

Reimagining Community Health

A Year of Strategic Evolution



2023 - 2024

DCCHC
DURHAM COMMUNITY HEALTH CENTRE
Our Health. Our Community. Our Durham.

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 BOARD CHAIR AND CHIEF EXECUTIVE OFFICER

Our 2023-2024 fiscal year marked a significant transformation for us as we continued to evolve the traditional offerings of a community health centre to better serve our clients and community members.

The theme of our Impact Report this year - "Reimagining Community Health: A Year of Strategic Evolution" - speaks to how we have embraced innovation and inclusivity in our approach to healthcare, ensuring that every individual receives the care they deserve.

Changing our name to Durham Community Health Centre

At the beginning of this fiscal year, our Board approved our organization's name change to Durham Community Health Centre (DCHC). This significant step forward symbolized our deepened commitment to the diverse populations throughout Durham Region.

Integrated Care and Experience (ICE)

As part of our ongoing pursuit of transforming our organization to better align with our strategic plan, we unveiled our new Integrated Care and Experience (ICE) structure. This reorganization brought together the clinical and wellness sides of our organization to allow us to better offer population-focused care to the priority populations we serve throughout Durham Region. We will deliver this exceptional care through the following Equity-based Programs:

- 2SLGBTQI Health & Wellness
- Black Health & Wellness
- Children, Youth & Family Health & Wellness
- Indigenous Health & Wellness
- Seniors Health & Wellness
- Newcomers Health & Wellness
- Unsheltered Health & Wellness

Primary Care Mobile Clinics

Another notable milestone we reached this year was the launch of our Primary Care Mobile Clinic - Ontario's first mobile clinic equipped to provide primary care services right within the vehicle. This pioneering initiative reflects our dedication to making healthcare more accessible and responsive to the needs of our community.

The East Region Virtual Care Clinic

On August 1, 2023, we launched the East Region Virtual Care Clinic to allow for more timely access to care, reduce Emergency Department wait times, and support patients in receiving care remotely, via video or phone.

We at DCHC were selected to serve as the Hub for this Ministry of Health-funded program.

Launch of our New Website

Early in 2024, we proudly launched our new website, designed to streamline access to vital information and resources for our community members. This digital enhancement ensures that our clients can easily navigate and find the support they need.

By providing easy access to information, resources, and support, we believe this platform will not only serve as a valuable tool for our existing community members, but also help us reach new individuals

across Durham Region, thus helping us achieve our fourth strategic goal: Enhance DCHC's Brand and Awareness Across Durham Region.

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The first year of our 2023-2026 Strategic Plan has been a success, as we focused on equity-based healthcare solutions that are inclusive and culturally appropriate.

By prioritizing these values, we are reimagining how community health can be delivered, setting a new standard for excellence and accessibility in the Durham Region.

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. Together, we are making significant strides towards a healthier and more inclusive future for all.

Sincerely,



Aleem Sufi
Board Chair



Francis Garwe,
B.Sc., MAOM, CCMP, ICD.D
Chief Executive Officer

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 Services



Equity-based Programs



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

NEW 2023-2026 STRATEGIC PLAN & LAUNCH EVENT

On June 19, 2023, we invited our funders, donors, partners, and other esteemed guests to a Launch Event to celebrate the release of our new 2023-2026 Strategic Plan.

Our new strategic plan recognizes that the pace of change is rapidly accelerating in the current landscape. From an Ontario perspective, for example, the emphasis on integrated care and support has been amplified to address gaps and improve health outcomes for our residents. Our strategic plan will help us to remain grounded in community as we seek out innovative and creative practices and partnership opportunities that will allow us to respond to the needs and challenges of our community members.



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. As a result, the following five Strategic Goals were identified:



STRATEGIC GOAL 1:

Drive Program and Service Integration and Client Experience Across All That DCHC Does



STRATEGIC GOAL 2:

Evolve Program Offerings to Improve Health Equity and Meet the Needs of DCHC's Priority Populations



STRATEGIC GOAL 3:

Establish DCHC as a System Advocate and Champion for Equity



STRATEGIC GOAL 4:

Enhance DCHC's Brand and Awareness Across Durham Region



STRATEGIC GOAL 2:

Become an Employer of Choice with a Focus on Recruitment, Development, and Retention

To read the entire 2023-2026 Strategic Plan, please scan the QR code below:



CLOSING OUT OUR 2020-2023 STRATEGIC PLAN

The launch of our new Strategic Plan also marks the end of our previous Strategic Plan cycle from 2020-2023. During that time we had the following Strategic Directions:

1. Focus and strengthen our impact on priority populations & neighbourhoods
2. Invest in our greatest assets to enable continued success
3. Implement innovative integrated delivery models with our partners



STRATEGIC GOALS & RESULTS

STRATEGIC GOAL 1

Our Clients & Communities

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.

