

Carea
Community
Health Centre

ANNUAL REPORT 2021

Keep Moving
Forward!



Hello everyone,

I am Natalia a grateful human being.

I would like to introduce myself and my little family of three, a single mother with two absolutely lovely and very active boys Vladiy & Vitali, we had ups and downs, struggles in life after a terrible marriage and separation after domestic violence abuse.

We had to change the city we used to live, a lot transition for kids leaving school and moving from Pickering to Oshawa was an absolute huge transition and escape from the past horrible situation.

Moving to Oshawa was absolutely new beginning for my boys and myself, as we had no friends, no support, no one in this city, our family members, grandparents and relatives leave across the ocean all around the post Soviet Union countries such as Russia, Ukraine and Moldova.

The journey of a single mother had began after 12 years in marriage and separation realizing that I have no one here in Canada, only me and my little kids.

Through the family counselling, I had been introduced to Carea Community Health Center in Oshawa and that's how our connections and trust was building day by day and step by step, getting to know the programs, the staff, and other resources what Carea has offered us.

First day when I entered the door of the Carea Center, I absolutely felt welcomed and accepted, friendly atmosphere and patient staff that took time to listen my needs and providing me multiple brochures and Carea programs, so many programs for children, youth and seniors. I really felt safe at the first time, my anxiety level was down to comfort, and I realized that's a great place to be and feel relieved and welcome. I truly trust my God, that this is the only family I can have right now and I am very proud to say after 3 years being with Carea, how much they support my little family of "3 of us", it's incredible feelings and I am very blessed to have such an amazing community and staff who really, really make you feel welcomed.



I would like to say a huge thank you for introducing me and my children to the Youth League After School Program, where my kids met and made new friends and felt so welcomed, amazing time together, sports and craft activities, cooking together, building great memories that was a huge healing for my boys after horrible domestic abuse. Seeing my kids coming home with a happy smile and telling how was their day at the program and what they learned trough the day was amazing. I can't thank enough all the staff who worked with my boys: James, Elyse, Caitlyn, Katlin and many more that I might not remember the name.



Huge support we received right before Christmas such as a winter clothes and gifts, toys for the boys was just a speechless

What a sad news was that Covid lockdown restriction we can't go in person, amazing staff did huge support even through online Zoom meetings trying to keep us all in contact knowing how was important for each child missing there friends.

Nothing could stop! Carea staff provide every week with full activities and snacks, hand labeled and sorted with such a love I can tell by the way staff prepared and packed each and every activity kit. The people who work at Carea, not just coming for a pay check, they are really loving their job, believe me they love their job!



In this Covid time, people started panicking, many of us lost their jobs and my family also had struggles with food and again I can't thank enough the food program and lunch program that Carea offered us. Danielle and Kara were a two brave women, that always cheered me up and spent time listen and be there for me on my scheduled day and picked up fresh produce and lunch bags. Sometimes I just want to drive by to say hello and thank you as their smiles were always brightening my day.

I remember me going to yoga and wearing that face mask and class of 5-6 people and instructors Ana and Shantel. How amazing you guys were trying to cheer everyone even making small groups for people to able attend in this difficult time, because mental health is very, very important.

I want to say huge thank you to Carea Community Health Center to everyone all the staff I might not know by the name, huge thank you to volunteers and sponsors for being a part of my little family of three.

I am blessed to have you all. Huge thank you. Many blessings.

Natalia and Family

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BOARD CHAIR & CEO GREETINGS

Where do we even begin? This year has been a year like no other. Never in our lifetime have we seen a virus affect the entire world and, in such devastating, impactful ways. No one has been left untouched by COVID-19. We have all been stressed and overwhelmed, but we will come through this and we will be stronger and more resilient from this experience.

To our Carea Crew - you are the brand the community sees and counts on. We are amazed by your dedication and tenacity throughout the pandemic. We are humbled by your compassion, humility, drive, and the exemplary servant leadership you exude daily in your acts of service - GO Carea Crew! As a team, your dedication and commitment to find new and innovative ways to safely deliver programs and services to our community has been astonishing. Carea was one of the only social service agencies across Oshawa, Whitby, Ajax, and Pickering, to remain open from the very beginning of the pandemic. The teams designed, implemented, and delivered exciting new virtual programs for all priority population segments. They offered confidential, virtual medical and counselling visits that were available immediately. Incredibly, they developed and delivered Emergency Food Security Programs that distributed over 95,000 pounds of food to people in need.

Carea has also made significant contributions to the Durham Region throughout this year. Carea was identified by the Province of Ontario to be the lead agency for the High Priority Community Strategy (HPCS). Working with our partners, we set up and facilitate COVID-19 test sites in identified "hot spots", offer education and assistance for those effected by COVID, assist with the voluntary self-isolation hotel, and arrange town halls and COVID-19 vaccine clinics for priority populations.

We are very excited to announce that we have partnered with Durham Children's Aid Society in the formation of a new Child, Youth and Family Clinic which will see Carea take over the existing medical clinic and add relevant programs and services. Children and youth from across Durham Region will be able to get the help and support they need in their own community.

Our Board and Leadership Team also embarked upon a plan to increase and diversify fundraising revenues to the organization over the next four years. We will focus on developing the necessary fundraising infrastructure and tools, to support sustainability over the long term.

As the vaccine roll out continues, we will begin to regain some normalcy and once again, enjoy some of the simple things that we have all been missing. Carea is stronger for the challenges that we have overcome, and we are unwavering in our vision of building healthier communities together. We look ahead to our new fiscal year with renewed hope as we keep moving forward with confidence and pride.

Stay safe and stay healthy!



Laura Boyko, MSW RSW, M.Ed(c), CPC
Chair of the Board



Francis Garwe, B.Sc, MAOM, MA, CCM, CCMP
Chief Executive Officer



OUR MISSION, VISION & VALUES

Carea Community Health Centre is a registered charitable organization providing a variety of free, community programs and services to people of all ages across Oshawa, Whitby, Ajax and Pickering. Our vast range of services and programs include health promotion, primary care, diabetes education; Hepatitis C screening, treatment, education, and outreach; geriatric assessment & intervention; counselling and mental health; and supports for young parent, children, youth, 2SLGBTQI, homelessness and Indigenous populations.

We strive to be accessible to those in the community who face access barriers like culture, gender, geographic isolation, homelessness, language, physical disabilities, poverty, and race.

Our expert team is truly committed to Carea's vision of building healthier communities together.

VISION, MISSION & VALUES

Our vision statement speaks to our hopes and dreams for the ultimate impact that we will make on the outcomes for people who live in the communities we serve in Durham Region and beyond. We will work on striving to achieve this long-term vision by carrying out our mission which describes what we do with our clients and communities. Our values statements speak to who we are and how we function as we work with our clients, our partners, and with each other at Carea.

OUR MISSION

Partnering to provide integrated and accessible care to enhance health and social well-being in our communities.

