ANNUAL REPORT

April 2016—March 2017

www.jhsd.ca

75 Richmond St. W., Oshawa, On L1G 1E3

Ajax	Whitby	Clarington	Residences
136 Commercial Ave.	#200, 114 Dundas St. E.	132 Church St.	Oshawa: 905-434-5388
905-427-8165	905-666-8847	905-623-6814	Whitby: 905-668-4614

VISION

We envision a Durham Region where everyone contributes to a safe, healthy, and just community.

MISSION

To reduce the impact of crime and its causes through a spectrum of effective prevention and intervention programs.

VALUES

People have the right to live in a safe and peaceful society, as well as the responsibility implied by this right to respect the law.

All people have the potential to become responsible members of our community.

Every person has intrinsic worth and the right to be treated with dignity, equity, fairness and compassion without discrimination.

Communities are stronger and safer when the root causes of crime are addressed through programs and services that are based on community needs and priorities.

HISTORY

The first official meeting of our branch took place in the boardroom at the local YMCA on October 23rd 1962. Through the efforts of Mr. Keith Couse of the JHS Ontario office, the Oshawa Chapter of the John Howard Society saw it's first members; Rev. Coffey, Mr. E Parker, Mr. E.A. Doyle, Mr A. Green, Mr. E. Marks, Rev. H. Mellow, Mr. W. Paynter, Mr. F. Popham, Mr H. Pineau, Mr. H.M. Sparks, Mr. N. Spring, Rev. A. Woolcock and W.A. Smith. In 1969 the agency was renamed to JHS Oshawa/Whitby to reflect the growing geographical area of service. The first permanent office opened in downtown Oshawa in 1974. In 1984 we became John Howard Society of Durham Region after opening of our first satellite office in Ajax. New offices followed with Clarington in 1986, two Residences by 1992, and a Whitby office in 2001. In 2009 an Administrative site was added in Oshawa, and our Direct Accountability program received space inside the newly built Oshawa court building.

BOARD CHAIR & EXECUTIVE DIRECTOR REPORT

Together with our dedicated Board of Directors, Staff Teams, Volunteers, Community Partners and Funders, the John Howard Society of Durham Region has continued to provide a broad range of programs and services to the Durham Region community over the 2016-2017 fiscal year and has been fortunate for the opportunity to expand and develop services in our Employment and Training, Community and Justice and Housing Services pillars.

With the addition of the Experience Ontario Program to our Employment and Training pillar, we expanded our services to work with youth to assist in their transition from high school to post-secondary education. New relationships with placement employers were developed resulting in youth in placements they had never themselves envisioned. Their post-secondary choices were heavily influenced by these opportunities and the experiences were proven to be mutually beneficial for both the employers and youth participants.

Piloted in the fall of 2016, the Co-operative Parenting Program for parents following a relationship breakdown is increasing in referrals from those closely connected to the family court system. Families experiencing relationship breakdown are at significant risk for involvement in the criminal justice system and the introduction of this program to our group counselling is in keeping with our agency's mission and mandate to provide effective prevention and intervention programs.

Through the Homelessness Partnering Strategy, we were able to develop a three year program to support the stabilization of safe and affordable housing for individuals involved in the sex trade. The Sex Trade Housing Support Program has provided intensive support with goals to stabilize housing, increase life and pro-social skills, access employment and training opportunities and expand upon their natural support systems. Over 21 individuals were involved in this program and we look forward to continuing this work in to the 2017/18 year.
Both the Homelessness Partnering Strategy and the Home Depot's Orange Door campaign have contributed to office renovations to include a Housing Resource Centre serving a vulnerable and at risk population. The centre provides a safe space for youth and adults to search for affordable housing in the community.

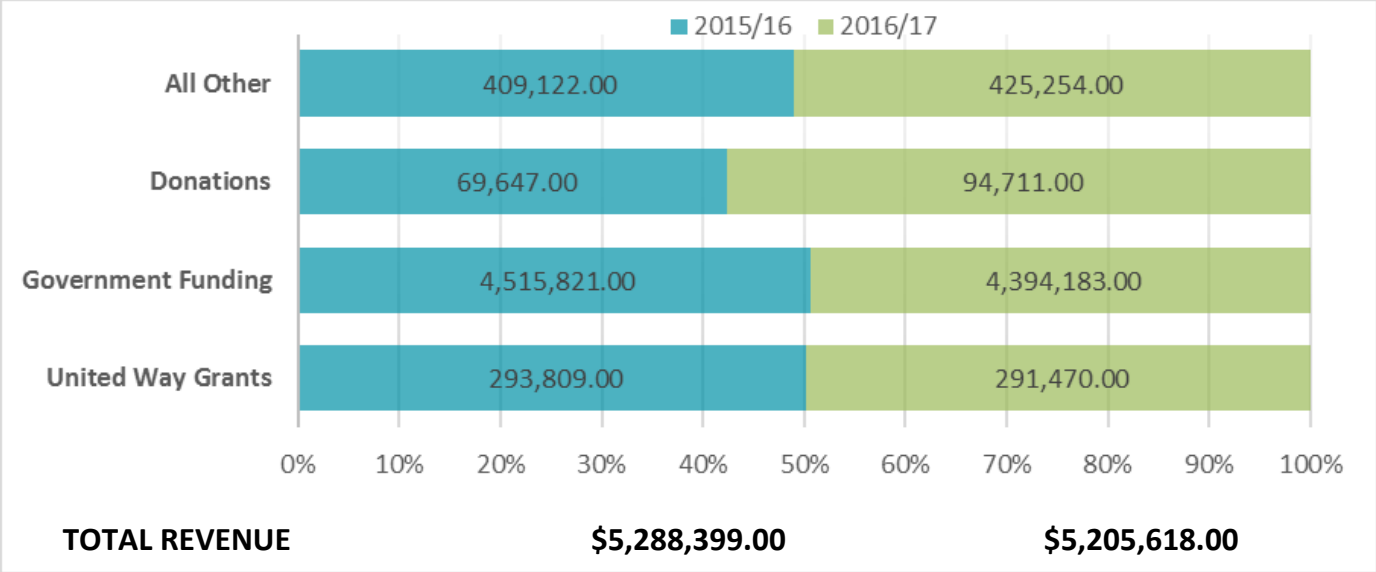
As we put closure to this fiscal year, we say good-bye to Community Living Oshawa/Clarington and the Clarington Project, our long term community partners at the Clarington Community Resource Centre (our Bowmanville office location). For close to 20 years, they have been our partners in the centre. Over the years we have shared space, administrative support, equipment and overall operational costs resulting in program growth for both organizations that has been beneficial to all our clients in Clarington. As we strive to maintain services across Durham Region during periods of funding reduction, this experience will guide us well. We look forward to working towards a similar model in the western part of the region.

