

# ANNUAL REPORT

April 2017—March 2018

[www.jhsd.ca](http://www.jhsd.ca)

Main Office : 905-579-8482

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

## Ajax

By Appointment

905-579-8482

## Whitby

#200, 114 Dundas St. E.

905-666-8847

## Clarington

132 Church St.

905-623-6814

## Residences

Oshawa: 905-434-5388

Whitby: 905-668-4614

# John Howard Society of Durham Region



## 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

JHSD began the year by making the difficult decision to close the Ajax location as a result of funding constraints, which had been a part of that community for over 25 years. But with every challenge, comes opportunity and we were fortunate to have been offered space by Crossroads Community Church for a reduced fee. This has allowed us to continue to provide services in the western part of the region while restructuring our counselling programs and services to reduce costs and provide continued and consistent services to our clients. The outcome was far better than anticipated and we have been steadily able to increase the number of counselling group programs throughout the year.

Significant capital projects have been undertaken in both our Oshawa and Whitby Residential Programs to improve the housing locations for our transitional youth. We are grateful to MCYS for covering the cost of these renovation projects over the past year.

Our Harm Reduction Team has risen to the challenge by participating in various community advisory and action committees towards both the local and regional strategies designed to reduce the number of opioid related overdoses and deaths. Durham Region, not unlike other communities has been affected by this crisis and our team has responded by increasing education and awareness with staff and clients while implementing and facilitating training and naloxone distribution. Keeping our clients and community safe remains a top priority.

In January 2018, the Federal Government announced that JHSD was awarded 1.3 million in funding to deliver a Skills Link program. It supports youth who face barriers to obtaining employment to develop basic employability skills and gain work experience, and offers a pathway to make a successful transition to the workforce or perhaps return to school. This new "Ready to Go" Program is preparing youth for employment in customer service and hospitality or in the skilled trades.

The Firehouse Youth Centre celebrated its 20th Anniversary on February 14th, 2018. For twenty years, the Municipality of Clarington has supported the development and evolution of a youth centre model that has resulted in a program "designed by youth, for youth" as intended over 20 years ago. We are celebrating this with past, present and future centre participants and community partners in the fall. Stay in touch for further details.

Once again this year, we have been the charity of choice for the north Oshawa Home Depot for the Orange Door Campaign. Their dedicated staff raised over \$37, 000 through in-store events and outreach. The depth of their understanding about youth homelessness and the need to support the youth population has been evident in everything they do to support the campaign. We are very appreciative to have been selected once again this year.

Additionally in February and in partnership with Side by Side Services in Ajax, funding was received from MCYS under the Ontario Black Youth Action Plan to deliver "Together We Are", a program for parents parenting black children that recognizes the diversity and strengths that exist within families. As we move in to the next fiscal year we are excited to monitor and evaluate the outcomes of this program.

This past year saw the retirements of two long serving JHS staff. Judy Gales, Manager of Youth Services and Dean McDonald a long term Counsellor retired after 18 and 13 years respectively. Their contributions to the organization have been invaluable. We miss you both!

While the 2017-18 fiscal- year began with some uncertainty, the opportunities presented and the growth we experienced have far surpassed our initial expectations for this fiscal year. We would like to take this opportunity to thank our Board of Directors, staff, students and volunteers who have listened to and planned for the growing needs in the Housing, Employment and Training and Community and Justice sectors in our community.

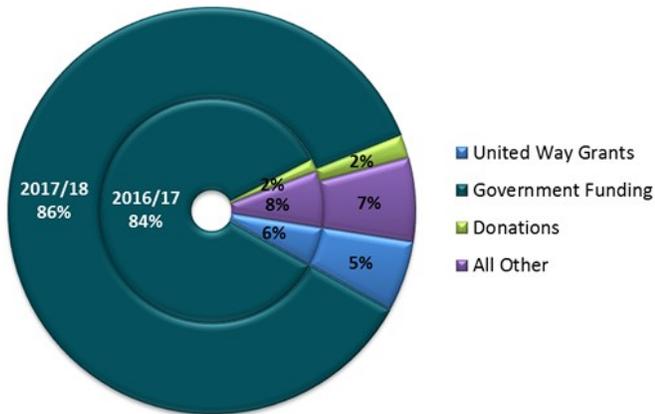
Ted Marks  
Board Chair

Dianna Eastwood  
Executive Director

# FINANCIAL STATEMENTS

REVENUE	2016/17	2017/18
United Way Grants	\$ 291,470	\$ 296,979
Government Funding	\$ 4,394,183	\$ 4,562,591
Donations	\$ 94,711	\$ 97,453
All Other	\$ 425,254	\$ 355,505
<b>Total Revenue</b>	<b>\$ 5,205,618</b>	<b>\$ 5,312,528</b>
EXPENSES		
Salaries and Benefits	\$ 3,466,155	\$ 3,348,806
Training/Subsidies	\$ 520,596	\$ 492,142
Occupancy	\$ 268,746	\$ 240,567
Office	\$ 171,771	\$ 244,238
Fundraising/Marketing	\$ 5,771	\$ 5,680
All Other	\$ 459,771	\$ 675,929
<b>Total Expense</b>	<b>\$ 4,892,810</b>	<b>\$ 5,007,362</b>
Earnings before amount refundable	\$ 312,808	\$ 305,166
Amount refundable to funders	\$ 337,651	\$ 97,411
<b>Excess of revenue over expenses</b>	<b>\$ (24,843)</b>	<b>\$ 207,755</b>

Revenue



Expenses



Of note above, our office expenses were higher as we launched new programs this past year (Ready to Go, Together We Are) which had up-front startup costs for new equipment. Our Literacy program also invested in a refresh of all their classroom technology, installing tablets, a new digital white board, and laptops so that clients benefit from experience on up to date equipment. The Residences underwent a number of property maintenance / renovations including replacement of fencing, tree removal, flooring, fire safety upgrades and more.

