

Our Health. Our Community. Our Durham

**Durham Community
Health Centre**
Impact Report

2022 - 2023



Our Health. Our Community. Our Durham.

Formerly known as Carea Community Health Centre

LAND ACKNOWLEDGEMENT STATEMENT

Durham Community Health Centre would like to acknowledge that the ancestral land on which we live, and on which our Agency provides services, is the traditional and treaty territory of the Mississaugas of Scugog Island First Nation.

We acknowledge the people who live on and care for this land, the Mississaugas of Alderville First Nation, Curve Lake First Nation, Hiawatha First Nation, Scugog Island First Nation, The Chippewas of Beausoleil First Nation, Georgina Island First Nation, Rama First Nation, and Nations who gathered on this territory pre-treaty. This Territory is, and has been, home to many Indigenous Peoples and is covered by the Williams Treaties of 1923.

As a Community Health Centre, we recognize the traumatic impacts that the health care system has and continues to have on the health and well-being of First Nation communities.

As settlers and visitors, we offer this acknowledgement as a very first step on the path to reconciliation. We are all bound by the treaties that govern these lands and have a responsibility to strive toward equitable relationships.





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LETTER FROM OUR LEADERSHIP



Aleem Sufi
Board Chair



Francis Garwe
Chief Executive Officer

The pandemic continued to require us to mobilize our resources to meet the immediate needs of the community and though we continued to face the challenges brought forward by the pandemic, the fiscal year 2022-2023 was also a year to help our organization stabilize and strategize for the future. We needed to be proactive and start to design how we aimed to meet the changing demographics and needs of our community.

We made a conscious decision this year to ask ourselves the question: How might we transform our organization and maximize the learnings from the pandemic to improve the issues facing our Durham community members?

We understand that we can't do the work we do alone and that's why we clearly state that our vision is to build healthier communities together. With the generous

support of our funders, donors, and partners, we have been able to accomplish the work listed in this report and more. We ask for your continued partnership and support as we aim to further address the needs of our Durham community members.

We measure our success through the impact we make in our community and it is important that we can deliver the right impact to our clients, at the right time. As you read this report, you will learn more about the impact we impart through the lens of our five strategic pillars, and how we strive to embody Our Commitment of: Our Health. Our Community. Our Durham.

Our Clients and Communities

Delivering clinical and wellness care to our clients and community is at the core of what we do. Our programs, services, and events are designed to meet their respective needs.

This work was reflected in how our clinical staff met the needs of clients through in-person and virtual services and how our health promotion and wellness teams worked with our priority populations.

Our Role in the System

We continue to play a critical role in the healthcare system by leading and partnering on initiatives that aim to drive health equity, deliver preventative care, and advocate for fixing the gaps in the system. Our work related to the High Priority Community Strategy Initiative, the co-designing of our Black Health Strategy, our active role within the Durham Ontario Health Team, and our support and collaboration with other Community Health Centres and community partners highlights this work in action within the Durham region.

We understand the importance of developing and strengthening our community partnerships that enable us to achieve collective impact through collaboration on strategic planning and service delivery.

Our People

It was important for us to continue to invest in our people, who help the organization achieve its short- and long-term vision. Our organization-wide vision called for investments in Strategy, Client Care, Equity Programs, Operations, and signaled for the need to begin the review of internal processes to ensure strategic alignment. In order for our organization to drive the necessary impact, it starts with the talent we that we have.

We continued to advocate for our HHR personnel so we can meet the increasing and complex needs of our Durham residents.

Our Organization

As part of stabilizing and strategizing, we began our transformation with a focus on developing or redesigning key elements such as our Theory of Change, Operating Model, a 2023-2026 Strategic Plan, a review of our programs and services and a branding change.

Our Sustainability

We continued to take steps to ensure long-term sustainability of our organization by conducting multiple facility improvements through the support of the Community Infrastructure Support Fund (CIRF) and increasing our investment in technology with an increased focus on support, security, and sustainability, and enhanced our advocacy efforts for funding needs through grants and donations.

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We look forward to building upon the work we have done this year and working with our funders, donors, and partners to collectively support our Durham community members. We ask that you also take some time to read our 2023-2026 Strategic Plan and reach out to us with opportunities on how we can continue to increase our collective impact. After all, it is all in service of: Our Health. Our Community. Our Durham.

INTRODUCING DURHAM COMMUNITY HEALTH CENTRE

Our Board and Management are proud to share that, in connection with the launch of our 2023-2026 Strategic Plan, we changed our name to Durham Community Health Centre (DCHC).

The decision to change our name reflects the input from our strategic planning process. Our partners, clients, staff, and community members challenged us to aim higher and focus on expanding our impact in the underserved and marginalized communities across Durham region.

This name change signals our organizational commitment to address the needs of the individuals and populations who could benefit from our services, no matter where they reside in Durham.



ABOUT

DURHAM COMMUNITY HEALTH CENTRE

Durham Community Health Centre (DCHC) is a registered, charitable organization that provides integrated, accessible, and equitable community based primary care, wellness services, and health education to Durham community members who face multiple barriers to their health and well-being.

DCHC also provides equity-based programs and services that focus on priority populations such as Indigenous, Black, the 2SLGBTQI Community, Newcomers to Canada, Seniors, and Unattached patients (i.e., those without a family doctor), to name a few. DCHC ensures Durham community members receive not only sick care, but preventive care as well, enabling the community member to live longer at home.

At DCHC, we are a team-based interprofessional group of staff including physicians, nurse practitioners, nurses, counselors, dietitians, outreach workers, medical secretaries, and other administrative staff. We always place every client at the centre of our approach to care, based on their needs. We address these needs through integrated clinical and wellness care and health education.



Integrated Clinical &
Wellness Care



Equity-based
Programs and Services



Knowledge Mobilization
& Advocacy

Our Vision

BUILDING HEALTHIER COMMUNITIES TOGETHER

Our Mission

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

Our Values

- Trustworthy
- Inclusive
- Compassionate
- Collaborative
- Innovative

OUR COMMITMENT

“Our Health. Our Community. Our Durham.” isn’t just a tag line for us. Rather, it’s a commitment we make to our community members, our partners, and our funders each and every day.

