

Annual General
Report 2018/19



Care.Compassion.Community.



Photo Credit: Lush Photography

Greetings from our Board Chair and Chief Executive Officer

The hallmarks of this past year at Carea Community Health Centre includes both growth and renewal. We opened our Pickering location in the Fall of 2018 which brings us to five locations across Durham Region. In addition, the Board of Directors successfully completed their search for a new CEO for Carea

In 2018-19, Carea proudly served over **10,500** clients. This could not have been possible without our amazing staff who serve our clients with a high level of commitment and compassion. Our staff are truly the heartbeat of Carea Community Health Centre.

As we look ahead to 2019-20, we will be engaging our clients, partners, and staff to get their input on our new strategic plan to ensure that we continue to serve the needs of our communities in Durham Region.

Carea Community Health Centre and our staff are grateful for the continued support we received from the community we serve, our partners, our funders and our generous donors. As Carea develops and grows, we will continue to empower individuals to enhance their well-being because caring for the health and wellness of our community is the cause that unites us.



Ijade Maxwell Rodrigues, MPA
Chair, Board of Directors



Francis Garwe
Chief Executive Officer



What is Carea Community Health Centre?

At Carea Community Health Centre, we work with our clients and community to provide accessible and equitable community based primary care and wellness services to the residents of Durham.

We support people of all ages and ethnic diversity. Our services focus on primary care, illness prevention, health promotion, community capacity building, and service integration. In line with the Community Health Centre Model of Health and Wellbeing, our expert team works with our clients to provide holistic care, support, and wraparound services that empower clients to improve their health and wellness.

Care. Compassion. Community.



Photo Credit: Lush Photography

Our Mission

We provide access to high quality, holistic, and inclusive care that is responsive to the needs of the community and empowers individuals to enhance their own well-being.

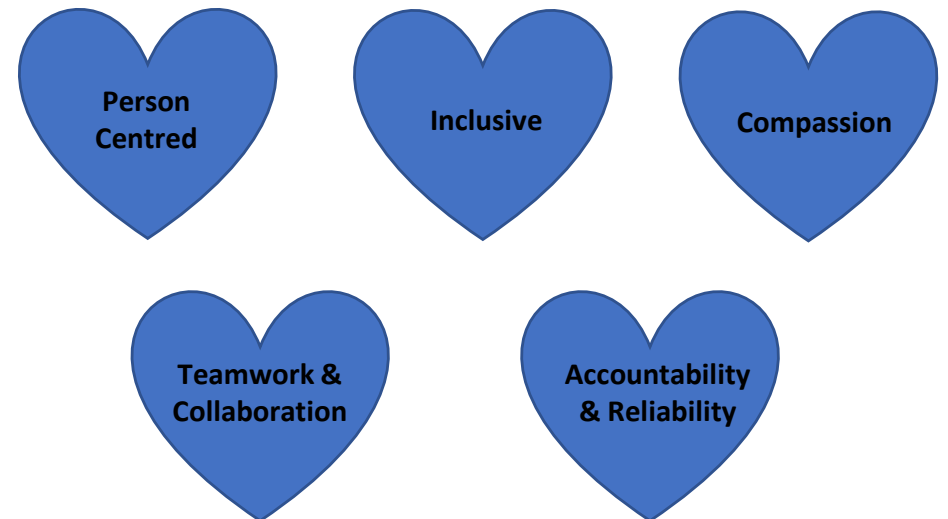
Our Vision

We will be the recognized leader in redefining the experience of community based health and wellness services.

Our Core Values

These five core values embody who we are, how we work, and are fundamental to our culture. Every member of our team demonstrates their commitment to these core values in their everyday activities.

These values steer our decision making, guide the delivery of care and services, and govern how we interact with our clients, partners, and each other.



Our Manifesto



What we do matters; it matters a great deal to our clients and it matters to our community as well. We do what we know must be done; what always needs doing: We care.

Caring for the health and wellness of our communities' residents is the cause that unites us. It shapes our thinking, guides our actions and gives us purpose.

It is not a chore. It is not a burden. It is our greatest privilege. It is the defining trait of our humanity.