- We were selected as a lead agency within Durham Region for the High Priority Communities Strategy (HPCS) which allowed us 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.
- Implemented mobile clinics to service the seven priority neighborhoods in Durham Region.
- Evolved our service and care delivery to focus on providing equitable care to priority populations

STRATEGIC GOAL 2

Our Roles In The System

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

- Members of our Senior Leadership Team were part of an Advisory Committee to establish the East Region Virtual Care Clinic (ERVCC) to address significant system access challenges and care for members of diverse populations with low acuity needs.
- Established a successful partnership in the region to meet the needs of newborns who are unattached to primary care; therefore, alleviating system access challenges to care for those within priority communities.

STRATEGIC GOAL 3

Our People

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

- Launched a Health and Safety - Violence Prevention Program which fosters a safe work environment for our staff.
- Our Employee Engagement Committee helps with our people-first culture by delivering staff initiatives like our summer BBQ, holiday dinners, and appreciation breakfasts
- Our Inclusion, Diversity, Equity, Acknowledgement, Awareness & Advocacy (IDEAAA) Committee was created to lead conversations and initiatives that enhance IDEAAAs for staff
- Further invested into comprehensive wellness and benefit plans to support our teams

STRATEGIC GOAL 4

Our Organization

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

- Established more robust ticketing systems to ensure administrative teams were structured to better and more efficiently support staff
- Improved organization-wide performance, risk mitigation dashboard, and a decision-making matrix

STRATEGIC GOAL 5

Our Sustainability

Diversify, expand, and optimize our resources.

- Did a complete review and upgrade of organizational resources (e.g., our website, promotional materials, intake documents, phone recordings, etc.) to ensure AODA compliance
- Launched Focus Groups and Community Advisory Committees to increase engagement within the community and inform our services and programming
- Established our Branding Toolbox to ensure more consistent messaging from our organization to the community



THE NEW DCHC WEBSITE

Our new website is more than just a virtual presence – it's a testament to our commitment to enhancing the health and well-being of our community. By providing easy access to information, resources, and support, we believe this platform will not only serve as a valuable tool for our existing community members, but also help us reach new individuals across Durham Region, thus helping us achieve our fourth strategic goal: Enhance DCHC's Brand and Awareness Across Durham Region.

Launched in early 2024, www.durhamchc.ca includes features to make information regarding our programs and services more accessible to everyone in the community. Features include:

User-friendly navigation

Visitors will be able to easily navigate through our website to find the information that matters most to them – whether they're looking for information on our clinical and wellness services, equity-based programs, or activities and events; or they want to learn more about how they can get involved at DCHC as a volunteer, partner, or to join our team.

Comprehensive Service Details

Learn more about our extensive range of integrated clinical and wellness care services that cater to the diverse needs of our community members.

Highlighting our Equity-Based Programs

Discover the impactful equity-based programs we have in place, designed to foster inclusivity and address the unique healthcare needs of members of priority populations within our community.

www.durhamchc.ca



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

THE LAUNCH OF THE EAST REGION VIRTUAL CARE CLINIC



On August 1, 2023, the East Region Virtual Care Clinic was launched with Durham Community Health Centre (DCHC) serving as the East Region Hub for this Ministry of Health-funded program. This clinic is designed to deliver a regional Nurse Practitioner-led Virtual Care Clinic that works with local clinics and Ontario Health East to ensure patients can access more timely care, Emergency Department wait times are reduced, and patients in more remote areas can receive care virtually, without having to travel long distances.

14,472

visits were completed at the
ERVCC in 2023/2024

www.virtualcareontario.ca

DCHC Welcomes the ERVCC's First Spoke Site

On November 3, 2023, members of our DCHC leadership team met with their colleagues from our first spoke site for the ERVCC - Centre de santé communautaire de l'Estrie – as well as members of Ontario Health, other Health Service Providers and Ontario Health Team members.

The group enjoyed a tour of L'Estrie, learned about their Youth Hub and had important discussions about how we will work closely together to strengthen the relationships between our Hub (DCHC) and Spoke (L'Estrie) organizations to ensure the success and proliferation of the ERVCC.

We also heard from our incredibly important Health Service Providers on how they will support the ERVCC through building awareness in their communities and providing system navigation.

The addition of Spoke organizations like L'Estrie is of vital importance to the success of the ERVCC and ensuring we provide optimal care and impact to patients throughout the entirety of Ontario's East Region.



PRIMARY CARE MOBILE CLINIC

In 2023, our Primary Care Mobile Clinic was launched in the community to address the pressing need for improved access to primary care and extended healthcare services within specific priority neighborhoods in Durham region.

Led by Nurse Practitioners, this clinic provides 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. Our Mobile Clinic was deployed to three priority neighbourhoods to provide residents with:

- Vaccinations
- Immunizations
- Baby and child wellness checks
- Cancer screening
- STI testing
- Mental health consultation
- Prescription refills
- Ordering of labs and requisitions
- Form completion
- Wound Care



Furthermore, clients were referred to DCHC locations for extended team-based care, encompassing mental health support, chronic disease education, and management, as well as holistic health and wellness programs.

Expansion plans involve acquiring additional mobile clinics to extend services into additional priority neighborhoods. There is also an ongoing collaboration with Durham District School Board (DDSB) to initiate services in high-risk schools. Furthermore, the initiative aims to establish new partnerships to reach the unsheltered and newcomer populations, addressing the unique challenge of inconsistent access to primary care amongst these individuals.

