

JOHN HOWARD SOCIETY OF DURHAM REGION

ANNUAL REPORT—2005

Annual Meeting: April 25/06

MESSAGE FROM THE EXECUTIVE DIRECTOR AND PRESIDENT OF THE BOARD

In this our 43rd year of service in Durham Region, the agency has continued to evolve in order to meet the needs of a growing community. As the Region grows and expands, services such as ours are confronted with the challenge of attempting to keep pace in the face of dwindling resources.

Program funding unfortunately has not kept pace with the cost of doing business, and as a result a number of structural changes have had to be implemented.

We have had to reduce the staff complement in our housing, employment counselling and administration areas. While this has been accomplished mostly through attrition, remaining staff are being asked to do more with less.

We are fortunate to have the continued support of the United Way of Ajax/Pickering / Uxbridge and United Way of Oshawa / Whitby / Clarington / Brock and Scugog. Their funding provides the ongoing stability when confronted with the resource challenges mentioned earlier.

Volunteers, students and staff remain our biggest asset. Without their dedication, skill and resourcefulness the range, vari-

ety and success of the programs offered would not be possible. We are especially fortunate to have a tenured staff, a number of whom have been with the agency in excess of 15 years.

Even with the resource challenges we faced there were a number of bright spots in 2005. In the spring we introduced a new employment service in the form of a Horticultural Technician Pre-Apprenticeship program. We hope to be able to offer a similar program in 2006 for Construction Craft.



**John Howard Society
of Durham Region**

Pilot programs with Trillium funding also commenced in 2005 and included a fundraising feasibility study for the Firehouse Youth Centre (Clarington) as well as a program for students suspended from the Peterborough Victoria Northumberland and Clarington Catholic District School Board.

In closing, we thank the residents of Durham for continuing to support us and our programs, and we look forward to 2006 as a year with many new possibilities.

Gord Brook, President
Bill Fry, Executive Director

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2005 Highlights

- Harm Reduction sees 62% increase in exchanges.
- Firehouse Youth Centre Receives Trillium Grant to support volunteer enhancement program.
- Pilot project for Pre-Apprenticeship program!
- Fire forces Whitby office to close. New site to open at 105 Consumers Drive in spring 2006!

BOARD OF DIRECTORS

Thank you to the dedicated and supportive members of the board. These volunteers play an important role in helping to shape the direction of the agency and seeing JHS Durham achieves success in its strategic planning.

Gord Brook (President)	Jim Adams
Mike O'Neill (Vice President)	Sandy Archibald
Cliff Lehman (Treasurer)	Steve Gyorffy
Abb Gilbert (JHSO Representative)	Ted Marks
Hugh Peacock	Bruce Wallace

PROGRAM ACTIVITY

Last year saw a mixture of activity for JHS. Our employment services remained extremely busy, but we lost the use of our Whitby office in the start of September when a neighbouring building suffered a severe fire. If the site had remained open for the last 4 months of the year, its average visitor rate of 450 clients/month would have seen us exceed last year's activity for that program. We expect to have a new, larger location opening in Whitby in 2006.

The Ajax office has had significant growth in 2005. We made the Young Adult Anger Management program available through this site, and staff cross-trained in each other's programs to produce a team that could support each other's services. As a result, multiple programs in this office are now supporting a larger client base.

For the third year in a row, our harm reduction program (Project X-Change) has seen a tremendous increase in activity. This service plays an important role in preventing the spread of diseases such as HIV and Hepatitis through education, counseling and the safe disposal of used syringes.

