

Our Staff

Medical Services Team:

Janet Mendonca - Physician
 Jose Gomide - Physician
 Julia Blicharz - Nurse Practitioner
 Siggie Dirnbeck - Nurse

Family Community Outreach Team:

Amanda McConkey - Health Promotor (Youth)
 Ana Pacheco-Rye - Health Promotor (Youth)
 Cathy Kurelek - Health Promotor (Youth) (Parental Leave)
 Jeff Dart - Community Health Worker (Youth)
 Jo Anne Baker - Program Secretary
 Kim Loenhardt - Early Childhood Development Worker
 Louise Stewart - Health Promotor (Early Years)
 Susan Gualtieri - Early Childhood Development Worker
 Shantel Freeburn - Community Facilitator

Counselling Services Team:

Cheryl Walker - Social Worker
 Danielle Grandmaison - Social Worker
 Katarina Alexopoulos - Counsellor
 Lisa Laflamme - Counsellor (Educational Leave)

Clinical Support Team:

Heather Churchill - Receptionist
 Jill Todgham - Medical Secretary
 Linda Foote - Medical Secretary
 Nicole Henriques - Support Team Relief

Diabetes Education Team:

Debra Carby - Dietician
 Marlie Boville - Diabetes Nurse Educator
 Jennifer Lobban - Diabetes Clerk

Homelessness Initiative:

Shirley Guppy - Community Health Worker (Homelessness)

Corporate and Administration

Brian Joyce - Youth Program Coordinator
 Catha McMaster - Clinical Services Manager
 Cathy Stokes - Resource Development Manager
 David Leo - Finance/Office Manager
 Ian Lawrence - Data Management Coordinator
 Kim Wildman - Resource Development Assistant
 Lee Kierstead - Executive Director
 Maria Pinquet - Human Resources Partner
 Marian Van Pelt - Executive Assistant
 Melissa Freire - Finance/Office Assistant
 Wei Ling Xu - Finance Assistant

Facility Maintenance

Rudi Nelson - Custodian
 William Fiddler - Custodian

Our Board :

Terri Healy - Chair
 Kim Lepine - Vice Chair
 John Wood - Secretary/Treasurer

Members at Large:

Brad Harrington
 Marissa Kata
 Vicky Olmstead
 Lindsay Smith
 Tom Wise



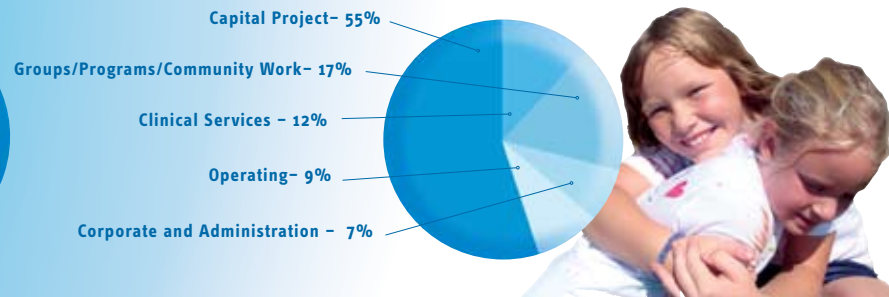
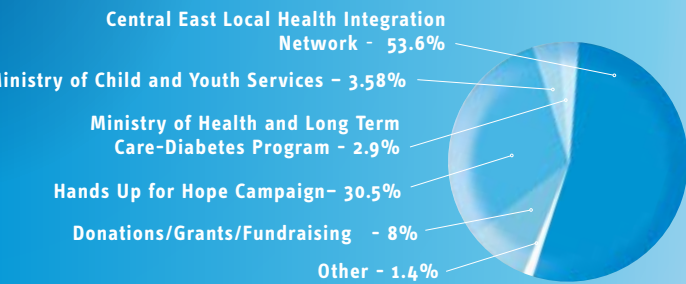
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ANNUAL GENERAL REPORT

