

# CDCD

Community Development  
Council Durham

*Building Strength in Our Community Since 1970*



## ANNUAL REPORT 2021

*Strong Roots.  
New Branches.*



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## Our Vision

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

## Our 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.



# JOINT MESSAGE – FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

## Strong Roots. New Branches.

2021 was a year of growth and hope at Community Development Council Durham (CDCD). With the COVID-19 pandemic still impacting our daily operations, programs, and services. It changed how we connect with each other – internally as colleagues, and externally with clients and community partners – yet CDCD continued to build on its strong roots and practice the lessons learned from 2020. Our strong roots allowed us to weather the storm. Where we identified gaps and needs, we grew new branches and thrived.

We remained adaptable, forward-thinking, and responsive as provincial and public health and safety measures were constantly evolving. With safety as our main priority, we continued to adapt within the virtual world, serving the community and protecting the well-being of our staff and volunteers.

We gained a much clearer picture and understanding of how the pandemic had an amplified impact on marginalized communities such as Black, Indigenous, racialized peoples, and women. Furthermore, in Canada, and more closely in Durham, we heard increasing calls for action against anti-Asian and anti-Black racism, and for truth and reconciliation with Indigenous peoples. At CDCD, we listened. We learned. We unlearned. We continued down this path of learning and unlearning. To this end, we delivered innovative and reliable programs and services with equity-deserving communities at the top of our minds.

As **Durham Social Planning Council**, CDCD commissioned social research and created reports focusing on:

- **Employment** (See [2021 Living Wage Calculations](#));
- **Housing issues and homelessness** (See [Homeless Individuals and Families Information System \[HIFIS\] Report](#), and [Point-In-Time Count \[PiT Count\] Report 2021](#));
- **Impact of the COVID-19 pandemic on rural and remote communities** (i.e., through [North Durham Social Development Council's \[NDSDC\]](#) partnership with the Regional Municipality of Durham and University of Guelph – the full report to come soon); and
- **Uncertainty in the non-profit sector** (See [Durham Non-Profit Recovery Network webpage](#)).

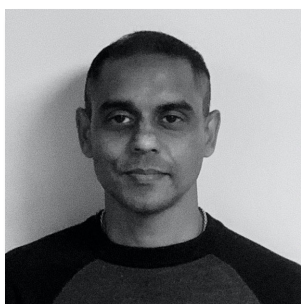
While we navigated the effects of the global pandemic, other parts of the world were experiencing additional crises – the effects of the climate crisis, worldwide food insecurity, and wars in Afghanistan and Ukraine.

CDCD is the primary Settlement Services provider in Durham. We anticipated and prepared for individuals and families seeking refuge in Canada, and services and supports in the Durham Region.



As a **Housing and Immigration Services provider**, CDCD introduced and implemented new programs and services addressing:

- **Childminding services** (e.g., Care for Newcomer Children [CNC]);
- **Digital poverty** (See [Digital Literacy Program](#), and [Free Microsoft Word Training](#));
- **Entrepreneurship and labour market entry** (See [Newcomer Women's Entrepreneurship Program](#));
- **Housing issues and homelessness** (See [Landlord Engagement & Support](#));
- **Indigenous Calls to Action** (e.g., Community Connections: Building Bridges Program, and [Orange Shirt Day](#));
- **Income support** (See [Financial Literacy for Newcomers – Four Part Workshop](#), and [Free Income Tax Clinic](#));
- **Increased gender-based violence** (e.g., Settlement Workers in Schools [SWIS]: Let's Talk About Relationships Program)
- **Orientation and settlement to Durham** (e.g., [Afghan Newcomers Information Event](#) facilitated in Dari and Pashto, and in partnership with other local service providers); and
- **Social isolation because of lockdowns and pandemic orders** (e.g., [Newcomer Seniors Wellness Check](#), and [newcomer seniors workshops](#)).



A handwritten signature in dark ink, appearing to read 'Roger'.

**Roger Ramkissoon**  
Board President

Through an ongoing focus on building infrastructure, we listened to and engaged our staff and volunteers. We gained a better understanding of what their needs were – especially their mental health, and psychological safety. We moved at a gradual and safe pace, while adhering to government and public health guidelines.

Furthermore CDCD implemented:

- **Capital investment initiatives** (e.g., new computers/laptops for all staff);
- **COVID-19 prevention, practices, and policies** (e.g., active screening, vaccination policy);
- **Digital citizenship**;
- **Enhanced staff and volunteer digital literacy**;
- **Hybrid model** of program and service delivery;
- **Remote work** protocol during lockdown periods;
- **Training and professional development** (e.g., Trauma-Informed Practice, and Wellness in the Workplace Series).

CDCD is constantly and strategically thinking about the future, where we remain committed to fortifying our roots to further expand our branches across the Durham Region. We will continue to serve CDCD's clients with FREE innovative programs and services, and offer meaningful supports to staff and volunteers.

CDCD will ensure that we all stand strong to face the complexities of globalization's impact on the diverse populations that we serve.



A handwritten signature in dark ink, appearing to read 'Hermia'.

**Hermia Corbette**  
Executive Director

# CDCD SERVING DURHAM JAN. 2021 to MAR. 2022

**Ajax Welcome Centre** programs were accessed **20,206** times. **909** unique service users engaged in Centre-led initiatives.

**Settlement Workers in Schools** delivered **13,778** engagements across **180** schools serving **2,674** unique clients.

**Newcomer Settlement Program** served a total of **1,676** clients, which included **703** new clients and **973** repeat clients.

**THSP** assisted with eviction prevention during the COVID-19 pandemic by disbursing approximately **\$414,891.14** in financial assistance to over **138** Durham Region households

**HSP** assisted with eviction prevention by disbursing approximately **\$1,500,366.57** in financial assistance to over **1,275** Durham Region

**Community Connections** facilitated **439** group activities with the support of **118** volunteers who provided **2,762** hours of volunteer support.

**Orientation Program** served **2,209** clients, which included **813** new clients and over **1,396** repeat clients.

**Ajax Welcome Centres Free Income Tax Clinic** served **202** newcomers and generated **\$1,212,0879** in benefits for clients.

Combined the **Orientation and NSP Programs** served **204 Afghan** refugees, which included **155** new clients and **49** repeat clients.

**Low Income Energy Assistance Program (LEAP)** disbursed approximately **\$74,494.54** in financial assistance for hydro arrears to **154** households.

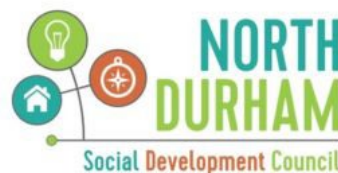
# DURHAM SOCIAL PLANNING COUNCIL

Since 1970, CDCD has served as the Durham Region's local **Social Planning Council** and is a member of the Social Planning Network of Ontario (SPNO). CDCD's Community Development Department adheres to the SPNO's operating principles:

## Operating Principles

- ❑ **Community Accountability:** Social planning organizations are membership-based and are governed by boards which are elected annually by their community members.
- ❑ **Knowledge-based Action:** Social planning organizations link independent research and community experience to the development of action proposals and solutions to identified problems.
- ❑ **Citizen Participation:** Social planning organizations promote the active participation of community members in planning and decision-making processes.
- ❑ **Inclusiveness:** In promoting citizen participation, social planning organizations actively seek to include all community members with an interest in the issue at hand regardless of gender, racial and/or cultural origin, religion, age or other self-defining forms of identification.
- ❑ **Empowerment:** In promoting inclusive citizen participation, social planning organizations strive to build the capacity of community leadership to participate more effectively in democratic processes and to take greater control over decision-making which affect the quality of community life.
- ❑ **Integrated, Holistic Perspective:** Given the interdependence of the social, economic, political, cultural, and technological dynamics of modern life, social planning organizations recognize the need for comprehensive and interdisciplinary approaches to planning, policy analysis and problem-solving in our society.

## North Durham Social Development Council



CDCD's Community Development Department continues to facilitate the long-standing North Durham Social Development Council (NDSDC), with cooperation from North Durham partners in Brock, Scugog, and Uxbridge. The NDSDC network provides a dynamic forum to share insights about service planning and delivery, promoting positive change for agencies and communities in North Durham. [NDSDC's signature program](#) is our inter-agency meetings where northern service providers share experiences and programs with southern-based agencies and focus on rural issues in our communities.

In 2021, discussions focused on North Durham residents' participation in a cross-regional research study that investigated the impact of COVID-19 in rural communities. NDSDC's other key topics included Rotating Service Hubs and the Beaverton Supportive Housing Project. To join NDSDC, contact [NDSDC@CDCD.org](mailto:NDSDC@CDCD.org).

# COMMUNITY DEVELOPMENT AND SOCIAL RESEARCH

The Community Development Department initiatives remain central to 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 inclusion, mutual respect, and social justice.

The Durham Region's communities are central to all of our work. CDCD contributes by defining, participating, and in some instances, leading our community's development, research, and social planning initiatives.