We are committed to help improve #OurHealth through integrated, accessible, and equitable care. This is why our services are provided from clinical, wellness, and health education perspectives.

We are committed to serving #OurCommunity by ensuring everyone feels welcomed and respected in our spaces and services. We provide equity-based, population-focused programs that address the needs of our priority populations.

We are committed to improving the health and well-being of #OurDurham region by working collaboratively with our community partners, community members, and funders to achieve collective impact outcomes.

We invite our community members, partners, and funders to join us in the journey of providing integrated care to our community members who are most in need of equitable health care. We look forward to working with you as it is collectively about:

Our Health.
Our Community.
Our Durham.



OUR COMMITMENT IN ACTION

DEVELOPMENT OF A VIRTUAL CARE OFFERING ACROSS ONTARIO'S EAST REGION



In the winter of 2022, Durham Community Health Centre joined the Ontario Health East-led Episodic Access to Care Steering Committee, which was tasked by the Ministry of Health with launching a new virtual care clinic for the East region of Ontario. Through this steering committee, it was voted that Durham Community Health Centre would be the ideal organization to act as the Regional Hub for the new East Region Virtual Care Clinic (ERVCC), as a result of DCHC's strategic alignment with regional and provincial principles and direction, commitment to leading community driven initiatives, and proven track record of building and maintaining strategic relationships to address system-level issues using a collective-impact approach.

As the regional hub site for the East Region Virtual Care Clinic, DCHC continues to solidify not only its reputation as a system leader in the Region of Durham, but throughout the province. As this project is ongoing through to 2023/24, DCHC has been tasked with building collaborative relationships with potential spoke organizations, overall program design, and accountability for budget, obligations and deliverables. We look forward to sharing about the ERVCC with you in our next Impact Report.

For more information on the East Region Virtual Care Clinic, visit:

www.virtualcareontario.ca

FORGING INNOVATIVE PARTNERSHIPS: OUR WORK WITH COMMUNITY HEALTH CENTRES OF NORTHUMBERLAND (CHCN)

At Durham Community Health Centre, we were excited to build and expand on our vision of quality improvement, data-informed decision making, and performance excellence, through an innovative partnership in which DCHC produced quality improvement and performance measurement deliverables in a shared-services model with our neighbors at Community Health Centres of Northumberland (CHCN).

We determined that DCHC had the capability and capacity to extend a needed resource to CHCN by building on the foundation of effective structures and processes that have facilitated the advancement of quality, performance, and decision support within our own organization in recent years. The benefits of this partnership helped support needed organizational growth; consolidated, standardized, and improved quality and performance processes; reduced duplication and increased efficiency; and demonstrated service integration and fiscal efficiency in the context of ongoing Ontario Health system reform.

With strategic alignment to our role in the system, the partnership presented DCHC with the opportunity to extend expertise and support to a fellow CHC in an adjacent

community, demonstrate leadership within the sector, and invest resources in the areas of quality improvement, performance measurement, risk-management, privacy, and accreditation.

Teams at DCHC and CHCN worked together to co-create the partnership, develop shared expectations about deliverables and desired outcomes, engage stakeholders, and build the relationship between our two organizations. Progress over the fiscal year was guided by a vision of the future in which the shared-services model is matured and optimized for sustainability.

As Community Health Centres delivering health and social services within two rapidly expanding regions at a time of dynamic change, our organizations were well-aligned in terms of needed growth and the related analytic capabilities required for informed decisions about client service operations.

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 was 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.

We were honoured that Durham Community Health Centre was chosen as the lead agency for Durham Region and in the first year we got to work building collaborations with the following partners: Lakeridge Health, Community Care Durham, Durham Public Health, Durham EMS, and Durham Housing.

Our initial focus was to support community members in those areas in Durham Region that were the most adversely affected by COVID-19, due to their high COVID-19 prevalence, low testing rates, and sociodemographic barriers to testing.

As the pandemic wore on, the scope of the funding increased to include:

- Multi-lingual resources;
- Primary care via mobile units; and
- A focus on preventative care and health promotion (sex health clinics, nutrition focus for chronic diseases, support and focus groups for underserved communities – specifically Black, Indigenous, and Newcomer populations)

In order to meet the growing needs of the community members in the High Priority areas, the HPCS Team at DCHC:

- Offered interpretation services and adopted cultural approaches to programming (e.g., culturally appropriate foods and care practices)
- Provided outreach support in high needs communities, including home visits for those with transportation or mobility barriers
- Were an integral part in the planning of our Black Health & Wellness Symposium, that saw more than 400 community members in attendance
- Developed partnerships with the School of Health and Community Services at Durham College and local dentist offices, resulting in 48 dental referrals for community members
- Connected with other primary care clinics that had racialized populations, as the majority of our clients expressed wanting a doctor that was a person of the same race or ethnicity

HIGH PRIORITY COMMUNITY STRATEGY

852

attendees across 10 community outreach events

3,528

hampers distributed to families in need, during 13 Food Security Events

966

attendees at 62 group sessions (senior's programming, parenting supports, racialized youth support, etc.)

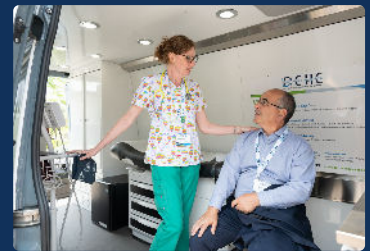
15

referrals were facilitated for counselling services to our CYFC clinic

PRIMARY CARE MOBILE CLINIC

Building on the success of our Mobile Clinics that provide Hepatitis C and Harm Reduction education and integrated care to high-risk individuals across Durham region, during this fiscal year we secured funding to start a Mobile Clinic offering Primary Care services to priority populations across Durham region. Our Primary Care Mobile Clinics, led by Nurse Practitioners, will provide clinical, wellness, and health education services to priority populations throughout Durham region, thus improving access and reducing the number of unattached patients throughout the region.

