

# Report of the President and Executive Director

In 2011/12 Family Services of Peel was successful in securing funding for two new initiatives. Funded by the Government of Canada through Citizenship and Immigration Canada, the Labour Market Access Program for Newcomers with Disabilities provides opportunities for newcomers living with a disability to increase their knowledge of Canadian labour laws, the Canadian Labour market and the job market process in Canada and the Region of Peel. Participants receive job coaching, job development and support to improve their readiness and employability skills while enhancing their social network and access to various resources.

Through the Victims and Vulnerable Persons Division of the Ministry of the Attorney General office, Family Services of Peel received funding to provide services for men who have experienced early childhood abuse. As the lead agency, we developed partnerships with the following Central Ontario agencies/organizations to provide this first-of-its-kind program to men in Ontario: Catholic Family Services of Simcoe County, Catholic Family Services of Toronto, Family Service Toronto, Family Services Durham, Muskoka-Parry Sound Community Mental Health Service, Sexual Assault and Violence Intervention Services of Halton and York Region Abuse Program. The other lead agencies delivering this program are located in Ottawa, Windsor and Thunder Bay.

In October of 2011, Wladyslaw Lizon, MP for Mississauga East-Cooksville, announced a two (2) year funding agreement with Family Services of Peel to deliver the Ready, Willing and Able (RWA) Program. RWA is an employment program funded by Service Canada, designed to support individuals with disabilities who are seeking employment opportunities.

## Service Highlights

### COUNSELLING AND ABUSE PREVENTION

During the 2011/12 fiscal year, over 6,600 people accessed our counselling services to address issues related to divorce and custody, separation, abuse, parenting, relationships, as well as addictions and behavioural challenges. Through verbal communication and program surveys our clients informed us that the support, encouragement and safe environment created by our counselling staff helped them to cope with their situation and move forward. Counselling Program highlights in 2011/2012 include:

- Our waitlist did not exceed six weeks.
- Over 400 clients attended our free walk-in counselling service. In addition, the free family law support was offered, concurrent with the Wednesday evening walk-in counselling service at our Mississauga location.
- Over 2,000 residents of Peel attended 161 educational workshops which covered topics as diverse as parenting to dealing with finances. The workshops were offered through the Counselling and Family Life Education Programs, which are funded by the United Way of Peel Region.
- The ongoing supportive and educational “New Generations Group” was offered through the Lesbian, Gay, Bisexual, Transsexual and Questioning (LGBTQ) Program. Participants were provided opportunities to share experiences and gain new and relevant information to help in their daily living.

We continue to work with Universities and Colleges to provide placement opportunities at the agency to Master of Social Work students, and experiences to foreign trained students. A component of the Master of Social Work Program is the need to have a placement which provides the student with opportunities to develop their professional experiences. We are proud to be part of a learning environment for future Social Workers.

Since 2010, Family Services of Peel has been providing office space to Rapport Youth & Family Services in our Mississauga location. In offering space to them in a central location, they are able to meet the needs of their clients in an efficient and effective manner. During the 2011/2012 fiscal year, office space at our Mississauga location was provided to Volunteer MBC to enable them to establish a presence in Mississauga to facilitate recruitment of volunteers.

Family Services of Peel is honored to be the agency of choice for over 17,000 individuals who require services ranging from counselling to employment related issues. Our positive partnerships with over 50 diverse organizations/agencies position us to make timely referrals and connections on behalf of our clients. The success of our initiatives is the result of our funders, community partners, staff, board members and volunteers working collectively to address the needs of our community. We thank all of you for your ongoing support and dedication.