## Out of Homelessness: Vulnerability of Unattached Individuals in Durham Region

[ABOUT THIS PROJECT](#) [RESOURCES](#) [RESEARCH RESULTS](#) [CONTACT US](#)

### Partners and resources

#### Our partners



**Cornerstone Community Association Durham**  
Shelter and support for homeless or formally homeless individuals

133 Simcoe Street South  
Oshawa, Ontario  
905.433.0254



**Community Development Council Durham**

458 Fairall Street, Unit 4  
Ajax, Ontario  
905.686.2661



**John Howard Society of Durham Region**

75 Richmond Street West  
Oshawa, Ontario  
905.579.8482



**Region of Durham Social Services**

[Community partners and resources](#)

At CDCD, we execute SPNO principles by committing to a process that focuses on community and truth, which we call **ITERATIVE & OPEN**. This means:

**Iterative:** We engage local partners and community members throughout the various stages of our research and community development work. We commit to continually reviewing and assessing our work and making adjustments to ensure community data is consistently reliable and valid.

**Open:** While adhering to timelines and expectations that are core to our work, CDCD remains committed to the process of discovery and truth.

### Highlights

- ❑ Conducted the 2021 Point-In-Time (PIT) Count and published the report
- ❑ Served as a panelist at the Durham Community Foundation's 2021 Philanthropy Forum
- ❑ Served as a panelist at the National HIFIS Workshop
- ❑ Conducted a delegation to Regional Councilors on the HIFIS Report
- ❑ Published We're On Our Way - Supporting Durham's Non-Profit Sector through (and post) the COVID-19 Pandemic (cdcd.org) Report; presented report findings and recommendations with stakeholders
- ❑ Established the [Durham Non-Profit Recovery Network \(DNRN\)](#); launched the [DNRN website](#)



# COMMUNITY DEVELOPMENT PROGRAMS AND PROJECTS

## Community Lens

Annually, CDCD produces [Community Lens Reports](#) which are statistically-based profiles of equity-deserving communities. In 2021, CDCD reported on Black Communities in the Durham Region, utilizing Statistics Canada 2016 Census Data. The Lens highlighted Durham's Black community as rich and vibrant with cultural identity, and leaders of grassroots movements that need to be acknowledged, promoted, and supported.

## Poverty Reports

Commissioned by the City of Oshawa, the Community Development Department created a statistically-based profile of poverty in Oshawa, based on Statistics Canada 2016 Census Data. The Report is a snapshot of poverty in Oshawa, highlighting it as a complex, nuanced social issue that impacts communities and people at different levels.

## The Self-Empowerment & Livelihood Improvement Project (SLIP)

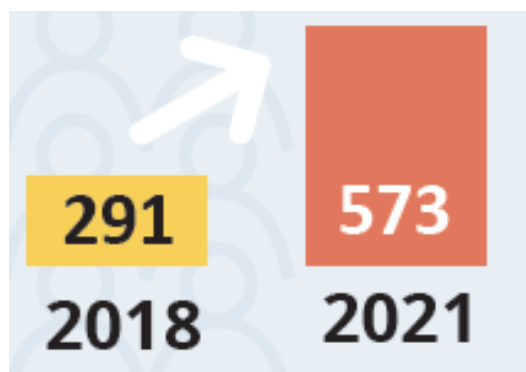
The Self-Empowerment & Livelihood Improvement Project (SLIP) is a three-phased, 15-week personal development program. Funded by Ontario Trillium Foundation, the project was implemented in Durham by its founder, TRU Potential. In partnership with CDCD, a comprehensive evaluation and report were developed, highlighting the program's capacity to support Durham's vulnerable communities, and humanize the complex barriers and problems related to poverty. The project also highlighted the chronic, multi-faceted needs of individuals experiencing homelessness, and provided a reflection of their realities.

## Point-in-Time Count 2021 (PiT Count)

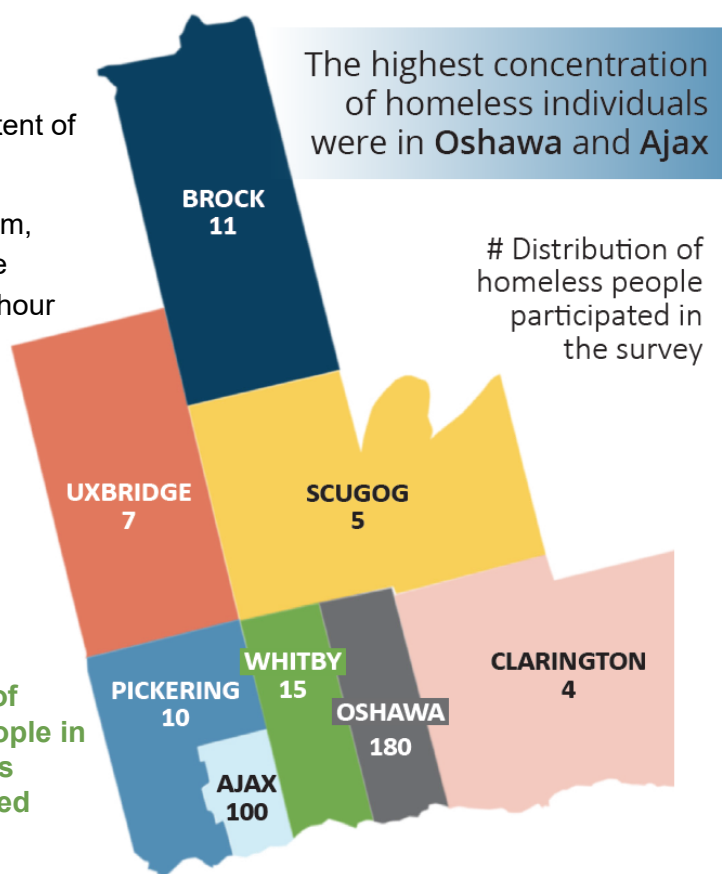
[The Point-in-Time Count \(PiT Count\)](#) measures the extent of homelessness in the Durham Region.

In collaboration with Reaching Home, Region of Durham, and 11 agencies representing the diverse groups in the Durham Region, the count was conducted within a 24-hour period from October 20 to 21, 2021.

To view the full report, visit [www.cdcd.org/projects/point-in-time-count](http://www.cdcd.org/projects/point-in-time-count).



The number of homeless people in the region has almost doubled since 2018.



# COMMUNITY DEVELOPMENT PROGRAMS AND PROJECTS

## Durham Living Wage Network

**\$17.80**

**2021 Living Wage  
Calculation in Durham  
Region**

Ontario's minimum wage will be  
increased to \$15.50/hour in  
October, 2022



The living wage is an hourly rate at which a household (i.e., 2 adults and 2 children) can meet its basic cost of living needs, after government deductions and transfers. In 2017, CDCD was the lead agency in calculating Durham Region's Living Wage, and published the Living Wage Report. Due to the COVID-19 pandemic, the 2020 calculation was postponed. The new calculation was completed in November 2021.

Rethink Resources Inc. and Carefooter Beverage Solutions became Durham's 5<sup>th</sup> and 6<sup>th</sup> Living Wage Employers in 2021. The Nourish and Develop Foundation became the 7<sup>th</sup> in 2022. **Below is a list of all of Durham's Living Wage Employers:**

- [Little Beasts Brewing](#)
- [The Nourish and Develop Foundation](#)
- [Community Development Council Durham](#)
- [Rethink Resources Inc.](#)
- [Pathwise Credit Union](#)
- [Durham Youth Services](#)
- [Carefooters Beverage Solutions](#)

**Why Durham Employers Pay A Living Wage?** Adopting a living wage, can lead to increased business efficiencies and contribute to regional economic resiliency. Read more about how your organization can become a [Durham Living Wage Employer](#).

## Durham Non-Profit Recovery Network (DNRN)

Funded by Ontario Trillium Foundation, our community's response to the impact of the COVID-19 pandemic was led by CDCD's Community Development Department, in partnership with Ajax-Pickering Board of Trade, Ajax Pickering Hospital Foundation, Durham Community Foundation, the Durham Child and Youth Planning Network, and United Way Durham Region. A research was conducted to have a better understanding of what resources were needed to equip and support Durham non-profits in navigating the immediate and long-term effects of the pandemic. As a result, Durham non-profits came together to provide recommendations to better facilitate the sector's recovery, which are outlined in the [We're On Our Way – Supporting Durham's Non-Profit Sector through \(and post\) the COVID-19 Pandemic Report](#).

