

ANNUAL REPORT 2024-2025

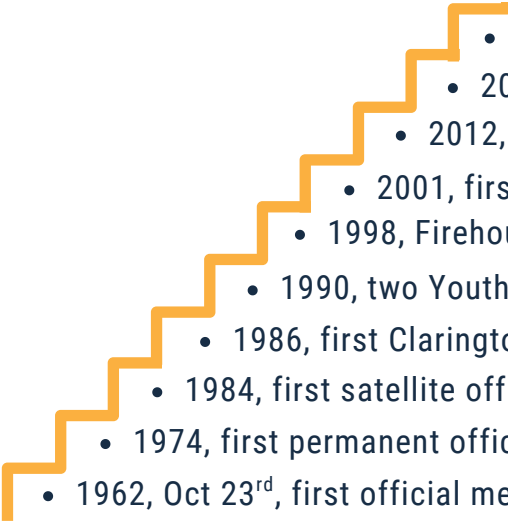


Vision

- 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.

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- A graphic of a staircase with orange steps and a blue handrail, ascending from the bottom left towards the top right, framing a list of milestones.
- 2025, nine locations across Durham, 63yrs of service!
 - 2018, Courtice & Newcastle youth centres open
 - 2012, fifty years of serving the community
 - 2001, first Whitby office opens on Colborne St. W.
 - 1998, Firehouse Youth Centre opens in Bowmanville
 - 1990, two Youth Transitional Housing sites now also running
 - 1986, first Clarington office opened
 - 1984, first satellite office in Ajax, name change to JHS Durham Region
 - 1974, first permanent office opened, downtown Oshawa, 3 ½ Simcoe St. S.
 - 1962, Oct 23rd, first official meeting / formation of JHS Oshawa

905-579-8482 / www.jhsd.ca

Oshawa Office

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

Clarington Office & Firehouse Youth Centre

132 Church St.
Bowmanville, On L1C 1T5

Whitby Office

#114 – 200 Dundas St. E.
Whitby, On L1N 2H7

Loft Youth Centre

1595 Presetonvale Rd.
Courtice, On L1E 2P1

Newcastle Youth Centre

1780 Rudell Rd.
Newcastle, On L1B 1G8



Reflections & Future Vision

As we reflect on this past year, we are both humbled and inspired by the collective impact of our organization across the region. For more than 60 years, and through our presence in multiple locations, we have become an anchor in our community supporting a diversity of needs while navigating the growing complexity of social and service systems.

Our work this year has spanned a full spectrum of need – from housing outreach and transitional supports for youth, to harm reduction, employment and training, youth pre-charge diversion, adult post-charge diversion and a broad range of additional community-based counselling services and supports. Each of these services has been delivered with a shared commitment to addressing the root causes of crime through programs and services that address both community needs and systemic factors that affect crime while meeting people where they are at.

This impact is only possible because of our skilled and compassionate staff, our volunteers and our placement students who bring fresh perspective and passion to our work. Together they work to support safe, inclusive and effective ways forward for those we serve.

We also want to recognize the larger community of support that surrounds us – our funders, partners and donors. It allows us to sustain our ability to deliver programs that are evidence based and informed and community driven, allowing us to respond to challenges and grow to meet emerging needs.

We Extend Our Sincere Appreciation to Our Board and Staff

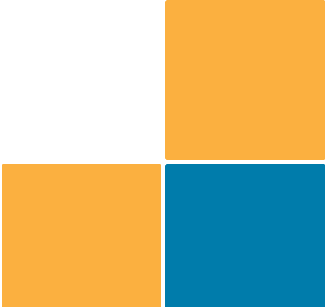
To our Board of Directors – your leadership, insight and unwavering commitment provide a solid foundation as you guide our strategic direction and champion our mission in the community.

To our incredible staff – thank you. Your dedication, creativity and compassion are integral to our organization. Whether working on the front lines or behind the scenes, you bring positivity, respect and hope to some of the most difficult times in people's lives. Bringing this to your roles everyday matters.