OUR VISION

Building healthier communities together.

OUR VALUES



Compassionate

We are understanding, caring, and responsive. We partner with our clients to help address their needs.



Inclusive

Everyone matters and is welcomed and respected.



Collaborative

We work as a team with our clients and colleagues as part of an integrated system of care.



Innovative

We are responsive and on the leading-edge. We embrace evidence-informed and quality practices.



Trustworthy

We act with integrity and are accountable to our clients, funders, & partners.

We are celebrating the first year of the new Strategic Plan. Our teams have worked very hard and have shown tremendous resilience during the pandemic. We continue to cater to the needs of the communities at this difficult time. Carea has achieved some impressive accomplishments which are guided by the pillars, goals, and objectives of our Strategic Plan. It's been a challenging and unprecedented year, but we will all keep moving forward!

We are pleased to bring you our 2020 Annual General Report and to highlight some of our strategic goals and achievements.



CLIENTS & COMMUNITY

Strategic Goals Increase the access of diverse individuals and priority neighbourhoods to our innovative, integrated, and holistic programs/services to better support their care and social well-being.

Our programs and services pivoted rapidly at the onset of the pandemic. To deliver quality programs safely, the teams moved to virtual platforms. While none of our teams were experts in virtual programming, it didn't take long for them to figure it out. It was an incredible accomplishment to see the variety of programs that they developed in such a short period of time. While we were fortunate enough to have a COVID safe Busy Hands Graduation in May, it wasn't long before we had to go back to virtual programs. Our clients were impressed by the variety and quality of our programming. Here's what they had to say...

(Please note: all testimonials were written by our clients and as such, are in their own words)

“

My family has had the great fortune to participate in the Carea Early Years programs for over a year now. The zoom classes are by far the best we've seen. The small class sizes allow for lots of interaction and a much more personalized experience. The material is new and exciting each time, even when we've repeated classes. My children are engaged and eager to participate, creating art, coloring, singing, learning about math, music, science and literacy... all things I struggle to make exciting for them. The activities are so popular, we often keep the program materials to play again and again. Thank you so much! I don't know how we would gotten through the past year without you.



”

“

When I think of what Carea Community Health Centre has done for my family I can't help but get emotional. The gratitude I have for this great place and the truly amazing staff they employ is endless.

My 9-year-old son is a member of their Youth League After School Program and what it has given him is immeasurable! For a child who struggles socially and has had a history of bullying and violence at school we were all a little apprehensive to send him to a program with all new kids and without us. I was scared he would be the target of teasing or exclusion again; I was scared he wouldn't have confidence in himself and would retreat, I was scared he would be hurt again, I was just plain worried for my boy. I couldn't have been more wrong! Every one of those fears was soon washed away, never to return. This place is different! It's a safe place, a judgment free zone, a space my son can be himself freely without fear. I have seen my child come out of his shell, I got to hear about the new friends he has made. I see how much those counsellors/staff not only value his differences but encourage him to be himself all with so much love and support.



”



OUR ROLES IN THE SYSTEM

Strategic Goals Contribute our unique primary health care and social determinants of health expertise to the development of an integrated system of care with our partners.

Our new **Gender Care Inter-professional Primary Care (IPC) Team** aims to create a safe, confidential, inclusive, and affirming space for trans, gender diverse, gender non-conforming, non-binary and questioning youth and adults in the Durham Region.

The Team includes a Nurse Practitioner and Systems Navigator who provide gender transition related care and services within a holistic framework for a time-limited length of service.

Specific services include social, legal and medical transition support, hormone related therapy, surgery referral support, advocacy, and health system navigation.

The 2SLGBTQI community is often underserved and the new Gender Care IPC Team has been a welcome addition to Carea and to Durham Region.



“ My story starts when I was trying to transition to female and I was looking for a doctor everybody at Carea and Grassmere was very kind and treated me with respect. When I got a doctor, he was very honest and supportive. He really helped me get on the proper medication and was very supportive about the GRS that I was supposed to have. He was in constant contact with me and CAMH in Montreal hospital to try to expedite my surgery.

I then met Louisa and she got me into many groups and was very supportive. I also found every other worker there was very supportive. So, I've been with Carea for many years and they have helped me through thick and thin including helping me with my mother as I am a caregiver to her in many ways.

They listen to my concerns and are very helpful. Even after I got my surgery they were all concerned how I felt and again very supportive.

I plan on continuing with the groups at Carea and I want to thank all the staff and volunteers for helping me get through this difficult time

Thank you. Client J ”



DURHAM CHILD, YOUTH, AND FAMILY HUB

For the past year, Carea has been working with Durham Children's Aid Society to create a Child, Youth, and Family hub. To begin, the current DCAS Medical Clinic will change over to be managed by Carea CHC. The Medical Clinic will serve children and youth across Durham Region. Carea will also offer other programs and services to help families. As we progress, more partners will be brought in to collaborate and expand program and service delivery. The Child, Youth and Family Clinic will open officially on June 14, 2021 at the DCAS building on Airport Blvd. in Oshawa.

The goal for the clinic will be to ensure timely and consistent medical services, provide access to the relevant care givers and facilitate prompt referrals for specialized care. The clinic will offer primary care, counselling services and access to specialized pediatric care.

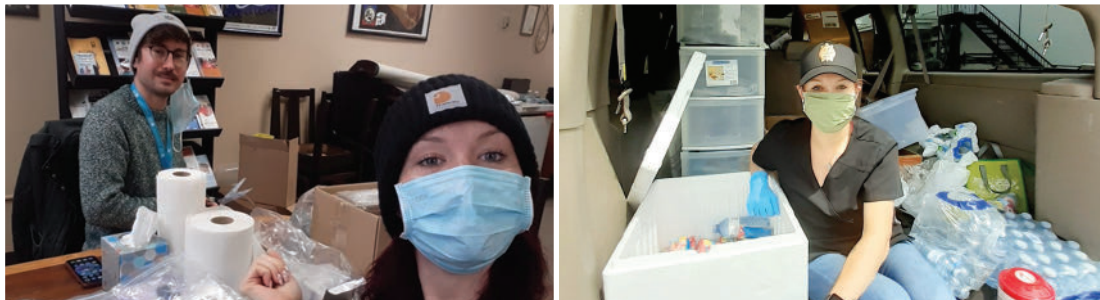
Group programs for children, youth, young parents, and youth will further enhance and grow the clinic into a community hub. We are very excited to move forward with this much anticipated initiative.





WELCOMING STREETS

When the pandemic began and the Province issued a lock down, the number of homeless individuals on the streets soared in most large communities. Many services and programs shut down. This left the vulnerable in a very precarious position. Our Welcoming Streets team sprang into action. Not only did they perform wellness checks, navigation, and support, they handed out personal protective equipment (masks, hand sanitizer, wipes, etc.) to ensure the safety of those living on the streets.