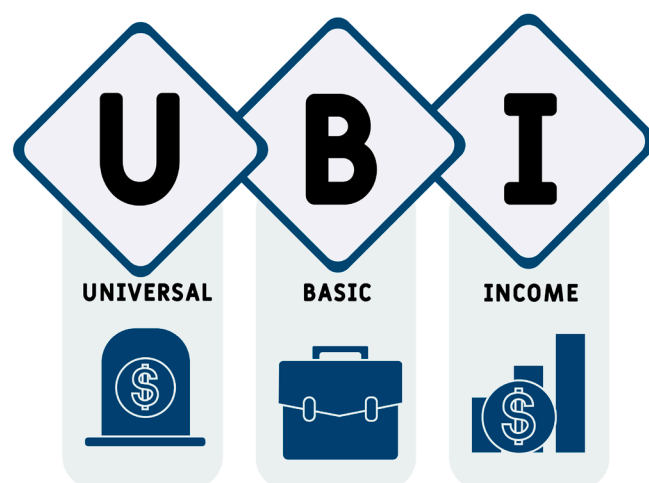
Subsequently, a Durham Non-Profit Recovery Network (DNRN) was established and is led by five collaborative partner organizations in the Durham Region. As a collective, the organizations will be moving into the third phase of the DNRN project. To learn more and access free, recovery-based resources and tools, visit <https://www.cdcd.org/durham-non-profit-covid-19-recovery/>.

# COMMUNITY DEVELOPMENT PROGRAMS AND PROJECTS

## Universal Basic Income

Since 2020, CDCD has been in partnership with Universal Basic Income (UBI). UBI is comprised of a group of professionals from a variety of disciplines: artists, business leaders, economists, public relations experts, and other civic-minded persons, that create evidence-based narratives to promote Basic Income as a good investment to Canadians and our economy.

CDCD will support their ongoing work and help make inroads for UBI discussions in Ontario. To learn more, visit <https://www.ubiworks.ca/>



## Homeless Individuals and Families Information System (HIFIS)



In partnership with the Regional Municipality of Durham and local Housing Service Providers, CDCD contributes to the success of the Homelessness Support and Coordinated Access System by overseeing the Homeless Individuals and Families Information Systems database (HIFIS), as well as the [Homelessness in Durham](#) website.

HIFIS coordination includes developing and maintaining equitable, healthy relationships with community partners and stakeholders, data integrity, management of the By-Name List (BNL), system improvements, and training for partners. It also includes providing vacancy referrals for Housing First Case Workers, and transitional living spaces across the Durham Region.

In 2021, CDCD led the successful integration of the BNL Report into HIFIS. In doing so, BNL data can be extracted for better, more effective reporting of data points to meet the requirements of funders.

### BY-Name List Data Points Jan. 2021 to Mar. 2022

**258**

People Housed from the BNL

**137 out of 258**

People Experiencing Chronic Homelessness

**By-Name List (BNL):** is a real-time, up to date list of people known to be experiencing homelessness

# HOUSING HELP DURHAM



Funded by the Regional Municipality of Durham and the Government of Ontario, **Housing Help Durham** provides direct personal support services to assist clients with their housing needs including advocacy; general information on landlord and tenant matters; mediation; and providing referrals to other community services and programs.

*"I cannot thank you enough or express just how appreciative I am of my case worker and this organization. I have been trying so hard to get everything up-to-date while dealing with what feels like the weight of the world on my shoulders. I have been dealing with issues in my marriage, hours being cut at work, my husband being hurt at work and my daughter going through mental health issues. My world has been shattered consistently for a year and I was beginning to feel utterly defeated. This is the first time in a long time I feel like I can breathe a little. I hope you understand the magnitude of hope and light you gave me today there are no words. Thank you from the bottom of my heart."*  
HSP Client, 2021

## Low Income Energy Assistance

**Program (LEAP)** disbursed approximately **\$74,494.54** in financial assistance for hydro arrears to **154** Durham Region households.

## Temporary Housing Support

**Program (THSP)** assisted with eviction prevention during the COVID-19 pandemic by disbursing approximately **\$414,891.14** in financial assistance to over **138** Durham Region households.

## The Housing Stability Program (HSP)

The Housing Stability Program (HSP) provides qualified Durham households with funding for rent arrears, utility arrears, and assistance with last month's rent and/or moving costs.

*"My experience with my HSP Worker was fantastic! She always kept me in the loop, reached out and described the process and what to expect. She was very helpful and efficient. She also connected me with the LEAP which was such a great help. Thank you so much!"* HSP Client, 2022

The HSP disbursed approximately **\$1,500,366.57** in financial assistance to over **1,275** Durham Region households. This program assisted several individuals and families by preventing potential eviction.

**625 out of 1,275**

**Were Single Dwelling Households**

**650 out of 1,275**

**Were Family Units**



# HOUSING OUTREACH PROGRAMS

All of CDCD's Housing programs and services are strategically delivered to align with the Region's goal to end homelessness in Durham.

The **Housing Outreach Team** offers support to clients in Ajax and Pickering by helping them to find and/or retain their housing.

The team supported approximately **2,390** households, with **644** households receiving assistance with:

- Accessing emergency shelters
- Applying for and replacing identification
- Completing forms for income assistance (e.g., Ontario Disability Support Program [ODSP]) and social housing
- Connecting to community resources that address their needs
- Handling Landlord and Tenant Board (LTB) issues
- Obtaining essential items, such as bus tickets, food cards, sleeping bags, and tents
- Obtaining the start-up funds to transition out of homelessness

In addition, the team forged a strong partnership with VHA Home HealthCare, and provided support to clients at the Ajax HUB, two to three days per week on housing-related matters. Furthermore, in partnership with the Ajax and Pickering Public Libraries, outreach services were delivered at both locations once a month.



## Ontario Electricity Support Program (OESP)

Clients can receive OESP assistance, which offers low to moderate-income households a reduction in their monthly hydro costs. Over **100** households received assistance in the reporting period.

*We didn't know anything about the services. We had a zoom call and went over all of the details and answer all of our questions. We were explained how Open Doors Project would benefit us, as well as the people in need of rental residency. Never once did we feel rushed or pressured. CDCD is completely honest and detailed in providing all details. Landlord Engagement Specialist (LES) fully supported all of our concerns and was proactive in screening tenants that met our expectations, dedicating her time to finding us tenants that fit our criteria. We felt like we were her priority and she listened to all of our concerns and always made us feel fully involved and heard. We have had no issues since engaging in the program, and all of our expectations have been exceeded. We fully support and recommend this program! It has been a positive and fulfilling experience." Opening Doors Landlord, 2021*

## Landlord Engagement Specialist (LES)

creates a support system for housing providers, which includes a variety of services that ensure long-term, successful tenancies. On average, 7-10 landlords receive counseling and support monthly. The types of supports the LES offers are:

- ✓ Information on rights and responsibilities
- ✓ Information on rental arrears and referrals to HSP
- ✓ LTB support
- ✓ Referrals to outreach services for housing and tenant retention
- ✓ Tenant selection support

**Opening Doors In Durham Region** is a pilot project designed to foster stronger relationships between local landlords, tenants, and **Housing First Case Workers**. Opening Doors focuses on housing individuals who are chronically homeless and are on the BNL.

Landlords receive a signing bonus and risk mitigation funds when they rent to individuals on the BNL. Approximately **10** landlords signed up to Opening Doors, providing rental units to over **10** homeless individuals.

## SETTLEMENT SERVICES:

### Orientation and Newcomer Settlement Program (NSP)



*"In Ajax Welcome Centre I found myself very comfortable and all employed was very friendly and helpful. I spoke with Mr. Mohammad and he helped me to find the best answer to all my questions. I got started with my life in Canada, and with all help I got it from this centre. I didn't feel lonely anymore."*  
Client December, 2021

Funded by Immigration, Refugees, and Citizenship Canada (IRCC), the **Orientation Program** provides newcomers and immigrants with the assistance, guidance, and support needed to integrate and settle into Ontario and the Durham Region.

#### Orientation Workers offer a confidential, safe, and welcoming space for newcomers to:

- ☐ Access community resources, programs, services, and social networks
- ☐ Find information about life in Canada
- ☐ Receive answers to common questions about Canadian systems, as well as their rights and responsibilities in Canada.
- ☐ Receive assistance with reviewing immigration documents and filling out government-related and other service provider forms.
- ☐ Receive supports such as childcare, employment, education, health services, housing, Child Tax Benefits, and other important social benefits.

From Jan. 2021 to Mar. 2022, Orientation Workers served:

**1,396**

Repeat Clients

**813**

New Clients

**2,209**

Total Clients

# ORIENTATION PROGRAM

From 2021 to 2022, a surge of Afghan immigrants immigrated to Canada and into Durham Region, escaping their home country's dangerous living conditions. After accessing services from CDCD, their immediate settlement and integration were made possible by the connections and resources provided by our experienced settlement staff. Clients' initial meetings start with one-on-one intake and needs assessment that is client-centred and client-driven. This allows clients to communicate their requirements, obtain appropriate referrals, and create their own settlement plans. Furthermore, our dedicated team reached out to all possible resources, including community citizens, family members, friends, and staff, who come to the aid of clients by kindly donating necessities like winter clothing, bedding, blankets, furniture, mattresses, and many other items.

