

# JohnHoward

SOCIETY OF DURHAM REGION

## 2018/19 Annual Report

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

### Ajax

By appointment  
905-579-8482

### Oshawa

75 Richmond St. W.  
905-579-8482

### Clarington

132 Church St.  
905-623-6814

### Whitby

#200-114 Dundas St. E.  
905-666-8847

### Residences

905-434-5388 (Oshawa)  
905-668-4614 (Whitby)

### The Loft Youth Centre

1595 Prestonvale Rd  
905-623-6814 x28

Online: @JhsDurhamRegion for



### Newcastle Youth Centre

1780 Rudell Rd.  
905-623-6814 x37

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

[jhsemploymentservices.ca](http://jhsemploymentservices.ca)

[thefirehouse.ca](http://thefirehouse.ca)

*Agency program details*

*Jobs, training workshops*

*Youth centre activity/news*

## **From the Executive Director & Board President**

We would like to take this opportunity to extend our appreciation to the staff, Board, volunteers and various community partners for their dedication and support. Your commitment to our clients and programming has enabled us to accomplish far more than we anticipated this past year. We experienced significant challenges and change and as always, our staff and Board are resilient and continue to research and explore the most effective ways to deliver prevention and intervention programs.

2018-2019 has seen significant growth in a number of areas, in particular, our youth services. After over twenty years of facilitating the Firehouse Youth Centre in Bowmanville, the Clarington Youth Centre program was expanded to include two additional centres. The official opening of the LOFT Youth Centre was September 26th 2018 followed closely behind by the NYC (Newcastle Youth Centre) on January 16th 2019. Both centres originated as pilots and have evolved to permanent youth centre programs in partnership with the Municipality of Clarington. Our sincere thanks are extended to all of our community partners, Clarington Council, Municipal staff and John Howard Society staff who worked more than quickly to make this dream a reality.

The Opioid Crisis has had a significant impact on our community and the clients and staff of Project X-Change and the Harm Reduction Outreach Program this past year. In response to the impact of the crisis, particularly in the Oshawa area and specific to overdose deaths, JHSD partnered with Lakeridge Health and the Durham Region Public Health Department to develop a proposal submission to the Ministry of Health and Long Term Care for a Consumption and Treatment Site. JHSD was committed to providing both the harm reduction and peer support components of this proposed service model. Unfortunately, due to an unsuccessful attempt to obtain the support of Oshawa City Council, the application did not move forward however, we remain committed to providing effective services and supports for individuals who use drugs in our community.

An Adult Pre-Charge Diversion Program with Durham Regional Police Services was successfully piloted as an extension of the Direct Accountability Program this year. The program served 26 individuals over a period of 7 months and has now been fully incorporated in to the program on an ongoing basis.

Evidence is increasingly present to support the co-delivery of employment and housing services in shared space at both our Oshawa and Whitby locations. This shift in program delivery has resulted in an ability to more effectively address the immediate needs of our clients. In many instances this has resulted in the prevention of food insecurity, eviction or loss of employment and training opportunities. Creative and integrated program models that support vulnerable populations most often result in favourable outcomes.

The United Way of Durham Region remains a longstanding partner and funder of many of our CORE funded counselling and related programs. We continue to rely upon and appreciate their annual financial allocation, particularly in light of recent announcements from General Motors winding down production in Oshawa. In the coming year, we will continue to evaluate our programming in an effort to ensure that we are providing services that are most needed in the community.

Once again this year, we are grateful to the Oshawa Home Depot store for selecting JHSD as their charity of choice for the Orange Door Campaign. Donations are utilized to make building improvements to our Oshawa Residential Program. The Mississauga's of Scugog Island First Nation also donated to JHSD this year. Our annual Christmas Hamper Program for JHSD program involved clients would not have been successful without this support and for this we are truly grateful.

As we head in to the next fiscal year, our Strategic Plan (2016-2019) enters the wind down phase. Ending in December 2019, we have made significant progress in our four key strategic directions and look forward to the development of a new strategic plan for the years ahead.

Ted Marks  
Board Chair

Dianna Eastwood  
Executive Director

## [ Vision ]

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

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.

*“The best way to find yourself is to lose yourself in the service of others.” ~ Gandhi*

### Ontario Branch Founding

Branches of the John Howard Society began to be founded across Ontario and in every province in Canada:

1947 – London  
1949 – Hamilton, St. Catharines, and Windsor  
1950 – Kitchener  
1953 – Sarnia  
1955 – Kingston  
1957 – Peterborough  
1960 – Sudbury  
1962 – Durham Region  
1968 – Thunder Bay  
1969 – Sault Ste. Marie  
1973 – Metro Toronto  
1979 – Peel  
1979 – Collins Bay Chapter  
1985 – Victoria/Haliburton  
1985 – Joyceville Chapter  
2003 – Belleville  
2010 – York Region

## 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

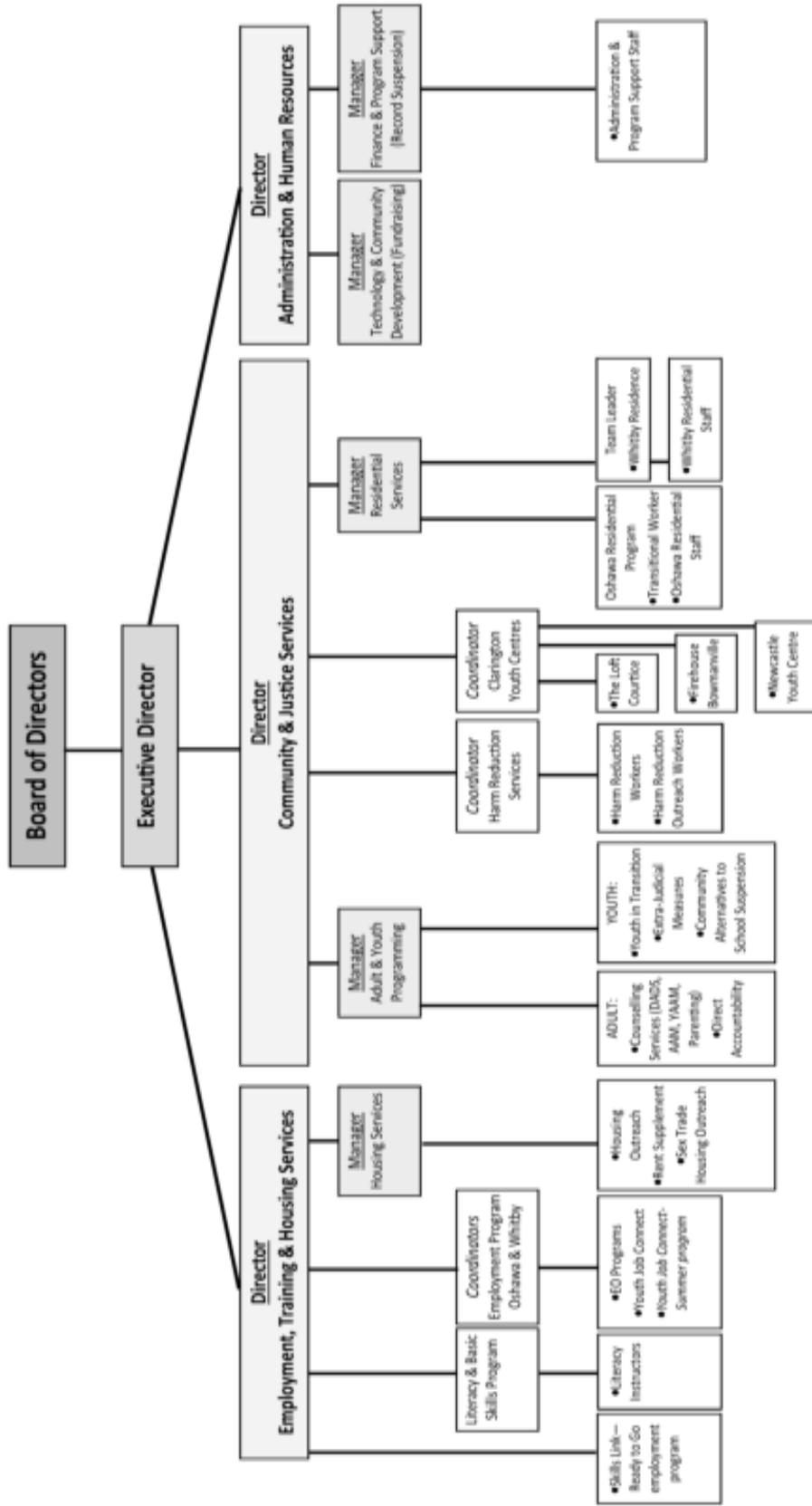
## Who Was John Howard?