As we look forward to next year, we will continue to explore new, innovative and collaborative approaches to achieve our goals – to increase housing stability, reduce barriers to education and training, enhance community-based justice approaches, and empower youth to thrive - in a safe, healthy community.

We thank you all for being a part of our journey this year.

Sue Vanderkwaak, Board Chair
Dianna Eastwood, CEO



Finance & Operations

Revenues	2023/2024	2024/2025
United Way Grants	\$190,000	\$170,000
Government Funding	\$5,652,512	\$5,344,403
Donations	\$404,425	\$406,059
All Other	\$396,383	\$464,164
Total Revenues	\$6,643,320	\$6,384,626
Expenses		
Salaries and Benefits	\$4,320,927	\$4,172,958
Training/Subsidies	\$452,760	\$110,638
Occupancy	\$260,179	\$277,983
Office	\$347,094	\$326,639
Fundraising	\$6,480	\$6,540
All Other	\$725,368	\$472,616
Total Expenses	\$6,112,808	\$5,367,374
Revenue: Expenses before Refundables	\$530,512	\$1,017,252
Amount refundable to funders	\$416,062	\$615,283
Excess of revenue over expenses	\$114,450	\$401,969

Our full audit can be found on our agency website www.jhsd.ca, and our Canada Revenue filing at www.cra-arc.gc.ca

Board of Directors:

Sue Vanderkwaak	Chair
Kevin Armstrong	Vice-Chair
David McLeod	Treasurer
Peter Stephenson	Secretary
Ted Marks	
Jim Monroe	
Lydia Antalffy	
Leanne Everson	
Jeremy Kolodziej	
Steven Cresswell	
David Cachia	

Your collective wisdom provides essential direction, shapes our policies, guides our strategy, and ensures robust oversight. This continuous engagement is crucial to our agency's success. We appreciate your role as ambassadors, representing our mission and values within the community every day. We are incredibly fortunate to have such a committed group leading our agency forward.

Community & Justice



Supporting Positive Pathways for Youth:

- Extrajudicial Measures, Youth in Transition, Community Alternatives for School Suspension, Clarington Youth Centres
- Our work with youth focuses on providing proactive, restorative and developmentally appropriate interventions and programs that help youth build life skills, access critical supports, and stay connected to their communities. By addressing the root cause of challenges like school suspension, justice involvement, or aging out of care, these programs reduce risk factors and promote resilience, accountability and long-term success.

Promoting Community Safety & Accountability:

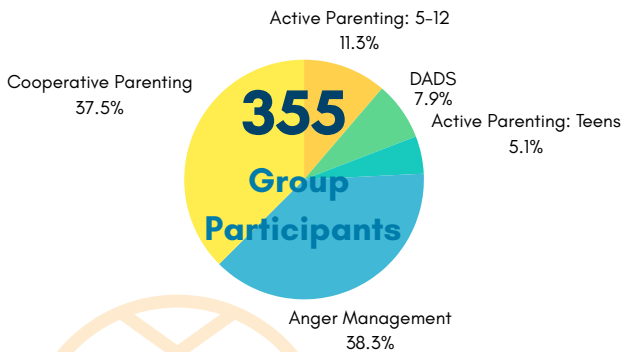
- Community Service Order, Direct Accountability Program, John School.
- We actively contribute to safer and more just communities by providing access to community-based programming that holds people accountable for their actions while addressing factors that lead to justice involvement and working to reduce both recidivism and harm.

Building Healthier & More Resilient Individuals:

- Record Suspensions, Counselling Groups (DADs, Anger Management, Parenting), Harm Reduction Outreach, On Point Program, Project X-Change, DREAMS
- We are committed to supporting people's access to information, supports, supplies and programs that build healthier and more resilient communities. We create pathways to stability, health, and empowerment. Each program plays a unique role in building healthier, more resilient communities, addressing immediate needs while investing in long-term change.

