

# John Howard Society of Durham Region



## ANNUAL REPORT 2021-2022

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[www.jhsd.ca](http://www.jhsd.ca)  
905-579-8482

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*Main Office*  
75 Richmond St. W.,  
Oshawa, On L1G 1E3

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*Clarington / Firehouse Youth Centre*  
132 Church St.,  
Bowmanville, On L1C 1T5

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*Newcastle Youth Centre*  
1780 Rudell Rd.  
Newcastle, On L1B 1G8

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*Whitby Office*  
#114 - 200 Dundas St. E.  
Whitby, On L1N 2H7

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*The Loft*  
1595 Prestonvale Rd.  
Courtice, On L1E 2P1

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## From the Board President & Executive Director

The 2021-2022 fiscal year was most definitely unlike any other. The challenges were frequent and unprecedented as a result of the ongoing Covid 19 pandemic. What was not surprising was the unwavering response to these challenges from our staff, Board, volunteers and community partners, all of whom regularly stepped up to meet these challenges.

Over the course of the year as Covid 19 rates continued to fluctuate, we continued to offer our programs and services through various delivery models. Our reliance and appreciation of what technology can offer, not only for our staff but for our program participants, became more apparent as we continued to virtualize access to services and discovered new opportunities it affords to individuals. Barriers such as transportation, finances, child-care, work and family pressures were reduced or eliminated through the availability of virtual programming. Group facilitation in counselling, employment programming and various youth services and activities have become familiar online practices allowing for broader reach and consistent participant attendance. These options will be maintained as we continue to transition out of a global pandemic.

We have maintained our commitment to equity and inclusion work, together with our staff, through our Diversity Equity and Inclusion Committee, and our Board Adhoc DEI Committee. We signed on to the “Black North Initiative Pledge” and have a working relationship with an external consultant to further examine our Anti-Racist and Anti-Oppressive approaches. It is our overall goal to improve the experiences of our staff and service users. We are committed to ongoing growth and learning both within the agency and the broader community.

The John Howard Society of Durham Region has valued the relationships we have had with our community partners through the years, and this year has been no exception. Collaboration has allowed for all of us to enhance the services for those in our community with the greatest needs.

We would like to thank our ongoing donors who have consistently supported our residential youth programming, holiday hamper program and youth centre activities specifically over this past year. Your support has allowed us to continue to deliver these services during some of the most unprecedented times for all.

In closing, to our extremely talented, dedicated and experienced staff whos’ commitment to providing the highest quality programming is always front of mind; *thank you* for working so hard to maintain healthy and safe programming spaces for those in our community.

**Dianna Eastwood**  
Executive Director

**Ted Marks**  
Board Chair

# About Us

## VISION

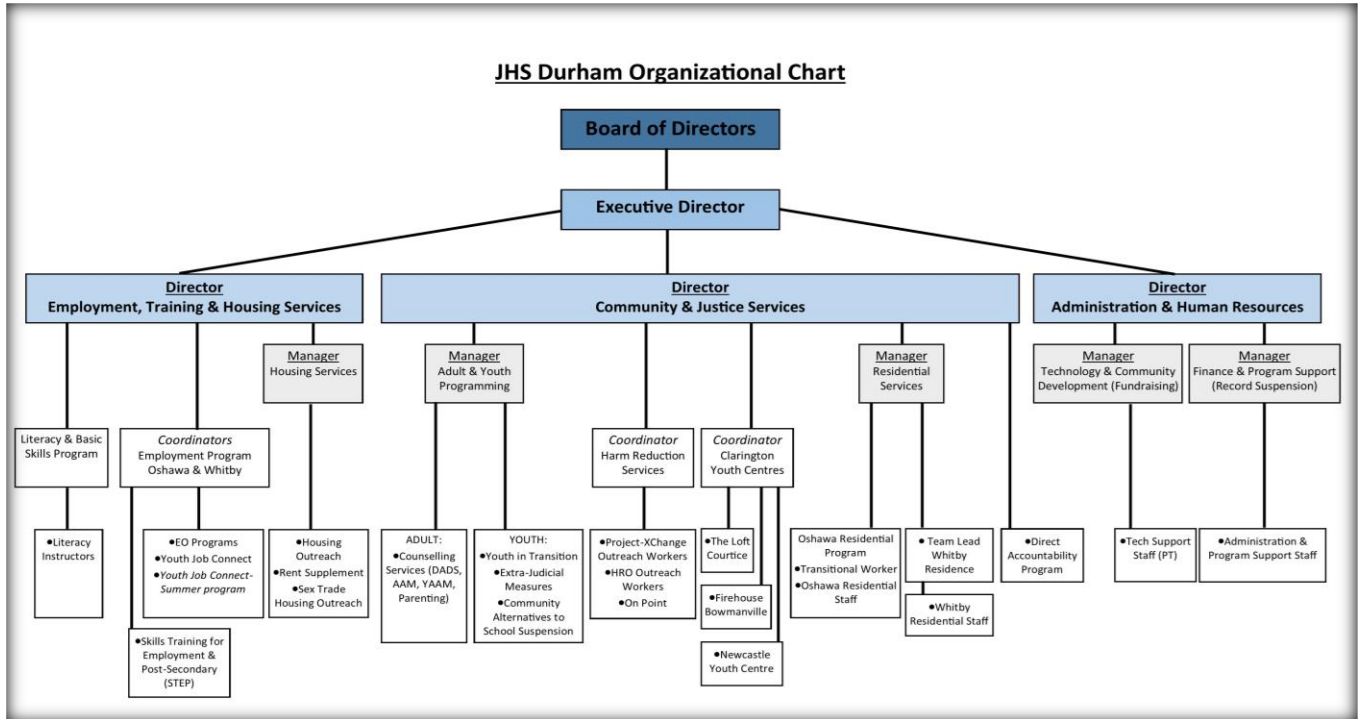
We envision a Durham Region where everyone contributes to a safe, healthy, and just community.

