



Community  
Development  
Council Durham

Our Resilience,  
Innovation, Strategy  
and Excellence

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# ANNUAL REPORT 2018

**CDCD**  
Community Development  
Council Durham  
Building Strength in Our Community Since 1970



**Vision:**

Our vision is an equitable, inclusive and socially just community that is committed to meaningful participation for all.

**Mission:**

Our mission is to identify regional community development needs and inform relevant policy and programming, while supporting and delivering effective services.

**CDCD Believes:**

- In the enhancement and protection of social and economic rights and freedoms;
- That innovative responses to community needs require collaborative thinking and practice;
- That we must uphold and embody equity, inclusivity and social justice;
- That meaningful participation is defined by both the community and the individual, and that each person should be equipped and supported with the tools and resources to enable this participation, and
- In sustainable solutions to community issues and concerns.

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# A Word From The President

I joined the Community Development Council Durham (CDCD) family this year and was honoured to be voted as Board President this past May.

What CDCD has demonstrated to me is a strength, resilience, and passion for serving those in our community who are often overlooked, taken for granted, ignored or misunderstood. I am proud to align myself with such an organization as it is rare in business to find a group of people who are so wholly committed to helping others and who tangibly demonstrate compassion and empathy on a regular basis.

You will find throughout these pages, and during our time together at this years' AGM, many examples of the service CDCD provides and the daily impact we make in the lives of our clients. Therefore, I would like to commend all of you, the staff, stakeholders and partners, for the hard work and dedication it takes to make such a positive impact in our community.

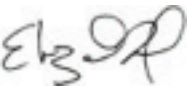
As we celebrate 2018 and wrap up 2019, I find myself looking towards 2020 with a high sense of excitement and anticipation, especially as we are now moving into the third year of our Strategic Plan. As we continue to deliver our strategic objectives through our services and programs, I look forward to growing our leadership role in Durham Region with the support of our stakeholders and partners.

However, with great leadership there comes great responsibility. This includes holding ourselves to a higher standard of excellence in the services and programs we offer, a greater level of accountability both internally with each other, and externally with our funders, stakeholders and clients, and a willingness and eagerness to empower others to become leaders as well. I believe this should also occur daily with each other. We all carry influence in various ways in our lives – whether this be as a primary caregiver in the family, frontline staff or the social organizer in a circle of friends.

As we take the time to consider our circle of influence professionally and personally, by all of us contributing, working together, teaching each other, and recognizing accomplishments both large and small, we provide each other with the added tools, skills, resources and confidence needed to make a larger impact in each other's lives. Professionally, this impact will then be felt and shared with our clients who in turn, will bring those leadership skills and confidence back into our community to empower others.

I would like to thank and recognize the staff once again for your passion, your dedication and the individual skills you bring to CDCD. Together, we will ensure we have another great year by offering our Region an unparalleled quality of service and leadership to each other and our clients.

Sincerely,



**Elizabeth Jamischak**  
President, Board of Directors  
Community Development Council Durham



# A Word From The Agency Lead



## **RISE - Resilient, Innovative, Strategic and Excellence.** **CDCD is “On the Rise”. This is who we are!**

Our theme for this year, is based on CDCD's transformation process, the renaissance of a culture that is reflective of the diverse communities that we serve and our staff's commitment to social change and anti-oppression practices in fulfillment of CDCD's mission and mandate.

Under the leadership of our Board of Directors, our organization is evolving. We are moving forward from an “as is” state to a “to be” state.

CDCD's roadmap is filled with many exhilarating touch points of success that are worth celebrating. According to author Jim Collins, “Resiliency, not perfection, is the signature to greatness”. Our staff and our board of directors are grounded in their commitment to our clients and our programs. Our standard of excellence is built on this foundation.

I believe in the work we are doing. I believe in the direction we are heading. I believe we are change-agents in Durham. I also believe that our legacy of 49 years has many more years ahead. We are just beginning.