Program	2005 Activity	2004 Activity	Change
Counselling Service Applicants	325	288	+12%
Active Parenting Group Applicants	123	102	+20%
Employment Services Accessed	27,559	29,069	-5%
Literacy (Learner Hours)	10,811	11,333	-5%
Project X-Change (Needles In)	102,923	63,680	+62%
Firehouse Youth Centre Members	386	286	+35%
New Pardon Applications Files	51	47	+8.5%
Adult Anger Management Applicants	325	252	+29%
Housing Services (Total individuals served)	3,436	4,804	-28%

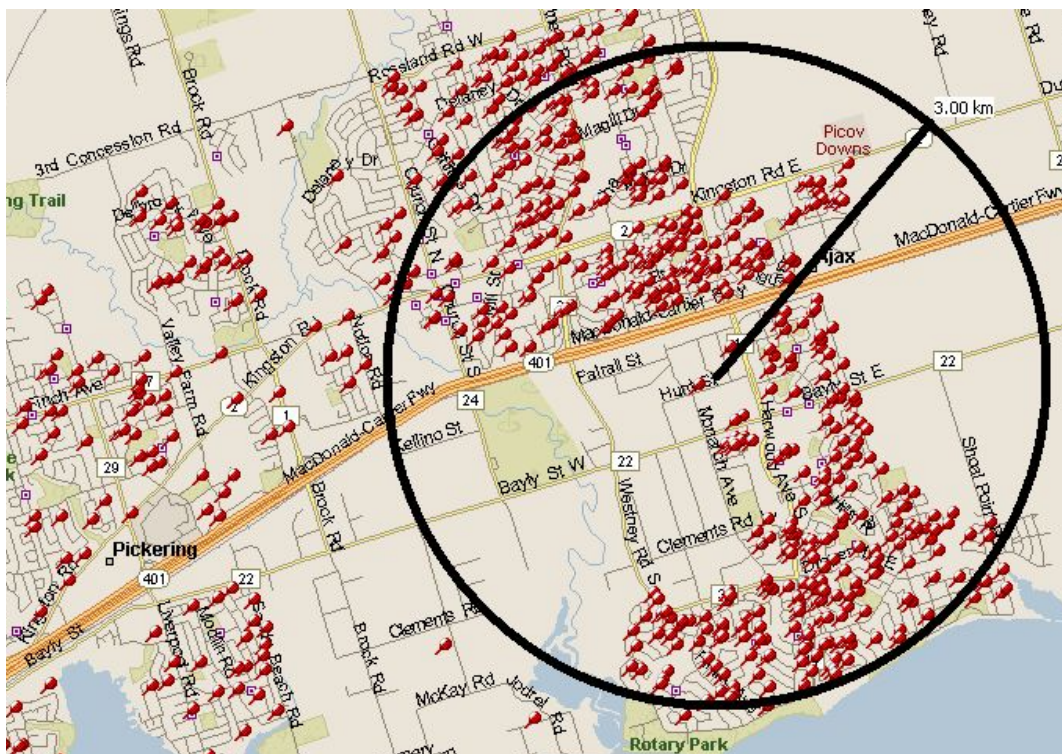
Statement of Operations (CORE Program), Year Ended December 31, 2005		
	2005	2004
Revenue		
United Way grants	\$344,209	\$368,067
Programme revenue (Note 5)	349,646	315,462
Other programme revenue	33,293	64,824
Project X (needle exchange)	125,500	110,000
Bingo—net	54,608	40,487
Other receipts	10,779	21,656
Donations (including deferred contributions) (Note 1)	12,734	5,818
Interest	1,915	883
	932,684	927,197
Expenses		
Salaries and benefits	683,511	621,513
Staff training	868	1,247
Travel	3,747	3,232
Project X (needle exchange)	128,896	112,644
Occupancy (Note 7)	51,985	49,050
Mortgage interest	20,593	16,122
Insurance	12,592	9,885
Telephone	5,252	14,873
Office	28,786	2,528
Office equipment and maintenance (Note 1)	(1,498)	2,396
Contribution to the John Howard Society of Ontario	45,694	37,099
Meetings and promotion	3,070	3,260
Professional fees	10,609	9,315
Client assistance	117	345
Amortization	9,370	10,950
Miscellaneous	1,023	1,940
	1,004,615	896,399
Net Operating (Deficiency) Results	\$ (71,931)	\$ 30,798