We would like to take this opportunity to thank the Board of Directors, Management Teams, Program Staff, Students, Volunteers and Community Partners who are committed to providing the best possible range of services to our clients and community. We look forward to continuing the work in 2017/18.

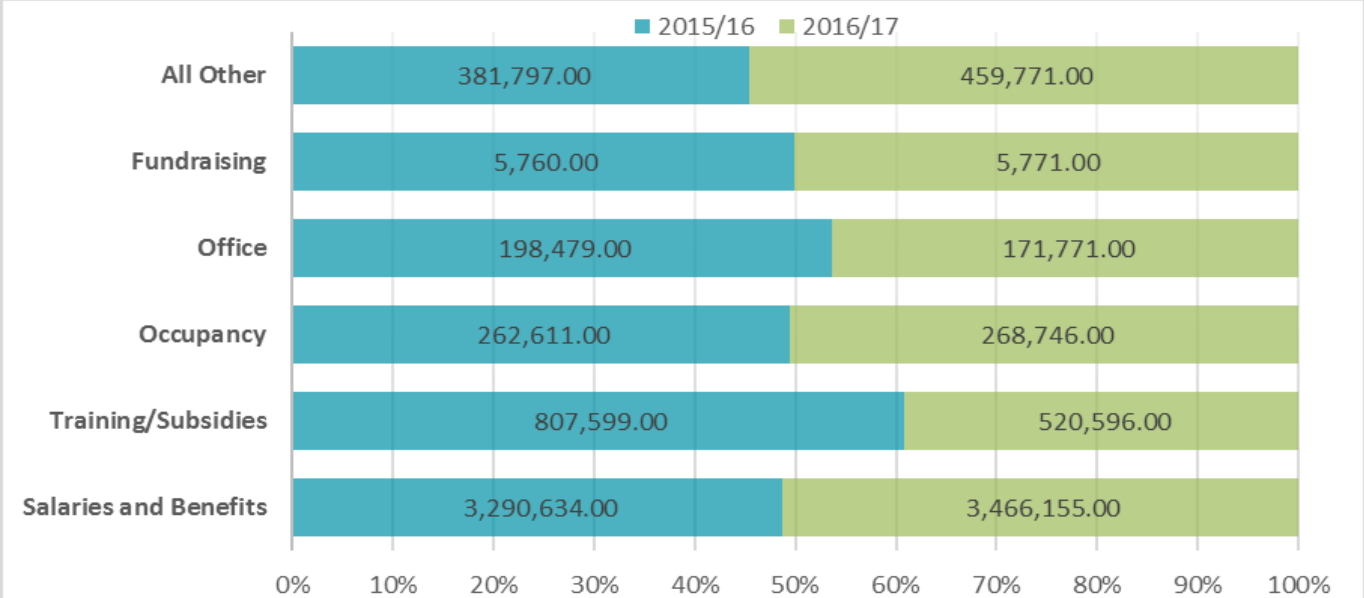
Ted Marks
President

Dianna Eastwood
Executive Director

FINANCIAL STATEMENTS



TOTAL REVENUE	**$5,288,399.00**	**$5,205,618.00**



TOTAL EXPENSES	**$4,946,880.00**	**$4,892,810.00**

	2015/16	**2016/17**
Revenue - Expenses before Refundables	$ 341,519.00	$ 312,808.00
Amount refundable to funders	$ 266,497.00	$ 337,651.00
Excess of revenue over expenses	$ 75,022.00	$ (24,843.00)

Full audited statements are always available on our website at **http://www.jhsd.ca**

Canada Revenue Agency "Charities & Giving" section also has our financial data **http://www.cra-arc.gc.ca**

