



# *Growing our Impact*

## **Carea Community Health Centre Impact Report**

2021-2022



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## About Carea:

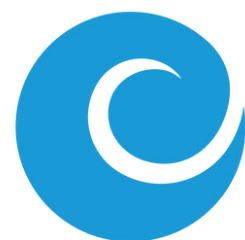
Carea is a registered, charitable organization providing a wide range of free health services and wellness programs to community members across Durham Region.

We are an interprofessional group of staff that include team members such as physicians, specialists, healthcare staff, mental health professionals, program and support staff. Our expert team provides a wide range of healthcare, mental health, and social services that are inclusive, equitable and accessible to all.



# Table of Contents

02	Letter from Leadership	08	Cultivating Resilience	18	Our Supporters
03	Rooted in our Values	10	Carea Client Story: Meet Lori	19	Our Board
04	A Year of Growth	13	Deepening our Roots	20	Our Financials
05	Sharing the Harvest	16	Our Community Partners		



# Letter from Leadership



In March 2021, we marked the second year of the COVID-19 pandemic – a second chapter in a health crisis that will define our time. Since the onset of the pandemic, Carea Community Health Centre kept its doors open and even ramped up support to provide our community with safe and accessible care – to alleviate strain on our health care system.

Riding wave after wave of the pandemic in 2020, we knew we no longer could just weather the storm in 2021-2022 but instead find new ways to grow our services, programs, and resources to benefit the community we serve, setting everyone up for success beyond this pandemic. This past year, we've truly grown our impact across Durham Region. This has been a year defined by our ability to cultivate resiliency in our clients, establish roots in the community, and our capacity to plant seeds for increased healthy equity.

As you read through this year's Impact Report, you'll get to see:

- How we were able to reach close to 150,000 community members through our COVID-19 outreach efforts, supporting equity-deserving populations in their journey to getting vaccinated
- How we honoured important events, like Truth & Reconciliation Day, and how supporting our Indigenous community is paramount at this time
- How these outcomes and impacts are fueled by a team who is passionate about community health and driven by the strong community partnerships we've fostered in Durham Region

We want to thank the board and staff at Carea for their unwavering commitment to our clients and community. Your passion and dedication this past year has been inspiring. You've stepped up in countless ways to ensure that no client gets left behind. The way you live Carea's values day after day is something to be celebrated.

To our partners and supporters, your continued commitment to building healthier communities alongside our organization has been so impactful to our ability to grow this year. As a charity, we rely on the generosity of our donors and supporters to run our community programs and without your support we would not have been able to achieve many of our most notable accomplishments. Thank you for your contributions of time, talent, and treasure – the journey to a healthier and more equitable community is one that we must work towards together.

We look forward to what this next year will bring, honoring the groundwork that has been laid these past two years. Our community needs us. They need us to continue striving towards healthy equity, through quality, innovative, and integrated models of care. This is how we build healthier communities, together.

**Thank you. Merci. Miigwetch.**



**Laura Boyko**  
Board Chair



**Francis Garwe**  
Chief Executive Officer

# Rooted in Our Values



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.

We demonstrate this care 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 bring hope & dignity to every member of our community.

## OUR VISION

Building healthier communities together

## OUR MISSION

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

## OUR VALUES

**Trustworthy:** We act with integrity and are accountable to our clients, funders, and partners

**Inclusive:** Everyone matters and is welcomed and respected

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

**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

# A Year of Growth

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**8,057**  
Clients Served



**37,939**  
Client Appointments



**17,474**  
Visits to our Programs



**146,049**  
Community Members Reached

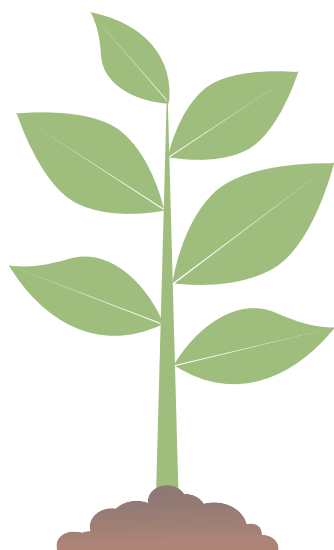
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**11,378**  
PPE Kits Distributed



**2,508**  
COVID-19 Tests  
at Pop-Up Clinics



# Sharing the Harvest



Strategic Direction: Focus and strengthen our impact on priority populations & neighbourhoods

We know that equity-deserving communities have faced significant barriers since the onset of the COVID-19 pandemic. Our focus on priority populations and neighbourhoods in 2021-2022 has allowed us to strengthen our impact on the communities that need us the most. This year, we've been able to reinforce our commitment to the following populations in Durham Region: 2SLGTBQ+, Newcomers, Low-Income, Black, and Indigenous Peoples.