If you would like to see the full Auditor's Report, please contact Linda Haley at the Oshawa office at 905-579-8482

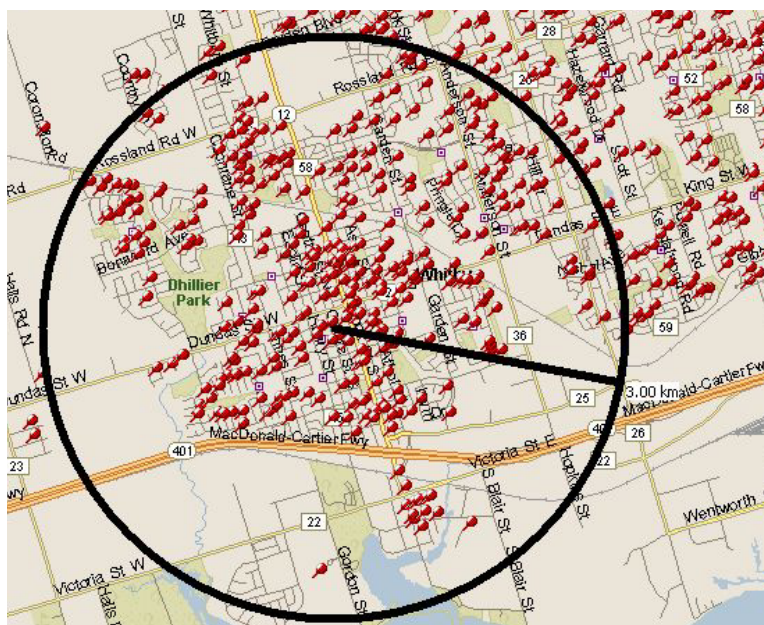
CLIENT CONCENTRATION BY GEOGRAPHY

The following maps depict the geographic distribution of clients that access JHS services in relation to the location of each office in a given city/municipality. Most clients accessing JHS services are within 3km of one of our offices.