## MISSION

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

## OUR HISTORY

- The first official meeting of our branch took place in the boardroom at the local YMCA on October 23<sup>rd</sup> 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. Fr. P. 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 opened our first satellite office in Ajax and renamed to the John Howard Society of Durham Region.
- Clarington office opened 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 Ajax office condensed in 2017 to a shared space with another organization, and during the pandemic in 2020, further revised to a space-as-needed arrangement another agency.
- In 2018, we opened two new youth centres in partnership with the Municipality of Clarington, one in Courtice (the Loft) and another in Newcastle (NYC).



*Ted Marks*

*Sue Vanderkwaak*

*Dave McLeod*

*Peter Stephenson*

*Jim Monroe*

*Kevin Armstrong*

*Leanne Everson*

*Lydia Antalfy*

*Shiraz Bhanji*

*Board President*

*Vice President*

*Treasurer*

*Secretary*

*Director*

*Director*

*Director*

*Director*

*Director*

Our volunteer board of directors dedicate time each month to the oversight and review of our agency policies, finances and strategic plan progress. This combination of skills in the areas of legal, finance, business/entrepreneurship, and local industry helps to steer our agency through the frequently changing landscape of social services, both locally and beyond.

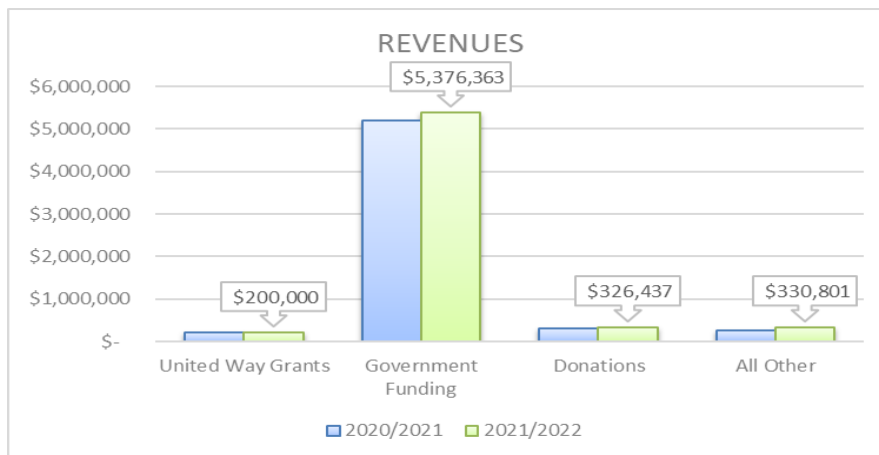
Thank you to our Board, for your years of service and for contributing to JHSD your most valued of assets, time. Your wisdom, counsel, and support through these challenging pandemic years have been important behind-the-scenes work to guide our ship through stormy times and unique challenges we've never faced before.