Caring without care for age, race, creed, or orientation, because every person is one caring act away from being whole and complete.

We push back against the barriers to health to make a difference in the lives of others, to empower them to enhance their well-being and lead a fulfilling life.

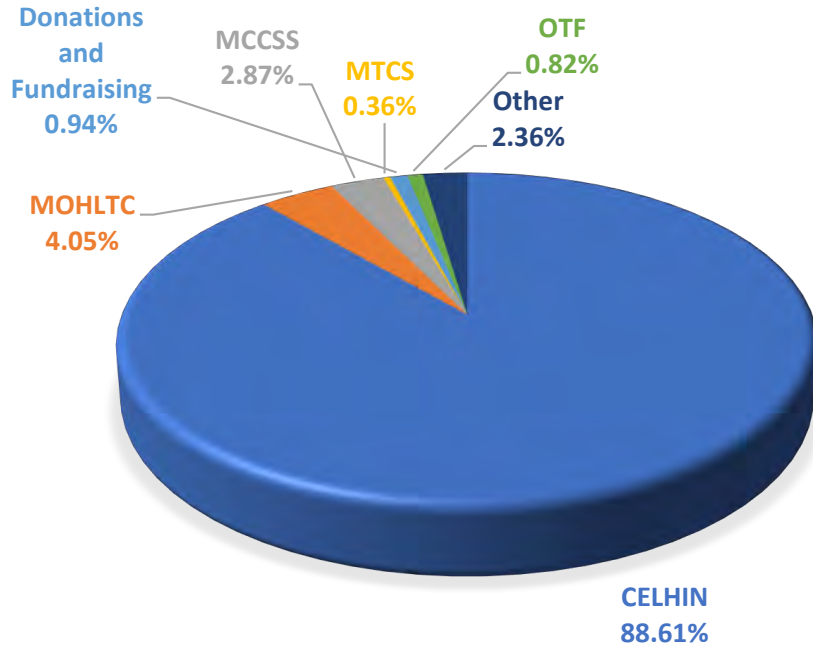
Caring by promoting health equity and better outcomes through access to high-quality and inclusive services for the people in our area.

It is how we give hope and bring dignity to every member of our community.

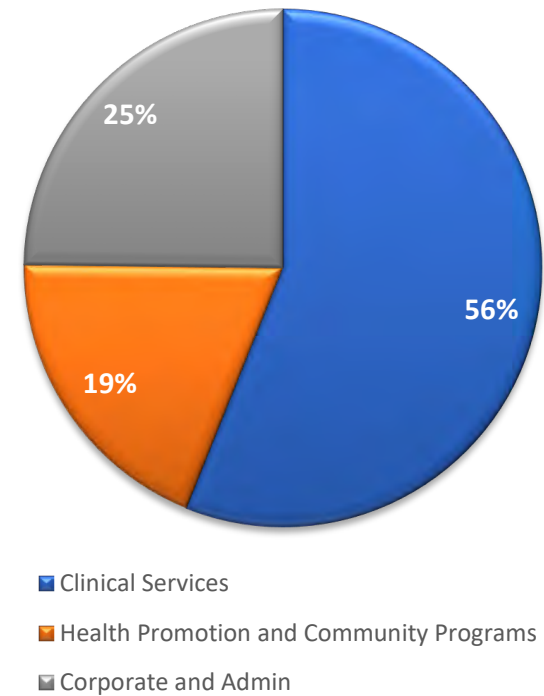
We are **Carea Community Health Centre**.

Financials for 2019 Fiscal

TOTAL REVENUE BREAKDOWN F2019



TOTAL EXPENSES F2019



Legend:

CELHIN: Central East Local Health Integration Network
 MOHLTC: Ministry of Health & Long Term Care

MCCSS: Ministry of Children, Community and Social Services
 MTCS: Ministry of Tourism, Culture and Sport

OTF: Ontario Trillium Foundation

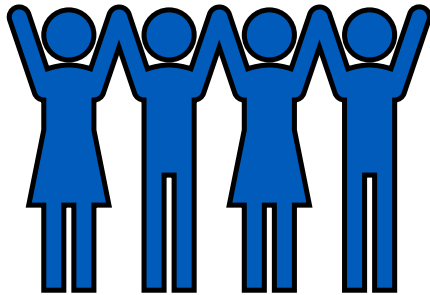


Highlights



**Carea Served
10,573
Registered Clients
With Over 28,000
Individual
Appointments**





Over 11,700 people were involved in our community initiatives.