COMMUNITY SAFETY AND WELL-BEING FUND: BUILDING SAFER COMMUNITIES GRANT

In the Fall of 2023, The Regional Municipality of Durham, along with its funder, provided a funding opportunity to mobilize, enable and empower community partners to develop, implement and evaluate projects and programs that focus on youth gun and gang prevention, intervention and initiatives to improve community well-being. Durham Community Health Centre partnered with the Regional Municipality of Durham in supporting these community groups.

- Blessed Kutz
- Dad's of Durham
- Durham A.C.E.S. Association
- Eastern Basketball Association
- Phoenix All Stars FC
- Revitalized Reintegration Services
- Senior Buddies
- St. Andrew's Youth Group
- Talkin' Tales
- The Black Girls Society

These incredible organizations hosted sporting events, community engagement initiatives, and even developed of a comic book in support of improving community well-being.



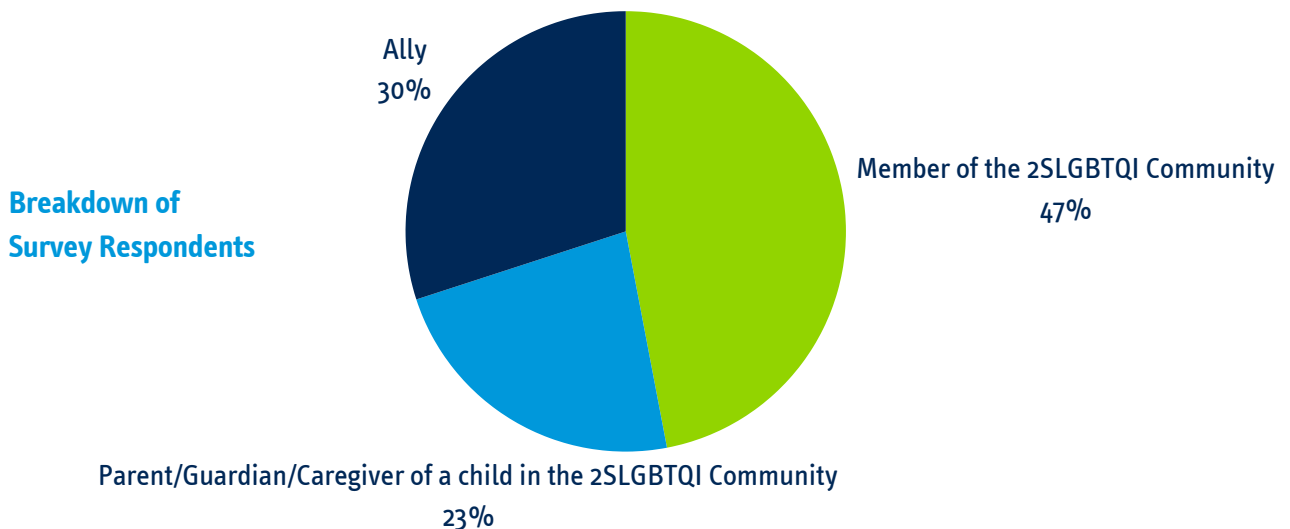
2SLGBTQI HEALTH & WELLNESS

At Durham Community Health Centre, we are committed to ensuring that every person has access to compassionate care, support, and resources for a healthy and fulfilling life. We proudly support the 2SLGBTQI community, creating a safe and inclusive environment where everyone can flourish. Our dedication to holistic well-being extends beyond clinical care, including various events and activities aimed at uniting the community and addressing negative stigmas.

2SLGBTQI Needs Assessment

Durham Community Health Centre (DCHC) worked with Authentic Self Counselling Services to conduct a Needs Assessment to identify gaps in services and supports available to members of the 2SLGBTQI community within Durham region.

A survey was launched to seek input from 2SLGBTQI community members and service providers alike. The survey was incredibly successful, garnering over 500 responses from a diverse range of respondents including DCHC clients, community partners, community members, and members of the leadership teams at organizations like the Durham District School Board.



The results of the survey will help the members of our 2SLGBTQI Health & Wellness Team develop much needed programming and service offerings that will allow us at DCHC to provide equitable healthcare to members of the 2SLGBTQI community.

Client Story: Ace Lennox

In 2022 Ace Lennox decided that they needed to live their life as their authentic and true self and began looking for resources in the community that could provide them with the guidance and services they needed. It was then that Ace came across the Gender Care Team at Durham Community Health Centre (DCHC).

The Gender Care team at DCHC aims to create a safe, confidential, inclusive, and affirming space for trans, gender expansive, gender non-conforming, non-binary and questioning youth and adults in the Durham Region.

Ace began with attending Gender Affirming Chats – programming offered by our 2SLGBTQI Health & Wellness team members that provides a space for folks that don't identify with the gender they were assigned at birth or are questioning their gender, to connect with each other. In the sessions, attendees get to know each other and discuss topics such as navigating pronouns, gender gear, legal name changes, health care, relationships and more.