## Financial Summary

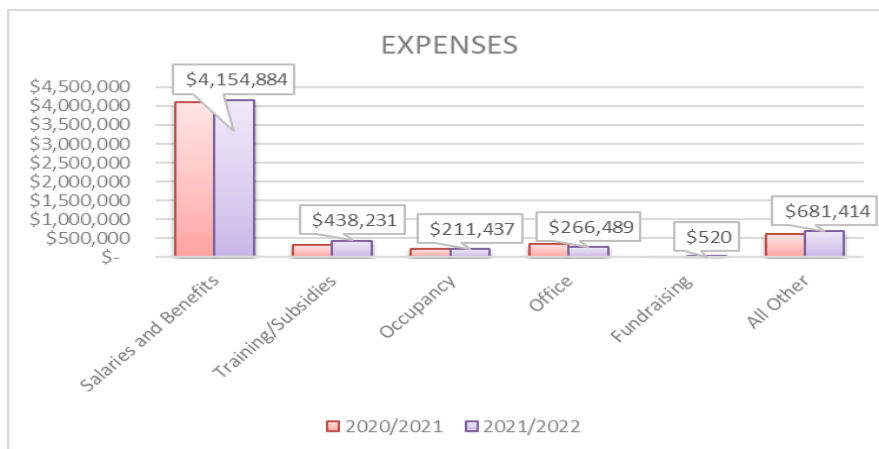
Revenue	2020/2021	2021/2022
United Way Grants	\$ 200,000	\$ 200,000
Government Funding	\$ 5,195,491	\$ 5,376,363
Donations	\$ 311,380	\$ 326,437
All Other	\$ 266,081	\$ 330,801
<b>Total Revenue</b>	<b>\$ 5,972,952</b>	<b>\$ 6,233,601</b>

Expenses	2020/2021	2021/2022
Salaries and Benefits	\$ 4,104,296	\$ 4,154,884
Training/Subsidies	\$ 335,188	\$ 438,231
Occupancy	\$ 215,518	\$ 211,437
Office	\$ 350,899	\$ 266,489
Fundraising	\$ -	\$ 520
All Other	\$ 625,325	\$ 681,414
<b>Total Expense</b>	<b>\$ 5,631,226</b>	<b>\$ 5,752,975</b>

Revenue - Expenses before Refundables	\$ 341,726	\$ 480,626
Amount refundable to funders	\$ 254,216	\$ 298,100
Excess (-deficit) of revenue over expenses	\$ 87,510	\$ 182,526



Full financial statements are always available on our website at [www.jhsd.ca](http://www.jhsd.ca)



Our Canada Revenue tax filing is available at [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

## Program Reports

**Counselling services:** Information and Referral to internal and external programs and services, Active Parenting Programs, Anger Management Programs and DADs Program

2133 direct Counselling hours were provided during the year.

# of clients 12-24	Age 23-53	Age 53+
18 (+25) (16-22)	348	22

**Active Parenting:** Three 16-hour parenting programs facilitated in group format using video examples, discussion and textbooks with parents to keep and use as their children develop. Groups are offered for parents of children age **5-12**, and parents of **TEENS**. Our **Co-operative Parenting** program is for parents who are separating/divorcing and focuses on strengthening relationships, communication, and respectful discipline strategies at the various stages of the parent/child relationship.

Age 25-65
Parenting 5-12 year - <b>12</b> (1 group completed) Parenting of Teens - <b>19</b> (2 groups completed), Cooperative Parenting - <b>118</b> (9 groups completed)

**Adult Anger Management:** A 20-hour, facilitator led group program that uses group discussion, information and activities to understand anger and develop productive communication and coping techniques. Youth Anger Management is facilitated on an as needed basis, tailored to internal groups, and external organizations.

Age 15-25	Age 25-65
<b>25</b> Individual Youth 1 group facilitated for youth to support 'dealing with emotions in the workplace'	<b>159</b> individual participants <b>14</b> groups were completed.

**Information and referrals:** This service is provided to people seeking counselling services in areas such as stress, conflict, communication, parenting, substance use, relationships, grief and loss. Also includes referrals made to outside programs and services as appropriate.

Age 25-65
<b>579</b> inquiries screened and referred to appropriate internal/external counselling services

**Dads Aiming for Direction & Support:** In this 2 hour/week, 8-week facilitator led program for fathers experiencing separation or divorce participants learn:

- to expand support networks
- strengthen relationship with their children
- develop or strengthen interpersonal and parenting skills
- improve strategies to cope during transitional period

With the advent of access via Zoom, the program has seen steady attendance, and allowed fathers in remote areas of Durham Region an opportunity to attend where otherwise they would not have been able to due to commute distance/time. Even when some members have had to travel out of country for work, they were still able to participate with ease. The program has one long-term volunteer that supports delivery and facilitation work.

