help them fill more than 200 positions with skilled workers in a matter of days. Job posting services are available in all and on our website at no cost. Employer business recruitment has also become a new trend in the community. JHS has successfully facilitated several job fair and employer recruitment activities.

Also in 2004, we initiated the delivery of Trade Worx, a focused workshop resource for guiding youth through the steps to apprenticeship. In the past year, over 150 clients have taken advantage of this workshop, which comes in a generic information format, as well as sector-specific presentations on Construction, Horticulture, and Motive Power are also delivered.

Firehouse Youth Centre

What do we really want and need young people to accomplish by the time they are 12, 16 or 20? What do they want to accomplish? What does it take to support them? Over the past decade, there have been numerous attempts to articulate practical theories of youth development to guide policy and programming. Research has shown that it truly takes a community to raise a child, and requires more involvement of youth to help build the right mix of services.

The Firehouse Youth Centre was created by youth, for youth and opened its doors on February 14th, 1998. It exists in large part because of the foresight of the Municipality of Clarington who tackled a community concern from more than one direction. Going a step beyond the usual programming, town council worked with JHS, local businesses, and the youth of the community to create something everyone felt was right.

The result is a program 7-years strong with 321 registered participants and over 30 youth in attendance 4 nights a week, every week. It's an environment where people feel they have a voice and a valued role in the decisions that affect their own back yard. Youth participate in local activities and organize special events; in doing so, they develop a vested interest in their own community. If you would like a tour of the Firehouse, or information on how you can become involved, contact Dave Smith in our Bowmanville office.

Quick Points

Any job seeker or employer is welcome to use our services for free! This includes use of:

- Fax/Photocopier
- Computers/Internet access
- Templates/Job Postings!

Job Connect is for youth that are age 16-24, out of school and work, and not eligible for E.I.

Summer Jobs Service is for youth age 15-24 that plan to return to school in the fall.

Also available:

- Smart Serve Training
- Service Excellence Training

“Too many people grow up. They don't remember what it's like to be 12 years old and treat youth as inferiors.”
~ Walt Disney

Quick Points

A safe, friendly, supervised alternative to hanging out on the streets for youth aged 12 to 20. Activities include:

- Basketball/Ball Hockey
- Billiards/Foosball
- Video games/Movie nights
- Dances/Concerts/Fund Raisers
- Life skills/Computer Lab
- Food Program/Snack Bar
- Youth Committee

Operates after school hours, and during the summer months. An opportunity for youth to earn their required community service hours.

Created by youth, for youth.

Quick Points

- Eviction prevention education/mediation
- Advocacy with both tenant and landlord
- Accompany client to the Ontario Rental Housing Tribunal
- Assist clients with applications to the ORHT.
- Eviction Prevention Workshops
- One to one budget counselling
- Facilitate applications for Rent Bank, Energy Fund and others resources
- Assist clients in locating affordable housing
- Offer free landlord registry.
- Offer ongoing support, crisis counselling and resources

“In the Western tradition, we have focused on teaching as a skill and forgotten what Socrates knew: teaching is a gift, learning is a skill.”
~ Peter Drucker

Quick Points

- Free program for adults
- Reading, Writing, Math
- Work at your own pace
- A good starting point to warm up for return to school
- Computer-based learning tools available
- Excellent student-teacher ratio

Housing Services

The Housing Services Department is comprised of 3 front-line housing advocates who work with the homeless and near-homeless in the Oshawa, Whitby and Clarington. The program is a preventative approach to homelessness. Eviction education/mediation and housing assistance are the main areas of focus, but other programs are offered to compliment these services.

One such program is “Bridging the Gap”. Funds distributed by the province to JHS Durham are used to assist clients with transportation, personal needs items, grocery vouchers, meal kitchen tickets, prescription drugs and any other unexpected bill or emergency. A small amount of this funding was also used to run a pilot I.D. clinic in 2003. Last summer, another \$5000 became available to Housing Services through the Region of Durham to expand the clinic.

