

Durham Community Health Centre

Impact Report | 2025-2026

Grounded in Compassion.
Guided by Trust.
Powered by Collaboration.

Indigenous Land Acknowledgement

We would like to acknowledge that the Durham Community Health Centre (DCHC) operates within the shared ancestral homelands of the Anishinaabeg, Haudenosaunee, and Huron-Wendat Peoples. This area is located within the Dish With One Spoon treaty lands, a living agreement between the Anishinabek and Haudenosaunee Peoples that bound them together to share and protect these lands, based on the values of harmony, respect, and reciprocity.

We also respectfully acknowledge that the work of DCHC takes place on the treaty lands of the Alderville First Nation, Beausoleil First Nation, Chippewas of Georgina Island First Nation, Curve Lake First Nation, Hiawatha First Nation, the Mississauga's of Scugog Island First Nation, and Rama First Nation, which are covered by the Williams Treaty of 1923. However, it wasn't until 2018 that inherent rights to hunt, fish, and harvest were recognized under the Williams Treaty, rights that had been wrongfully denied and had a direct impact on the health of the communities.

At Durham Community Health Centre, we recognize the profound impact of colonization, and we identify it is our responsibility to take the necessary steps to support healing, uphold Indigenous cultural values, and help create an equitable health system where Indigenous communities feel safe, valued, and cared for.

Durham Region continues to be home for many First Nations, Inuit, and Métis Peoples. We are all Treaty people. Many of us have come here as settlers, immigrants, or newcomers in this generation and generations past.

We encourage you to reflect on your connection to this land, the privileges it offers, and your role in reconciliation, including the 94 Calls to Action from the Truth and Reconciliation Commission.



Letter from the CEO and Board Chair

Dear Community Members, Partners, Staff, Volunteers, and Supporters,

On behalf of the Board of Directors and the Durham Community Health Centre team, we are proud to share our 2025 - 2026 Impact Report.

This year has been one of growth, innovation, and meaningful impact. Together with our staff, volunteers, partners, and community members, we have expanded access to care, strengthened community connections, and improved health outcomes for individuals and families across Durham Region. Behind every program, appointment, outreach initiative, and partnership is a person whose health, well-being, or quality of life has been positively influenced through the care and support they received.

Over the past year, we continued to expand our reach through innovative approaches such as hybrid care, community paramedicine, and mobile services, helping ensure that care is accessible where and when it is needed most. We strengthened connections across programs, organizations, and communities, creating a more coordinated system that places people, not processes, at the centre of care. Behind every program, appointment, and community initiative is a person whose health, well-being, or quality of life has been improved through the care and support they received.

We are proud of the progress made in improving access, reducing barriers, and creating more seamless care experiences. At the same time, we remain deeply committed to advancing health equity. Through initiatives grounded in cultural safety, inclusion, and community co-design, we are working to ensure that every individual feels seen, heard, valued, and supported.

This year also marks an important milestone as we launch our 2026 - 2031 Strategic Plan. Built on the insights of our communities, staff, volunteers, and partners, the plan establishes a bold vision for the future and reaffirms our commitment to delivering accessible, equitable, and innovative care. By leveraging data, embracing new approaches, and continuously learning from those we serve, we are strengthening our ability to respond to evolving community needs and create lasting impact.

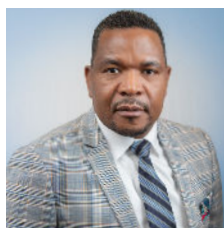
The achievements highlighted throughout this report are a testament to the dedication of our staff and volunteers, the leadership of our Board of Directors, the collaboration of our partners, and most importantly, the trust of the community members we are privileged to serve. Together, we are shaping a model of care that is integrated, inclusive, and future focused.

As we look ahead, we do so with optimism and purpose. Thank you for your continued trust, partnership, and support. Together, we are building healthier communities, strengthening connections, and creating opportunities for everyone to thrive.

