

# Community News

*For Tenants of Durham Region Non-Profit Housing Corporation*

## Message from the Executive Director & President

### We are growing again!

We were awarded government funding to assist us developing a new 50 unit senior apartment project. As the spring thaws, you can start to see the new building in Cannington take shape. We anticipate the units will be ready for occupancy early 2020.

We are eager to hear more from our tenants and want to learn about your unique housing needs. We strive to provide high quality customer service and we want to hear from you. Please participate in our tenant survey being launched in May.

We warmly greet our newest Board of Directors, please welcome Dan Carter, Bob Chapman, Adrian Foster, John Henry, Joanne Dies, David Ryan and Don Mitchell.



As the weather gets warmer, we are looking forward to seeing you at our community gardens, summer BBQs and tenant events. Thanks to you all for making Durham Region Non-Profit Housing Corporation a great place to call home.

**Patti Bell**  
Executive Director

**Dan Carter**  
President, Board of Directors

# What's in this Issue?



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**DURHAM REGION**  
**NON-PROFIT HOUSING**  
CORPORATION

# Spring Yard Cleanup

Spring is almost here! With the snow finally melting and the sun making an appearance, some yard work may be needed. Here are some simple ways to prepare your yard for the spring and summer months!

- ☀ **Pick up debris – leaves, rocks, twigs and branches – from your yard or balcony. This makes room for new grass growth.**
- ☀ **Remove annual plants that did not survive the winter. Pulling up dead annuals makes room for other plants and loosens the soil, allowing air, water and nutrients to circulate.**
- ☀ **For planting beds – remove any accumulated debris, pull out any weeds and rake back mulch to allow the sun to dry and warm the soil. The warmth will help in kick-starting the new spring growth.**



Preparing your space for the spring months will not only make room for new growth and green space, but it will also make your property a more enjoyable place to live. Thank you to all who help make the grounds at Durham Non-Profit Housing Corporation beautiful!

# Tips for Effective Conflict Resolution

Conflict is natural and sometimes unavoidable. It is a sign of a need for change and an opportunity for growth, new understanding, and improved communication. Conflict cannot be resolved unless it is addressed with the appropriate individual. Here are a few tips for effective conflict resolution:



**Be a calming agent:** Your response to the conflict can escalate or decrease the intensity of the problem. Try to provide a neutral point of view and plan out how you are going to work with the other party to achieve resolution.



**Listen actively:** Work through how you feel, what the specific problem is and what impact it is having on you. Try using I-based statements: I feel (strongest feeling) when you (objective description of behavior) because (specific impact or consequences) I would like (what you want to happen in the future to prevent the problem).



**Analyze the conflict:** Ask yourself questions like what triggered the conflict? Who are you angry with? What are you not getting that you want? Is your conflict/anger accurate or over exaggerated?



**Model neutral language:** Profanity, name calling and exaggerations all escalate a conflict. Try to make information less emotional and more useful for future discussions.



**Work together:** This requires that each person stop placing blame and take ownership of the problem. Try to make a commitment to work together and listen to each other to resolve the conflict.



**Maintain confidentiality:** Encourage others who are in conflict to deal with that person directly. Avoid venting to others, this tends to escalate the conflict and fuels the rumor mill. If rumors are already part of the conflict, encourage them to work out a plan to put an end to the gossip. Do your part to prevent rumors.

Remember that resolving conflict is everyone's responsibility!

# 2018-2022

## Board of Directors

### Dan Carter

President – Mayor of Oshawa

### Bob Chapman

Vice President – Regional  
Councillor

### Adrian Foster

Secretary/Treasurer – Mayor of  
Clarington

### John Henry

Board Member – Regional  
Chair

### Joanne Dies

Board Member – Regional  
Councillor

### David Ryan

Board Member – Mayor of  
Pickering

### Don Mitchell

Board Member – Mayor of  
Whitby



## Complaint Policy

You are encouraged to speak directly with the person you are having concerns about, if it is safe to do so. If it is not safe due to violence, threats of violence, racism or oppression, go directly to the steps outlined below.

1. Submit your complaint in writing to 28A Albert Street, Oshawa or e-mail [DRNPHC@durham-housing.com](mailto:DRNPHC@durham-housing.com) outlining the facts. All complaints are reviewed and dealt with accordingly. Be aware due to confidentiality, DRNPHC may not be able to share specific complaint results with you; however, this doesn't mean your complaint was not addressed. It is in everyone's best interests to have complaints resolved as quickly as possible.
2. We will respond to all written complaints received. We cannot respond to anonymous complaints.
3. If you are not satisfied with the outcome of a complaint, you have the option to appeal the decision made. Appeals are to be put in writing and submitted as noted in step 1.