John Howard was an Englishman born in 1726. In 1756, hearing that an earthquake had destroyed parts of Portugal, John sailed on a merchant ship to offer assistance. It was the beginning of the Seven Years' War between England and France, however, and on the voyage to Lisbon, French privateers overtook the vessel and made prisoners of the passengers and crew. They were thrown into the bowels of the ship, without food or water, were kept in inhuman conditions in a dungeon prison.

When John Howard was eventually released in a prisoner exchange, he returned to England where he spent the next 17 years attempting to reform the prison systems of England and Europe. He became High Sheriff of Bedfordshire, lobbied government officials, and eventually succeeded in affecting major changes in prison conditions. In 1782, the University of Dublin honored John Howard with the degree Doctor of Law.

John spent his last days in Russia, investigating conditions in military hospitals and prisons, helping doctors battle the plague that killed him in 1790. He is buried in Cherson, Russia. A commemorative statue of John Howard stands in St. Paul's Cathedral in London.

# JHS Durham Organizational Chart



## [ About Boards ]

“A strategic board has a view of looking ahead, an insight to look deeper, and competency to look beyond.”

— Pearl Zhu,

## 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
Lydia Antalfy	Director

Our board, composed entirely of volunteers from the communities we serve, is a valued part of our team. This strategic tier provides vision, oversight and support to our 3 pillars of service. We thank them for their consistent gift of time, insight and energy, helping every part of our service. They go beyond the board meetings, working in the community to champion our name and build networks to further our vision, mission and mandate.

## Financial Statement

<b>REVENUE</b>	<b>2017/18</b>	<b>2018/19</b>
United Way Grants	\$ 296,979	\$ 294,457
Government Funding	\$ 4,562,591	\$ 5,530,944
Donations	\$ 97,453	\$ 264,282
All Other	\$ 355,505	\$ 377,359
<b>Total Revenue</b>	<b>\$ 5,312,528</b>	<b>\$ 6,467,042</b>
<b>EXPENSES</b>	<b>2017/18</b>	<b>2018/19</b>
Salaries and Benefits	\$ 3,348,806	\$ 3,682,116
Training/Subsidies	\$ 492,142	\$ 609,226
Occupancy	\$ 240,567	\$ 223,409
Office	\$ 244,238	\$ 272,482
Fundraising/Marketing	\$ 5,680	\$ 6,080
All Other	\$ 675,929	\$ 687,099
<b>Total Expense</b>	<b>\$ 5,007,362</b>	<b>\$ 5,480,412</b>
Earnings before amount refundable	\$ 305,166	\$ 986,630
Amount refundable to funders	\$ 97,411	\$ 552,835
<b>Excess of revenue over expenses</b>	<b>\$ 207,755</b>	<b>\$ 433,795</b>

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

Canada Revenue “Charities & Giving” section also has our financial data <http://www.cra-arc.gc.ca>

# 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.

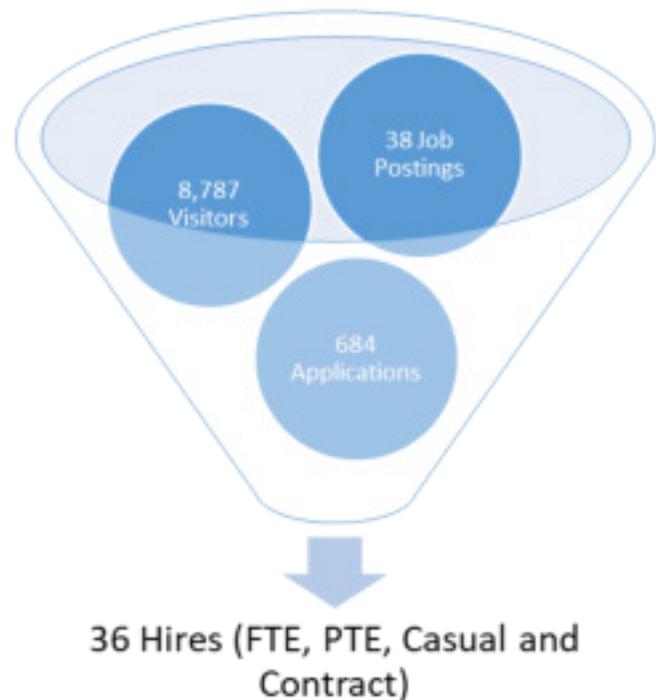
## HIGHLIGHTS

- ◆ Hired 36 employees through full time, part time, temporary and casual contracts
- ◆ Received 128 applications for student placement; placed 25 students in our programming and invested over 3,880 hours in their future
- ◆ Implemented a revised Personnel Policy April 24, 2018
- ◆ Aspects of Bill 148 was repealed by Bill 47. This did not have any significant impact on our JHS practices.

## RECRUITMENT & RETENTION

This past fiscal year saw continued changes within our staffing compliment. Those changes occurred as a result of increased capacity, statutory leaves and departures. This provides opportunities for existing staff to experience different programming in the organization.

Our Applicant Tracking System (ATS) using BambooHR allow us to track these activities. These results reflect both internal and external opportunities.



# Human Resources

## 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-five (**25**) students being accepted and placed within all our agency programs. This provided over **3,880** 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  
Centennial College  
Ryerson University  
UOIT

Anderson Collegiate  
Fleming College  
York University  
Trent University

Durham College  
George Brown College  
University of Toronto

## Volunteers



BMO Volunteers creating a new garden at the Oshawa Residence.