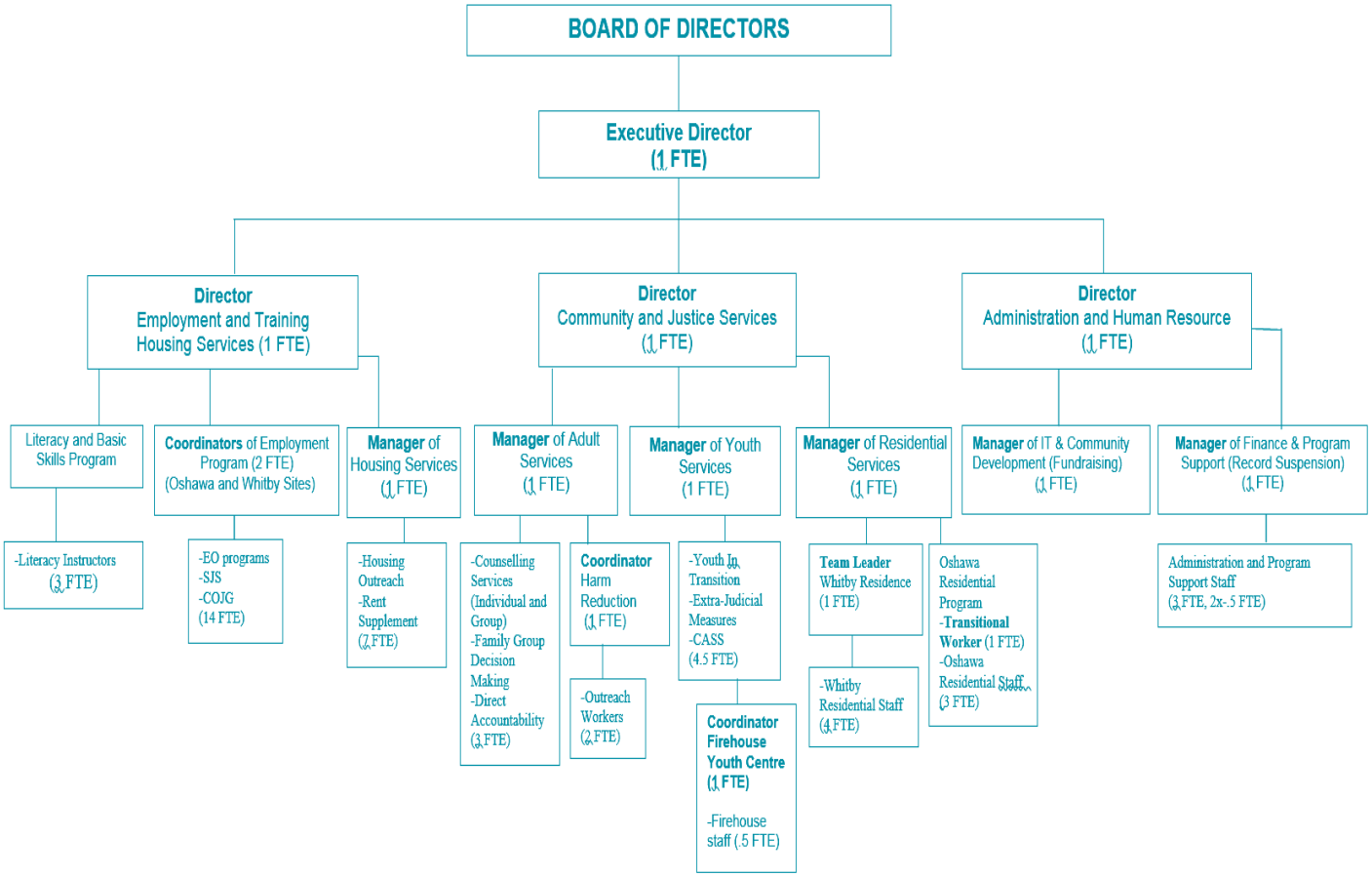
Board & Governance

Board of Directors

Ted Marks	President
Sue Vanderkwaak	Vice President
Peter Stephenson	Treasurer
Abb Gilbert	Director
Dean Bertrim	Director
Hugh Peacock	Director
Jim Monroe	Director
Kevin Armstrong	Director
Tom Park	Director
Steve Gyorffy	Director

Our Board, comprised of citizens from across Durham Region and from a range of backgrounds (business, legal, government), are committed to the overall vision of helping Durham families and individuals through services that meet their needs, where they are at, when they need it. Our sincere thanks to them for their gift of time, talent and resources to help steer the agency to effective outcomes for the benefit of all who needs us.

Operations Structure



Year In Review

Community & Justice Services Programs

Community Alternatives for School Suspension

(CASS) is a voluntary program for elementary and high school students to effectively utilize their suspension/expulsion period and provide an opportunity to address and support the underlying issues related. The program partners with the school boards to provide a safe and structured environment for students to work on academics, develop life skills and involvement with community organizations.

Since its inception in 2005, over **700** students in Clarington have participated in the program. Over the last 5 years of the program, most students (83%) have only needed to be referred to the program once. This past fiscal year, **56** students attended CASS, of which **75%** were first time referrals.

An added feature to the partnership has been the implementation of a monthly student action plan review which has helped to facilitate more effective communication between the program, school, student, and families for a successful return to the school environment.

As clients complete their time in the program, an Exit Survey is conducted to get feedback on the experience from their perspective. The following are just a few examples of that impact:

Client Comments

- *"I am prepared to return to school. This program showed me that I can do the work. I just need to focus. "* **-[15-year-old male, 6 days service]**
- *"Friendly environment, relaxed, fun volunteering opportunities, getting caught up on work."* **- [16-year-old female, 3 days service]**
- *"Activities that I found most helpful for me were...Home Sweet Homelessness board game and volunteering."* **- [16-year-old female, 3 days service]**
- *"I found that the resume writing activity with MJ was fun and helpful at the same time."* **- [15-year-old male, 8 days service]**
- *"Volunteering helped me realize job and other opportunities around the community."* **- [15-year-old male, 25 days service]**

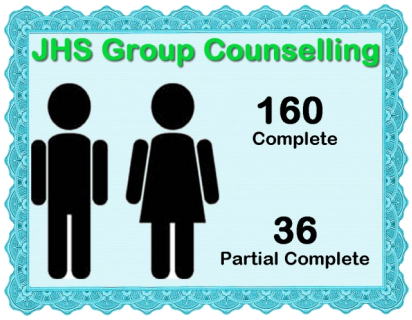
Counselling Services - Individual & Groups

Support counselling is provided for a variety of goals such as stress reduction, improving communication, reducing conflict, parenting, grief and loss, and substance use. All programs are voluntary and accessible to individuals 16 and older who are self-referred, or referred by another community agency.

Group Programs include:

- Adult Anger Management & Young Adult Anger Management: A 25-hour, 10 week program and 16 hour, 8 week program assisting individuals through group discussion, information sharing and activities to understand anger and develop productive communication and coping techniques.
- Active Parenting – For Parents of Teens, Parents of 5-12 year olds and Cooperative Parenting after relationship breakdown. Video and text based programs focusing on strengthening relationships, communication and discipline strategies.
- DADS – A 25 hour facilitated, educational and peer supported program for dads experiencing separation or divorce to expand their support network, strengthen relationships with their children, and develop healthy interpersonal parenting and cooperative parenting skills.

The group programs saw over **240 participants** in the last year with **160 successfully** meeting all the requirements to obtain a certificate of completion and **36** meeting some requirements. Reasons for not completing a program include; child care issues (JHS does not have on-site child care) preventing them from attending consistently and work hours that interfered with consistent attendance.