With Gratitude,



Ivano Labricciosa
Board chair



Francis Garwe
Chief Executive Officer

Our Board



Ivano Labricciosa
Board Chair



Nicole Welch
Vice Chair



Heidi Obstfeld
Vice Chair



Elizabeth Freedman
Secretary



Marvin Yorke
Treasurer



Danielle Wilkinson
Director



Eleanor McIntosh
Director



Diana MacDonald
Director



Gary Yorke
Director



Syed Sarwar
Director



Michael Banfield
Director



Stephanie Chow
Director

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 Indigenous Peoples and priority populations such as Black, the 2SLGBTQI Community, Newcomers to Canada, Seniors, and Unattached clients (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 members 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 center of our approach to care, based on their needs. We address these needs through integrated clinical and wellness care and health education.

DCHC's Programs and Services

Programs and Services

Clinical Care

Family medicine, pediatric care, geriatric assessment and intervention network, gender care

Chronic Disease Prevention and Management

Diabetes, Hepatitis C, Harm reduction

Mental Health

IPC Mental health team, Indigenous counseling and support, and walk-in clinic

Wellness Care

Nutrition, diet, and physical well-being

Physical Sites

Mobile Care

Virtual Care

HART Hub

Youth Hub



Health Education (Learning Hub)

Our Staff Milestones

20 years

Louisa Everest, Health Promoter

Amy Nagel, Health Promoter

15 years

Amy Rukaruck, Health Promoter

Nicole Daly, Medical Secretary

Hazari Girdhari, Custodian

10 years

Tracy McGillis, Occupational Therapist

Inas Wahba, Registered Pharmacist

Ashley Haan, Diabetes Nurse Educator

5 years

Mellanie Kant, Nurse Practitioner

Shawn Brar, Physician

Kari Huitema, Registered Nurse

Robin Davis, GAIN Registered Practical Nurse

Shannon Podehl, Community Mental Health Worker

DCHC's Impact at a Glance



1 EXPANDING ACCESS & REACH

- 6,334 individuals served through Medical Services Team (MST)
- 82 new staff onboarded
- HART Hub launched delivering low-barrier, community-based services
- ~100 youth engaged at Youth Hub launch, with ongoing mobile programming
- Expanded culturally responsive Black health programming



2 CONNECTED & COORDINATED CARE

- Bi-directional referral pathways established
- Integrated care across programs (primary care, mental health, social supports)
- 7+ community partnerships delivering services locally
- 804 meals delivered through community support programs
- 145 service provider interactions supporting coordinated care pathways
- 80% of clients reported being aware of the range of services and programs available at DCHC



3 TIMELY & CONVENIENT CARE

- NP triage system implemented to prioritize care
- Hybrid care model optimized (virtual + in-person)
- Streamlined prescription pathways
- 88% of clients reported receiving an appointment on the day they wanted



4 EQUITY & INCLUSIVE ACCESS

- 800+ participants at Black Health & Wellness Day
- 320+ counselling sessions delivered
- Expanded 2SLGBTQI+ affirming care
- Youth co-design embedded in program development
- 950 individuals served through IPC Gender Care services
- 2,454 service provider interactions supporting gender-affirming care
- Advanced Indigenous Cultural Safety training and partnerships



5 WORKFORCE & ORGANIZATIONAL STRENGTH

- 11.2% turnover rate (vs. ~22.7% sector)
- 25+ interns onboarded
- Enhanced staff engagement and wellbeing initiatives



6 DATA, ENGAGEMENT & SYSTEM RESPONSIVENESS

- 19,963 service provider interactions supporting coordinated community care
- 14,000 ERVCC visits completed across Durham:
 - East: 10,500 visits
 - North: 3,500 visits
- 2,180 new LinkedIn followers (+229% growth)
- 5.29% engagement rate (above sector benchmark)
- Strengthened data quality and reporting practices

Expanding Access and Reach Across Communities

Over the past year, DCHC has advanced access to care by bringing services closer to the communities that need them most. Through flexible delivery models, targeted outreach, and strong partnerships, DCHC has reduced geographic, structural, and social barriers to care.

82

New Staff Onboarded

25

Intern placements

9,779

Individuals served through programs

13,454

Individuals engaged in community initiatives

Extending Geographic Reach and Staff Engagement

- **6,334** individuals served through Medical Services Team (MST).
- Expanded virtual and video care through **Cortico platform integration**.
- Partnered with **Community Paramedicine** in Parry Sound, Sault Ste. Marie, and Kawartha Lakes-Haliburton.
- Advanced **Telemedicine Nursing** to support unattached patients in rural areas.
- Held **staff-activities** including the Walking Steps Challenge, BBQ, Ice Cream Bar, Breakfast, and International Potluck.