Financial Statement*

Revenues \$5,424,027

Expenses \$ 8,468,035



*Audited Financial Statements Available Upon Request

Financial Supporters

Alan & Bob Ann Dickson
 Armstrong Funeral Home
 Atria Development Corporation
 Baagwating Community Association
 Bill & Edith Alger & Family
 Blue Line Taxi
 Brookfield Homes
 CAW - Family Auxiliary #27
 Canadian Auto Workers Local 222
 Central East Local Health Integration Network
 Chartered Accountants of Ontario
 Chevaliers de Colomb Conseil #8549
 CHUM Charitable Foundation
 CIBC Wood Gundy
 City of Oshawa
 Compute
 CUPE Local 1999
 Currie & Whiltshire
 David, Geeta, Nicholas & Premika Leo
 Day of Hope & Leadership
 - Dan Carter & Paula Beebe
 Duca Financial Services Credit Union Ltd.
 Durham College
 Durham Community Foundation
 Durham Region Labour Council
 Durham Travel
 Ebenezer United Church Women
 Embassy of the Kingdom of God
 Enbridge Gas
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 Great Blue Heron Charity Casino
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 Great West Life
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 Herman Kassinger Foundation
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 Isobel Carter Youth Fund
 Joseph and Cathy Stokes
 Lee and Christine Kierstead
 Louisa Stewart
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 Malvern Contract Interiors Limited
 MacIntosh-Anderson Funeral Home
 Margaret Down
 Marian & Max Van Pelt
 Melissa Freire
 Meridian Credit Union
 Midhaven Homes
 Ministry of Children and Youth Services
 Ministry of Health and Long Term Care
 - Diabetes Program
 Motor City Car Club
 Nathan Goldman & Marvin Goldman
 - Durham Homes
 Noah Hunter Wildman Brown
 North Oshawa Lions Club
 Ontario Pipe Trades Council
 Ontario Power Generation
 Oshawa Centre
 Oshawa Navy Club
 Oshawa PUC Networks
 Perry Mechanical Inc.
 Oshawa This Week
 Region of Durham
 Robert and Jean Brown
 Rogers Cable
 Rotary Club of Oshawa
 Royal Canadian Legion Oshawa Branch #43
 Scotiabank
 SmartCentres
 SmartStewarting
 Sobeys Oshawa
 Stephanie Dulemba
 St. Peters Anglican Church

Syvan Developments
 TD Canada Trust
 TD Securities Foundation
 Telus Corporation
 Terry Kelly & Family
 The Keg Spirit Foundation
 The Mackie Family
 The Mothersill Family
 The Ontario Trillium Foundation
 The Toronto Star
 Town of Whitby
 Tribute Communities
 Ukrainian Credit Union Limited
 United Way of Oshawa-Whitby
 -Clarington Brock & Scugog
 University of Ontario Institute of Technology
 Valiant Properties
 Veridian Corporation
 VIA Rail
 Windfields Farm
 YWCA Durham

...and many other supporters

1580 CKDO
 Blockbuster Video
 Canadian Martyrs Catholic School
 Central Collegiate Institute
 Channel 12 - CHEX TV Durham
 Children's Aid Society
 City of Oshawa
 CLOCA
 Coca-Cola Bottling Company
 Cornerstone Community Association
 Dr. C.F. Cannon Public School
 Dr. F. J. Donevan Collegiate
 Durham Behaviour Management Services
 Durham Catholic District School Board
 Durham Infant Development Services
 Durham Regional Police Service
 - South End Station
 Eastview Boys & Girls Club

Family & Community Action Program
 Father Leo J. Austin Catholic High School
 Fieldgate Developments
 Friends of the Second Marsh
 G.L. Roberts Collegiate
 Glazier Medical Centre
 Great West Life
 KX.96 FM
 Lakeview Habourside Townhouse
 Complex Committee
 Lakewoods Public School
 Loblaws Upstairs, Oshawa Market
 Monsignor John Pereyma Catholic High School
 Monsignor Philip Coffey Catholic School
 Ontario Early Years Centre
 Oshawa Generals
 Oshawa Golf Club
 Oshawa Seniors Centre
 Oshawa This Week
 Pinewood Centre
 Queen Elizabeth Public School
 Rapid Reproduction
 Rogers Television - Durham
 Shoppers Drug Mart, Lake Vista Square
 Snap Oshawa
 Sobeys Oshawa
 Square Boy Pizza
 Sylvan Learning Centre
 T.R. McEwen Public School
 The Ontario Trillium Foundation
 The Regional Municipality of Durham
 - Housing Services
 The Youth Centre
 Village Union Public School
 Whitby Mental Health Centre
 YWCA, Oshawa

Your Wellness, Our Mission

www.ochc.ca

p 905 723 0036 e info@ochc.ca f 905 432 3902

115 Grassmere Ave Oshawa, ON L1H 3X7

Charitable registration #119158137 RR0001



Message from the Board Chair and Executive Director....