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>

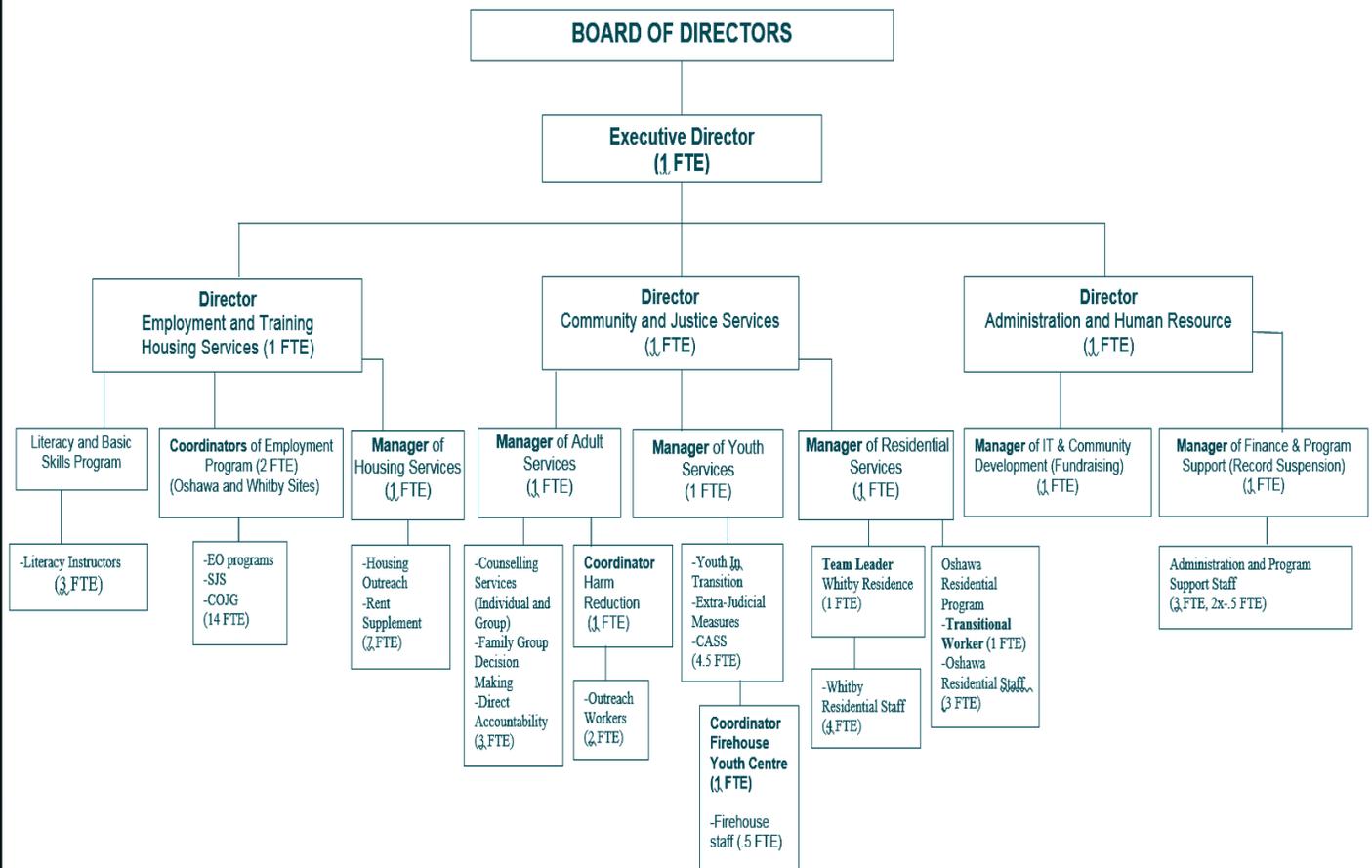
# BOARD & GOVERNANCE

## Board of Directors

Ted Marks	President
Sue Vanderkwaak	Vice President
Dave McLeod	Treasurer
Peter Stephenson	Secretary
Abb Gilbert	Director
Dean Bertrim	Director
Hugh Peacock	Director
Jim Monroe	Director
Kevin Armstrong	Director
Thom Park	Director

The Board of Directors are all volunteers, giving their time and expertise generously for the benefit of our clients and staff. They provide high level policy development, strategic direction and share their network of resources. They give their time to client services, and come to us with a goal of helping us to build a healthy, safe community in Durham. Thank you for your contributions on all levels and for your continued gift of self.

## Operations Structure



# HUMAN RESOURCES

## A Year At JHS Durham

The goal of Human Resources at JHS Durham is to help play a part in the agency achieving its strategic direction, while ensuring employees, students and volunteers remain engaged and supported. Through its relationship with JHS Ontario, coordination of Health Benefits and Pension Plans are carefully managed and supported. JHS Durham has remained active with its involvement with provincial policy development and has contributed extensively to the creation of many of its policies. We continue to streamline most of the on-boarding processes by automating the HRIS (Human Resource Information System) through BambooHR™. This has eliminated the use of many forms, assisted us with ESA, 2000 compliance and to remain current. It has also provided staff with 24/7 access to their personal and employment information.

## Highlights

- Hired 19 full time employees and 12 new casual employees
- Accepted over 100 applications for student placement; placed 27 students in our programming and invested over 6,750 hours in their future
- Responded proactively to new changes through Bill 148, Fair Workplace Better Jobs, 2017 Act
- Continued to work closely with JHS Ontario in preparation of Employment Policy Development

## Bill 148 Fair Workplace, Better Jobs, 2017

The introduction of this new legislation, in November 2017, into the workplace gave way to several staged changes at JHS Durham. Working closely with the management team to carefully review its impact resulted in changes to some policies and processes at JHS. This included:

**Minimum Wage:** ensured that all casual staff were paid no less than \$15.00 per hour

**Equal Pay:** reviewed our casual pay rates and job descriptions of both casual and full time equivalent and increased hourly rates to align positions and pay rates.

**Personal Emergency Leave:** conducted research with existing JHS policies that fell under the umbrella of this new legislative leave. Created a new policy which reflects legislation and JHS practices. Planned implementation date: April 2018.