We held 4 Big Drum Socials (January, April, June and October)



Photo Credit: Viewtacular Visuals

Over 1,200 people attended the 4 events

We are grateful to the support from the Town of Pickering, Ontario Power Generation, EarlyOn Child and Family Centres, Ontario Trillium Foundation and many community partners.

Client Testimony

I would like to start by saying that the Big Drum Program, that I am now a part of, is absolutely an integral part of my journey. I am so appreciative and full of Gratitude for having met Jen, Troy and everyone at the Centre. They welcomed me with open arms and I have learned so much about my roots. Like in the song Amazing Grace, I felt I was lost and now found!

I have always been drawn to the drum so I made one. Someone pointed out to me that I should learn more about the drum before sharing it with others. This led me to Carea. I have learned about the Ancestors who paved the way for us to walk the Red Road. The drum teaches us about Gratitude and Respect for them and all life. Masterfully taught by Troy who's heart is as big as the drum itself.

This "is" a life changing experience. It builds confidence and gives a person a sense of purpose.

Connecting with the earth mother through the Drum, always brings you into your Heart, a place we should all reside.

Metta, Client G





The Grand Opening of Our Pickering Site

October 11, 2018

Inter-Professional Primary Care Team Funding

We received special funding to create an Inter-Professional Primary Care Team from the Central East Local Health Integration Network. The funding allowed us to hire a Nurse Practitioner, Therapist and Indigenous Health Promoter to support clients in West Durham.

This funding focuses on improving and enhancing the health care experience by offering easy access to other relevant health care professionals while allowing the patients/clients to keep their primary care provider. Referred patients/clients can access the many programs and services that Carea offers without changing their family doctor.





Program Expansion



We became the proud recipients of a new Ontario Trillium Foundation Grant in the amount of \$746,200 over 36 months.

The purpose of the grant is to expand community nourishment programs to marginalized populations across Oshawa, Whitby, Ajax and Pickering.

We expect to impact over 1,000 lives with this incredible opportunity.

Client Testimony

Our ability to help is made possible by our generous supporters.

After leaving an abusive relationship, I had to go on social assistance as I hadn't received any child support. I started Carea by joining the fresh produce program and then discovered all the other programs. Christmas was approaching and had nothing for my daughter. I was struggling just to manage my bills and keep our home. I had signed up for the Christmas hamper not knowing exactly what to expect.

I was absolutely blown away. I was able to provide my daughter with such lovely gifts when I thought I would have almost nothing under the tree for her. And to top it off the lovely (staff person) Carmen then rolled out a bike for my daughter. I was absolutely in tears. I couldn't believe such kindness when I felt as though I was falling apart and life was so hard.

Client L





Carea's Oshawa Site
Celebrated
Its 10th Anniversary

Client Success Story

One of our therapists recently worked with a 22 year old female client with anxiety, depression and active suicidal ideation and self harm. She was also struggling with functioning independently and had become very dependent on her family.

After 8 consecutive sessions and 3 booster sessions over 12 months of Dialectic Behaviour Therapy (DBT) and Cognitive Behaviour Therapy (CBT), the client has seen an extinction of active suicidal ideation and self harm. She has also significantly increased her independent functioning and has seen her anxiety and depression decrease.

She is currently functioning well with as needed booster sessions to support her ongoing success.



Pink Shirt Day
(anti-bullying) at
Glen Street Public
School

Thanks to our
sponsor
Black & McDonald





Client Success Story

A 10 year old boy struggling with anxiety joined our Calm Kids Group with his parents. He became very engaged and interactive with the group. His parents and teachers noticed a positive difference in him. The young client said he found the new skills he learned to be very valuable. He also found it helpful to be around other kids who experienced anxiety – it helped him not feel so alone.

