CDCD

Community Development Council Durham

EST. 1970

Trusted Service. Impacting Lives. Transforming Communities.

Annual Report 2025

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Land Acknowledgement

Community Development Council Durham (CDCD) is located on the traditional territory of the Huron-Wendat, Haudenosaunee, and Mississauga (Anishinaabe), on land ceded in the Williams Treaty of 1923 by the governments of Canada and Ontario and by seven First Nations of the Chippewa of Lake Simcoe (Beausoleil, Georgina Island, and Rama) and of the Mississauga of the north shore of Lake Ontario (Scugog Island, Alderville, Curve Lake, and Hiawatha). In Durham, we live and work on the traditional territory of the Mississaugas of Scugog Island First Nation.

As settlers, we are grateful for the opportunity to meet here, and we thank all the generations of people who have been stewards of this sacred land. The importance and contributions of Indigenous Peoples must be central, clear, and overtly connected to the collective commitment we make to integrate Truth and Reconciliation in our communities. At CDCD, as we continue to better understand Indigenous Peoples, acknowledge their realities and foster stronger relationships, we also encourage you to join us in reflecting on the history of this land on which we carry out our work and our presence on it today. As we meet online, the online space is Indigenous space - as our connections, wires and spectrum, run across these lands, seas and skies.

Vision, Mission & Values

Our Vision

An equitable, inclusive, and socially just community where everyone can find a sense of purpose and meaningful participation.

Our Mission

Our mission is to partner, collaborate, and advocate to identify and address community needs through research, informing policy and delivering impactful programs and services that enhance and promote well-being.

Our Values

People-Centred

We are responsive to the needs of our clients and partner with them to support their identified needs.

Collaboration

We value internal and external partnerships to share capacity, knowledge and maximize impacts for our community.

Social Justice

We are committed to challenging systemic barriers to support full participation for all.

Innovation

We foster a culture of service excellence and adaptability, committing ourselves to listen, learn and continuously improve.

Equity & Diversity

We champion equity, diversity, inclusion, access and reconciliation in everything we do.

Accountability

We strive for transparency and integrity, holding ourselves to the highest standards in our stewardship of our work.

Joint Message from The Board Chair and Executive Director

CELEBRATING 56 YEARS OF TRUSTED SERVICE, IMPACTING LIVES, AND TRANSFORMING COMMUNITIES.

Trust is not something that is claimed. It is something that is earned. For more than 56 years, Community Development Council Durham (CDCD) has earned the confidence of clients, residents, communities, funders, government representatives, partners and volunteers across Durham Region. We take great pride in that legacy and challenge ourselves to earn that trust each day, through our actions and accountability.

This trust reflects a longstanding commitment to the community, demonstrated through the organization's ability to listen, adapt, and respond to changing social and economic realities over the years.

We are deeply grateful to the individuals who trust us with their stories, the funders and institutions that invest in our mission, and the organizations that continue to work with us to strengthen Durham Region. We extend special thanks to our volunteers, whose generosity of expertise and spirit strengthens every part of our organization. Their contributions are woven across departments, programs, events, and initiatives, touching nearly every aspect of our work. Together, we have built an organization with deep roots in this community and a longstanding commitment to helping others establish roots of their own.

Meeting The Moment

The past year brought rising poverty, food insecurity, and a cost-of-living crisis that placed safe and affordable housing beyond the reach of many residents. For newcomers, families on low incomes, seniors, and others facing barriers, the challenges of finding housing, making ends meet, and feeling connected to community became increasingly difficult. As pressure on households grew, so did the need for support people could depend on. **In moments like these, trust matters.**

Our communities are not facing these challenges alone. Across Durham Region, non-profit organizations are being asked to do more at a time when resources are stretched, operating costs are rising, and the demand for services has skyrocketed.

Non-profits form an essential part of our social infrastructure, and their role extends beyond service provision and advocacy. They ensure that people remain connected when hardship has the potential to pull communities apart. The value of a strong non-profit sector cannot be measured solely by the services it provides. It must also be seen in what it prevents: isolation, disconnection, and the gradual erosion of the relationships that bind communities together. Our ability to succeed depends on continued investment and a shared commitment to preserving the services that so many residents rely upon every day.

As one of Ontario's Social Planning Councils, CDCD's role extends beyond direct service delivery. We listen to communities, identify emerging needs, conduct research, and help ensure that the experiences of residents inform local planning, policy, and decision-making. That connection to community has guided our work for more than 56 years and continues to shape how we respond to the challenges facing Durham Region today.

Trusted Service

Trust is built when people know where to turn during life's most important moments. This year, Durham Region welcomed its first IRCC-funded **Resettlement Assistance Program (RAP)** with CDCD supporting government-assisted refugees as they secured housing and began building new lives in Canada. Also, the opening of IRCC-funded **Welcome Centre Immigrant Services Oshawa/Clarington**, marked another milestone, expanding access to newcomer services in one of Canada's fastest-growing communities. Through settlement, orientation, mental health, and school-based services our teams walked alongside newcomers as they navigated housing, education, healthcare, employment, language barriers and the challenges of adjusting to a new country. Whether they were registering a child for school, looking for community connections, filling out forms, seeking service referrals, newcomers found CDCD staff committed to providing client-centred, responsive, and trauma-informed support. Every interaction reinforced the trust that individuals and families place in CDCD and affirmed our role as a welcoming gateway to community belonging.

Impacting Lives

Every day, we see how stability changes what becomes possible for individuals and families. The examples below highlight just some of the ways CDCD supports residents across Durham Region. For a complete listing of our programs and services, please see page 11 and visit our website to learn more about CDCD: www.cdcd.org

Through the **Housing First Program, Opening Doors Durham, Landlord Engagement, and Housing Retention services**, individuals and families facing uncertainty found support to remain in their homes or secure new accommodation, and regain a sense of security.

At the same time, **Low Income Energy Assistance Program (LEAP), the Ontario Electricity Support Program (OESP), and CDCD's year-round Tax Clinic** connected residents to vital financial supports, helping them pay bills, access benefits, and weather periods of financial strain. For many, these programs helped prevent a temporary setback from becoming a housing crisis.

Through our **Humanitarian Response Programs** - DHRP and RAP, individuals and families received critical supports as they navigated periods of transition and began rebuilding stability. Our **Donations Program** complemented these services with food, clothing, furniture, household essentials and school backpacks, helping turn empty spaces into homes and ensuring children arrived at school ready to learn.

Newcomer Community Services helped young people see new possibilities for themselves, whether through pre-employment services, leadership development, or meaningful connections within their community. At the same time, **Wellness Supports**, coupled with **Mental Health Initiatives** helped address isolation and provided practical support during periods of change, loss, caregiving, and adjustment.

As lead agency for **GAP Committee**, CDCD supports a network of people with lived experience of homelessness, service providers, and community partners working together to identify service gaps, reduce stigma, and advance solutions to homelessness in Durham Region.

Affiliation for Inspiring Youth Upliftment (AFIYU) is one of several community initiatives supported through CDCD's incubation and trusteeship model, which helps emerging organizations develop the governance and capacity needed to sustain their work.

The Immigrant Seniors Action Committee (ISAC) provided a space for seniors to connect, share their experiences, and contribute their perspectives on the issues affecting older adults in Durham Region.

Transforming Communities

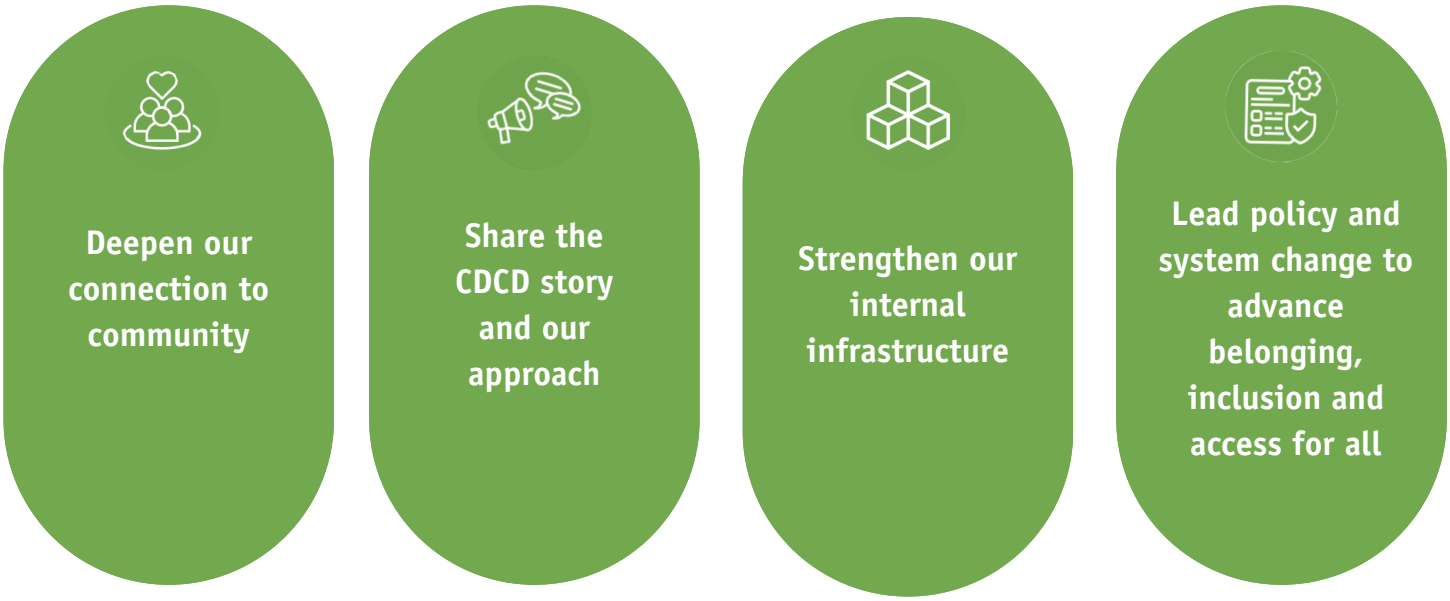
Transforming communities requires more than delivering services. It requires bringing people together to address the issues shaping community life.

When homelessness emerged as a growing concern, CDCD helped bring residents, governments, businesses, service providers, and people with lived experience together through the **Ajax Homelessness Task Force**. When grassroots organizations had the vision to serve their communities but lacked the structure to grow, CDCD provided trusteeship, mentorship, and organizational support to help them become sustainable. When Durham needed better information about inequities, CDCD's **Community Development Department** conducted social research and produced community lens reports that informed local conversations about housing, employment, income, and belonging.