## Program Highlight: Honoring & Supporting Indigenous Peoples

Carea is committed to reconciliation and partnership with Indigenous communities. We offer a wide range of Indigenous-led programming that provides a variety of culturally relevant activities and events to serve Turtle Island's diverse urban Indigenous community. As a trusted community partner, we collaborate with numerous organizations to provide the best possible care for our clients.

On the first National Day for Truth and Reconciliation, otherwise known as Orange Shirt Day, Carea gathered with our community partners and clients to commemorate this important day. We invited folks to join us to plant orange tulips at our Oshawa location. September 30th is a day that honours the lost children and survivors of residential schools, their families and communities. Recognizing this day as a Community Health Centre is an important step in the reconciliation process.



# Sharing the Harvest



## Program Highlight: Black-Focused Vaccination Clinics

To support equity-deserving communities in accessing COVID-19 vaccines, Carea organized nine pop-up vaccination clinics with key partners such as the Black Physicians Association of Ontario (BPAO), the Region of Durham, Lakeridge Health, DurhamONE, GOVAXX, and the Durham Tamil Association, to provide a welcoming, inclusive and safe experience for all.

Hosted locally at spaces in Durham, our first clinic was held at Pickering High School in June 2021, and was an overwhelmingly successful weekend filled with live music, food, and health education where 1,247 first and second doses were provided to our community.



**A big thank you to every single team member at this exceptionally well organized pop-up clinic for such tremendous guidance, greeting, compassion, and care. You changed my months long skepticism and nervousness into an experience of total comfort.**

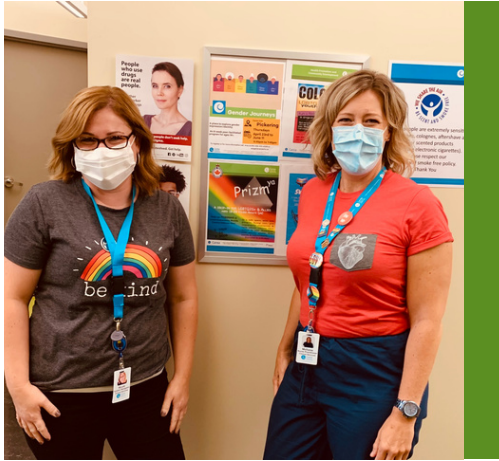


**Got my second shot today. Thank heavens for pop-up clinics and the great people at Carea who made today possible!**





# Sharing the Harvest



## Program Highlight: Gender Care for Durham Region

The importance of serving and welcoming people of diverse gender identities has been critical throughout the pandemic. Our Inter-professional Gender Care program, launched in April 2021, and is focused on creating a safe, confidential, inclusive, and affirming space for trans, gender expansive, non-binary and questioning youth and adults in the Durham Region.

Since its launch, 153 clients have been seen through this program and the team works with over 60 primary healthcare providers to support and refer clients. The team includes a Registered Nurse and System Navigator who are working with a powerful network of medical professionals, community supports and advocates in the Gender Care community.

## Program Highlight: Speaking with Newcomers about COVID-19

To increase access to public health information regarding COVID-19 and to reduce community spread of the virus, Carea's outreach team translated resources and important documents into 23+ languages to support newcomer and immigrant populations in Durham Region. Having translators and supports available to folks in their own language at testing and vaccination sites allowed our team to reduce key barriers that newcomers were facing when trying to access information about the pandemic and ways to stay safe.



# Cultivating Resilience



Strategic Direction: Invest in our greatest assets to enable continued success

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. Carea's comprehensive services address the complex picture of human health. This means we consider the social, emotional, economic, health and developmental circumstances an individual is experiencing when accessing services.

Our wraparound services are provided by a multidisciplinary team who addresses these contributing factors to an individual's health outcomes. Through this holistic approach, we have been able to cultivate resiliency of our clients.



Image Credit: Alliance for Healthier Communities



At the beginning of the pandemic, we were focused on getting our clients and community through the next day – activities like supporting their food insecurity through food bank donations, booking vaccine appointments, and providing virtual care options.

Now in the second year of the pandemic, we've been able to grow this support to focus on how our clients can centre themselves in their own health & wellbeing – towards outcomes like securing stable housing, learning how to cook on a budget, and building healthy coping skills for their mental health. These tools of resiliency are what transforms lives and builds healthier communities.