Age 25-65
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<p><b>13</b> individual participants - One group was completed during this fiscal year.  <b>1</b> volunteer, completed 30 volunteer hours</p>
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**Women's Drop-In:** A drop-in resource for street involved women and those involved in the sex trade. Members of the Sex Trade Support Circle Committee attend on a rotation to provide direct service and referrals to the participants. The women are provided a meal and access to laundry, shower, toiletries, clothing, etc. While the program went on hold for some time during the pandemic, in-person service in July of 2021.

Age 25-65
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<p><b>10</b> unique individuals  <b>69</b> visits during a partial opening in the calendar year of 2021</p>
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**Residential Housing Program:** Safe, structured, supportive environment for youth to live in while learning independent living skills such as budgeting, meal planning, cooking, social skills, hygiene, etc.

Age 16-24
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<p><b>70</b> Youth served</p>
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**Direct Accountability Program:** Two streams are delivered under this service. A post-charge diversion program for adults age 18 and older acts as an alternative to prosecution for eligible individuals who have been charged with minor criminal offences.

A pre-charge diversion service offers an alternative to the formal court process by providing community-based sanctions. The program accepts referrals from Durham Regional Police Services.

Age 18-65
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<p><b>137</b> referrals including both pre and post charge diversion clients</p>
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**Record Suspensions:** Staff assist clients through the multiple steps and forms required to complete the application for a Record Suspension. Clients can also do it themselves and request that staff review their forms before they are sent to the Parole Board. During COVID most of the work is being done virtually, however staff are accessible in the office. The Parole Board Processing Fee increased twice since 2019 (from \$631 to \$657.77). However, as of January 1, 2022 that processing fee has dropped to just \$50, an incredibly important reversion to a more accessible level of cost for persons facing so many barriers to employment already.

<b>Age 25-65</b>
<b>30</b> New Applications
<b>31</b> individuals received their record suspensions during this fiscal reporting period

**Project X-Change:** Confidential access to harm reduction supplies including but not limited to: syringes, sterile water, alcohol swabs, inhalation kits, condoms. The program also provides safer use information, counselling, support, and referrals for individuals as needed. Program runs based on the 2021 calendar year.

<b>8,757</b> repeat contacts <b>1,870</b> new contacts	Average age male 44.2, Average age female contact 41.9, Average age transgender contact 38.0 Average age gender other 43.0
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**Housing Services & Eviction Prevention:** The Housing Program provides support with assisting clients to obtain affordable housing, eviction prevention and mediating with landlords in order to maintain current tenancies. It also provides advocacy with the Landlord & Tenant Board, assistance with obtaining birth certificates, and with filling out forms and applications. A rent supplement program assists a limited number of households to stabilize their housing while they progress toward self-sufficiency. Between the 3 JHS offices, the program averaged 800 requests for assistance per month in person or by phone/e-mail.

<b>Age 0-6</b>	<b>Age 7-15</b>	<b>Age 16-24</b>	<b>Age 25-64</b>	<b>Age 65+</b>
1090	170	108	711	101

**The Sex Trade Housing Support Program:** Supports male, female, and transgender individuals who are involved in the sex trade or who occasionally trade sex for cash, shelter etc. and who are homeless or are at risk of becoming homeless. Assistance can include all the supports of the Housing Program as well as life skills, social supports, and connecting to employment and education.

<b>Age 18-24</b>
<b>5</b> Individuals received a program orientation.



**Employment Services:** A range of services and supports designed to help adults and youth meet employment and educational goals. Services include Client Service Planning and Coordination, Resource and Information, Job Search, Job Matching, Placement and Incentives, and Job Training and Retention. Services are provided in-person, or if requested virtually or hybrid. Unprecedented changes within the labour market have contributed to less opportunities for those with barriers and an increase in demand for upskilling, Age 15+ .