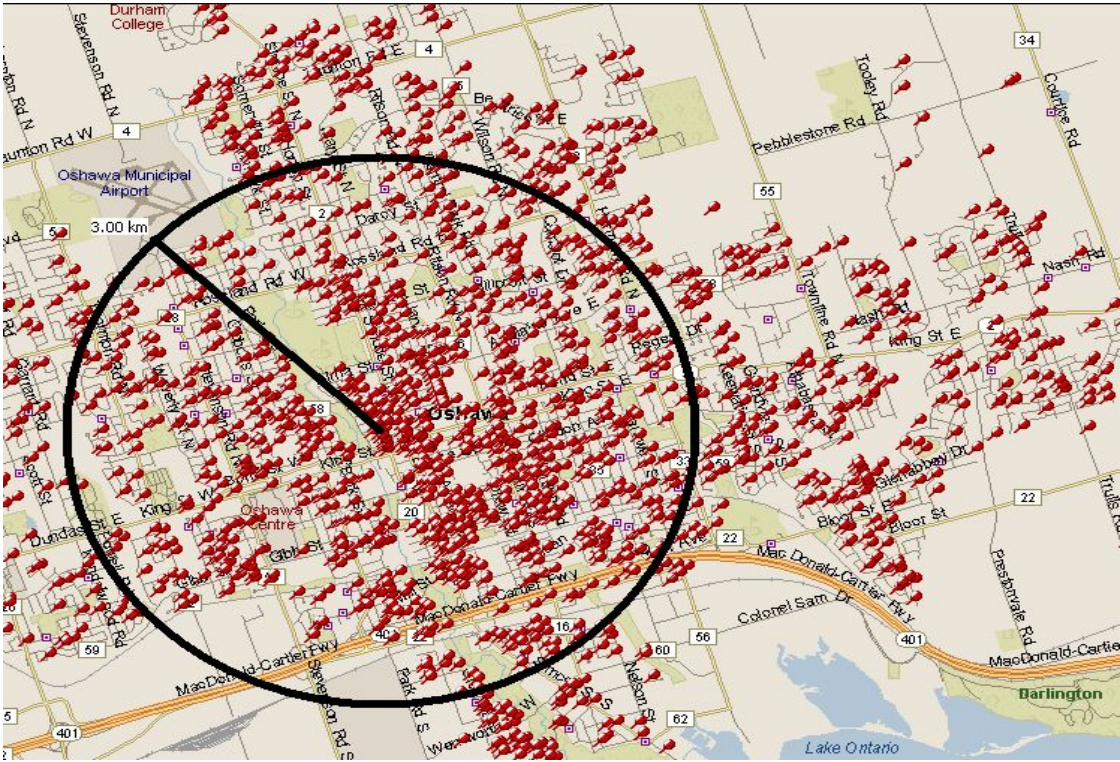
AJAX / PICKERING



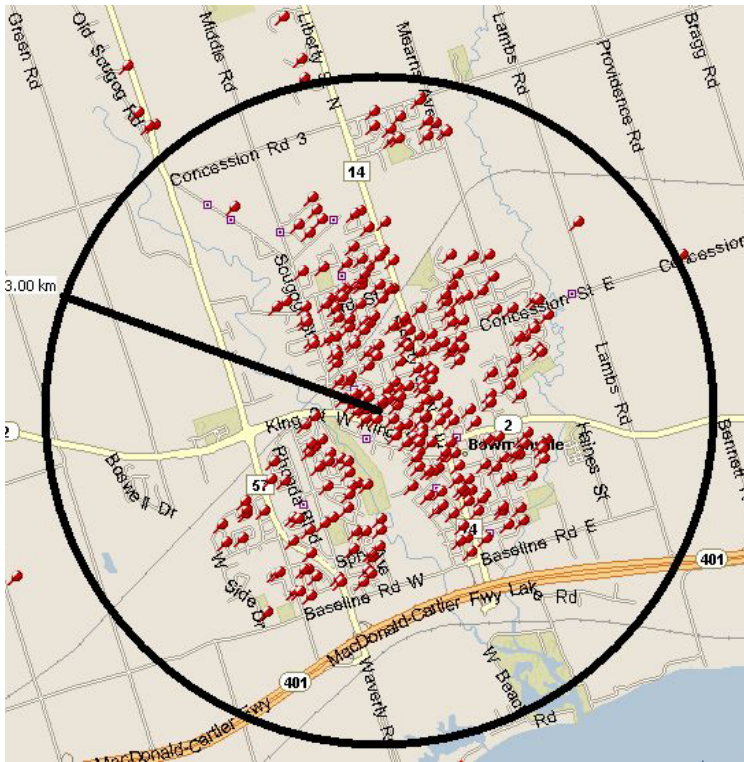
WHITBY



OSHAWA



CLARINGTON



PROGRAMS &

- **Active Parenting**

An 8-week group program of 2 hours per session. Designed to create a line of communication with your children and enhance parenting skills. Discover how to eliminate power struggles with discipline skills that really work, such as the "method of choice." Participants also learn how to develop your children's pride and inner strength, to teach them a true sense of responsibility. This program comes in formats for parents of children age 0-4, 5-12 and teens.

- **Anger Management (Youth & Adult)**

A 10-week group program of 2.5 hours per session. Teaches how to identify the triggers and develop coping skills to allow a person to resolve conflict in a positive way. There is separate programming for adults and youth.

"I thought I was coming to learn to deal with my son. I ended up learning more about myself."
~ Fred H., Manager

- **Counselling Services**

Individual and group counselling is provided on a confidential basis, by qualified professionals. Support is available for areas such as stress, anxiety, relationships, substance abuse, family counselling, separation, depression, court support and more.