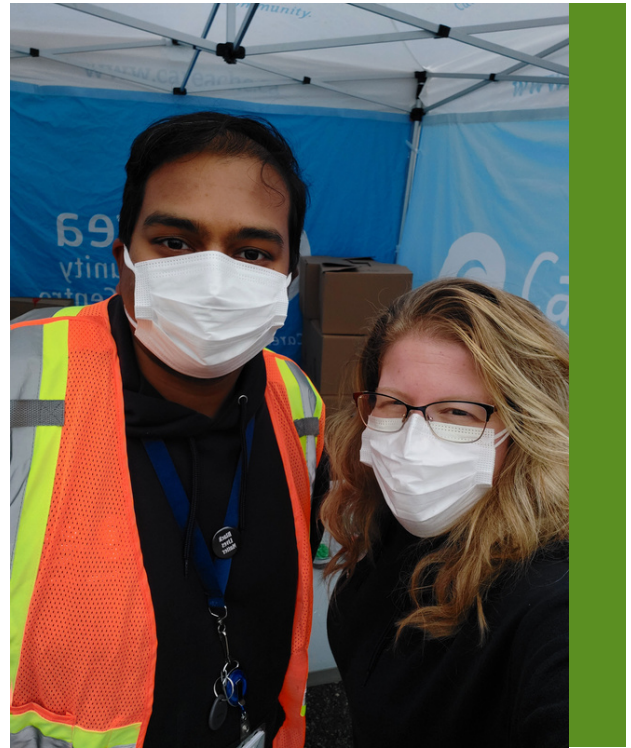
# Cultivating Resilience



## Program Highlight: Welcoming the Unsheltered

During a year that faced continued layoffs, increasing cost of living, ongoing community spread of COVID-19 and continued lockdowns, those without a place to call home faced numerous barriers. In 2021, our Welcoming Streets program expanded its support to folks across Durham Region. Previously only serving the downtown core of Oshawa, this team has expanded its services to community members across the region (Ajax, Pickering, Whitby, and Oshawa) who experience chronic and episodal homelessness by providing intense case management with a focus on housing. The goal: Reducing homelessness in Durham Region.

Since March 2021, this program has housed 27 individuals. Finding them a place to call home, in a supportive, inclusive, and dignified way. During such a tumultuous year, the Welcoming Streets program has supported over 43 households through housing insecurity. This looks like providing bus tickets to get to a job interview, providing a hot lunch on a cold day, and covering bills through a month of continued job insecurity. All with the intention of building resilience to secure, maintain, and thrive in a place they can call home.



# Carea Client Story: Meet Lori



**I've been involved in community programs through Carea for the past several years now. I'm so grateful for the wide variety of supportive programs that are offered from pregnancy through childhood.**

When my daughter was pregnant with my grandson, she was introduced into the Carea community, and it was so helpful for her as well as myself to be able to have a nice and clean place to feel comfortable meeting with others and being able to support and be supported by people who were going through some of the same experiences together.

As a single mother I felt good that my daughter had such a good support team, and I was happy to go with her and my grandson to programs. The staff are always super friendly and knowledgeable making it easy to feel comfortable talking about concerns and problems that you might be having whether it's with your children or partner or living arrangements or about yourself.



When I became unexpectedly pregnant with my third child, I began to attend the programs for myself with my baby and I can say it was honestly a highlight of my week. We thoroughly enjoyed ourselves. The guest speakers kept the interest level high - we had yoga, nutritional specialist, and a sleep consultant just to name a few. We always had a topic of the day that would give us a starting point for the conversation and the snacks were always yummy.

**I was truly lost when COVID came along, and everything got shut down but thankfully they had online meetings.**

As someone who suffers with mental disabilities it is often a struggle to get out and involved in community events as I tend to just feel uncomfortable once I'm there but for some reason I thankfully feel good when I attend the programs and feel supported when I need to talk about concerns, I'm having. This is big for me.

**I truly need the support that is given through Carea, they make my family's life easier and better.**

I'm also very thankful for the food donations that Carea give us. The hampers are always well packed with a great variety of foods that are actually packed in a way that you can make meals out of it. I often only have to buy one or two things to complete a dinner for example we get pasta, sauce and sweet peppers so I buy some ground beef and that's a dinner. I'm excited to receive my hampers and plan my dinners with the ingredients provided it really helps me being that I'm on a fixed income and the price of groceries has gone up.