The gift of a person’s own time is one of the most valued and valuable to receive. We’re very fortunate to have over 100 such helping hands across the course of any given year to support our program delivery for adult upgrading, group program co-facilitation, and large events such as our annual “Firehouse Fright Night” fundraiser in Clarington. We can’t say enough, about how much we appreciate them, but given that so many return year after year it is they are enjoying the experience and opportunity to help do good in our community. The list of our volunteers is found further inside this report.

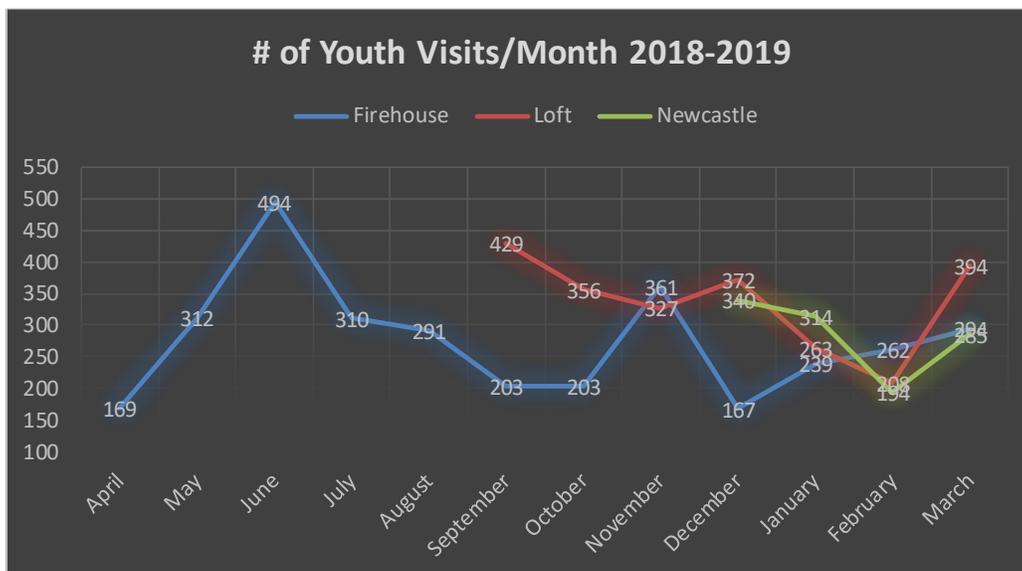
## Into the Future

- ◆ Continue to work on best practices related to on-boarding, recruitment and training
- ◆ Ensure regular check and compliance regarding legislative and legal standards
- ◆ Explore initiatives related to student placement

# Community & Justice Pillar

## Clarington Youth Centres

In 1998 the agency opened its first youth centre in downtown Bowmanville, called *The Firehouse Youth Centre*. In the past year, the agency saw exceptional new support from the Municipality of Clarington in the form of additional funding to help open two new pilot sites; one at the South Courtice Community Centre (*The Loft*) in September, followed by another in the Diane Hamre Community Centre (*Newcastle Youth Centre*) in December. By March 2019, the pilots were showing such success that Clarington Council committed and converted the additional sites to become permanent programs.



All three locations offer after school and summer-based programs designed to provide local youth ages 12 – 19 with an opportunity to become engaged in positive and age-appropriate activities. They create a solid bond between youth, their peers and the community at large.

The Firehouse has great upgrades coming in 2019— a construction project by Bowmanville High School students to create new bench seating with storage, new counters for computers, and double the size of the equipment storage locker area for the recreational and sound gear.

As a result of the additional sites, the team has grown in size from 1.5 staff to 14 (some full time, most part-time) in order to cover the services now being offered 6 days a week (Saturdays in the two new locations). The excitement continues in terms of traditional offerings as well, such as the annual Mics on Fire and Firehouse Fright Night events that enable youth to engage in a community fundraising activity that provides them with event operation experience, service hours needed for their high school diploma requirements, and peer networking opportunities.

## Community Alternatives for School Suspension

CASS 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 to it. This partnership with the Kawartha Pine Ridge District School Board provides a safe and structured environment for students throughout Clarington to work on academics, develop life skills and become aware of community organizations through volunteer work. The youth are supported by an on-site teacher from the school board and JHS staff.



- ◆ 42 program participants in 2018/2019
- ◆ 71% of the students were new to CASS.
- ◆ Grade 10 students were the most common participants
- ◆ 13 days was the average number of school days spent in the program

When the students complete the program, they are provided the opportunity to give anonymous feedback to specific questions. Their perspective have included the following:

*What I liked most about attending CASS ...*

*"I was able to earn four of the credits necessary to graduate and it made finishing community hours easier."*

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

*"Stress lessons. I was able to have a better understanding on how to deal with stress."*

*Other Comments ....*

*"This is a great program! It really helps kids and people improve."*

## Counselling Service Groups

A series of group programs are available to persons age 16 and older. Individuals can be self-referred, or referred from another agency/community professional such as a lawyer, doctor, etc.

**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.

**Cooperative Parenting** : A video-based psychoeducational approach focusing on the enhancement of the child(ren)'s functioning within their family. It addresses the relationship between separate households created as a result of divorce or family separation. The goal is to improve the quality of the parental relationship, assisting parents in shifting their role from former spouses to co-parents, while educating them regarding the impact of parental conflict on their child's development.

**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.



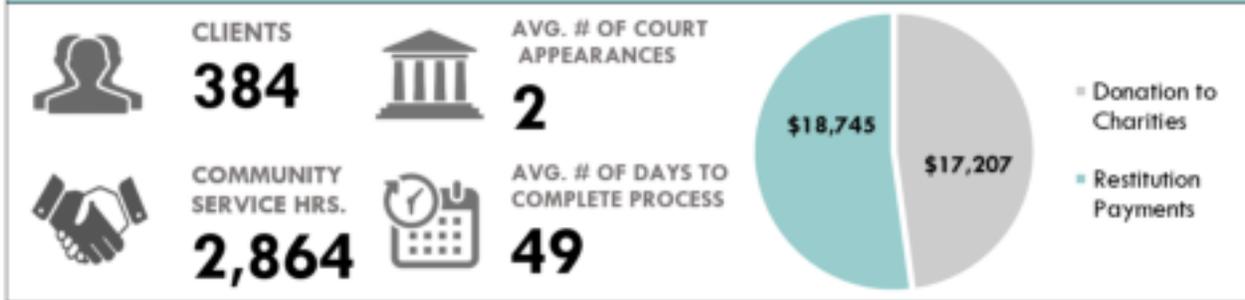
Groups were run 30 times over the fiscal period, and saw 303 individuals register. A total of 210 completed their program successfully to receive a certificate. This past year saw an increase in self-referred clients that are committed to making change in their lives. We also saw more referrals for Cooperative Parenting from family court and family lawyers because they are seeing the value and importance of educating separating parents.

## Direct Accountability Program

This adult diversion program is for summary offenses under \$5000 (theft, mischief, substance related, fraud etc.). The accused is notified by the Crown Attorney at their first court appearance if they are eligible for the program. A JHS Community Justice Worker then meets with the accused to explain the program and the sanction(s). To be considered for the program an individual must be:

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

## DIRECT ACCOUNTABILITY PROGRAM



Over the past year DAP has seen an increasing number of referrals for clients with no fixed address; often these types of referrals do not show up for their first court appearance and therefore incur the additional charge of failing to attend court. Of those who do agree to participate in DAP, they often have difficulty completing the agreed upon sanction. They report loss of documents and forgetfulness as reasons for not completing.