Opportunities abound!



**Hermia Corbette**  
Agency Lead and Manager,  
Welcome Centre Immigrant Services - Ajax



**We are taking this organization to the next level!**

**We are re-energized!**

**We are making CDCD a centre-point of innovation, integrity and inclusion.**

**We are client-centred, client-driven and responsive to the needs of our diverse communities.**

**We are engaging in a call to action with a clear understanding of what we need to achieve.**

The Community Development and Social Research department is at the core of CDCD's Vision of an equitable, inclusive and socially just community that is committed to meaningful participation for all.

Community development is the process of developing active and sustainable communities based on principles of justice, inclusion and mutual respect. We achieve this through work in areas such as:

- Collaborative Program and Social Planning
- Public Education and Awareness
- Community-Based Research
- Facilitation and Training
- Policy Analysis and Development
- Asset Mapping and Gap Analysis

The community is central to all of this work, both defining and participating in our community development, research and social planning initiatives. As a member of Social Planning Network of Ontario, our work follows their operating principles:

- Community Accountability
- Knowledge-based Action
- Citizen Participation
- Inclusiveness
- Empowerment
- Integrated, Holistic Perspective



Leadership Durham is a community leadership program intended to bring together emerging and aspiring leaders from the public, private and non-profit sectors in Durham. The program's third cohort featured our largest number of participants to date with 18 professionals from across Durham Region taking part. Participants also worked on and completed community projects for four local non-profit organizations, supporting those who work with our community's most marginalized individuals. With an ever-increasing base of alumni, look for Leadership Durham to make its mark in our community for years to come.

### Projects

#### Point-in-Time Count/Registry Week

Community Development Council Durham, in partnership with Durham Mental Health Services (DMHS), worked collaboratively to provide Durham Region's second Homelessness Point-in-Time (PiT) Count, and first Registry Week.

During the week of April 16 to 20, 2018 volunteers from all across Durham surveyed individuals to provide an enumeration of how many people in our community experienced homelessness on April 16, 2018 the final count being 291.

In addition to the PiT Count enumerating those experiencing homelessness and identifying demographics and service needs, the Registry Week allows participants to be placed on a By-Name List that supports prioritized services for those most in need.

CDCD provided presentations to stakeholders, government officials, politicians, and members of the community throughout the fall of 2018.

The full report can be viewed on [www.cdcd.org](http://www.cdcd.org)

"We would like to thank DMHS and the Region of Durham for their partnership, the work of our steering committee, and the many community agencies who volunteered staff time and space for the event." – CDCD

#### Regional Chair Debate on Homelessness

CDCD lead and hosted in partnership with several other community agencies an all-candidates' debate for the Durham Regional Chair in October of 2018 at Westminster United Church in Whitby. This debate featured five questions on homelessness and housing in our community, which were crafted by a committee of Durham stakeholder agencies. All five candidates participated in the event, with over 100 residents in the audience. *Congratulations to Durham Regional Chair and CEO John Henry on his electoral victory, and all candidates on their campaign efforts.*

#### Homeless Individuals and Families Information System (HIFIS) Community Coordination

The HIFIS Community Coordinator is responsible for developing and sustaining working relationships with key stakeholders in the community, with the overall goal to improve and encourage data collection in the housing/homelessness sector. In 2018, we successfully merged the first six community agencies onto the new HIFIS 4.0 platform. This is an immensely important step for Durham Region towards implementing coordinated access, a system of collaborative service provision that will allow us to work together to realize our goal of ending chronic homelessness in our community.