- **DADS**

The D.A.D.S. Program is for fathers of any age who are experiencing issues related to separation and divorce. Our weekly drop-in groups cover a variety of topics including effects of separation and divorce on children, parenting issues, conflict resolution, healthy relationships, stress management and more.

- **Employment Services**

JHS Employment Services include Job Connect, Summer Jobs Service and four employment resource centres across Durham. Any job seeker is welcome to access our resource centres and use our Internet, fax, photocopier, resume templates, job boards and much more. For youth Job Connect and Summer Jobs Service provides one to one counsellor support. Our staff can also be called upon for presentations in schools, and to help employers with large hiring events.



SERVICES 2005

- **Firehouse Youth Centre**

After-school and summertime drop-in center providing adult supervised recreation. Created in 1998 after the community approached JHS about offering alternative programming for youth. Each weeknight youth can enjoy basketball, pool, exercise equipment and are made an active part of special events in the community.

- **Housing Services**

Eviction prevention, mediation and advocacy, I.D. Clinic, assistance locating housing, workshops for both tenants and landlords on the Tenant Protection Act, inmate post-release support.

- **Learning Alternatives**

Adult literacy program for basic reading, writing, and math skills, providing 1-1 or group instruction with flexible hours. Learners work at their own pace to meet their employment, educational, or independence goals. Participants can join the program at any time during the year.

- **Pardons Processing**

Help applying for federal pardon. JHS does not process the application, but aids the client in understanding all the steps necessary, the documentation required, how to get that documentation, and more.

- **Project X-Change**

Harm reduction program to keep used needles off the streets and prevent the spread of blood-borne diseases. Sexual health education and resource links to vaccinations, AIDS testing and more.

- **Residential Program**

Independent living skills education program supporting up to 14 residents. Primarily for youth age 16 to 24, this structured environment has up to 8 youth living in a house, sharing responsibilities such as chores, meal planning, cooking, and more. Each participant has an individualized action plan and counselling support.



NEW IN 2005

HORTICULTURAL TECHNICIAN PRE-APPRENTICESHIP

JHS received funding to deliver a pre-apprenticeship Horticultural Technician program in 2005. It was delivered in partnership with Humber College, Durham Region Local Training Board, Central Collegiate, Durham Continuing Education and Landscape Ontario and supported 22 participants in their pursuit of skills pertaining to the horticulture industry.

Participants received certification in First Aid and CPR, along with additional training in Workplace Health and Safety. Communication activities provided participants an opportunity to effectively resolve situations involving customers, co-workers, and employers. Finally, before beginning classes with Humber College, participants were provided with academic refresher courses to prepare them for the course content.

During the Level One Basic Training



Participants undertake landscaping duties using tools under the supervision of skilled trades staff.

delivered by Humber College, students were instructed on a wide variety of subjects including: Plant Identification, Pest Control, Turf Management, and Trade Calculations. Instructors had extensive experience in the industry and several courses provided a hands-on approach to learning everything from equipment main-

tenance to the different components of a single plant.

Students were connected with employers in the industry from across Durham Region for an eight week paid work experience. JHS assisted participants in re-creating their resume, sharpening interview skills, and researching employment opportunities. A job fair was held to personally introduce participants to employers. Eight participants developed their placement positions into long-term employment roles. Two candidates registered as apprentices.

Throughout the program participants had a chance to visit Casa Loma Gardens, Humber College Greenhouses, and other places that demonstrate the impact of horticulture.

JHS has since been funded to deliver two more pre-apprenticeship programs that will commence in early 2006.

FREE COMPUTER WORKSHOPS (CAP)

In 2001, JHS was given the opportunity to be one of a select few agencies across the Region of Durham to host computers through the Community Access Program (CAP).

CAP is part of an Industry Canada initiative to make Canadians one of the most Internet-ready communities in the world.

Many of the participants were persons over the age of 30, seeking a means to enhance their basic skills for improving their job opportunities.