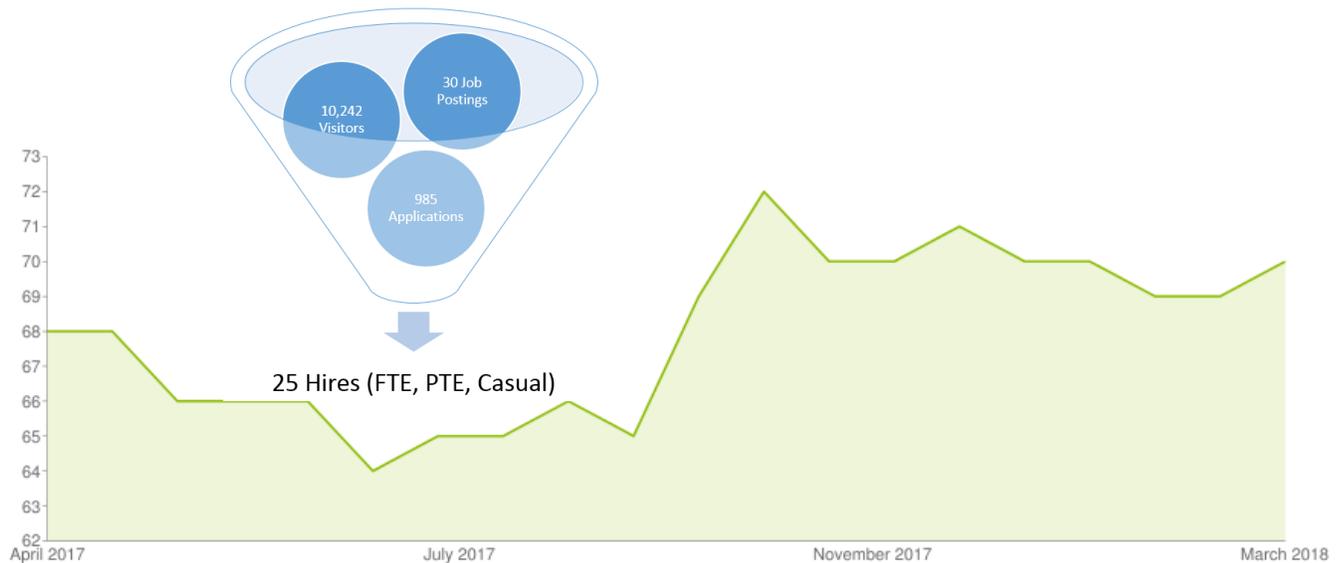
**Payroll Practices:** worked with Finance/Payroll to ensure all the new formulas for calculating holiday and vacation pay(s) were in place.

**Statutory Leaves:** Several statutory leaves were expanded and introduced. Prepared for the impact of the extensions of Maternity/Parental Leaves.

## Recruitment & Retention

JHS Durham is a community based organization. We are well known as an entry level organization that provides an amazing opportunity for staff and students to develop solid skills and experience. Given this, a cycle of transition within our staff compliment often results. This past fiscal year saw tremendous changes within our staffing compliment that occurred as a result of retirements, statutory leaves, departures and increased capacity. Traditionally we experience a “ripple-effect” when this happens. The “ripple-effect” results in staff moving to different program areas requiring the regular external recruitment of new hires to the organization.

Through our Applicant Tracking System (ATS) we witnessed a lot of this activity. These results reflect both internal and external opportunities.



Total Number of Staff over the 2017-2018 period.

## Placement Students

JHS Durham proudly sees itself as a teaching and training organization for individuals coming up through secondary and post-secondary institutions. In the last year, over 100 applicants attended Information Sessions with twenty-seven (27) students being accepted and placed within all our agency programs. This provided over 6,750 hours of investment into the skill development of these students and the social service sector in general. JHS has proudly partnered with the following institutions in the last fiscal year:

Eastdale Collegiate  
Henry Street High School  
Centennial College  
Ryerson University  
UOIT

O'Neill Collegiate  
Anderson Collegiate  
Fleming College  
York University

R.S. McLaughlin Collegiate  
Durham College  
George Brown College  
University of Toronto

## Volunteers

As an organization we see most of our volunteer activity through community events. Our active volunteers have been participating in our Literacy Program, Firehouse Youth Centre and the Harm Reduction Program. We have been most fortunate to have the long term commitment of seven (7) volunteers in these program areas.

## Policy Development

What started as a relatively short term project with JHS Ontario, JHS Durham became part of a sub-committee of the JHS Ontario Executive Directors group. We were honoured to have our employment policies be used as the foundational structure of the document. During that time, legislation changes and legal vetting delayed the process. As we came to the end of this fiscal year the JHS Durham policy manual was near completion and was set for review and approval in April 2018.

## Into the Future

- ⇒ Employment Policy Implementation and Training
- ⇒ Human Resources continues to work with JHS Ontario Policy and Benefit Groups
- ⇒ Continue to work on best practices related to on-boarding, recruitment and training
- ⇒ Ensure regular check and compliance regarding legislative and legal standards

# Year In Review

## COMMUNITY & JUSTICE SERVICES

### Community Alternatives for School Suspension

The CASS program is a voluntary service 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. This partnership with the school boards provides a safe and structured environment for students to work on academics, and to develop life skills and involvement with community organizations through volunteer work. The youth are supported by an on-site teacher from the school board and JHS staff.

In 2017/18, 52 students participated in the program, with 71% of those being first time referrals. Upon program completion, students are invited to respond anonymously to a set of feedback questions. Some examples of their perspective includes the following:

The information or activities that I found most helpful for me were:

*"Being able to work on my own time without anyone yelling in my ear to get the work done."*

What I like most about attending CASS...

*"The fact that they don't treat you like your little kids; they treat you like an adult."*

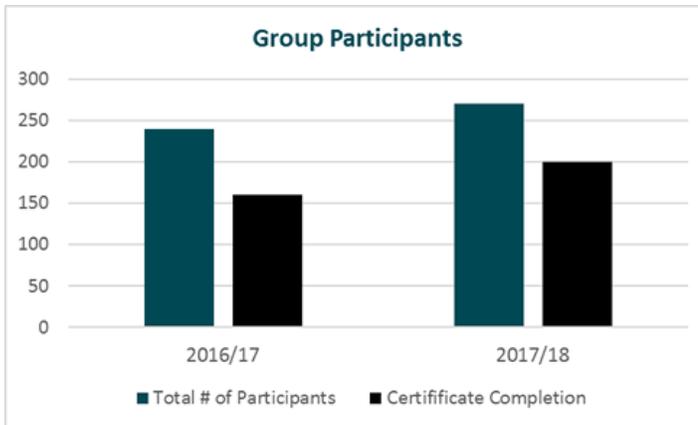
*"That I actually did my work and felt good about going to school."*

### Counselling Service Groups

All group programs are voluntary and accessible to individuals 16 and older who are self-referred, or referred from another community agency.