# CDCD Serving Durham in 2018

The Housing Stability Program (HSP) disbursed **\$1,507,688** in financial assistance to over **1698** Durham Region households

The Newcomer Settlement Program (NSP) served a total of **1,515** clients, which included **783** new clients and **732** repeats

Low-Income Energy Assistance Program (LEAP) disbursed over **\$44,950** in financial assistance for hydro arrears to **95** households

**168** households across Durham Region received housing support and information

**288** households in Ajax and Pickering received personal support and housing outreach assistance

**2,078** clients were served by the Orientation Settlement Workers, which included **923** new clients and over **1,155** repeat clients

Settlement Workers in Schools (SWIS) delivered **10,057** service engagements benefitting **2,263** unique individuals

SWIS organized and delivered **126** group sessions for newcomers



**1,393** unique service users engaged in Centre-led initiatives

Welcome Centre Immigrant Services Ajax programs and services were accessed **61,338** times

## Housing Help Durham

Housing Help Durham provides direct personal support services to assist clients with housing needs including advocacy, mediation and general information on landlord and tenant matters. It also makes referrals to other programs and community services.

The team's goal is to continue to strengthen existing partnerships and to create new ones in hopes of bringing frontline housing services to its clients. Housing Help Durham is funded by the Regional Municipality of Durham and the Province of Ontario.

### Housing Outreach Program

The Housing Outreach team partners with the Ajax and Pickering public libraries and with the YMCA Durham Employment Services of Pickering. A member of the Housing Outreach team is onsite at the libraries once a month to provide client service and information.

The team also assists clients with registering with the Ontario Electricity Support Program (OESP). The OESP offers low to moderate income households a reduction in their monthly hydro costs. Last year, 288 households in Ajax and Pickering received personal support and housing outreach assistance, while another 168 households across Durham Region received housing support and information.

In 2018, Housing Outreach began a partnership with the CAREA Community Health Centre.

"I wish to thank you from the bottom of my heart for all you have done for my children and I in helping us with our RENT arrears and several of our utility bills."

– HSP Client

"I can't tell you enough how your helpfulness has impacted my life. I am so very grateful for what you and your office have done for my family. Thank you so very much."

– LEAP Client

### Housing Stability Program

The Housing Stability Program (HSP) provides qualified Durham households funding for rent arrears, utility arrears and assistance with moving costs and last month's rent. HSP staff assisted with eviction prevention by disbursing \$1,507,688 in financial assistance to nearly 1,700 Durham Region households.

In 2018, HSP established partnerships with Durham Community Legal Clinic's Community Justice Hub and Cornerstone Community Association Durham Inc. to deliver co-located services.

### Low-Income Energy Assistance Program (LEAP)

LEAP provides one-time financial grants to qualified households with hydro arrears. CDCD continues to operate the program for Oshawa PUC and Elexicon Energy (formally known as Whitby Hydro). In 2018, LEAP disbursed \$44,950 in financial assistance for hydro arrears to 95 households. The Outreach team assisted 51 households to register with the Ontario Electricity Support Program (OESP) to receive a monthly hydro rate reduction.

## Settlement Workers in Schools (SWIS)

Settlement Workers in Schools (SWIS) assist newcomer youth and their families to adapt to Canadian life, providing ongoing guidance and helping them to navigate resources and information in Durham's elementary and secondary schools.

SWIS promotes a sense of belonging among newcomer youth through encouraging participation in their new communities.

The SWIS team of nine multi-lingual staff, speak a total of 13 languages and service over 180 schools across the Region. The team is committed to providing quality, initial-settlement services to newcomer families with school-aged children. Services are confidential, culturally appropriate, non-judgmental, and sensitive to the needs of all clients using an inclusive and accessible approach that empowers and fosters client independence.

The longstanding partnership between SWIS and the Durham Catholic District School Board (DCDSB) and the Durham District School Board (DDSB) continues to thrive at both the board and school level.

SWIS is well-integrated in our local schools as a regular aspect of school culture and life. Group activities in schools are a central component of two-way integration and cultural transfer between long-time residents and newcomer students. This leads to understanding and acceptance in the schools and in the communities.