The Welcoming Streets Team consists of two outreach workers. They serve as point of first contact for individuals who are unsheltered and vulnerable and help to provide connections to outreach services. The outreach workers also provide support, education, and training to businesses in the area.

For the past 12-18 months, the City of Oshawa contributed financially from its approved allocation to the Oshawa Unsheltered Residents (O.U.R.) Program Initiative. Recently, The Region of Durham began funding the program so that we can expand our reach into other areas of Durham Region and add 2 more Outreach Workers to the team. We are grateful for the support from the City and Region of Durham.

A snapshot of what the Welcoming Streets Team has done this year:



10,056

Client Interactions



1125

Business Support Visits



1,210

Referrals to services & programs



201

Calls For Support from downtown businesses/residents



50

Businesses/Residents Attended Education Sessions (Harm Reduction and Naloxone Training, etc.)



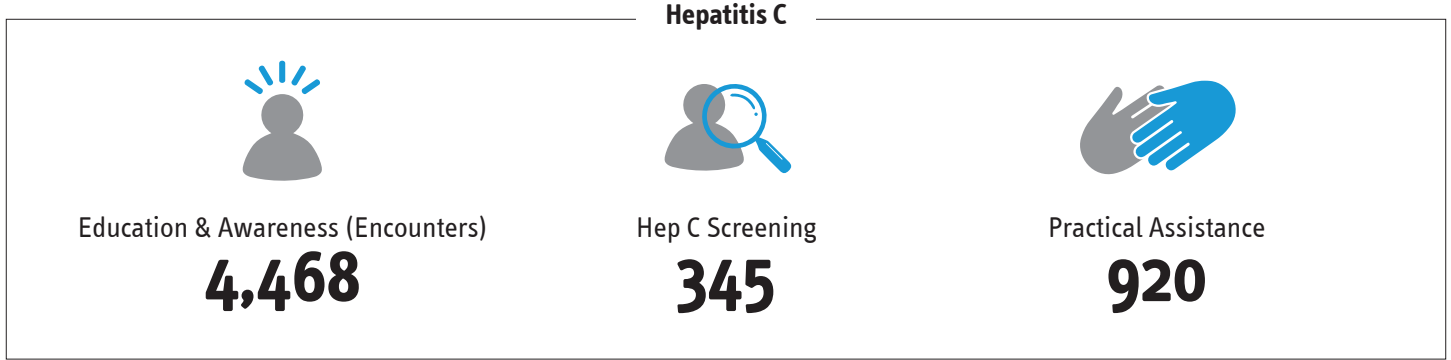
24,142

Outreach Supplies (snacks, water, hats, gloves, socks, masks, etc.)



HEP C AND HARM REDUCTION TEAMS

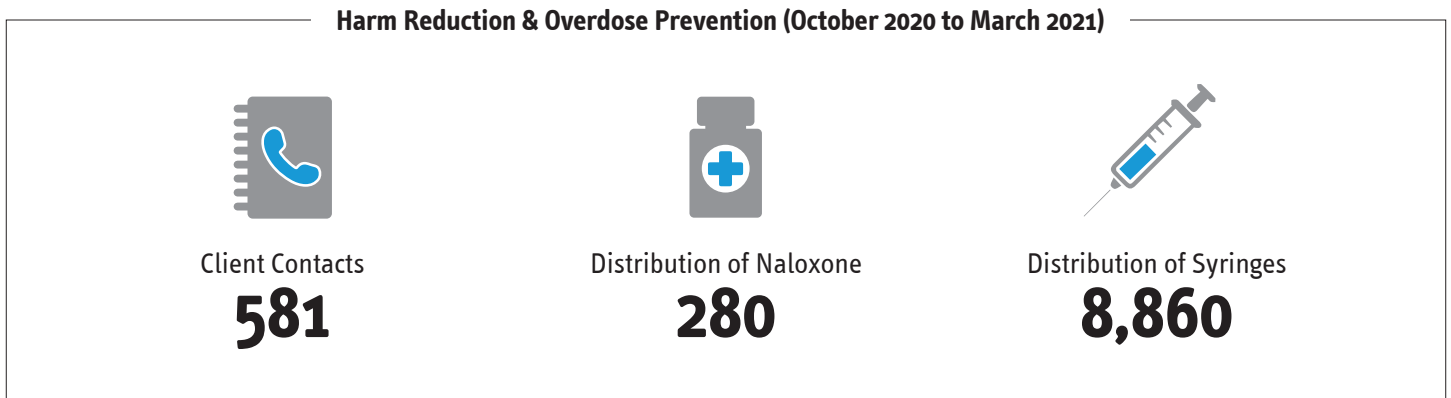
The Hepatitis C Team Program provides viral Hepatitis C (HCV) Risk assessment, Screening Treatment, Care and Support for those living with, at risk for and those affected by HCV.



The Harm Reduction and Overdose Prevention Team provides confidential and anonymous support for people who use substances by supplying injection and inhalation drug tools, Naloxone (Narcan), and overdose prevention training to help reduce the harm and risks associated with substance use disorder.

The Team works in conjunction with the **Hepatitis C Team** which provides viral Hepatitis C (HCV) risk assessment, screening treatment, along with care and support for those living with, at risk for, and those affected by HCV.

The Harm Reduction and Overdose Prevention Team provides confidential, accepting and non-judgmental support for those who use drugs or are affected by a person who suffers from substance use disorder.



HIGH PRIORITY COMMUNITY STRATEGY

On December 21, 2020 the provincial government announced an investment of \$12.5 million towards a **High Priority Communities Strategy (HPCS)** which is aimed at providing funding to local lead agencies to work in partnership with Ontario Health, public health units, municipalities and other community partners to deliver key interventions for neighbourhoods most adversely affected by COVID-19.

Carea was chosen by the Province to be the lead agency for Durham Region. Our collaborating partners, Lakeridge Health, Community Care Durham, Durham Public Health, Durham EMS, and Durham Housing have all been instrumental in the implementation and success of this strategy.

High priority neighbourhoods were selected due to their high COVID-19 prevalence, low testing rates, and sociodemographic barriers to testing and self-isolation. Our focus was on West Durham neighbourhoods and North/West and South Oshawa.

Additional funding was also announced for the establishment of voluntary, community self-isolation centres. Durham's voluntary, community self-isolation centre was located at a hotel in Oshawa and was facilitated by Community Care Durham.



THE HPCS INCLUDES 3 KEY OBJECTIVES

1/ Offer Community Outreach and Engagement – increase awareness of COVID-19 to reduce transmission, provide COVID-specific health teaching, and share necessary information about available support services and provide PPE when required.

2/ Increase Access to Testing – removing barriers to ensure individuals can access testing sites. Pop-up testing sites will set up in these high priority neighbourhoods.

3/ Provide Wraparound Services – remove barriers to COVID-19 prevention, including isolation, by connecting people with necessary supports and services (ex. food, transportation, emergency financial assistance, etc.), while utilizing a case management approach.