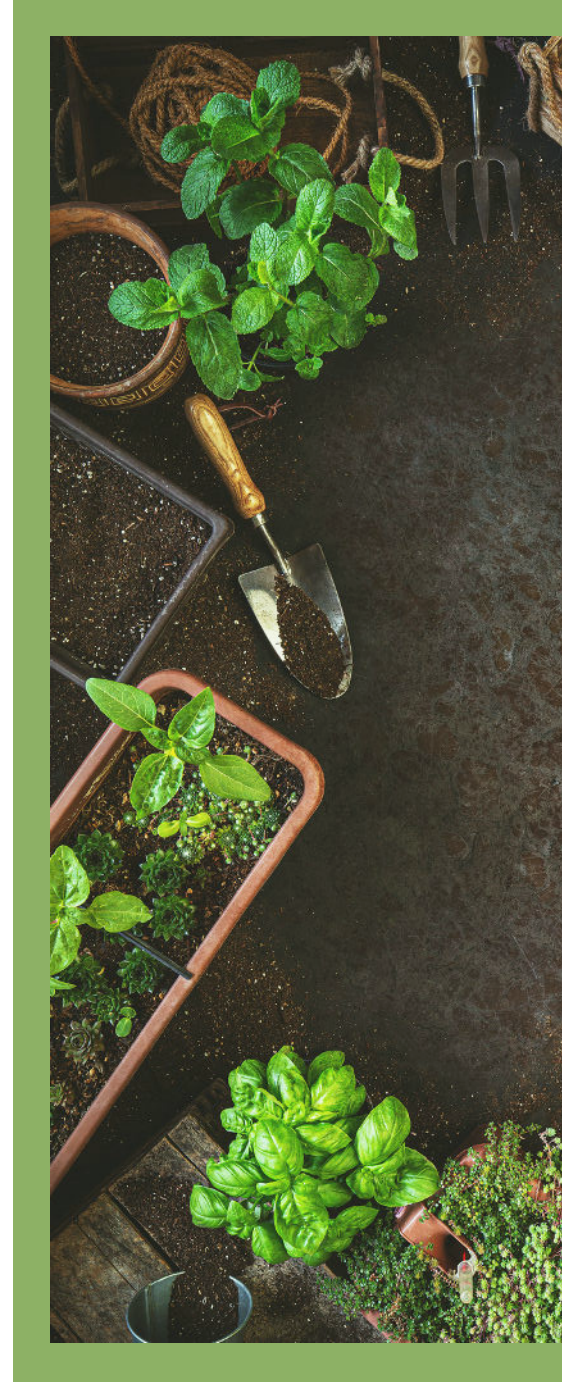
Over the years I've attended:

- Baby Steps
- Early On
- Cooking with Daisy
- Food Donation Hampers
- Christmas Hampers

And there are more I'm sure I'm forgetting to mention.

**I know words will never be enough to express the gratitude I feel but thank you, you guys are truly making a difference.**

- Lori



# Cultivating Resilience



## Program Highlight: Support for Seniors

An important community program we offer is our Geriatric Assessment and Intervention Network (GAIN) Program. This program works to provide integrated and accessible care to enhance health and social well-being in our community for Seniors. Given the extreme isolation for this population during the pandemic, the importance of offering at-home care that is targeted and supportive has been critical.

Here's how the program supports clients:

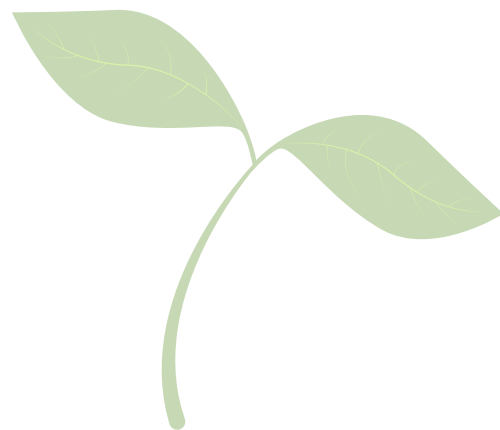
An 80 year-old client was referred to GAIN by his primary care provider for cognitive, functional, and physical/mobility concerns.

They were concerned about his memory decline, his chronic disease management, pain, and falls.



The goal: To try and keep him healthy and living at home. Our GAIN team visited the client at home to complete a comprehensive geriatric assessment. Through this assessment the team was able to diagnose his dementia, provide proper medication, coordinate a Dietitian visit and provide virtual physical therapy activities to keep him active and healthy. Additionally, we were able to coordinate referrals to at least three community partners, including the Alzheimer Society for cognitive therapy, Community Care for an occupational therapist, and a local Seniors Centre for in-person exercise programs.

Through this holistic care, the client has been able to improve his physical activity levels, feel safe in his home again and has experienced an overall increase in his health and wellbeing. It's client journeys like this that show the power of integrated and accessible care that Carea provides every day.