Of all clients, 45 were also referred to an Anger and Substance Awareness Program (ASAP) for additional supports.

Successful participants express their gratitude at having the opportunity to resolve their charge(s) and not acquire a criminal record. Most report they have had a meaningful and gratifying experiences while doing community service hours, or choosing a local charity to make a charitable donation.

Some of the issues that a sizeable number of participants live with are: mental health and addictions, homelessness, unemployment, loss of a family member. Clients are made aware of resources in the community where they can attend for support should they choose to do so.

## Extra Judicial Measures



The EJM program is a police-referred pre-charge diversion program for youth up to age 17. It provides an alternative to ending up in the courts by allowing a client to participate in either an Anti-theft or an Anger Management group as well as individual counselling. This gives a youth the opportunity to take responsibility for their actions, understand the impact of their behaviour on themselves and others, and learn alternative ways of dealing with situations.

In 2018-19, 151 youth were served through anti-theft and anger management groups and one to one counselling when needed. We are proud to share too that we had a **100%** completion rate for all clients!

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

“At risk” and marginalized individuals struggling with addiction, mental health, housing, stigma and discrimination issues have ready access to Harm Reduction services.

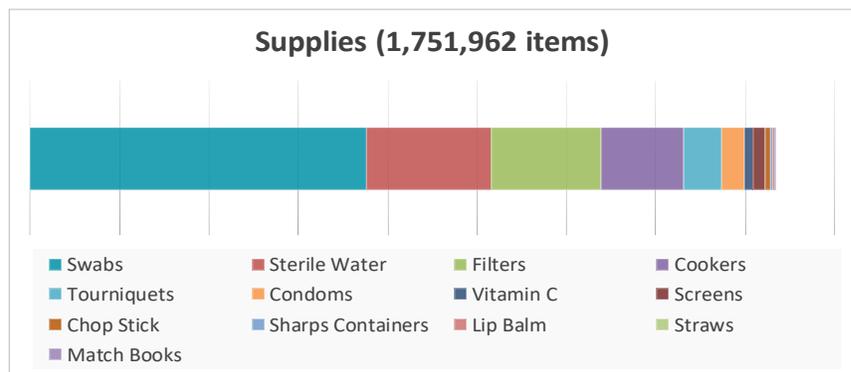
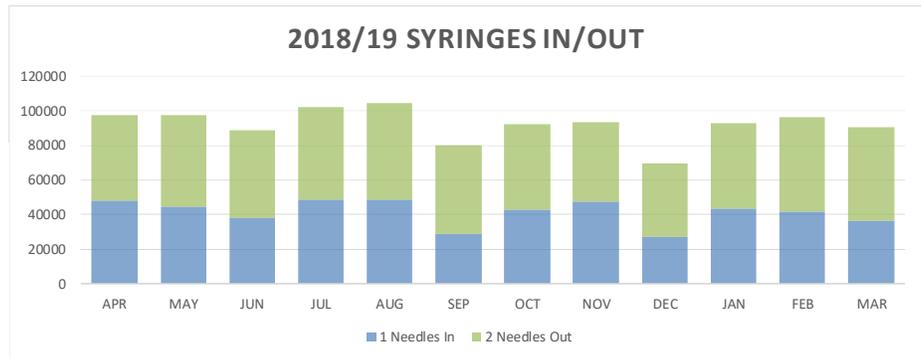
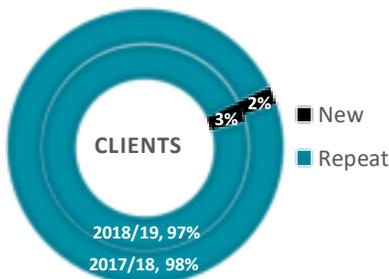
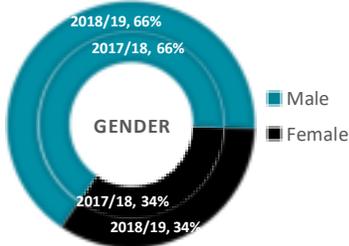
Used syringe drop off/exchange is available Monday to Friday through JHS offices, partner sites such as the Aids Committee of Durham, and via our mobile outreach in the evenings from 6pm-11pm.

Clients have free, anonymous access to sterile injection and additional supplies to assist in the prevention of the spread of HIV/AIDS, Hepatitis B and C and other blood borne disease. Further resources include materials that instruct on safer use, referrals for treatment, STI and HIV testing, housing etc. are provided upon request.

JHS is also a designated Ontario Naloxone Distribution Point, with staff able to provide training to recognize the signs and symptoms of overdose, and how to administer Naloxone.

Over the years, the provision of the X-Change program revealed a need for more specific supports for another group within the community—a Women’s Drop-In program geared for sex trade workers and street involved women. For one afternoon per week from 2-5pm in a discrete location, clients have access to 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. Staff can also help individuals to access OW/ODSP, housing services, and referrals as requested.

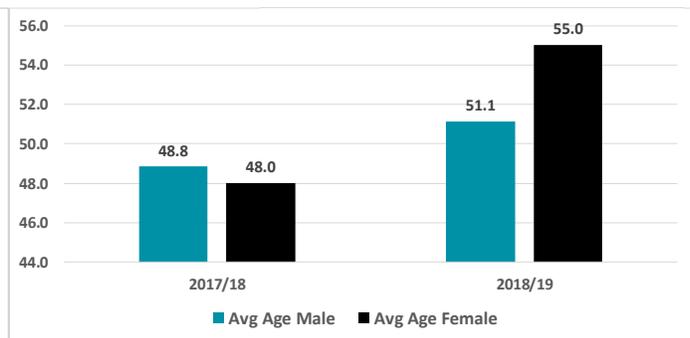
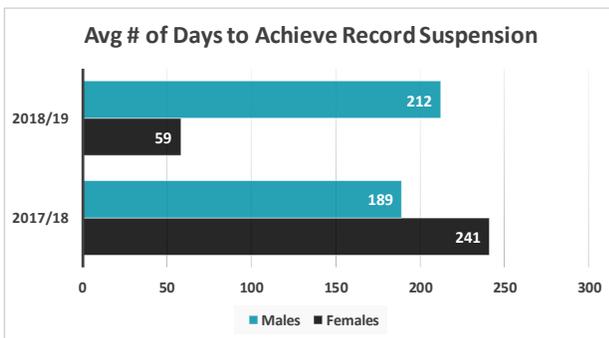
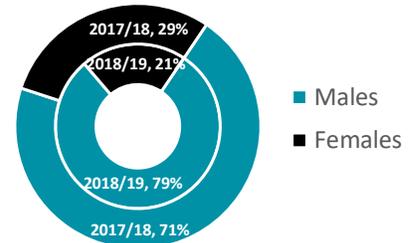
**9,932 Exchanges**



## Record Suspensions

A criminal record can affect a person’s ability to acquire gainful employment, access to education opportunities, travel, adoption goals, and access to affordable housing. Applying for a *record suspension* from the federal government is complex and expensive. JHS staff help individuals navigate the many steps required.