"It helped me achieve my goal of obtaining a college diploma. I'm disabled and with the new skills I'm learning in college I may be able to return to the workforce." - CAP User

In 2005 our Oshawa site was able to

provide free computer workshops for the public in topics such as:

- PowerPoint
- MS Word
- MS Excel
- Introduction to Computers
- How to use the Internet

CUSTOMER LOYALTY CERTIFICATION

This workshop trains individuals to help them be an important part of raising the level of customer service in an employer's place of business.

Customer Loyalty focuses on developing people skills to provide the ultimate service experience for your customers. The skills taught in this workshop are the fundamentals to developing and retaining customer loyalty.

Participants completing the training are able to:

- Identify why customers leave
- Identify the factors that contribute to customer loyalty
- Define "service commitments"
- Describe and identify the three "P's of



customer service

We'll continue to offer this service in 2006 through all of our offices. Contact us for more information on when our next dates for this workshop are, or for our other training sessions such as Service Excellence and Smart Serve.

THANKS TO OUR SUPPORTERS

Support from governments, foundations, service clubs, and individuals are an important part of our ability to provide a holistic approach to service. We rely upon the entire community to play a role in supporting our programs financially, and thank all of you for your generosity and consideration in 2005.

A&P
 Aquilibrium
 Archibald Orchards
 Avon
 Beanz
 Black Dog Pub
 Canada's Wonderland
 Castle Loma
 Casey's Bar & Grill (Oshawa Centre)
 Casey's Bar & Grill (Ritson Road)
 Casey's Bar & Grill (Ajax)
 Country Perks
 David Hood (Iceberg Vodka)
 Dr. Kindree
 Durham Home and Small Business Association
 Durham Regional Police
 Enchanted Hands Day Spa
 Essential Communications
 Famous Players
 Garry Wood
 Gift Innovations
 Goody
 Honey Garlic
 John Deere
 Krazy 4 Kandles
 Linda Mair (Mayfair Bingo Pickering)
 Loblaws (Oshawa)
 MAC Cosmetics
 Maggie Mackay (Rouge Valley Chapter IODE)
 Mandarin (Oshawa)
 Mark Bruce (Region of Durham)
 McLaughlin Public Library
 Mr. Koepke
 Murray Johnston (Oshawa) Limited
 Nelson Jackson
 Ontario Place

OPG Employees' & Pensioners' Charity Trust
 Paramount Canada's Wonderland
 Paula Pidgeon - Delta Bingo Pickering
 Q-107
 Ontario Science Centre
 Sobey's (Oshawa)
 Softchoice Inc.
 Swiss Chalet (Pickering)
 TD Canada Trust
 Thornton Arms
 Three Faces of Eve
 Tim Horton's
 Toronto Blue Jays
 Toronto Maple Leafs
 Toronto Raptors
 Tribal Voices
 TVO Kids
 Wild Water Kingdom
 YMCA Oshawa

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/Brock/Scugog

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, assisting clients in our various programs, dropping things off, picking things up, and any number of other important tasks we can't do without. Without you, we would be hard pressed to maintain the level of service our clients have come to expect.

Amanda Pike
Amanda Sidock
Amber-lea Star
Andrea Berminham
Andrea Cain
Andrea Fitzpatrick
Andrea Garnett
Andrew Hanna
Andrew Igel
Anne Marie Bowden
Ashley Connors
Ashley Decker
Barb Sedore
Becky Seath
Beverley Oke-Hickey
Bill Alger
Branden Bailey
Candy Cerniuk
Carl Crowder
Charlene Burry
Chris Fisher
Christopher Josephs
Chris Worth
Conaully Russell



Curtis Moss
Darren Bowers

Darren Jones
Dave Allin
David Bond
Douglas Smith
Gloria Crowder
Gulla Carlton
Heather Oppersma
Holly Gibson
Ian Huckle
Jason Monahan
Jaclynn Murdoch
Jean Brice Beaton
Jeff Johnston