Community & Justice

GROUP COUNSELLING SERVICES



CLARINGTON YOUTH CENTRES (CYC)

Youth Visits:

3,181 Firehouse, Bowmanville

1,888 The Loft, Courtice

3,013 NYC, Newcastle

56 Repeat Service Users
WOMEN'S DROP-IN

Individuals Served:

108 NEW RECORD SUSPENSION CLIENTS

116 EXTRA-JUDICIAL MEASURES (EJM)

18 YOUTH IN TRANSITION (YIT)

25 COMMUNITY ALTERNATIVES TO SCHOOL SUSPENSION (CASS)

COMMUNITY SERVICE ORDER (CSO)

86 New Referrals

82 Closed, Successful

70 Active at Year-End

DIRECT ACCOUNTABILITY PROGRAM (DAP) REFERRALS

*Data for January–December 2024

20 Pre-charge

298 Post-charge

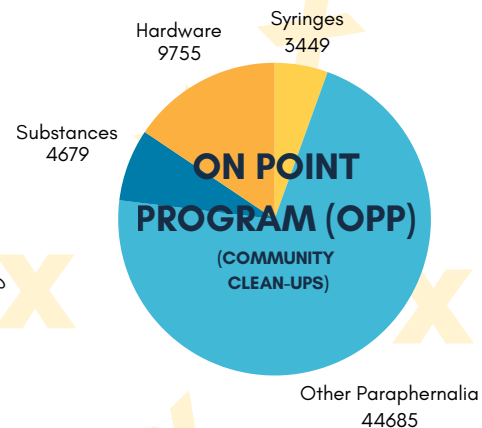
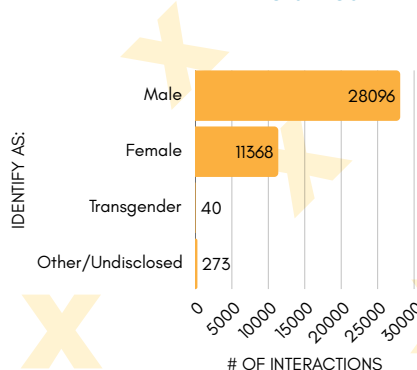
14 Pre-sentence

HARM REDUCTION SERVICES

*Data for January–December 2024

208,660 Approximate Needles Returned

258,222 Approximate Needles Handed Out



HARM REDUCTION OUTREACH (HRO)

2,663 Unique Individuals Served

2,297 Brief Counselling

2,398 Harm Reduction Education

Employment & Training



Exploring Options and Building Foundations:

- Employment Services, Learning Alternatives Program
- We are committed to fostering economic independence by helping individuals explore career pathways, develop skills for success, and achieve meaningful employment. Through programs such as Employment Services, which offers personalized guidance for job seekers, and the Learning Alternatives Program, which supports adults with skills upgrading, we empower participants to pursue their goals and lay the foundation for long-term success in employment and education.

Gaining Experience & Connecting to Opportunities:

- STEP (Skills Training for Employment and Post-Secondary)
- Providing practical experience and direct connections to the job market is a vital part of our employment support we provide to youth. The STEP program offers youth paid skills training and job placements, helping bridge the gap between learning and employment. This hands-on approach equips participants with the confidence and job-ready skills that employers value.