We look forward to sharing the many successes of our new Primary Care Mobile Clinic with you in our next Impact Report.



2SLGBTQI

HEALTH & WELLNESS

At Durham Community Health Centre, we believe that every individual deserves access to compassionate care, support, and resources to lead a healthy and fulfilling life. We are proud to extend our unwavering support to the 2SLGBTQI community, fostering a safe and inclusive environment where everyone can thrive. Our commitment to promoting holistic well-being goes beyond clinical care, encompassing a range of events and activities designed to bring the community together and challenge negative stigmas.

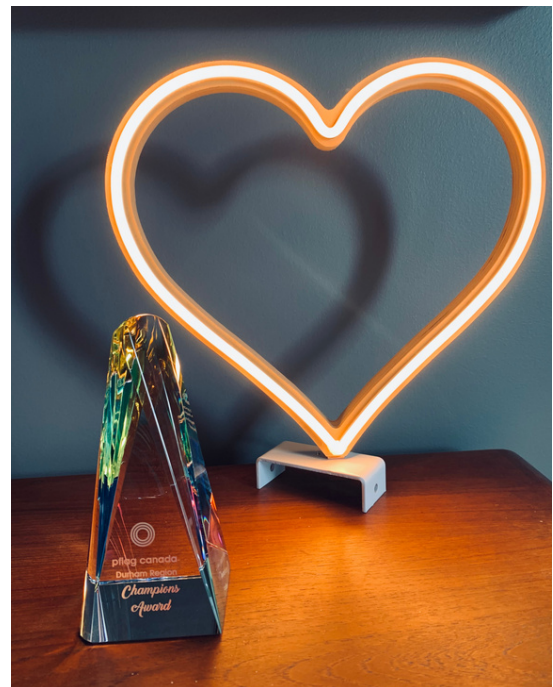
5 DCHC Team Members win the pflag Durham Region Champions Against Homophobia and Transphobia Award

The following five members of our DCHC Team won the pflag Durham Region CHAMPIONS Against Homophobia and Transphobia Award:

- Jennifer Andersen-Giberson
- Dr. Ahailya Bisessar
- Marcella Fernandes
- Mellanie Kant
- Nicole Morrison

This incredible award was given to our team members for practicing and upholding non-discriminating policies that recognize equal rights for 2SLGBTQI individuals, encouraging the use of inclusive language that does not assume sexual orientation or gender

identity, advocating zero tolerance for homophobic and transphobic language and behaviour, responding to the harassment and discrimination of 2SLGBTQI individuals, and speaking out in support of their equal rights, educating themselves and others on the challenges facing the sexual and gender diverse community, and much, much more amazing work.



Congratulations to you all for your amazing work in support of the 2SLGBTQI Community!

2SLGBTQI HEALTH & WELLNESS

Flag Raising for International Day Against Homophobia, Transphobia and Biphobia

In celebration of the International Day Against Homophobia, Transphobia, and Biphobia, members of the DCHC Team and community gathered to raise the Progress Pride Flag to celebrate gender diversity and our commitment to 2SLGBTQI community – fostering a safe and inclusive environment where everyone can thrive.



Celebrating our Gender Care IPC Team



On June 16, 2022, we officially celebrated the launch of our Gender Care IPC Team. We enjoyed a performance by Violet Seductions and celebrated the work of our amazing Gender Care Team who work so diligently to create a safe, confidential, inclusive and affirming space for trans, gender expansive, non-binary and questioning youth and adults in Durham region.

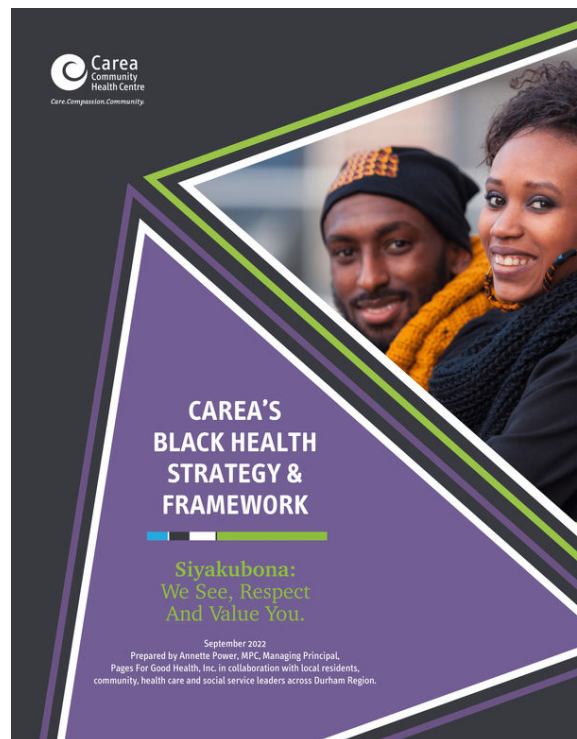
BLACK HEALTH & WELLNESS

The Development of our Black Health Strategy & Framework

At DCHC, we recognize the need for every member of our community to be seen, heard, and cared for with compassion, dignity, and inclusion. The COVID-19 pandemic highlighted disproportionate health inequities among priority communities such as African, Caribbean and Black (ACB) communities who have historically faced disparities when accessing health services. As a Community Health Centre, we identified this as a critical responsibility to address structural barriers and elevate the social determinants of health for Durham's diverse ACB communities.

In April 2022, we engaged the consulting services of Pages For Good Health Inc. to initiate a community engagement process and develop DCHC's first Black Health Strategy & Framework. Throughout May and June 2022, well over 200 respondents participated via surveys, online meetings, consultations and focus groups. Participants were asked for their input on the main challenges they face, barriers to their health and social well-being, and programs and services they identified were needed to improve their health and well-being.