# Deepening our Roots



Strategic Direction: Implement innovative integrated delivery models with our partners

Carea Community Health Centre is a trusted partner in Durham Region’s healthcare sector. We work with a number of organizations across sectors to achieve outcomes for our clients and community members. Throughout the fiscal year, we were able to deepen our roots with our longstanding partners and grow towards new partnerships to better support our clients and community.

## Expanding across the Region: New Clinic for Children, Youth & Families

In June 2021, Carea was proud to open our newest clinic in Durham Region, in partnership with Durham Children’s Aid Society. We developed and implemented a Hub in Oshawa with an Integrated Service Model designed to innovate and sustain specialized children and youth services in Durham Region. This Hub is open to all residents of Durham Region and has allowed for increased pediatric services for socially and medically complex patients, providing in-house medical clinical and psychiatric services.

**200**  
Clients Served  
Since June 2021



# Deepening our Roots



## 'Tis the Season: Holiday Giving at Carea

During the holiday season, the Carea Community stepped up to provide food, warmth and joy to families across Durham Region. Thanks to the generous support of our partners, our clients were the grateful recipients of toys, books, food hampers and gifts just in time for the holidays.

**300**  
Clients received  
a Holiday Meal

**237**  
Families received a  
Toy & Food Hamper

**291**  
Families kept warm  
with our Winter Bundle  
Program



If you're interested in hosting a fundraising event or would like to donate to Carea, please visit:

[www.careachc.ca/donate](http://www.careachc.ca/donate)

**Fundraise for Carea.**  
**Change a Life.**





# Deepening our Roots



## Community Connections

In neighbourhoods like Lakeview Harbourside in Oshawa, White Oaks in Whitby, and Riverbreeze in Ajax, Carea was able to create meaningful connections to support these communities who were continuing to be hit hard by the impacts of the pandemic.

Food, music, and friends are what brought us together and the sharing of important public health information at these events is what kept everyone safe.

At these events and through our community partners, we've been able to distribute over 11,378 PPE kits and rapid antigen tests to help reduce the community spread of COVID-19!



**On behalf of the AIDS Committee of Durham Region, I want to say thank you for the rapid antigen tests. These kits make such a difference to us as they help to keep our community members with compromised immune systems safe.**



# Our Community Partners



Abilities Centre  
Agilec  
AIDS Committee of Durham Region  
Ajax High School  
Ajax Public Library  
Alzheimer's Society of Durham Region  
Back Door Mission  
Bawaajigewin Aboriginal Community Circle  
BETTER HEALTH: Durham  
Black Physicians Association of Ontario  
Black Scientist Task Force  
Bobby Orr Public School  
Boys and Girls Club of Durham Region  
Brock Community Health Centre  
C.O.P.E. Mental Health Services  
Canadian Mental Health Association Durham  
Catholic Family Services of Durham  
City of Oshawa  
City of Pickering  
Clarington Community Services Department  
Community Care Durham  
Community Connections (White Oaks)  
Community Development Council Durham  
Cornerstone Community Association  
DARS  
David Bouchard Public School  
Diabetes Canada  
Dnaagdawenmag Binnoojiiyag Child & Family Services  
Dr. C. F. Cannon Public School  
Dunbarton High School  
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  
Durham Continuing Education  
Durham District School Board  
Durham Family Court Clinic  
Durham Family Services  
Durham Infant Development  
Durham Mental Health Services  
Durham Region Aboriginal Advisory Circle  
Durham Region Public Health Department  
Durham Regional Police Services  
Durham Tamil Association  
Durham Youth Services  
DurhamONE  
EarlyON Child and Family Centres  
École Élémentaire Ronald-Marion  
École Secondaire Catholique Saint-Charles-Garnier  
Enahtig Healing Lodge and Learning Centre  
Entité 4  
Faith Place  
Family & Community Action Program  
Feed the Need Durham  
Fleming College  
Frontenac Youth Services  
G.L. Roberts C.V.I.  
Gate 3:16  
Girls Inc.  
Glen Street Public School  
GOVAXX  
Grandview Children's Centre  
Habitat for Humanity Durham  
Health Commons Solutions Lab  
Healthy Babies/Healthy Children  
Henry Street High School  
Holy Trinity Catholic Secondary School  
Home and Community Care Support Services - Central East  
J. Clarke Richardson Collegiate  
John Howard Society of Durham  
Kedron United Church  
Kennedy House  
Kinark Child and Family Services  
Kujenga Family Wellness Project  
Lakeridge Health