102

**Learners
Served**

**LEARNING ALTERNATIVES
PROGRAM**

32

**Youth
Served***

**SKILLS TRAINING FOR
EMPLOYMENT AND POST-
SECONDARY (STEP)**

**October 21, 2024 (start of project) -
March 31, 2025*

660

**Action Plans Developed
with Job Seekers**

**EMPLOYMENT
SERVICES**

Housing Services

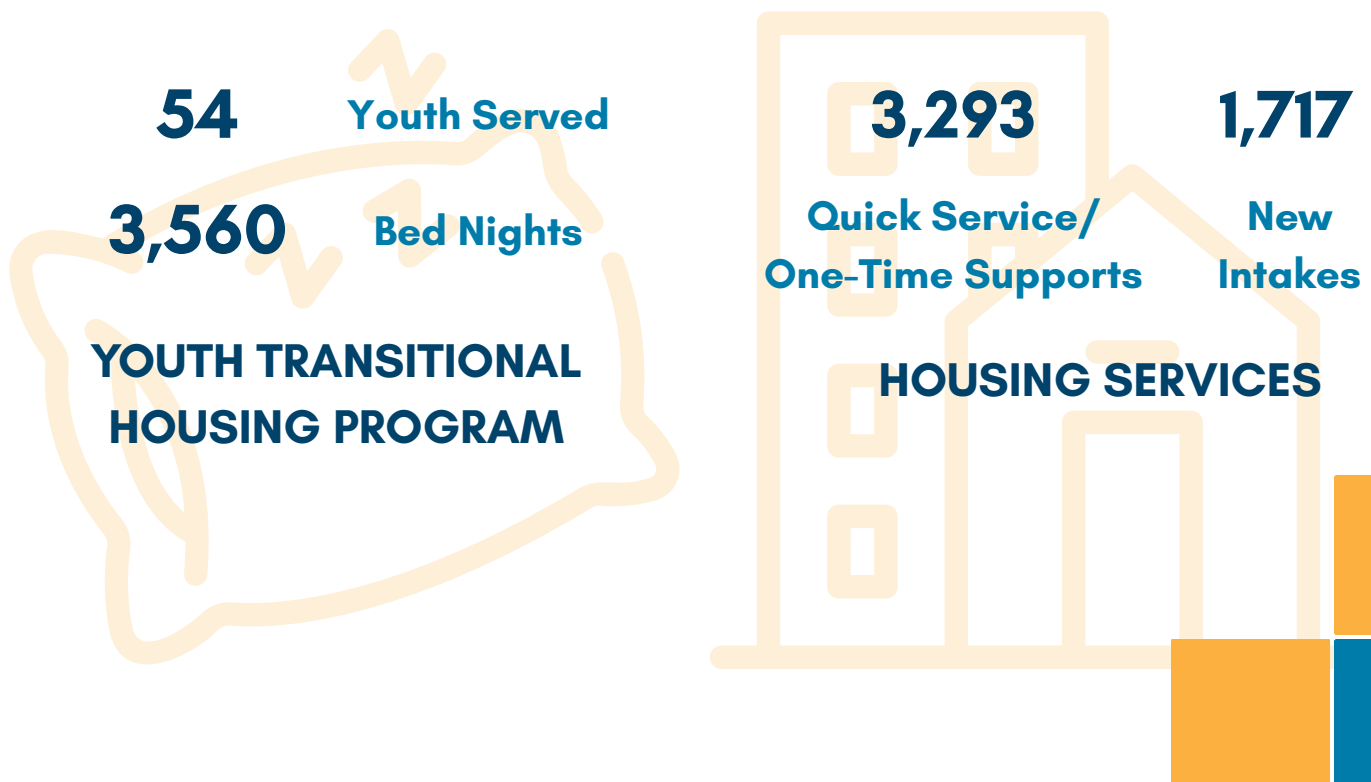


Ensuring Housing Stability and Access:

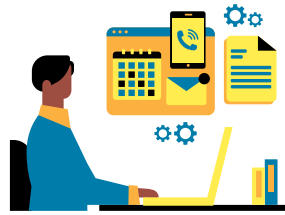
- Our Homelessness Prevention Program helps people in Whitby, Oshawa, and Clarington find and maintain housing through assessments and personalized support. Services include landlord-tenant mediation and assistance navigating legal, financial, and social systems. Staff work from the office and in the community to connect clients with programs and resources that support housing access, stability, and long-term homelessness prevention.

Providing Transitional Pathways for Youth:

- Youth Transitional Housing Program, Oshawa and Whitby: We provide two transitional housing programs for youth, creating a safe, supportive environment where they can learn essential life skills like budgeting, cooking, job readiness, and self-care. Our goal is to empower young people to build confidence, set goals, and successfully transition to independent living – building a strong foundation and opening the door to a brighter future.