After attending, Ace got in touch with Mellanie Kant, a Nurse Practitioner with the DCHC Gender Care Team. Mellanie took the time to talk through all of the possibilities and options with Ace – the pros and cons and even common misconceptions about Gender Care and Ace's family doctor was brought into the fold as decisions were being made. On March 31, 2022, the Trans Day of Visibility, Ace Lennox began their transition with testosterone therapy.

As Ace moved through their transition, they noted how empowering the gender affirming care was. "Knowing that there are people out there who can help us is huge because there's a lot of discrimination within the medical community for trans people," explained Ace. "There's a lot of despair and not knowing what to do for the first step, places like DCHC are helpful because they offer a safe space for that first step."

Ace, who works as a flight attendant and lives happily in Pickering, now spends their free time volunteering and speaking at community events to ensure all community members feel seen, valued, and empowered to live their own authentic life.

"I wouldn't be here without [The Gender Care Team at DCHC]," exclaimed Ace. "I think that can be said for a lot of people – gender-affirming care is life-saving care and I think that's something that everybody needs to know. Funding this work saves lives. The Gender Care Team saves lives."

“Gender-affirming care is life-saving care and I think that's something that everybody needs to know.”

BLACK HEALTH & WELLNESS

At Durham Community Health Centre (DCHC), we acknowledge the importance of ensuring that every member of our community is seen, heard, and treated with compassion, dignity, and inclusion. The COVID-19 pandemic underscored the disproportionate health inequities affecting priority populations like those who identify as African, Caribbean, and Black (ACB). Members of these communities have historically encountered barriers to accessing equitable health care so, as a Community Health Centre, we see it as our crucial responsibility to address these structural barriers and improve the social determinants of health for Durham's diverse ACB community members.

Since the launch of our Black Health Strategy & Framework in September of 2022, members of our Black Health & wellness program have worked to develop integrated clinical and wellness care services and programming that best address and support the unique needs of those from the ACB communities.

The Launch of Our Black Health & Wellness Clinic

In the Fall of 2023, we launched our Black Health & Wellness Clinic to provide access for Durham community members who identify as African, Caribbean, or Black (ACB) to receive primary care support and culturally affirming care.

The clinic ran on Tuesday evenings at our Pickering location and provided care to adults and Seniors for the following:

- Diabetes, high blood pressure, chronic diseases
- Cold/flu symptoms
- Prescription renewals
- Women's health matters

Our Clinic saw exciting evolution over the fiscal year and we look forward to sharing the outcome of this evolution with you in our next Impact Report.



Dr. Onye Nnorom, a member of the Black Physicians' Association of Ontario (BPAO), was an integral part of the team providing culturally affirming care at our Black Health & Wellness Clinic.

Collaboration with TAIBU Community Health Centre

Durham Community Health Centre and TAIBU Community Health Centre (TAIBU) came together to collaborate on initiatives that address the impact of anti-Black racism on members of the African, Caribbean and Black (ACB) communities in Durham Region.

The goal of this collaboration is to improve the health and well-being of members of ACB communities by planning, designing, and implementing culturally affirming events, workshops, and services.



The Teams were excited to offer a wide-range of events and activities, including the L.E.A.R.N. After School Academic Mentorship Program for youth ages 5-11 years and 12-18 years old and physical activity programming like Reggaeise Dance Exercise and Caribbean Fitness.

Activities, Events & Workshops in Support of Black Health & Wellness

Tree of Life

Tuesdays
Feb. 6- Mar. 12

1:00 p.m. - 3:00 p.m.

DCHC Pickering Site
17-1450 Kingston Rd

To register, please call Cheryl at
(905) 420-0333 ext. 1223

This is a 6-week arts-based program for Black Women who want to explore and reconnect with their skills for overcoming difficult times and thriving through the Storms of Life.

Join us for this powerful exercise and rediscover the roots that have supported you!

This is a 6-week arts-based program for Black Women who want to explore and reconnect with their skills for overcoming difficult times and thriving through the Storms of Life.

Join us for this powerful exercise and rediscover the roots that have supported you!

Everyone is welcome!

**2ND ANNUAL
Black Community
Health Fair**

Saturday, October 28, 2023

dchc, durhamchc Join us for this FREE event to learn about health and wellness resources in your community:

- Sickle cell and diabetes education
- Heart, mental and sexual health information
- Smoking cessation resources

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- Sickle cell and diabetes education
- Heart, mental and sexual health information
- Smoking cessation resources

DCHC
Durham Community Health Centre

Sistah Care Circle

Every Wednesday for 8 weeks
from
October 25 - December 13
1:30-3:30pm
at
115 Grassmere Ave, Oshawa, ON

www.durhamchc.ca

Join us every Wednesday for 8 weeks from October 25 - December 13, 2023 for Sistah Care Circle, a safe space for Black women ages 18+ to let their hair down and discuss topics related to healthy relationships, self-esteem, self-care, and so much more.

dchc, durhamchc Join us every Wednesday for 8 weeks from October 25 - December 13, 2023 for Sistah Care Circle, a safe space for Black women ages 18+ to let their hair down and discuss topics related to healthy relationships, self-esteem, self-care, and so much more.