As a result of this vast input, we launched our Black Health Strategy & Framework on September 17, 2022. This Framework is not only assisting us in building programs and services that are culturally affirming, but the recommendations will serve as opportunities to generate greater access, engagement, and community trust. Furthermore, producing positive and long-lasting health and wellness outcomes for Durham's diverse ACB community members.



Taking Black our Health – Community Symposium and Luncheon

On February 25, 2023, 400 community-minded participants gathered at our inaugural Symposium to celebrate the launch of our Black Health Strategy & Framework and to continue engaged discussions and receive ongoing input on how best to support the health and well-being of Durham Region’s ACB community.



The event featured Keynote Speaker Michael “Pinball” Clemons and included workshops on topics like the “Impact of Trauma on Black Men” and “Empowering our Youth Post-Pandemic.”



Advocating for Black Health & Wellness in the Community



Our CEO, Francis Garwe, is the Chair of the provincial Black Health Committee (BHC) – a permanent committee of the Alliance for Healthier Communities. It is comprised of Black health leaders of community health centres and members of the Alliance for Healthier Communities. We at DCHC have been working in collaboration with the BHC to ensure our Black Health Strategy aligns with the regional and provincial Black health strategies.



A key partner of DCHC has been with the Black Physicians Association of Ontario to support our vision for culturally affirming primary care services for Durham’s ACB community.

CHILD YOUTH & FAMILY HEALTH & WELLNESS

The Expansion of our Clinic

In 2019 and 2020 there were 1,600 babies discharged from hospitals in Durham Region each year, with no primary care provider assigned to them. At DCHC, we came together as an organization to establish how we could provide support for these unattached newborns and their families in Durham region.

In December 2022 and January 2023, we established a referral pathway from the Obstetricians at Lakeridge Health whereby any babies born without a family doctor, would be referred to our Child, Youth & Family Clinic (CYFC) for us to facilitate their care. These babies and their families would then gain access to:

- Primary care
- Counselling Services
- System Navigation
- Health Promotion and Social Supports

This endeavour was so successful that it resulted in DCHC receiving base funding to expand our clinic to operate fulltime with a fulltime Nurse Practitioner, Registered Nurse, Therapist, and Medical Secretary. This increase was from the clinic only operating parttime, three days a week and it will allow us to ensure many more babies and their families have access to primary care.

236

individuals received Medical Services

686

individuals received Counselling Services

2,473

attendances at Mental Health Group Support Sessions

Client Story: Enabling a Bright Future for Sarah and her Baby

Meet Sarah (name changed for privacy), a resilient 17-year-old who bravely sought help at our Child, Youth, and Family Clinic (CYFC) when she was 20 weeks pregnant. Sarah's journey was not an easy one as she faced numerous challenges, including a history of borderline personality disorder, PTSD, and substance abuse, along with living in a group home and engaging in high-risk sexual activity.

When Sarah first came to the CYFC, multiple factors made it difficult to determine the precise stage of her pregnancy and she had not yet received any prenatal care. Our dedicated healthcare professionals recognized the urgency of the situation and immediately began working tirelessly to find an accepting obstetrician (OB) who would provide the necessary care.

However, the road to finding an accepting OB was not without its obstacles. Despite facing several rejections, our team remained undeterred and continued advocating for Sarah. Leveraging our strong community connections, we persevered until we found a compassionate OB who agreed to take on Sarah's case. This pivotal moment marked the beginning of a collaborative effort to ensure a healthy pregnancy and a brighter future for both Sarah and her baby.

Although Sarah's journey was not without setbacks, our team remained steadfast in providing essential prenatal services. We understood the critical importance of supporting Sarah during this crucial time. We offered her the guidance, resources, and compassionate care she needed to navigate the challenges she faced.

Finally, the day arrived when Sarah gave birth to a beautiful, healthy baby. Thanks to the collective efforts of our CYFC team, the newborn was swiftly moved to a safe and nurturing home, where they would be given the love and care they deserve.

But our commitment to Sarah and her child did not end there. Recognizing the significance of early intervention and comprehensive care, we welcomed the newborn as a patient at the CYFC. Our multidisciplinary team, including pediatricians, nurses, and social workers, collaboratively designed a customized care plan to support the child's development and overall well-being.

Sarah's story is a testament to the transformative power of compassionate and holistic healthcare. Despite the numerous challenges she faced, our unwavering dedication and strong community connections ensured that Sarah and her baby received the care and support she needed. Through this experience, we have witnessed the incredible resilience of our clients and the profound impact our services can have on their lives.

“

We understood the critical importance of supporting Sarah during this crucial time. We offered her the guidance, resources, and compassionate care she needed to navigate the challenges she faced.

”

INDIGENOUS HEALTH & WELLNESS

At DCHC, we understand the vital importance of building trust within the Indigenous Community so that members feel comfortable to come to us for support with their health and wellness.

We work with leaders in the Indigenous Community to guide us in hosting workshops, events and activities that bring community members together and promote hope, belonging, meaning and purpose for Indigenous Peoples.

2,173

community members attended seven major events organized by our Indigenous Team

Big Drum Socials

Durham Community Health Centre's Big Drum Social is a celebration and a cultural event that brings people and nations together, and it is an opportunity for Indigenous peoples to honour their heritage. The Big Drum Socials offer all individuals a chance to recognize Indigenous Culture and celebrate with music, song, food, dance and storytelling. Our Big Drum Socials are celebrated four times per year.

We were particularly thrilled to gather in person once again for our first Big Drum Event of this fiscal year, which took place on April 30, 2022. Due to the COVID-19 pandemic, it had been a very long 826 days since we were able to gather together, in this way. We had nearly 400 people in attendance who celebrated with drumming, dancing, storytelling, food and community. We were also honoured to have the Land Acknowledgement for the event read by Oshawa Mayor Dan Carter.