This year also marked renewed momentum for the **Durham Non-Profit Network (DNN)**, including the launch of the Regional Connects event with support from Ontario Non-Profit Network. The strong response demonstrated that organizations across Durham are looking for opportunities to learn from one another and address issues that no single organization can solve alone. Through the **North Durham Social Development Council (NDSDC)**, organizations continued to share knowledge, build relationships, and bridge the distance that can sometimes exist between North and South Durham. Once again, **our role is often not to lead the work itself, but to help others build the capacity to lead it.**

Looking Ahead

This year, CDCD launched its new **2026-2031 Strategic Plan**, shaped by the voices of service users, staff, volunteers, partners, funders, and community leaders across Durham Region and Ontario. Over the next five years, our focus will be on four pillars:



These priorities reflect our commitment to community-driven solutions, strong partnerships, and addressing the issues that matter most to the people of Durham Region.

Our Gratitude

To everyone who has placed their trust in CDCD, **thank you**. This organization has been shaped by residents, volunteers, staff, partners, funders, and service users who have contributed their time, ideas, resources, and lived experience over the past 56 years. The challenges facing Durham Region will continue to evolve. We expect them to and our responsibility to respond remains unchanged. We look forward to supporting the people and organizations already doing the work of building a stronger future for all.

TO OUR FUNDERS AND ELECTED OFFICIALS

Your investment helps turn community priorities into meaningful action.

TO OUR PARTNERS & COMMUNITY ORGANIZATIONS

Together, we create stronger connections and greater community impact.

thank you

TO OUR VOLUNTEERS

Thank you for sharing your time, talents and compassion that bring our mission to life.

TO OUR SERVICE USERS AND RESIDENTS

Your voices and experiences continue to shape and strengthen our work.

TO OUR STAFF

"Lastly, and most importantly, we extend our deepest gratitude to our employees. The impact reflected throughout these pages is made possible by your commitment, judgment, creativity and persistence. Some of the most important contributions happen quietly, in conversations, decisions, and acts of support that aren't captured in statistics, but they are felt by the people who rely on them. Community work is not always easy, but it is meaningful. ***Thank you for the care you bring to this work and for the role you continue to play in shaping the future of CDCD."***

Roger Ramkissoon
Board Chair

Hermia Corbette
Executive Director

THE ROAD SO FAR – MAKING HISTORY SINCE 1970

1970

Establishment of Social Planning Council of Ajax-Pickering: Community Development Council Durham, formerly known as the Social Development Council of Ajax-Pickering, **a not-for-profit charitable organization**, is rebranded as the **Social Planning Council of Ajax-Pickering.**

1983

New Office Location: As the agency secured new projects, **larger accommodation** was secured at **32A Commercial Avenue in Ajax.**

1992

New Office Location: The Agency **expands its office space** to include **134 Commercial Avenue** as well.

2000

Child Nutrition Project begins: Initially Region of Durham and by the ction, this **breakfast/healthy** schools in Durham

THERE'S MORE TO OUR STORY

Explore CDCD's full roadmap and discover the milestones, growth, people and progress that have shaped our impact across Durham Region.

www.cdcd.org

Our History.
Our Impact.
A Brighter Tomorrow.

Who We Are

For more than 56 years, Community Development Council Durham (CDCD) has served as a Social Planning Council and a trusted community leader, working in partnership with the Government of Canada, the Province of Ontario, local municipalities, community organizations, leaders, residents, volunteers and service users to strengthen the social, economic, and cultural well-being of Durham Region.

What We Do

WELCOME CENTRE IMMIGRANT SERVICES: AJAX AND OSHAWA/CLARINGTON

- One-stop hub of community services delivered by 5 Core and 40+ Associate partners
- Needs and Assets Assessment and Referral Services (NAARS) and Settlement Plans
- Information and Orientation Services
- Case Management Services
- Newcomer Settlement Program

COMMUNITY DEVELOPMENT

- Social Research and Planning
- Community Development and Engagement, Education and Advocacy for Equity-Seeking Groups
- Agency Lead for GAP Committee: Voice of Lived Experience of Homelessness
- Ajax Homelessness Task Force (AHTF)
- Community Lens Reports
- Mentorship and Trusteeship for Grassroots Organizations
- Durham Non-Profit Network (DNN)
- Immigrant Seniors Action Committee
- Newcomer Women Leadership Development
- North Durham Social Development Council (NDSDC)

NEWCOMER COMMUNITY SERVICES

- Community Connections Activities (Newcomer Women/Men groups, Seniors group, Community Garden and Kitchen, English Conversation Circles, Building Bridges - Indigenous/Newcomer Dialogues, Canada Connects)
- Digital Literacy
- Newcomer Wellness Services
- Newcomer Youth Services
- Newcomer Youth Advisory Committee
- Settlement Workers in Schools (SWIS)
- Volunteer Services

IMMIGRANT SUPPORT SERVICES

- Care for Newcomer Children (CNC)
- Mental Health Services
- Transportation
- Translation and Interpretation
- Donation Coordination
- Outreach Services/Event Planning
- Resource Centre
- Annual Tax Clinic

HUMANITARIAN RESPONSE PROGRAMS

- Durham Humanitarian Response Project (DHRP)
- Resettlement Assistance Program (RAP)
- Temporary Accommodation
- Resettlement and Housing Case Management
- Orientation and Workshops to Systems and Services
- Youth and Children Programming
- Client-Centered, Trauma-Informed Wraparound Services

HOUSING PROGRAMS

- Case Management
- Housing First Program
- Low-income Energy Assistance Program (LEAP)
- Opening Doors Durham – Landlord Recruitment
- Landlord Engagement
- Housing Retention
- ID Replacement Clinic
- Resource Centre
- Ontario Electricity Support Program (OESP)
- Year-Round Tax Clinic
- Housing Youth Services
- Housing Settlement

CDCD's Impact In 2025

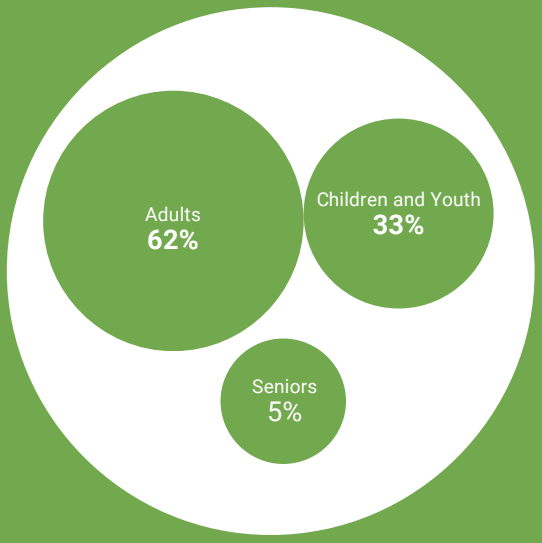
26,072

Clients Served Across Durham Region

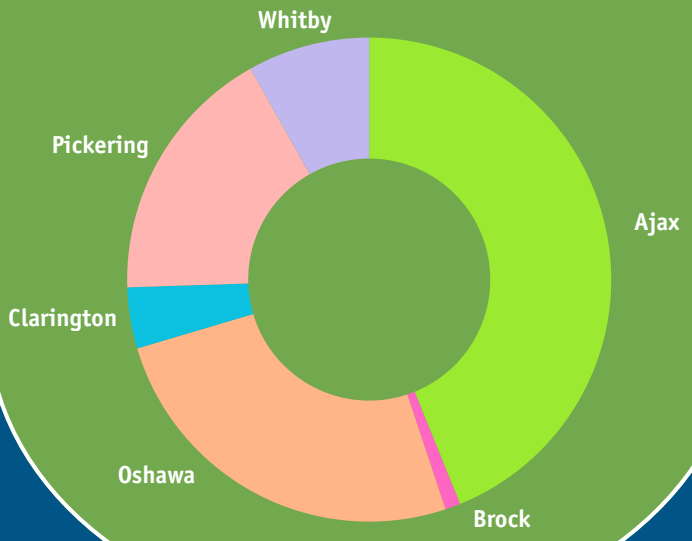
In 2025, CDCD continued to deliver trusted, responsive services that meet people where they are. Through housing, community development and research, humanitarian response, and newcomer and immigration services, we connected individuals and families to the supports, resources and opportunities they need to thrive.

Working alongside more than 100 service providers and community partners, our impact extends beyond individual services—strengthening connections, fostering belonging and helping to build stronger communities.

Clients Served By Age Group



Clients Served by Municipality



- Ajax 43%
- Oshawa 25%
- Pickering 17%
- Whitby 8%
- Brock 1%
- Clarington 4%

Community Development and Social Research

BUILDING COMMUNITY FOR AN INCLUSIVE AND EQUITABLE DURHAM REGION

As CDCD's founding department, Community Development and Research remains at the heart of our work to advance the interests of equity-seeking groups, strengthen community connections and amplify community voice. From April 2025 to March 2026, our research, partnerships and community-led initiatives helped identify emerging needs, inform solutions and create opportunities for meaningful participation, locally and across Ontario.

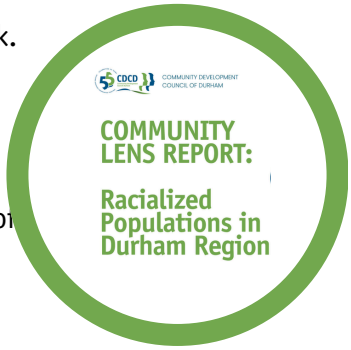
We are grateful that our work is strengthened by the community leaders, volunteers and partners who work alongside us to turn community knowledge into meaningful action.

> *"We greatly benefited from CDCD's support over the past few months. We truly appreciate the help we've received and the positive impact it has made."*
>
> *-Incubating Grassroot Organization*

Our Work In Focus

Social Research

Social research is the foundation of CDCD's social planning and community development work. Through our Racialized Populations Community Lens Reports, we brought greater visibility to disparities in employment, income and housing between racialized and non-racialized residents in Durham Region, providing evidence to inform dialogue, advocacy and action.



Our research also amplified the voices of immigrant seniors, documenting their experiences of building new lives in Durham Region, from navigating employment and establishing social connections, to the challenges and joys of settling in a new country.