Age 15-65
<p><b>83%</b> of individuals that participated in 1:1 services exited into Employment or Education.  <b>1,144</b> Resource Room Visits (803 Oshawa, 341 Whitby)  <b>1,927</b> participants in workshops, job fairs, other events (1029 Oshawa, 898 Whitby)</p>

**Skills Training for Employment and Post-Secondary:** The STEP program helps youth aged 15-30 to navigate through the labour market and to successfully transition into sustained employment. These objectives are attained by supporting the needs of all youth, especially youth facing barriers to develop skills, knowledge and networks through education, skill development and meaningful work experiences. Case management is embedded into service delivery model. Youth participate in paid employment services and/or skills training for up to 9 weeks, followed by a 12 week quality employment opportunity.

Age 15-30
<p><b>90</b> Youth participated in employment skills training  <b>43</b> Youth obtained a quality employment opportunity supported and mentored by a community employer</p>

**Youth Job Connection:** A year-round program that serves youth aged 15 to 29 who are not in employment, education, or training. The program provides intensive pre-employment training and case management to enhance job readiness and success, followed by a job placement opportunity with the goal of longer-term attachment to the labour market or access to further education.

**Youth Job Connection Summer:** This program is designed to provide pre-employment training, summer job opportunities and part-time job placements during the school year to help students, aged 15 to 18, make positive educational and career choices.

Program delivery model has been adapted to provide in-person, remote or hybrid services. Job placements are in-person.

Age 15-24
<p><b>40</b> Youth participated in YJC  <b>26</b> Youth participated in YJCS</p>

**Learning Alternatives:** This program supports adults and youth. The goal is to facilitate the upgrading of foundational Essential Skills to support successful transition to employment, postsecondary, apprenticeship, secondary school, or increased independence. Individualized training plans are developed to determine the best pathway to achieve the desired goal.

<b>Age 25-65</b>
<b>104</b> learners served <b>134</b> information and referral services <b>154</b> participants in workshop activities

**Youth in Transition [YIT]:** Supports youth 16 to 24 years of age in their successful transition out of the child welfare system into adulthood. The 1.5 workers will help youth to develop and pursue their goals and will support them to identify, access, and navigate adult service systems relevant to their specific needs.

<b>Age 16-24</b>
<b>27</b> youth carried over from the previous year and <b>20</b> new youth were referred.

**Extrajudicial Measures:** A police-referred pre-charge diversion program for youth as an alternative to being charged with a minor offence. The program has two streams: Anti-Theft and Anger Management. While referrals from police were lower this past year, the program is seeing youth in person as often as possible, including remote areas of Durham and through the use of Zoom for online service to meet youth where they are at.

<b>Age 12-17</b>
<b>29</b> youth served <b>167.5</b> counselling hours

**Community Alternatives to School Suspension:** Provides non-academic programming to Public School Board referred students in Clarington that are serving long term suspensions or expulsions. The goal is for a successful transition back to school. Due to the frequent lockdowns and school closures during Covid, numbers in the program have decreased because schools are less likely to suspend and expel students adding to the already present stress and anxiety students are experiencing. Clients are again back to being supported in person with referrals increasing once more.

<b>Age 12-18</b>
<b>11</b> students from Sept. - June, following the school calendar <b>36.5</b> volunteer hours completed by program participants in community organizations

**Clarington Youth Centres:** Three free drop-in recreation programs for youth 12-18 years old across Clarington; Courtice, Bowmanville, Newcastle. The Youth Centres provide a variety of supervised programming and activities designed with and for the youth who attend. Youth who attend have access to in house programs, opportunities to get involved in community events and partnerships, volunteer hours and pathways to support their individual needs. During Covid-19 the CYCs pivoted to providing virtual programming and adapted to the various changes in protocols along the way. Loaner laptops, food support, transportation support, access to PPE supplies, Virtual School Kits, and more were made available to youth. Nightly virtual chats enabled youth to stay engaged in positive and relevant programming and maintain connection to support, resources, referrals, and advocacy.

### 12-18

# number of individually registered youth at each centre

Loft - **255**

Firehouse - **195**

NYC - **202**

**100** volunteer opportunities were created, which provided over **1000** volunteer hours through events at the youth centres last year

**1577** visits in person in our youth centres (10 person capacity limit due to restrictions)  
**660** Community Outreach/Wellness Checks/Outdoor Meets

*~Service User Comment:*

"I just wanted to thank you for the grocery gift card that was included in C's snack bag for the youth center's movie night. It was soooo very much appreciated. As with most other families, covid has impacted our family's income as C's Dad wasn't able to return to work for a long time... so I can pass on our thanks now."

*~Service User Comment:*

"These guys love it here! You all really care about them and it shows! Thank you for all that you do for the youth!"