# Our Community Partners

Lakeview Harbourside Complex  
Lester B Pearson Public School  
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  
Muslim Welfare Home  
Notre Dame Catholic Secondary School  
Ontario Early Years Centres  
Ontario Health East  
Ontario Power Generation  
Ontario Tech University  
Ontario Works Program  
Oshawa and Durham Region Métis Council  
Oshawa Public Library  
Oshawa Senior Community Centres +55  
Oshawa YMCA  
Ottawa Model for Smoking Cessation Division of Prevention & Rehabilitation  
PARN  
PFLAG Durham Region  
Pickering Anti-Black Racism Task Force  
Pickering High School  
Pickering Public Library  
Pine Ridge Secondary School  
Pinewood Centre of Lakeridge Health  
Queen Elizabeth Public School  
Regional Municipality of Durham  
Resources for Exceptional Children & Youth – Durham Region  
Rose of Durham Young Parents Support Services  
Salvation Army  
Schlegel Villages  
South Asian Health Network  
Southern Ontario Aboriginal Diabetes Initiative  
St. Mary's Catholic Secondary School  
Terry Fox Public School  
The Refuge  
Town of Ajax  
Town of Whitby  
Transgender Connection  
Unemployed Help Centre  
University of Ottawa Heart Institute  
Victim Services  
Walters Rx  
We Grow Food  
Welcome Centre Immigration Services  
Women's Multicultural Resources and Counselling Centre of Durham  
YMCA Employment and Community Services  
YMCA of Greater Toronto  
YWCA Durham



**Schlegel Villages believes in developing our homes as community hubs which depend on valued partners like Carea who deliver high quality, and easily accessible services, for the benefit of all local residents and families. At the Village of Taunton Mills in Whitby the presence of Carea and its GAIN clinic has established a history of successfully providing access to integrated health services through a team of qualified physicians, nurses and allied health professionals. Schlegel Villages is fortunate to be partnered with Carea now and into the future.**

**- James Schlegel, President & CEO, Schlegel Villages**



# Our Supporters

Aleem Sufi  
Alicia Jordan  
Amie Turnbull  
Andrew Carnovale  
Angela Fenton  
Angelique Dias  
Arthur Soler  
Barbara Teskey  
Beverley Whitbread  
Bindia Darshan  
Black & McDonald Limited  
Bob Chapman  
Carol Lyman  
Cathy Cavanagh  
cbi HEALTH  
Centre for Canadian Nuclear  
Sustainability, OPG  
Charities Aid Foundation Canada  
Chithakan Nantheeswarar  
Chris Evans  
Christopher White  
CHUM Charitable Wish Foundation  
Custodio Fernandes  
Derek Giberson  
Don Wilson Foods Limited  
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Durham Community Foundation  
Durham Regional Police  
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Laurie Reid  
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Lions Club of Courtice  
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Mariam Sarwar  
McDonald's Restaurants of  
Oshawa & Clarington

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Morgan Chapman  
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Schlegel Villages  
Shawn Smyth  
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Snezana Biorac  
St. Peter's Anglican Church  
Stephanie Osaseri  
Stephen Piazza  
Sue Ann Gorassi  
Suzanne Reiner  
Terry Ward  
The Embassy of the Kingdom of God  
The Regional Municipality of Durham  
The Shadigee Investment Corporation  
The Starbucks Foundation  
Tyler Frederick  
Val Kolesnikov  
Whitby Dolphins Inc.