- SWIS first-ever Making Connections/Volunteer Fair was held in partnership with the Pickering Welcome Centre. 168 students from 23 different high schools were in attendance. Twelve cross-sector community agencies show cased their services and programs, benefiting newcomer youth as they raised their awareness about volunteer opportunities that can contribute towards their academic and career success.
- The SWIS team, in collaboration with DCDSB and DDSB, prepared and delivered the High School Pathways information session, introducing the Ontario high school system to the parents of Durham students attending high schools in Canada for the first time.

In 2018, we had a record-shattering number of participants at our annual signature programs:

- Welcome and Information for Newcomers (WIN) is a program for families with elementary school-aged students.
- A total of 45 newcomer families joined us to explore the elementary school experience. These 151 newcomers (65 adults and 86 children) engaged in a "WIN Walk" tour of the school, a healthy lunch demonstration and a dressing for winter presentation. Parents were also connected to community resources such as dental and immunization services.
- Newcomer Orientation Week (NOW) is a program for high school students. For many newcomer students, high school in Ontario is very different from their previous school; the first few months can be stressful. A key feature of the NOW program is the role of Peer Leaders; high school students who are trained to run the program with the support of teachers and the SWIS team. 35 trained Peer Leaders welcomed and oriented 39 newcomer students in the week before they started at their new schools.

WIN and NOW continue to be very successful. Both programs provide a safe space for newcomer interactions to blossom into friendships, making them feel welcomed and valued in their new schools.





Orientation Program:

Funded by Immigration, Refugee and Citizenship Canada (IRCC), the Orientation program offers a safe and confidential space for newcomers to:

- receive answers to common questions about Canadian systems, Canadian rights and Canadian responsibilities
- seek information about life in Canada
- access referrals to local services
- get support with immigration documentation
- acquire supports such as housing, employment, education, child tax benefits, child care, health care among others.

Individual and family counselling support (non-therapeutic) available through Settlement Services provides newcomers with a place to deal with the difficulties faced when adjusting to their new life in Canada. An Orientation appointment begins with a client-focused and client-driven intake and needs assessment; this allows clients to express their needs, receive appropriate referrals and develop self-defined settlement plans.

Our dedicated Orientation Workers speak a total of 13 languages and serve Permanent Residents, Convention Refugees and Caregivers. Newcomers have a strong desire to succeed and to feel a sense of belonging in their new country. This team of diverse and highly skilled staff who have lived experiences as immigrants, work diligently with clients to ensure their settlement journey is well-informed. As experts in settlement services, they are committed to accelerating the engagement and success of newcomers.

In 2018, the Orientation Workers conducted several group and one-on-one settlement workshops for clients.

Over 2,078 clients were served by the Orientation Workers, which included 923 new clients and over 1,155 repeat clients.



Newcomer Settlement Program (NSP):

The Newcomer Settlement Program (NSP) promotes the successful settlement and integration of newcomers including citizens, immigrants, visitors, and refugees, through the provision of early settlement and long-term integration supports. This program is funded by the Ontario Ministry of Children, Community and Social Services. This program helps clients to fully engage in all aspects of Canadian life and encourages service users to socially, economically, and politically, participate and contribute to all aspects of our society.

The program is delivered at four different locations: Ajax, Pickering, Oshawa and Whitby, catering to the needs of the clients all over the Durham Region. The NSP staff are professional, and passionate in their efforts to eliminate obstacles faced by newcomers. They provide a strong voice as advocates for their clients.

Languages of service provision: English, Tamil, Arabic

NSP served a total of 1,515 clients, which included 783 new clients and 732 repeat clients.

“I am forever indebted to you for all the help you have given me” - Orientation Client



Community Connections Program:

Community Connections is funded by Immigrant Refugees and Citizenship Canada and serves permanent residents, convention refugees, and caregivers.

This program provides opportunities for newcomers to expand their social network, engage in the community and share their own culture with others. During our program activities, clients are able to connect with other newcomers as well as settled immigrants and Canadians.