- **Adult Anger Management & Young Adult Anger Management:** An 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. These services are designed to teach parents techniques that helps prepare their children to thrive and succeed through daily life challenges. In our Cooperative Parenting program, we shifting the focus from the conflict of the co-parents to the best interest of the children.

- **DADS** – An 8-week 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.



Over 270 participants took part in 27 runs of our group programs over the past year with 200 meeting all requirements to achieve a certificate of completion. 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.

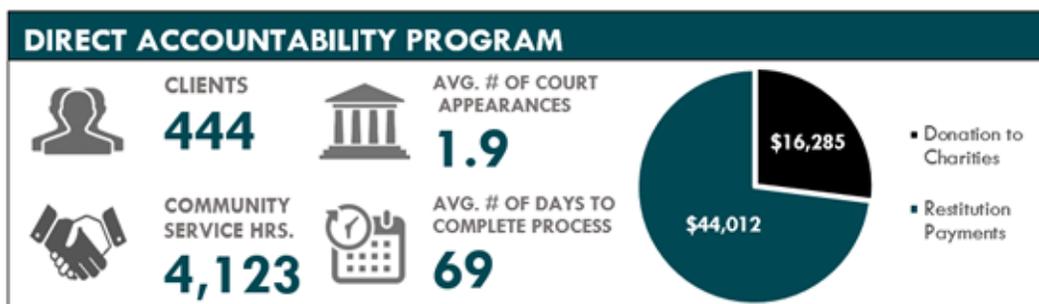
## Direct Accountability Program

DAP is an adult diversion program 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). 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:

- Community service hours
- Attend Anger Awareness program
- Letter of apology
- Counselling assessment/referral
- Restitution to the victim
- Peace bond
- Donation to a charitable agency



## Extra Judicial Measures

Extra-Judicial Measures (EJM) is a police-referred pre-charge diversion program for youth up to age 17 as an alternative to ending up in the courts. Clients participate in either an Anti-theft group or an Anger Management group as well as individual. 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 **193** youth, of which **192 (99%)** successfully completed the program.

## Firehouse Youth Centre

The Firehouse Youth Centre in Bowmanville is an after school and summer-based program designed to provide local youth ages 12 – 19 with an opportunity to become engaged in practical, productive, positive and age-appropriate activities. The overall goal is to create a better bond between youth, their peers and the community at large.

The 2017 - 2018 fiscal year was one of continued growth and successes. The number of recorded visits topped at a record high of 3,878. Of this, 66% were made by youth under the age of 16 which is a very encouraging sign for continued growth in the coming years.

The centre also underwent some renovations—a new kitchen, tile, and new paint! A large mural, designed and completed by youth from Bowmanville High School, adorns one side of centre. Large chalk-wall areas provide a new information notice area and a free-creativity / arts space.

A unique new partnership with the Clarington Library sees young people reading and writing book reviews of as yet unreleased books in exchange for community service hours. As we plan to celebrate our 20th Anniversary in Bowmanville, the Firehouse Youth Centre is in conversation with the Municipality regarding the possibility of opening new locations.



**Left:** We had our best ever turn out for annual Firehouse Fright Night in October 2017, over 700 people came out!

**Right:** Playing a game of “Fear Factor!”



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

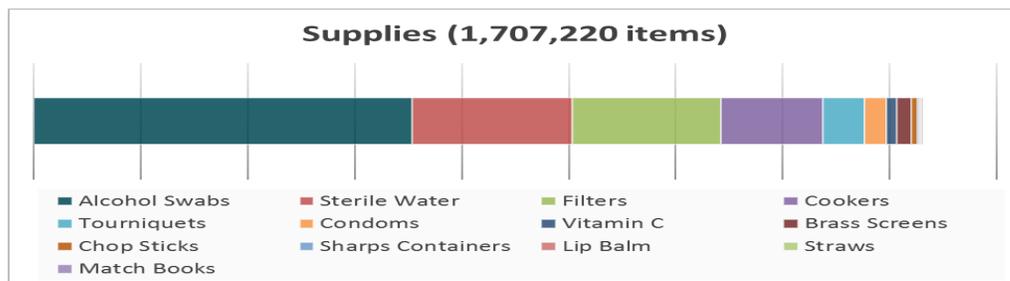
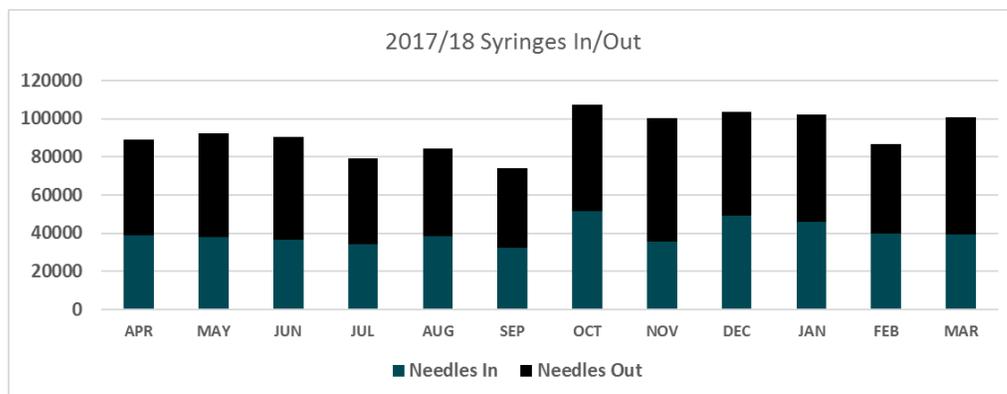
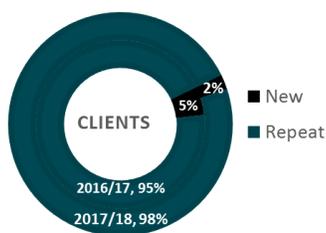
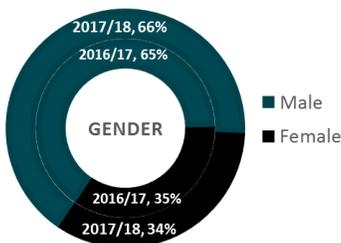
Harm Reduction Services are available to “at risk” and marginalized individuals struggling with addiction, mental health, housing, stigma and discrimination issues.