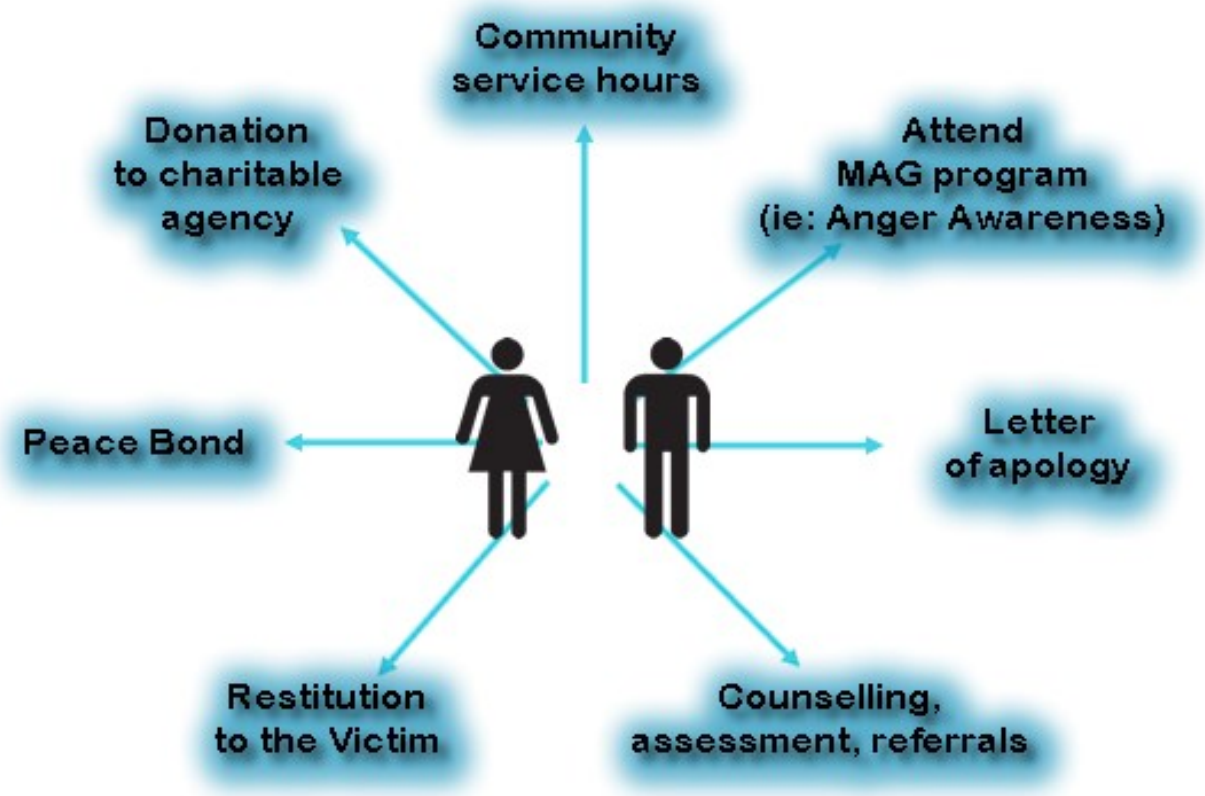


Direct Accountability Program

DAP is an adult diversion program funded by the Ministry of the Attorney General (MAG) for summary offenses under $5000 (theft, mischief, substance related, fraud etc.). The Crown Attorney notifies the accused at their first court appearance if they are eligible for the program. The accused then meets with the JHS Community Justice Worker who explains the program and the sanction(s), then determines eligibility. To be considered for the program an individual must:

☑ be 18 years of age or older
☑ be willing to accept responsibility for actions that led to the charge
☑ be willing to make amends for their offence through an assigned task or "sanction"
☑ complete an agreement outlining the terms of sanctions to be met

If successful, the person may not have to return to court and does not have a criminal conviction registered. **Direct Accountability** sanction options may include:



The program had **397** referrals in 2016, with over **$30,000** in restitution and donations directed in-trust to charities in Durham. This number of referrals is down slightly from the previous year.

Extra Judicial Measures

Extra-Judicial Measures (EJM) is a police-referred pre-charge diversion program for youth as an alternative to being charged with a minor offence. JHSD provides an Anti-theft group and an Anger Management group as well as individual counselling as a measure deemed appropriate to the circumstances of the youth's police involvement. EJM provides opportunity for youth to take responsibility for their actions, understand the impact of their behaviour on themselves and others, and learn alternative ways of dealing with situations.

Youth crime rates are down across the province and it follows that they are in Durham Region as well. Our staff worked with **212** youth, of which **206** (**97%**) successfully completed the program.

This year, staff have worked at making changes to the groups with a focus on engaging the youth with the content and objectives utilizing multiple learning styles and challenging their thinking in ways that elicit change.

Client Comments

What the Client Has to Say

A 16 year old client attending the Anger Awareness group for having made threats to another youth, stated;

"…this stuff didn't work…" and, that we would have to prove it to him that it did. Our facilitators replied, "Challenge accepted".

Our goal in 4 sessions is to have 4 simple ideas for clients to work into their life. By session 4, this client came into group reporting this story.

A fight had broken out at lunch time at school and the client was right in the centre of it. His principal showed up and immediately pushed the client to the side. The client stated that *normally, he would have gotten worked up*. However, this time he paused , and thought;

"Hey, he's got my back". As facilitators, we smiled and said "Mission Accomplished!". At the end of our final session the client reflected;

"I realized I change a lot based on other people, but that I don't need to. They may come and go, but I'll still be here."

Firehouse Youth Centre

The Firehouse Youth Centre is a drop-in based program that offers a wide variety of both structured and unstructured programming opportunities for youth ages 12-19. The program runs in our Clarington office 5 evenings a week. In the last fiscal, programming was provided to over **250** youth.

Total # Youth Visits
3,642

The core services of the Firehouse offer youth an opportunity to be active after school, while also encouraging life skill development, increasing confidence and opportunities for leadership. This is achieved by encouraging participation in programming, workshops and community volunteer

opportunities. Staff also support local youth through a variety of challenges by connecting them with other local agencies and resources. The Firehouse plays a pivotal role in the community by providing youth with a safe, encouraging and supervised environment to grow.

New in 2017, we introduced *Rockin Recreation*, a weekly sports based program for grade 7-9 students facilitated at a local elementary school. We continue to engage youth through our other annual events such as Mics on Fire, Battle of the Bands, Fright Night and other activities that provide them the opportunity to give back in the community while also earning their Community Service hours needed for their high school diploma.

Goals for 2017/18:

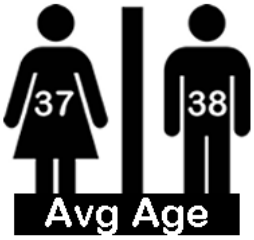
- increasing the accessibility and community awareness of the Firehouse and its programs,
- strengthening partnerships and programming opportunities,
- maintaining fundraising levels, and
- involving the youth in improving the appearance and function of our youth space

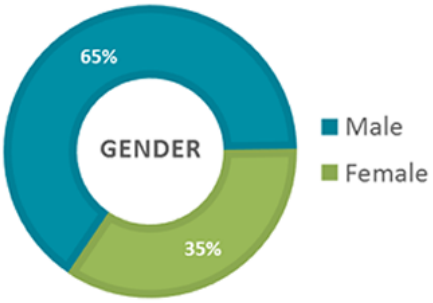
Harm Reduction (Project X-Change & Women's Drop-In)

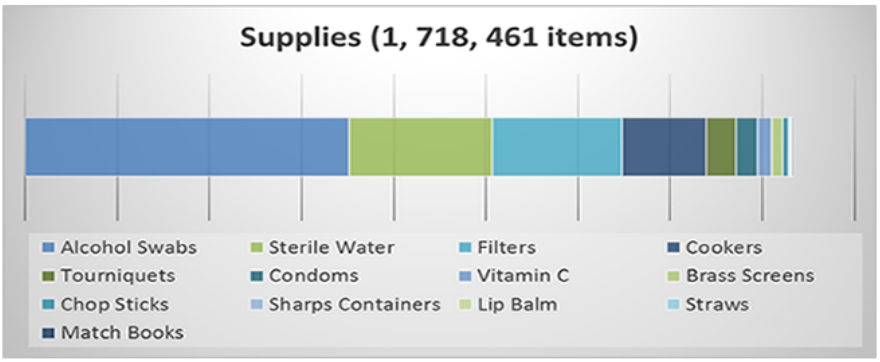
> ***"I am at the part of recovery where the desire to use is gone. I'm truly living my life. Never knew it could be so beautiful. After all, I had you in my corner."***
> ***~ Scott***

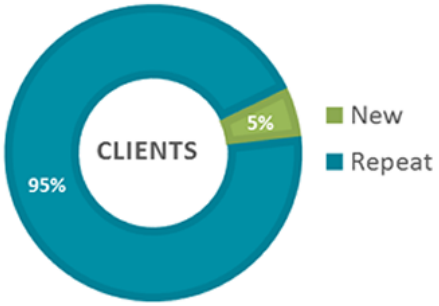
Harm Reduction Services include several programs available to "at risk", marginalized individuals struggling with addiction, mental health, housing, stigma and discrimination issues.