## Community Safety

You are an important member of the community and we want you to be as safe as possible. Here are some tips for safety:

- Keep your unit doors and windows locked
- Do not let people into your home or building that you do not know
- Get to know your neighbours to build a safer community
- Check in with a friend, neighbour or community organization if you are returning to your unit late at night
- If you are concerned about someone around your unit that you don't know, contact the Superintendent or Police
- Do not take out window screens or disengage window restriction
- Know your surroundings and be aware of safety hazards at all times

## Gardening Tips



- **Do your research:** choose plants that work for the area that you are in. For example, most vegetables require 4-6 hours of sunlight so having them in the sun all day (or no sun at all) can keep a plant from growing. If growing indoors, try to have the plants in a place with as much natural sunlight is needed.
- **Choose the right containers:** If choosing to grow plants in a container, remember that the larger the container is, the more room there is for moisture and root growth. This allows some plants to be watered less often. Remember to choose a container with proper drainage holes in the bottom.
- **Prune your plants:** Cut away any old or dead growth and clean any debris left over from the winter if your plant is outside. This makes room for new growth.
- **It does not have to be expensive:** Lots of gardening supplies and seeds can be found at your local dollar store. Gardening can be an inexpensive and rewarding hobby!



## Free Tax Clinics

Trying to file your taxes but don't know where to start? You may be eligible for help at a free tax clinic if you have a modest income and a simple tax situation. Find a free tax clinic in your area below:



### Pickering: Pickering Public Library – Central Branch

- By appointment, current year only, open to the general public/all persons.
- Location: 1 The Esplanade, Pickering, ON

### Whitby: Whitby Public Library

- By appointment, current year only, open to the general public/all persons.
- Location: 405 Dundas Street W, Whitby ON

### Oshawa: Oshawa Service Canada Centre

- By appointment, current year only, open to the general public/all persons.
- Location: Midtown Mall – 200 John Street W, Oshawa, ON

### Cannington: Nourish Community Hub

- By appointment, current year only, open to the general public/all persons.
- Location: 16 York Street, Cannington, ON

### Beaverton: Brock Community Health Centre

- By appointment, current year only, open to the general public/all persons.
- Location: 720 Simcoe Street, Beaverton, ON

**To look up more tax clinics in your area, please visit:**

<https://www.canada.ca/en/services/taxes.html>

# Word Search!

To solve, simply complete the Word Search and mail it to:

**28A Albert Street,  
Oshawa, ON  
L1H8S5**

or E-mail to:

**drnphc@durham-housing.com**

or deliver in person to our office for your chance to win a \$25 gift card.

The Winner will be announced in our next newsletter!

Congratulations  
**S. Parsons**  
the winner  
from our last  
newsletter!!



**Good Luck!**

# Spring Word Search

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_ Phone # \_\_\_\_\_

## Spring Word Search

C	H	I	C	K	E	J	U	N	E	G	R	W	O	W
H	P	U	D	D	L	E	M	A	P	R	I	L	H	S
I	B	L	O	H	B	U	N	N	Y	E	B	O	M	E
B	A	S	E	B	A	L	L	T	T	E	U	M	A	E
S	U	M	A	M	A	T	C	H	A	N	T	F	R	D
H	O	T	S	P	R	I	C	I	N	G	T	L	C	S
N	E	S	T	T	A	P	I	H	E	A	F	O	H	O
E	G	S	G	E	T	R	A	I	N	B	O	W	L	R
E	G	S	S	Y	R	E	W	S	O	L	Y	E	E	A
A	S	E	H	B	U	F	N	N	S	O	L	R	S	I
E	G	R	O	W	O	F	L	L	Y	O	Y	S	S	N
A	N	U	W	E	F	M	A	Y	Y	M	V	R	O	C
S	A	N	E	R	A	N	B	O	W	S	H	E	S	O
U	M	B	R	E	L	L	A	E	A	S	T	E	R	A
T	H	A	S	P	R	I	N	G	P	U	D	D	E	T



- APRIL
- BASEBALL
- BLOOM
- BUNNY
- BUTTERFLY
- CHICK
- EASTER
- EGGS

- FLOWERS
- GREEN
- GROW
- HATCH
- JUNE
- MARCH
- MAY
- NEST

- PASSOVER
- PUDDLE
- RAINBOW
- RAINCOAT
- SEEDS
- SHOWERS
- SPRING
- UMBRELLA



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