The clinic became very popular, with requests for service up from 250 in 2003 to over 700 in 2004, a 300% increase. Staff not only offered monetary assistance, but helped with locating birth information, a guarantor, filling out the lengthy application and offered JHS as a mailing address for those who are homeless. This is the only service of its kind in Durham Region, with the next nearest clinic being in Scarborough, an expensive and lengthy trip for those with no money and/or transportation.

Our hope is to be able to continue to deliver the I.D. Clinic in the 2005. If you would like to support this service, please see the donation insert form included with this report.

Learning Alternatives

Stop and consider for a moment how many things you read, write and compute in a day. From street signs, to menus, to price tags on products, to web sites and more, literacy is a fundamental to your daily participation and involvement in the community.

For many people across Durham, and for many different reasons, it is a challenge helping their children with school work, finding employment, living independently and performing many other activities we take for granted.

The Learning Alternatives program is a resource for adults who want to improve their reading, writing, spelling and math skills. Learners participated in over 11,000 hours of upgrading this past year. Learners are able to work at their own pace in a supportive learning environment.

If you would like to volunteer with our program, contact us at the Oshawa or Bowmanville office to find out more about how you can assist someone in opening up a whole new world.

Pardons

A criminal record can be a significant barrier to many areas of a person's life. It can affect the ability to find gainful employment, access volunteer opportunities, the opportunity to adopt children, and even vacation plans. For example, many people are unaware of the fact that, depending on the type of charge, they may even be barred from entering the United States. Most don't find out until they reach the border.

Another misconception some have is that charges will just eventually disappear from a record, or that no one would have kept files from 20 years earlier. The fact is, without a pardon, those offences don't just disappear. Furthermore, filing mistakes are sometimes made, and even dismissed charges can find their way into a person's criminal reference check. The time to find out is well before such a check is requested of you by an employer or other source. It's inexpensive to have your own CPIC done through the local police station to see what turns up.

For persons that do need a pardon, JHS provides one of the most effective and affordable services to assist in getting the process completed right the first time. Considering that it can take up to 24 months for an application to be processed by the National Pardon Board of Canada, this is an important point for the applicant, as it also takes considerable time and effort just to acquire supporting documents.

Comprehensive information about the pardon process can be found on the JHS website at www.jhsdurham.on.ca

Project X-Change

At first thought, the concept of harm reduction seems counter-intuitive to some people. The reaction may come as a question such as "Aren't you just helping people with their habit?" The answer is yes, we are. We're helping this person, and many others who are in turn connected to them, to stay alive and relatively healthy. The community needs to understand the significant value of harm reduction is this:

- Even if JHS was not here to deliver harm reduction services, there would still be people facing addictions problems, they just wouldn't have a safe disposal site.
- Harm reduction prevents a more expensive burden to the public health care system by preventing the spread of blood-borne and sexually transmitted diseases.
- If a person doesn't have a substance abuse problem, they're not going to come to a harm reduction program to start one. We don't provide drugs.

In 2004, after 7 years of operating the program with just one staff, funding increased for the first time, allowing us to bring on a part-time worker. The results of just a few more hours of support per week are clear (see the side panel with stats).

It just takes a little thinking outside the box to recognize the true value of harm reduction for what it is; public safety, disease prevention, safer communities.

Quick Points

- Many employers and volunteer agencies now require criminal reference checks.
- Very important to clear up if required to enter the U.S.!
- Can take a number of months to get the supporting documents needed to apply.
- Can take up to 24 months for a pardon to be processed..

*"The war on drugs is over, drugs won. Now we can look at how to reduce the harm." -
Beth Whalen,
Coordinator of Project
X-Change*

Quick Points

- Almost 64,000 needles exchanged in 2004 (157% more than in 2003)
- 100% Anonymous!
- Safe disposal of used needles
- Mobile outreach available Mon-Fri 3pm to 11pm
- Fixed site (Oshawa) Mon-Fri 9am to 5pm
- Sterile Water
- Filters
- Alcohol swabs
- Condoms
- Links to rehabilitation services

Quick Points

- Whitby has 6 male beds
- Oshawa has 4 male and 4 female beds.

Participants learn:

- Budgeting
- Time Management
- Menu Planning
- Job Keeping
- Food Preparation
- Communication Skills
- Goal Setting
- Problem Solving
- Decision Making

“Youth have more need of models than of critics.”