*~A youth lost his mom before Christmas Holidays. To celebrate his mom and a tradition they had, this youth shared a family recipe which he made with staff to share with other youth over the holidays.*



**Harm Reduction Outreach:** An Outreach program designed to promote sexual health and prevent new HIV, STI and Hep C infections for those who use substances. Includes 1:1 brief counselling, practical support, Harm Reduction safer use supplies, Naloxone training and distribution, etc.

<b>Age 18-65</b>
<b>946</b> Unique clients Total contacts Average age male 47, Average age female 45, Average age transgender 39, Average age gender other 41

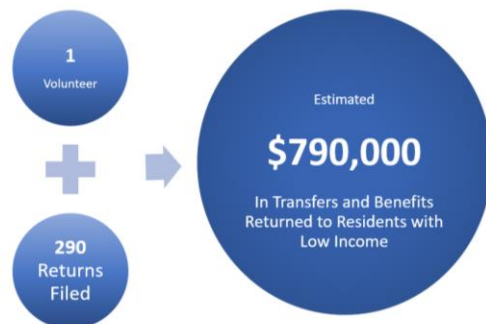
**On-Point Program:** This program was created to recruit people with lived experience in homelessness and substance use to assist in making our parks and green spaces safer by actively seeking out and removing all types of indiscriminately tossed needles and other paraphernalia to ensure proper disposal. Participants are provided with job experience, support, soft skills training, an opportunity to give back to the community and an hourly stipend for work done.

<b>Age 18-65</b>
<b>6</b> program participants <b>8,237</b> syringes and <b>20,797</b> pieces of paraphernalia were retrieved and safely disposed in 2021 calendar year

**Tax Clinics:** Assist low-income clients complete tax returns and access funds they are entitled to. Tax returns were mostly facilitated in person.

<b>Age 25-65</b>
<b>290</b> tax returns were completed (ages not collected but include youth and seniors) <b>\$790,000</b> in tax refunds for low-income residents through our service

Tax Season 2022 – John Howard Society Clinic Results



Estimates based on data shared

## Funders

We invest ourselves in the delivery of front-line services, but that can only happen because you have chosen to invest in us to help improve the health, safety and security of our community. We value your decision to work through JHSD to make practical, tangible change and progress in Durham Region that builds us all up. Without you, services that upgrade, empower and enhance the lives of thousands could not be possible. Thank you for your continued support of the work that our neighbourhoods, families and individuals look to for hope, courage and the opportunity of a stronger future.

- Delta Bingo (Pickering)
- Durham Children's Aid Society
- Government of Canada—Homelessness Partnership Strategy
- Government of Canada—Youth Employment Skills 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 Labour, Training and Skills Development
- Municipality of Clarington
- Region Of Durham
- United Way of Durham Region

## Donors/Sponsors

In a globalized community with so many worthy causes, we are thankful for you selecting our agency as one of the ways to make positive impacts at a local level. Through service, financial, or material support, your organization has made it possible for ours to reach thousands of youth and adults across Durham when they need us. Thank you for continuing to empower our programs and services through your resourceful investment in us.

- 4 Seasons Golf and Country Club
- A Gift of Art
- A Stones Throw Pub
- Algoma Orchards
- Apple Blossom Flowers
- Archibald Orchards
- Big Bang Promotions
- Boston Pizza Bowmanville
- Brands for Canada
- Buffalo Wild Wings Oshawa
- Candz Print
- Chanterelle Bistro
- Covanta
- David Tweedie
- Dom's Auto Parts
- Durham Pallet Services
- Durham Region Humane Society
- Holiday Inn Bowmanville
- Home Depot North Oshawa
- International Association of Firefighters 465
- J.R. Freethy Architect
- Jungle Cat World
- Justin Berry Optical
- Keller Williams Realty
- Mississaugas of Scugog Island First Nation
- Municipality of Clarington
- Newcastle Golf and Country Club
- Newcastle Outback Paintball
- Ontario Power Generation
- Our Valley View Bed and Breakfast
- Rotary Club of Bowmanville
- Shoppers Drug Mart Bowmanville
- Shoppers Drug Mart Newcastle
- SNC-Lavalin
- Square Boys Pizza Bowmanville
- The Courtyard
- The Foundry
- Toys for Tots
- United Way of Durham
- Watson's Farms
- Whitby Salvation Army
- Women of the Moose, Oshawa Chapter 175

## Volunteers

With the variety of programs JHSD has, the help of volunteers is vital to our delivery and outreach efforts in serving the entire community. Each of these fantastic individuals have given their time freely and generously. They may have been actors in our haunted house, or promotional videos, resource people at golf event, and/or co-facilitators in a group. Out of any charity at all, you chose to gift your time to us, and we appreciate that thoughtful compassion invested in us when we came asking for your support. Thank you for extraordinary kindness!