The young client began offering support to the other kids in the group and provided them with encouragement. He stated that the Calm Kids Group helped him a great deal and he did not want it to end!

Generous donor support made this program happen!



Our Signature Fundraising Events

The Oshawa Mayor's Golf Classic is in its 16th year. It has become a signature event in the community.

DHL 2.0 is a breakfast event featuring a dynamic guest speaker. We held two this year.

The focus is on leadership. The event is a spin-off from the Day of Hope and Leadership (a full day conference) that ran for 10 years.

We are grateful to ALL of our amazing sponsors and attendees that support both of these important fundraising events.

Oshawa Mayor's Golf Classic Presented by: **Tribute** OVER 35 YEARS communities



Mayor John Henry, Denis O'Connell (IPM), MPP Jennifer French and Carea Board Chair, Ijade Maxwell Rodrigues.



Getting ready to enjoy the Oshawa Golf Club

DHL 2.0



Joe Stokes Our Guest Speaker (October 2018)



Denise Marek Our Guest Speaker (February 2019)

Our Community Partners

- AIDS Committee of Durham Region
- Ajax High School
- Ajax Public Library
- Ajax Welcome Centre
- Agilec
- Alzheimer Society of Durham Region
- Archbishop Denis O'Connor Catholic High School
- Athabasca University
- Bawaajigewin Aboriginal Community Circle
- Bobby Orr Public School
- Boys and Girls Club of Durham Region
- Brock Community Health Centre
- Canadian Cancer Society—Durham
- Canadian Mental Health Association of Durham
- Carol VanderSanden and Michelle Perry (We Grow Food)
- Catholic Family Services of Durham
- Central East Local Health Integration Network
- Centre for Addiction and Mental Health
- Christian Life Centre
- Church of St. Peter
- City of Kawartha Lakes Community Health Centre
- City of Oshawa
- City of Pickering
- CHIMO Youth and Family Services
- Claremont P.S.
- Clarington Community Services Department
- College Hill P.S.
- College Park Seventh Day Adventist Church
- Community Care Durham (COPE Mental Health Program)
- Community Development Council Durham
- Community Wellness Learning Advisory Committee
- Cornerstone Community Association
- CUPE Local 960
- Dr. C. F. Cannon P.S.
- David Bouchard P.S.
- Diabetes Canada
- Dunbarton High School (Transition to Work)
- D.R.I.V.E.N.
- Durham Alternative Secondary School
- Durham Black Educators' Network
- Durham Catholic District School Board
- Durham Children and Youth Planning Network
- Durham Children's Aid Society
- Durham College
- Durham Connect

Community Partners Cont'd

- Durham Distress Centre
- Durham District School Board
- Durham Diabetes Initiative
- Durham Family Services
- Durham Family Court Clinic
- Durham Financial
- Durham Mental Health
- Durham Rape Crisis Centre
- Durham Region Aboriginal Advisory Circle (DRAAC)
- Durham Region Crime Stoppers
- Durham Region Domestic Violence/Sexual Assault Care Centre
- Durham Regional Police Services
- Durham Regional Police Services Board
- Durham Region Public Health Department
- École élémentaire Antonine Maillet
- École Ronald-Marion
- Enahtig Healing Lodge and Centre
- Faith Place
- Family & Community Action Program
- Father Joseph Venini Catholic School
- Feed the Need Durham
- Frontenac Youth Services
- G.L. Roberts C.V.I.
- Girls Inc.
- Gilead
- Glen Grove P.S.
- Glen Street Public School
- Gordon B. Attersley Public School
- Grandview Children's Centre
- Habitat for Humanity Durham
- Haliburton Family Health Team
- Healthcare Issues for Homeless
- Healthy Babies/Healthy Children
- Hearth Place
- Henry Street High School
- Herizon House
- Hillsdale Estates and Terraces
- Horses Help Canada
- Human Resources and Skills Development Canada
- John Howard Society of Durham
- Joanne's House Shelter