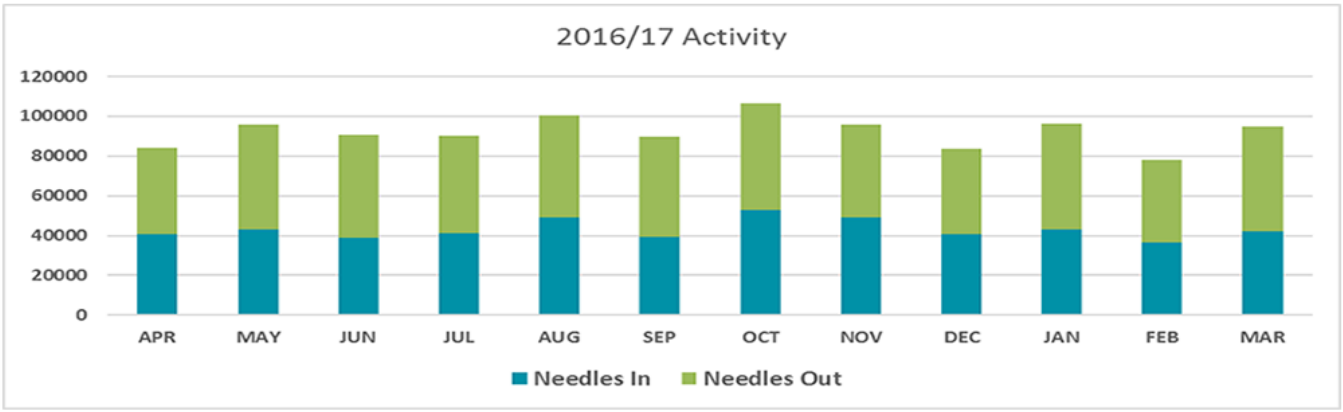
Project X-Change is available Monday to Friday through all JHSD locations, **7** satellite sites, and mobile outreach in the evenings from 6pm-11pm. Individuals have access to free sterile injection and inhalation equipment to assist in reducing the spread of HIV/AIDS, Hepatitis B and C and other blood borne disease. Other supports such











as instruction on safer use, referrals for treatment, STI and HIV testing, housing etc. are provided to clients upon request.

In December 2016 we became a designated *Ontario Naloxone Distribution Point*. This lifesaving program provides opioid users, their friends and families training to recognize signs and symptoms of overdose, procedure for calling 911, and how to administer Naloxone.

The *Durham Referrals, Education, Advocacy, Mentorship and Support* (DREAMS) program is a Women's Drop-In program geared for sex trade workers and street involved women, available one afternoon per week from 2-5pm. Clients are able to access counselling, a nutritious meal, shower and laundry facilities, hygiene products, clothing donations, periodic workshops on a variety of topics such as sexual health, dental health, employment and other life skills and referrals as requested. Several community partners attend the Drop-In on a regular basis to provide clients an opportunity to associate a "friendly face" to encourage "warm" transfers to other needed services.

Ontario Electricity Support Program

The OESP is an Ontario Energy Board (OEB) program that lowers electricity bills for lower-income households. The OESP provides a monthly credit to eligible customers based on household income and household size. The OESP credits are applied directly to eligible customers' bills.

In the past year, JHS has assisted **294** clients in fulfilling the application process to acquire this credit for their hydro bill. The minimum a household would receive is $30 off their monthly cost. It takes about one month from the time of the application to when the credit begins to apply. Changes are coming to increase the credit amount in 2017.

Record Suspensions

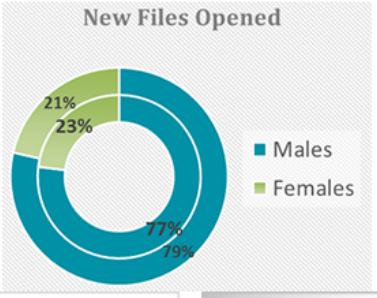
Having a criminal record can be a serious barrier to an individual's ability to acquire gainful employment, explore new education opportunities, travel, adopt children and even impact their ability to access affordable housing. The process of applying for a record suspension is complex as there are many steps to assemble all the items required. Our staff help by:

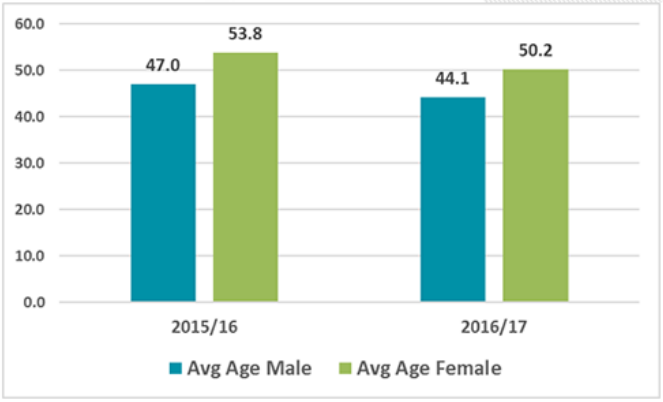
- Providing confidential service/support
- Liaise with Police Services, Court officials, RCMP, and Parole Board of Canada
- Obtain all necessary court documents/record of proceedings
- Submit the application to Parole Board of Canada on behalf of the client
- Respond to requests/further requirements from Parole Board of Canada

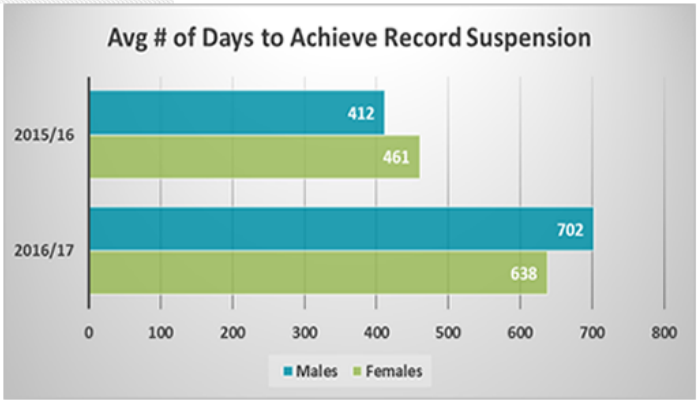
Once a record suspension is awarded, the record is sealed and may not be accessed without the permission of the Ministry of Public Safety. The Criminal Records Act applies only to records kept at the federal level.