Fund Development

Securing funding to sustain and grow our Community Development and Research work remained a key priority in 2025–2026. During the year, we completed and submitted 10 funding applications, pursuing new opportunities to strengthen our research, community development initiatives and response to emerging community needs.

Our efforts included applications to New Horizons for Seniors, Desjardins Credit Union, Rideau Hall Foundation, the Public Health Agency of Canada, Canada Summer Jobs, Catherine Donnelly Foundation (in partnership with SPNO), United Way Durham and the Region of Durham.

We also supported Durham College's Social Impact Hub in its application to the Natural Sciences and Engineering Research Council's College and Community Social Innovation Fund to bring Georgian College's Future of Belonging model to Durham Region.

Partnerships and Collaboration

Ontario Council of Agencies Serving Immigrants (OCASI) Mental Health Promotion Project

CDCD contributed to OCASI's Mental Health Promotion Project Advisory Committee, supporting research led by the Canadian Mental Health Association Toronto on burnout among settlement workers.

The project continues to strengthen mental health promotion and well-being for newcomers and settlement workers, providing valuable resources that support both staff and the communities they serve.

Ajax Homelessness Task Force (AHTF)

The Ajax Homelessness Task Force (AHTF) continued to strengthen community collaboration and coordinated responses to homelessness, expanding its membership and establishing sub-committees focused on Education and Information, Warming and Cooling Centres, and Micro Homes.

With funding from Ontario Power Generation, the AHTF developed youth homelessness resources for Ajax high schools and posters highlighting local homelessness services for distribution across the Town of Ajax.

Bringing together service providers, government representatives, businesses, community members and people with lived experience, the AHTF also supported the Cabin Communities initiative, spearheaded by Durham Region Non-Profit Housing Corporation, and Thinking Beyond the Market: A Film About Genuinely Affordable Housing, co-hosted by Region of Durham Housing Services, Durham Region Non-Profit Housing Corporation and CDCD. To join the AHTF, contact Alison Baxter at abaxter@cdcd.org.

The GAP Committee

As lead agency for GAP Committee, CDCD supports the committee's work in bringing together people with lived experience of homelessness, service providers and community supporters to identify service gaps and develop collaborative solutions.

In 2025–2026, the Committee expanded its outreach across Durham through partnerships with the Integrated Community Outreach Network in Clarington (ICONIC) and North House in Uxbridge. The GAP Committee Executive also hosted a homelessness presentation and donation drive at the Ajax Public Library, while continuing advocacy and community engagement through the HOPE (Heroes, Offer, Pathways to Empowerment) and LOVE (Learn, Observe, Validate, Empower) programs.

For more information or to get involved, contact GAP Committee Coordinator Niomie Jex at njex@cdcd.org.

14
NDSDC Events/Meetings Held

74
Participants at DNN's Regional Connects Event

187
Ajax Homelessness Task Force Members

21
Newcomer Women Participated in the Newcomer Women Leadership Program

North Durham Social Development Council (NDSDC)

Coordinated by our Community Planner, the NDSDC advances issues and priorities affecting residents across North Durham. Three quarterly interagency meetings were hosted, focusing on: public transit in North Durham (led by Durham Region Transit services and programs), homelessness (led by The GAP Committee) and sustainable pathways out of poverty (led by Up With Women). The Council also advocated for improved transit services with the Municipal Councils of Brock, Scugog and Uxbridge while supporting broader community initiatives. Future plans include addressing working and living conditions for immigrant workers in North Durham. To learn more, contact Padmini Roberts, Team Lead Community Planner at proberts@cdcd.org.

Newcomer Women's Leadership Program (NWLP)

The Newcomer Women's Leadership Program (NWLP) launched in April 2025 to advance newcomer women's leadership, mental health, and English language skills through two cohorts.

The program concluded with a Newcomer Women's Leadership Forum at McLean Community Centre in Ajax, connecting participants with female leaders who were once newcomers. It was later discontinued due to settlement service funding cuts.

Immigrant Seniors Action Council (ISAC)

Immigrant Seniors Action Council (ISAC) continued to amplify seniors' voices, advocate for improved supports, and strengthen social connections across Durham Region. A highlight this year was the creation of a Seniors for Seniors by Seniors (S3) book, celebrating the stories, resilience and wisdom of older adults which will be launched in 2026.

ISAC's contributions were also recognized by the Town of Ajax and MPP Patrice Barnes.

Grassroots Organizations Mentorship-Trusteeship Program

The Community Development and Research Department continued to strengthen grassroots organizations by providing administrative support, project planning and implementation, grant development, and financial management, drawing on expertise from across CDCD. Three (3) new organizations joined the program, expanding the reach of this capacity-building support.

Durham Non-Profit Network

The Durham Non-Profit Network (DNN) connects Durham Region non-profits through collaboration and information sharing. Members include AIDS Committee of Durham Region, AFIYU Enterprise, Boys and Girls Club of Durham, Women's Multicultural Resource and Counselling Centre, and Community Development Council Durham.

Following the 2025 Regional Connects event, co-hosted by Ontario Non-Profit Network, DNN is focused on growing membership and offering member benefits. To join DNN contact Alison Baxter at abaxter@cdcd.org.

Social Planning Network of Ontario (SPNO)

As Durham's Social Planning Council, CDCD works through the Social Planning Network of Ontario (SPNO) to collaborate on cross-regional research, advocacy and community development, while bringing Durham's voice to broader issues affecting our communities.

CDCD contributed to SPNO's Research and Advocacy Working Groups, National Social Planning Council meetings and annual conference in Woodstock, Ontario.

Through this network, we continue to bring Durham's perspective to broader conversations and collective advocacy on income equity, democracy and climate justice.

OUR IMPACT

Community Development Partners & Volunteers

We recognize the following partners and volunteers whose contributions helped bring our Community Development and Research initiatives to life throughout 2025–2026:

- Richard DeGaetano (Comm Dev Volunteer Consultant)
- Ajax Homelessness Task Force members, with special thanks to Leah White, Dianne Dias, Joe Modeste, Joanne Dies, Keith Tourney, Angie Papas and Scott Evans
- GAP Committee Executive and GAP Committee Members
- Durham Non-Profit Network (DNN) members
- North Durham Social Development Council (NDSDC) members
- Grassroots organizations mentorship-trusteeship program
- Immigrant Seniors Action Council (ISAC)
- Grant writing volunteers: Naheed Mokhi and Madhu Saikumar

Partner Agencies for The 2025 - 2026 Fiscal Year

- Christian Faith Outreach Centre
- Robert McLaughlan Gallery
- Social Planning Network of Ontario
- Durham Employment and Newcomer Centre
- Pickering Village United Church
- The Abilities Centre
- Lakeridge Health
- Northouse
- Town of Ajax
- Durham Community Health Centre
- Durham Regional Police, Victim Services.
- Community Living North Durham
- Nourish and Develop Foundation
- Brock Community Health Centre
- Back Door Mission
- AIDS Committee of Durham Region
- Boys and Girls Club Durham
- Women's Multicultural Resource and Counselling Centre
- OCASI
- Blue Door Beaverton Transitional Housing
- AFIYU Enterprise
- Interpreters and Translators Platform Cooperative Durham
- AFIWI Groove
- Diverse Minds
- Durham College Social Impact Hub
- Region of Durham Housing and Homelessness Division
- Durham Region Non Profit Housing
- Corporation
- Region of Durham Housing Division
- Ajax Public Library
- Ajax and Oshawa Clarington Welcome Centres
- United Way Durham

Our community partners' contributions help make our work possible.

Housing Programs

HELPING PEOPLE FIND A HOME

4,630

Total Housing Clients Served in 2025-2026

Funded by the Regional Municipality of Durham, CDCD's Housing Programs help individuals and families secure and sustain safe, stable housing. Our team works alongside clients to navigate housing challenges through individualized guidance, advocacy, landlord-tenant support and mediation, while connecting them with community resources and services that contribute to greater housing stability.

Housing First Program

Funded by the Region of Durham, the Housing First Program uses the Coordinated Access framework and real-time By-Name List to prioritize individuals for housing. Guided by a client-centered and trauma-informed approach, the program provides intensive case management and supports rapid access to stable housing.

OUR IMPACT

- Housing placements prioritize safety, stability and successful community integration.
- Partnerships with Ontario Works, ODSP, Durham Mental Health and Durham Regional Police help connect clients to coordinated services and resources.
- Thursday walk-in services provide accessible Housing Help and connections to wraparound supports.

32

Number of Clients Assisted in Housing First Program

Housing Case Management

CDCD's Case Management Team works with individuals in Ajax and Pickering to address their housing needs.

Through individualized plans, case managers help clients maintain housing stability and gain access to appropriate community services and resources.

536 **Households Received Case Management Supports**

Housing Case Management Cont'd

CDCD's Housing Case Managers provided individualized services to individuals and families in Ajax and Pickering, to address housing needs, reduce barriers and promote long-term housing stability. Key supports included:

- Developing individualized housing plans.
- Assisting with ID replacement.
- Searching for legal rental units in Durham Region.
- Educating clients about the Residential Tenancies Act and the Landlord and Tenant Board.
- Applying for subsidized housing and other supportive housing
- Providing mediation and housing advocacy.
- Accessing emergency shelters, transitional housing, and Micro Homes.
- Completing forms for income assistance (Example: Ontario Disability Support Program (ODSP)).
- Connecting to community resources that cater to other needs
- Securing essential items, such as bus tickets, hygiene supplies, and winter clothing.

"If not for CDCD's Housing team, I have no idea where I'd be as they helped me and my children find an amazing place to live in a short amount of time. The amount of appreciation for CDCD's staff and the program can't be put into words. The care and support is truly amazing and life saving. Knowing that the program is always there for us is a huge relief as my support is limited."

-ODD Client

Housing Settlement Case Management

Two Housing Settlement Case Management Workers continued to expand CDCD's capacity to address the housing needs of newcomer families across Durham Region.

By integrating housing, settlement and case management services, the team helps families find, secure and maintain safe housing while promoting tenant rights, housing stability and access to essential resources that contribute to successful settlement.

Ontario Electricity Support Program (OESP)

The Ontario Electricity Support Program (OESP), administered by the Ontario Energy Board, provides eligible low-income households with monthly on-bill credits to reduce electricity costs. Credits are based on household income and size.

By lowering monthly electricity expenses, OESP helps households manage utility costs, stabilize household budgets and meet other essential needs.