Adriaan De Wet Theron  
 Angela Mittoni  
 Arianna Righetti  
 Austin Belchos  
 Avi O'Brien  
 Brayden Paul  
 Braydon Calvert  
 Brenda Bezies  
 Carolyn Bezies  
 Charlie MacGregor  
 Charlotte Arnott  
 CJ Calvert  
 Connor Erb  
 Darren Judd  
 Derek Barber  
 Dillon Hunter  
 Don Grant  
 Emma Shaw  
 Evan Brown  
 Evan Hussey  
 Gabriel Fleury  
 Gina Roberts  
 Greg Nowell  
 Griffen Oliver  
 Heather Colleran  
 Ian Roberts  
 Isabela Da Silva

Jacob Boddy  
 James Bickle  
 Jameson Klein  
 Janet Rourke  
 Jay Hartwell  
 Jeremy Arnott  
 Jesse Lyle  
 Jessica Flower  
 Jewel Scattergood  
 Joe Klyne  
 Joshua Littman  
 Josie Klein  
 Julie Jarrett  
 Katelyn Davis  
 Katherine Duncan  
 Kathryn Hearl  
 Katie Henwood  
 Kian Bohun  
 Kristina Thirlwell  
 Kyle Delaney  
 Lauren Richardson  
 Liza Maccormack  
 Logan Moores  
 Mackenzie Van derDuim  
 Maria Carlucci  
 Marlene Nowell  
 Michael Phelan

Morgan Leahey  
 Morgan Richardson  
 Nathan Phelan  
 Paul Watson  
 Quinn Robinson  
 Rachel Hussey  
 Renee Roberts  
 Ry'Lee Cayley  
 Samantha Hubbs  
 Sean Bohun  
 Sheldon Suepaul  
 Sherrie Gauthier  
 Sidney Davis  
 Solomon Davey  
 Sophia Fleury  
 Steve Beelan  
 Steve Hickey  
 Travis Arnott  
 Trent Flower  
 Walter Mueller  
 Wayne Holdbrook  
 Zachery Prescott  
 Zane Bohun

## Client Success Stories & Comments

**Cooperative Parenting Client Comment-** " I have improved in how I respond, I always used to feel the need to have the last word but I have learned to let go and not bother. I have learned to let go on what happens at the co-parents house, I can only control at my own. I feel like I am in a great place with my co parent right now! ...But I feel like I have let go of stressing about every small thing and I have let go. I will continue with what I have learned as I have seen a difference!"

**Active Parenting Client Comments** - "I actually had a good experience in group. It was very real and real people and their stories. It helped me to understand that I'm not alone and to go easier on myself. I can now use the new skills that I learn to apply them to my anger. "

**DADS Client Comments** - "If I was to speak with another father going through this it would have been hard to describe the feelings, and express the right words without the caring dads program. "

"It made me realize that I'm not the only one going through this. I now understand that it's okay to have feelings and talk about them. The structure of the program was perfect. Each topic prepared you for the next and created that excitement for the following week. No matter where you are on your journey, this class will either enlighten you or solidify concepts that you already were aware of. The class taught me to trust the process and enjoy the journey. I thought I knew everything but the facilitators really dug deep into topics and encouraged participation. "

**Residence Program:** Provided a space for a young woman to get support to deal with the loss of her mother, and then her father's new relationship. She moved from high anxiety, isolating in her room, being in an unhealthy relationship to completing high school, rebuilding her relationship with her father, building meaningful relationships with staff and other residents within our program, and moving out to attend college where she has experienced success.

**Youth In Transition Success** - A referred youth was having unstable housing, budgeting issues, school issues, in need of college application help, mentoring, relationship issues and unemployment. He was in the process of dropping out of high school [consistent truancy] and was at the verge of losing his housing, due to conflict in the home. Through relationship building [mentorship/interpersonal] program staff was able to work through some of this youth's concerns as well as fears while providing resume help, budgeting and money management skills as well as relationship skills. Then, once educational goals were clearly defined, he was able to refocus on finishing high school and successfully complete his college application.

