

# JohnHoward

SOCIETY OF PEEL-HALTON-DUFFERIN

ANNUAL SERVICE REPORT 2013-14



*Our Community Includes Everyone*



## TABLE OF CONTENTS

|  |    |
|--|----|
| Board of Directors.....                          | 2  |
| President & Executive Director Message.....      | 3  |
| Mission Statement.....                           | 4  |
| Principles and Objectives.....                   | 5  |
| Staff.....                                       | 6  |
| Programs and Service Descriptions.....           | 7  |
| Programs and Services.....                       | 11 |
| Client Profile.....                              | 12 |
| Volunteering.....                                | 13 |
| Funding.....                                     | 14 |
| Location of Programs and Services Provided.....  | 15 |
| Locations, Services and Contact Information..... | 16 |

## BOARD OF DIRECTORS

### Executives

#### President

Patricia E. Anderson

#### Vice-President

Patricia Whiteford

#### Treasurer

Patricia Whiteford

### Members

George Paul Smith

Hilary Fialho

Keith Gilbert

Lynda Ross

Pauline Wainwright

Peter Wood

Rafiq Rokeria

Tom Hendy

## Same Name - Same Service - New Look



## PRESIDENT & EXECUTIVE DIRECTOR MESSAGE

This past year our agency has experienced increasing demands for our services and programs while it has continued to operate in an environment of fiscal restraints and financial cutbacks. These pressures have been a catalyst for change in the agency and we are working with our partners to resolve them with creative, cost-effective and innovative solutions to community issues. As you will see from the summaries that follow, our 2013/2014 year has again demonstrated our ability to respond to the emerging needs of our community.

We would like to thank all members of the Board, our dedicated staff and our volunteers for their ongoing support as their involvement is the core strength of the agency. Their dedication and commitment assist in the pursuit of our simple collective vision: "Our Community Includes Everyone."

Patricia Anderson,  
Board President

Darren Pennock,  
Executive Director

John Howard Society of Peel-Halton-Dufferin



## PRINCIPLES

In a healthy community every member has a place.

All members of the community share a responsibility to ensure that this is the case.

Although individuals are responsible for their actions, there are social conditions which increase the likelihood of crime occurring and crime is therefore an important indicator of community health.

An effective crime prevention strategy must be based on inclusionary approaches which ensure that individuals at risk of committing crime have opportunity and empowerment in finding their place in the community.

While demonstrating community values and administering consequences the criminal justice system should be restorative. Fact not fear should inform crime prevention.

## OBJECTIVES

The objects of the John Howard Society of Peel-Halton-Dufferin shall be the objects of the John Howard Society of Ontario and more specifically shall be:

- 1) to promote and encourage individual well being through services to persons at risk of committing crime;
- 2) to promote the humane and effective functioning of the Criminal Justice System at all levels as a restorative process;
- 3) to be informed about the nature and extent of crime in the community and its social context;
- 4) to promote changes in those social conditions which engender crime;
- 5) to promote community awareness of crime and its context and encourage citizens involvement in inclusionary crime prevention strategies.

## MISSION STATEMENT

The Society's Mission is the prevention of crime through research, community education, the promotion of systemic change and the restorative services to individuals

## STAFF

### Adminstration

Darren Pennock  
Executive Director

Donna Murray  
Office Manager

### Brampton

Alexis Lee  
Dawn Slawter  
Georgia Drake  
Ivy Stewart  
Jessica Woods  
Kathryn Lynch  
Kevin Schilz  
Krista Collins

Kristy Bailey  
Krystan Jones  
Kulwant Banger  
Laura Shephard  
Malwina Kuzniewska  
Mandeep Gill  
Melissa John  
Melissa Kostick

Melissa Phipps  
Michelle Lewis  
Nadia Hanif  
Sandra Villneff  
Shelly Verma  
Tonya Haevens