Our Indigenous Team Members hosted a wide array of events, workshops, and gatherings for community members:

- Carea Hand Drum Workshop
- Cedar Tea
- Full Moon Ceremony
- Indigenous Book Club
- Indigenous Current Events
- Indigenous Family Night
- Indigenous Youth Program/ Right to Play
- Moss Bag Workshop
- Okichtaw
- Regalia Workshop
- Smoke Signals
- Sunrise Ceremony
- Wiingushk Deyweygun

INDIGENOUS HEALTH & WELLNESS

Honouring Missing & Murdered Indigenous Peoples Gathering



On May 5, 2022, DCHC Team members gathered with community members to bring awareness and to recognize and honour the lost lives of Indigenous Peoples who have been taken as a result of gender-based and racialized violence in Canada. This day is dedicated to raising awareness of the thousands of Indigenous women, girls, Two-Spirit individuals and people who have gone missing or have been murdered across Canada.

National Day for Truth & Reconciliation

On September 30, 2022, the second annual National Day for Truth & Reconciliation, we gathered with community members to remember and reflect upon our shared responsibility to truth and reconciliation.

We heard from Survivors, gave offerings, listened to the Drum, and shared food as a community.

We were reminded that reconciliation is not a one-day event, but a conscious path that we must travel together.



Pictured in our Truth and Reconciliation Garden that was created on September 30, 2021, to commemorate the day and remember those who were victims of residential schools.

SENIORS

HEALTH & WELLNESS

Over the past fiscal year, our Geriatric Assessment and Intervention Network (GAIN) Community Team and our Health Promoters, working with senior community members, focused on getting our senior clients reconnected and out into the community wherever possible. This was an incredibly important endeavor, given the isolation that so many senior community members felt during the COVID-19 pandemic, and the negative impacts that this isolation had on their health and well-being.

For our clients who have moderate cognitive impairment, the GAIN Team ensured that families and clients were connected to community programs that provided in home care and friendly visiting either by telephone or in person to support them and avoid social isolation.



Our clinical and wellness teams that support seniors across Durham region also worked together to provide socializing opportunities through informative and education presentations by professional organizations such as Healthy Eating for Seniors, CNIB, Brain Health, and Healthy Communication.

Seniors Social Program

In early 2023, our Health Promotion team hosted a Senior Social Program at four of Durham Region's Senior Community Housing Properties: King Charles Court, Windsor Place, Harwood Manor and Fairport Lodge.

Recognizing the negative impact that the COVID-19 pandemic had on the health and well-being of low-income seniors in particular, our team initiated these programs to not only connect seniors with one another in a positive way, but these sessions also decreased isolation, increased self-esteem, created a sense of belonging, aided in building social relationships, and improved the mental health and well-being of the building residents. The seniors who attended were able to enjoy yoga, dancing, cooking classes (including learning about optimal nutrition), and wellness techniques like journaling.

Our Senior Social Program was not only praised and greatly appreciated by the senior residents within the apartments, but also by the Social Housing Operations team at The Regional Municipality of Durham.

Wraparound Support for our Senior Clients and their Families

After three years of trying to find support for their family member who had been diagnosed with Alzheimer's and Dementia, Edith (name has been changed to protect our client's privacy) and her family members were finally connected to our GAIN Team. "By the time we were seen by the extremely caring group at the GAIN Clinic, we [had been] accessing a combination of resources but these were somewhat fractured as there was no overriding connection and there were no supports to help with [Edith's] loss of mental acuity," said her family member.

Edith was first assessed by our Nurse Practitioner (NP) and then our Behavioural Supports Nurse (BSO) for behavioural management and then seen by one of our geriatricians (a specialized doctor for seniors) for further testing and support development.

Edith's personalized GAIN Team (i.e., NP, BSO Nurse and Geriatrician) were then able to collaborate and complete a care plan moving forward to ensure optimizing her health and well-being. This included our BSO Nurse completing regular check ups to make sure that Edith and her husband were supported, that all providers involved in her care were updated by our GAIN Team, that her additional family member was provided with resources, and that Edith was even signed up for our Senior's Day Program that provided her with socialization, as well as respite for her husband and family members.

Sadly, Edith declined more quickly than anticipated but when she eventually needed to transition to receiving care in hospital, our GAIN Team were able to share information quickly to ensure her care needs were met. Edith's family member remarked that "because the GAIN Clinic had us put the various needed paperwork in place, the transitions to [hospital] care went so much smoother. The GAIN Clinic were even able to work with the hospital staff to help us with respect to [Edith's] mental health and helped deal with the move to [hospital] care."

Edith's story is a demonstration of the dedication of the members of our GAIN Team to support frail older adults (and their family members) who are experiencing changes in support needs, safety concerns, or multiple complex medical and social problems.

Edith's family member that brought her to the GAIN clinic stated:

“ I feel that the staff at the GAIN Clinic and I developed a very good relationship, one that had [Edith], her husband and my interests [at the] forefront. ”

UNSHELTERED HEALTH & WELLNESS

At Durham Community Health Centre, we have a deep commitment to the health and wellness of unsheltered individuals living in the Durham region. From our well-established efforts of bringing Hepatitis C and Harm Reduction testing and education to community members via our Mobile Clinics, to our newer Welcoming Streets and Spirit of Service Programs, our medical and outreach teams work closely together to improve the well-being and day-to-day living situations of our unsheltered clients.

Hepatitis C Education and Awareness

Our Hepatitis C Team provides the services of an interprofessional team, which consists of a consulting Hepatologist, Hepatitis C Treatment Nurse, Outreach Worker, Social Worker and Program Coordinator. The members of the viral Hepatitis C (HCV) team work collaboratively to provide seamless multidisciplinary care and treatment for HCV and offer support to clients at risk of acquiring, living with, or who may be affected by HCV. The team also offers post-treatment for Hep C, and comprehensive medical-and psycho-social support and treatment, in collaboration and consultation with the team-treating physician.