The 08/09 year was one of managing broad operational change while at the same time gaining traction on the organization's strategic intentions.

Late in the 07/08 fiscal year, the Board of Directors approved renewed strategies to build the capacity of the organization to leverage opportunities within the ever evolving healthcare environment. Over the course of the 08/09 year the organization undertook various projects designed to realize these strategies. These projects were designed to:

- Review programs and service delivery to ensure we best align with the needs of the community.
- Evaluate and enhance organizational efficiencies and client outcomes through evidence based systems and practices.
- Develop new and strengthen existing partnerships across the Central East LHIN.
- Develop innovative and collaborative initiatives which serve the community.

To this end we undertook a comprehensive needs assessment of our community which was complimented by recent census and other key stakeholder data sources. The results of the assessment clearly validated our focus on supporting children, youth and women. Layered with this is a need to focus resources on services and programs that address the social determinants of health of poverty/income, employment, personal health and coping practices, supportive social environments, and access to health services.

In February 09, we hosted a full planning day with over 35 representatives from multiple organizations. We presented our assessment findings and explored potential strategies and integration opportunities to address the health needs of our community. The day was well attended, received, and formed the basis of prioritizing additional program directions for the agency. Over the next 2 years, we will be focusing on the development of new partnerships and innovative programs in the areas of:

- Oral health
- Mental health and addictions
- Nutrition and food security

In addition to the consistent and dependable service achievements of our highly skilled and caring front line staff (see "Quick Facts" on opposite page), other operational highlights and milestones for the year included:

- Successfully achieved our 3rd Building Healthier Organizations accreditation.
- Our new facility, the "Dr. Bryce A. Brown Wellness Centre", officially opens, amalgamating our operations to provide care in a more seamless and efficient manner.
- Developed our own in-house SOAR program which combines technology and performance measurement into a balanced scorecard evaluative tool for the organization.
- Embarked upon the development and implementation of our very own Workplace Success Framework, to ensure Oshawa CHC continues to be an employer of choice, attracting and retaining high quality human resources that best serve our clients.
- Developed a Diversity and Inclusion Strategy for the organization, including a work plan focused on diversity training and outreach strategies.
- Executed our 1st Multisector Service Accountability Agreement with the Central East Local Health Integration Network, defining mutual obligations and accountabilities, including performance indicators.
- Began the process of leveraging technology and moving towards Electronic Client Records.
- Annual client satisfaction questionnaire results indicate over 92% of clients agreed or strongly agreed that they are happy with the service they receive at the centre.

We would like to thank all of our community partners, supporters, volunteers, staff and funders. Your commitment and belief in Oshawa Community Health Centre, plays a pivotal role in maintaining the health of our community.

Terri Healy
Board Chair

Lee Kierstead
Executive Director

Our Profile

Oshawa Community Health Centre is a community-owned, non-profit, charitable organization. Since our founding in 1982 by volunteers, we have proudly worked with our residents to build a strong and healthy community.

Our services include family medicine, social work and counselling, and a variety of health promotion and community development groups, many focusing on children, youth and women. All of our services and programs are free.*

Oshawa Community Health Centre utilizes a team of supportive and skilled professionals including child and youth workers, doctors, social workers, counsellors, nurse practitioners, and health promoters to deliver services. Our centre is unique for the reason that we are responsive to the health needs as defined by our Oshawa community.

Oshawa Community Health Centre is a "Building Healthier Organizations" fully accredited agency.

* nominal registration fee for Very Important Kids Day Camp

Anti-Bullying Project

Addresses the issue of bullying within our community and schools. Operates in partnership with the Durham District School Board.

Artscape Program ★

Offered for mothers, emphasis is on fun—no previous art experience required.

Babysitting Course

12-hour Red Cross babysitting certificate course for youth ages 12–16.

Body Beautiful Group ★

Women's health promotion group explores body image: how it's created, and ways to develop and maintain a healthy body image.

Breastfeeding Buddies ★

Moms with nursing infants receive peer support and assistance with common nursing problems. Referrals to other resources are available.

Challenge, Change and Choices Group ★

Women's therapy group provides opportunity for acknowledging the impact of past trauma and other difficulties in a supportive atmosphere.