### Mississauga

Dhamia Smeikle

Karina Bridgemohan

Melissa Udit

### Orangeville

Cathryn Castellino  
Lee Moreland

Paula Cornish  
Sandra Lovett

Jessica Puglielli

### Milton/Oakville

Alicia Egan  
Carmen Kokayko  
Emmanuel Kikiantonis  
Iain Leithead  
Jeffrey Solomon

Kara Hart  
Katie Boyle  
Lorna Mitchell  
Mark McNeil  
Penny Kressler-Willes

Ochia Bennett  
Ryan Evans  
Tracie McGrath-Levis

## PROGRAM & SERVICE DESCRIPTIONS

### Bail Verification And Supervision Program



- Providing the judiciary with a clear plan of supervision as an alternative to a remand in custody for individuals seeking bail releases, either directly from bail courts or through other judicial process.
- Supporting individuals through assessment and case management of personal circumstance, and providing comprehensive community supervision while individuals await resolution of their court matters.
- Educating, empowering and supporting the individual's ability to make the necessary changes to reduce recidivism.
- Providing case management support for the mentally ill offender, in partnership with Canadian Mental Health Association, Peel, in the successful completion of Mental Health Diversion.

### Community Services Program

#### Dufferin Housing Help Centre:

- Maintains a housing registry to assist individuals in securing affordable accommodation that exists in the private rental market.
- Affordable Housing Registry.
- Housing Support and Counselling.
- Housing search resource area with internet, telephone and fax.
- Information on Tenant rights and responsibilities.
- Website address: [www.dufferinhousinghelp.com](http://www.dufferinhousinghelp.com)



#### Individual Counselling:

- Provides individual counselling and crisis support to individuals experiencing employment, housing, financial, mental health, addiction, relationship, parenting or self-management problems. This may occur via short-term or long-term case management.
- Assistance to obtain basic needs, identification, documentation, etc.
- Assistance through direct service, advocacy and/or referral to appropriate service providers.
- Available to males and females, youth or adults and includes both voluntary and mandated clients.





### **Institutional Services:**

- Promotes a just, humane and effective prison system through community education and identification of individual and system abuses that lessen the opportunity for prisoner progress.
- Working one-to-one with inmates and families to prepare for successful release and reintegration to their community.
- Working to ensure humane and lawful treatment of prisoners by Canadian standards and International standards prescribed by United Nations conventions.
- Available in-person at Maplehurst Correctional Complex and Ontario Correctional Institute. Via the phone with all Federal and Provincial Institutions across Canada.
- Post release supports are also available.



### **Life Skills Workshop:**

- Life Skills workshops promote the development of the skills needed to successfully manage all aspects of life: self, family, community, career, and leisure.
- Typical topics include problem solving, communication skills, goal setting, conflict resolution, managing change, self-esteem, healthy relationships, and managing stress.
- Experiential learning techniques such as role-playing, structured exercises and small group discussions are used to facilitate learning and behaviour change.



### **PATCH “Peel Alternatives to Choosing Hospitalization” Project**

- Collaboration of multiple organizations working together to provide comprehensive supports within the Brampton community.
- PATCH clients are anyone who is: Homeless or almost homeless, uses the Hospital Emergency Department for non-medical emergencies, mental health, addictions or social issues.



### **Peel Works – Needle Exchange Service:**

- The goal is to prevent the spread of hepatitis B, C and HIV/AIDS among injection drug users while using a Harm Reduction philosophy.
- Sterile needles, equipment, condoms and lube.
- Containers to safely dispose of used needles.
- Information for safer drug use and safer sex.
- Referrals for support and treatment.
- Free and confidential.



### **Resolve Anger and Emotion Management Group:**

- Teaches participants self-monitoring and self-management skills that allow them to reduce the intensity, frequency and duration of their anger and emotional episodes.
- Available to voluntary and mandated female/male adults and male youth.
- An assessment is required to determine eligibility for participation.