3,665

interactions with individuals regarding Hep C education and awareness

1,228

Hep C screenings offered

1,769

instances of clients receiving counselling services for Hep C

UNSHELTERED HEALTH & WELLNESS

Harm Reduction Education and Awareness

Our Harm Reduction team provides confidential and anonymous support for people who use substances by supplying sanitary injection and inhalation drug tools, Naloxone (Narcan), and overdose prevention training to help reduce the harm and risks associated with substance use disorder. Working closely with the Hepatitis C Team, clients can be screened for Hepatitis C and then directly connected to care in a timely and seamless manner. The Harm Reduction team can also offer testing for other STBBI's, addiction services, counselling, and primary care. The Harm Reduction and Overdose Prevention Team provides accepting and non-judgmental support for those who use drugs or are affected by a person who suffers from substance use disorder.

1,929

Client contacts

597

Naloxone Kits Distributed

8,754

Syringes Distributed

Housing-first Initiatives

Our Welcoming Streets and Spirit of Service initiatives were created to acquire and maintain housing for those living unsheltered in Durham Region.

Our Welcoming Streets program, in alignment with Durham Region's Street Outreach Strategy, offers intensive case management to individuals experiencing homelessness, with the goal of securing permanent housing and providing ongoing support. Upon graduation from the program, participants have the option to engage in the After-Care program, which offers long-term, less intense case management to ensure housing stability and personal growth. Last fiscal year, our Welcoming Streets Team was able to support 36 individuals and secure housing for 18 of them.

The Spirit of Service Sponsorship Program, launched by a collaboration of local faith communities and social service agencies, assisted individuals experiencing homelessness in Oshawa by forming volunteer sponsor teams that provided support during their transition to stable housing. The program offers financial, social, and emotional support, with the goal of facilitating long-term social connections and integration into the community. Last fiscal year, the Spirit of Service program was able to secure housing for four individuals.

INCREASING OUR OPERATIONAL STRENGTH

In the past fiscal year, our community health center has not only exhibited exceptional operational strength but also showcased an unwavering commitment to sustainability. Through a series of strategic initiatives and upgrades, we have continued to serve our members in the Durham community while championing environmentally responsible practices.

Maximizing Infrastructure for Optimal Community Impact

At the heart of our operational strength lies our dedication to improving the lives of our community members. To ensure that we are delivering optimal programs and services, we conducted a comprehensive utilization assessment. This insightful analysis allowed us to identify ways to maximize our existing infrastructure, making it possible for us to reach even more individuals in need. By optimizing the use of our resources, we have further secured our ability to provide comprehensive, integrated clinical and wellness care to Durham Region community members.

Investing in Technology for a Secure, Hybrid Work Environment

As part of our commitment to operational excellence, we recognized the need for robust IT support and security. In response, we undertook a thorough examination of our technology infrastructure and transitioned the majority of our IT systems to the cloud. This shift not only reduces our environmental footprint but also empowers our employees to work more effectively in secure, hybrid environments which improves our operational abilities and reduces security risks to our organization.



INCREASING OUR OPERATIONAL STRENGTH

Creating State-of-the-art Facilities for an Improved Client Experience

Through the use of funding received from the Community Infrastructure Renewal Fund (CIRF), we were able to make important improvements to our facilities to ensure a secure, efficient, and welcoming experience when our clients and staff come to our locations:

- Modified lighting to decrease our carbon footprint and utility costs
- Replaced 2 HVAC units with high-efficiency upgrades to improve air quality and reduce electricity and natural gas usage, and maintenance costs
- Upgraded our Access Control System to improve security and efficiency of access across all DCHC site locations
- Implemented Digital Signage across all of our sites to reduce our paper waste, decrease our carbon footprint, and streamline our communication processes

Together, we will continue to make a positive impact on the health and well-being of Durham and its residents, setting an example for sustainable healthcare practices.

TALENT & CULTURE

ORGANIZATIONAL GROWTH & IMPROVEMENTS

Our Talent & Culture Department at Durham Community Health Centre is responsible for shaping our company's culture, strengthening organizational and leadership capabilities, and enhancing the employee experience by finding opportunities to improve existing processes and practices. The department also carries out employee relations, recruitment, retention, compensation, talent evaluation, structural planning, resource allocation, learning initiatives, professional growth, policy adherence, health & safety and regulatory compliance.

This past year, our Talent & Culture Department carried out a number of important initiatives.

Employee Engagement Committee

In 2021, our Employee Engagement Committee was formed as a result of DCHC's dedication to maintaining a positive and supportive workplace. This committee is intended to support employee engagement initiatives and create a sense of community and harmony by promoting a culture of engagement, belonging and fun, supporting the Employee Engagement Survey process and resulting action planning.

This past fiscal year, our Engagement Committee continued with their amazing work and hosted our Annual Summer BBQ, Holiday Party, and Fall-ing for You Team Spirit Challenge, along with other engaging events. The Committee also maintained employee Listening Circles, which were developed during COVID to offer group mental health supports to our staff and, due to its success, has extended beyond the pandemic and now serves as an additional engagement activity for our employees.



On June 1, 2022, in collaboration with our IDEAA Committee, the Engagement Committee partnered with an external Psychotherapist and consultant to provide an interactive 90-minute session for employees on the impact of systemic racism and oppression, strategies to manage the experience, reduce stress and develop a self-care plan. The request for this training topic came directly from our employees and the committee was excited to be able to offer this training opportunity.

Health And Safety

Much like our Employee Engagement Committee, our Health & Safety Team is an important part of our Talent & Culture Department. This past fiscal year, among many other important endeavours, our Health & Safety Team carried out Crisis Prevention Intervention Training and refreshed our Fire Plans for all DCHC sites and rolled them out to all staff. In addition, this team was instrumental in ensuring safety plans were in place, where required to maintain a safe and healthy workplace. This committee ensures all new staff are orientated to the health and safety protocols of the workplace.