The program is built around several activities which include:

**Conversation Circles:** Newcomers practice their English and French in an informal setting. Weekly sessions are conducted in different locations across Durham Region. Newcomers from all over the world and with a variety of language abilities come together to discuss different topics, have questions answered, share stories, and so much more! During the conversation circles, they learn about Canadian culture with the help of Community Connections volunteers.

**Community Garden:** This green space is located in CDCD's backyard. Programming runs from May until October. Newcomers are welcomed to plant a variety of vegetables and herbs, tend to them, and eventually enjoy the harvest! Furthermore, they learn together and get to enjoy the outdoors. Practicing English and learning about different produce and agricultural techniques are part of the activities. The garden is a communal space for clients and volunteers.

**Women's Group:** Activities are designed specifically for self-identifying women to bond while sharing and learning various crafts. They meet to practice their English and participate in the creation of art, while learning about their rights and responsibilities in Canada and helping each other adapt their new home.

**Newcomer Kitchen:** Cooking sessions are held at the Welcome Centre Immigrant Services - Ajax. Participants get together twice a month to learn, cook and share recipes from around the world. They work together as a team to create new dishes, make new friends, practice English, and most importantly, create a sense of community.

**Newcomer Senior's Group:** This group is designed to attract immigrant elders and encourages social engagement. They meet at the Oshawa Senior Community Centre to talk, play and learn about what the Centre has to offer.

Community Connections also hosts several special one-time activities, including:

**Family Fun Day during March Break:** Offers several days of child-friendly activities for participants to meet other newcomer families for a fun and social event.

**Summer Picnic:** A celebration at the end of summer for newcomer families to connect, relax and enjoy outdoor activities.

“Thank you to the Community Connections Program for allowing me to socialize with many different people while improving my English skills. With the help of Community Connections, I was able to find a job that I love.”  
- Community Connections

# Community Connections Success Story

**Volunteers:** Our program relies on the time and efforts of its dedicated volunteers to facilitate each of these activities. The knowledge and experience they share about the community, Canadian culture and the English language is invaluable to our clients.

We are grateful to our volunteers and our program is successful because of their contributions!



**Country of Origin:** India  
**Status:** Permanent Resident  
**Time in Canada:** 3 years

Steven Caswell arrived as a permanent resident in April, 2016. He was born in India, lived in the United Kingdom for quite some time, and finally decided to join his daughter in Canada.

Shortly after his arrival, he accessed the services at the Welcome Centre Immigrant Services - Ajax. He felt a little lonely and wasn't sure if he would ever be able to find employment. A Community Connection worker recommended that he join a Job Search Workshop (JSW) and an English Conversation Circle as they would be a good way to network.

On her recommendation he joined the Hebron Church English Conversation Circle. As time went on Steven became more involved with Community Connections working in the garden and participating in other outdoor events. He also enrolled in JSW to build his confidence and to improve his resume.

Steven speaks English, Hindi, Urdu and Punjabi and often helped clients to communicate and learn English vocabulary. Steven started to apply for jobs. Staff who came to know Steven were glad to provide a reference for him during his employment search.

In the fall of 2018, at one of the weekly activities, Steven excitedly announced that he had been hired by a major retail chain and would start work within a few days. He said he was so happy about getting this job because he felt that he could start contributing to his family.

Steven still visits the Ajax Welcome Centre and volunteers for Community Connection special event days.