**Project X-Change** is available Monday to Friday through JHS offices, partnership sites such as the Aids Committee of Durham, and via our mobile outreach in the evenings from 6pm-11pm. Clients have free, anonymous access to 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 upon request.

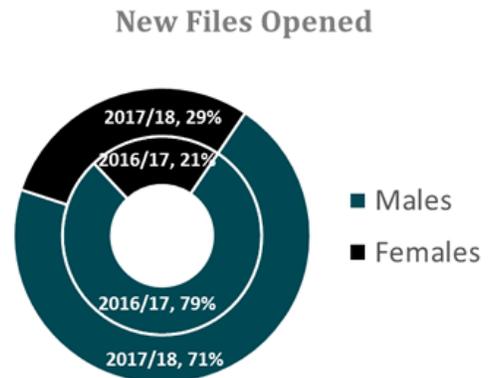
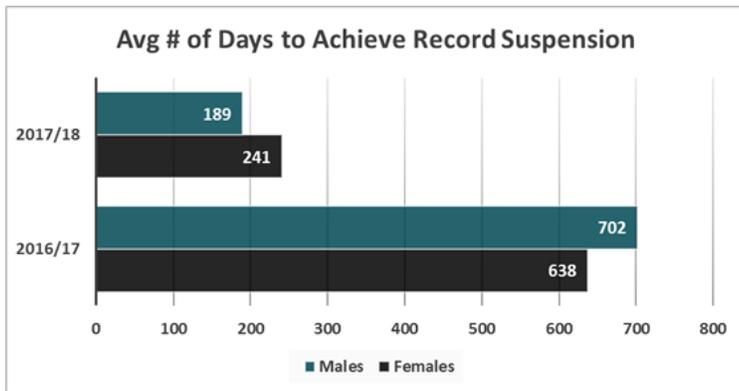
The agency is also a designated **Ontario Naloxone Distribution Point**, providing training to recognize signs and symptoms of overdose, and how to administer Naloxone.

A **Women's Drop-In** program geared for sex trade workers and street involved women, is available one afternoon per week from 2-5pm. Clients have 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. They can also receive assistance with OW/ODSP, access to housing, 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.

**9,682**  
Exchanges



## Record Suspensions



Many areas of a person's life can be affected by a criminal record ; their 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, and costly. Our team can help a person needing a Record Suspension 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.

In the past year, while the average age of an applicant remained well over 40, we have seen a significant decrease in the amount time that it takes for the federal government to review and make decisions upon an application. When the rules around applying changed in 2013 a large backlog was generated as people rushed to get their application in. It would seem the parole board has now begun to catch up on that backlog, a positive for clients hoping for faster response time.

## Together We Are

JHSD has a new program in partnership with Side by Side Access Services to deliver a program for parents of Black youth until March of 2020 through funds from the Black Youth Action Plan - Innovative Supports for Black Parents.

This unique program acknowledges and takes into account the diversity, strengths and challenges of parenting youth in the context of today's society. The program facilitators lead discussions and provide information around topics such as culture, historical trauma, parenting styles, communication, and advocacy. Children, 6 to 11 years old, are welcome to attend and participate in a parallel program with activities that are fun and reinforce pride in culture.

The questions we often get asked are 'why this population?' and 'why now?'. The short answer: because of the effects of anti-black racism. "The impact and consequences of our history have created systemic barriers that prevent people from fully participating in all parts of society. This is especially true for Black Ontarians of all backgrounds. Whether they're recent immigrants or descendants of people who were enslaved, Black Ontarians live a shared present-day experience of anti-Black racism.



The stigma and stereotypes Black Ontarians and communities face have impacted public policies, decision-making and services. As a result, in nearly every measure of opportunity, security and fairness in our society, anti-Black racism is felt." As examples: "Black children are more likely to be in foster care or enrolled in lower academic streams."

As a John Howard Society that is working towards a safe, healthy, and just Durham Region, we realize if we are not a part of the solution, we are a part of the problem.

# EMPLOYMENT & TRAINING

During 2017-18, JHS Durham Employment and Training Services experienced significant program growth. Over the years, it has been important to be able to adapt to the changing priorities and needs of youth and adults, communities and funding partners. Responsiveness, creativity and being valued in our region and beyond, are elements that have enabled us to navigate both the new and ever changing needs of our participants.

In January, our organization was awarded a Skills Link project funded through Employment and Social Development Canada. Ready to Go – Job Skills Development for Young Adults is an employability program for youth that provides services in Oshawa, Clarington and Ajax. Further, we continued to successfully deliver Year 4 of the pilot program Experience Ontario supported by the Ministry of Education. Additionally, with the generous support of our funder, the Ministry of Advanced Education and Skills Development (MAESD), we were able to expand programming and services in our Learning Alternatives program. We have grown to a complement of 24 dedicated, experienced and qualified staff working within the agency’s spectrum of Employment and Training programming.

In the coming year, our programming will continue to support the Highly Skilled Workforce Strategy that includes priorities such as Improving Labour Market Information, Expanding Experiential Learning and Mentorship, Promotion of Multiple Career Pathways, Leveraging Employer Partnerships and Developing Skills and Competencies. We will continue to engage with employers, job seekers and networks within our sector to ensure our spectrum of programming aligns with these priorities.

## EMPLOYMENT SERVICES

Adult & Youth  
Employment  
Resource &  
Information  
Services

**8,147**

Participants who  
received 1:1  
Support from an  
Employment  
Advisor

**1,135**

A range of services are offered to support youth and adults with their employment and career needs with the goal of sustainable employment. The program targets individuals who may be furthest away from the labour market. Services include Client Service Planning and Coordination, Resource and Information, Job Search, Job Matching, Placement and Incentives, and Job Training and Retention.



