

# ANNUAL SERVICE REPORT 2022/2023

The logo for the John Howard Society is contained within a blue speech bubble shape. The text "john howard society" is written in a blue, lowercase, sans-serif font. The word "john" is on the top line, "howard" is on the middle line, and "society" is on the bottom line. Small yellow dots are placed above the 'j' in "john" and above the 'o' in "society".

john  
howard  
society

Peel-Halton  
-Dufferin

"The time spent during this anger management program was truly beneficial. During each class there was always some positive information for me to retain. The facilitator of our program was excellent. She made the lessons easy to comprehend by being very clear as well as understanding. By experiencing this course, I know that I will have a healthier way of communicating with coworkers, family, friends and any other relationships."

~ COMMUNITY SERVICES  
- COUNSELLING PROGRAM

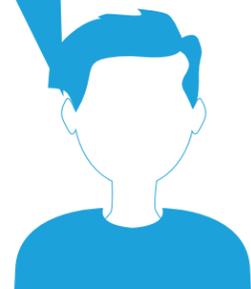


"With the support of my caseworker, I am now seeing a psychiatrist and managing my mental health. I am working on setting goals and boundaries for a better life. I am gaining the strength to break free from past toxic relationships and my struggles with addictions. I don't fight alone anymore. This program has changed my world in so many ways. My workers are extremely professional and amazing beings. They care for their clients and show so much respect."

~ HOME FOR GOOD

"It is with great pleasure that I am writing this note. The John Howard Society has been a life saver for me. I had never heard of them until I was forced to live on the street. Covid took my business, and my house away. I was living in an old vehicle that was parked outside of my business. Police approached and I was issued many fines and charges. While in Custody, John Howard Society came to my rescue. It was a kind voice that I needed. They went over and above to help with my present problem. Today I am one of their biggest fans and I share their name with everyone who has suffered like me. God bless all the staff. I know it's probably a thankless career, but you are very appreciated by those whose lives you touch."

~ BAIL PROGRAM



"I enjoyed the fact that the sessions I had weren't extremely intense and judgmental on me and although it helped me learn I could relax and didn't have to stress out about it."

~ JUSTICE



# TABLE OF CONTENTS

Board of Directors	01
Leadership Statement	02
Mission, Plans & Goals	04
JHS Statistics - Service Activity	06
Service Descriptions	08
Programs & Services by Location	12
Funder Acknowledgement	13
Financial Statement	13
Table & Committee Memberships	14
Location & Contact Info	16
Retirement Announcement	17
Donations	18

"I wanted to write to you to thank you for all your support through the roughest time of my life. It was really good to have someone that I could talk to and check in weekly. I also want to thank you for the counselling referral. That helped me out a lot. I never felt judged or put down by you or the program. Thanks for everything and God bless."

~ BAIL PROGRAM



"The MHAPS program has been a great support for me during my short time as a client and has helped me during a tough time in my life. My Peer Support Worker helped me with my job search, and I was recently hired full-time as a forklift operator. He also introduced me to his co-worker who helped me find an apartment that I am scheduled to move into in two weeks."

~ MHAPS (MENTAL HEALTH AND ADDICTION PEER SUPPORT PROGRAM)

Parent comment regarding youth client:  
"Son really liked his counsellor and he felt comfortable opening up and talking to her which was nice as he is not very open at home."

~ JUSTICE



"I was recently having to report weekly to the John Howard Society of Peel for 9 months. I dealt and reported directly to my worker, who was absolutely amazing. I looked forward to checking in because she was very professional and easy to talk to. I feel the program was quite beneficial as it kept me accountable and responsible for my actions. I can honestly say that there is nothing I would change about the program and am very thankful that I was a part of it."