Community Partners Cont'd

- KNS Canada
- Kennedy House
- Kinark Child and Family Services
- Lakeridge Health Corporation
- Lakeview Complex
- Lakewoods Public School
- L'Amicale
- Mary Street Community School
- Ministry of Health and Long Term Care
- Ministry of Children, Community and Social Services
- Mississaugas of Scugog Island
- Monsignor John Pereyma Catholic Secondary School
- Monsignor Philip Coffey Catholic School
- Muslim Welfare Home
- Narcotics Anonymous
- New Life Midwives
- Notre Dame Catholic S.S.
- Ontario Addiction Treatment Centres
- Ontario Early Years
- Ontario Shores Centre for Mental Health Sciences
- Ontario Tech University
- Ontario Works Program
- Ontario Trillium Foundation
- Oshawa Children's Community Fair
- Oshawa Centre
- Oshawa and Durham Region Métis Council
- Oshawa Golf and Curling Club
- Oshawa Public Library
- Oshawa Senior Citizens Centres
- PARN
- PFLAG Durham Region
- Pickering Public Library
- Pierre Trudeau Elliott P.S.
- Pine Ridge S.S.
- Pinewood Centre of Lakeridge Health
- Port Hope CHC
- Queen Elizabeth Public School
- R.S. McLaughlin CVI
- Region of Durham – Best Start Network
- Region of Durham - Social Services
- Region of Durham – Public Health

Community Partners Cont'd

- Resources for Exceptional Children & Youth – Durham Region
- Roland Michener P.S.
- Rose of Durham Young Parents Support Services
- Rouge Valley Health Inc.
- Ryerson Early Childhood Education Program
- Ryerson Nursing Program
- Safe Hope Homes
- SCOPA Youth Committee
- St. Thomas Aquinas CS
- Senior Care Network
- Sick Kids Hospital
- South Oshawa Community Centre
- Southern Ontario Aboriginal Diabetes Initiative (SOADI)
- Strategic Planning Alliance for Children and Youth - Leadership Council
- Supervised Access to Care
- St. Christopher C.S.
- Teen Parenting Program
- The Ontario Trillium Foundation
- The SPOT (J. Clarke and Notre Dame Integrated Youth Program)
- The Village of Taunton Mills
- Town of Ajax
- Town of Whitby
- Transition to Work Program (Ajax S.S. and J. Clarke Richardson S.S)
- Transgender Connection
- Trent Hills Family Health Team
- Unemployed Help Centre
- University of Toronto Faculty of Social Work
- Victim Services
- Village Union Public School
- Vincent Massey Public School
- VIRCAN
- Victorian Order of Nurses
- VPI Working Solutions
- We Grow Food
- Western University
- Willow Park
- Woodcrest Public School
- Working Together on Homelessness Issues
- Women's Multicultural Resources and Counselling Centre of Durham
- Welcome Centre
- YMCA Employment and Community
- YWCA Durham

We Are So Thankful For Our Amazing Donors

Ajax Community Fund *through the Durham Community Foundation*

Andy Carnovale
Bargains Group
Barry Bryant & Associates
Bell Let's Talk
Black & McDonald Limited
Bobbi and Derek Sloan (*Dandelion Wings*)
BOOST Home Services
Career School of Hairstyling
Canada Summer Jobs
CGC Group
Chartered Accountants of Ontario
Charlee Jade Chiappa-Abibula
Chitha Nantheeswarar
Churchills-Crossings
CP24 CHUM Christmas Wish
Coca Cola
Compute
Community One Foundation (Rainbow Grant)
Dan Carter
Denise Marek
D.G. Biddle and Associates Limited
Doreen Sachett
Durham College
Dunbarton Fairport United Church
Durham Regional Police Services
Durham Regional Police Appreciation Dinner & Awards Night
Committee

Eastdale C.V.I.
Enbridge Gas
Fraser Legacy Fund *through the Durham Community Foundation*
Feed the Need
Fieldgate Developments
Gilead
Harry Deeg
Joe and Cathy Stokes
Juliet Neely
Keller Williams Energy
Kingsview United Church
Linda Barrett-Cormier
MMM Group
Mr. & Mrs. Gunanayagam
Malvern Contract Interiors
Merck
Minto Group
No Frills Nancy and Agostino (Bloor Street)
Old Navy