The Women's Multicultural Resource & Counselling Centre and Durham Community Health Centre are proud to present a FREE screening of:

STEADFAST
THE MESSENGER AND THE MESSAGE

The story of The Honourable Dr. Jean Augustine

February 27, 2024
6:30 to 8:30 p.m.
Audley Community Centre
1955 Audley Rd, Ajax

Venue sponsor:
Ajax
By the Lake

In celebration of Black History Month, Women's Multicultural Resource and Counselling Centre (WMRCC) and Durham Community Health Centre (DCHC) are proud to present a screening of "Steadfast: The Messenger and the Message."

CHILDREN YOUTH & FAMILY HEALTH & WELLNESS

The Expansion of our Clinic

In May of 2023, our Children, Youth & Family Clinic expanded from being parttime to fulltime. This expansion allowed for our team to take on more clients and provide greater support to more children, youth, and families throughout Durham Region.

In addition, Dr. Yasir Khan joined the clinic in September of 2023. Dr. Khan specializes in working with children that have autism and developmental disorders, allowing our team to provide a wider range of services.

466

individuals received
Medical Services

423

individuals received
Counselling Services

1,969

attendances at Mental Health
Group Support Sessions

Clinical and Wellness Integration in Action

Kelly Jones is a Health Promoter that has been with Durham Community Health Centre (DCHC) for over twenty years and has seen a huge increase in the ability for clinical and wellness team members to further collaborate since the integration of our teams under our equity-based programs.

“We can do so much more together than individually,” explained Kelly. In traditional health care settings, clients can visit a walk in clinic or even their family doctor and may receive great clinical care, but there are likely additional contributing factors that can’t be addressed through primary care alone.

By working more closely with the primary care providers in the Children, Youth and Family Health & Wellness Program, Kelly and other Health Promoters and Outreach Workers at DCHC have a much better understanding of client needs and how they can step in to provide wrap around care in the form of food security, clothing, system navigation, etc. These additional supports set children and families up for greater long-term success with their health and well-being.

Client Story: It Takes a Village

Imagine for a moment, you're in a new country where you don't have any friends or family, no connections, or anyone that can help. Your nine-year-old son has autism and your newborn infant has significant health complications such as laryngomalacia, a cardiac murmur, and thyroid dysfunction impacting growth. Compounding these issues is the fact that you are also experiencing financial hardship, have little access to transportation, and little understanding of how to navigate the Canadian health care system. This was the terrifying reality for one client referred to DCHC by Lakeridge Health.

As a community health centre focused on client-centred, wrap-around care, the team at Durham Community Health Centre (DCHC) was uniquely equipped to help this client, from multiple angles. Nyomi Lewis, a Nurse Practitioner with our Children, Youth and Family Clinic was this client's first point of contact at DCHC and oversaw the family's care. "When people say it takes a village," explained Nyomi, "it certainly rang true in this situation."

In addition to Nyomi providing primary care services, other team members of the Young Parent Support Team sprang into action with Kari Huitema (RN) and Kelly Jones (Health Promoter) helping this client navigate the healthcare system, while Jen Braithwaite (Early Childhood Development Worker) helped the family organize transportation to and from appointments.

By creating a trustworthy relationship with the client, and working through a lens of compassion and collaboration, members of the Children, Youth and Family Health & Wellness team began helping the family schedule and navigate the numerous appointments that awaited them at DCHC and with a specialist that they were able to get the family scheduled with in a timely fashion. The team were even able to get the family bus passes to get to and from appointments, reducing barriers to their care. In addition to these supports, the team provided the client with a breast pump and breast-feeding education to help support their newborn, which was another crucial reduction in barriers, given the family's financial hardship.

While this family still faces many challenges ahead, they can face them with the full confidence and support of their DCHC Care Team.

“

When people say it takes a village, it certainly rang true in this situation.

”

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.

2,365

community members attended seven major events organized by the Indigenous Team at DCHC

Big Drum Socials

The Big Drum Socials hosted by DCHC are 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 and we were honoured to have 1,987 guests attend over the hour events..



The Indigenous Team at DCHC hosted a wide array of events, workshops, and gatherings for community members:

- Big Drum Ceremonies
- Cultural Healing and Wellness
- Full Moon Ceremony
- Indigenous Crafters Market
- Indigenous Family Night
- Indigenous Harm Reduction Drop-In & Lunch and Learn Series
- Indigenous Youth
 - Basketball Game
 - Leadership Certificate Program
 - Paint Night
 - Recreation Night
 - Resume Writing Workshop
- Medicine Blanket workshop
- N'Ginaajiw Dance Fitness and Zumba
- Ode' Mashkiki
- Soap Stone Carving Workshop
- Sunrise Ceremony
- Wiingushk Deyweygun

Honouring Missing & Murdered Indigenous Peoples Gathering



It is a day 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.

At our event we heard from Keynote Speaker Liz Akiwenzie, experienced an incredibly moving Spoken Word performance by Sarah Lewis, in addition to having a big drum performance by Indigenous community members.