~ BAIL PROGRAM



# BOARD OF DIRECTORS 2022-2023

## EXECUTIVES

PRESIDENT  
Pauline Wainwright

VICE-PRESIDENT  
Rafiq Rokerya

TREASURER  
Keith Gilbert

SECRETARY  
Peter Wood

## MEMBERS

Whitney Wilson  
Leonard Lyn  
Roger Tam  
Saleha Khan  
Vinita Puri

# LEADERSHIP STATEMENT

The last fiscal year has been one of growth, foundation building, and community collaboration. The changing social and economic landscape brought forth new challenges and opportunities, once again shining a light on the resilience of the agency and the staff team. We focused on the implementation of our strategic plan, specifically improving our personnel policies; furthering our work to imbed diversity, equity, and inclusion principles; evaluating our programming; expanding our presence in the local and virtual communities; and building our fundraising capacity. This work will ensure JHSPHD can continue its mission for many years to come.

JHSPHD faced challenging social and political discourse in the media about the state of bail in Ontario's criminal justice system. We remained steadfast in our reliance and faith in current research and best-practices for the effective delivery of our Bail Verification and Supervision Program because we know that community supervision prior to trial is the most practical and effective solution for individuals who meet criteria. We know our program provides more opportunities for risk reduction, intervention, and community integration than pre-trial incarceration. JHSPHD also continues to support some of the most vulnerable citizens in the communities we serve, and this group continues to grow in number as opportunities for affordable housing decrease and more families struggle to make ends meet. With the added stigma of involvement in the criminal justice system, many of these individuals would be without support, increasing the demand and necessity of the services we provide.

The renewal of our Mental Health and Addition Peer Support Program (MAPS) program, as well as the addition of our Systems Navigation Program and the Community Reintegration program have filled much needed gaps in our

communities. These programs provide a continuum of support to individuals who are trying to successfully reintegrate back into the community and the feedback we have received from both clients and stakeholders has been excellent.

Importantly, this work would not be possible without the passion, dedication, and talent of our frontline staff. Every day, our teams show up for their clients in correctional institutions, courts, and communities, ensuring the individuals we serve have every opportunity to thrive. Our staff are the heartbeat of JHSPHD, and we can deliver on our mission to address the root causes of crime because of the work they do.

The members of our leadership team have worked tirelessly to implement our strategic plan, personifying our vision to create connected and safe communities where individuals thrive. They have focused on strengthening our foundation, embedding JHSPHD in community collaboratives, and delivering dynamic program portfolios. We could not be prouder of their individual and collective achievements.

The support of our funders and donors has been critical to our growth and sustainability over the past year. Without them we would not be able to address the root causes of crime or increase the wellbeing of those we serve. The enthusiasm of our funders and donors for the programs we deliver and their faith in our ability to address critical social issues is necessary to the achievement of our long-term goal of safe and inclusive communities. In particular, the generous support of the Ontario Trillium Foundation in 2022/23 made it possible for JHSPHD to achieve key goals in our strategic plan that focused on program efficacy and sustainability. These vital building blocks will help us continue to deliver cutting-edge programming and adapt to change.

Finally, a huge thank-you goes out to our Board of Directors. Their leadership and support have been unwavering and their passion for the JHSPHD mission continues to provide momentum for our work. JHSPHD would not exist without you and your commitment is valued. We look forward to seeing what we can achieve together in the coming year.

Sincerely,  
**The JHSPHD Operations Team**

# MISSION, PLANS & GOALS

## MISSION STATEMENT

John Howard Society of Peel Halton Dufferin provides effective responses and vital services that empower individuals, foster wellbeing, and address the root causes of crime.

## VISION STATEMENT

As experts in the reduction and prevention of crime, we are committed to creating connected and safe communities where individuals thrive.

## BELIEF STATEMENTS

*Human Rights* – We believe that everyone deserves fair and equitable access to justice, safe and affordable housing, employment, education, and health care.

*Justice for All* - We believe in a justice system that is free of barriers and that supports individuals to find their voice, realize their potential, and reintegrate into the community.

*Access to Services* - We believe that accessible and strength-based services are paramount to creating and sustaining positive change.