■ Employed ■ Change of Goal

## YOUTH JOB LINK

Youth Participated  577

This program offers a range of non-intensive employment services for youth to gain career management skills, get exposure to career exploration activities, and get help finding employment, including full-time, summer and part-time employment.

## EXPERIENCE ONTARIO

Youth Received Service  56

The program supports youth from the Durham Region who are currently in grade 12 or have just graduated from high school, and have not identified a post-secondary goal or plan. The youth are supported by a Career Coach who guide them to develop a career plan, develop job readiness and job retention skills, obtain short career exploration experiences, and postsecondary exploration. Upon completion of the programming components, the Career Coach supports youth to apply to post-secondary institutes or pursue apprenticeship opportunities and registration with the Ontario College of Trades.

## READY TO GO

### Job Skills Development for Young Adults

Youth completed training & a workplace experience  10

This program helps youth aged 15 to 30 overcome barriers to employment and successfully transition to the labour market. Youth can choose from a Customer Service/ Hospitality Stream or the Skilled Trade Essentials Stream. Participants have the opportunity to obtain certifications related within their chosen stream. Topics can include but are not limited to: Essentials Skills Building, Soft Skills Development, and Employment Readiness Programs.

The youth are paid to participate in four weeks of group based employability skills training, followed by a twelve week paid work experience. The purpose of the work placement is to provide participants with hands on experience within their chosen stream, while being supported by the Ready to Go Youth Counsellors. The desired outcome is that the youth are gainfully employed in their chosen stream or return to school for further training/education.

## LITERACY & BASIC SKILLS

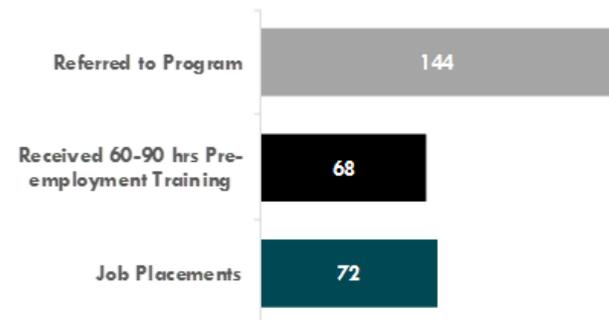
**121**  
Individuals  
received in-class  
training



**194**  
Information &  
Referral Services

The Learning Alternatives Program helps adults and youth to develop and apply communication, numeracy, interpersonal and digital skills to achieve their goals. The program supports learners who have a specific path to successfully transition to employment, postsecondary, apprenticeship, secondary school, and increased independence.

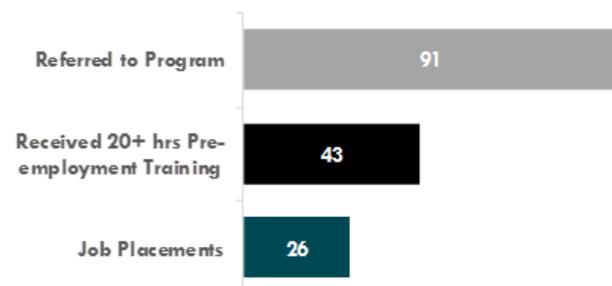
## YOUTH JOB CONNECTION



A year round program that serves youth aged 15 to 29 who are not in employment, education, or training by providing intensive support beyond traditional job search and placement opportunities to enhance job readiness and success.

## YOUTH JOB CONNECTION

### SUMMER



This program provides pre-employment training, summer job opportunities and part-time job placements during the school year to help school students, aged 15 to 18, make positive educational and career choices.

# HOUSING SERVICES

## Access to Housing

Between April 2017 and March 2018, the housing team provided support and assistance to 2,095 households made up of 3,131 individuals (including 823 children up to age 17.) The on-going shortage of safe affordable housing in Durham Region means that staff are constantly challenged to find suitable housing where none exists. In many cases eviction prevention is the only hope. This means trying to repair strained relationships between tenants and landlords, advocating for clients at the Landlord Tenant Tribunal, or assisting with applications to Housing Stability Program for financial support for rental or utility arrears. Housing staff continue to deliver monthly ID clinics and weekly OESP sign ups (Ontario Electricity Support Program.)

We are also assisting 37 households to maintain their housing through the Durham Housing Benefit which is a rent supplement program. Along with financial supports, a dedicated housing worker assists clients with practical life skills for up to 60 months so the household becomes financially stable and self supporting by the time the rent supplement is lifted.

The **Sex Trade Housing Support Program** continues to be extremely busy, meeting or exceeding its targets. In total, STHS provided intensive supports to 24 women and men. Referrals are coming in greater numbers than can be serviced by the one worker in the program, and active clients are reluctant to leave the program even when all service plan goals have been met. The big change from the first year of the program is that almost all of the referrals now have had some involvement with human trafficking. This means complex trauma that will involve many supports from a variety of community agencies. Funding for this program is scheduled to end in March of 2019. We are hopeful that a new round of funding will be put in place to continue this critical work.

Our team of nine provides services Monday to Friday out of our Whitby, Oshawa and Clarington offices.



## Residential Program



The Whitby Residential program opened its' doors in 1985 and provides support and programming to accomodate up to six male youths between 16-18 years of age with two beds designated for CAS clients. The Oshawa Residential Program opened its' doors in 1990 and offers a semi-independent living environment accommodating up to eight residents (4 males and 4 females) 16 years of age and older. These structured and supportive programs are counselling and life skills based and offer safe and supportive environments where residents can identify personal goals and work towards positive outcomes. The Oshawa Residence differs in that it was designed to assist individuals who have attained a degree of self-sufficiency, but could still benefit from the structure and support provided. Residents have a key to the front door and a key to their own private, fully furnished bedroom. Each resident has the flexibility of designing their own program to work towards achieving their individual and specific program goals. Options may include attending school and / or other training programs including employment, job search and full or part

time work either in the day, evening or overnight hours. The residential programs overall receive funding from the Ministry of Children and Youth Services, Durham Region and Durham Children's Aid Society.