### **Resource Centre:**

- Self-directed access to community services, resources and information.
- Free access to computer, Internet, printer, faxing, photocopy and phones.
- Local newspapers, job postings and housing information.
- Resource and outreach support.



### **Voicemail Service:**

- Provision of a personal telephone number where messages can be left and retrieved through a customized password, from any telephone, to individuals who qualify, at a nominal cost.
- Qualification is based on an assessment of need.



## **Direct Accountability Program**



- The Direct Accountability Program is an alternative to prosecution for eligible individuals over the age of 18 years of age with no or limited prior involvement in the adult court system who are charged with minor offense(s).
- The Crown Attorney will recommend the program to the court as a sanction.
- The program involves accused persons being held accountable through community-based sanctions such as community service hours or participation in a psycho-educational group.
- If the accused person successfully completes the program the Crown Attorney will withdraw the charge(s).

## **Employment Services Program**



- Employment Services offers a range of services and resources to respond to the career and employment needs of individuals and the labour needs of employers.
- The program consists of 5 components which can be accessed in a flexible and interactive style.
- Upon registering for the Employment Services program an individual will receive a comprehensive service assessment; this allows staff to make consistent and efficient decisions about how best to assist the individual.
- The Resource Centre is available to everyone and is designed to be a comfortable environment in which to do labour market research i.e. job searching, interviewing, training, education.
- The more in depth components include one to one assistance from an Employment Counsellor; job searching, matching and incentives, mentoring and coaching.
- To access these components one must be out of school and work on a full time basis, however, exceptions are possible so we encourage individuals to seek out all their options.

## PROGRAMS & SERVICES

- Employer participation is critical to the success of the program. The team works to engage employers in on site activities, hiring and training our job seekers and promoting job maintenance.
- Employers can post jobs within the centre, hold job fairs, conduct on site information sessions and interviews.



### Summer Jobs Service:

- A summer job initiative to engage youth between ages 15-30 who are returning to school in the Fall.
- Summer Jobs Service is a year round program, however, participation and intensity increases significantly in the April through August period.



### Halton Youth Attendance Centre Program

- A provision of the Youth Criminal Justice Act, this Non-Residential Attendance Centre assists youth in conflict with the law accept responsibility for their actions while helping them to become positive, pro-social contributing members of their communities.
- Young people participate in programs appropriate to their assessed needs, such as anger management, anti-violence programs, life skills, counselling, peer relationships and employment readiness.
- Programs may also include contact with families and community resources to support the young person.
- Young people who do not participate as required may be returned to youth court for further action.



### Halton Youth Justice Committee Program

- The Halton Youth Justice Committee involves victims and communities in finding ways to help young people who have committed minor offences be accountable for their actions.
- A Youth Justice Committee meeting brings together a young person between the ages of twelve and seventeen who is alleged to have committed a low-risk offence, his or her parent(s) or guardian(s), the victim, and trained members of the community. Together, they negotiate an appropriate way (sanctions) for the young person to make amends for his or her actions.
- Typically, sanctions include an apology, community service hours, an essay or research assignment, and attendance at workshops, such as shoplifting prevention or anger management.