*Empowerment* - We believe that when connected to appropriate supports, every individual can thrive and contribute to their communities.

*Community Engagement* - We believe in building strong partnerships in the best interests of all individuals to foster safe, connected and inclusive communities.

## VALUE STATEMENTS

*Restorative Justice* - We promote and practice compassionate treatment of all people by encouraging the repair of harm and the restoration of positive relationships through respect, responsibility, and empathy.

*Diversity, Equity, and Inclusion* – We are committed to anti-racism and anti-oppression to ensure a culture of accessibility, safety, and belonging.

*Client-Focused* – We preserve dignity through a client-centred approach that meets the complex needs of the diverse communities we serve.

*Collaboration* – We promote a culture of engagement, partnership and innovation built on respect, honesty, and authenticity.

*Growth and Learning* - We are dedicated to continual development and improvement in order to understand and address crime and its complex causes.

## OUR STRATEGIC PRIORITIES

In the coming three years, our strategic priorities are:

1. Deliver effective and accessible programs and services
2. Strengthen our voice and presence on the issue of criminal justice
3. Increase organizational resilience and capacity

# JHS STATISTICS

## 3 SERVICE DEPARTMENTS



COMMUNITY SERVICES

JUSTICE SERVICES

BAIL SUPERVISION

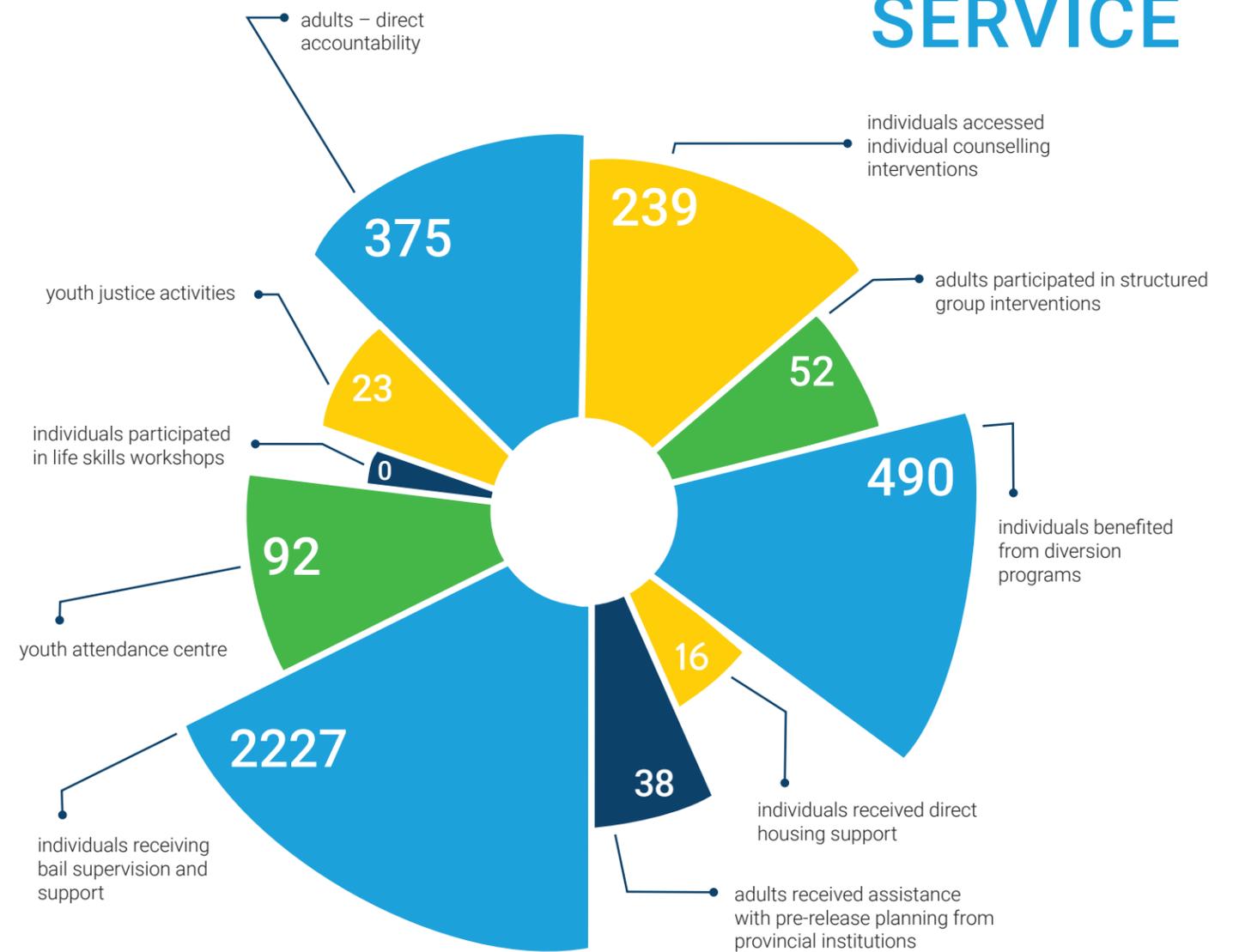
## LOCATIONS



## STAFF NUMBERS



## SERVICE



# SERVICE DESCRIPTIONS

## BAIL - VERIFICATION AND SUPERVISION

Assisting eligible clients who have come into contact with the criminal justice system with obtaining a bail release. Providing community supervision and reintegration support through assessment, referrals, advocacy and ongoing case management that is delivered through a trauma informed lens.

## DIRECT ACCOUNTABILITY PROGRAM

An alternative to prosecution for those over 18 years old, with no or limited involvement with the law, who are charged with minor offence(s). Accused persons are held accountable through community-based sanctions such as community service hours, participating in educational groups, etc.

## HALTON YOUTH ATTENDANCE CENTRE

A provision of the Youth Criminal Justice Act, this Non-Residential Attendance Centre assists youth in conflict with the law accept responsibility for their actions while helping them to become positive, pro-social, contributing members of their communities.