Program Support



The Engine Behind Our Impact:

- Human Resources, Technology Systems
- Impactful programs and services are powered by a robust infrastructure of dedicated program support. This includes our skilled Human Resources team, efficient Technology Services, and the tireless efforts of administrative personnel and countless volunteers. This foundation ensures our frontline staff can focus on what they do best – supporting our clients.
- Our commitment to accessibility is evident in our responsiveness: we handle over **43,000** phone calls annually with an average answer time of just **11** seconds, ensuring clients are quickly connected to the support they need.
- The dedication of our program support extends to vital community services like our Tax Return Help through the CVITP. Managed by a single individual, this program unlocked over **\$1,361,363.24** million in crucial benefits and credits for low-income individuals and families this year alone, demonstrating the profound impact of even seemingly behind-the-scenes efforts.

Over...

20,000 Network managed logins
43,000 Phone Calls
47,000 GB Public Wifi Provided
86,000 Inbound E-mails

INCOME TAX CLINIC

290 Individuals Served

370 Returns Completed

\$1, 361, 363.24

Received by service users through
refunds and annual credits

153

Event Volunteers

38

Staff Hired

19

Placement Students

Success in Action



Lived Experience to Living Example *from Nicole Morency*

My journey in the social services and harm reduction field began at the **John Howard Society of Durham**, where I first stepped into a role that allowed me to blend my lived experience with my desire to support others. I worked as an **ON POINT Worker**, where we engaged directly in community-based harm reduction—cleaning up used syringes, distributing supplies, and offering support to individuals struggling with substance use.

That role was more than a job—it was a powerful introduction to frontline outreach work. I learned how to approach people with dignity, respond in crisis situations, and contribute to safer public spaces through consistent, compassionate engagement.

I am *so grateful to the John Howard Society of Durham* for giving me my start. I carry immense appreciation for the team there, and I hold many of them—especially **Beth Whalen**—very close to my heart. Their belief in me laid the foundation for everything I’ve gone on to do.

From there, I moved into roles at **The Neighbourhood Group**, where I worked in **shelter support and harm reduction peer support** at locations like shelters, OPS sites, and transitional housing programs. I built strong relationships with people experiencing homelessness and addiction, and I advocated for their rights and safety on a daily basis. Although I sometimes took on shift lead responsibilities, I always led from a place of peer connection and empathy.

Today, I’m proud to work as the **CTS Coordinator at Regent Park Community Health Centre**, overseeing overdose prevention services and harm reduction programming. This leadership role allows me to shape trauma-informed policies, support frontline staff, and ensure that our clients are always met with respect and care.

This journey hasn’t been without personal hardship. I’ve lost loved ones to overdose and have faced many of the same barriers as the clients I now support. But those experiences have shaped my purpose and have only deepened my commitment to this work.

My story is proof that lived experience is not only valid—it’s a powerful asset in harm reduction. And I’m only just getting started.

Valued Partners



Our Funders

Our incredible funders unwavering support makes our vital work possible. Your commitment is truly foundational. Many of you have championed our mission for over two decades, a testament to your profound dedication to community well-being. Without you, we could not reach and assist the countless youth, adults, families, and individuals across Durham. Your funding directly enables us to provide crucial services, offering a lifeline when it's needed most. You empower us to make a tangible difference in people's lives every day. Thank you for your continued partnership and for believing in our ability to create positive change.

- Canada Revenue Agency (CVITP)
- Delta Bingo (Pickering)
- Durham Children's Aid Society
- Government of Canada—Youth Employment & Skills Strategy
- John Howard Society Kawartha Lakes & Haliburton
- John Howard Society Peterborough
- Kawartha Pine Ridge District School Board
- Ministry of the Attorney General
- Ministry of Children, Community & Social Services
- Ministry of Health—Long Term Care
- Ministry of Labour, Immigration, Training & Skills Development
- Municipality of Clarington
- Region Of Durham
- United Way of Durham Region

Donors/Sponsors

Our heartfelt thanks to the following generous individuals and organizations who have extended the capacity of our services through vital financial contributions, in-kind gifts of materials, services, space, and time, and sponsorship of key initiatives.