Pop-Up Test Sites were a major focus and Carea, along with our partners, provided these sites bi-weekly.

With over 5,100 encounters between January and March 30, 2021, the HPCS Team and our community partners, worked tirelessly to support the identified high priority neighbourhoods in Durham Region.



OUR SUSTAINABILITY

Strategic Goals Diversify, expand, and optimize our resources.



When the pandemic began and the province was in complete lockdown, Carea went to work to significantly increase our food security programs. In the past, we had only offered food security programs to our registered clients, but we knew there were so many people in need that we had to expand our distribution to include anyone requiring help during COVID-19.

Our **Health Promotion and Community Development Services (HPCDS) Team** prepared food hampers containing perishable and non-perishable items and delivered them to identified, high-needs families, individuals, and priority housing complexes. They also offered fresh home-made soups, Indigenous cooking classes (where we supplied and delivered the food), hot meal deliveries to seniors, breakfast, and lunch hamper programs, and so much more. We delivered hundreds of food packages each week.

Along with this increase demand, we experienced a major increase in our food expenses.

We were extremely fortunate to receive funding to allow us to expand our Emergency Food Security Programs during the pandemic.



“

Carea is a safe place for us. The programs take away so many worries. I am on a fixed income and could not afford to put my children in these kinds of programs if they weren't free. I can sign them up without worrying that I don't have the money. Carea has helped our family with food programs as well. I don't have to worry that there will be enough food to make their lunches. During lockdowns, there were times that the stores were out of bread, toilet paper and other things as people stocked up. Carea helped my family during these times to make sure we had what we needed.

”



FOOD SECURITY

Thanks to the generous support (over \$1,500) from the following donors, Carea distributed over

95,000 pounds of food

- The Sprott Foundation and Community Food Centres Canada through The Good Food Access Fund.
- The Government of Canada's Emergency Community Support Fund and Durham Community Foundation.
- Telus @friendlyfuturefoundation Food Security Grant
- Society of United Professionals' Indigenous Relations Committee for Indigenous Food Security
- The Government of Canada's Emergency Community Support Fund and United Way of Durham Region.
- Whitby Mayor's Community Development Fund (COVID Response) – Community Connections (partnership) White Oaks
- Whitby Mayor's Lead Cause Grant (White Oaks)
- The Ajax Community Endowment Fund at Durham Community Foundation
- Community Food Centres Canada
- The Town of Ajax COVID-19 Special Response Funding
- Black & McDonald
- Enbridge: Regular and Volunteer Grant Programs Fund, held at Vancouver Foundation
- Companies Who Care
- Elexicon Energy
- Breakfast Club of Canada
- Keller Williams Energy



BUNDLE UP WITH CAREA PROGRAM

We were very fortunate to be a successful grant recipient of the Government of Canada's Emergency Community Support Fund and Durham Community Foundation. Our **Bundle Up With Carea Program** received \$58,000 in funding to purchase new, warm winter clothing and boots. The Bundle Up With Carea Program was initiated because we couldn't safely accept used clothing during a pandemic, many of our clients and community members had lost their employment, and access to retail stores was extremely limited (if available at all). It was also important for individuals and families to get out and enjoy the outdoors for their own mental health.



Once the funding was received, Carea staff worked quickly and diligently to source the clothing that was needed. Items purchased included coats, boots, snow pants, hats, and gloves. Once received, the items were quickly distributed across Durham Region. It wasn't only Carea clients that benefited, individuals and families in need across Durham Region were also recipients of this generous grant. Our amazing community partners such as the Durham District School Board, Durham Catholic District School Board, Kujenga, Family Community Action Program, Rose of Durham, Durham Region, Durham Children's Aid Society, Simcoe Hall Settlement House, YMCA, and the Pickering and Ajax Welcome Centres to mention a few, worked tirelessly to get the clothing to anyone that needed it. As the winter season closed out, the remaining balance of the funds was spent on spring shoes for children and adults.

At a very unsettling time, this initiative enabled us to share warmth and kindness to so many across the Region. We are extremely thankful to our funder for making Bundle Up With Carea such a great success.



INDIGENOUS PROGRAMS

We created a new funding partnership initiative through **Miziwe Biik Development Corporation** for individuals that identify as **First Nations, Métis or Inuit**.

Financial subsidies were available for those affected by the COVID-19 Pandemic. Support was available in such areas as **shelter and rental/housing subsidy, food and groceries, medical supplies/assistance, travel to appointments, home cleaning, emergency shelter.**



Some of the issues that we could help to support were:

- Financial hardship due to lack of employment: reduced hours, closures, lay-offs etc.
- Landlord eviction resulting from loss of income and rental and/or creditor insufficient funds
- Caregiving and support (children and seniors) requiring at-home “can’t work” scenarios
- Homelessness
- Unemployed/self-employed and can’t work



This funding could also be used toward the following initiatives:

- Housing allowance for in-situ tenants
- Food and supplies for households in quarantine and/or isolation
- Non-medical staffing requirements
- Protective equipment
- Food banks and grocery gift cards
- Community and outreach to support seniors in self-isolation
- Recruitment and coordination of volunteers
- Transportation to get to and from medical appointments

Overall, we were able to help

323 individuals.



Our New Indigenous Healing Garden was revealed during the summer months. It became a beautiful, peaceful place to relax and recharge.



Carea is very proud of our Indigenous Team and the staff that support them. We offer numerous programs and services to the Indigenous community and have become a trusted partner and resource.



OUR PEOPLE

Strategic Goals Strengthen our organizational culture by fostering a healthy and engaging work environment where people contribute and realize their full potential.

This year, we conducted an Employee Engagement Survey that was a big success.

We had a 95% participation rate!



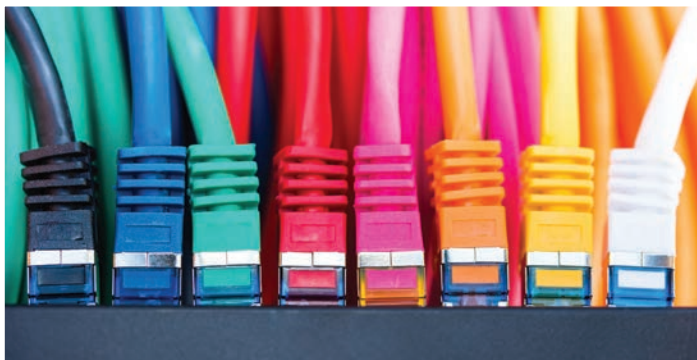
One of the clear results of the survey was that our staff wanted more employee-driven events that everyone could enjoy and participate in. A committee of Employee Engagement Ambassadors was formed. The committee planned numerous events throughout the year to help keep our staff connected and engaged. In December, a Holiday Door Decorating and an Ugly Sweater Contest were held.