The residential Transition Worker maintains an intake schedule for new clients along with offering transitional support/follow-up to current and past residents when in need and includes housing search, community program referrals and support to attend various community meetings.

In 2017-2018, the residential program serviced 65 clients (5 over annual target) with 4,541 bed nights being utilized. The Whitby Residence program had an 87% occupancy rate for the two contract beds designated for Durham Children Aid Society clients.

Over this past year, there have been a number of improvements and upgrades that have taken place at both residences.

- The Oshawa Residence received funding through the Region of Durham's Social Housing Improvement Program (SHIP) to remove trees and install fencing around the perimeter of the property to increase security and privacy.
- In the spring of 2017, the east side bottom level of the Oshawa Residence flooded due to a malfunction of the sump pump. This resulted in the full restoration of the lower level and replacement of lost items.
- The Whitby Residence received from the Ministry of Children and Youth Services, Infrastructure Funding to complete the renovation of the garage. This project included the installation of spray foam insulation, new drywall and paint helping to make the temperature of the bedroom above the garage warmer in the winter and cooler in the summer.
- The Whitby and Oshawa Residences received from the Ministry of Children and Youth Services, Infrastructure Funding to complete renovations and repairs to bring both houses up to fire code.

# FUNDERS, DONORS, SPONSORS

We bring free and low-fee services directly to the people of Durham. However there is a cost for the rent, utilities, materials and all things that are behind the scenes that make this possible. We could not give the kind of help we do without you, our funders, donors and sponsors that give generously as your statement of commitment to a healthy, safe, and just Durham. Thank you for your continued support in all forms!

## Funders

- Durham Children's Aid Society
- Government of Canada—Homelessness Prevention Strategy
- Government of Canada—Youth Employment 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
- CRS Rentals (Oshawa)
- Curves
- Dom Auto Parts
- Durham Health Dept- Sexual Health Clinic
- Durham Mental Health Services
- Durham Pallett
- Eastside Marios (Bowmanville)
- Eldorado Golf Club
- Enbridge
- Freethy Architects
- Freshco (Oshawa)
- Frosty Johns
- Gay Company Ltd
- Golf Yoda
- Goodlife Fitness (Bowmanville)
- Greeley Containment and Rework
- Hands on Music
- Harmony Creek Golf
- Holiday Inn Express Suites Bowmanville
- Home Depot (Bowmanville)
- Home Depot (Oshawa)
- IBEW Local 353
- International Pool and Spa
- Jack Astors (Whitby)
- James Insurance
- Joeys World
- Jungle Cat World
- Justin Barry Optical
- Kellar Williams
- Kelseys (Bowmanville)
- LaMarca Salon & Barber
- Landmark Theatres (Whitby)
- Lea Valleau
- Liberty Dental
- Lina Shetler
- Long & McQuade Oshawa
- Magic Portraits
- Main Family Chiropractic
- Manantler Brewing Co
- Maple Leafs Sports
- McGregor Pharmacy
- Meridian Credit Union - Courtice
- Metroland Media
- Motor City Tattoo Studio
- Municipality of Clarington
- Nathan Schroor
- No Love Lost
- Old Flame Brewery
- Ontario Power Generators
- Oxford Learning Centre (Bowmanville)
- Polytarp Toronto
- RBC Royal Bank
- Real Canadian Superstore (Oshawa)
- Routine Horticultural Services
- Roses Bistro
- Rotary Club of Bowmanville
- Rouge River Realty
- Roy Nichols
- Royal Oak Whitby Shores
- Salit Steel
- Sharon Jefferson
- Sheet Metal Workers
- Shoppers Drug Mart (Bowmanville Mall)
- Shoppers Drug Mart (Clarington Corners)
- Shoppers Drug Mart (Longworth)
- SNC Lavalin
- Sobeys Whitby RSC
- St. Matthews Anglican Church
- Susan Tullock
- Swiss Chalet (Bowmanville)
- Tentland
- The Castle Cellar
- The Courtyard (Courtice)
- The Pita Pit
- The Toasted Walnut
- The Violet Door
- Tom Campbell
- T-Zone
- Unidem Sales
- Unifor Local 222 - Women's Committee
- Veridian
- Visual Arts Centre
- Walter's Pharmacy
- Women of the Moose Oshawa Chapter 1759
- Y's Wish

## Donors/ Sponsors

- A Gift of Art
- Andys Repair Centre
- Apple Blossom Flowers
- Apple Tree Dentistry
- Archibald Orchards
- Aspen Springs Dental
- Atkins Automotive
- Bistro 238
- Bobby C's
- Boston Pizza (Bowmanville)
- Bowmanville Foundry
- Buffalo Wild Wing (Oshawa)
- Calvary Baptist Church
- Canadian Mental Health Association Durham,
- Candz Print
- Chanterelle Bistro
- Cineplex (Bowmanville)
- Cintas
- Clarington Audio Video
- Clarington Toyota
- Collins Barrow
- Copperworks Pub
- Covanta

# VOLUNTEERS & PLACEMENT STUDENTS

Winston Church once said, "We make a living by what we get, but we make a life by what we give." The gift of time and skill by volunteers and students that choose us for their placement is what helps to make a life for others in our community. They answer the phones, help setup, staff and clean up after events, support clients in crisis, extending themselves selflessly for the common good. Thank you for your kindness, heart, and commitment to giving others a hand up at that time they most need a compassionate, and empathetic spirit in their corner.