The total cost for a Record Suspension submission will vary depending upon these items below:

- $225 application processing fee, payable by Cash OR Visa, on your first interview with us
- $631 payable by money order or certified cheque for the Parole Board of Canada
- $80 or more for fingerprints to be done
- $100 for the local police to perform a local police records check for the area you live in, and for any area you have lived in over the last 5 years (this fee can vary between local stations)







Youth In Transition

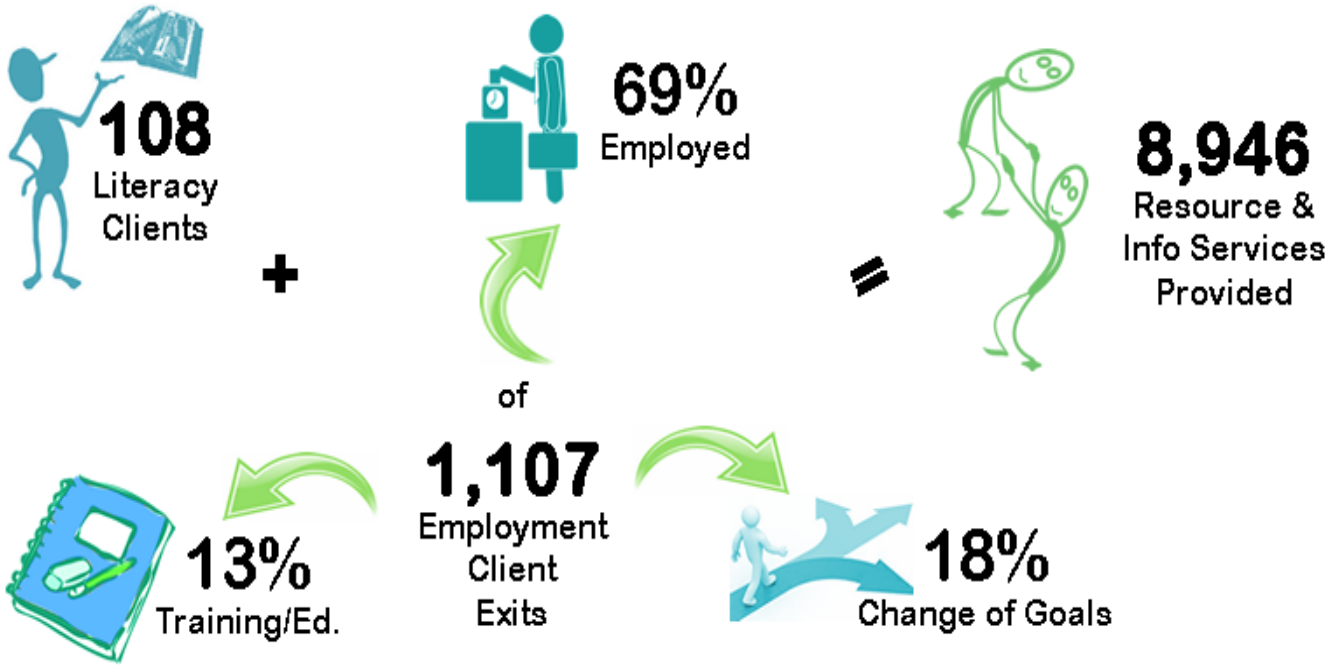
The Youth in Transition program assists youth who are current Crown and Society Wards of Durham Children's Aid Society to transition successfully from care to independent living in the community.

Staff provided support to 34 youth who are:

- between the ages of 15-20 years of age. Particular emphasis is placed on servicing those youth 17 and 18 years of age and closest to termination from care.
- transitioning from residential care (primarily) who may or may not currently reside within the Region of Durham, however, have identified their home community as the Region of Durham.
- currently in the process of transitioning to adult independence.
- identified by Durham CAS Workers as requiring continued and additional support for: emotional issues, housing, mentoring and overall transition to independent living.

This past year we have noticed an increase in the intensity of mental health issues experienced by youth. Couple this with longer wait times for family doctors and psychiatrists and that has resulted in our staff being challenged to spend more time advocating for services, particularly for those youth transitioning to adult services. With the lack of affordable and safe housing in the community, long term housing options are another challenge our youth face. We continue to have great partnerships with our other in-house services that complement the needs and goals of our youth.

Employment & Training



At JHS Durham, our Employment and Training Services provide a full suite of programming and services for youth, adults and employers seeking to fill their employment vacancies. Services are offered in our Oshawa and Whitby sites and are funded through the Ministry of Advanced Education and Skills Development and the Ministry of Education. Services provided include Employment Services, Youth Job Connection, Youth Job Connection Summer, Youth Job Link, Second Career, Canada Ontario Job Grant, Literacy and Basic Skills, and Experience Ontario. Our services are available year round and walk in intake services are available at both our Whitby and Oshawa offices. Services are also available off site, if requested.

Comprehensive training programs are offered, such as:

- Literacy and Basic Skills, an upgrading program for adults seeking to transition to further education, employment, or increased independence,
- Smart Serve Training and Certification,
- National Safe Food Handling Certification,
- Soft Skills Solutions (a 25 hr employability skills training course)
- Health and Safety Training, and
- WHMIS training are available to both adults and youth.

These training programs have supported the transition for many individuals into gainful employment opportunities, or have supported job retention.

During 2016-17, **108** individuals received individualized training through our Literacy and Basic Skills program. Of those, **78** individuals transitioned to further education, employment opportunities or volunteer jobs in our community. Others attained increased independence. We attribute our success rates to our flexible, individualized and inclusive programming.

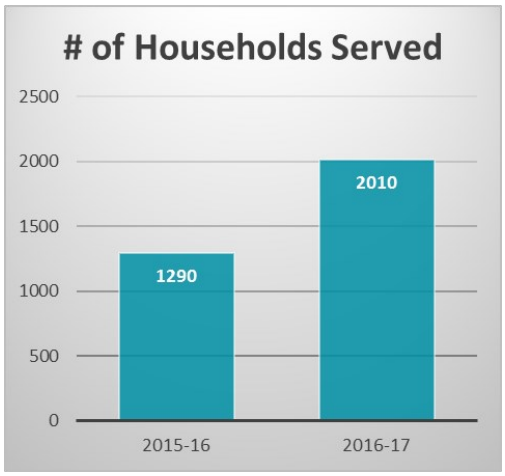
During 2016-17, our staff provided **8,946** resource and information services to adults and youth. Services are provided in office, virtually, or in the community. Of those, **1,225** individuals accessed 1:1 support from staff who are experts in career exploration, job search, employability skills, conflict management, and social skills development. Wrap around supports are provided from in-house JHS programs such as Housing Services, Counselling, and Harm Reduction. These wrap around supports were integral to achieving an **82%** Employed or Training outcome and will support the longer term retention of employment for individuals.