A holiday door decorating event and an ugly sweater contest added some festive fun! There was also a draw to win a virtual tea and chocolate tasting workshop, virtual bingo and a series of fun, online games to keep everyone entertained. A draw to win a virtual tea and chocolate tasting workshop was held in February, and throughout the winter and spring, virtual bingo and a series of fun online games kept us all entertained.



OUR ORGANIZATION

Strategic Goals Establish a solid foundation of staff, system, and processes to enable our impact-driven organization.

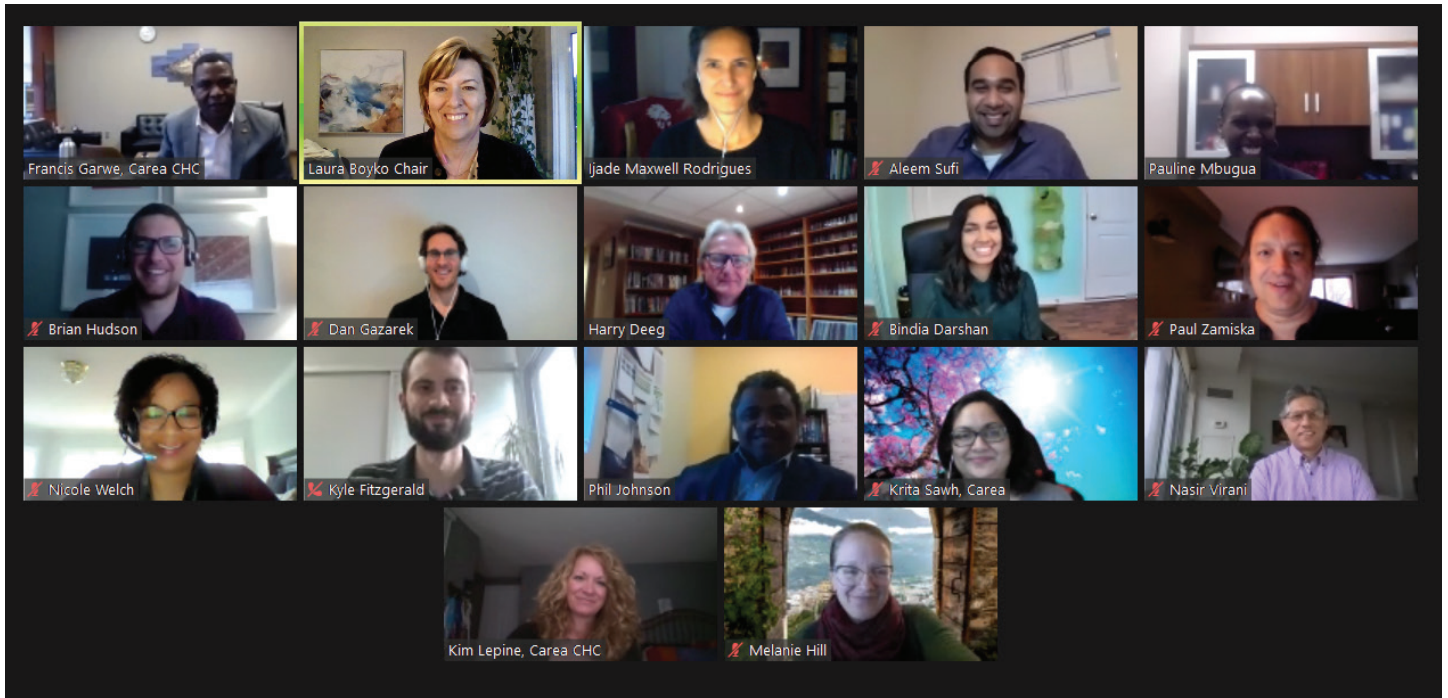


- Carea migrated the Electronic Medical Report (EMR) from Nightingale on Demand (NOD) to Telus Practice Solution Suite (PSS).
- We underwent an extensive I.T. Audit that yielded positive results. Carea continues to update and monitor all cyber security processes and supports.

- Carea's Health & Safety Committee presented important information and education to staff during Health & Safety Week. The Committee created a road show and visited all of Carea's sites with some fun games to get everyone engaged.
- In Q1 21/22, the Board approved the Enterprise Risk Management framework and Corporate balanced scorecard.



BOARD OF DIRECTORS



Laura Boyko, Chair

Ijade Maxwell Rodrigues, Director

Harry Deeg, Treasurer/Vice Chair

Aleem Sufi, Director

Philip Johnson, Secretary

Paul Zamiska, Director

Kyle Fitzgerald, Director

Brian Hudson, Director

Daniel Gazarek, Director

Nicole Welch, Director

Vimal Kurian, Director

Bindia Darshan, Director



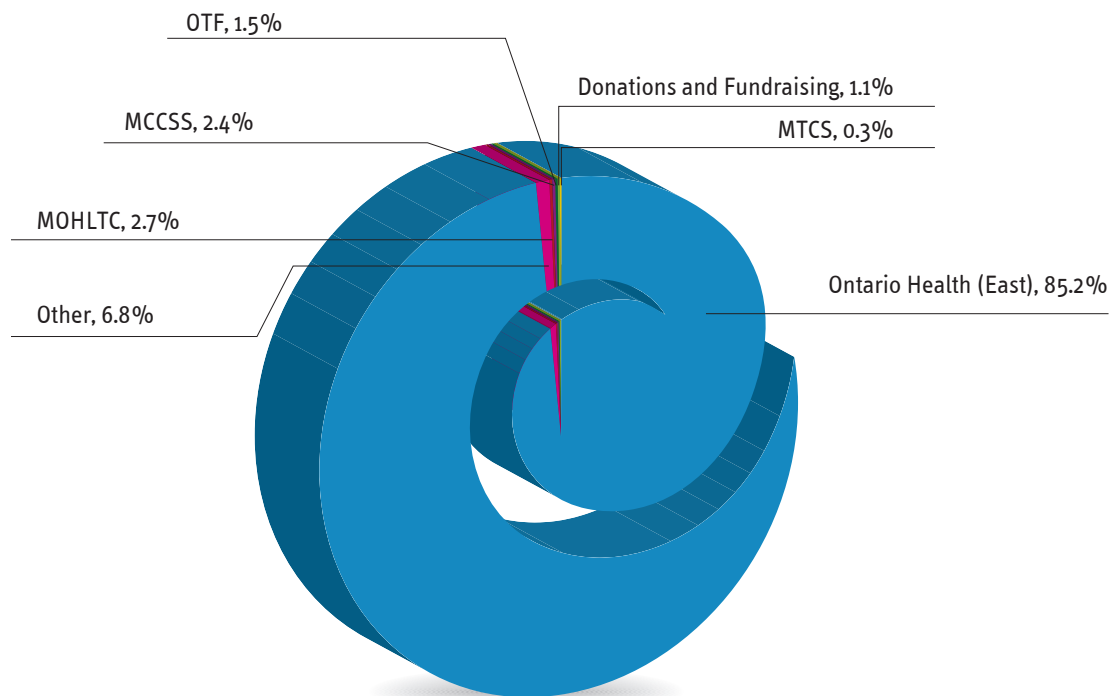
 **Thank you!**

We'd like to take this time to thank our Board Chair and all of our Directors. Your commitment to Carea is appreciated. We thank you for your guidance and leadership.