Community-Embedded Services

- Launched **HART Hub** with wraparound services including primary care, peer support, meal programs, and case management.
- Deployed **Youth Wellness Hub "Chill Zone"** reaching approximately 100 youth.
- Partnered with **7** community organizations to deliver locally embedded care.
- Refreshed **volunteer program** to align with organizational priorities, supporting.
- initiatives such as **Health Equity Tracking**, and the **Annual Golf Tournament**.



"It is the greatest feeling to have them as a safety net with my depression, addiction and anxiety. I wouldn't be alive if it wasn't for the warm and caring support."

DCHC Client

Delivering Connected and Coordinated Care

Over the past year, DCHC has strengthened the coordination of care by advancing integrated, team-based models that reduce fragmentation and improve continuity for clients. Through structured pathways, cross-program collaboration, and 7 new partnerships, DCHC has enabled more seamless care experiences across services and providers.

Integrated Programs

Connected primary care, mental health, youth services, and social supports to reduce fragmentation and delays.

System Partnerships

Connected primary care, mental health, youth services, and social supports to reduce fragmentation and delays.

80%

of clients are aware of DCHC's services and programs

Bi-directional referrals

Established two-way pathways with *Community Paramedicine* and *Telemedicine Nursing* for stronger assessment.

Standardized Practice

Implemented structured triage, clinical protocols, and onboarding frameworks to ensure consistent, reliable care delivery.

Benefit Programs

A new benefits program with Desjardins was introduced, providing enhanced mental health support.



Improving Timeliness and Convenience of Care

Over the past year, DCHC has enhanced the timeliness and convenience of care by optimizing service delivery models, strengthening triage processes, and aligning resources with patient demand. These efforts have improved access to care when and how clients need it, while supporting more efficient use of clinical capacity.

NP-led triage system

- Implemented triage protocols with standardized turnaround times.
- Improved acuity-based prioritization for faster, safer care.
- Planned proactively for surge seasons to maintain coverage during peak demand.

Targeted service pathways

- Introduced dedicated prescription renewal clinics.
- Streamlined care for common needs to increase throughput.
- Supported high patient volumes with appropriate monitoring.

Focused on convenience

- Expanded virtual, in-person, and scheduled visit options.
- Improved flow and convenience across services.
- Enabled clients to access care without travel or scheduling constraints.

“Any time we have had an appointment we never had to wait”
- DCHC Client

88%

of clients reported receiving an appointment on the desired day

Together, these efforts have strengthened DCHC’s ability to deliver timely, convenient, and responsive care, ensuring that clients can access the right support with greater ease and without unnecessary delay.



Advancing Equity and Culturally Responsive Care

Over the past year, DCHC has deepened its commitment to equity by designing and delivering services that are culturally responsive, community-informed, and grounded in lived experience.

Across programs, the focus has been not only on expanding access, but on ensuring care is experienced as safe, relevant, and affirming.

Black Health and Wellness

- 800+ participants at the Black Health and Wellness Day 2026.
- Delivered 320 and more preventative mental health counselling sessions through VRAI-DCHC partnership.
- Resumed Black Health Challenge with community partners.



Equity-Centred Youth and Family Care

- Integrated mental health, parenting, and social supports.
- Expanded Children, Youth, and Family Clinic to serve up to age 24.



Affirming Care for 2SLGBTQI Communities

- Hired Peer Support Facilitator with trans-lived experience.
- Added Registered Nurse to exclusively support Gender Care Clinic.

“This is the most welcoming and supportive trans healthcare I have ever received”
- DCHC 3 Year Client

950
Gender care patients served

Cultural Safety and Indigenous Partnerships

- Embedded Indigenous-informed approaches into care delivery to strengthen trust, improve engagement, and support more culturally safe client experiences.
- Collaborated with Indigenous partners to enhance service design and promote respectful, equitable access to care for Indigenous communities.



Empowering Clients Through Knowledge, Relationships, and Navigation

Over the past year, DCHC has strengthened its approach to empowering clients by enhancing access to information, improving navigation across services, and deepening relationship-based care. These efforts have enabled individuals and families to better understand their care, make informed decisions, and engage more actively in their health journeys.