**EJM Success** - One youth came from an unstable home life and moved various times, making it hard to keep strong friendships. As a result, the youth turned to gang involvement to have that sense of familial bond with others. He was put in dangerous situations and felt as though that was their only sense of hope in having meaningful friendships. He requested extra counselling and afterwards managed to pull himself away from the gang involvement, attend school more, and build genuine friendships in his community. The youth also rekindled his relationship with both parents.

**CASS Success** - One student was absent from school frequently and did not participate when they did attend. Since Sept. when they started in CASS they have completed 8 credits, and plan to complete 4 more by the end of the school year. The student came in with a very negative attitude towards school and did not like following others' directives. They have since shown personal and academic growth, and has been a dedicated volunteer, completing tasks efficiently.

**On-Point Successes:** One participant completed a college diploma and moved on to a full time position in her chosen field. Another is currently taking classes and an additional participant is enrolled in College courses for September. All participants are stably housed.

## Our Staff

Our team brings a phenomenal array skills, experience, and professional commitment to the work they do. It would be difficult to say they have a “typical” day. An employment advisor might be organizing a job fair one day, and working in our resource room the next. Housing staff could be at the Tribunal one day, and on the phone advocating for client financial supports the next. Many staff also go beyond by volunteering for “the extras”, such as playing fantastic characters in our annual “Firehouse Fright Night” fundraiser. They treat each client as the important individual they are, ensuring each person gets the support they need for their unique situation. Thank you for your exceptional gift of self to our community! (*\* = staff achieving 5, 15, or 20 year milestones as of 2022*)

### 30+ Years

Maureen Bandola  
Joelle Morey  
Dianna Eastwood  
Shelley Lawrence  
David Smith

### 20 - 29

Pat Oliver  
Beth Whalen  
Maria Perrino  
Paul Dobbs  
Patti Harrington \*  
Michelle Heald \*

### 15 - 19

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

### 10 - 14

Cassandra Duncan  
Glenda Leahey  
Hillary Kozwolski  
Dane Jeffrey

### 5 - 9

Samantha Frank  
Lisa Sklar  
Irene Siket  
Sarah Kane  
Michelle Neill  
Dory Strikwerda  
Crissie Wright  
Evan Winslow  
Danon Morey  
Mike Pitropov  
Christina Brown  
Christy Gaynor  
Amanda Skyvington  
Carissa Woolley \*  
Mikayla Witherspoon \*  
Natalie Leger \*  
Matthew Brown \*

### Up to 4 Years

Jake Benedet  
Tyler Cattafi  
Curtis Grill  
Stephanie Dilipochand  
Monica Tembo  
Lisa Cross  
Shantel Plummer  
Deanna Thompson  
Mikaila Doyle  
Stephanie Edozie  
Alexandria Quinn  
Jim Carson  
Morgan Parker

Paul Paget  
Bernadette Folk  
Emily Gagovski  
Zachary Prescott  
Mark Peart  
Alexandra Ramirez-Correa  
Seyhan Kogukoglu  
Madelaine Bate  
Brandon Cote  
Victoria Companion  
Kashauna Bailey  
Sara Bhatti  
Josephine Afuwape  
Leila Oreizi  
Danika Marshall-Peters  
Kristina Thirlwell  
Kristen Fernandes  
Lisa D'Sa  
Justin Petley  
Derek Westerman  
Katie Holliday  
Elizabeth Devoe  
Emma Sweetman  
Rebecca Bump  
Shealyn Landrito  
Tess Kosakowski  
Brelyn Whelan  
Shanique Reid  
Brooke Gascoyne  
Laura Smith  
Connor Horn  
Faith Begbie

Keely Wallace  
Duztin Leonard  
Reena Kainth  
Gena Little  
Alexandria McIntosh  
Samantha Penney  
Roma Jacob  
Orin Chowdhury  
Paige Hope  
Andrea Rampersad  
Catriana Harrington  
Allison Clayton  
Cat Matthews  
Riley Adams  
Andrea Zylstra  
Catherine Miranda  
Lucas Catalano  
Taylor Tough  
Cassidy Collicutt  
Valerie Nwaokoro  
Ernest Tam  
Loreta Sison  
Cheyenne Scott  
Brianna Rayson  
Susan Carter  
Holly Daniels  
Joel Kay  
Farrah Khan  
Natalie Craig  
Kamini Jagdeo  
Kaitlyn Bowman  
Jamila Williams  
Joelle Lewis