#### PROGRAMS 2013-2014

|   | PEEL  | HALTON | DUFFERIN |
|---|-------|--------|----------|
| <b>Community Services Program</b>             |       |        |          |
| Dufferin Housing Help Centre                  | N/A   | N/A    | 159      |
| Individual Counselling                        | 252   | 82     | 23       |
| Institutional Services                        | 150   | N/A    | N/A      |
| Life Skills Workshop                          | 152   | 88     | N/A      |
| PATCH   | 11    | N/A    | N/A      |
| <b>Peel Works - Needle Exchange Service:</b>  |       |        |          |
| Visitors                                      | 767   | N/A    | N/A      |
| Needles In                                    | 5763  | N/A    | N/A      |
| Needles Out                                   | 24522 | N/A    | N/A      |
| Resolve Anger & Emotion Management Group      | 74    | 51     | 18       |
| Resource Centre/Brief Services                | 7271  | 1362   | 8605     |
| Voicemail Service                             | 89    | N/A    | N/A      |
| <b>Direct Accountability Program (DAP)</b>    | N/A   | 307    | N/A      |
| <b>Employment Services Program</b>            |       |        |          |
| Employment Support                            | 379   | N/A    | N/A      |
| Job Matching                                  | 71    | N/A    | N/A      |
| Resource Centre                               | 7144  | N/A    | N/A      |
| Summer Jobs Service Placements                | 83    | N/A    | N/A      |
| <b>Halton Youth Attendance Centre Program</b> | N/A   | 71     | N/A      |
| <b>Halton Youth Justice Committee Program</b> | N/A   | 59     | N/A      |

#### Bail Verification and Supervision Program

Stats for this program are collected and reported jointly for all three Regions

|               |      |
|---------------|------|
| Verifications | 1514 |
| Supervision   | 512  |

\*N/A - Not Available in that Region/County

#### \*NOTE:

These numbers reflect unique individuals served, but do not reflect that often our services are used many times by these individuals which exponentially increases our number of service hours.

## CLIENT PROFILE



## VOLUNTEERING AT JOHN HOWARD SOCIETY

Volunteers are an integral part of our operations. Our volunteers are comprised of students, retirees, parents, grandparents, and other community members. Each day they make a significant difference in the lives of people in our communities. This could mean working directly with male and female clients, youth and adults, providing support and advocacy, serving on Committees or participating as a member of the Board of Directors. These responsibilities and the men and women who perform them are vital to the success of the John Howard Society of Peel-Halton-Dufferin and its clients. For information on how you may be able to contribute to the work of JHS, please contact us.

|  | PEEL | HALTON | DUFFERIN |
|--|------|--------|----------|
| Client Related and Program Support Volunteer Hours | 5293 | 1774   | 1850     |
| Number of Volunteers                               | 50   | 42     | 10       |

### 2013-14

|                                       |     |
|---------------------------------------|-----|
| Male                                  | 77% |
| Female                                | 23% |
| Youth                                 | 28% |
| Adult                                 | 71% |
| Senior (65+)                          | 2%  |
| Education - Less than Grade 12        | 38% |
| Education - Post Secondary/Trade      | 20% |
| Marital Status - Single               | 72% |
| Citizenship                           | 92% |
| Non - Citizenship                     | 8%  |
| Disability (self disclosed)           | 14% |
| Income - Employment                   | 29% |
| Income - ODSP/OW/EI/Pension/No Income | 62% |
| Residence - Permanent                 | 56% |
| Residence - Non Permanent             | 44% |

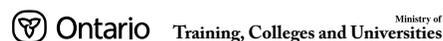
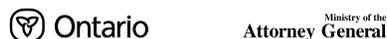


## FUNDING

In addition to the ongoing core funding support we receive from the United Way and the Provincial Government, JHS relies on the generosity of individuals, families, staff, corporations, foundations, service clubs, community groups and other agencies/organizations to augment our capacity to respond to the needs of children, youth and families. Many of the successful innovative programs offered at JHS on an ongoing basis today, were once originally supported as pilot projects through donations and fundraising efforts supported by people, foundations and organizations like those listed on these pages.

Every donation – large or small, monetary or gift-in-kind, helps individuals and their families to successfully make it through difficult times.

On their behalf, we thank you.



Our audited financial statements may be obtained by request.