- Atkins Realis (FKA - SNC Lavalin)
- Covanta
- Durham Rebels Rage 17u Volleyball team
- Hampton Community Association
- Home Depot North Oshawa
- International Association of Firefighters 465
- Keller Williams Realty
- Knitters & Knatters
- Mississauga's of Scugog Island First Nation
- Motor City Tattoo Studio
- Ontario Lottery & Gaming Corporation
- Ontario Power Generators
- St. Stephens Secondary School
- Sunspace Sunrooms
- The Rose Garden - Crystal Rose
- Then & Now Sounds
- Toys for Tots
- Watson Farms
- Women of the Moose Chapter 1759

Volunteers

Making a Powerful Impact



Our heartfelt gratitude extends to our extraordinary team of over 150 volunteers that helped with activities such as our Firehouse Fright Night event, December Hampers, community info table days and more. Your unwavering dedication and tireless efforts are the backbone of our success, enabling us to reach more individuals and deepen our impact across all our service areas. From program facilitation to providing invaluable information and countless hours of your precious time, your commitment is truly inspiring.

- Abbie Lewis-Watts
- Abby Hamilton-Diabo
- Ace Landry
- Addy Maharaj
- Aidan Moser
- Aiden Hawley
- Alec Domonsky
- Amber Brown
- Andrea Zylstra
- Andrew Campbell
- Annabella Argyle
- Annalaya Caird
- Aria Bochanysz-Oosting
- Atticus Slappendel
- Autumn O'Donnell
- Avi Wright
- Ben Barry
- Benjamin Hillier
- Benjamin Liscombe
- Beth Whalen
- Bianca Stancu
- Brandon Clark
- Brayden Paul
- Braydon Calvert
- Brian McGregor
- Brianna Bissonette
- Bronte Murcar-Evans
- Brylee Croan
- Caeden Jones
- Caitlyn Hayford
- Cameron Kuipers
- Cameron Wilson
- Carson Elmhurst
- Carson Hart
- Catriona Capucho
- Charlotte Jones
- Chase Benson
- Claire Roberts
- Claire Whittick
- Colin Jewett
- Conauly Russell
- Connor Lavigne
- Dane Leudke
- Daniel Stevens
- Darroch Gordon
- David Macdonald-Kerr
- Don Grant
- Dylan Godson
- Elizabeth Lecky
- Elizabeth McConachie
- Elliott Thomas
- Emerson Parrott
- Emily Guénette
- Emily Kane
- Emma Leybourne-iles
- Eva Aldsworth
- Evelyn Pare
- Faye Kozlowski
- Foster Buchner
- George Richardson
- Gracie Larocque
- Grant Zhang
- Hannah Sperling
- Hayden Davis
- Heather Colleran
- Hillary Kozlowski
- Ian Toomer
- Irene Siket
- Isabel Marchant
- Jacob Boddy
- Jade Lynn Woods
- Jake Benedet
- James Bickell
- Jameson Klein
- Jenna Spark
- Jessica Benedet
- Joe Klein
- Jonathan Hamilton-Diabo
- Josie Klein
- Julie Jarrett
- Kate Lagerweij
- Kathy Wang
- Keira Gazdik
- Kent Watson
- Kian Bohun
- Kylie MacDonald
- Lauren Roelans
- Lee Cyncora
- Levi Ferguson
- Lilah Kozlowski
- Lillian Russell
- Logan Boddy
- Logan Moores
- Lucas Catalano
- Maddie Legg
- Maddison Taylor
- Madison Broderick
- Madison Cargill
- Madison Rainford
- Maleek Turner
- Mark Bouwmeester
- Matthew Stansiz
- Megan Noble
- Mia Picard
- Mina Jordanides
- Monique Mara
- Mya Darnley
- Natale Leger
- Natalee Abbott
- Nathan Synard
- Naz Gul Ali Madad
- Nevaeh Riegert
- Nicholas Cristini
- Nicole Green
- Nova Phillips
- Oliver Allen
- Olivia Occhiuzzi
- Omar El-Behairy
- Owen Dunn
- Owen Smith
- Paolo Auciello
- Patti Grant
- Paul Dobbs
- Paul Watson
- Pauline Grant
- Phoenix Lavigne
- Rachel Shetler
- Reese Canning
- Rhonda Moser
- Rhythm Singh
- Roegan Buckley
- Rosie McReynolds
- Ryan Parrott
- Sajad Ghulam
- Savitry Tewary
- Severn Mason-Rose
- Sharon McGregor
- Sophia Fleury
- Sophia Taylor
- Sophie Dittmer
- Sophie Synard
- Spencer Puckrin
- Spencer Tutkoluk
- Stephen Forbes
- Sydney Mendez
- Tristan Sinnatamby
- Val Burger
- Veronica Breen
- Vishal Ghariya
- Woytek Kozlowski
- Yasameen Ali Madad
- Zach Hoskin
- Zachary Carnovale