395

Newcomer Housing Households Served

35

Households Secured OESP Assistance

Opening Doors Durham (ODD)

Opening Doors Durham is a housing-focused initiative addressing homelessness across Durham Region by collaboratively engaging both landlords and tenants in creating more stable housing outcomes. The program is delivered through two key components:

Landlord Engagement Specialists

Landlord Engagement Specialists work directly with landlords to:

- Recruit and engage landlords and provide ongoing guidance throughout their participation in the program.
- Offer incentives, including signing bonuses and mitigation funds, to help reduce financial risks associated with renting to individuals with complex housing needs.
- Provide ongoing education and resources, including information about the Residential Tenancies Act and practices that contribute to successful, sustainable tenancies.

Housing Retention Workers

Housing Retention Workers help clients through Opening Doors Durham by:

- Assisting with securing and maintaining rental units through the program.
- Providing ongoing services that promote housing stability and successful tenancies.
- Serving as a liaison between tenants and landlords to address concerns, resolve issues and help sustain long-term tenancies.

97	155	267	51
Total Landlords	Total Units	ODD Referrals Received	Households Housed

Low-Income Energy Assistance Program (LEAP)

The Low-Income Energy Assistance Program (LEAP) provides financial assistance to eligible low-income individuals and families experiencing difficulty with heating costs, helping households maintain essential utility services and greater financial stability.

230
Clients Approved in Whitby and Oshawa

$137,590.77
LEAP Funding Dispersed

Housing Tax Clinic

CDCD Housing offers a free, year-round tax clinic in partnership with the Canada Revenue Agency (CRA). Trained volunteers prepare and submit tax returns for eligible individuals and families, helping them access the credits and benefits to which they are entitled.

209
Tax Returns Completed

$964,260.22
Total Returns Amount

ID Clinic

ID Clinics are held weekly to help eligible clients obtain Ontario Photo Cards and replace Canadian birth certificates. The clinic accepts referrals from community organizations across Ajax and Pickering, helping individuals access essential identification needed to navigate services, programs and everyday life.

Resource Centre (RC)

RC offers access to free computers, printing and essential resources support for individuals living on low incomes. Clients can use the space to search and apply for housing and employment, complete applications, and access online services and resources.

Settlement Services

BUILDING CONFIDENCE THROUGH INFORMATION AND CONNECTION

Information and Orientation Program

Funded by Immigration, Refugees and Citizenship Canada (IRCC), the Information and Orientation Program provides eligible newcomers with access to information, resources and services that increase their knowledge of life in Canada and help them make informed decisions throughout their settlement journey.

Using a client-centred, trauma-informed and Gender-Based Analysis Plus (GBA+) approach, Settlement Workers provide general orientations and targeted information sessions that deliver relevant, accurate and timely information responsive to clients' identified needs.

Individuals, families and groups participated in sessions tailored to their needs and local communities, covering topics such as immigration and citizenship, housing, health and mental health, education, language training, employment, income supports, legal rights and community resources, with referrals to appropriate services and supports.

Between April 2025 and March 2026, Settlement Workers provided services to:

1,103	1,630	2,733
New Clients	Returning Clients	Total Clients Served

Support Services: Short-Term Mental Health

Funded by Immigration, Refugees and Citizenship Canada (IRCC), Short-Term Mental Health Supports provide eligible newcomers with timely, non-clinical support for challenges including trauma, abuse, illness, mental health concerns, family concerns and social isolation, and to help clients address difficult circumstances that may prevent them from advancing their settlement objectives, while increasing their access to a range of IRCC-funded services.

Using client-centred, strengths-based and trauma-informed approaches, counsellors work with individuals and families to build coping strategies and promote well-being. Interpretation services available through the Durham Welcome Centres help reduce language barriers and improve access to settlement and other community supports.

Clients are also connected to a variety of services and opportunities that respond to their identified needs, including wellness programs, mental health case management, employment supports, youth programs, computer literacy training and social inclusion initiatives.

Community partnerships remain central to the program's success. Through outreach and information sessions delivered with partners including the Durham Newcomer Employment Centre, local school boards, Durham Local Immigration Partnership, CDCD Community Connections, Settlement Workers in Schools, and Durham Welcome Centre Immigration Services, the program increased awareness of available supports while promoting mental health and wellness and greater understanding of invisible disabilities.

Mental Health Workers provided services to:

74	437	511
New Clients	Returning Clients	Total Clients Served

> *"We just wanted to sincerely thank you again for everything you did for us during our time at CDCD. Your support, your guidance, and the breathing and psychological tools you shared really helped us. You made a real difference, and it meant so much to us."*
> *-July 2025*

Newcomer Settlement Program

Funded by the Government of Ontario, the Newcomer Settlement Program (NSP) helps newcomers navigate settlement in Durham Region and connect to services and resources they need to establish their lives in the community.

The program provides needs assessments and service planning, information, orientation, and service navigation, referrals and follow-up, as well as case management for clients with complex needs. Workers also help facilitate access to services through form filling, interpretation and translation, and client advocacy.

Clients are connected to essential supports including housing, language training, health and mental health services, childcare, education, income supports and other community resources.

NSP services were delivered throughout Durham Region, including Durham Welcome Centres (Ajax, Oshawa/Clarington, Pickering), Durham Catholic District School Board LINC and ESL locations, Durham Humanitarian Response Project and Safety Network Durham locations. Language accessibility remained a priority, with services provided in clients' preferred languages whenever possible and interpretation available to help reduce language barriers and improve access to services.

Newcomer Settlement Program Workers provided services to:

585
New Clients

404
Repeat Clients

989
Total Clients Served

Making Tax Season Count: Community Volunteer Income Tax Clinic Program

OUR IMPACT

In its first year, the Oshawa/Clarington Welcome Centre successfully launched a Community Volunteer Income Tax Program (CVITP) clinic, expanding access to free tax-filing services for eligible community members. Supported by four dedicated volunteers and the Centre's Reception Team and staff, the tax clinic filed 134 returns, resulting in nearly $600,000 in government benefits and credits accessed. The clinic highlights the impact of volunteer-led services in helping low-income newcomers and vulnerable community members access important financial supports.

> *"The volunteers were kind, respectful, and helpful. The process was easy and well organized. Thank you for your support."*
>
> *-CVITP Client*

The Centre's staff also support numerous Welcome Centre-led initiatives, including Welcoming Week, Remembrance Day Acknowledgement, Black History Month celebrations, and other programs and events that strengthen community connections and inclusion.

The success of the Welcome Centre is made possible through the collective efforts of staff, community partners, volunteers, and stakeholders who work together to create a welcoming and supportive environment for newcomers and their families. Every interaction, referral, workshop, and community event contributes to building a stronger, more connected community where newcomers can thrive.

Needs and Assets Assessment and Referral Services (NAARS) and Settlement Plans

Funded by Immigration, Refugees and Citizenship Canada (IRCC), Needs Assessment and Referral Services (NAARS) provides newcomers with a personalized starting point for their settlement journey. Through conversations with Settlement Workers, clients identify their goals, strengths, needs and existing assets, helping establish priorities for settlement.

Using the National Standardized Assessment Template (NSAT), workers identify clients' goals, strengths and settlement needs and work with clients to develop a personalized settlement plan, and connect them to appropriate services through referrals and follow-up support.

NAARS provided services to:

756

New clients

Case Management Services

Funded by Immigration, Refugees and Citizenship Canada (IRCC), Case Management Services provide intensive, personalized support for newcomers facing complex settlement challenges.
A dedicated team of Case Managers serve clients with high-needs, including Government-Assisted Refugees and referrals through Settlement Services.

Through assessment, individualized settlement planning, advocacy, referrals and coordinated support, Case Managers help clients navigate housing, healthcare, education, income supports, legal and community resources. The program focuses on addressing immediate and complex needs while helping clients build the knowledge, skills and confidence to navigate their settlement journey with greater independence.

> *"The staff were extremely helpful, professional, knowledgeable, and provided excellent service. I'm looking forward to being back for more help, if needed, thank you."*
>
> *-July 2025*

Throughout the year, the team also implemented IRCC's Case Management Framework and participated in the National Case Management Client Support Services (CSS) Program, contributing to consistent service delivery, enhanced coordination and responsive support for clients with complex needs.

Case Managers provided services to:

115	415	530
New Clients	Returning Clients	Total Clients Served

Newcomer Community Services

BUILDING INCLUSIVE COMMUNITIES FOR NEWCOMERS

Every newcomer arrives with hopes, skills, and aspirations. Through trusted relationships, responsive services, and strong community partnerships, CDCD helps newcomers build confidence, meaningful connections, and a sense of belonging in Durham Region.

From youth leadership and digital literacy to wellness, school settlement, volunteering and community connections, our programs remove barriers, build capacity and create opportunities for newcomers to thrive.

Newcomer Youth Program

Newcomer Youth Services helps youth become confident, engaged members of their schools, workplaces and communities through pre-employment support, leadership development, wellness, recreation and community partnerships.

Throughout the year, our Newcomer Youth Services team provided programming for:

146

Unique Newcomer Youth

706

Service Engagements Delivered

OUR IMPACT

Throughout 2025–2026, opportunities were created for youth to build skills, develop confidence, prioritize well-being and foster meaningful connections through a range of learning, recreational and community-based activities.

- 59 Pre-employment Sessions
- 44 Self-Care & Wellness Sessions
- 8 Public Speaking Sessions
- 9 Sports Activities
- 2 Field Trips
- 2 Neighbourhood Day Activities

Trusted Service in Action

Pre-Employment and Education

Youth built practical employment skills through counselling, Customer Service and Cashier Training, Youth Employment Week, résumé and interview preparation, and high school employment workshops.

During National Youth Week, a Youth Hiring Event, delivered in partnership with the Town of Ajax, connected more than 200 youth with employers, colleges, employment agencies and community organizations.

Health/Wellness and Sports and Recreation

Programs including Bowl and Bond, Artful Minds, Indigenous Paint Night, Taste Explorers Youth Camp, Gardening Program, Youth Wellness Lunch and Learn, Pick-up Soccer, the Annual Soccer Tournament, March Break activities, and a Royal Ontario Museum field trip supported wellness, recreation and belonging.

> *"Thank you for facilitating this workshop. I gained new knowledge and confidence and look forward to participating in others."*
>
> *-Cashier Training Client*

Community Partnerships

Partnerships with Youth in Policing (DRPS), the Town of Ajax, SWIS, Durham College, Lakeridge Health, Toastmasters, local libraries, Mind Matters, and other organizations expanded opportunities for newcomer youth.