Active employer engagement continues to remain a priority for our teams. Services to employers include use of our office space for mass hires/job fairs, training incentives and wage subsidies, job matching, participant resume screening, employer needs focused workshops and a virtual job board. As a result of ongoing employer engagement services provided last year, we were able to successfully develop **318** job placements for youth and adults with our employer pool of over 250.

Priorities such as Partnerships and Local Leadership, Labour Market Information, Experiential Learning and Mentorship, Promotion of Multiple Career Pathways, Skills and Competencies and Measuring Success, as identified by the Premier's Highly Skilled Workforce Expert Panel will guide our programming direction in the coming fiscal. We will continue to engage with employers and job seekers to ensure our spectrum of programming aligns with these priorities.

Housing Services

Access to Housing



The Access to Housing Program provides various forms of housing support to individuals and families in Whitby, Oshawa and Clarington. This support can be in the form of housing search, eviction prevention, mediation with landlord, advocacy with the Landlord Tenant Board, assistance with applications for rentals or to access funds for last month's rent or various types of arrears. We provide ID clinics to assist in the acquisition of Birth Certificates. We also facilitate the Durham Housing Benefit Rent Supplement.

In 2016 we provided services to **2010** households representing **3349** individuals.

Early in 2017, with thanks in part to the federal Homelessness Partnership Strategy and the Home Depot Oshawa for their support through the Orange Door Campaign, we were able to create a new Housing Resource area in our Whitby office. It includes information and resources specific to housing clients.

In 2016, the Sex Trade Housing Support Program (STHS) was created to assist female, male and transgender individuals who are involved in the sex trade or who occasionally trade sex for cash, shelter or food, and who are homeless or are at risk of homelessness. This program offers support to stabilize housing, increase social and life skills, and provide access to employment, education and training. In the 2016-17 program year STHS provided intensive support to 21 women. We look forward to continuing to provide this valuable program.

Our team of 9 provide all of these services Monday to Friday out of our Whitby, Oshawa and Clarington offices.

Residence Program

The Whitby Residence supports up to 6 male youth, 16 to 18 years of age. Two beds are designated for CAS youth. The staff and program work with the youth with overall goals of attending a school or work program as well as working on the life skills required to successfully live independently. This residence is staffed all hours that the youth are in the residence. The program is structured to support the youth in creating healthy habits for independent or semi-independent living.

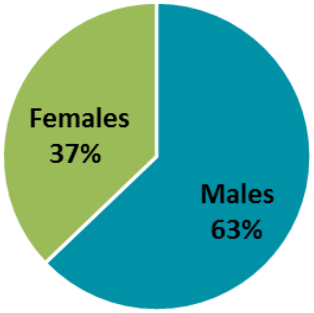
The Oshawa Residence supports up to 4 female and 4 male youth, that are 16 years and older who have attained some degree of self-sufficiency but can still benefit from the staff support and programming available. All youth have access to the residence and a key to their own fully furnished private bedroom. Residents are supported by staff to attain their goals for further independent living.

Residents at both locations contribute to the day to day running of the house to learn the practical skills for living independently; such as cooking, laundry, cleaning, and budgeting. Each resident has the flexibility of designing their own program to work towards achieving their individual program goals. School or work related goals are often part of their plans as well as obtaining community supports for other needs. In addition to homelessness or unstable housing, Residents are often dealing with issues such as mental health, drug/alcohol use, trauma, gender identity, family relationships, sexual health, and healthy relationships.

The residential Transition Worker maintains an intake schedule for new clients along with offering transitional support/follow-up to current and past residents. Staff also provided youth with links to other community agencies and services, support with housing search, and attended various community meetings.

In 2016-2017 the residential program serviced a total of **68** clients and exceeded our target by **11%** totaling **3973** bed nights being utilized. The residential programs receive funding from the Ministry of Children and Youth Services, Durham Region, and Durham Children's Aid Society.

Oshawa/Whitby Residences



Funders & Sponsors

Thank you, so sincerely, for your generous and continued support! Our funders and sponsors, a collection of community-minded, caring, and engaged builders of positive social supports are critical to every layer of service we provide. Without you, there would be no means to serve the nearly 10,000 clients JHS sees come through it's doors every year. We know you could choose from any number of other causes, and you have chosen us as an extension of your good will in the community, and we will continue to make ourselves worthy of your confidence.

Funders

- Blue Hills Child & Family Center
- Durham Children's Aid Society
- Government of Canada—Homelessness Prevention Strategy
- KPR District School Board
- Ministry of Advanced Education and Skills Development
- Ministry of the Attorney General
- Ministry of Child & Youth Services
- Ministry of Education
- Ministry of Health—Long Term Care
- Municipality of Clarington
- PVNC Catholic District School Board
- Region Of Durham
- United Way of Durham Region

Sponsors

- 100 Women Who Care (Clarington)
- Aspen Springs Dental
- Boston Pizza
- Bowmanville Wood Products
- Calvary Baptist Church
- Candz Print Inc.
- Cheshire Homes McLeod Home
- Covanta - Durham York Energy Centre
- CRS Oshawa
- Dom's Auto Parts Company Ltd
- DRPS (East Division)
- DRPS Youth in Policing
- Durham Combustion
- Durham Mental Health
- Durham Sexual Health Clinics
- Fazio's Restaurant
- Feed the Need Durham
- Gay Company Ltd
- Greeley Containment & Rework
- Hands on Music Company
- Haunted Walks Inc.
- Home Depot (Oshawa)
- IBEW Local 353
- James Insurance Broker Ltd.
- Jungle Cat World
- Keller Williams Realty
- Lakeview Burger
- LCBO (Oshawa)
- Long & McQuade
- Mac Cosmetics
- Marineland
- McGregor Pharmacy
- Meridian Credit Union (Courtice)
- Monroe Auto Glass
- Moores (Oshawa)
- OLG Slots at Ajax Downs
- Ontario Power Generation
- Oshawa B.I.A.
- Parkwood Estate
- Pizza Hut
- PPFD Whitby
- RBC (Bowmanville)
- Real Canadian Superstore (Oshawa)
- Safran Landing Systems
- Sheet Metal Workers & Roofers Local 30
- SNC Lavalin
- Sobey's Warehouse
- Speedy Muffler King
- St. Matthews Anglican Church
- Stephanie Harrison - Royal Service
- Tang Synasty
- The Cooperators - Sciore & Associates Inc.
- Veridian Connections
- Visual Arts Centre of Clarington
- Work Authority