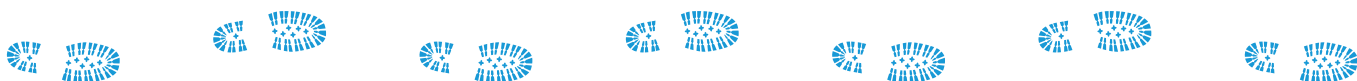
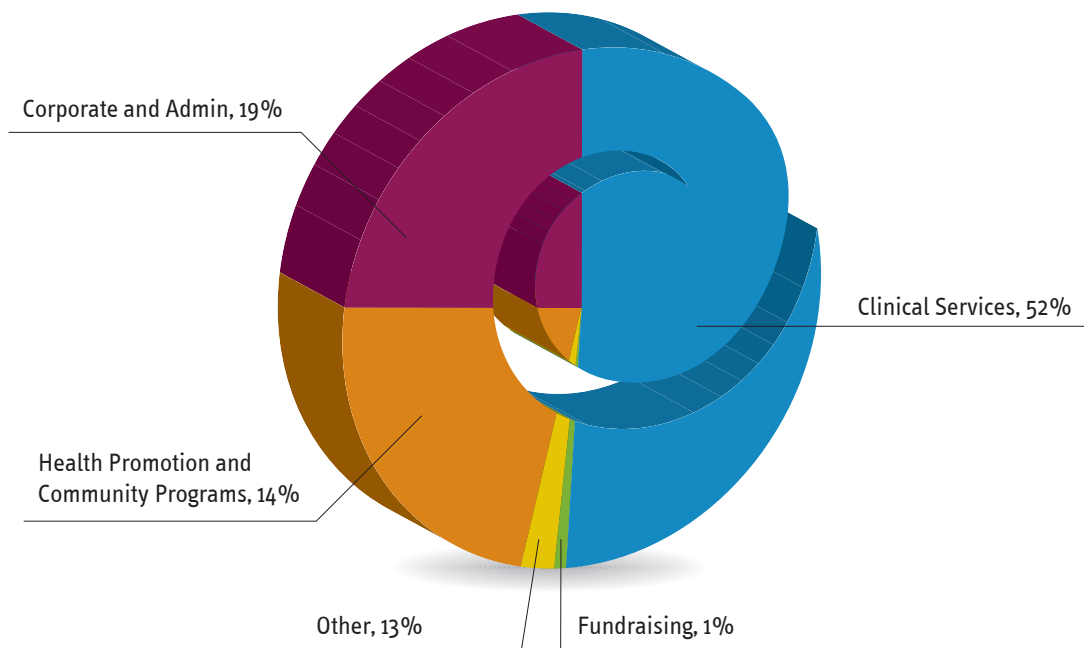


FINANCIALS

TOTAL REVENUE BREAKDOWN FOR 2020



TOTAL EXPENSES FOR 2020



CLIENTS & COMMUNITY - OUR IMPACT

2020/21



24,096

Visits To Our Groups



34,148

Individual Appointments



21,343

Involved In Our
Community Initiatives



10,915

Registered Clients



95,680

Pounds Of Food We
Distributed To Clients

2019/2020



34,778

Visits To Our Groups
(pre-COVID)



31,501

Individual Appointments



19,079

Involved In Our
Community Initiatives



10,610

Registered Clients



29,039

Pounds Of Food We
Distributed To Clients



DONORS

A Special Thank You To Our Generous Donors

Ajax Community Endowment Fund at Durham Community Foundation

Andy & Barb Carnovale

Angela Heffernan

Annette Hoogendoorn

Ashely Edwards

Bindia Darshan

Black & McDonald

Blue Sky Supermarkets

Bob Chapman

Breakfast Club of Canada

Brenda McCauley

Canada Helps donors

Canada Summer Jobs

Cathy Cavanagh

Chitha Nantheeswarar

Christopher White

Community Food Centres Canada

Companies Who Care

CP24 Chum Christmas Wish Fund

Dan & Paula Carter

Dan Gazarek

Dan Walters

Domenic Albis

Durham Region Housing

Durham Region Transit

Durham Regional Police Service

EHC Global

Elexicon Energy

Enbridge: Regular and Volunteer Grant Programs Fund, held at Vancouver Foundation

Francis Garwe

Giant Tiger, DRPS, B&G Towing and Recovery

Government of Canada's Emergency Community Support Fund and Durham Community Foundation

Government of Canada's Emergency Community Support Fund and United Way of Durham Region.

Harry Deeg

Herman Kassinger Foundation

Ijade Maxwell Rodrigues

Jeff Dart

Joanne Brown

Juanita King

Julie MacIsaac

Kelly Ng

Khaled Ismail

Kim Lepine

Krita Sawh

Laurie Reid

Lysyk Family

Miziwe Biik Development Corporation

Ontario Power Generation

Ontario Secondary School Teachers' Foundation

Oshawa Power (OPUC)

Paul Zamiska

Sarita Borrego

Schlegel Villages

Sheryl Lavery

Shirley Guppy

Society of United Professionals, IFPTE 160 - Indigenous Relations Committee

Sophia Aquilina

Stephen Butchard, IG Wealth Management

Carolyn Hunt

St. Peter's Anglican Church

Sue Ann Gorassi

Telus

Telus @friendlyfuturefoundation

Terry Ward

The Embassy

The Neighbourhood Hero's Association of Toronto

The Shadigee Investment Corporation (Al Libfeld)

The Sprott Foundation and Community Food Centres Canada through The Good Food Access Fund.