The Orientation program further collaborated with community partners to conduct a **virtual Afghan Newcomer Information Session** that included information on health care and the health care system, the education system, financial support, employment programs, housing information, and more. This was done to help Afghan newcomers and their families receive accurate, important information. Staff members also provided live translations of the information into the Dari language. Participants expressed gratitude to the session's organizers as they obtained useful information:

*"People from CDCD were all friendly and nice. The orientation on different topics was very beneficial for newcomers, and their response got well."*

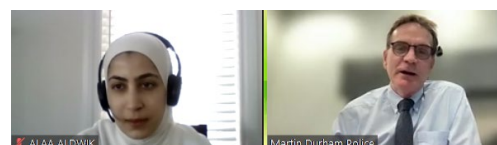
*"This was a great presentation, and very valuable information was made available."*

*Clients June, 2021*

The **7 Orientation Workers** communicate in **18 languages**. This vital support enables caregivers, convention refugees, and permanent residents whose first language is not English to express their needs in their own language. During the year, they organized **workshops and webinars** in partnership

with other service providers for clients to learn about:

- ☐ Income Tax Preparation
- ☐ Settlement Services, including Durham Welcome Centres, Community Connections, and Settlement Workers in Schools
- ☐ Rights and Responsibilities of a Canadian Citizen
- ☐ Canadian Citizenship and Permanent Resident Application Preparation
- ☐ Volunteering in Durham Region
- ☐ Safe Winter Driving
- ☐ Power of Attorney and Wills
- ☐ Fraud Awareness and Prevention



## FRAUD AWARENESS & PREVENTION

During these interesting times and everyday!



*"Thank you so much for sharing information. I learned many things today." Client June, 2021*

# NEWCOMER SETTLEMENT PROGRAM (NSP)

## 1,676

Total Clients

## 703

New Clients

## 973

Repeat Clients

### CDCCD's NSP services are delivered in:

- ☐ English
- ☐ Tamil
- ☐ Arabic

The Newcomer Settlement Program (NSP) is funded by the Government of Ontario and provides settlement services tailored to clients' needs. The clients that seek our services include citizens, international students and trained professionals, refugees, and visitors. As a result of the NSP, clients were well-informed about information, services, supports, and tools that will enable their successful settlement in the Region – particularly during one of the most difficult, vulnerable times: the start of their settlement journey.

The NSP Settlement Team are expert system navigators, helping clients meet their various needs. Some of the client services and supports that NSP provides include:

- ☐ Community services and supports
- ☐ Continuing education
- ☐ Credential assessment
- ☐ Employment supports
- ☐ Family supports
- ☐ Immigration application support and information (e.g., Canadian citizenship, permanent residency and renewal, refugee claims)
- ☐ Income supports (e.g., clothing, food and furniture bank, Ontario Works, ODSP)
- ☐ Interpretation services
- ☐ Legal supports
- ☐ Lost documents
- ☐ Medical supports
- ☐ Passport applications
- ☐ School registration for children and youth
- ☐ Senior programs and services
- ☐ Housing supports (e.g., shelters)
- ☐ Government services (e.g., OHIP, SIN)



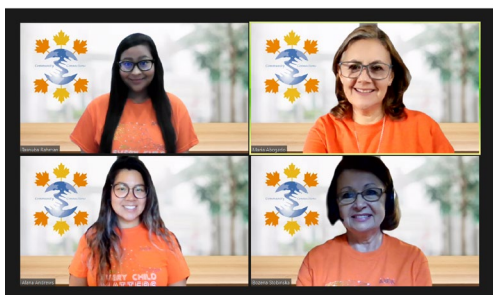
*The NSP Workers were:  
“Great in her help and support during the call, BIG thank you for her.” Client, January 2022*

*Cooperating and respectful.” Client, December 2021*



# NEWCOMER COMMUNITY PROGRAMS AND SERVICES

Funded by IRCC, the **Community Connections Program** serves newcomer individuals and families.



The team delivers weekly **signature activities**, some of which are held year-round, at partner locations across the Durham Region. These activities include:

- ☐ Community garden (during the summer)
- ☐ Growing and robust Volunteer Program
- ☐ English Conversation Circles
- ☐ Newcomer Community Kitchen
- ☐ Newcomer Ladies Social
- ☐ Newcomer Seniors Group
- ☐ Newcomer Women's Group
- ☐ Newcomer Ladies Social

## Community Connections Volunteers

All Community Connections activities were planned and facilitated with the help of our trained volunteers.

**53**

New Volunteers Trained

**2,762**

Volunteer Hours Contributed

**118**

Volunteers Were  
Retained By The Program



*"This was how I got involved with the Community Connections Program at Community Development Council Durham (CDCD) and I must say it has been a life saver. I try to get involved in as many activities as possible. I look forward to seeing and hearing everyone on these programs, especially the English Conversation Circle on Tuesday evenings and the Ladies' Social. I feel that indeed there are people who care enough to make you feel special and part of Canadian society".*

*Client, 2021*

# COMMUNITY CONNECTIONS (CC)

## Robert McLaughlin Gallery: “Community

### Connections” Exhibit

In November 2021, the Robert McLaughlin Gallery opened its doors to community members to view the newcomer-inspired Community Connections Exhibition in person. To learn more, visit <http://rmg.on.ca/community-connections/>

**Canada Connect** is a program where one newcomer is matched with one volunteer to build a close, strong relationship and to provide meaningful one-on-one support. From 2021 to 2022, Community Connections facilitated **10** matches. The program was delivered in-person and online.

As a main and key contributor to the **two-way integration** between new immigrants and Durham residents, Community Connections hosted one-time, special activities to bring these parties together. Some of the activities included:

- ❑ Health Fair and Nutrition Sessions (in collaboration with Humber College of Nursing)
- ❑ In-person visit to the Robert McLaughlin Gallery
- ❑ Online Newcomers Professional Connections
- ❑ Walking Group
- ❑ Welcome Back party
- ❑ Volunteer Training
- ❑ Yoga Practice

**105**

New Clients Served

**1,161**

Repeat Clients Served

**439**

Activities Delivered



Community Connections helped newcomers integrate into Canadian life, providing them with the social supports needed to ease their transition. Through the various group activities, newcomer individuals, families, and seniors connected with settled Canadians, developed their social networks and made friends, learned more about their community, participated in informative workshops, practiced English, and shared their own experiences and stories. Due to the pandemic, most of these activities were conducted online, via virtual platforms.

# COMMUNITY CONNECTIONS (CC)

**Building Bridges** aims to bring together newcomers to Canada and Indigenous peoples to build ties among unique communities, foster intercultural learning, and promote diversity and inclusion through meaningful cultural exchange. Building Bridges' goal is to educate newcomers to Canada on the rich heritage, history, resilience, and diversity of First Nations, Inuit, and Métis peoples across Canada through the lens of Indigenous peoples.

## Building Bridges Activities

In partnership with **Robert McLaughlin Gallery**, clients virtually toured the exhibit, *“Like the winter snow kills the grass, the summer sun revives it.”* It featured seven Indigenous artists who produce work in or about their Indigenous languages, and shared how their artwork is related to their rich culture, history, and tradition.

## Orange Shirt Day: Information Session for Newcomers

In recognition of Orange Shirt Day, **91** participants attended the Information Session. The attendees were given Orange Shirts, purchased from an Indigenous company called **Nish Tees**, with proceeds going towards an Indigenous school. The content for this information session was developed in collaboration with Troy White, an Indigenous Community Facilitator, and Mary Kelly, a residential school survivor, who served as our guest speaker. Clients learned about the importance of Orange Shirt Day from Indigenous voices.



**Building Bridges: Indigenous Beading Workshop** was hosted with **Naomi Smith, an Indigenous Artisan and Educator**. Participants were given a bead kit to make their own bracelets, while learning about the history of the hair pipe. The guided workshop taught participants to create bracelets using hair pipe beads, leather, and sinew. Naomi shared the history and relevance behind each bead, colour sequences, and use of materials. The bracelets reflected the medicine wheel, as well as grandfather teachings about wisdom – this added an incredible amount of depth and meaning to clients' learning.

## We Wear Our History Event

This two-way integration event showcased traditional Indigenous clothing to newcomer clients and focused on the significance of symbols found in Indigenous clothing. In addition, newcomers were encouraged to wear their traditional clothes, and share the meaning and symbols behind their own traditional clothing. The participants showcased their own heritage, and were proud to share the meaning and stories behind them.



# SETTLEMENT WORKERS IN SCHOOLS (SWIS) PROGRAM



**SWIS Durham**

**Settlement Workers in Schools (SWIS)** is a program committed to providing confidential, culturally-appropriate, non-judgmental, and quality settlement services to newcomer families with school-aged children in the Durham Region. The SWIS Program is a partnership between CDCD, Durham Catholic District School Board (DCDSB), Durham District School Board (DDSB), and is funded by IRCC.