STAFF MILESTONE AWARDS



Adam Kelly-Colyer

Case Manager,
Hep C & Harm Reduction



Jill Schoon

Medical Secretary



Linda Simmons

Registered Nurse,
Hep C Treatment Nurse



Daisy Sharma

Registered Dietician



Catherine McKinley

Information Support Specialist



Shirley Guppy

Registered Nurse

GOVERNANCE

OUR BOARD

Aleem Sufi, Board Chair

Nicole Welch, Vice Chair

Bindia Darshan, Secretary

Brian Hudson, Treasurer

Laura Boyko, Director

Neil Chakraborty, Director

Elizabeth Freedman, Director

Heidi Obstfeld, Director

Steve Piazza, Director

Marvin Yorke, Director

Paul Zamiska, Director



Governance Retreat



Our Board of Directors held a Board retreat in October 2022 with the intent to learn further about Governance law as it relates to duties of a board director and member, by-laws reviews, and how the changing landscape within the non-profit sector may be impacting them.

We are thankful for Michael Gleeson of Gleeson Law for facilitating this discussion.

The Board retreat also allowed board members to connect with senior leadership team members and understand some of the key initiatives that the organization is and will be seeking as it heads into its new strategic planning cycle!

Strategic Plan 2023-2026

In 2022, Durham Community Health Centre initiated a process to develop a three-year strategic plan that would acknowledge the various challenges and opportunities our community members have faced over the last three years. The strategic planning process helped to identify a set of priority areas where proactive and sustained work would generate a significant impact, both internally and within the broader Durham region.

Under the guidance of our Strategy and Vision Committee of the Board, we undertook an inclusive and engaging process that included:

- Client focus groups
- Board workshops and interviews
- Senior Leadership Team workshops and interviews
- Management team interviews
- Staff focus groups
- Key external partner interviews
- System leader interviews

In formulating this plan, we wanted to ensure that we actively listened to those who rely on our services, those who deliver our services, those who partner with us to deliver services to the community members, and those who have foresight into what our health and social services system needs are for today and for tomorrow.

Our Strategic Plan 2023-2026 was launched in May of 2023 and can be accessed via the following QR code:

--

We look forward to sharing about the implementation and impact of our Strategic Plan with you in our next Impact Report.



Strategic Plan
2023 - 2026

The Connected Client Journey:
Providing Integrated and Holistic
Care to the Durham Community



The graphic features a dark blue background with five light blue circular icons: a green arrow pointing right, a green megaphone, a green scale of justice, a green person with signal waves, and a green star on a ribbon. Below the icons, the text 'The Connected Client Journey: Providing Integrated and Holistic Care to the Durham Community' is displayed in white and green. A QR code is positioned at the bottom right, enclosed in a green border.

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
Christian Faith Outreach Centre
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 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
Enaahutig 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

OUR COMMUNITY PARTNERS

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

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

Municipality of Clarington

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

Whitby Public Library

Women's Multicultural Resources and Counselling Centre of Durham

YMCA Employment and Community Services

YMCA of Greater Toronto

YWCA Durham

OUR DONORS

abbvie

Allan Delaney

Android Industries Oshawa

Anonymous Donor

Ben's Pharmacy

Black Physicians of Ontario

Carpenters District Council of Ontario - Local Union 397

Chithakan Nantheeswarar

CraigHouse

Don Wilson Foods Ltd

Durham College

Durham District School Board

Durham Regional Police Services Board

Gilead Sciences Canada Inc

Heather Little

iCARE Home Health

Investor Group

Jewish Foundation of Greater Toronto

Jim Bacchus

LiUNA! Local 183

Mercedes-Benz Durham

Minto Communities

Ontario Tech University

Sorbara Group of Companies

Squareco Properties Inc.