# Welcome Centre Immigrant Services - Ajax



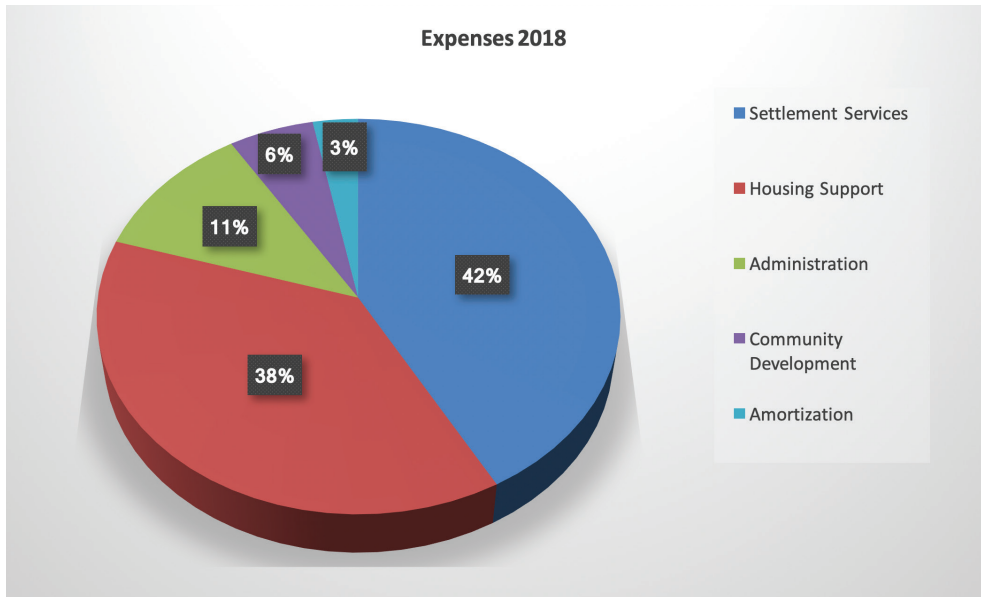
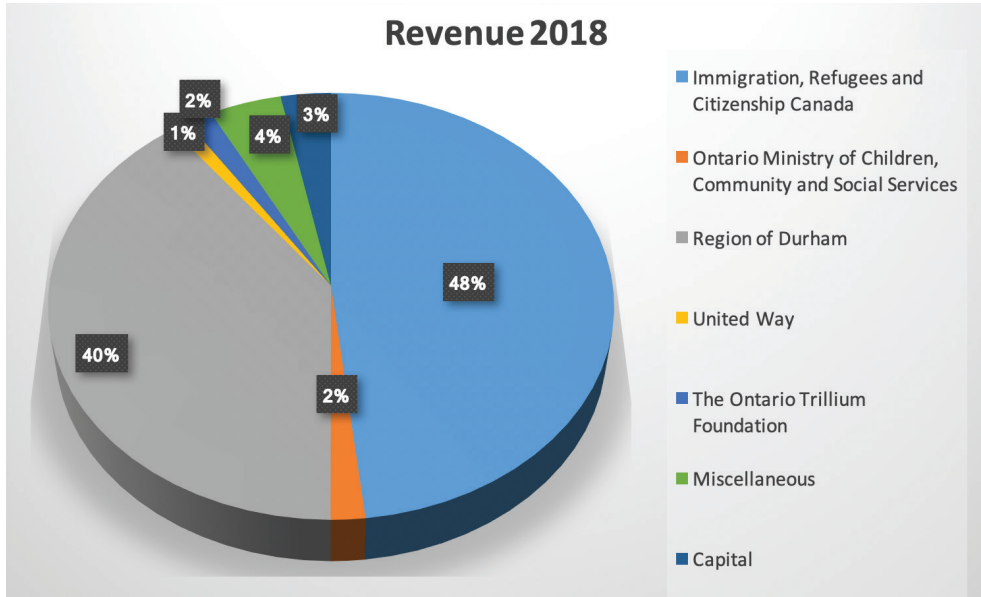
Welcome Centre Immigrant Services - Ajax prides itself in providing one-stop services designed to guide and support immigrants through the maze of information and resources in Durham Region. The Centre is a welcoming and inclusive environment that addresses the complex and changing needs of newcomers. Our integrated service delivery model provides a broad range of cross-sector services and expertise to immigrants/newcomers under one roof. Core services offered by our community partners at the Welcome Centre include: settlement and integration services, English language training, accreditation and qualifications information, employment supports and other services based on community needs (such as legal services, mental health services, culturally-appropriate family counselling, etc.). Welcome Centre Immigrant Services Ajax is funded by Immigration, Refugees and Citizenship Canada (IRCC).