*"Thank you so much to the SWIS Workers! It was wonderful to be able to speak directly with mom today. Please know how much I appreciate your help. You truly went above and beyond" E. J. Speech-Language Pathologist/DDSB*

## 2,674

Unique Clients Served

## 13,778

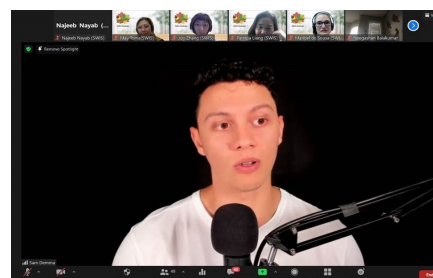
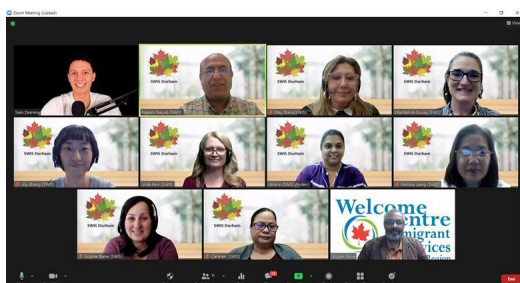
Service Engagements Delivered

Using an inclusive and accessible approach that encourages and fosters client independence, this well-established partnership has enabled the SWIS Program to be an active presence in all schools across the Region.

The past year created challenges for the SWIS Program, with schools in the Durham Region adopting a model of school-based programming that is consistent with the realities of the pandemic. Through collaborating with our school partners, the SWIS team found innovative, new ways to deliver services, and ensure that newcomer children, youth, and their families were served and supported. The SWIS Program embraced a virtual service delivery model for most of the year, and as public health and school boards gradually shifted, SWIS transitioned back to their school locations. SWIS events and workshops were offered virtually, and were appreciated by those in attendance.

## Making Connections

A motivational speaker and Pickering resident, Sam Demma, was engaged to speak to newcomer youth about determination, motivation, and perseverance. Sam, who attended St. Mary C.S.S., connected with the SWIS youth on a personal level. Students were inspired to become change-makers in their own communities and schools.





# SETTLEMENT WORKERS IN SCHOOLS (SWIS)

## Family Events

The SWIS team held family events throughout the year. With travel restrictions in place, it was important to offer families a fun and safe space to enjoy recreational time together, in the comfort of their own homes. Some of the events included:

- ❑ Art and Wellness Sessions
- ❑ Virtual field trips to Ripley's Aquarium of Canada
- ❑ X-Ray the Magician on Zoom

*"It was really fun and I enjoyed the content that we learned and it helped me with presentations at school."*

*Toastmaster Participant, 2021*

**SWIS Summer Signature Programs NOW and WIN** were held virtually. The sessions provided families and youth with valuable information about the upcoming school year. The youth and parents appreciated the valuable information that helped prepare them for back-to-school.



**35 Peer Leaders  
Recruited**

**Newcomer Orientation Week (NOW)  
For High School Students**



**9 Families  
Participated**

**Welcome and Information for Newcomers (WIN)  
For Parents/Guardians of Elementary Students**

**141**

**Youth and Parent  
Workshops Delivered**

**2,087**

**Youth and Parents  
Participated in the  
Workshops**

**April Break Events** were conducted as March Break was postponed by the Province. SWIS took the opportunity to travel around the world . . . virtually! Students visited UNESCO World Heritage sites on Zoom, experiencing live streams and virtual tours of these exciting locations.

Newcomer youth were invited to participate in an **Indigenous bracelet-making event** on Zoom. Our facilitator educated the youth about Indigenous symbolism and the history of the Hair pipe bead.

Our **Youth Advisory Committee (YAC)** was extremely active and provided regular information and chat sessions for their peers. Many of the committee members participated in a Toastmasters training series that helped the students with their confidence in public speaking.

*You have helped me since I arrived in Canada. Last year you guided me in one of the most difficult moments of my life. Thanks to your help I was able to get out of a situation of abuse and unhappiness. Thanks to you my daughter and I are happy today."*

*SWIS Client (E.L)*

*"Hello dear SWIS Workers and PL training team. I wanted to say thanks a lot for all of your hard work and for such an amazing training you gave us! I really learned a lot and I improved my confidence as well in this training, so thank you so much and I really appreciate all your support and hard work." Peer Leader 2021 (E.L)*

# NEWCOMER WOMEN'S ENTREPRENEURSHIP PROGRAM (NWEP)

Funded by the IRCC, the **Newcomer Women's Entrepreneurship Program (NWEP)** is dedicated to empowering and helping immigrant women start their businesses in Canada.

NWEP was launched in November 2021 collaboratively with **Business Advisory Centre Durham (BACD)** that created and facilitated a series of customized business-related workshops for newcomers. As well as, the **Durham Region Public Libraries, Women's Multicultural Resource and Counselling Centre (WRMCC)**, and **Pickering Welcome Centre** that provided outreach and promotions. Within the first six months, **20** women registered to participate in the program.

NWEP offers hybrid, in-person, and virtual supports and workshops on:

- ☐ Access and connections to the business community in the Durham Region
- ☐ Access to networking events
- ☐ Business planning
- ☐ One-on-one consultations with business experts and professionals
- ☐ Specialized training for specific business fields

*"My experience with NWEP was great. I came to Canada almost 3 years ago with a lot of ideas but without any knowledge about how to start my own business. The program helped me to gain that knowledge. I finally have something to work on, which is my own creation and I feel very motivated to make it successful. The program helped me and other newcomer women to realize that we can create wonderful things with our talent. I cannot express how grateful I am."*

*NWEP Client,  
2021*

16

Newcomer Clients  
Graduated

8

New Businesses  
Registered

## Women's Newcomer Entrepreneurship Program Graduation



Proudly brought to you by:  

# NEWCOMER WELLNESS CHECK PROGRAM

**Newcomer Wellness Check** was funded by the Government of Ontario's New Horizons Grant and IRCC. The goal of the project is to provide check-ins to ensure that the vulnerable newcomer senior population was monitored and supported during the COVID-19 lockdowns.

Additionally, the Wellness Check's goal was to improve social participation and promote the overall health and well-being of newcomers in the Durham Region. Virtual activities were delivered to enhance the physical, emotional, social, and intellectual well-being of the participants. **As a member of Durham Region COVID-19 Seniors and Isolated Populations Services and Supports Table (S&IPSST)**, program trends were closely monitored, and best practices shared were implemented while conducting weekly wellness checks.

8

Wellness Checks volunteers  
were recruited and trained

155

Wellness Checks were  
conducted by the volunteers

66

Newcomer seniors  
were served

In collaboration with the volunteers, the following events were delivered as part of our Wellness Together Durham Series focusing on:

- ❑ **Physical Health** - Weekly Zoom activities included Chair yoga, Zumba, Strength and Stretch workshops.
- ❑ **Emotional Wellness** - Weekly wellness conversations – topics included emotional well-being, stress management, brain health, and mindfulness.
- ❑ **Art and Wellness** - Promoted wellness through active art-making and the creative process. The goal was to use the creative process to assist clients in exploring culture, self-expression, and find new ways to gain personal insight and stay connected with their peers.
- ❑ **Wellness Checks** - Weekly aimed at connecting and communicating with isolated newcomers and seniors in the Durham Region.



*"I am very appreciative of all the efforts CDCD made towards my wellness journey"*

*"Thank you for checking in with me, this means a lot. I am alone here"*

*Newcomer Senior Clients*

# DIGITAL LITERACY TRAINING

## 141

Clients Participated  
in Digital Literacy Training

## 37

Staff Participated  
in Digital Literacy Training



**Digital Literacy** has a significant role in helping people connect and stay connected; learn; engage with their community; and create more promising futures.

In 2021, Immigration, Refugees, and Citizenship Canada (IRCC) funded the Digital Literacy Program enabling newcomer individuals, families and CDCD staff to advance their technological knowledge through professionally-facilitated digital literacy trainings. This included:

- ☐ Basic and Intermediate Microsoft Office Suite
- ☐ Privacy and Online Security training
- ☐ Fraud-Prevention
- ☐ Phishing Awareness
- ☐ Using video conferencing platforms like Zoom, MS Teams, and GoToWebinar

Overall, participants learned the necessary digital skills to engage within the community and gain a better understanding of how to explore and navigate the digital world.

*"Email tutorial and Microsoft Word class has helped. I learned how to communicate better digitally at my place of work. It aided my mouse navigation skills and helped me feel more confident in the employment sector. I am looking forward to classes resuming with volunteers."*

*Digital Literacy Client, 2022*



# WELCOME CENTRE IMMIGRANT SERVICES - AJAX



Ajax Welcome Centre (AWC), is funded by Immigration, Refugees and Citizenship Canada (IRCC). Over the past 10+ years, the Centre has become well-known for its one-stop service model designed to guide and support immigrants in Durham Region.

The Centre is a safe, welcoming and inclusive environment that addresses the complex and changing needs of newcomers. The service delivery approach is integrated, flexible, and holistic. Onsite, a broad range of cross-sector services and expertise are available to immigrants under one roof. The Ajax Welcome Centre's core services and partners include:

- ❑ **Settlement and Integration** services by Community Development Council Durham
- ❑ **English Language Assessment** by Achēv
- ❑ **English-Language Training** by Durham Catholic District School Board
- ❑ **Accreditation and Qualifications Information** by Achēv
- ❑ **Employment Supports** by Durham Region Unemployed Help Centre
- ❑ **Resource Centre**

Ajax Welcome Centre operates with over **40 associate partners** delivering customized, value-added support such as mental and medical health services, housing supports, legal services, culturally-appropriate family counselling, and much more based on our local community needs.