~ Harry S. Truman

Residential Program

The John Howard Society has been delivering the Residence Program for almost 20 years. In that time, with six beds for males at Whitby and eight beds at Oshawa (four male, four female), we have assisted over 850 individuals, providing stability and support, enabling them to continue their education or find employment. We give our Residents grounding and guidance while we help them to learn the skills they will need to get along in the world. These skills may include the practical such as budgeting, menu planning, or cooking. Or it may be helping them learn the “softer skills” like how to take responsibility for their own decisions, or cooperative living and getting along with your roommates. Many of our Residents are dealing with issues like addictions, mental health, past abuse, learning disabilities, and more. We strive to provide whatever support they require, through JHS’s own resources or by making connections in the community.

The past year has seen a much needed injection of funding into the program, with commitments from both levels of government to the repair and maintenance of the buildings, furnishings and equipment at both Residences. In the fall, the Oshawa Residence underwent significant renovations. A new roof was put on, and major repairs were undertaken to the foundation. In the coming year we are hopeful that our funders’ commitments to us will mean continuing improvements to the quality of the services and the facilities of the Residence Program.

Special Projects

Our staff are always on the lookout for new and innovative ways to serve the community. Partnerships, events, and new projects are first steps towards the forming solid new services that people can come to rely on for the long-term. During the past year, JHS advanced the following projects:

- Alternatives to Suspension

An early intervention program for children in grades 5 to 7, Durham is one of six Provincial sites participating in this education and research pilot. School teachers are trained in the delivery of the content which covers topics such as peer pressure, drugs, alcohol, cigarettes, time management and more. Initial results from the University of Windsor will soon be online at the JHS website!

- L.E.A.R.N.

The LEARN project touches on a variety of important areas for youth. Literacy and expressive skills, Empathy and positive values, Affective expression, Recreational and volunteer activities, New views of self, school and society. Similar to the A.T.S. program, this project works with high school students on suspension as a prevention and skill-building exercise. Participants explore their own needs, goals and work individually and in groups on creative solutions to their concerns.

Staff Recognition

We're very proud of the hard work put forward by all our staff in their various roles throughout the agency. Each carries a single job title, but fully understands the value of wearing many hats outside of their job description. Without this flexibility, the work just wouldn't get done. Specifically, we would like to recognize the following people for their continued years of service at JHS.

As December 2004

0 to 4 Years

Gisele Whalley
Tass Tsakamas
Katerina Alexopoulos
Sheri-Ann Browne
Cathy Yorg-Harrison
Dean McDonald
Bernice White
Christina Barrow
Kerri McMullen
Michelle World
Michelle Heald
Beverley Purchase
Cheryl Thompson
Elizabeth Allaway
Patti Harrington
Mary-Beth Hannah
Paul Dobbs
Cameron Jeffs
Dana Rondeau
Tanya Cochrane
Laurie Croft
Monica Aquilina

5 to 9 Years

Diane McKeage*
Cindy Baird*
Jennifer Means*
Maria Perrino*
Suzanne Kuhlmorgen-Hille*
Judy Gales*
Gail Spackman
Pat Andrus
Beth Whalen

10—14 Years

Barb Hume*
Maggie McCallum
Dave Smith
Donna Leavens
Shelley Lawrence
Dianna Eastwood

15 to 19 Years

Joelle Morey*
Bonnie Finn*
Jan Langlois
Linda Haley
Maureen Bandola

20+ Years

Bill Fry

“Never look down on anybody unless you're helping him up.”
~ Jesse Jackson

* Denotes staff receiving 5, 10 or 15 year recognition award this year.

Thank You for Your Support

Many thanks to the people and organizations that have contributed various resources to our efforts during 2004!