We also welcomed members from the Durham Regional Police Service, who joined us to show their support for improving relations between police and members of the Indigenous Community.

This year, for the first time, we at DCHC also organized and carried out a walk about in honour of missing and murdered Indigenous Peoples.



NEWCOMERS

HEALTH & WELLNESS

Durham Community Health Centre (DCHC), in connections with The Neighbourhood Organization (TNO), developed The Newcomer Needs Assessment Project with the aim to conduct a comprehensive study focusing on the settlement experiences and well-being of immigrants, refugees, and temporary foreign workers in Durham region.

Project Objectives

- 1.To complete a review of the demographic profile of newcomers (immigrants, refugees and temporary foreign workers) settling in the Durham region and identify geographical hotspots in the region
- 2.To understand settlement & integration needs and barriers to wellness for newcomers in the Durham region including education/skills development, employment/entrepreneur and social connections
- 3.To assess health care access such as level of primary care attachment among newcomers in the region
- 4.To identify gaps in preventive health care such as screening and immunizations in newcomer families
- 5.To find what are the other most pressing health care needs amongst newcomers
- 6.To scan and identify existing services that meet the newcomers' needs and to identify gaps in services
- 7.To understand service provider challenges in meeting newcomer needs

Developing our Newcomer Health & Wellness Program

The results of the Newcomer Needs Assessment will assist our clinical and wellness team members in creating essential programming and service offerings, enabling us at DCHC to deliver equitable healthcare to community members who are new to Canada.

SENIORS

HEALTH & WELLNESS

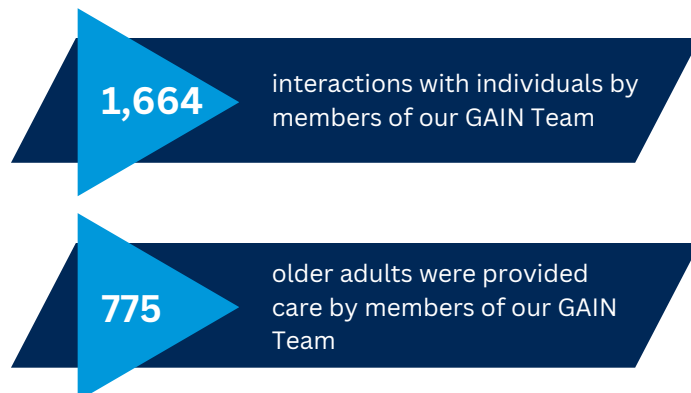
At Durham Community Health Centre, we provide wraparound care for Seniors across Durham region, as well as vital supports for their family members, who are in need of assistance.

Not only do we have our incredible Geriatric Assessment and Intervention Network (GAIN) Community Team to support frail older adults, (generally 75 years plus) living at home or in retirement residences who are experiencing changes in support needs or safety concerns, but we also run events, activities, and workshops for Seniors that promote optimizing their health and well-being.

Geriatric Assessment and Intervention Network (GAIN) Community Team

Our GAIN team provides specialized geriatric care to support frail seniors living at home or in retirement residences, who have multiple complex medical and social problems including:

- Cognitive impairment
- Responsive behaviours
- Decreased function
- Falls or risk of falls
- Impaired mobility
- Incontinence and/or
- Multiple medications



The DCHC GAIN team draws upon the expertise of our Nurse Practitioners, Occupational Therapist, Pharmacist, Dietitians, dedicated GAIN/Home & Community Care Services Coordinators and Behavioural Supports Ontario (BSO) clinician, working in collaboration with consulting Geriatricians and other specialists.

Health & Wellness Programming for Seniors

Members of our Health Promotion and GAIN Teams collaborated to develop and deliver a six-week wellness program for Seniors across Durham Region to allow them to discuss and learn about topics of wellness related to aging like healthy eating, coping skills, self care, stress reduction methods, and even brought in speakers from the Alzheimer's Society to educate attendees.

Goals of this programming included reduced isolation, increased physical and mental health, and an overall increase in self esteem.

Attendees said that the most impact came from reducing social isolation as once these new social networks were established at DCHC, attendees took it upon themselves to develop a social network where they continue to meet outside of DCHC programming.



UNSHELTERED HEALTH & WELLNESS

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.

3,137

interactions with individuals regarding Hep C education and awareness

632

Hep C screenings offered

1,597

instances of clients receiving counselling services for Hep C

Harm Reduction Education and Awareness

520

Client contacts

337

Naloxone Kits Distributed

2,806

Syringes Distributed

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 Sexually Transmitted and Blood Borne Infections (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.

Client Story: Collaborative Efforts Between the Hepatitis C and Indigenous Teams

At Durham Community Health Centre, our commitment to comprehensive, team-based, wrap-around care is more than just a platitude; this commitment informs our approach to care for each and every client.

Take the client below as an example. Not only did this individual need help finding housing and treating their Hepatitis C, they also needed diabetes care and expressed an interest in re-connecting with their Indigenous Culture.

Within a year, DCHC and our numerous team members secured the client housing, cured their Hepatitis C, connected them with Indigenous programming at DCHC and helped them learn to manage their diabetes.