# Our Board

**Laura Boyko, Board Chair**

**Aleem Sufi, Vice Chair**

**Phil Johnson, Secretary**

**Brian Hudson, Treasurer**

**Bindia Darshan, Director**

**Elizabeth Freedman, Director**

**Neil Chakraborty, Director**

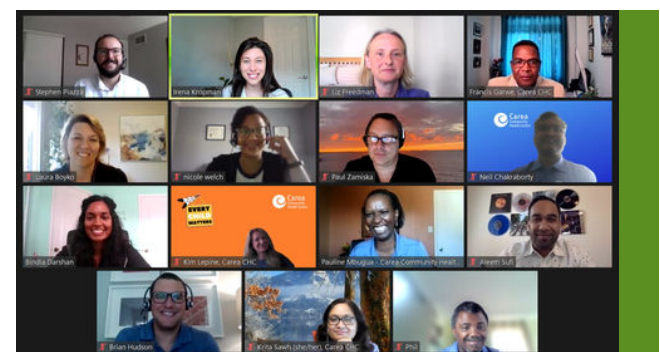
**Nicole Welch, Director**

**Stephen Piazza, Director**

**Harry Deeg, Director**

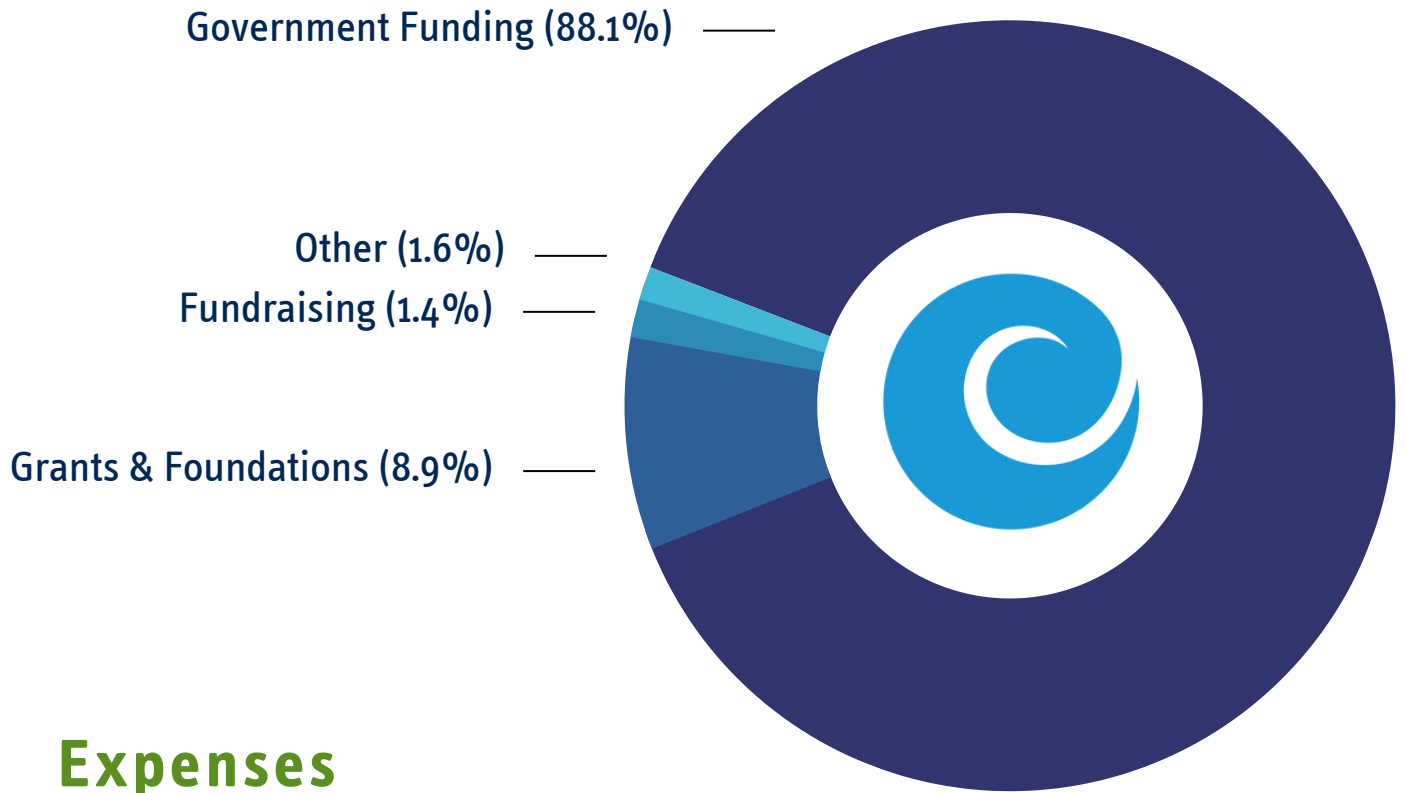