## HALTON YOUTH JUSTICE COMMITTEE

Brings together a young person between the ages of twelve and seventeen who is alleged to have committed a low-risk offence, his or her parent(s) or guardian(s), the victim, and trained members of the community. Together, they negotiate an appropriate way (sanctions) for the young person to make amends for his or her actions.

## HOME FOR GOOD

A multi-agency collaborative approach to supported housing using a Housing First Model. The goal of the program is to support individuals who have a history of extended and repeated homelessness to find and maintain a home.

## HOUSING

The housing support program provides housing help to individuals in Peel who are homeless or at risk of being homeless in connecting them to short term, long term or emergency housing.

## INDIVIDUAL COUNSELLING

Provides short-term individual counselling and crisis support to individuals experiencing employment, housing, financial, mental health, addiction, relationship, parenting or self-management problems.

## INSTITUTIONAL SERVICES

Working one-to-one with inmates and families to prepare for successful release and reintegration to their community. Available in-person at Maplehurst Correctional Complex and Ontario Correctional Institute. Via the phone with all Federal and Provincial Institutions across Canada.

## RESOLVE ANGER & EMOTION MANAGEMENT PROGRAM

A 12-week program teaching participants self-monitoring and self-management skills that allow them to reduce the intensity, frequency and duration of their anger and emotional episodes. *\*Fee for service/sliding scale optional*

## HEALTHY PARTNER RELATIONSHIPS PROGRAM

A 10-week therapeutic group program designed to reduce the risk of relationship violence. The goal is to improve the ability to regulate emotion and resolve conflict in a respectful manner. *\*Fee for service/sliding scale optional*

## ANTI-CRIMINAL THINKING

An 11-week program teaching participants examples of common thinking errors and tools to change their thinking process. The program assists participants to become more aware of how their behaviour victimizes others and aims to develop a desire and motivation to change. *\*Fee for service/sliding scale optional*

## HELPING YOUTH AND PARENTS PLAN POSITIVELY (HYPPP)

The Helping Youth and Parents Plan Positively Program is for youth and parents with any involvement in the justice system. The program works collaboratively and individually with parents and youth to minimize the impact that being justice involved can have on their relationship. Individuals participating in this program receive skills and tools to improve their relationship and reduce recidivism including communication skills, anger management, decision making and conflict resolution.