Throughout the duration of COVID-19, in 2021 and 2022, the Ajax Welcome Centre remained consistent in delivering uninterrupted essential services to Durham's newcomer and immigrant populations. As a result, services were effectively and efficiently adapted to the changing service delivery environment and the needs of newcomer clients.

## Highlights for Jan. 2021 to Mar. 2022

- ❑ Ajax Welcome Centre programs were accessed **20,206** times, with **909** unique service users engaged in Centre-led activities.
- ❑ **202** newcomers and low-income families filed their tax returns from February 25 to April 30, 2021, through the Centre's **Free Income Tax Clinic**. The Welcome Centre has been offering this important free volunteer-led program to low-income newcomers and their families for over 10 years. It is only through the many dedicated and generous contributions of volunteers that we are able to offer and sustain this service to our clients. The income taxes filed generated **\$1,212,087.90** in benefits for clients.

## WELCOME CENTRE IMMIGRANT SERVICES - AJAX

**Virtual Family Art Workshops** for newcomers and their families were organized by the Centre, CDCD Settlement Services, and facilitated by local artists. Nearly **200 new immigrant families** joined the sessions which included painting, knitting, and origami. The workshops provided a secure space for families to express themselves, interact, practice and learn English, and practice mental wellness through art. Families were given access to free art kits and supplies via contactless delivery and pick-up. Participants shared their ideas, stories, and works of art with the staff after their session to express their thanks, and the good times shared with different families.



The Durham Welcome Centres partnered with the United Way of Durham Region's **Operation Backpack** in July 2021. Through this program, at-risk families, including newcomer and refugee families in need, access a backpack filled with essential back-to-school supplies for school-aged children. The program received an overwhelming response from Durham families in need. A total of **202 families** registered for the program and **467 backpacks** were distributed.



**Toys and Food Hampers** are provided for clients during the holiday season thanks to the Ajax Welcome Centre's ongoing partnerships with the **Durham Regional Police Services**, **Southside Worship Centre**, and **United Way of Durham Region**. Through this year's Holiday Toy and Food Drive, hampers were provided to **173 newcomer families**, supporting **279** children. Clients and students expressed gratitude and appreciation for our continued efforts with donations.

*"Thank you for your effort including the package we received for the art festival. I wish to inform you that the program was exciting. My kids and I really had fun"*

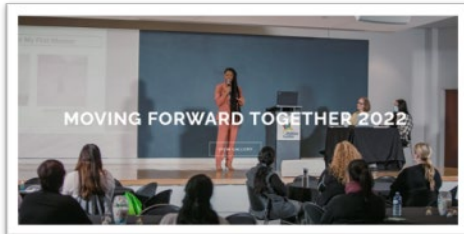
*"I wanted to thank you for giving us this opportunity to participate in the Art festival. It was great for me and my son to work together and create an Artwork. I really appreciate it."*

*"This was amazing! It was very first time for me to paint, which was a lot of fun. I have learnt painting skills, such as trees, lighting, etc. I was quite enjoying it."*

# WELCOME CENTRE IMMIGRANT SERVICES - AJAX



The Ajax Welcome Centre promotes client engagement, professional networking, and connections to local services and the community.



2021 marked the 10-year anniversary of the Ajax Welcome Centre. To celebrate this significant milestone, an Open House was organized, inviting community members to tour the Centre, learn about our programs, and meet staff and partners. A follow-up hybrid event, the **Newcomer Wellness Symposium**, was hosted at the **Abilities Centre**. “*Moving Forward Together*” was the theme

celebrated throughout the event, symbolizing the services and supports available to help newcomers along their settlement journey. This provided positive messages, hope through lived experiences, and physical and mental wellness strategies to empower newcomers to continue to move forward in a positive way. **Perdita Felicien, Canadian Olympian, author and TV host** was our keynote speaker. She message was powerful, personal as an immigrant and woman of colour, as she shared how she overcame barriers and challenges faced in a new country.



**707**

Unique Service Users engaged in Centre-led activities

## Ajax Welcome Centre Infographic Stats for 2020 Calendar Year

**202**

Newcomers filed their **tax returns** with the assistance of the Community Volunteer Income Tax Program (CVITP) volunteers at the Ajax Welcome Centre for the 2020 tax season.



**382**

Unique learners /students were enrolled in LINC/ESL English classes.



**28**

Different languages are spoken by staff at the Ajax Welcome Centre.



**40+**

Approved Associate Partners collaboratively offer integrated services to newcomers under a single roof at the Welcome Centre



**19,340**

times Ajax Welcome Centre programs were accessed.

**\$0**

Cost to our clients. All services at the Welcome Centres are **free**, confidential and culturally sensitive.

## CARE FOR NEWCOMER CHILDREN (CNC)



**Care for Newcomer Children Program (CNC)** is funded by Immigration, Refugees, and Citizenship Canada (IRCC). This safe childminding space provides supervised age-appropriate activities for newcomer children ages nineteen months to six years while their parents and guardians access Ajax Welcome Centre services.

In March 2022, the preparation for the CNC program's opening included space planning and inspections by **Childminding, Monitoring, Advisory and Support (CMAS)** and the **Town of Ajax Fire Department**. Furniture and supplies were ordered from Sonsuh Educational Supplies – a company that follows Canada's Health and Safety Standards, and supplies a wide selection of classroom and daycares materials. The registration process which includes intake, immunization, consent for photos, diapering and toileting, and other forms were prepared and customized for Ajax Welcome Centre use. All plans and programs were reviewed by the CMAS RECE, Consultant.