**Paul Zamiska, Director**

**Francis Garwe, Chief Executive Officer**

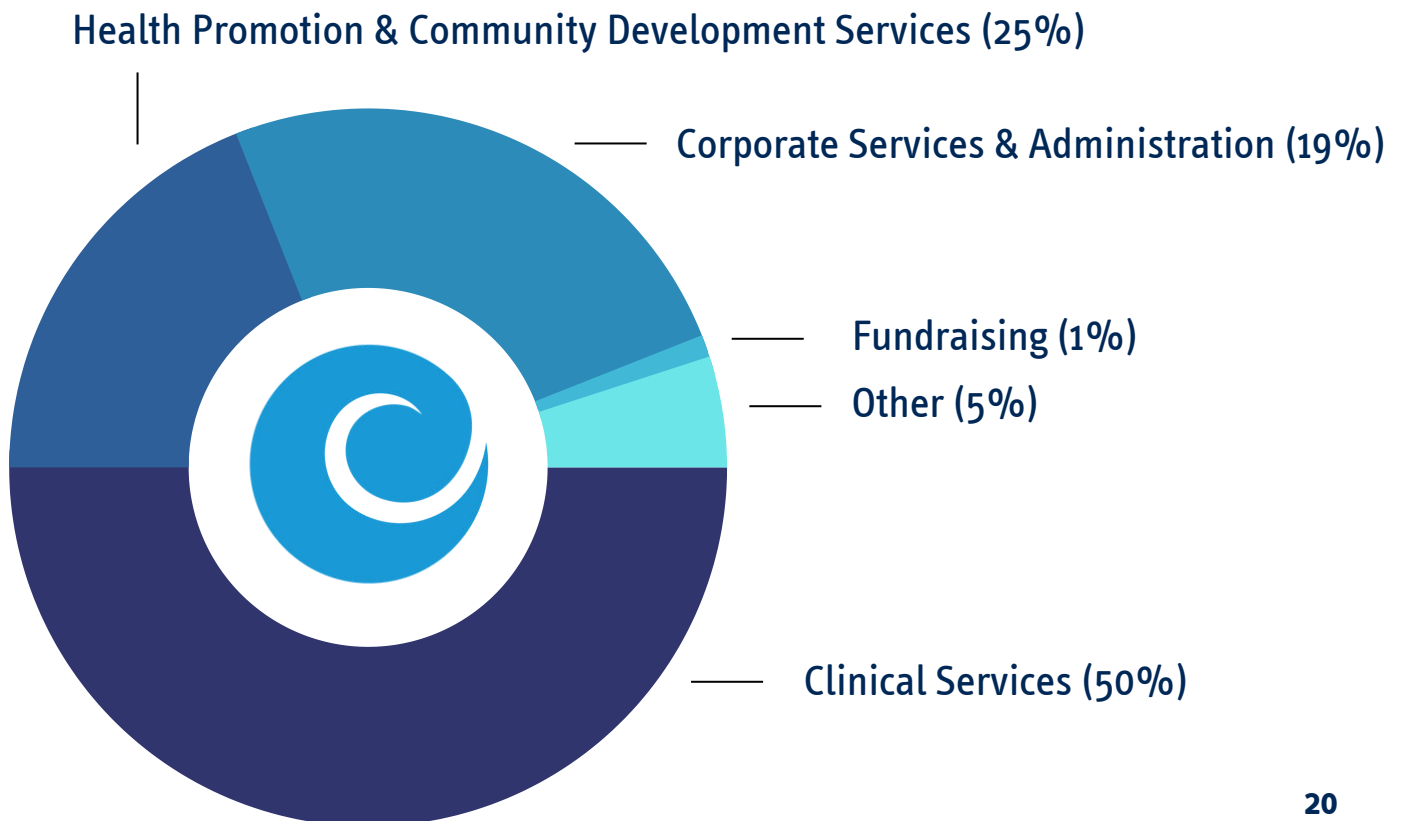


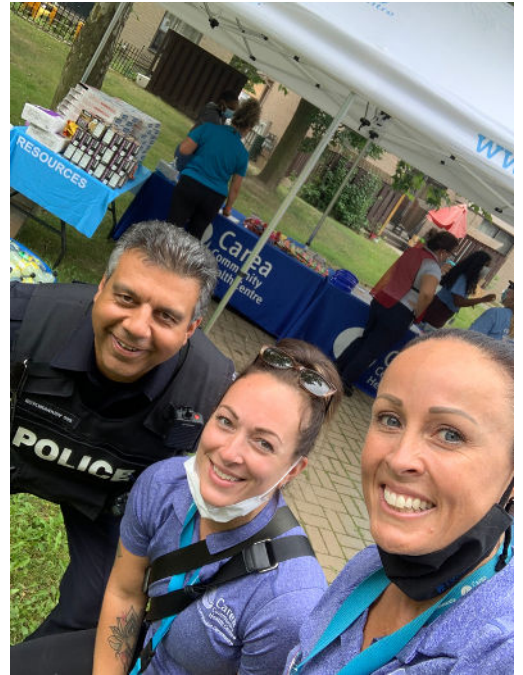
# Our Financials

## Revenue



## Expenses





**Thank you to our Carea Community!  
Together, we're building healthier  
communities.**



*Care.Compassion.Community.*

[www.careachc.ca](http://www.careachc.ca) | [info@careachc.ca](mailto:info@careachc.ca)

1-877-227-3217



@careachc

Charitable Registration # 119158137 RR0001