Oshawa Kicks Soccer Club
Ontario Motor Sales
Ontario Power Generation
Ontario Tech University
Ontario Trillium Foundation
Paula Carter
Pendopharm
Region of Durham
Region of Durham Economic Development
St. Peter's Anglican Church
Safran (Karl Loenhardt)
Shrimp Cocktail (Wanda Nippard)
Sorbara Group
Specialty Rx Solutions
Starbucks Oshawa
TD
Town of Whitby - *Whitby Mayor's Community Development Fund*
Tribute Communities
Unifor Social Justice Fund (Local 222)
Veridian Connections
Walters Pharmacy

Carea Staff

Andersen-Giberson, Jennifer	Therapist	Everest, Louisa	Health Promoter
Baldiwala-Aliasgar, Fatema	Manager, Finance	Ewen, Dora	Personal Support Worker
Beer, Melissa	Social Worker	Femson, Kirsten	Outreach Worker
Benedicto, Romeo	Personal Support Worker	Fitzgerald, Corinne	Social Worker
Bethel, Amber	Youth League Supervisor	Freeburn, Shantel	Community Facilitator
Bisessar, Ahailya	Physician	Freire, Vanessa	Custodian
Blicharz, Julia	NP-PHC, Primary Care Psychiatry	Furtado, Carmen	Community Facilitator
Borau, Stephan	Okitchitaw Program Instructor	Garwe, Ngonidzashe	Chief Executive Officer
Bouma, Jennifer	Community Health Worker	Gauthier, Darlene	RN - Diabetes Educator
Braithwaite, Jennifer	Early Childhood Development Worker	Girdhari, Hazari	Senior Custodian
Brown, Noah	Youth League Supervisor	Gobui, Clarabelle	Accounting Analyst II (Bookkeeper)
Burke (Jackson), Alanna	Therapist	Grandmaison, Danielle	Therapist
Carbajal, Melba	Custodian	Guppy, Shirley	RN - OTN Nurse
Carter, Paula	Manager, Resource Development and Communications	Haan, Ashley	Diabetes Nurse Educator
Cook, Devon	Harm Reduction Outreach Worker	Hannah, Lindsay	Hepatitis C Outreach Worker
Costello, Lorrie	Early Childhood Assistant	Harnum, Valery	Medical Secretary
Culbert, Jennifer	Medical Secretary	Heshmat, Alyssa	Community Mental Health Worker
Daley, Ingrid	Medical Secretary	Huitema, Kari Lynn	Registered Nurse
Daly, Nicole	Medical Secretary	Hur, Sharon	Youth Outreach Worker
Dart, Jeff	Manager, Health Promotion & Community Development Services	Hutchinson, Jaleel	Youth League Supervisor
Dean, Elizabeth	Therapist		
Di Martino, Teresa	Coordinator - Hepatitis C		
Duckworth, Angela	Child/Youth Mental Health and Addictions Worker (Enahtig Healing Lodge)		

Carea Staff

Ismail, Khaled	Manager, Information Technology CISSP, ITIL	MacGillivray, Andrew	Community Health Worker
Jenkins, Erin	Registered Dietitian	MacPherson, Joy	RN (EC) - Nurse Practitioner
Johnson, Tanya	Manager, Primary Care, Clinical Services Team	Madjer, Hussein	Accounting Analyst II (Bookkeeper)
Johnston, Jessica	RN (EC) - Nurse Practitioner	Markov, Tatyana (Tanya)	RN - Diabetes Educator
Jones, Ellen	Therapist	McCauley, Brenda	Early Childhood Development Worker
Jones, Kelly	Health Promoter	McGillis, Tracy	Occupational Therapist
Juan, Joshua	Physician	McKinley, Catherine	Medical Secretary
Kamalakannan, Karthikeyan	IT Systems Coordinator	Mohamed, Salisha	Therapist
Kelly-Colyer, Adam	Harm Reduction Outreach Worker	Nagel, Amy	Health Promoter
Kicinko, Sandra Anne	Executive Administrative Assistant	Nantheeswarar, Chithakan	Physician
Kurelek, Cathy	Health Promoter	Nassirinejad, Narges	Physician
Lajeunesse, Amanda	Therapist	Nelson, Rudi	Senior Custodian
Lambert, Danielle	Medical Secretary	Neubauer, Alisha	Health Promoter
Lee, Jaime	Therapist	Ng, Kelly	Manager, Health Promotion and Community Development Services
Lepine, Sandra Kimberly	Director, Health Promotion and Community Development Services	Nussey, Andrew	Therapist
Lewis, Nyomi	RN (EC) - Nurse Practitioner	Oketch, Consolata	Physician
		Osaseri, Stephanie	Therapist