The Town of Ajax COVID-19 Special Response Funding

Toronto Ustav Association

Total Aviation & Airport Solutions

Whitby Mayor's Community Development Fund (COVID Response) – Community Connections (partnership) White Oaks

Whitby Mayor's Lead Cause Grant



COMMUNITY PARTNERS

A Place Called Home
Abilities Centre
AIDS Committee of Durham Region
Ajax EarlyON Child and Family Centres – Region of Durham
Ajax High School
Ajax Public Library
Agilec
Alzheimer’s Society of Durham Region
Anderson C.V.I.
Archbishop Denis O’Connor Catholic High School
Athabasca University
Back Door Mission
Bayview Heights Public School
Bethesda House
Bobby Orr Public School
Boys and Girls Club of Durham Region
Brock Community Health Centre
Canadian Cancer Society—Durham
Canadian Hearing Society
Canadian Mental Health Association Durham
Catholic Family Services of Durham
Central East Community Care Access Centre
Central East Local Health Integration Network
Central Lake Ontario Conservation Area
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 Public School
Clarington Community Services Department
Community Care Durham
Community Connections (White Oaks)
Community Development Council Durham
Community Wellness Learning Advisory Committee
C.O.P.E. Mental Health Services (Community Care Durham)
Cornerstone Community Association
Dr. C. F. Cannon Public School
David Bouchard Public School
Denise House
Diabetes Canada
Dnaagdawenmag Binnoojiiyag Child and Family Services (DBCFS)
Downtown Oshawa BIA
Dunbarton High School (Transition to Work)
D.R.I.V.E.N.
Durham Alternative Secondary School
Durham Black Educators’ Network
Durham Cancer Society
Durham Children and Youth Planning Network
Durham Children’s Aid Society
Durham Collaborative Framework
Durham College
Durham Children’s Aid Society
Durham Connect
Durham Continuing Education
Durham Catholic District School Board
Durham District School Board
Durham Distress Centre
Durham Family Services
Durham Family Court Clinic
Durham Financial
Durham Infant Development
Durham Mental Health Services
Durham Midwives
Durham One
Durham Rape Crisis Centre
Durham Region Aboriginal Advisory Circle
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
Durham Youth Services
Eastdale C.V.I.
École Élémentaire Catholique Jean-Paul II
École Secondaire Catholique Saint-Charles-Garnier
École Ronald-Marion
Enaahitig Healing Lodge and Learning Centre
Entiété 4
Faith Place
Family & Community Action Program
Father Joseph Venini Catholic School
Feed the Need Durham
Fleming College
Frontenac Youth Services
Gate 3:16
G.L. Roberts C.V.I.
General Motors Action Centre
Girls Inc.
Glen Grove Public School
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
Holy Trinity Catholic Secondary School
Human Resources and Skills Development Canada
Indigenous Diabetes Health Circle
John Howard Society of Durham
Kennedy House
Kinark Child and Family Services
Kujenga Wellness Project
Lakeridge Health
Lakeridge Health, Central East Regional Cancer Program
Lakeview Harbourside Complex
Lakewoods Public School
Lester B Pearson Public School
Mary Street Community School
McLaughlin C.V.I.
Métis Family Well-Being



Métis Nation of Ontario
 Ministry of Children, Community and Social Services
 Ministry of Health and Long-Term Care
 Ministry of Heritage, Sport, Tourism and Culture Industries
 Mississaugas of Scugog Island First Nation
 Miziwe Biik Development Corporation
 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 Centres
 Ontario Health East
 Ontario Power Generation, Indigenous Relations
 Ontario Shores Centre for Mental Health Sciences
 Ontario Tech University
 Ontario Tech University, Indigenous Education and Cultural Services
 Ontario Works Program
 Ontario Trillium Foundation
 Oshawa Children's Community Fair
 Oshawa and Durham Region Métis Council
 Oshawa Power and Utilities Corporation
 Oshawa Public Library
 Oshawa Senior Community Centres +55
 Oshawa YMCA
 Ottawa Model for Smoking Cessation Division of Prevention & Rehabilitation
 University of Ottawa Heart Institute
 PARN
 PFLAG Durham Region
 Pickering Public Library
 Pierre Elliott Trudeau Public School
 Pine Ridge S.S.
 Pinewood Centre of Lakeridge Health
 Port Hope CHC
 Queen Elizabeth Public School
 Region of Durham – Best Start Network
 Regional Municipality of Durham - Housing Services
 Region of Durham – Housing
 Region of Durham Paramedic Services
 Resources for Exceptional Children & Youth – Durham Region
 Roland Michener Public School
 Rose of Durham Young Parents Support Services
 Rouge Valley Health Inc.
 Ryerson University - Early Childhood Education Program
 Ryerson University - Nursing Program
 Safe Hope Homes
 St. Andrew's Church
 St. George's Anglican Church
 St. Luke's C.S.
 St. Thomas Aquinas C.S.
 St. Vincent's Food Kitchen
 Salvation Army
 Senior Care Network
 Sick Kids Hospital
 South Oshawa Community Centre
 Southern Ontario Aboriginal Diabetes Initiative (SOADI)
 Spirit of Service

Strategic Planning Alliance for Children and Youth - Leadership Council
 Supervised Access to Care
 St. Christopher C.S.
 Teen Parenting Program
 The Refuge
 The Ontario Trillium Foundation
 The Village of Taunton Mills
 Therapeutic Touch Healers Durham Region
 Town of Ajax
 Town of Whitby
 Transition House
 Transition to Work Program (Ajax S.S. and J. Clarke Richardson S.S.)
 Transgender Connection
 Trent Hills Family Health Team
 Trent University
 Unemployed Help Centre
 University of Toronto Faculty of Social Work
 Victim Services
 Village Union Public School
 Vincent Massey Public School
 Victorian Order of Nurses
 VPI Working Solutions
 Walters Rx
 We Grow Food
 Welcome Centre Immigration Services
 Western University
 Willow Park
 Woodcrest Public School
 Working Together on Homelessness Issues
 Women's Resources
 Women's Multicultural Resources and Counselling Centre of Durham
 Welcome Centre
 YMCA Employment and Community Services
 YMCA of Greater Toronto
 YWCA Durham
 Youth Justice Network



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Kimberly Loenhardt, Community Mental Health Worker
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Romeo Benedicto, Personal Support Worker
Rudi Nelson, Senior Custodian
Sabrina Pacheco, Manager Clinical Services
Sajeeban Baskaran, Youth Outreach Worker
Salisha Mohamed, Therapist
Sameem Shah, Nurse Practitioner
Sandra Kicinko, Executive Assistant
Shantel Freeburn, Community Facilitator
Sharon Hur, Youth Outreach Worker
Shirley Guppy, Registered Nurse
Stephanie Griffin, Gain Triage Registered Nurse
Stephanie Osaseri, Therapist
Stephanie Parsons, GAIN Coordinator
Tatyana Markov, Diabetes Nurse Educator
Teresa Di Martino, Coordinator - Hepatitis C
Tracy McGillis, Occupational Therapist
Troy White, Indigenous Community Facilitator
Tshun Pang, Nurse Practitioner
Valery Harnum, Diabetes Education Program, Administrator
Vanessa Freire, Custodian
Wai Hung Wong, Therapist
Yasir Khan, Physician
Yukti Widge, Clinic Coordinator/Therapist
Zuvia Naseem, Registered Dietitian



TESTIMONIALS

TESTIMONIALS FROM OUR SENIOR'S TASTE OF HOME PROGRAM

“

I Love the meals and look forward to having them. I also never had Quinoa before and it was out of this world.

- Violet H.

”



“

I love all the meals. I have never been disappointed. I don't eat all day so I can eat the whole meal when it arrives. I really hope this program continues as I look forward to it.

- Robert C.