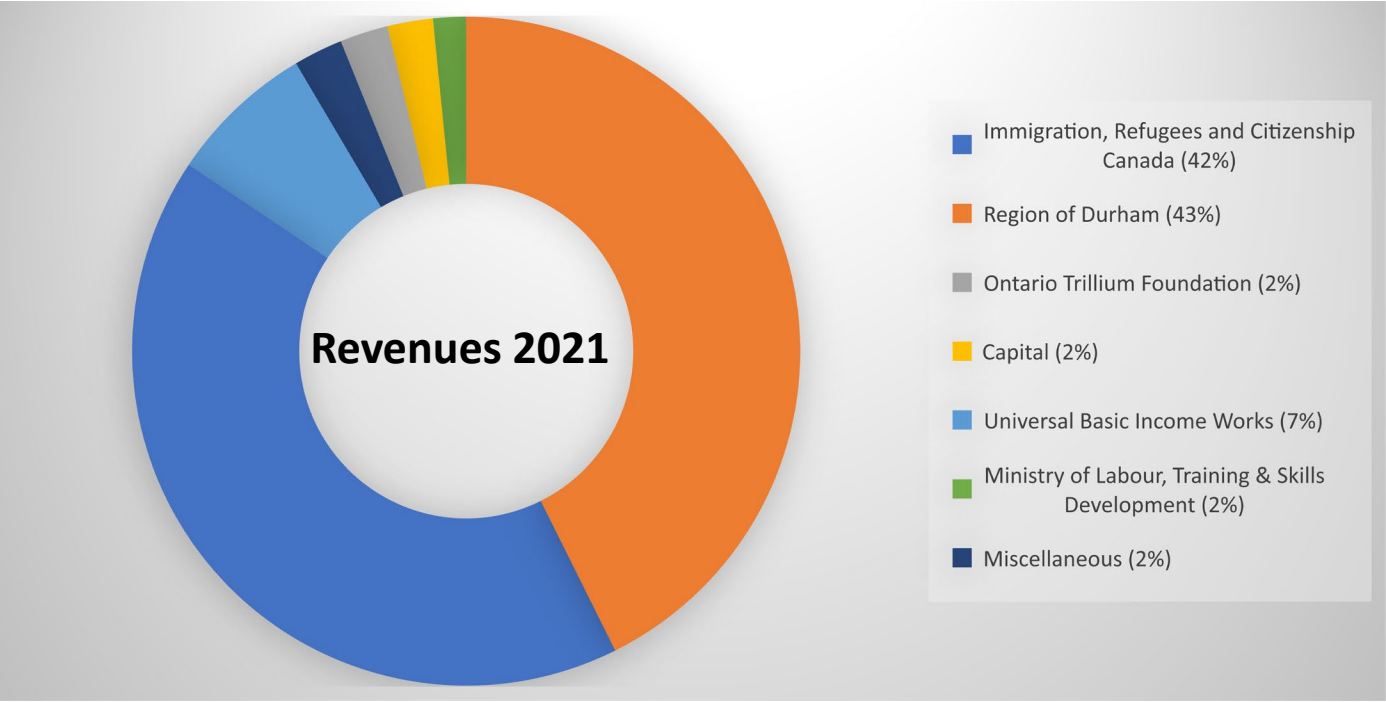
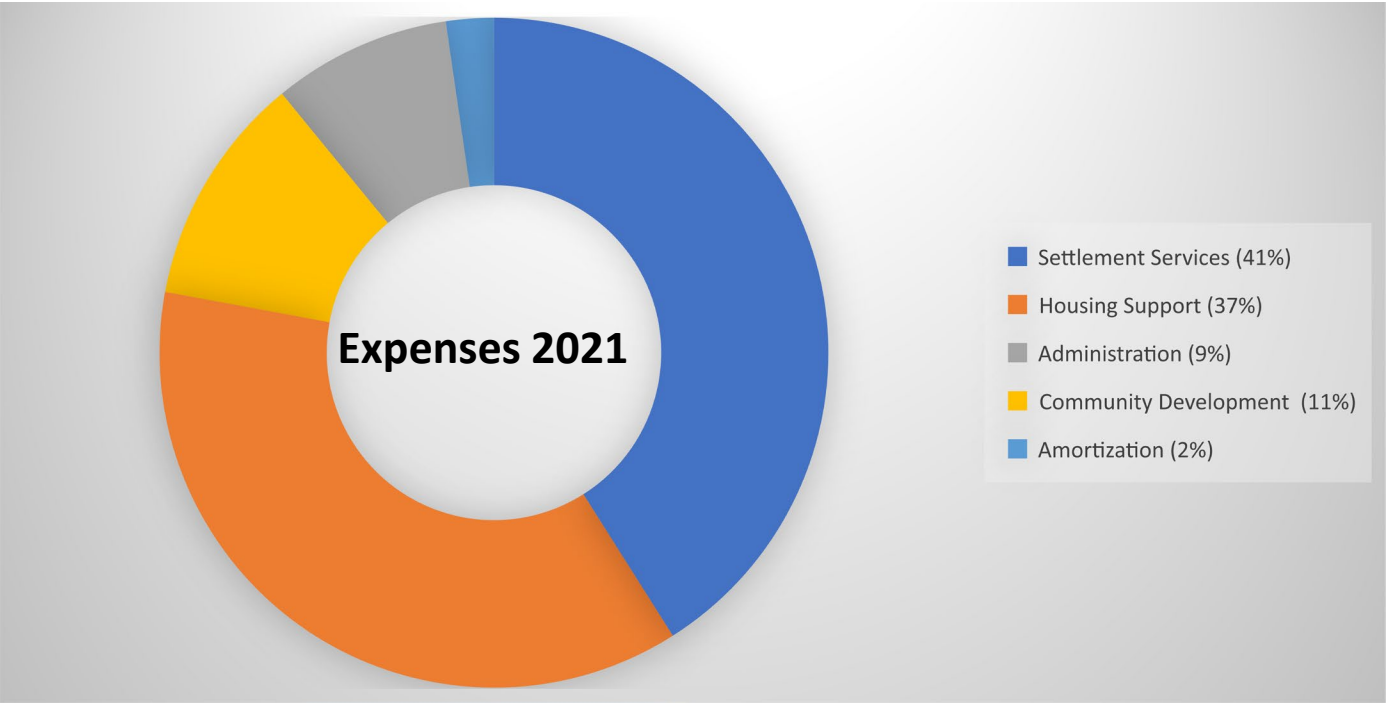


May 2022, the CNC program opened its doors to clients. Our team of experienced Registered Early Childhood Educators (RECE) have developed a collection of fun, inspiring play extension activities for the program.

The CNC program provides a daily plan, implements developmentally age-appropriate play-based activities, and ensure the children's health and safety in their care.

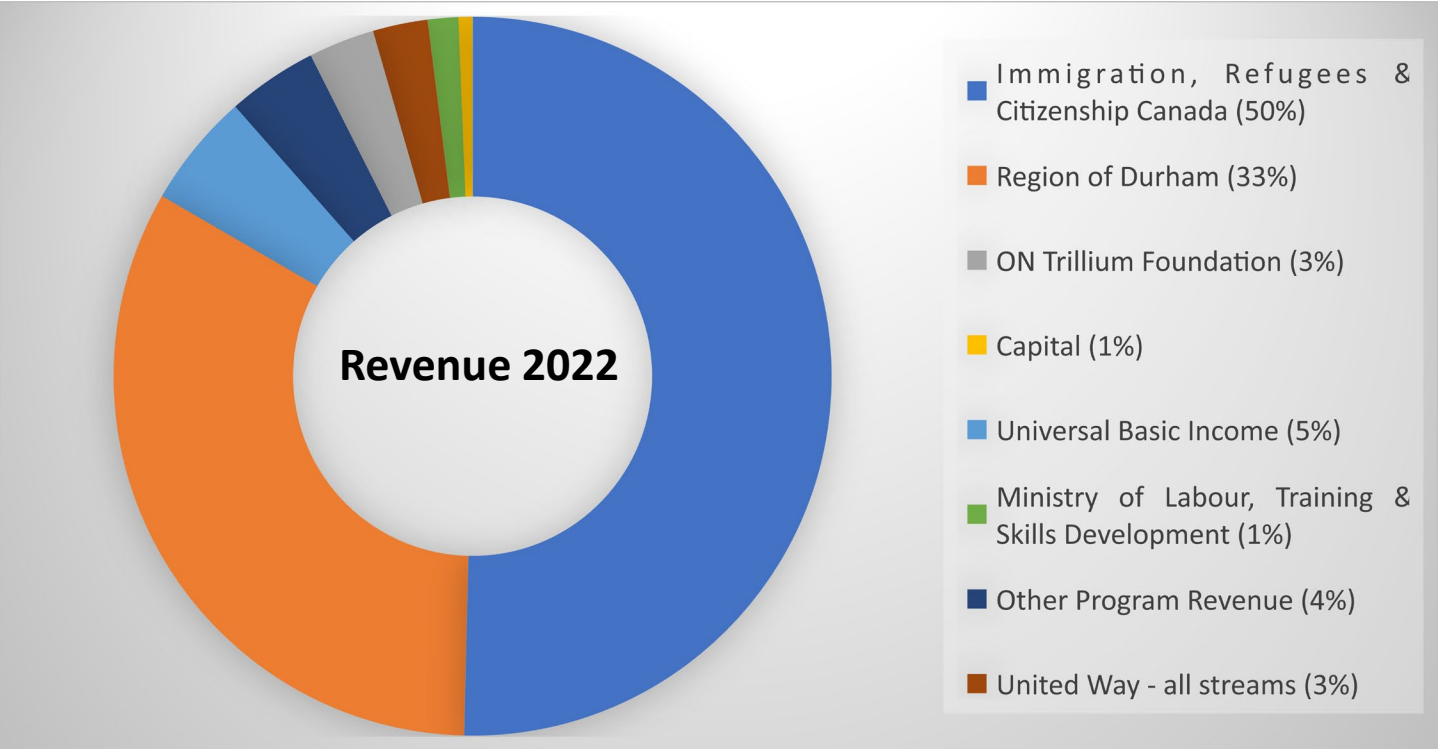
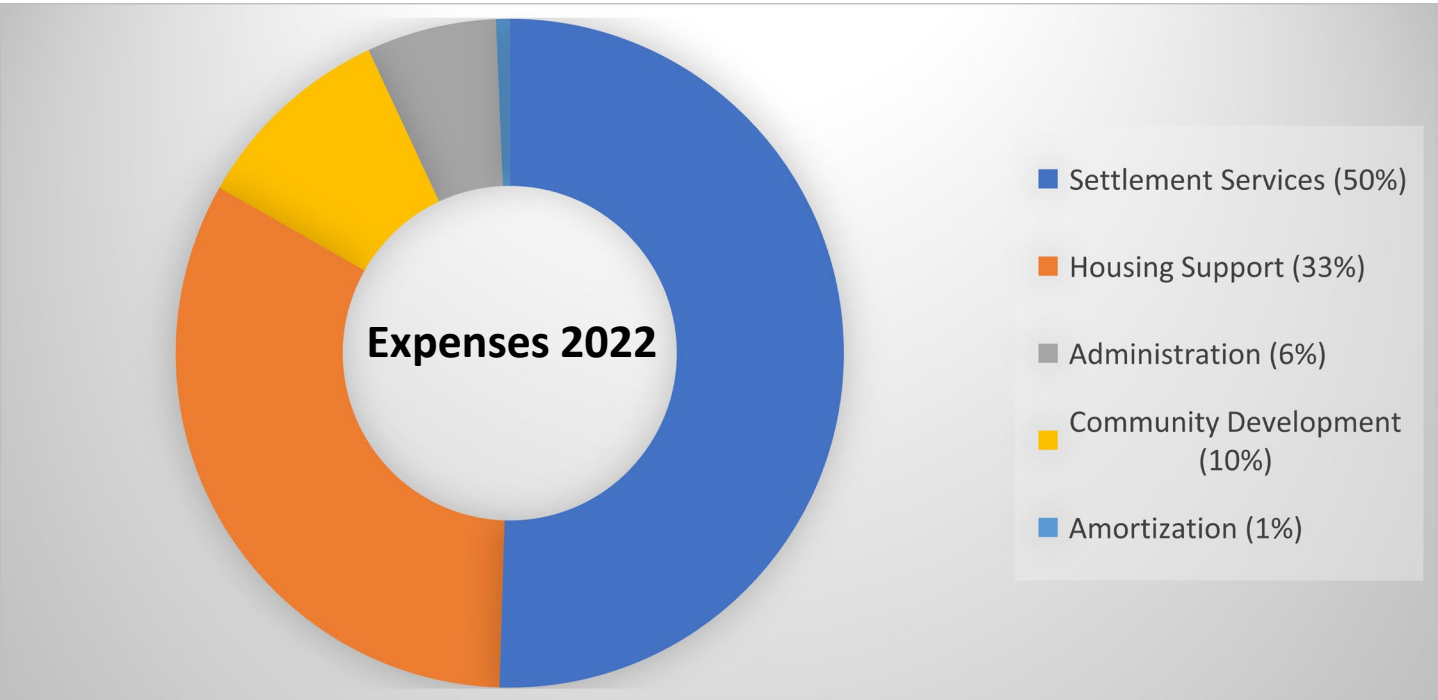