Carea Staff

Pacheco, Sabrina	Manager, Primary Care, Clinical Services Team
Pacheco-Rye, Ana	Health Promoter
Pal, Debra	Registered Dietician
Panagoda, Ranga (Malinda)	Facilities and Operations Lead
Park, Chanmi (Iris)	Therapist
Parsons, Stephanie	Program Assistant
Pascoe, Rhonda	Early Childhood Assistant
Peacock, Keri-Ann	Indigenous Program Cook
Powell, Melonie	RN (EC) - Nurse Practitioner
Ramcharan, Emma	Executive Assistant
Rezkalla, Marina	Occupational Therapist
Robinson, Brent	Manager, Primary Care, Clinical Services Team
Robitaille, Kaitlin	Youth League Supervisor
Rossmann, Nubia	Medical Secretary
Rukaruck, Amy	Health Promoter
Russell, Elizabeth	RN (EC) - Nurse Practitioner

Sagriff, Emily
Sawh, Krita
Schoon, Jill
Sears (Luciani), Rebecca
Sharma, Daisy
Shaw, Brittany
Shopman, Lindsay
Simmons, Linda
Strecke, Kadijah
Strickland, Mitchellle
Svetov, Iryna
Tamm, Judith
Thanabalasingam, Kugashini
Varlow, Kimberly
Vinkle, Zoe
Virani, Nasir
Wahba, Inas
Walker, Cheryl
Watson, Megan
Wellington, Mikahelia
Widge, Yukti
Wildman, Kimberly
Wisteward, Aiden
Wong, Michael
Zhang, Jiyuan

BSO Clinician
Director, Human Resources
Medical Secretary
BSO Clinician
Registered Dietitian
Physician
Coordinator - Diabetes
RN - Hepatitis C Treatment Nurse
Medical Secretary
Health Promoter
RN - OTN Nurse
Diabetes Nurse Educator
Human Resources Administrative Specialist
Community Mental Health Worker
Youth League Supervisor
Director, Corporate Services
Registered Pharmacist
Therapist
Early Childhood Assistant
Registered Dietitian
Therapist
Resource Development and Communications Assistant
Youth League Supervisor
Therapist
Data Analyst



Carea's Board of Directors

Ijade Maxwell Rodrigues, Chair

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Harry Deeg, Treasurer

Kyle Fitzgerald, Secretary

Neil Killens, Director

Tejvinder Parmar, Director

Laura Boyko, Director

Shauna Biorac, Director

Philip Johnson, Director

Your Support Matters!

Donate at

www.canadahelps.org

or through our website at

www.careachc.ca

We can't do what we do,
without your help.

**Thank you for making a
difference in the lives of so
many people in your
community!**





Care.Compassion.Community.

Oshawa Site - 115 Grassmere Avenue, Oshawa ON L1H 3X7 | 905-723-0036

Ajax Site - 360 Bayly Street West, #5, Ajax ON L1S 1P1 | 905-428-1212

Whitby Site - GAIN Team 3790 Brock Street North (Taunton Mills), Whitby ON L1R 0H2 | 905-723-0036 x1409

Whitby Site - Child & Youth Mental Health 1615 Dundas Street East #211, West Tower, Whitby ON L1N 2L1 | 905-723-0036 x3200

Pickering Site - 1450 Kingston Road, #16, Pickering, ON L1V 1C2 | 905-428-1212

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