The annual Newcomer Youth Soccer Tournament with Youth in Policing continued building relationships between newcomer youth and police through teamwork, leadership and mutual understanding.

Leadership and Life Skills

Leadership opportunities expanded through the Rising Voices Public Speaking Program and Youth English Conversation Circles (YECC), helping participants strengthen communication, confidence, and leadership skills.

OUR IMPACT

Youth returned throughout the year for pre-employment support, leadership development, conversation circles, wellness, sports and community events—demonstrating trust and sustained engagement. These experiences helped newcomer youth build confidence, leadership skills and meaningful connections across Durham Region.

Digital Literacy

Digital confidence opens doors to employment, education, and everyday life. The Digital Literacy Program equips newcomers with essential technology skills that increase independence, improve employment readiness, and strengthen successful settlement.

Training Topics include:

- Basic Computer Training: typing, internet searching, emailing and applications.
- Microsoft Office Training: Microsoft Word, PowerPoint and Excel.
- Cybersecurity and Online Safety Training: online risks, spam emails, passwords, device safety, viruses and data protection.
- Individual Informational Classes: online wellness, social media and email, apps and email etiquette.
- One-on-One Training: based on clients' needs.

410
Clients Served

21
Volunteers Trained

220
Workshops Held

OUR IMPACT

The Tech Tuesdays workshop series attracted high attendance, repeat participation and positive feedback.

Designed to support accessibility needs, including disabilities and language barriers, the workshops strengthened confidence with online services, productivity tools, communication platforms and everyday technology, supporting greater independence and employment readiness.

> *"Your dedication and patience made a significant difference in my learning experience, and I wanted to let you know how much I appreciate it. I truly enjoy your class. Thank you."*
>
> *-Computer Training Client*

Newcomer Wellness

Good health is the foundation for successful settlement. The Wellness Navigation Program connects newcomers with trusted information, practical tools and community resources supporting physical, mental and emotional well-being.

Through this program, we successfully served:

176
Unique Clients

58
Workshops

WELLNESS INITIATIVES AND IMPACT

Partnerships with local health organizations

Increased access to culturally responsive wellness education. Working with Osteoporosis Canada, the program delivered four Bone Health 101 workshops that improved awareness of osteoporosis prevention, nutrition, physical activity, and healthy aging.

Partnership with the Alzheimer Society of Durham Region

Newcomers participated in a three-part dementia education series focused on awareness, early recognition, caregiving, and community supports.

Self Care Workshop Delivered with Durham College

A self-care workshop was delivered with Durham College equipped newcomer students with practical strategies to manage stress, build resilience, and prioritize mental wellness while adapting to life in Canada.

Together, these initiatives strengthened health literacy, reduced stigma surrounding aging and mental health, and increased confidence accessing community resources.

> *"I didn't know self-care could be practical and simple. This session helped me feel less overwhelmed as a student in a new country."*
>
> *-Wellness Session Client*

CDCD Volunteer Services

Volunteers are at the heart of CDCD's impact. Every volunteer brings unique talents, lived experience, and a shared commitment to building welcoming, inclusive communities.

Throughout the year, volunteers strengthened programs, supported newcomers, built community connections, and created welcoming spaces across Durham Region.

OUR IMPACT

ChartyVillage Conference & Awards: Recognized as a Top Finalist for Best Volunteer Program (Organizations with Over 20 Employees), celebrating the collective contributions of CDCD's volunteer community.

Volunteers also developed leadership skills, built lasting relationships and deepened their sense of belonging by participating in:

- Volunteer Roundtable Meetings
- Volunteer Orientation Sessions
- Volunteer Appreciation Soiree
- Multicultural Day
- Food and Clothing Donation Drives
- Backpack Day
- National and International Volunteer Day Celebrations

Settlement Workers in Schools (SWIS)

SWIS supports newcomer students and families as they adjust to their new community and education system.

Through guidance on school registration, academic expectations and community resources, along with personalized support, workshops and referrals, SWIS strengthens student success, family engagement, confidence and belonging.

4,845	2,765	1,307	82
Services Delivered	Unique Clients Served	School Visits	Group Sessions Delivered

OUR IMPACT

- 31 newcomer students attended Newcomer Orientation Week (NOW)
- 20 newcomer parents attended Welcome and Information for Newcomers (WIN)
- The March Break Program, held on March 17, engaged 62 youth in volleyball, yoga, mindful art, an Indigenous Dream Catcher workshop, Indigenous culture and stress management activities.
- The program supported well-being and social connection while connecting youth with CDCD staff and community partners and increasing awareness of wellness, mental health, youth and Youth in Policing programs and services.

Community Connections Program

The Community Connections Program helps newcomers build meaningful local connections, improve English conversation skills, learn about community resources and strengthen their understanding of life in Canada. Through conversation circles, workshops, social events, volunteering and community activities, participants build confidence, reduce isolation and develop supportive personal and professional networks.

Program Opportunities:

- Practice English conversation skills.
- Learn about local services and community resources.
- Build friendships across cultures.
- Share settlement experiences.
- Attend settlement and everyday-life workshops.
- Attend settlement and everyday-life workshops.
- Participate in recreational, cultural and community activities.
- Connect with volunteers and established Canadians.
- Build social and professional networks

COMMUNITY CONNECTIONS PROGRAMS

- English Conversation Circles in Pickering, Ajax, Whitby and Oshawa, as well as online in partnership with the Clarington Library, Museums & Archives
- Women's Group
- Men's Group
- Newcomer Seniors' Group
- Kitchen
- Canada Program
- Garden
- Building Bridges
- Walking Group
- Newcomer's Book Club
- Photovoice Project
- Newcomer Sports Day
- Newcomer Field Trip

2,238 Clients Served

172 English Conversation Circle Sessions

85 Group Activities

10 Canada Connects Matches

OUR IMPACT

Photovoice Project - in partnership with the Robert McLaughlin Gallery and the Oshawa Camera Club, newcomers used photography to share their stories, celebrate their cultures and express their growing sense of belonging.

Participants developed photography and storytelling skills while building confidence and friendships. Their work was professionally exhibited at the Robert McLaughlin Gallery and is now preserved in the Thomas Bouckley Collection, making newcomer experiences part of Durham Region's cultural history. One participant described the exhibition as: ***"the beginning of my journey of belonging in this new country."***

Program Highlight: Pingle's Farm

A fall visit to Pingle's Farm introduced newcomer families to a Canadian tradition, apple-picking, while creating connections, practicing English and building confidence exploring local spaces.

Through shared experiences like these, Community Connections reduces barriers, builds relationships and empowers newcomers to fully participate in community life.

Welcome Centre Immigrant Services

A SAFE, WELCOMING, AND INCLUSIVE ENVIRONMENT

Ajax Welcome Centre Immigrant Services

Ajax Welcome Centre (AWC) is funded by Immigration, Refugees and Citizenship Canada (IRCC). For over a decade, AWC has been a hub for one-stop services supporting newcomers to settle and integrate in Durham Region. The Centre provides a safe, welcoming and inclusive environment through an integrated, flexible and holistic service delivery approach.

Ajax Welcome Centre operates with 5 core service providers and over 40 associate partners delivering customized, value-added services and programs.

On-site, a broad range of cross-sectoral services and expertise are available to newcomers 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 Achev
- English-Language Training by Durham Catholic District School Board
- Employment Supports by Durham Employment and Newcomer Centre
- Accreditation and Qualifications Information by Social Enterprise Canada
- The Resource Centre

Associate partners complement these core services with mental health counselling, Primary Health mobile clinic, Housing, Legal services, Youth program, Digital Literacy, and other supports based on newcomer needs.

35,108

Ajax Welcome Centre Service Engagements

803

Unique Service Users

The Community Volunteer Income Tax Program

The Community Volunteer Income Tax Program (CVITP) has been in operation for over 12 years. During the 2025 filing season, 260 returns were filed, resulting in $1,649,391.76 in government benefits returned to clients.
This free program supports some of the community's most vulnerable members through flexible in-person, remote, and drop-off/pick-up options. The clinic is entirely volunteer-run, making volunteer recruitment and retention essential to the program's success.

OUR IMPACT

Ajax Welcome Centre

803
Unique Service Users engaged in Centre-led activities

260
Newcomers filed their tax returns with the assistance of CVITP volunteers at the Ajax Welcome Centre for the 2025 tax season

1,306
Unique learners/students enrolled in LINC/ESL English

41
Different Languages are spoken by staff at the Ajax Welcome Centre

40+
Approved Associate Paryners collaboratively offer integrated services to newcomers under a single roof at the Welcome Centre

35,108
Times the Ajax Welcome Centre programs were accessed

$0 Cost to our client. All services at the Welcome Centres are free, confidential, and culturally sensitive

Outreach and Event Planning

The Ajax Welcome Centre was represented by dedicated staff who supported our partners at many of their outreach events and initiatives to promote free programs and services to high-risk and underserved priority neighborhoods.

Some of the events and initiatives included:

- Canada Day Celebrations
- Emancipation Day Events
- Culture Fusion Festival
- Partnerships with Durham Region Libraries
- Community Events within Durham Region in collaboration with:
  - Local partners and non-profit organizations
  - Municipal and regional government agencies
  - Durham Region schools
  - Durham District School Board and Durham Catholic District School Board
- Outreach Events outside of Durham Region

Care for Newcomer Children (CNC)

The Care for Newcomer Children (CNC) Program offers free on-site childminding for a maximum of 10 children ages 19 months to 6 years, whose parents or legal guardians are eligible to attend an in-person IRCC-funded program at the Ajax Welcome Centre, such as:

- Language Assessments (Achev)
- Language Instruction for Newcomers to Canada (LINC)
- Settlement Services
- Job Search Workshop
- Digital Literacy Workshops
- Community Connection Activities
- Wellness Activities
- Ajax Welcome Centre Forums and Events
- Volunteer Activities

1,329

Group Sessions Delivered

149

Newcomer Children Served

Our team of experienced Registered Early Childhood Educators (RECEs) delivers engaging, developmentally appropriate activities that support children's settlement in Canada. CNC staff recognize each child's unique needs, celebrate their individuality, and create opportunities for growth across all developmental domains while children learn a new language and culture.

The CNC classroom is organized into purposeful play areas designed to foster physical, cognitive, social, emotional, and language development. Activities and curriculum are tailored to each child's interests, age group, and skill level.