## RECORD SUSPENSION

The Record Suspension program assists clients with the application process to have their criminal record suspended. Staff are available to assist clients complete the application process and review the documents prior to submission to the Parole Board of Canada. A Record Suspension is important for many with a criminal record for a variety of reasons including working, volunteering and travel. *\*Fee for service*

### **MENTAL HEALTH AND ADDICTION PEER SUPPORT PROGRAM**

The Mental Health and Addictions Peer Support (MAPS) Program is staffed by Peer Support Workers, who are individuals with lived experience, and will work one-on-one with clients to explore recovery goals and help connect them to community supports and services. MAPS provides connections to mental health services, addiction services, housing supports, cultural resources, accessing OW & ODSP, and more.

### **PROJECT RESET**

Project ReSet is an individualized, multi-disciplinary intervention service designed to support individuals. The service is provided and operated in partnership with John Howard Society of Ottawa (JHSO). Through collaboration with participants, Project ReSet supports individuals to disengage from high-risk behaviour, and where applicable, Project ReSet supports the in successful re-integration into the community.

### **HATE CRIME PROGRAM**

Recognizing an increased need in the community, this program was designed to offer both prevention and intervention programs to address varying levels of need for both youth and adults. Programs are delivered as either workshops or individualized sessions and are aimed to educate participants on hate crimes and hate motivated behaviours, understand and acknowledge biases and prejudices, and create a deeper understanding of the impact on the victims and the community.

### **SYSTEMS NAVIGATION PROGRAM**

Systems navigation services play an important role in supporting a client during the critical few weeks following release. The Systems Navigator acts as a trusted guide, particularly for clients with high needs who lack social support systems being released from Maplehurst Correctional Complex. The Systems Navigator helps individuals connect with appropriate services in the community and provides on-going support and connection for individuals.

### **COMMUNITY REINTEGRATION PLANNING TABLE – MAPLEHURST (COMMUNITY CO-CHAIR)**

The Planning Tables provide a venue for staff from correctional institutions (including CROs and other institutional staff), service providers from various sectors (e.g., housing, social work, health, mental health and addictions, etc.), municipalities and Indigenous community representatives to meet regularly and discuss community reintegration for high needs/high risk individuals in custody. This enables proactive support and structured release planning to help mitigate potential individual risk by ensuring they have access to appropriate types of interventions in the community.

### **HALTON COALITION FOR THE PREVENTION OF HATE CRIME (HC4PHC)\***

In partnership with True Roots Counselling Service, JHSPHD is leading a collaboration of multisystemic stakeholders with a mission to eradicate hate motivated crimes and incidents in Halton Region. Local social services, non-profit organizations, government representatives, advocacy groups, cultural organizations, and regional police are working together to support victims and address systems that continue to promote racism and discrimination throughout the region.

### **PEEL COALITION FOR THE PREVENTION OF HATE CRIME (PC4PHC)**

JHSPHD is leading a multi-systemic collaboration of local stakeholders focused on developing and implementing a coordinated, region-specific response to hate crime and incidents. Local social services, non-profit organizations, government representatives, advocacy groups, cultural organizations, and regional police are working together to support victims and address systems that continue to promote racism and discrimination throughout the region.