Client Voices

"I think it's amazing. I don't know what I would do right now without the HART Hub. I have a roof over my head every day. After meeting HART Hub staff, I felt so relieved."

— HART Hub Client

"The group atmosphere, friendships, and health talks made a big difference for me. Mental well-being has improved, and I feel encouraged coming every week."

— Black Health Challenge Participant



Education and self-management

- Delivered targeted education across chronic disease, mental health, medication use, and parenting.
- Strengthened client confidence and continuity of care for complex needs.

Youth voice and co-design

- Embedded youth co-design in program development including Youth Hub van design.
- Integrated peer-informed models to strengthen participation.

Relationship-based care

- Centered dignity, cultural humility, and choice in all interactions.
- Delivered care shaped alongside communities served.

Strengthening a Learning and Data-Driven System in the Digital Age

Over the past year, DCHC has strengthened its learning and data-informed culture through improved data quality, standardized practices, continuous improvement, and enhanced community engagement.

Data-driven systems and virtual care

- **19,963** service provider interactions supporting coordinated community care.
- **14,000** virtual visits completed across Durham.
- Strengthened data integrity and reporting to track utilization, outcomes, and system pressures.
- Applied Plan-Do-Study-Act cycles to test and refine changes in real time.
- Launched a new internal data dashboard this fiscal year, strengthening DCHC's capacity to monitor performance and support evidence-based decision-making (EPESI team).

Workforce stability

11.2%

Turnover Rate
(vs 22.7% sector avg)

Implemented the **Workable platform** to streamline and automate key elements of the recruitment process, improve hiring speed and accuracy, reduce manual tasks, and eliminate redundant administrative burdens.

Leveraging technology to engage with our communities

5.29%

Engagement rate

2,180

New LinkedIn followers
(+229% growth)

500

New Instagram followers

459

New Facebook followers



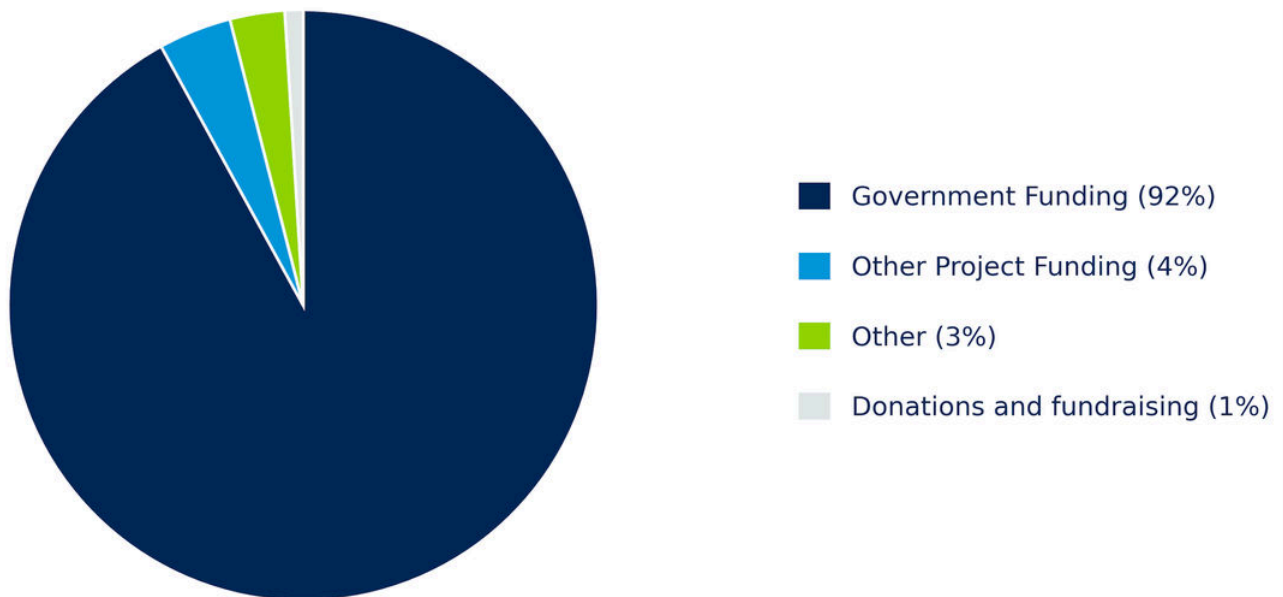
Together, technology and data are enabling us to create a learning health organization that is increasing awareness through digital engagement with our communities.