"I am shocked and excited that the services at the Welcome Centre are free. The Centre guided me on how to fill out the citizenship application and showed me how I could print in out in the Resource Centre. You saved me \$750 in lawyer fees. I am very grateful for your services."  
- Ajax Welcome Centre client

## Successes for 2018 include:

- The Ajax Welcome Centre has been hosting the Community Volunteer Income Tax Program (CVITP) since 2012. With the help of volunteers the Centre has assisted thousands of eligible clients file their taxes and access benefits available to them through the government. In 2018, 248 returns were filed. This has generated more than \$736,648.45 in benefits for clients who were eligible for HST/GST, Ontario Trillium and Canada Child Benefit. Ajax Welcome Centre staff continued to record feedback from the clients about the free program. Some of the client responses include: "The volunteer was lovely. I appreciate that this is a free service. I'll be back next year"; "Excellent. We are seniors and you helped a lot. He (the volunteer) did a great job"; "Service was amazing and the tax volunteer was excellent. I like the fact that the service is free because my income is low".
- On December 20, 2018, through the generosity of members from Ajax Outspoken Speakers Toastmasters Club, Durham Region Police Services and Southside Worship Centre, the Centre provided gifts to 400 children who otherwise would not have received a present during the holiday season. The Ajax Welcome Centre clients, staff and SWIS team, extend their genuine appreciation and gratitude to all the organizations that made these initiatives possible.
- Our involvement with OCASI's Allies in Accessibility Program, has broadened our perspective on inclusive service delivery practices and led to connections, whereby members of the Town of Ajax Accessibility Council conducted an informal accessibility audit of the Centre. The results positively highlighted that the Centre is in compliance with AODA standards. All of the recommendations made to further enhance our customer service standards were delivered, such as updating our signage at the Centre to include braille, creating a meditation room, and reformatting our promotional materials to support anyone with in/visible disabilities that are using the Centre.
- Canada Day celebrations were organized jointly with the City of Pickering and the Pickering Welcome Centre. An information booth and various family-friendly games and activities related to life in Canada were organized by staff and volunteers throughout the day for the public. Many people visited the Welcome Centre's booth and shared information. Families expressed their joy in celebrating Canada Day as a national holiday and spoke about what Canada means to them.





Please note the charts presented are based on CDCD's Audited Financial Statements which were prepared by RMS. To view the full version, please go to [www.cdcd.org](http://www.cdcd.org)

Executive and Administrative Office

**Hermia Corbette**, Agency Lead and Manager, Welcome Centre and Immigrant Services - Ajax  
**Peter Manu**, Finance Manager  
**Erick Sanchez**, IT Administrator  
**Zafar Ali Punjani**, Accounting Clerk

Settlement Services

**Henock Teklemariam**, Team Lead Immigrant Services  
**Hanna Siekowski**, Settlement Program Assistant

Newcomer Settlement Program (NSP)

**Alaa Aldwik**, NSP Worker  
**Asma Mohran**, NSP Worker  
**Nalayini Ravindranath**, NSP Worker  
**Paliny Kanagalingam**, NSP Worker\*

Orientation Program

**Mohammad Sohail**, Orientation Worker  
**Parvin Syal**, Orientation Worker  
**Patricia Liang**, SWIS Worker  
**Rahime Solak**, Orientation Worker\*  
**Teresita Perera**, Orientation Worker

Community Connections Program

**Alana Andrews**, Community Connections Worker  
**Bozena Stobinska**, Community Connections Worker  
**Katelin Grant**, Community Connections Worker\*  
**Maria Abogado**, Community Connections Worker