# PROGRAMS & SERVICES

<b>COMMUNITY SERVICES</b>	PEEL	HALTON	DUFFERIN
Mental Health and Addiction Peer Support (MAPS)	✓		
Individual Counselling	✓	✓	
Home For Good	✓		
Institutional Services		✓	
Housing	✓		
Life Skills Workshops	✓	✓	
RESOLVE (Anger/Emotion)	✓	✓	
Healthy Partner Relationship	✓	✓	
Anti-criminal Thinking	✓	✓	
Record Suspension	✓	✓	
Helping Youth and Parents Plan Positively		✓	
<b>Bail &amp; Verification &amp; Supervision</b>	✓	✓	✓
<b>Direct Accountability Program</b>		✓	
<b>Halton Youth Attendance Centre</b>		✓	
<b>Youth Justice Committee</b>		✓	
<b>Hate Crime</b>		✓	
<b>System Navigation</b>	✓	✓	
<b>Community Reintegration Planning Table</b>	✓	✓	

# FUNDING

In addition to the ongoing core funding support that we receive from the United Way and the Provincial Government, JHS relies on the generosity of individuals, families, staff, corporations, foundations, service clubs, community groups and other agencies/organizations to augment our capacity to respond to the needs of individuals. Many of the successful innovative programs offered at JHS on an ongoing basis today, were once originally supported as pilot projects through donations and fundraising efforts supported by people, foundations and organizations like those listed on these pages.

Every donation – large or small, monetary or gift-in-kind, helps individuals and their families to successfully make it through difficult times.

### On their behalf, we thank you.

- Ministry of the Attorney General
- Ministry of Children, Community & Social Services
- Ministry of the Solicitor General
- Ontario Trillium Foundation
- Region of Halton
- Regional Municipality of Peel
- Service Canada
- United Way Halton & Hamilton
- United Way of Greater Toronto

# TABLE & COMMITTEE MEMBERSHIPS

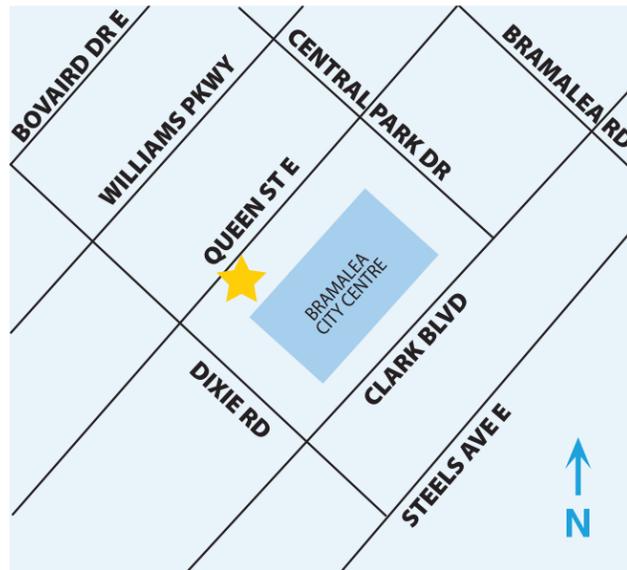
ACTIVE MEMBERSHIPS	ROLE
Halton Situation Table	Member
Peel Situation Table	Member
Transitional Aged Youth (TAY) Committee	Member
Milton Children and Youth Hub Team	Member
Halton Coalition for the Prevention of Hate Crime	Co-Chair
Peel Coalition for the Prevention of Hate Crime	Co-Chair
Anti-Black Racism and Systemic Discrimination Collective	Member
PIDS-Peel Integrated Drug Strategy	Member
Peel Mental Health and Addiction Strategy	Member
Halton Human Services and Justice Coordinating Committee (HSJCC)	Co-Chair
Peel Human Services and Justice Coordinating Committee (HSJCC)	Member
Halton Indigenous Initiatives Committee	Member