### New Files Opened



A successful application leads to the record being sealed, and it 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, the average age of an applicant topped 50 years and we have witnessed a stark contrast in the length of time it takes female candidates to get a result back versus males. We do not have an explanation for why such a significant difference has resulted but it does follow a trend we have seen in prior years.

## Together We Are

In partnership with Side by Side Access Services, JHS facilitates a program for parents of Black children. This unique program acknowledges and takes into account the diversity, strengths and challenges of parenting in the context of today's society.

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."

~ *Anti-Black Racism Strategy* ([https://files.ontario.ca/ar-2002\\_anti-black\\_racism\\_strategy\\_en.pdf](https://files.ontario.ca/ar-2002_anti-black_racism_strategy_en.pdf))

This past year, we delivered four workshops to 39 parents and 47 children. Parents' comments clearly indicate the importance of discussing their shared history in the parenting context. One parent said,:

"This [program] is about parenting from a cultural perspective with culturally appropriate programming for our kids".

*"A youth is to be regarded with respect. How do we know that his future will not be equal to our present?" — Confucius*

## Youth In Transition & YITW

Youth who are current Crown and Wards of Durham Children's Aid Society are assisted by the YITW program to transition successfully from care to independent living in the community. This targets youth age 15-20 with a specific focus on persons age 17/18 and nearest to their date of care coming to an end.

This past year, **27** clients were served. Our staff are seeing a high need for housing resources (both obtaining suitable housing, and maintaining housing once they have been placed). The program looks at the whole person and there provides support for emotional issues and overall mentoring.

In 2018, JHS also provided services to 24 youth through the YITW program by request of the Ministry of Children, Community, and Social Services until a more permanent agency was secured to continue delivering the program. YITW is for clients involved in Children's Aid Society who have aged out of the child welfare system and continue to require supports from a worker.



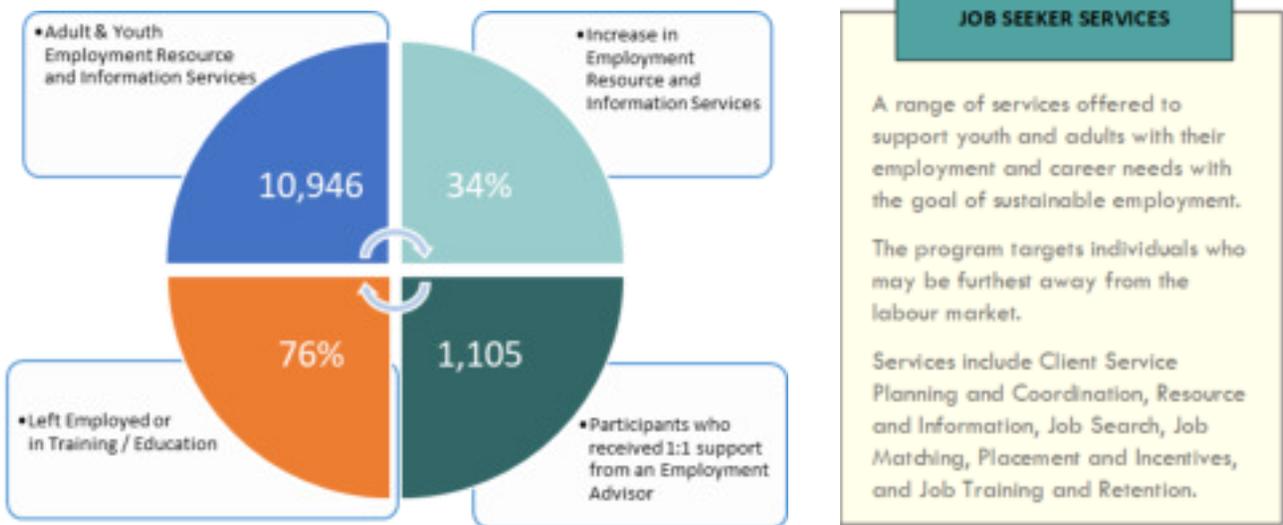
# Employment & Training Services

Throughout 2018-19, JHS Durham Employment and Training Services continued to develop and implement responsive employment and training programs and services that met the needs of job seekers in our community. Labour market shifts and changes have continued to challenge our teams to think out of the box to develop and implement relevant programming that supports attachment to the labour market and workforce development. We greatly value our ongoing collaboration and partnership with our funders, local employers, community partners and stakeholders.

The most significant emerging local labour market condition we face in our community is the impending Oshawa GM plant closure and the impact on Tier 1 and Tier 2 plants/companies. This mass layoff will require a coordinated community response. We will continue to work collaboratively with MTCU, our EO partners, and all other community partners to implement responsive relevant rapid reemployment programming.

Continuing to evaluate the unique needs of our client populations and enhance services where needed has remained a priority. For example, upon evaluation of data that demonstrated a 34% increase in the number of visits to our resource rooms, a newly redesigned Employment and Housing Resource centre was put into place. This unique service has supported the provision of housing wraparound supports our job seekers require, and further enhance services to our agency housing clients who require employment supports. Further development of this in-house partnership will remain a priority during 2019-20.

In February 2019, the Government of Ontario announced the plan to transform employment services in Ontario. This plan will include effective and sustainable approaches to helping people find and keep jobs. Our organization will continue to engage with funders, employers, job seekers and networks within our sector to ensure our spectrum of programming aligns with the Government of Ontario’s initiatives.



**JOB SEEKER SERVICES**

A range of services 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.

**EMPLOYER SERVICES**

We offer a variety of services to support local employers with hiring and workforce development. Services include free job fair support either on-or-off site, interview screening, boardroom space and employment certifications. Employment certifications and courses can include Working at Heights, Smart Serve, Food Safety Training, Computer Training, Personality Dimensions and Soft Skill Solutions. During 2018-19 we have worked with 250+ employers to support work force needs.

**Youth Job Link**

**461 Youth**  
Participated in the programming

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.

**Youth Job Connection**

**43 Youth**  
Received 60 to 90 Hours of Pre-Employment Training & Participated in 43 job placements

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.

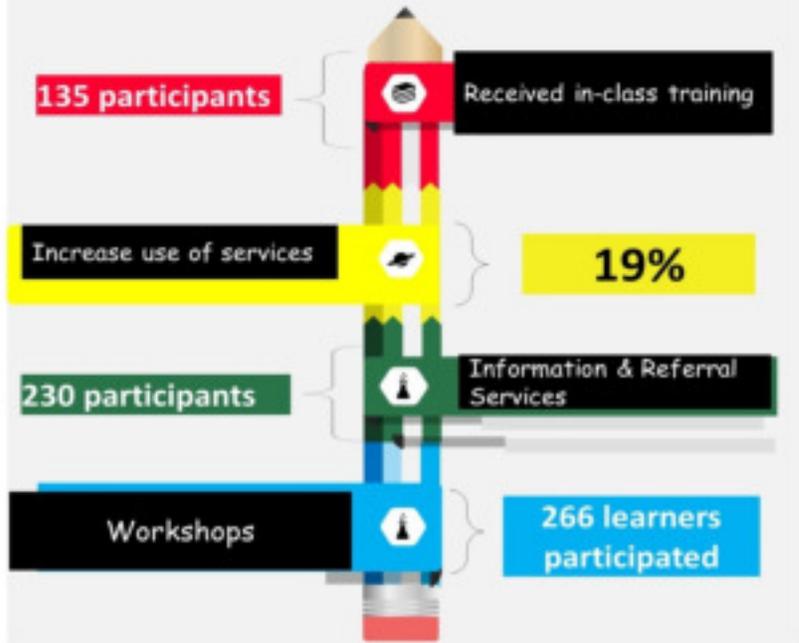
**Youth Job Connection Summer**

**20 Youth**  
Received 20+ Hours of Pre-Employment Training & Participated in 21 job placements

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.