Settlement Workers in Schools (SWIS)

**Vicki Kerr**, SWIS Senior Administrative Assistant  
**Aloma Selvarajha**, SWIS Worker  
**Carmen Subibi**, SWIS Worker  
**Joy Tan**, SWIS Worker\*  
**Maribel Cabral de Sousa**, SWIS Worker  
**May Toma**, SWIS Worker  
**Najeeb Nayab**, SWIS Worker  
**Soraya Attai**, SWIS Worker

Staff Tribute

We are forever grateful to all the dedicated staff who supported the agency in 2018, and enabled us to achieve a client-first approach which is at the core of everything we do.

The CDCD Board of Directors and Management Team would like to thank, and extend our appreciation, to all of our staff for the work done every day to provide quality services and programs to the residents of the Region of Durham. Their continued passion and enthusiasm for serving our clients is a daily inspiration and the reason we have had the privilege to serve our community for nearly 50 years. Thank you and congratulations to our entire team of staff!

Community Development

**Nathan Gardner**, Partnership and Fund Development Manager  
**Ashley McDonald**, HIFIS Community Coordinator

Housing

**Vanessa Bilenduke**, Community Services Manager\*  
**Dawn Stewart**, Housing Stability Worker  
**Emily Buckley**, Intake Worker and Receptionist  
**Geralda Bray**, Outreach Worker  
**Jacinta Arokiasamy**, Housing Coordinator  
**Jennifer Mackay**, Outreach Worker  
**Niki Goulden**, Housing Stability Worker

Welcome Centre Immigrant Services - Ajax

**Dilenia Teaz**, Senior Administrative Assistant  
**Darlene Bahlmann-Huber**, Administrative Assistant/Receptionist  
**Donette Ambris**, Administrative Assistant/Receptionist  
**Guler Korkmaz**, Administrative Assistant/Receptionist

\* On leave

## Current Board of Directors

## Volunteer Engagement

### Board Tribute

The Board of Directors consists of up to 11 volunteer Directors and includes a President, Vice-President, Treasurer and Secretary. These dedicated individuals administered overall governance and oversight to CDCD throughout 2018 by meeting at least once per month throughout the year to ensure they provided quality leadership and care for the organization. We would like to express our sincere thanks to these dedicated Directors for their service throughout 2018!



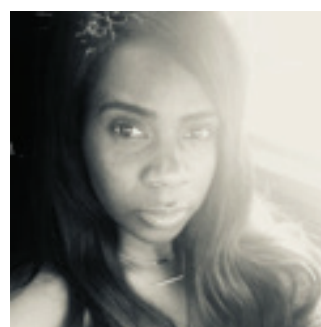
Elizabeth Jamischak  
President



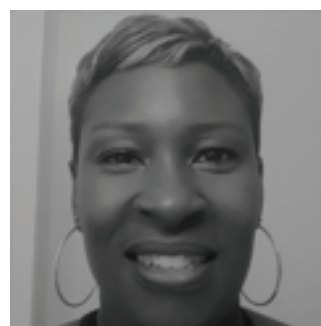
Michelle Davis  
Vice President



Roger Ramkissoon  
Treasurer



Audette James  
Secretary



Portia Daisy  
Director



### We believe that volunteers are our best asset!

The assistance offered by volunteers is vital to our clients and is imperative to provide client-centred services. We believe that our volunteers are a reflection of and an invaluable resource to our community.

### Thank you to CDCD's amazing volunteers.

Over **1,158** volunteers from all walks of life helped to make a difference in so many individuals' lives! We could not have asked for a more dedicated group of volunteers and words cannot express how grateful we are to have you!

These volunteers have contributed **5,653 hours** of their time.



**CDCD**  
Community Development  
Council Durham  
Building Strength in Our Community Since 1970



RESILIENT INNOVATIVE STRATEGIC EXCELLENCE

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