Client Childcare Services

Professional childcare is provided five days a week for appointments as well as during selected programming.

Community Kitchen Program ★

Nutrition program for parents and caregivers of children age up to age 6 years. Opportunity to plan, prepare and cook nutritious meals on a budget.

Counselling Services ★

For clients who receive our medical services or take part in our centre's programs. Individual, family and couple counselling address issues such as grief, crisis, relationships, dealing with abuse, trauma and transition.

Creative Circle

Drop-in program to learn and use creative quilting skills while discussing issues in participants lives in a relaxed setting.

Diabetes Education Services

Our Dietician and Diabetic Nurse Educator provide education, counselling and tools for adults to build skills for healthy living and coping with type 1 & 2 diabetes. These services are available to our clients and members of the community.

Diabetes Support Group

This popular program is open to adults with Pre-Diabetes or Diabetes. Monthly meetings provide a peer-to-peer supportive network where participants share ideas and concerns in self-management of their diabetes.

Employment Program

Is open to person in the Glen Street Neighbourhood who are currently seeking employment.

Free Income Tax Clinic

Held annually in conjunction with the Association of Chartered Accountants of Ontario to our clients.

Girls Hang Out Program

For girls ages 11-13 years, provides both informal and formal discussions on various topics, fun activities including trips, crafts, cooking.

Giving Room

Provides non perishable food and new and gently used items for our clients such as: clothing, books and household items.

H.E.A.R.T. Literacy Program

Develops literacy skills in a youth-friendly setting. Helps build oral and written communication skills. Individual help with homework is provided.

Hope Centre of Learning

Enhancing learning for all ages through: lending library, personal and iMac computers, laptop lending program, mentoring and more.

Leader In Training Program

Offers youth ages 13 to 15 years an opportunity to enhance their leadership, communication, and interpersonal and professional skills.

Living Well With Diabetes

Participants with Pre-Diabetes or Type 2 Diabetes and their family members attend once a week for five weeks to gain knowledge on how to live a healthy life with diabetes.

Medical Services ★

For residents of Oshawa: regular check-ups, health-promotion, disease and injury prevention, cure and rehabilitation. Various on-site lab services available. Outreach clinics at G.L. Roberts C.V.I. and various shelters.

Nobody's Perfect Parenting Group ★

For parents with children up to 6. Focus on the needs of children, their development of body, mind, behaviour, parents and safety.

Our Wellness Program ★

A weekly drop-in health promotion program for women to learn practical strategies for self-care.

Parent and Child Program

Structured playtime, crafts, healthy snack and an interactive parent & child circle time. Parent resources and referral support also provided.



Quick Facts

- ✕ 5645 registered clients
- ✕ 1097 new clients for the year
- ✕ Over 14,350 individual appointments for the year
- ✕ Over 24,000 attendance in groups and community initiatives
- ✕ Celebrating our first year in the Dr. Bryce A. Brown Wellness Centre
- ✕ 241 volunteers contributed over 7156 hours of their valuable time.

Teen Cuisine Program

Provides a fun and supportive environment for youth to learn how to prepare a healthy meal for themselves and their family.

Very Important Kids Day Camp

For children 6-12 yrs., activities include: field trips, sports, crafts, songs, games and theme-days. Positive and fun environment. **nominal fee

VIP Dad's Group ★

Drop-in for dads and their kids, infant–12. Opportunity for fathers to enjoy sports, crafts, dinner and discussions with other fathers and their kids.

Young Women's Health Action Group

Educational and health promotion group for girls in high-school. Topics: stress, safety, feelings, relationships, healthy sexuality, grief and anger.

Your Journey to Wellness With Diabetes

This program is for adults with Type 2 Diabetes. Classes are run by a Registered Dietitian and a Registered Nurse, consist of three 3 hour sessions (2 consecutive weekly sessions and a three month follow up session). Participants are provided education on living a healthy lifestyle with diabetes.

Youth Action Alliance Project

Empowers youth to raise awareness of the dangers of smoking and exposure to tobacco.

Youth to Youth Program

Program empowering young people ages 7 to 13 years. to take action on issues in their community that concern them.

Youth League Program

Variety of fun after school and evening drop-in programs for children and youth ages 6-19 years.

Youth Workshops

Information sessions offer youth opportunities to be involved and participate in informative and educational workshops on topics that affect them.

★ Qualified childcare provided at no cost