**LITERACY & BASIC SKILLS**

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 to successfully transition to employment, postsecondary, education, apprenticeship, secondary school, or increased independence.



**Ready to Go**  
Job Skills Development for Young Adults

**65 Youth** Completed training & a workplace experience

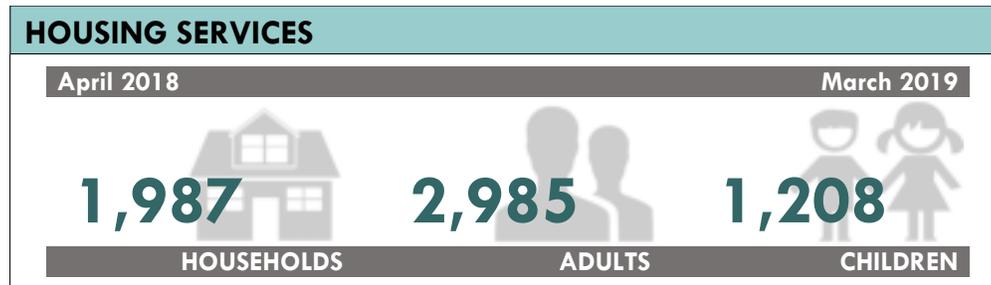
This program helps youth aged 15 to 30 overcome barriers to employment and successfully transition to the labour market. Youth can choose from a Customer Service/ Hospitality Stream or the Skilled Trade Essentials Stream. Participants have the opportunity to obtain certifications related within their 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

## Housing Services

During the 2018 program year, the housing team provided services for **1,987** households, made up of **2,985** adults (age 18 and older) and **1,208** children & youth (up to age 17.)

The shortage of affordable housing continues in Durham Region resulting in unprecedented numbers of Durham residents going unhoused, living in tents, under bridges, in stairwells and doorways. They are visible and they are invisible, but they are with us, and our Housing team works diligently to support them, finding solutions where none seem to exist. The focus is on keeping people housed, through mediation, advocacy, and education on landlords' & tenants' rights and responsibilities. The continuing trend is the need for accessible units for seniors and others who cannot manage stairs and often require more support than they used to. Having a Housing Worker in our resource centres in Oshawa and Whitby has been an incredibly valuable addition to our teams in dealing with the volume of clients.



The national housing database, called HIFIS, launched a major update in 2018. The goal in Durham Region is to have accurate data that reflects the true picture of housing and homelessness as well as different types of work being done by service providers to address the needs of the homeless and marginally housed in our community. Moving onto this new database is a major undertaking, and as with all projects of this kind, there have been challenges along the way. We are still transitioning, but ultimately we look forward to use the data to focus on what the specific needs are and how the community as a whole can best address those needs given the limited resources at our disposal.

The Rent Supplement Program continues to support 37 households through rent subsidies and individual service plans as they stabilize their lives and move toward self-sufficiency.

The **Sex Trade Housing Support Program** successfully completed its initial contract and was extended for another year as the "Homelessness Partnering Strategy" funding envelope rolls over into its new incarnation "Reaching Home." We are looking forward to this valuable program continuing under "Reaching Home."

Further, our management and teams have been actively participating in the evolution of Coordinated Access. Lead by the Region of Durham, this is a process that supports individuals who are homeless to access supports and services in a coordinated and standardized manner. We will continue to support this initiative with the goal of having the process in place by March 2022.

## Residence Program

The Whitby Residential program opened its' doors in 1985 and provides support and programming accommodating up to six male youths between 16-18 years of age with two beds designated for CAS clients. The Oshawa Residential Program opened 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 Community and Social 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 various community meetings.

In 2018-2019, the residential program serviced **71** clients exceeding the target of **60** youth with **4196** bed nights utilized. The Whitby Residence program had an **89%** occupancy rate for the two contract beds designated for Durham Children Aid Society clients. The residential Transition Worker provided service to **88** clients working with current, past and potential new residents.

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

- ◆ In June 2018 BMO as part of their Days of Caring Campaign volunteered their services at the Oshawa Residence. They spruced up the gardens, completing prep and planting of a vegetable garden and flower beds, along with a general clean-up of the property.
- ◆ The Whitby Residence completed the renovations required to meet fire code through support from the Ministry of Children Community and Social Services Infrastructure Funding.
- ◆ The installation of a new roof at the Oshawa Residence was completed in August 2018 and funded through Capital Reserves.



## Funders, Donors Sponsors

Thank you to these generous funders and donors who are there supporting us, and other community partners, to make grass-roots programs readily available to all residents of Durham. Our agency takes great care with each donor's investment because we want you to be proud of what your gift helps to achieve with our clients.

### Funders

- ◆ Delta Bingo (Pickering)
- ◆ Durham Children's Aid Society
- ◆ Government of Canada— Homelessness Partnership Strategy
- ◆ Government of Canada—Youth Employment Strategy
- ◆ KPR District School Board
- ◆ Ministry of the Attorney General
- ◆ Ministry of Children, Community & Social Services
- ◆ Ministry of Education
- ◆ Ministry of Health—Long Term Care
- ◆ Ministry of Training, Colleges & Universities
- ◆ Municipality of Clarington
- ◆ Region Of Durham
- ◆ United Way of Durham Region
- ◆ Youth Employment Strategy—Service Canada

### Donors/Sponsors

- ◆ Avon
- ◆ Blacklock Estate
- ◆ Boston Pizza (Bowmanville)
- ◆ Canadian Mental Health Association
- ◆ Candz Print Inc.
- ◆ Central East LHINS
- ◆ Chalet Recording Studio
- ◆ Cineplex (Bowmanville)
- ◆ Cineplex (Oshawa)
- ◆ Covanta
- ◆ CRS Rentals (Oshawa)
- ◆ Durham Pallett
- ◆ Durham Regional Police - Toy Drive
- ◆ Enbridge
- ◆ Fresh Essences
- ◆ Freshco
- ◆ Greeley Containment and Rework
- ◆ Hands On Music
- ◆ Heather Doyle
- ◆ Home Depot (Oshawa)