Jessica Johnson
Jim Maye
Jocelyn Gladding
Jordan Kerr
Josh Moores
Joshua Longhurst
Julia McNeil
Justin Osmond
Katie Knapp
Katrina Russell
Kevin Mills
Kimberley Richards
Krissie Lyons
Kristy Bailey

Krystal MacLean
Lacey-Dawn Borris



Lillian Russell
Mark Gilman
Mike Crowder
Monique D'Andrade
Nicole Chiasson
Patricia Brockelschen
Paul Pidgeon
Rayn Fowler
Rob Brittain
Sandy Archibald
Sarah Vanderloo
Shawn Bickle
Shelley Langstaff
Sharon Alipanopoulos
Simon Tonekham
Steven Bailey
Tara Mullins
Todd Gribbon
Travis Parish
Tyler Bond
Tyler Martin
Tyler Thomas
Yvonne Bouma

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 every one readily takes on other duties beyond their job description. Without this flexibility, the work just couldn't get done. Thank you for your continued commitment to the work of JHS and for supporting each other in all the endeavors of this past year.

4 Years or Less	10–14 Years
Tass Tsakamas	Beth Whalen *
Katerina Alexopoulos	Pat Andrus *
Cathy Yorg-Harrison	Barb Hume
Dean MacDonald	David Smith
Sheri-Ann Browne	Maggie McCallum
Bernice White	Shelley Lawrence
Christina Barrow	
Michelle World	
Michelle Heald	
Elizabeth Allaway	15 to 19 Years
Patti Harrington	Dianna Eastwood *
Mary-Beth Hannah	Joelle Morey
Paul Dobbs	Bonnie Finn
Cameron Jeffs	Jan Langlois
Dana Rondeau	
Cheryl Thompson	20 to 29 Years
Laurie Croft	Linda Haley *
5 to 9 Years	Maureen Bandola *
Monica Aquilina *	
Diane McKeage	
Cindy Baird	30 Years or More!
Maria Perrino	Bill Fry
Judy Gales	
Tanya Cochrane	
Gail Spackman	

** Denotes staff receiving recognition award for either 5, 10, 15, 20 or 30 years of service.*



JOHN HOWARD SOCIETY OF DURHAM REGION

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75 Richmond St. W.
OSHAWA



132 Church Street
BOWMANVILLE



136 Commercial Ave.
AJAX



WHITBY
*New site at 105
Consumers Drive in 2006!

The John Howard Society of Durham Region (JHS), founded in 1962, is a community-based social service agency. JHS is part of a national organization, and one of 18 branches in Ontario. JHS has over 60 full time personnel, as well as students, and project staff, with a diverse background of education and experience. JHS serves Durham Region, and has six locations: 4 offices (located in Ajax, Whitby, Oshawa, and Clarington) and 2 residences (located in Whitby and Oshawa). Although programs differ from branch to branch across the country, reflecting different community needs, the agency as a whole adheres to the same principle, philosophy and mission.

Mission Statement:

"Effective, just, and humane responses to crime and its causes."

HOW YOU CAN HELP...

As a registered charity, JHS Durham can issue tax receipts for your charitable donation. One of the easiest ways to express your support is through our secure, online donation system at our website.



Click on the "Donate Now" button on our website to start. This will take you to a page where you can define how much you would like to give. You can designate your donation in honour

or in memory of someone else.

You can also send for free, an electronic card for any donation. For example, you could send a friend or family member an "e-card" to let them know you are thinking of them. E-cards are available for birthdays, weddings, and more.

Aside from a small transaction fee for JHS Durham to utilize this online service, 97% of your donation goes to our charity!

Tax receipts are sent immediately following the payment of

your donation(s) to the email address you supply.

Your receipt is valid for tax credits! A secure PDF file type is used for your tax receipt. Electronic receipts are valid for tax filing by the CRA.

Your donor information is not shared or sold to any other party.

For more information, or to donate in person, please feel free to contact us at 905-579-8482.