”

PARTNER TESTIMONIAL – DURHAM ELDER ABUSE NETWORK

“

In the spring of 2020, shortly after the state of emergency due to COVID-19 was declared, Sherril Belille and staff from Carea Community Health Centre decided to do more than talk about food insecurity for families living in the community housing sites operated by Regional staff on behalf of the Durham Regional Local Housing Corporation (DRLHC). Their discussions blossomed into developing a variety of food programs to support DRLHC residents, including seniors. While the initiative wasn't meant to feed all seniors every day, at a time when many people have been feeling the detrimental effects of loneliness, they accomplished great success in reaching out and reassuring residents that they were not forgotten.

”





A local collaborative of faith communities and social service agencies have partnered together to launch the **Spirit of Service Sponsorship Program**, an innovative and unique program designed to assist those living unsheltered in Oshawa. The pilot project models itself after the highly successful refugee sponsorship model. 18 trained volunteers provide long term social connections and support for individuals as they transition into stable housing and address personal concerns.

The Spirit of Service Sponsorship Program is overseen by a Steering Committee made up of representatives of faith leaders, social service agencies, post-secondary institutions, business community and local government. Carea is the anchoring organization to this community collaborative by managing referrals to the program and supporting the sponsor teams.



In November, twin sisters joined the Spirit of Service Sponsorship Program during the initial phase of the pilot program. They had been experiencing homelessness and had spent some time in a women's shelter in Whitby.

The first task their team of sponsors were faced with was finding affordable housing. After a few months of actively searching, the team was able to advocate and negotiate an affordable rent for the twins along with utilizing a rent supplement from Spirit of Service Program. The twins moved into their apartment in February. The sponsors secured donated furniture and assisted with the move, a very happy moment for everyone. The twins have goals of attending school in the fall and they currently attend many virtual support groups. Spirit of Service was able to financially assist with much needed Internet.

The twins recently attended a Durham College open house and are excited about their future. They continue to work on the goals they hope to achieve for the duration of their time with Spirit of Service.

We are actively fundraising for this program so we can continue to offer rent and food supports along with other items of necessity so more individuals can take part in this unique initiative.



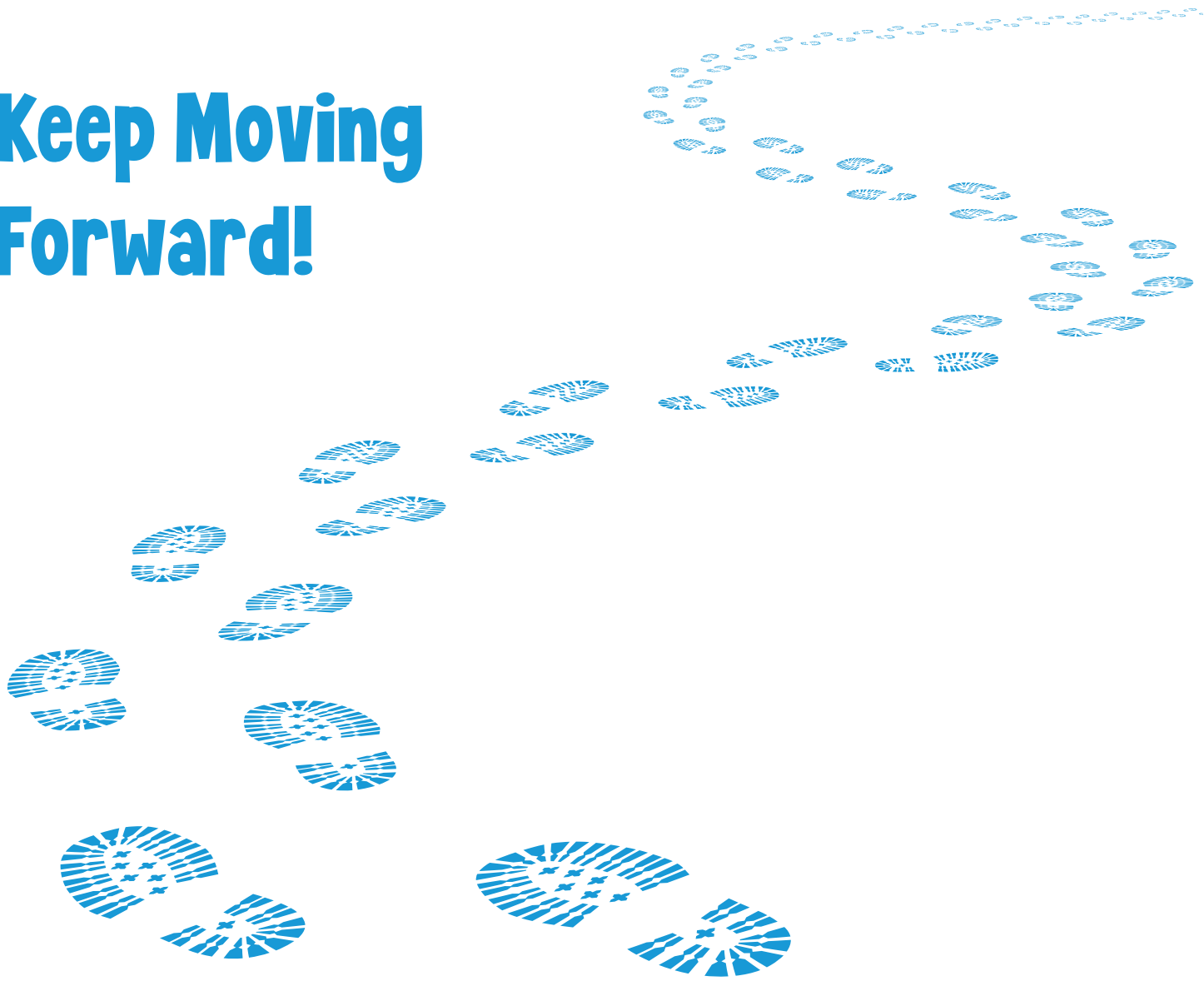
**WE CAN'T DO WHAT WE DO,
WITHOUT YOUR HELP.**

Please donate through our website at www.careachc.ca or call us at **905-723-0036 x1229**

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



Keep Moving Forward!



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

Ajax Site | 905-428-1212
360 Bayly St. W., #5, Ajax ON L1S 1P1

Whitby Site - GAIN Team | 289-509-0601 x1409
3790 Brock St. N. (Taunton Mills), Whitby ON L1R 0H2

Whitby Site - Child & Youth Mental Health | 289-509-0603 x3200
1615 Dundas St. E. #211, West Tower, Whitby ON L1N 2L1

Pickering Site | 905-420-0333
1450 Kingston Road, #17, Pickering, ON L1V 1C1

Oshawa Site - Child, Youth and Family Clinic | 905-743-9960
1320 Airport Blvd, Oshawa, ON L1J 0C6

1-877-CAREA17 (1-877-227-3217)
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