This is the power of team-based, comprehensive care.



STAFF MILESTONE AWARDS



Ahailya Bisessar
Physician



Rebecca Cook
Manager, Talent & Culture



Robert Cree
Registered Dietitian



James Deal
Community Health Worker



Lucila Guevara
Custodian



Alyssa Heshmat
Community Mental Health Worker



Sharon Hur
Youth Outreach Worker



Tatyana Markov
Diabetes Nurse Educator



Pauline Mbugua

Executive Assistant to CEO
and Board Liaison



Brenda McCauley

Early Childhood Development
Worker



Keri-Ann Peacock

Indigenous Program Cook



Melonie Powell

Nurse Practitioner



Yukti Widge

Clinic Coordinator/Therapist



Vanessa Freire

Custodian



Valery Harnum

Diabetes Education Program,
Administrator



Julia Blicharz

Nurse Practitioner



Shantel Freeburn

Community Facilitator



**Chithakan
Nantheeswarar**

Physician



Consolata Oketch

Physician



Kelly Jones

Health Promoter



**Danielle
Grandmaison**

Therapist

OUR BOARD

Aleem Sufi, Board Chair

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Laura Boyko, Director

Paul Zamiska, Director

Steve Piazza, Director

Heidi Obstfeld, Director

Alex Sewrattan, Director

Kimberly Boulter, Director





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

Brain Injury Association 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 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	Ontario Works Program
Family & Community Action Program	Oshawa and Durham Region Métis Council
Family Services Durham	Oshawa Public Library
Feed the Need Durham	Oshawa Senior Community Centres +55
Fleming College	Oshawa YMCA
Frontenac Youth Services	Ottawa Model for Smoking Cessation Division of Prevention & Rehabilitation
G.L. Roberts C.V.I.	PARN
Gate 3:16	PFLAG Durham Region
Girls Inc.	Pickering Anti-Black Racism Task Force
Glen Street Public School	Pickering High School
GOVAXX	Pickering Public Library
Grandview Children's Centre	Pine Ridge Secondary School
Habitat for Humanity Durham	Pinewood Centre of Lakeridge Health
Health Commons Solutions Lab	Queen Elizabeth Public School
Healthy Babies/Healthy Children	Regional Municipality of Durham
Henry Street High School	Resources for Exceptional Children & Youth – Durham Region
Holy Trinity Catholic Secondary School	Rose of Durham Young Parents Support Services
Home and Community Care Support Services - Central East	Salvation Army
J. Clarke Richardson Collegiate	Schlegel Villages
John Howard Society of Durham	South Asian Health Network
Kedron United Church	Southern Ontario Aboriginal Diabetes Initiative
Kennedy House	St. Mary's Catholic Secondary School
Kinark Child and Family Services	TAIBU Community Health Centre
Kujenga Family Wellness Project	Terry Fox Public School
Lakeridge Health	The Refuge
Lakeview Harbourside Complex	Town of Ajax
Lester B Pearson Public School	Town of Whitby
Métis Nation of Ontario	Transgender Connection
Ministry of Children, Community and Social Services	Unemployed Help Centre
Ministry of Health and Long-Term Care	University of Ottawa Heart Institute
Ministry of Heritage, Sport, Tourism and Culture Industries	Victim Services
Mississaugas of Scugog Island First Nation	Walters Rx
Miziwe Biik Development Corporation	We Grow Food
Monsignor John Pereyema Catholic Secondary School	Welcome Centre Immigration Services
Municipality of Clarington	Whitby Public Library
Muslim Welfare Home	Women's Multicultural Resources and Counselling Centre of Durham
Notre Dame Catholic Secondary School	YMCA Employment and Community Services
Ontario Early Years Centres	YMCA of Greater Toronto
Ontario Health East	YWCA Durham
Ontario Power Generation	
Ontario Tech University	