CNC Program Highlights

- CMAS Site Assessment — CMAS conducted a site visit on November 4, 2025, and determined that our CNC program met all required standards. The Final Assessment Status Report was submitted to IRCC.
- CNC Virtual Conference — Staff attended the CNC Virtual Conference hosted by CMAS on November 21 and 22, 2025, participating in professional development sessions to strengthen program quality.
- FCAP Partnership — CNC partnered with the Family and Community Action Program to offer the Family Play Time program once a week throughout July and August 2025.
- Backpack Event Support — Staff contributed to the success of the Ajax Welcome Centre Backpack Event on August 25, 2025, assisting with registration and backpack distribution.

Donations Program

CDCD works alongside grassroots and ethnocultural communities across Durham Region to ensure newcomers, individuals living on low incomes, and people experiencing housing instability can access essential items that promote dignity, stability and well-being.

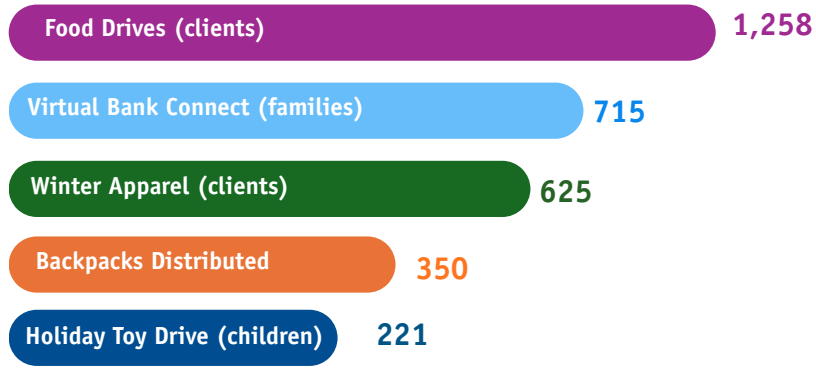
The Donations Program collects, coordinates, and distributes essential items including seasonal clothing, food, toys, furniture, household goods, backpacks, hygiene products, and other necessities. Through the contributions of donors, volunteers, community partners and clients, the program helps ensure essential resources reach individuals and families when they need them most.

OUR IMPACT

1,832 Clients Served

219 Grassroots, Ethnic & Community Groups Served

REACHING OUR COMMUNITY THROUGH PARTNERSHIPS, FOOD, WARMTH, AND HOPE



ANNUAL HOLIDAY TOY AND FOOD DRIVE

The Annual Holiday Toy and Food Drive was made possible through the support of valued partners, including the Town of Ajax, Southside Worship Centre, Durham Regional Police Service (DRPS), RBC, AFIYU, Value Village Ajax, Dr. Robert A. Bondar Public School, Bayfair Baptist Church, and Mannahelp. Together with CDCD staff and community volunteers, the initiative provided meaningful support to at-risk families, including newcomers, refugees, and low-income households.

Donations Highlights

EASTER AND RAMADAN FOOD DRIVES

This year, CDCD introduced new seasonal food support initiatives in response to growing community needs. The Easter Drive provided 84 clients with food hampers, while the Ramadan Drive supported 198 clients and their families. We sincerely thank DCAG, DCAG, Muslim Welfare Centre, Bayfair Baptist, and Mannahelp, along with our staff and community partners, for their generous support.

DONATION SUPPORT FOR DHRP CLIENTS

The Donation Program provides year-round support to DRC clients through the Backpack Drive, seasonal clothing and toy drives, annual hygiene kits, and other essential donations. Clients moving into new homes can also access furniture support through the Virtual Furniture Bank. Made possible through donors and community partners, these initiatives help meet the immediate needs of individuals and families in our community.

BACKPACK DRIVE

Our Backpack Drive, aims at alleviating the financial burden of school-related expenses for families. In partnership with the United Way of Durham, this drive continues to grow in impact, distributing over 350 backpacks filled with school supplies to families.

> ***"I picked up the couches yesterday and they are so beautiful. My boys are so happy to see them. Thank you so much. I really appreciate your support."***
>
> ***-Donations Program Client***

Through this work, CDCD continues to respond to urgent community needs and demonstrate the power of collaboration, compassion, and community action.

GRAND OPENING OF *Oshawa/Clarington*

WELCOME CENTRE IMMIGRANT SERVICES

June 2025!

Expanding Access, Strengthening Communities

A major milestone for newcomer services in Durham Region.

The Oshawa/Clarington Welcome Centre Immigrant Services officially opened in June 2025, expanding accessible settlement support for newcomers in Oshawa, Clarington and surrounding communities. The Grand Opening brought together government representatives, funders, community partners and service providers to celebrate this important milestone.

As Durham Region's third Welcome Centre, joining Ajax and Pickering, the Centre expands a network of eight Welcome Centres across Durham and York Regions. This milestone reflects the partnership of Immigration, Refugees and Citizenship Canada (IRCC), Durham Region, Community Development Council Durham (CDCD) and community partners.

5,460
Oshawa/Clarington Welcome Centre Service Engagements

266
Welcome Centre Led Initiatives - Unique Service Users

A ONE-STOP HUB FOR NEWCOMERS

Through partnerships, the Centre brings a wide range of services together under one roof — helping newcomers access essential support, manage assessment, employment services, accreditation and qualifications information, and connections to essential community resources.

PARTNERSHIPS WITH:

- Immigration, Refugees and Citizenship Canada (IRCC)
- Community Development Council Durham (CDCD)
- Durham Employment Newcomer Centre (DENC)
- Durham Catholic District School Board (DCDSB)
- Durham District School Board (DDSB)
- Achév
- Social Enterprise for Canada (SEC)

A COLLABORATION OF PARTNERS

Funded by: Immigration, Refugees and Citizenship Canada
Financé par : Immigration, Réfugiés et Citoyenneté Canada

Durham Humanitarian Response Project (DHRP)

BUILDING NEW PATHWAYS FORWARD

Launched as a partnership between CDCD and the Region of Durham, the Durham Humanitarian Response Project (DHRP) provides temporary accommodation and comprehensive wraparound resettlement services to refugee claimants as they begin their housing and resettlement journey.

Through a compassionate, client-centred and trauma-informed approach, DHRP helps individuals and families address their immediate needs while developing a pathway toward greater stability and independence. Claimants receive individualized assistance with housing, settlement, service navigation and referrals, along with connections to community resources and other essential services.

OUR IMPACT

In 2025–2026, DHRP entered a new phase of service delivery. Region of Durham's Durham Local Immigration Partnership (DLIP) in collaboration with CDCD, successfully secured funding through Immigration, Refugees and Citizenship Canada's Interim Housing Assistance Program (IHAP) to establish the Durham Reception Centre, creating a centralized location for refugee claimants arriving in Durham Region.

DURHAM HUMANITARIAN RESPONSE PROJECT (DHRP)

Housing Supports

Housing remains a central focus of the program.

Staff work with refugee claimants to navigate the rental market, understand available housing options and move toward safe, stable and permanent accommodations.

DHRP Cont'd

DHRP's temporary accommodation becomes more than a place to stay. It provides a critical point of connection to community services, youth programming and social networks during an important period of transition.

Beyond housing, residents receive guidance and connections to services that help them navigate their status in Canada, access essential resources and better understand the systems and services available to them as they establish the foundations for their lives in Canada.

April 1, 2025 to March 31, 2026

811
Individuals Served across three temporary hotel sites through the DHRP initiative.

342
Households successfully transitioned into long-term, affordable housing or sustainable alternatives.

More Than
70%
of DHRP Clients chose Durham Region as their new home.

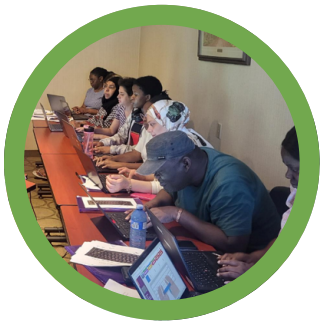
More Than
65%
of DHRP Have secured part-time or full-time employment or enrolled in vocational retraining programs.

> *"You became more than just a support system; you became family. Your compassion, patience, and dedication reminded me that there is still goodness in the world."*
>
> *-DHRP Client*

DHRP Initiatives and Activites

DHRP worked across CDCD departments and with community partners to respond to the diverse needs of asylum-seeking individuals and families. Together, we delivered a range of initiatives that promoted connection, well-being and successful resettlement, including:

- Children and Family Activities: Created opportunities for children and families to connect, socialize and participate in recreational activities.
- Health and Mental Health Connections: Connected residents with community agencies providing medical, mental health and wellness services.
- Family Excursions: Organized outings to the Toronto Zoo and Ripley's Aquarium for DHRP children and their families, creating opportunities for recreation, family connection and positive experiences in their new community.
- Cultural and Community Celebrations: Recognized Black History Month, International Women's Day, Easter, Christmas, New Year and other cultural and religious celebrations, creating opportunities for residents to share traditions, celebrate together and foster a sense of belonging.



Monthly Orientation, Education and Wellness Sessions

DHRP delivered regular orientation, housing and educational sessions to help build knowledge, navigate essential systems and make informed decisions as they established themselves in Canada. Sessions included:

- Housing and Orientation Sessions: Monthly sessions addressing housing, settlement and other practical needs identified by residents.
- Education Sessions: On-site Settlement Workers in Schools (SWIS) provided information and guidance to help parents and children navigate the Canadian education system. School-aged children were referred to SWIS upon arrival to facilitate school enrolment and their transition into the education system.
- Financial Literacy Workshops: Covered the Canadian banking system, budgeting and financial literacy, fraud prevention, and available financial assistance programs.
- Immigration Information Sessions: Provided refugee claimants with information to help them better understand and navigate immigration processes and their status in Canada.
- Mental Health and Wellness Workshops: Promoted well-being and increased awareness of available mental health resources and services.

> ***"The amazing collective efforts you guys put together, the love, the welcoming hearts, ever listening ears, your dedication with care and more were really helpful and made lots of significant impact in me, never will I forget you."***

Resettlement Assistance Program

A STRONG START TO A NEW LIFE IN CANADA

In April 2025, CDCD proudly launched Durham Region's first Immigration, Refugees and Citizenship Canada (IRCC)-funded Resettlement Assistance Program (RAP). The program provides essential short-term settlement services to Government-Assisted Refugees (GARs), helping individuals and families address their immediate needs and establish a foundation as they begin their lives in Canada.