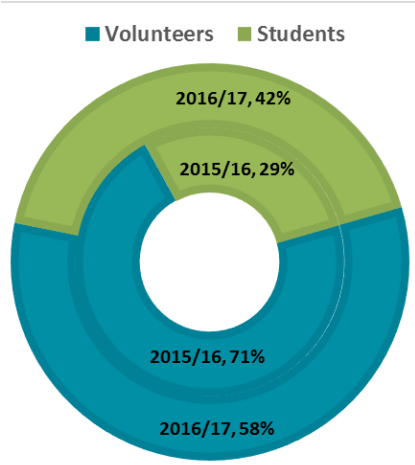
Volunteers & Placement Students

Volunteers

Abigail Lalonde
Adam Westwell
Aden Davis
Aiden Radway
Anya Baker-Frauchiger
Brad Wall
Branden Rushton
Brooke Canning
Caden McBeth
Cameron Kuipers
Celeste Dubeau
Charlotte Speiran
Cheryl Tulloch
Conner Leach
Danny Ormonde
Darren Judd
Dillon Hunter
Emma Byrne
Erik Ramsey
Etienne Malherbe
Greg Shelter
Haley Latour
Hunter Merrett
Ian Speiran
Jacob Boddy
Jake Robinson
James Bickle
Jander Rububis
Janet Rourke
Jesse Lyle
Jesse Roher
Jessica Serre
Julie Jarrett
Justin Yezik
Kate Oakes
Katelyn Davis
Lacey Taylor
Laura White
Lauren Dillen
Lexi Chatterton
Liam Lalonde
Logan Moores
Luanne McIntosh
Lucia Kalmeyer
Madelyne Marie
Marcus Melo
Maria Carlucci
Mariah Caissie
Matthew Smith
Megan Definney
Meghan Robertson
Michael Pazienza
Michelle Rahm
Noella Gilkes
Paige Lane
Quinn Robinson
Reese Canning
Russell Chambers
Samantha Hubbs
Sarah Potvin
Shandee Baker
Sidney Davis
Stephanie Banning
Sue Vanderkwaak
Thomas Savage
TJ Smithson
Todd Ramsey
Tristen Quirion
Tyler McKeage
Wally Rourke
Walter Meuller
Zach Sills

Placement Students

Adriana Davis
Alisha Gopaul
Amanda MacDougall
Andrii Derkach
Annemarie Symington
Ashley Sanasi
Charlotte MacLean
Chelsea Lucas
Christina Aby
Courtney Minos
Eric Sturge
Hira Aziz
Holly Clarke
Jonas Adduru
Jordan Keene
Joseph Alcantara
Julia France
Julia Webb
Katelyn Bunting
Kathleen Harris
Kyle Oliver
Logan Gariepy
Madelyne McIntyre
Madison Shaddock
Megan Crawford
Melissa McAran
Merilee Parry
Michael Pazienza
Michelle Pasztor
Natasha James
Nicole Austin
Rachel Nicholson
Russell Serrano
Shreen Namatalla
Sierra Brathwaite-Prescod
Stanley Kment
Steph Dilipochand
Sydney Marcoux



We recognize that when volunteers and placement students choose to work with us, they are stating that they see our values as being like that of their own. You are important to us, as allies and community ambassadors who carry our goals beyond the office walls. Thank you for being those extensions to our work through events, day to day office tasks, client support and so much more!

Our Staff—Years of Service

We are proud of the creative, dedicated, hard-working team we have a JHS. As a front-line agency, they take on the most challenging scenarios with a passion for empowering those they work with to become strong, independent citizens. Thank you for those extra hours, extra care, and extra special heart to help those in need.

30+

Maureen Bandola

26-30

Joelle Morey
Dianna Eastwood
Shelley Lawrence
David Smith
Maggie McCallum

16-25

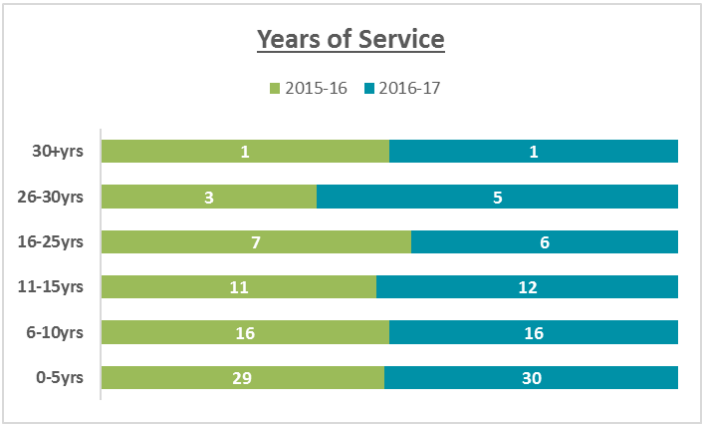
Pat Oliver
Beth Whalen
Judy Gales
Maria Perrino
Cheryl Loates
Paul Dobbs

11-15

15 Michelle Heald
15 Patti Harrington
Susan Maxwell
Christina Barrow
Dean MacDonald
Gisele Whalley
Agatha Firek
Veronica Breen
Rhonda Moser
Beverley Oke-Hickey
Sabiha Abo
Rachel Lucas

6-10

10 Diane Westerman
10 Bernie Gardiner
10 Wayne Hingston
10 Margaret Down
Cassandra Duncan
Mary Jo Mahon
Glenda Leahey
Hillary Kozwolski
Jeni Buma
Holly Norwick
Kelly Jackson
Dane Jeffrey
Chris Newman
Desiree Caprietta
Jennifer Otvos



Candice Correa

5 or Less

5 Paula Matte
Manisha Roopnarine
Samantha Baker
Tonya DeJong
Geralda Bray
Lisa Sklar
Janine Arnott
Kathryn Hearl
Megan Goodman
Laura Smith
Irene Siket
Sarah Van Niedek
Emily Lajenuesse
Carol Campos
Amanda Wright
Valerie Sennema
Beth Cunningham
Michelle Neill
Dory Strikwerda
Jennifer Foster
Kofi Morris
Abigail Maddocks
Danon Morey
Priyan Raminhar
Maxine Macdonald
Moosa Mateen
Brigitte Schoerkhuber
Christy Gaynor
Amanda Skyvington
Carissa Woolley

Summer Students

Andrew Watton
Ben Kwashigah
Claudia Vanderheyden
Dorothy Kozior
Erika Gilbert
Jake Benedet
Janelle Sennema
Jessica Flower
Jessica Pulito
Melissa Davies
Nicole Barrow
Samantha Power