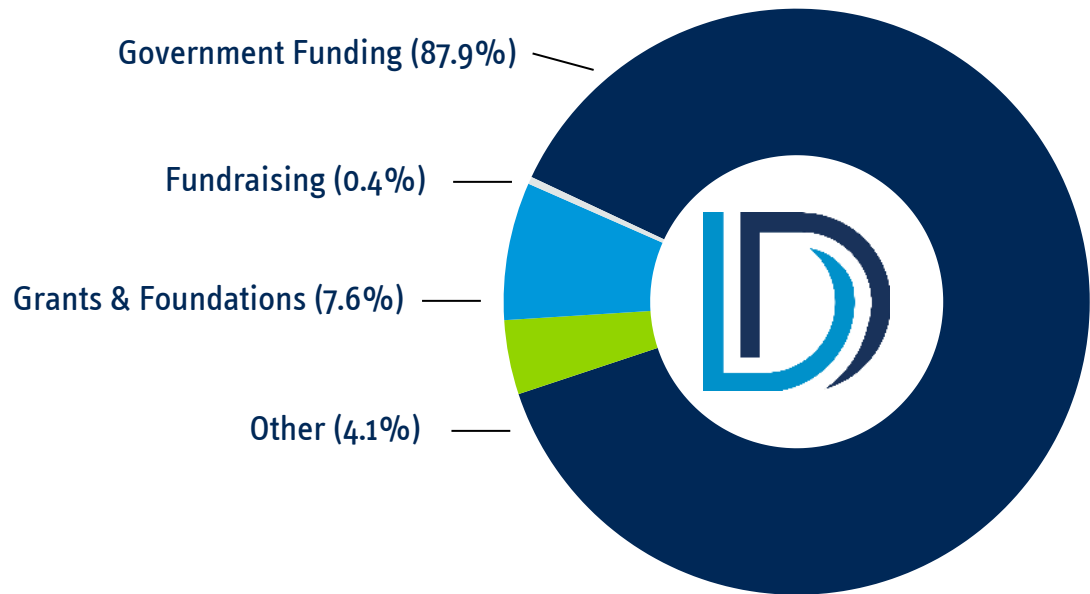
OUR DONORS

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Canadian Online Giving Foundation
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Chithakan Nantheeswarar
City of Oshawa
Docucomm
Durham Children's Aid Foundation
Durham College
Durham Regional Police Services Board
Enahtig Healing Lodge and Learning Centre
Fairport Montessori Academy
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Trades
Knights of Columbus Council 6161
Lakeridge Health
McDonald's restaurants of Oshawa and
Clarington

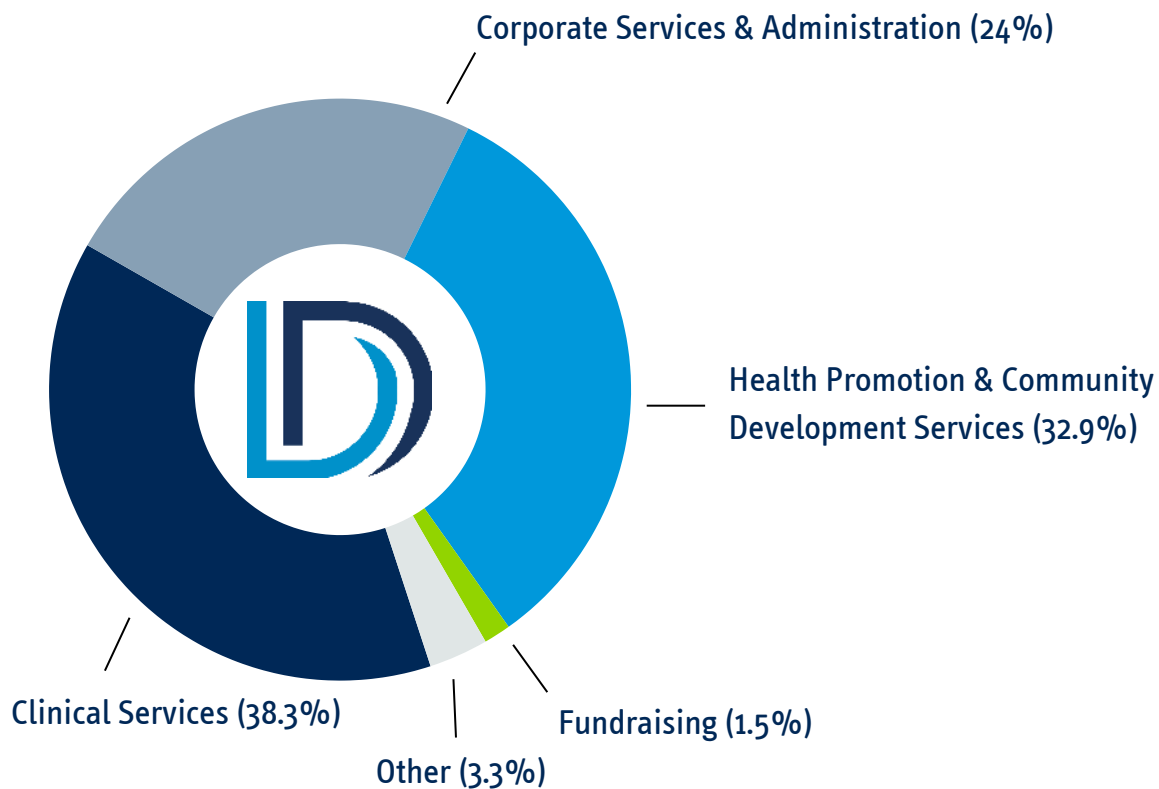
Miziwe Biik Development Corporation
Neelands
Ontario Power Generation Inc.
Pathwise Credit Union
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Recon Office Services
Richard Rozentals
Safran Group
Santis Health
Solid General Contractors
Solomon Jones LLP
Squareco Properties Inc.
T.D. Banking
The Lighthouse Retreat Inc.
The Regional Municipality of Durham
The Starbucks Foundation
The Walnut Foundation
Toronto Diocesan Anglican Church Women
Unifor Local 222
Walter's Pharmacy

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:







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 South

115 Grassmere Ave
Oshawa, ON L1H 3X7

Oshawa North

1320 Airport Blvd
Oshawa, ON L1J 0C6

Pickering

17-1450 Kingston Road
Pickering, ON L1V 1C1