## LOCATION OF PROGRAMS AND SERVICES PROVIDED

|   | PEEL | HALTON | DUFFERIN |
|---|------|--------|----------|
| <b>Bail Program</b>                           | ✓    | ✓      | ✓        |
| <b>Community Services Program</b>             |      |        |          |
| Individual Counselling                        | ✓    | ✓      | ✓        |
| Institutional Services                        | ✓    |        |          |
| Life Skills Group                             | ✓    | ✓      |          |
| PATCH   | ✓    |        |          |
| Peel Works: Needle Exchange                   | ✓    |        |          |
| Resolve Anger and Emotion Management Group    | ✓    | ✓      | ✓        |
| Resource Centre/Brief Services                | ✓    | ✓      | ✓        |
| Voicemail Service                             | ✓    |        |          |
| Dufferin Housing Help Centre                  |      |        | ✓        |
| <b>Employment Services Program</b>            |      |        |          |
| Employment Support                            | ✓    |        |          |
| Job Matching                                  | ✓    |        |          |
| Summer Jobs Service                           | ✓    |        |          |
| <b>Direct Accountability Program (DAP)</b>    |      | ✓      |          |
| <b>Halton Youth Attendance Centre</b>         |      | ✓      |          |
| <b>Halton Youth Justice Committee Program</b> |      | ✓      |          |



### YOUR DONATIONS ARE GREATLY APPRECIATED

Name \_\_\_\_\_

Address in full \_\_\_\_\_

Telephone contact # \_\_\_\_\_

Income Tax Receipt required  Yes or  No Court Ordered  Yes or  No

Amount of Donation \_\_\_\_\_

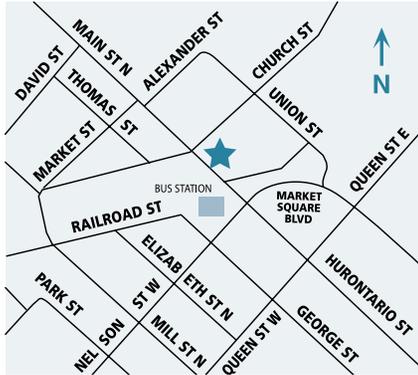
Signature \_\_\_\_\_ Date \_\_\_\_\_

Certified Cheque or Money Order payable to: John Howard Society of Peel-Halton-Dufferin.  
134 Main St. N. Brampton, Ontario L6V 1N8 Telephone: 905-459-2205



Registered Charitable Number 131698821

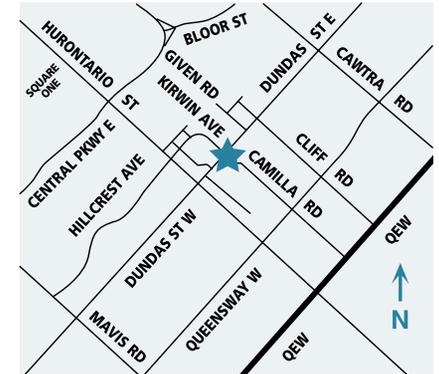
# LOCATIONS & CONTACT INFORMATION



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 134 Main Street North  
 Brampton, ON L6V 1N8  
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 f: (905) 459-5864  
 e: [brampton@johnhowardphd.ca](mailto:brampton@johnhowardphd.ca)



**Brampton**  
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 Brampton, ON L6V 1N8  
**Community Services**  
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 f: (905) 459-5954  
 Collect number: (905) 459-5151  
**Employment Services, Bail Supervision**  
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 f: (905) 459-5864  
 e: [brampton@johnhowardphd.ca](mailto:brampton@johnhowardphd.ca)



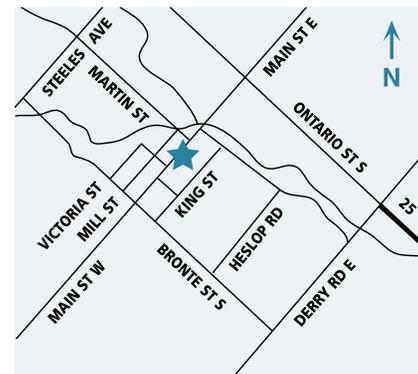
**Mississauga**  
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Head Office Brampton



Milton/Oakville   Mississauga   Orangeville   Brampton



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 193 Main Street East  
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