Alison Venables
Allison Martin
Amanda Webb
Applebee's Restaurant (Ajax)
Archibald Orchards and Estate Winery
Barb Neubauer
Brandon Jones
Career School Hair Styling
Casey's (Oshawa Centre)
Cate Martin
Clark Jewer
Colleen Costello
David Tonkin
Delta Bingo
Dennis Munro
Discount Bread
Dorothy Ashton
Dr. Mary Ferguson
East Side Marios (Whitby)
East Side Marios (Oshawa)
Eric & Diane Collier
Famous Players
Futureshop Whitby
Glyn Walters
Gordon & Diane Mazanek
Greg Balson
Iceberg Vodka
Janet McGregor
Jenkins Business Equipment
Kathy Pizar
Ken Harker
Loblaws
Local 222 Women's Advocate Group
MAC Cosmetics
Mark Hamer
Mark Laframboise
Marlene Trenholm
McDonald's (Ritson Rd. Oshawa)
Mike & Laura O'Neill

OPG Employees' & Pensioners' Charity Trust
Oshawa Centre Office Galleria
Outback Steak House
Patricia Fry
PC Bits N Bytes
Penny Wyton
Pickering Museum Village
Pingle's Farm Market
Ron & Dena Jenkins
Ron Hoopers
Rouge Valley Chapter IODE
Sandy Archibald
Sears (Oshawa Centre)
Sid Ryan
Softchoice
St. Patrick Catholic School
St. Paul's United Church
Staples Business Depot (Oshawa Centre)
The Oshawa B'Nai B'Rith Lodge
The Region of Durham
Tim Horton's (Athol St. Oshawa)
Toronto Raptors
Trudi Jordan
Victorian Order of Nurses
Wal-Mart (Oshawa)
Winners
Women of the Moose

Thanks to our Funders

Ministry of Community and Social Services
Ministry of Training, Colleges and Universities
Municipality of Clarington
Region of Durham Health Department
Region of Durham Housing Department
United Way of Ajax/Pickering/Uxbridge
United Way of Oshawa/Whitby/Clarington

Thanks for your Time!

Sincere thanks to the following people for their many contributions to our agency over the past year. These people have helped with answering calls, staffing displays at special events such as Canada Day, cooking at BBQ's, and more.

Agatha Firek
Ally Perrino
Amanda Nelson
Andi Haylie Whitehead
Anita Walker
Barb Allaire
Barb Strank
Billy Eames
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Suzanna Cierpik
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Tara Caley
Theresa Sellers
Tom Donovan
Trevor Leon
Tyler Ovenden
Yumna Leghari



In memory of Mary Dionne Wallace, who passed on Oct. 23rd, 2004. Mary was the first volunteer with our branch in 1975/76, working with Bill Fry on a number of projects.

When we opened our first office in 1975, Mary Wallace volunteered to help out as our front desk staff and with our administration. She applied herself diligently from 1975 through all of 1976 and provided the agency with a professional face. Being very interested and active in her church and community, Mary's contributions will be sadly missed.

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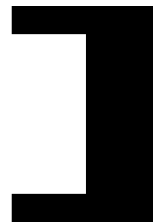
Helping people succeed.

The John Howard Society of Durham Region is a non-profit, social-service agency dedicated to providing people with the tools they need to succeed.

From a collection of concerned citizens working to assist inmates in the Whitby Jail in 1962, the agency has grown to a 6-location, 50+ staffed professional organization that offers assistance with Counselling, Employment, Housing, Literacy, Substance Abuse and much more.



**Check us out on the web at
www.jhsdurham.on.ca**



Supporting Our Efforts— A Little Goes A Long Way!

The work of the John Howard Society is possible with great thanks to funding support from many bodies, including the United Way, various levels of government, local interest groups and individuals.

You too can make a significant impact on the lives of others in your community. Consider for a moment how a simple donation of just \$50 can help over 500 people! It's true!

That \$50 could to buy a box of quality paper, which in turn, could be used by hundreds of our clients to print off professionally formatted resumes. In essence, you've just helped 500 people with their job search by one single act of generosity.

This \$50 could be used to pay for a month's worth of fax or telephone service, which are resources that are heavily used by clients seeking affordable housing, employment, filing applica-

tions with government bodies with out assistance, and more.

If you would like to make a donation, check out our website where you can do so online and receive a tax receipt via Email. You can also contact our Oshawa office directly and talk to us about how you would like to make a difference in your community.

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