Financial Overview:

Stewarding Resources for Impact

Where Our funding comes from:

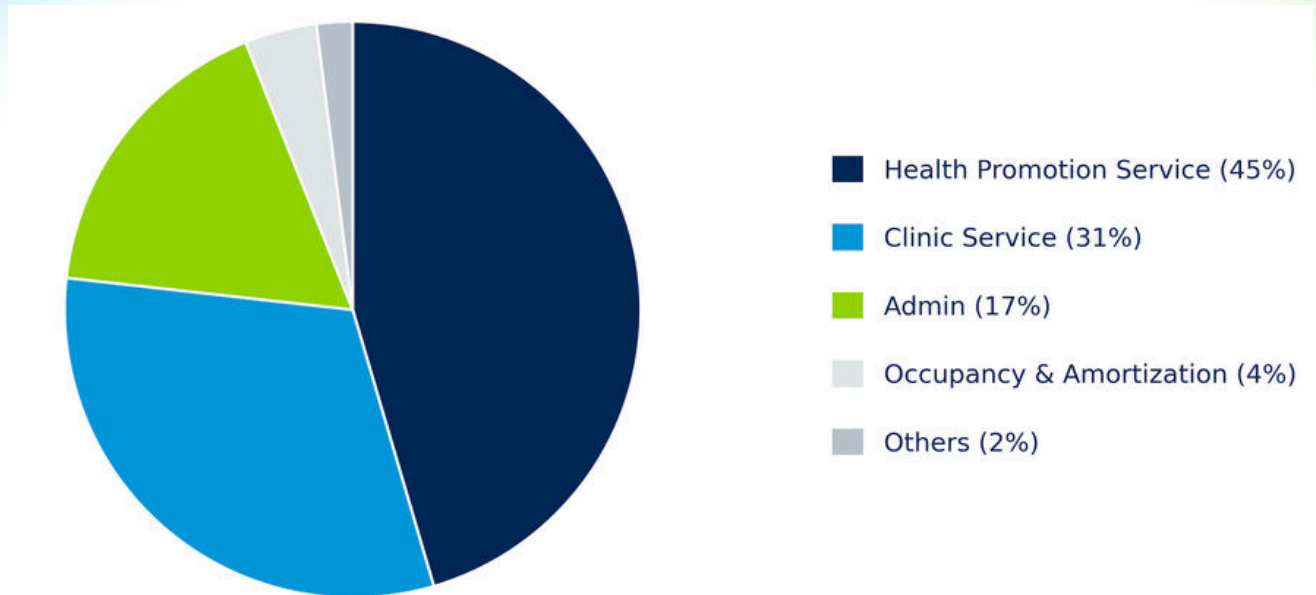
Our work was supported by \$23 million in revenue, made possible through a diverse mix of public funding, grants, and community support.



What this means:

Our primary funding through the Ministry of Health ensures stability in core services, while grants and community contributions allow us to innovate, expand programs, and respond to emerging needs.

How We Invest In Care



Key Insight

Over 70% of our expenditures directly support frontline care and community programs, reflecting our commitment to maximizing impact.

Investment Highlights (Year in Review)

Expanded access to primary care for unattached patients through new interdisciplinary team models.

Increased outreach to priority populations, including newcomers, seniors, and individuals facing housing insecurity.

Strengthened digital infrastructure to support integrated care and data-driven decision-making.

Leveraged grant funding to pilot innovative programs aligned with health equity priorities.

Thank you

This work would not be possible without the dedication, compassion, and collaboration of the many individuals and organizations who contribute to Durham Community Health Centre's mission every day.

We extend our sincere thanks to our staff, physicians, volunteers, community partners, funders, and Board of Directors for their ongoing leadership, commitment, and support. We are especially grateful to the clients, families, and communities we serve, whose voices, experiences, and trust continue to guide and strengthen our work.

Together, we are building a more accessible, connected, and equitable system of care across Durham Region.

Thank you for being part of this journey.



Your DCHC

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