ACTIVE MEMBERSHIPS	ROLE
Oakville Child and Youth Networking Committee	Member
Peel Alliance to End Homelessness Senior Leadership Table	Member
John Howard Society of Ontario EDC Committee	Member
JHSO Extending Our Reach Pillar	Member
Downtown Brampton Business Improvement Association	Member
Brampton Board of Trade	Member
Downtown Brampton Beautification Committee	Member

# LOCATIONS & CONTACT INFO

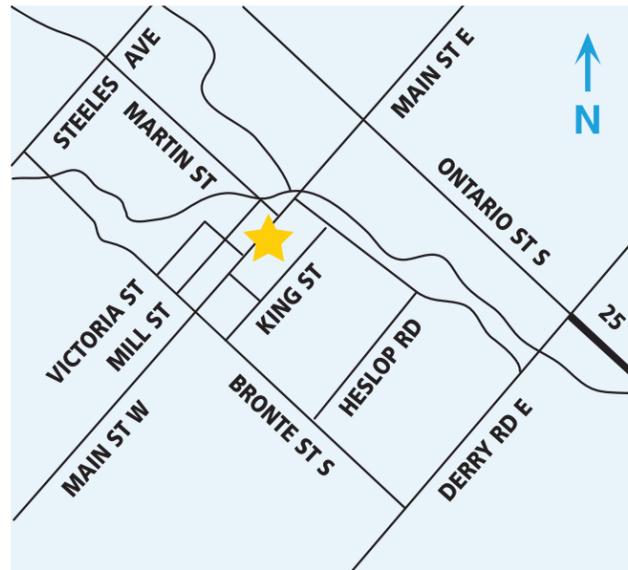
## BRAMPTON (HEAD OFFICE)

44 Peel Centre Drive, Suite 400  
Brampton, ON L6T 4B5  
t: (905) 459-0111  
e: brampton@johnhowardphd.ca



## MILTON

310 Main St. East, Suite 107  
Milton, ON L9T 1P5  
t: (905) 864-1306  
e: milton@johnhowardphd.ca



Our Mississauga location is set to open January 2024.

## MISSISSAUGA

5170 Dixie Road, Suite 201  
Mississauga, ON L4W 1E3  
t: (905) 276-9117  
e: mississauga@johnhowardphd.ca



# RETIREMENT ANNOUNCEMENT

In December of 2023 we say goodbye to our longest serving employee, Donna Murray as she moves on to the exciting life stage of retirement. Donna started with the agency in 1985 and has become a vital member of our team, serving the agency throughout its growth from a small, single location in Brampton to the multi-service provider we are today. She has met the growing pains of new legislation, ever changing technology, program growth and program closure with patience and dedication. Donna is often one of the first faces staff and clients encounter at JHSPHD, her smile and kindness setting the precedent for the culture of the office.

Donna's knowledge of JHSPHD history, program budgets, and administrative systems has been invaluable. If anyone knew the answer to a question of process or administration, Donna knew, and she leaves behind some rather large shoes to fill.

Donna, we know the golf course is calling, but wanted to take a quick moment to let you know how much you mean to us. JHSPHD is so grateful for your 38 years of dedication to the agency, and though your efforts often went unrecognized behind the scenes, we know you were a vital part of our success. We know how valuable your skills and knowledge were and JHSPHD will never be the same without you!

**Congratulations on your retirement!**

# DONATIONS

## HELP US MAKE PEEL-HALTON-DUFFERIN SAFE AND INCLUSIVE TODAY!

Everyone deserves a chance at a brighter future. Join us in creating safe and inclusive communities in Peel, Halton, and Dufferin.

Your donation allows us to continue delivering innovative and accessible programming to those affected by the criminal justice system. You are helping us break down barriers by providing housing, education and employment opportunities to marginalized youth and adults so that they can build a better future for themselves.

**Join us in creating a safer community for all.  
Visit our convenient donation page now!**



EFFECTIVE,  
JUST AND  
HUMANE  
RESPONSES  
TO CRIME  
AND ITS  
CAUSES

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 @jhs\_peel\_halton\_dufferin

 @jhso

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