Our Dedicated Staff



The Heartbeat of Our Mission:

Your dedication to meeting clients with empathy and providing unwavering support empowers them to achieve meaningful milestones. From securing safe housing and finding stable employment to navigating life's most challenging moments, your perseverance truly transforms lives. Thank you for being part of our team, and for the extra you give through volunteerism and community engagement.

<4 Years

- Kayla Crowell
- Daniel Adeyelu
- Bryanna Clarke
- Catriona Capucho
- Anericka Dennis
- Walter Lopez
- Trishanna Wright
- Rahna Behdar
- Angela Loughheed
- Andre Parris
- Raquel McNamee
- Andrew Oprea
- Sofia Garzon
- Terence Sweeney
- Jordyn Rebelo Salt
- Kiera Hack
- Hana Prentice
- Dean Paul Chambers
- Brandon Pinkerton
- Raghav Maini
- Cherith Trotman-Pineau
- Jenna Gray
- Damandeep Kaur
- Kelechi Onyewuchi-Ohiri
- Aidan White
- Bailey MacIntyre
- Iyanla Stennett
- Brittany Baynes
- Sindy Thompson
- Holden Francis
- Eniola Kusika
- Tyler Jeffrey
- Jennifer Lamb
- Mykel Abernethy
- Baylie Merlin
- Ian Toomer
- April Powell
- Diya Swaroop
- Geraldina Bray
- Cameron Wilson

- Kay Pypher
- Tyler Cattafi
- Cheyenne Scott
- Vithushan Krishnasamy
- Steve Bromley
- Jenna Spark
- Kingsley Ikechukwu
- Yoshima Singh
- Wendy Lavigne
- Ethan McGrath
- Jahdine Allen-McFarlane
- Shalisa Phillip
- Monique Mara
- Dylan Godson
- Ariel Callwood
- Janet Wallace
- Tara Dolby
- Emma Sim
- Kimberley Reid-Parnham
- Janette Thompson
- Sarah Kirkpatrick
- Evans Oppong
- Mark Mayne
- Susan Geboers
- Matthew Stanisiz
- Kamini Jagdeo
- Orin Chowdhury
- Brianna Rayson
- Catherine Thompson-Matthews
- Savitry Autar

5-9 Years

- Shanique Mason*
- Justin Petley
- Lisa D'Sa
- Shantel Plummer
- Emily Smith-Deruchie
- Curtis Grill
- Jake Benedet
- Mikayla Witherspoon
- Christina Brown

10-14 Years

- Evan Winslow*
- Sarah Kane
- Irene Siket
- Samantha Frank

15-19 Years

- Dane Jeffrey*
- Hillary Kozlowski
- Dan DiPede
- Bernard Gardiner
- Rachel Shetler

20-24 Years

- Rhonda Moser*
- Veronica Breen*
- Christina Barrow
- Susan Maxwell
- Michelle Heald
- Patti Harrington
- Paul Dobbs

25-29 Years

- Maria Perrino

30-34 Years

- Beth Whalen*
- Patricia Oliver*
- David Smith

35+ Years

- Shelley Lawrence*
- Dianna Eastwood*
- Joelle Morey

*= Staff achieving a milestone of 5, 10, 15, 20, 30, or 35 years by December 2025