- ◆ Interact Club of Clarington
- ◆ Jungle Cat World
- ◆ Karen Garner
- ◆ Keller Williams Realty
- ◆ Linda Moore
- ◆ Linda Newton-Leo
- ◆ Long & McQuade (Oshawa)
- ◆ MAC Cosmetics
- ◆ Meridian Credit Union
- ◆ Moores (Oshawa)
- ◆ Motor City Tattoo
- ◆ Municipality of Clarington
- ◆ Ontario Power Generation
- ◆ Oshawa B.I.A.
- ◆ Oshawa Fire Services
- ◆ Par Four Equipment
- ◆ Pebblestone Golf Course
- ◆ Purdue Pharma
- ◆ Rotary Club Of Bowmanville
- ◆ Safran Landing Systems (Ajax)
- ◆ Saint Andrews Presbyterian (Whitby)
- ◆ Sammy Dudgeon
- ◆ Scentsy
- ◆ Sexual Health Clinic
- ◆ Sharon Woolley
- ◆ Shoppers Drug Mart (Bowmanville)
- ◆ SNC Lavalin
- ◆ Sobey's Warehouse
- ◆ St. Matthew's Anglican Church
- ◆ The Salvation Army Thrift Store
- ◆ The Village Inn
- ◆ Thirty-One
- ◆ Toronto Police Services
- ◆ Unifor Local 222 - Social Justice Committee
- ◆ Veridian Connections
- ◆ Walter's Pharmacy
- ◆ Women of the Moose Oshawa Chapter 1759
- ◆ Work Authority (Oshawa)
- ◆ Y's Wish

## Volunteers & Students

Time is one of the most precious things a person can give, and we are thankful for the extensive amount we see donated by volunteers and students to our agency each year. They help with front line delivery, special events, day to day operations and form an essential part of our structure that enables us to maximize the value of every donor and funder dollar invested. Some have volunteered with us for multiple years, helping with pickup of bread donations, or for fundraising events. Students new to the field could choose any number of other places to do their placement, and we appreciate that from all those options, they wanted to work, learn from, and help us. Thank you to all our helping hands who have us in their mind as the place to give their most precious resource to, their time.

### Volunteers

- ◆ Abeigh Reason
- ◆ Adam Koziorz
- ◆ Adam Waese
- ◆ AJ Scott
- ◆ Akeem Azeez
- ◆ Alex Grella
- ◆ Alexis West
- ◆ Alyssa Justason
- ◆ Andrea Kichko
- ◆ Angela Mittoni
- ◆ Arianna Bambrough
- ◆ Audrey Roher
- ◆ Belle Veinot
- ◆ Brandy Brayley
- ◆ Brayden Paul
- ◆ Breanne Whyte
- ◆ Brock Brady
- ◆ Brooke Canning
- ◆ Cameron Kuipers
- ◆ Caydence Marquis
- ◆ Celest Dubeau
- ◆ Charlotte Arnott
- ◆ Chloe Kreisz
- ◆ Danica Gilbert
- ◆ Darren Judd
- ◆ Eithan Moores
- ◆ Emily Campbell
- ◆ Emily Catterall
- ◆ Emily Smith-Deruchie
- ◆ Emma Roher
- ◆ Erin Asada
- ◆ Evan Moores
- ◆ Greg Nowell
- ◆ Greg Shetler
- ◆ Hannah Catterall
- ◆ Hassan Maghrabi
- ◆ Hugh Peacock
- ◆ Jacob Boddy
- ◆ Jailyn Waese
- ◆ Jailyne Marquis
- ◆ Jake Benedet
- ◆ James Bickell
- ◆ James Drabey
- ◆ Janet Rourke
- ◆ Jennifer Legge
- ◆ Jeremy Arnott
- ◆ Jesscia Flower
- ◆ Jesse Littman
- ◆ Jesse Lyle
- ◆ Jesse Roher
- ◆ Joelene Waese
- ◆ Jordon Hill
- ◆ Josey Klein
- ◆ Josh Feddy
- ◆ Julie Jerrett
- ◆ Justin Thompson
- ◆ Kassandra Szewczyk
- ◆ Kate Roher
- ◆ Katelyn Davis
- ◆ Katherine Quinn
- ◆ Kathryn Hearl
- ◆ Kendall MacCormack
- ◆ Kian Bohun
- ◆ Kirsten Nowell
- ◆ Kyle McDonald
- ◆ L Lalonde
- ◆ Lasha Waese
- ◆ Laura White
- ◆ Liza MacCormack
- ◆ Lloyd Yezik
- ◆ Logan Moores
- ◆ Luanne McIntosh
- ◆ Lucien Purchase
- ◆ Maria Carlucci
- ◆ Mariah Coussons
- ◆ Marlene Nowell
- ◆ Maureen Asada
- ◆ Melissa Neill
- ◆ Michelle Woodburne
- ◆ Morgan Leahey-Schofield
- ◆ Nathan Barnby
- ◆ Nicole Harvey
- ◆ Owen Leahey-Schofield
- ◆ Paige Beek
- ◆ Quinn Robinson
- ◆ Reese Canning
- ◆ Rob Smith
- ◆ Shekinah Smith
- ◆ Sidney Davis
- ◆ Solomon Shank-Davey
- ◆ TJ Smithson
- ◆ Tom Keen
- ◆ Tori Trajanovski
- ◆ Tyler Pattison
- ◆ Tyler Waters
- ◆ Wayne Hingston
- ◆ Zane Bohun

### Placement Students

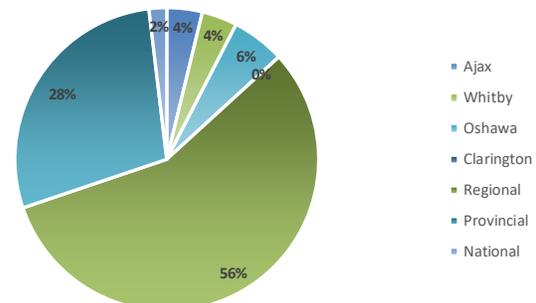
- ◆ Adam Kuranowicz
- ◆ Allison Smith
- ◆ Amber Atkinson
- ◆ Binal Patel
- ◆ Brianna James
- ◆ Carly McDonell
- ◆ Carolina Martinez
- ◆ Catriana Harrington
- ◆ Colleen Munro
- ◆ Desiree Corbeil
- ◆ Emily Catterall
- ◆ Emily Kohek
- ◆ Faaiza Saeed
- ◆ Greg Prouty
- ◆ Holly Illies
- ◆ Kaley Bernard
- ◆ Kari Kingston-Davis
- ◆ Kathryn Holliday
- ◆ Kaylyn Leo
- ◆ Kimberley Marshall
- ◆ Kinsley Gormley
- ◆ Mark Holla
- ◆ Noelle Ntunga
- ◆ Rebecca Bump
- ◆ Rima Patel
- ◆ Robyn Tyler
- ◆ Serena Kandhai
- ◆ Seyhan Kogukoglu
- ◆ Shari Campbell
- ◆ Sultana Ahmad
- ◆ Vithurshi Suthakar

## Community Engagement—Committees

Our team works to engage internally and externally to play a role within initiatives locally, regionally and Provincially. The Boards, committees, and coalitions also provide the means for our staff to network with like-minded colleagues in the field to inspire and motivate yet more ideas to bring added value to the services JHS offers.