# FINANCIAL STATEMENTS JAN - DEC 2021



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

# FINANCIAL STATEMENTS JAN - MAR 2022 STUB YEAR



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

## STAFF TRIBUTE

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# SPECIAL THANK YOU!

CDCD Board of Directors, Managers and Team Leads extend sincere gratitude and acknowledgement to all our former and current staff for their commitment that has allowed for rewarding success and growth for CDCD in 2021.

We remain grateful to our staff for their invaluable contributions to the residents of Durham Region, providing services that enabled our communities' most vulnerable residents to be supported. With constantly changing norms impacted by COVID-19, CDCD's staff have demonstrated great resilience and adaptability. Our agency's dedicated employees continue to be instrumental in contributing towards building a more welcoming and inclusive Durham Region. We are delighted and proud to have you be a part of CDCD's team!

*Thank you for building onto CDCD's strong roots and for adapting to grow new branches as CDCD continues to support the Durham Region!*



***Strong Roots.  
New Branches.***

# CURRENT STAFF MEMBERS

## EXECUTIVE AND ADMINISTRATIVE OFFICE

**Hermia Corbette**, Executive Director  
**Sana Sakurai**, HR Coordinator  
**Erick Sanchez**, IT Administrator  
**Nancy D.**, Finance Manager  
**Sukrit Bhardwaj**, Finance Coordinator  
**Richelle Bornolla**, Finance Administrator - on leave  
**Sobanandh Manickarajah**, Finance Administrator

## MANAGERS AND TEAM LEADS

**Catherine McNeely**, Newcomer Community Services Manager  
**Patricia Liang**, Manager, Durham Ukrainian Humanitarian Response  
**Wosen Beyene**, Welcome Centre & Immigrant Services – Ajax Manager  
**Zainab Habib**, Housing Manager  
**Ashley McDonald**, Team Lead – HSP, LEAP & Admin Services  
**Dilenia Teaz**, Team Lead – Welcome Centre & Settlement Services  
**Geralda Bray**, Team Lead – Outreach & Landlord Engagement Services  
**Pachee Vang**, Lead Early Childhood Educator, CNC Program  
**Sobia Ahmad**, Team Lead, Newcomer Wellness, Volunteer & Youth Services  
**Vicki Kerr**, Team Lead SWIS & Community Connections

## WELCOME CENTRE AND IMMIGRANT SERVICES – AJAX (AWC)

**Ami Scott**, AWC Receptionist  
**Donette A.**, AWC Receptionist  
**Edna Ucanda**, AWC Receptionist  
**Maliha Batool**, AWC Receptionist

## NEWCOMER SETTLEMENT PROGRAM (NSP)

**Alaa Aldwik**, Orientation/NSP Worker  
**Nalayini Ravindranath**, NSP Worker  
**Paliny Kanagalingam**, NSP Worker – on leave

## SETTLEMENT/ORIENTATION PROGRAM

**Hanna Siekowski**, Senior Database Admin  
**Mohammad Sohail**, Orientation Worker  
**Rahime Solak**, Orientation Worker – on leave  
**Saadat Qadri**, Orientation Worker  
**Sofia Ahmed**, Orientation Worker  
**Teresita Perera**, Orientation Worker

## SETTLEMENT WORKERS IN SCHOOLS (SWIS)

**Aloma Selvarajha**, SWIS Worker  
**Carmen Subibi**, SWIS Worker  
**Ievgeniia Mangones**, SWIS Worker  
**Joy Zhang**, SWIS Worker  
**Maribel Cabral de Sousa**, SWIS Worker  
**May Toma**, SWIS Worker  
**Najeeb Nayab**, SWIS Worker  
**Sophie Tome**, SWIS Assistant

## NEWCOMER COMMUNITY SERVICES PROGRAM

**Avalina Rodrigues**, Computer and Internet Coordinator  
**Kim Harris-Eccleston**, Newcomer Youth Services Worker  
**Victoria Guimaraes**, Newcomer Women's Entrepreneurship Coordinator

## COMMUNITY CONNECTIONS PROGRAM

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

## CARE FOR NEWCOMER CHILDREN (CNC) PROGRAM

**Uzma Khanum**, Early Childhood Assistant

## COMMUNITY DEVELOPMENT

**Joy Angelique Agres**, Social Researcher  
**Kazzrie Cormick**, Homelessness (HIFIS) Data Coordinator  
**Shaila Arman**, Social Researcher  
**Stephenie Bowie**, Coordinated Access Communications Coordinator

## UNIVERSAL BASIC INCOME (UBI)

**Chelsea Stephens**, Community Success Coordinator  
**Ken Yang**, Social Media & Content Specialist  
**Liam Wilkinson**, Comm./Public Relations Specialist

## HOUSING

**Alessia Moretti**, Housing First Case Worker  
**David Marder**, Housing First Case Worker  
**Dawn Stewart**, Housing Stability Worker  
**Jacinta Arokiasamy**, Housing Coordinator  
**Jennifer Mackay**, Housing Stability Worker  
**Maria Mailleux**, Intake Worker/Receptionist  
**Melissa Scott**, Housing Intake Worker - on leave  
**Monica Tembo**, Landlord Engagement Specialist  
**Nicole Kichko**, Landlord Support Specialist  
**Niki Goulden**, Housing Outreach Worker  
**Olisa Elcock**, Housing Receptionist/Administrator  
**Shazia Shahid**, Housing Outreach Settlement Worker

## DURHAM UKRAINIAN HUMANITARIAN RESPONSE

**\*Project Launched August 2022**

**Amber Stewart**, Resettlement Housing Worker  
**Anil Misir Persaud**, Resettlement Overnight Worker  
**Anum Khalid**, Resettlement Overnight Worker  
**Mariia Pitolai**, Resettlement & Integration Worker  
**Saghana Shurenthiran**, Resettlement & Integration Worker  
**Sameera Arian**, Resettlement & Integration Worker



# BOARD OF DIRECTORS

The Board of Directors consists of up to **11 dedicated volunteer Directors and includes a President, Vice-President, Treasurer, and Secretary**. While CDCD continues to believe that one-on-one in-person service is the best model in serving the community, the global events of this past year required the organization and board to shift its client appointments and meetings to an online platform. The Board embraced the change and demonstrated their flexibility to adapt quickly. We are grateful for the governance, quality leadership, oversight and genuine care for the agency each board member provided to CDCD throughout the year.



**Roger Ramkissoon**  
President



**Michelle Davis**  
Vice President



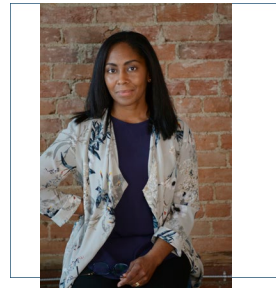
**Hilary Smith**  
Treasurer



**Pinder DaSilva**  
Secretary



**Portia Daisy**  
Director



**Melissa Malcolm**  
Director



**Ali Abbas**  
Director



**Omar Almajdalawi**  
Director



**Tarak Ahmed**  
Director



**Rishab Madhar**  
Director



**Selladurai Jeyakumaran**  
Director

## VOLUNTEER APPRECIATION

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CDCD's volunteers are our best asset! Our volunteers' assistance enables our agency to offer vital supports and services, sustainable programming, social connections, and diverse expertise and experiences to clients.

A Special Thank you to all CDCD's REMARKABLE volunteers.

**240**

Volunteers

**5,618**

Contributed Hours

We could not have asked for a more dedicated group of individuals who generously contributed to the success of our programs.



# CDCD

Community Development  
Council Durham

*Building Strength in Our Community Since 1970*



458 Fairall St., Unit 4, Ajax, ON, L1S 1R6



+1 905 686-2661



+1 905 686-4157



info@cdcd.org



www.cdcd.org



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@CDCDurham



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