RAP offers a comprehensive range of services designed to promote successful settlement and integration, including:

- Intake services and needs assessments
- Comprehensive housing support
- Resettlement orientation
- Personalized life skills development
- Temporary accommodation

During its inaugural year, RAP Oshawa welcomed Government-Assisted Refugees beginning their settlement journey in Durham Region. During the program, primary applicants and adult dependants participated in more than 12 orientation sessions and workshops designed to build knowledge and confidence as they established their lives in Canada. Topics included life in Canada, banking and financial literacy, budgeting, federal and provincial services, housing, transportation, health care and preparing for Canadian winters.

101
New Clients Welcomed

39
Families Served

900+
Orientation Sessions Completed

RAP Oshawa families were provided with safe, fully furnished temporary accommodations while they secured permanent housing and began establishing themselves in the community. Upon arrival, families received a catered meal followed by a grocery shopping orientation, where staff accompanied them to local stores to select foods that reflected their needs and cultural preferences. This practical experience helped families build confidence navigating grocery stores, managing household budgets and preparing familiar meals as they adjusted to life in Canada.

OUR IMPACT

IRCC's service standard allows Government-Assisted Refugees to remain in temporary accommodation for up to 21 days while permanent housing is secured. Despite an increasingly challenging rental market and limited availability of affordable housing, RAP Oshawa maintained an average temporary accommodation stay of just 18 days during its first year of operation. This achievement reflects the team's exceptional commitment and intensive housing search efforts, helping families transition to safe, suitable and sustainable permanent housing as quickly as possible.

Through personalized support, community partnerships, and a client-centered approach, RAP Oshawa helped newcomer families build the knowledge, skills, and confidence needed to successfully transition into independent living and become active members of our community.

"I am writing to express my sincere gratitude for all the help you've given me. Thank you so much for your detailed advice and for being so warm and supportive throughout our time working together. Your thorough guidance has made a huge difference for me, and I truly appreciate the kindness you showed. Thank you for everything."

-RAP Client

CDCD's Annual and Special Events

Throughout the year, we come together to celebrate our people, honour our diverse communities, and recognize the milestones we achieve together through shared experiences.

Celebrating People, Culture & Community

BUILDING BRIDGES ORANGE SHIRT DAY EVENT

BUILDING BRIDGES BEADING WORKSHOP

RECONCILIATION

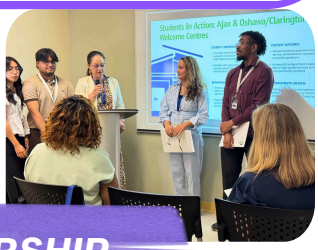
THIS IS OUR CULTURE.

Together, these moments reflect the people and culture that make CDCD who we are.

MULTICULTURAL CELEBRATION

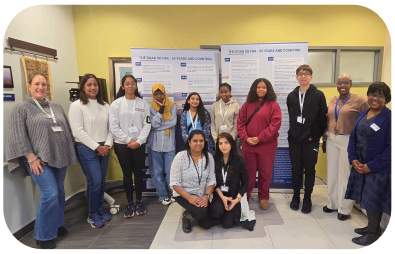
INCLUSIVE

SUMMER STUDENT PLACEMENTS



MENTORSHIP

TAKE YOUR KIDS TO WORK DAY



INSPIRING

STAFF STEP UP CHALLENGE

HEALTH & WELLNESS

STAFF APPRECIATION DAY 2025

COMMUNITY

BELONGING

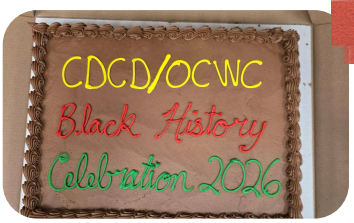
OFFICE HOLIDAY DECORATION CONTEST

CREATIVITY

BLACK HISTORY MONTH

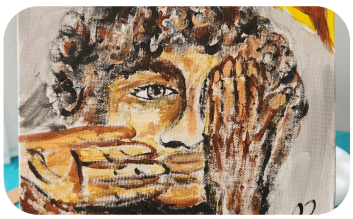
AJAX WELCOME CENTRE

OSHAWA/CLARINGTON WELCOME CENTRE



CELEBRATING DIVERSITY & BUILDING AWARENESS

RESETTLEMENT ASSISTANCE PROGRAM (RAP) HOUSE



DURHAM HUMANITARIAN RESPONSE PROJECT (DHRP)

CDCD REPRESENTED AT 2025/2026 CONFERENCES & EVENTS

SECTOR ENGAGEMENTS

SPNO CONFERENCE

NATIONAL CASE MANAGEMENT COORDINATION MEETING 2026

ACORN CONFERENCE

NATIONAL SETTLEMENT COORDINATION MEETING - SWIS

OCASI CONFERENCE

DLIP CONFERENCE

LEARNING

CDCD MANAGEMENT RETREAT

NEWCOMER WOMEN'S LEADERSHIP EVENT

COLLABORATION

DURHAM NON-PROFIT NETWORK EVENT

NDSDC EVENT

Strategic Pillars

Introducing CDCD's 2026-2031 Strategic Plan

Our new Strategic Plan sets the direction for CDCD's next chapter. Guided by four strategic pillars, it reflects our commitment to building organizational capacity, deepening our connection to community, and driving meaningful and lasting change.

Deepen our connection to community

Share the CDCD story and our approach

Strengthen our internal infrastructure

Lead policy and system change to advance belonging, inclusion and access for all

Pillar 1

Deepen Our Connection to Community

Strategic Priorities

- Solidify a community development strategy and embed community development within the organization to strengthen evidenced-based programs and services throughout the region
- Expand existing programs and develop new programs in response to community needs
- Strengthen CDCD's approach to service integration, reducing silos and with a focus on smoothing system navigation
- Stabilize and consider growing wraparound, low barrier supports
- Grow community education, engagement and empowerment to advance our social planning objectives of evidenced-based policy, programs and services across Durham

Pillar 2

Share the CDCD Story and Our Approach

Strategic Priorities

- Refresh and relaunch the CDCD brand including redeveloping the CDCD website to enhance community connections and improve awareness and access
- Build on our strength in research and social planning to champion the CDCD story in the region and across community development and services sectors. Further investments in external communications and outreach for greater community engagement and awareness
- Optimize program evaluation, community development research and invest in and reinforce internal data collection to drive impact and a culture of leadership and growth
- Develop a fundraising strategy and invest in resources to support delivery

Pillar 3

Strengthen Our internal Infrastructure

Strategic Priorities

- Build on our renewed Mission, Vision, Values and refresh our brand to foster and embed intentional organizational culture
- Harmonize, document and scale human resources, internal policies and processes in line with growth and staff wellbeing
- Explore expanded footprint or satellite locations in alignment with program delivery objectives
- Invest in targeted innovation: ensure robust technological infrastructure, streamline processes with new technologies to reduce silos and integrate programs and service delivery across the organization
- Review organizational structure in alignment with current needs and future growth
- Improve internal communications to support integration across the organization, promoting a one-agency approach for service delivery

Pillar 4

Lead Policy and System Change to Advance Belonging, Inclusion and Access for All

Strategic Priorities

- Develop and deploy a consistent, responsive, values-aligned approach to service user and community engagement, centering and empowering resident voices in decision-making
- Deepen relationships with all levels of government and the private sector to foster innovative, connected solutions to identified needs
- Enhance strategic partnerships to provide service across the continuum of service user needs
- Leverage community development research and connections to community and sectoral leadership to advance advocacy for upstream changes

Staff Tribute

Celebrating the People Behind our Impact

Behind every connection made, every challenge overcome and every life impacted is a team committed to making a difference.

Through compassion, expertise and unwavering dedication, CDCD staff bring Trusted Service to life—Impacting Lives and Transforming Communities every day.

Our collective efforts create opportunities, foster belonging and help build communities where everyone has the opportunity to thrive.

As caring professionals, our staff approach their work with purpose and intention, bringing Trusted Service to life and making a meaningful difference every day.

Current Staff Members

CELEBRATING OUR PEOPLE

EXECUTIVE AND ADMINISTRATIVE OFFICE
Hermia Corbette, Executive Director
Sanjay Sarkar, Finance, IT and Facilities Director
Stephanie Innocent, People, Culture & Engagement Manager
Erum Valliani, HR Manager
Priyank Mantha, IT Technician
Bhaskara Pothuri, Team Lead, Financial Analyst
Richelle Bornolla, Staff Accountant
Marjorie Castillejo, Accounting Clerk
Dilwyn John, HR Assistant
Marvelous Jose, Digital Marketing & Fundraising Coordinator

PROGRAM MANAGERS
Alison Baxter, Manager, Social Planning and Research
Monica Tembo, Housing Manager
Catherine McNeely, Newcomer Community Services Manager (on leave)
Patricia Liang, Manager, Durham Humanitarian Response Project (DHRP)
Wosen Beyene, Manager - Ajax Welcome Centre and Immigrant Services
Dilenia Teaz, Manager - Oshawa/Clarington Welcome Centre
Sobia Ahmed, Co-Manager, Newcomer Community Services
Vicki Kerr, Co-Manager, Newcomer Community Services
Kelly Dinis-Reid, RAP Manager

TEAM LEADS
Edna Ucanda, Team Lead - LEAP and Admin Services
Clinton Taylor, Team Lead - Welcome Centre & Settlement Services
Pachee Vang, Team Lead - Care for Newcomer Children
Sayed Saeed, Team Lead - Case Management and Housing First
Vacant, Team Lead - Opening Doors Durham
May Toma, Team Lead - Newcomer Community Services
Valeria Pekarski, Team Lead - Information & Program Engagement Support
Pavlo Nekrasov, Team Lead - Resettlement & Integration Worker
Jennifer Bi Ying Lam, Team Lead - Resettlement & Housing Support
Padmini Roberts, Team Lead - Community Planner
Erick Sanchez, IT Team Lead

COMMUNITY DEVELOPMENT
Daniel Cullen, GAP Committee Facilitator
Niomie Jex, GAP Coordinator
Maja Jovanovic, Social Researcher

RESETTLEMENT ASSISTANCE PROGRAM (RAP)
Mian Saad Ahmad, Skills Development Worker
Romal Mangal, Resettlement Worker
Nazita Zamani, Intake/Housing Worker