## Volunteers

Adam Koziarz  
Adam White  
Aidan Weirdsma  
Aiden Maher  
Alex Grella  
Audrey Roher  
Brendan Rushton  
Brooke Shetler  
Caden McBeth  
Caitlin Marchand  
Cameron Kuipers  
Cierra Jackson  
Cody Bosnak  
Damien Wall  
Danica Gilbert  
Darien McGill  
Darren Judd  
Dillon Hunter  
Emma Roher  
Erika Exouzidis  
Erin Asada  
Evan Moores  
Greg Nowell  
Greg Shetler  
Hannah Dewey  
Hayley Latour  
Ian Speiran  
Jacklyn Brown  
Jake Benedet  
Jake Boddy

Jake Courtney  
Jake Robinson  
James Bickle  
Janet Rourke  
Jasper Godin  
Jennifer Klemens  
Jesse Litman  
Jesse Lyle  
Jesse Roher  
Jessica Flower  
Joe Klein  
Josey Breen  
Josh Feddy  
Julie Jarrett  
Justin Yezik  
Justine Robinson  
Kaileigh O'Reilly  
Kaleb Brunelle  
Kate Bunting  
Kate Oakes  
Kate Roher  
Katelyn Davis  
Kristina Drazso  
Laura White  
Logan Moores  
Mackenzie Klemens  
Makayla Rempel  
Maria Carlucci  
Mark Salonias  
Marlene Nowell  
Melissia Lynas  
Michelle McGregor

Mitchell Burt  
Nate Barnby  
Nate Osmok  
Paige Lane  
Quinn Robinson  
Ray Fitzjohn  
Reese Shetler  
Samantha Donaldson  
Samantha Hubbs  
Samantha Persaud  
Sara Dejong  
Selena LaRosa  
Shalena Ackerman  
Sydney Davis  
Thomas Savage  
Tom Keen  
Tyler McKeage  
Wally Rourke  
Walter Mueller

Alexis Lofthouse  
Amber Atkinson  
Binal Patel  
Bradley Trudeau  
Brandon Arathoon  
Chelsea McFarlane  
Desiree Corbeil  
Emily Smith-Deruchie  
Francisco Godoy  
Jaden Cronin  
Janine Weldon  
Jesse Bergeron  
Jessica Maggiacomo  
Karina Holly  
Katie Kainz  
Kayla Weir  
Kristin Beck  
Marisol Campo  
Melissa Lynas  
Nicole Davey  
Niyah Sylvester  
Paige Hope  
Rebecca Fisico  
Rickey Servito  
Samantha Persaud  
Sara Rutkowski  
Tyler Cattafi  
Valia Singh



## Placement Students

Alanna Doylebarron  
Alexa Ramirez

# OUR STAFF

Our team understands deeply, as they work on behalf of those who have asked for our help, that they are being entrusted with someone else's hopes. Each considers "How would I want to be helped?" as a guiding principal. For them, a client is not a file, a form, or a phone call to make, but a fellow community member to guide towards a goal. Our staff give of themselves beyond their job descriptions, supporting each other when work loads are high. They volunteer to promote the programs and services of the agency at special events such as Canada Day, Battle of the Bands, Firehouse Fright Night and more. Thank you to our team for your exceptional contribution to a strong, inclusive, supportive environment that benefits everyone.

## 30+

Maureen Bandola

## 26-30

Joelle Morey  
Dianna Eastwood  
Shelley Lawrence  
Maggie McCallum  
David Smith

## 16-25

Pat Oliver  
Beth Whalen  
Judy Gales (*ret.*)  
Maria Perrino  
Cheryl Loates  
Paul Dobbs  
Patti Harrington  
Michelle Heald

## 11-15

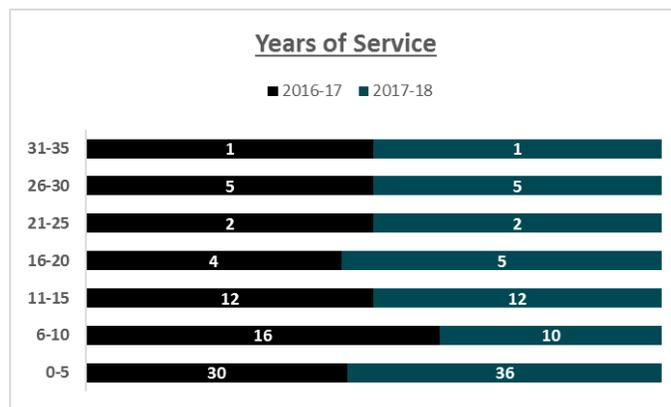
- ⑤ Susan Maxwell
- Christina Barrow
- Dean MacDonald (*ret.*)
- Gisele Whalley
- Veronica Breen
- Agatha Firek
- Rhonda Moser
- Beverley Oke-Hickey
- Sabiha Abo
- Rachel Lucas
- Diane Westerman
- Bernie Gardiner
- Margaret Down

## 6-10

- ⑩ Mary Jo Mahon
- ⑩ Cassandra Duncan
- ⑩ Glenda Leahey
- ⑩ Hillary Kozwolski
- Holly Norwick
- Kelly Jackson

Dane Jeffrey  
Chris Newman  
Desiree Caprietta  
Jennifer Otvos  
Candice Correa  
Paula Matte

Moosa Mateen  
Brigitte Schoerhuber  
Christy Gaynor  
Amanda Skyvington  
Carissa Woolley  
Sydney Marcoux  
Natalie Leger  
Sheri Zeidman  
Eric Barbeau  
Shreen Namatala  
David Gibson  
Priyan Raminhar  
Nicole Kichko  
Kirsten Hanson  
Stephanie Dilipochand  
Monica Tembo  
Oliva Cook  
Michelle Delyon



## 5 or Less

- ⑤ Manisha Roopnarine
- ⑤ Samantha Baker
- ⑤ Tonya DeJong
- ⑤ Geralda Bray
- ⑤ Lisa Sklar
- ⑤ Janine Arnott
- ⑤ Kathryn Hearl
- Megan Goodman
- Laura Smith
- Irene Siket
- Sarah Van Niedek
- Carol Campos
- Beth Cunningham
- Michelle Neill
- Dory Strikwerda
- Jennifer Foster
- Kofi Morris
- Abigail Maddocks
- Danon Morey
- Maxine Macdonald

## Relief Workers

Olivia Cook  
Samantha Power  
Pauline Kirkpatrick  
Dan DiPede  
Florence Osagiede  
Ryan Lisowski  
Brittany Haney  
Christina Brown  
Christine Wright  
Jake Benedet  
Shantel Plummer  
Matthew Brown  
Mike Pitropov  
Dorothy Koziarz  
Emily Smith Deruchie  
Kourtnie Komatsu  
Tyler Cattafi  
Mike MacGillivray