- ◆ ACLCO Eastern Region Transformation Committee
- ◆ Ajax High School Club
- ◆ Canadian Harm Reduction Policy Project Reference Committee
- ◆ Central East Opening Doors Planning Committee - Central East Ontario
- ◆ Central Planning Table Durham Workforce Authority
- ◆ Community Advisory Board (Housing & Homelessness)
- ◆ Community of Practice (EJM/EJS)
- ◆ Community Partners in Diversity
- ◆ DDSB Youth Hub Steering Committee
- ◆ Durham Advisory Committee on Homelessness
- ◆ Durham at Risk Housing Network
- ◆ Durham Community Legal Clinic - Hub Steering Committee
- ◆ Durham Community Legal Clinic Board
- ◆ Durham Employment Services Working Group
- ◆ Durham Harm Reduction Coalition
- ◆ Durham Housing Advisory Network
- ◆ Durham Opioid Task Force
- ◆ Durham Region Aboriginal Advisory Circle
- ◆ Durham Workforce Authority Board
- ◆ Eastern Region Transformation Committee
- ◆ First Work Eastern Region Service Provider Group
- ◆ First Work Youth Employment Network
- ◆ Harm Reduction Advisory Committee
- ◆ Harm Reduction Data Base Advisory Group
- ◆ HiFis Working Group
- ◆ Homelessness Partnering Strategy Community Advisory Board
- ◆ Human Trafficking Coalition
- ◆ JHS Ontario Benefits
- ◆ JHS Ontario Policy
- ◆ John Howard Society of Ontario - Employment Ontario Manager Group
- ◆ Literacy Network of Durham Region Service Planning Committee
- ◆ MSIFN Employment Readiness Advisory Network
- ◆ Ontario Disability Employment Network (ODEN) - member
- ◆ Ontario Harm Reduction Database Advisory
- ◆ Ontario Network of Employment Skills Training Projects (ONESTEP)
- ◆ Operations Management Committee - Durham Connect
- ◆ Oshawa BIA Events Committee
- ◆ Oshawa Chamber of Commerce
- ◆ OUR (Oshawa Unhoused Residents) Task Force
- ◆ Program Advisory Committee- Flemming College
- ◆ Program Advisory DC - Community Services
- ◆ Program Advisory DC - Youth Justice
- ◆ Program Advisory Flemming College - Mental Health & Addictions/Social Work
- ◆ Sex Trade Worker Support Circle
- ◆ Take the Lead
- ◆ Welcome Centre
- ◆ Whitby Chamber of Commerce
- ◆ Whitby Chamber of Commerce Mentorship Committee
- ◆ Women Abuse Awareness Sub-Committee
- ◆ Women's Committee of Durham Region
- ◆ XTC-Extreme Clean-Advisory committee
- ◆ YMCA Youth Gambling Awareness Program (YGAP)
- ◆ Youth Justice Committee

Committee Breakdown



## JHS in Pictures 2018-2019



BMO volunteers building a garden at Oshawa Residence. Tomatoes, lettuce, peppers and more!



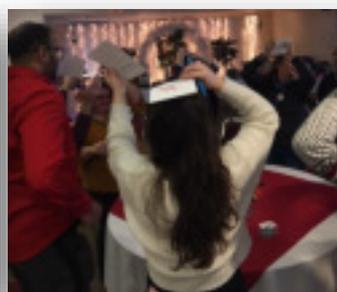
JHS Staff providing free face painting at Lakeview Park on Canada Day for the 18th consecutive year!



United Way appreciation luncheon Feb 2019



"What's The Harm" conference at Deer Creek, Ajax



Staff challenge exercises during annual JHS end-of-year- celebration



Grand Opening of the new "Loft" youth centre in Courtice (Sept. 2018)



"Orange Door Campaign" at the north Oshawa Home Depot store, fighting homelessness



Group shot at main office, as part of the "Then & Now" Robert McLaughlin Gallery project



Staff in costume for the annual "Firehouse Fright Night event" in Clarington (Oct.)



Battle of the Bands in Clarington—an annual youth talent competition



Staff enjoying the end-of-year celebrations where all offices get to spend some time together to chat



Christmas Hamper program—over 60 families assisted this past year.

## Our Staff—Years of Service

The people that come to be part of the JHS workplace bring an empathy, passion, and compassion for their work. They give beyond their job titles and descriptions by participating in special events, community committees, fundraising for like-minded causes, seeking out donation items for clients, and much more. This includes the staff who make up our relief workers in the areas of harm reduction, the residences, and our youth centres.

Our staff are keen on being inclusive and supportive, and pursue training opportunities to expand their abilities to better serve clients. Thank you for your dedication to Durham!

### 30+

Maureen Bandola

### 26-30

Joelle Morey \*  
Dianna Eastwood  
Shelley Lawrence  
David Smith

### 21-25

Pat Oliver  
Beth Whalen

### 16-20

Maria Perrino \*  
Paul Dobbs  
Patti Harrington  
Michelle Heald  
Susan Maxwell

### 11-15

Christina Barrow \*  
Veronica Breen  
Agatha Firek  
Rhonda Moser  
Beverley Oke-Hickey  
Sabiha Abo  
Rachel Shetler  
Diane Westerman  
Bernie Gardiner

Margaret Down  
Maryjo Mahon  
Cassandra Duncan  
Glenda Leahey  
Hillary Kozwolski

### 6-10

Kelly Jackson  
Dane Jeffrey  
Chris Newman  
Samantha Baker  
Tonya DeJong  
Lisa Sklar  
Kathryn Hearl

### 5 or Less

Megan Goodman \*  
Laura Smith \*  
Irene Siket \*  
Sarah Kane \*  
Michelle Neill  
Dory Strikwerda  
Abigail Maddocks  
Danon Morey  
Maxine Macdonald  
Brigitte Shoerkhuber  
Christy Gaynor  
Amanda Skyvington  
Carissa Woolley  
Natalie Leger

Priyan Raminhar  
Kirsten Hansen  
Stephanie Dilipochand  
Monica Tembo  
Olivia Cook  
Michelle DeLyon  
Sara Rutsowski  
Valia Singh  
Karyssa Rilley  
Lisa Cross  
Shantel Plummer  
Deanna Thompson  
Matthew Gardner  
Mikaila Doyle  
Stephanie Edozie  
Alexandria Quinn  
Shannon Taylor  
Ashley Gallen  
Morgan Parker  
Paul Paget  
Bernadette Folk  
Justine Westerman  
Edwin Henry  
Melanie Hope  
Zachary Prescott



## Relief Workers

Alexandra Ramirez  
Brittany Haney  
Christina Brown  
Christine Wright  
Cody Bosnak  
Colleen Munro  
Dan DiPede  
Dorothy Koziroz  
Emily Gagovski  
Emily Smith Deruchie  
Eric Barbeau  
Geralda Bray  
Griffen Coleman  
Jake Benedet  
Kayla Weir  
Kim Sayles-Marshall  
Kourtne Komatsu  
Kristen Dormer  
Laura Smith  
Manisha Roopnarine  
Matt Brown  
Mike Pitropov  
Olivia Cook  
Ryan Liskowski  
Samantha Power  
Stephanie Pattison  
Tyler Cataffi