WELCOME CENTRE AND IMMIGRANT SERVICES – AJAX & OSHAWA/CLARINGTON
Shohreh Kehtari, AWC Receptionist
Sumintra Rampersad, AWC Receptionist
Nashrur Rudaba, AWC Receptionist
Awo Abdi, AWC Receptionist
Madiha Kamran, OCWC Receptionist
Mohammad Elham Walizad, OCWC Receptionist

CARE FOR NEWCOMER CHILDREN(CNC) PROGRAM
Amy Frankland, Early Childhood Educator

IMMIGRANT AND SUPPORT SERVICES
Maliha Sobani, Donations Coordinator
Sadaf Parweez, Outreach and Event Planner (on leave)

COMMUNITY CONNECTIONS PROGRAM
Katelin Grant, Community Connections Worker
Mishal Abdulla, Community Connections Worker
Tasnuba Rahman, Community Connections Worker

NEWCOMER COMMUNITY SERVICES PROGRAM
Kim Harris-Eccleston, Newcomer Child and Youth Services Worker
Andre Bramble, Newcomer Youth Services Worker
Sharmeen Akhtar, Computer & Internet Coordinator
Shaista Shahid, Volunteer Coordinator
Rafiah Shaikh, Wellness Navigator

Current Staff Members

CELEBRATING OUR PEOPLE

HOUSING PROGRAM

Anil Misir-Persaud, Housing Case Manager
Niki Goulden, Housing Case Manager (on leave)
Emmanuel Fashogbon, Housing Case Manager
Marrisa Joseph, Housing Case Manager
Josephine Afuwape, LEAP and Housing Data Integrity Worker
Kristyn Raine, Housing First Worker
Nathanael Bailey, Housing First Worker
Esther Kasumu Tunde, Landlord Engagement Specialist
Sofia Johnson, Landlord Engagement Specialist
Rahiim Bray, Landlord Engagement Specialist
Margaret Down, Landlord Engagement Specialist
Melissa Scott, Housing Retention Worker
Tolulope Akande, Housing Retention Worker
Natalie Leger, Housing Retention Worker
Norma-Leigh Mann Housing Intake Worker
Maria Mansour, Housing Receptionist
Diana Namuyanja, Housing Settlement Case Manager
Ivan Guarin, Housing Settlement Case Manager
Lisa Sklar, Referral & Landlord Engagement Specialist

DURHAM HUMANITARIAN RESPONSE PROJECT

Amber Stewart, Snr. Resettlement & Housing Worker
Agyeiwaa Sarfo, Case Manager Resettlement & Housing
Tewodros Assefa, Case Manager Resettlement & Housing
Sina Masouleh, Case Manager Resettlement & Housing
Winnie Nandudu, Case Manager Resettlement & Integration
Yemman Sahle, Case Manager Resettlement & Integration
Ben Kong, Case Manager Resettlement & Housing
Daphne Cheng, Resettlement & Integration Worker
Sreelekshmy Hari, Administrative Assistant
Michael Johnathan, Lead Youth Worker
Prasona Regmi, Youth & Community Worker
Rishabh Singh, Client & Admin Support Worker
Iurri Papushoi, Overnight Client & Admin Support
Bianca Delos Santos, Client & Admin Support Worker

SETTLEMENT/INFORMATION AND ORIENTATION (INO) WORKERS

Hanna Siekowski, Snr. Database Mgt. Worker
Ami Scott, Database Admin, WC Database Mgt. Worker
Teresita Perera, INO Worker
Palwasha Wajdi, INO Worker
Maliha Batool, INO Worker
Alaa Aldwik, INO Worker
Paul Muatha, INO Worker
Sofia Ahmed, Mental Health Settlement Worker – (on leave)
Broniya Enthumkal, Mental Health Settlement Worker
Malik Cadircioglu, Mental Health Settlement Worker
Mohammad Sohail, Case Manager
Maria Abogado, Case Manager
Suada Al Busaidi, Case Manager

NEWCOMER SETTLEMENT PROGRAM (NSP)

Nalayini Ravindranath, Orientation/NSP Worker
Saadat Qadri, NSP Worker (On leave)
Hafizullah Shinwari, NSP Worker

SETTLEMENT WORKERS IN SCHOOLS (SWIS)

Aloma Selvarajha, SWIS Worker
Carmen Subibi, SWIS Worker
Joy Zhang, SWIS Worker
Maribel Cabral de Sousa, SWIS Worker
Najeeb Nayab, SWIS Worker
Isabel Cortes, SWIS Worker
Noushad Rahnama, SWIS Worker
Shelka Stultz, Administrative Assistant

With Appreciation.

We extend our sincere appreciation to the employees who contributed to CDCD during the 2025–2026 reporting year and have since moved on from the organization. We are grateful for the time, talent and dedication you shared with CDCD and the communities we serve. Your contributions remain an important part of our collective impact, and we wish you continued success in your next chapter.

Honouring Our Volunteers

Champions of Service

Every volunteer brings unique talents, lived experience, and a shared commitment to serving others. Together, they helped create welcoming spaces, strengthen community connections, and inspire hope. Their dedication reflects the spirit of CDCD where trust, compassion, belonging, and service come together to create lasting impact.

In 2025–2026, volunteers contributed to various programs and initiatives:

Ajax Welcome Centre, Community Connections, and other CDCD Programs

127
New Volunteers Onboarded

3,742
Volunteer Hours Contributed

567
Volunteers Engaged

76
Community Events & Initiatives Supported

Oshawa/Clarington Welcome Centre

FIRST VOLUNTEER (CVITP) INCOME TAX CLINIC PROGRAM

134
Tax Returns Completed

4
Volunteers Engaged

100.5
Volunteer Hours Contributed

To our incredible volunteers, thank you for making a difference. Your compassion, time and dedication bring our mission to life and create lasting impact across the communities we serve.

Volunteer Highlights

VOLUNTEER APPRECIATION SOIREE EVENT

NEWCOMER YOUTH TRIP TO THE ROM

VOLUNTEER ORIENTATION DAY

VOLUNTEERS AT EASTER FOOD DRIVE

VOLUNTEERS SUPPORT AT YOUTH PAINT NIGHT

BACKPACK DAY EVENT

VOLUNTEER ROUNDTABLE

FOOD DRIVE SUPPORT

OUR IMPACT

- **CharityVillage Conference and Awards:** Recognized as a Top Finalist for Best Volunteer Program (Organizations with Over 20 Employees), celebrating the dedication and collective impact of CDCD's volunteers.
- **Multicultural Day:** Celebrated the cultures and diversity represented across our communities.
- **Food and Clothing Donation Drives:** Mobilized volunteers to provide essential items to individuals and families.
- **Backpack Day:** Helped students begin the school year with essential school supplies.
- **National and International Volunteer Day Celebrations:** Recognized and celebrated the invaluable contributions of our volunteers throughout CDCD.

CDCD's Board Members

Our Board provides strategic leadership and governance, ensuring CDCD remains accountable, effective, and focused on creating meaningful impact.

ROGER RAMKISSOON
Chair

PORTIA DAISY
Vice Chair

MELISSA MALCOLM
Secretary

RISHAB MADHAR
Treasurer

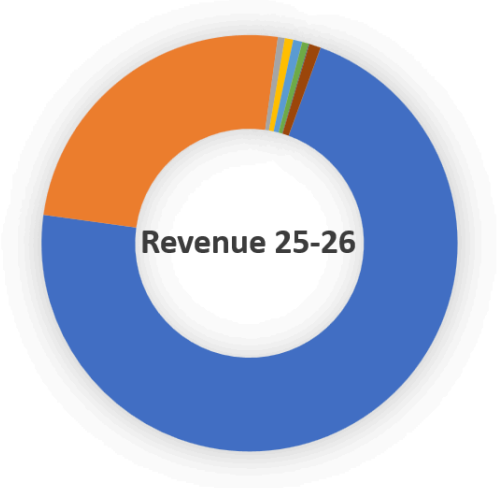
OMAR ALMAJDALAWI
Director

ALI HIRJI
Director

MICHELLE DAVIS
Director

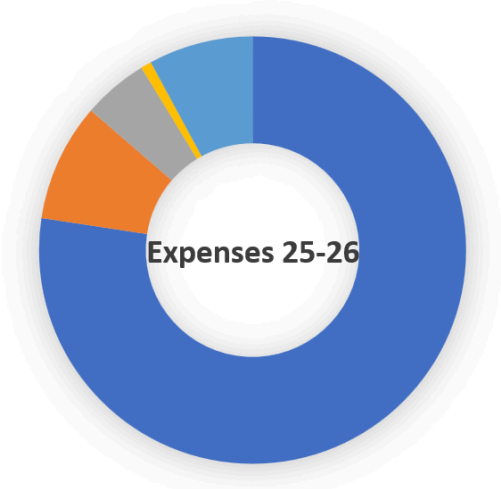
FINANCIAL STATEMENT

REVENUE 2025-2026



- Region of Durham (72%)
- Immigration, Refugees and Citizenship Canada (25%)
- Ministry of Labour, Training and Skills Development (1%)
- Other Program Revenue Miscellaneous (0.7%)
- United Way Greater Toronto - Low Income Energy Assistance Program (LEAP) (1%)
- Amortization of Deferred Capital Contribution (0.5%)
- United Way Durham Region (0.05%)
- Interest Income (0.9%)

EXPENSES 2025-2026



- Settlement Services (77%)
- Housing Support (9%)
- Community Development (5%)
- Amortization (1%)
- Administration (8%)

Please note the charts presented are based on CDCD's Audited Financial Statements which were prepared by Murphy & Chung Professional Corporation. To view the full version, please go to www.cdcd.org

CDCD

Community Development Council Durham

EST. 1970

Trusted Service. Impacting Lives. Transforming Communities.

Connect With Us

Head Office & Ajax Welcome Centre (AWC): 458 Fairall St, Unit 6, Ajax, ON, L1S 1R6
Durham Humanitarian Response Project (DHRP): 533 Kingston Road, Pickering, ON, L1V 3N7
Resettlement Assistance Program (RAP): 67 King Street East, Oshawa, L1H 1B4
Oshawa/Clarington Welcome Centre (OCWC): 200 John Street W, Oshawa, ON, L1J 2B4

Phone: +1 905-686-2661
Fax: +1 905-686-4157
Email: info@cdcd.org
Website: www.cdcd.org
Facebook: CDCDurham
X (formerly Twitter): @CDCDurham
Instagram: @CDCDurham

Charitable Registration #: 130979826RR0001