Starbucks Foundation

The Regional Municipality of Durham

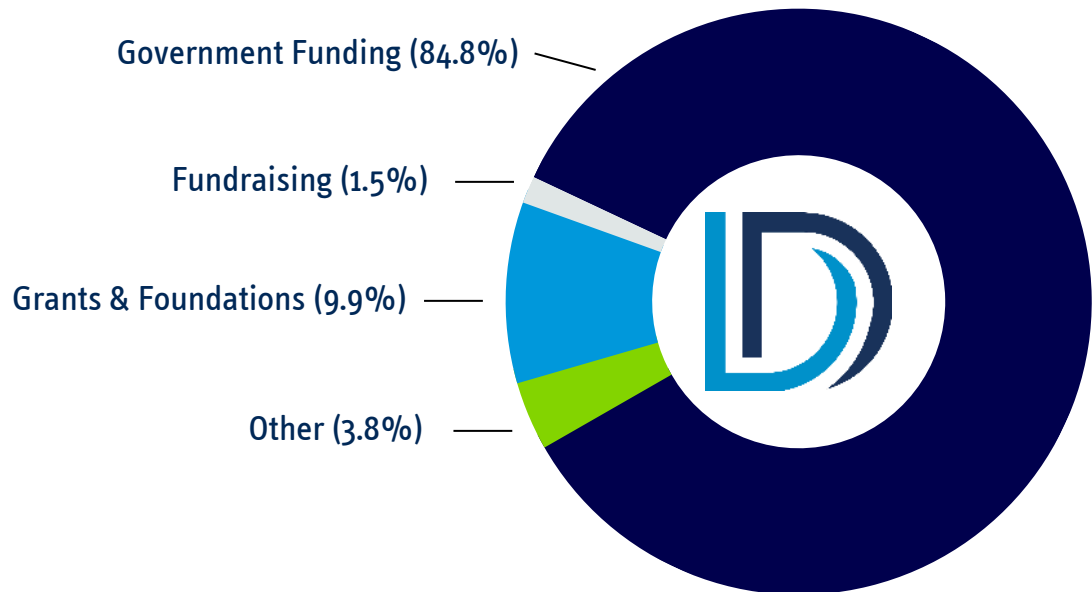
Toronto Diocesan Anglican Church Women

Tribute Communities

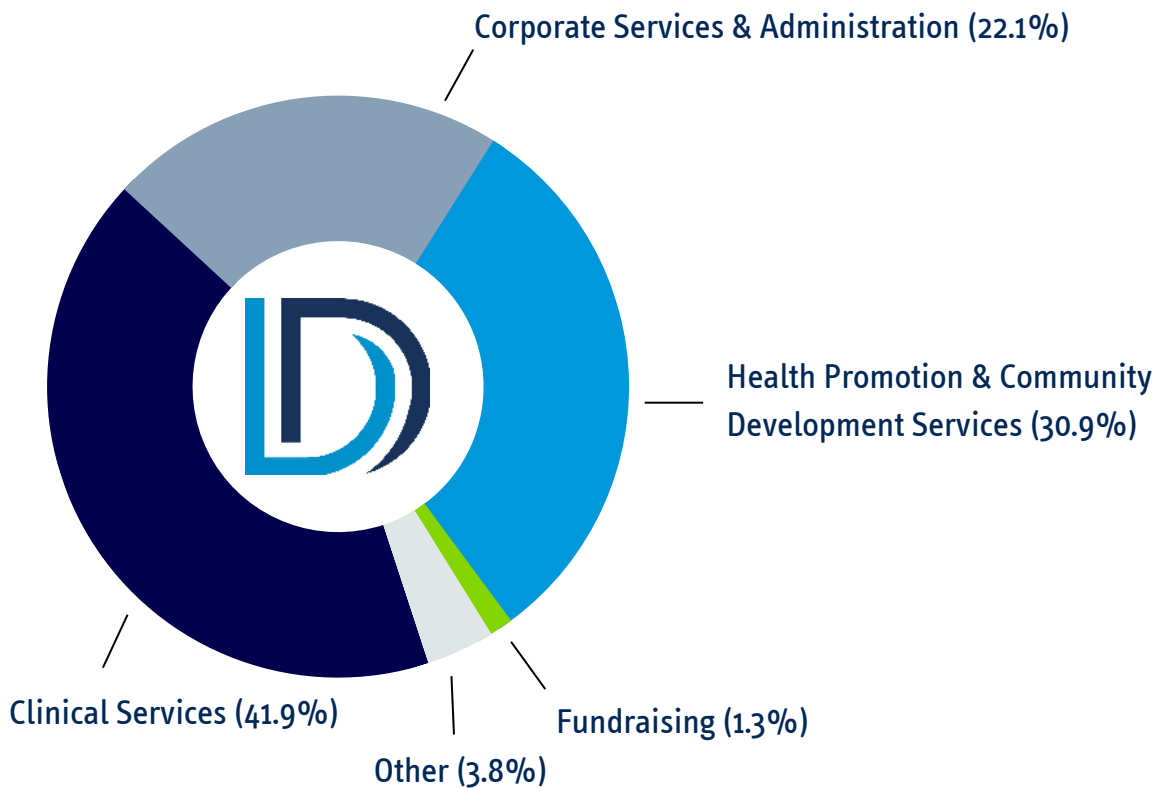


OUR FINANCIALS

Revenue



Expenses



HOW YOU CAN **HELP**

There are three important ways that external organizations, community members, staff, and clients can help:

1

DONATE

Scan this QR code to donate through our website:



2

VOLUNTEER

Scan this QR code to see our current Volunteer Opportunities:



3

SPREAD THE WORD

Scan this QR code to learn more about DCHC and the programs and services we offer:



SNEAK PEEK

WHAT'S AHEAD FOR DCHC

Part of the transformative work that DCHC has taken on in 2022-2023 included developing a clear and well-defined Theory of Change (TOC). This theory outlines our core purpose as a community health center, clarifies who we serve, how we serve them, and what we aim to deliver along with our mission, vision, and values. This work has helped DCHC establish a strong foundation for our programs and services, enabling us to provide not only sick care but also preventive care that promotes longer, healthier lives for our community members.

In our next Impact Report, we look forward to sharing how we have built upon our Theory of Change to arrive at the following:

- Designing our Operating Model
- Identification of 2023-2026 Strategic Goals and Objectives
- Brand Transformation
- Strategic Program and Services Alignment
- Building out our Integrated Client Experience (ICE) Team as an integrated team of clinical and health promotion/wellness staff

Theory of Change

Our Mission

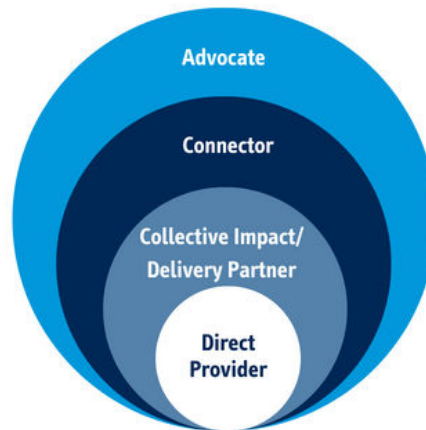
Partnering to provide integrated, accessible, and equitable care to enhance health and social well-being in our communities.

Who

Durham community members who face **multiple barriers** to health and independent well-being.

And who need **integrated, accessible, and equitable** community-based care and services.

How



What



Integrated Clinical & Wellness Care



Equity-based Programs and Services



Knowledge Mobilization & Advocacy

Our Vision

Building healthier communities together.



Where

Durham Region



THANK YOU

Thank you to all who contributed to the efforts and impact detailed in this report. We commit to continuing to work closely with our staff, funders, donors, community partners, and stakeholders as we strive to improve our health and social systems so they can better support our clients.

A note to our valued clients: your well-being remains at the heart of everything we do. At Durham Community Health Centre, we believe in continuously improving our services to better meet your needs. We are committed to enhancing your experience and ensuring that you receive the highest quality care and support.

Oshawa Location

115 Grassmere Ave
Oshawa, ON L1H 3X7

Child, Youth & Family Clinic

1320 Airport Blvd
Oshawa, ON L1J 0C6

Pickering Location

17-1450 Kingston Road
Pickering, ON L1V 1C1



www.durhamchc.ca