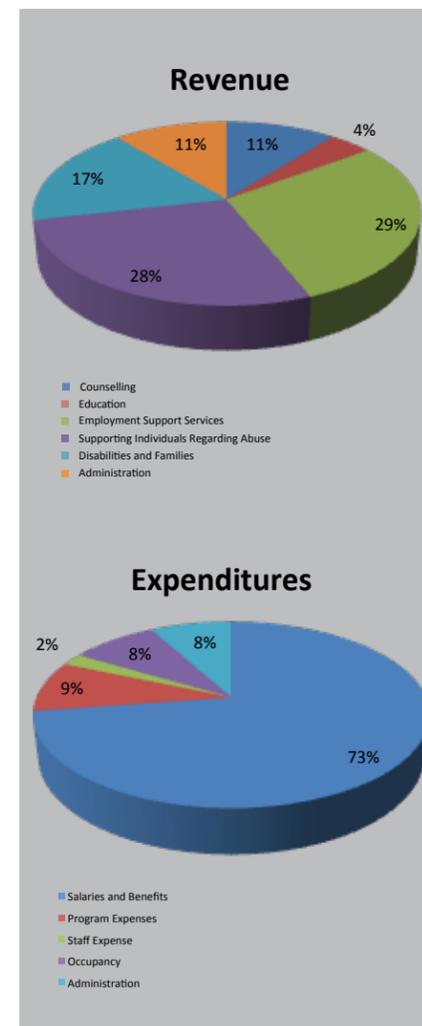
Tom O’Doherty – President, Board of Directors

Chuck MacLean – Executive Director

The Homeless Initiative Project, implemented in late 2011, is a short-term crisis intervention service that supports homeless/at-risk individuals with a developmental disability through an outreach program, community collaboration and linkages. This program is funded by the Ministry of Community and Social Services.

Support Services for Male Survivors of Sexual Abuse is a new free program, funded by the Ministry of the Attorney General. Over 300 males accessed the program in the Central Ontario Region. Services (offered in both official languages) included individual, group and phone counselling. E-counselling was also provided for convenience as well as a means for the clients living in remote locations to receive counselling. Our male clients have reported that knowing that finally there is a service specifically for them has helped in making the leap to start the healing process and regain control of their lives.

The violence prevention programs served over 3,100 men, women, children and seniors. Our counselling staff provided one-to-one counselling, group counselling, case management, referrals to appropriate services, assistance with housing and shelters, and advocacy. Many of our clients expressed their gratitude for the support that they received. In addition, they reported an increased feeling of empowerment due to the awareness of the resources available to them. Abuse Prevention Program highlights during the 2011/2012 fiscal year includes:



- Over 1,200 women and 180 children, dealing with abusive situations, were assisted.
- Counselling staff filed priority housing applications which resulted in subsidized housing being secured to provide safe homes for these women and their children.
- Immediate Intervention Services were provided to ensure that there was immediate access to services for men, women and children who were experiencing or witnessed any form of emotional, psychological, financial, sexual or physical abuse. This service was also offered to clients who had experienced a life event that had precipitated a crisis.
- 92 men received support and addressed the impact that abuse has had on their lives in the Men’s Link Peel Program.
- The “New Beginnings Group”, an educational skill building therapeutic group for female survivors of abuse, was provided on an ongoing basis.
- Through the Peel Elder Abuse Support Program, the South Asian Seniors Program and the Violence Against Women Seniors Program, support was provided to over 1,400 seniors who were experiencing violence and/or abuse.
- Ongoing groups were held throughout the year in

# Service Highlights (Continued)

the Partner Assault Response Program, a specialized education/counselling program for individuals who have been physically violent and/or emotionally abusive or controlling towards a spouse or intimate partner.

- In partnership with Peel Senior Link, Family Services of Peel conducted 48 groups for South Asian seniors. Participants reported that the groups were the highlight of their week.
- Through the Safer Families Program, over 200 families were provided immediate support in addressing the issue of domestic violence in the home. Safer Families is a collaborative, family-focused, counselling program supported by Catholic Family Services of Peel-Dufferin, Family Services of Peel and Peel Children’s Aid Society.

One client had this to say about the Men’s Link Program:

“...Family Services of Peel is providing me with counselling which is assisting me to understand and deal with life as an Adult Survivor of Child Abuse. The future holds hope. A hope I could not achieve without their help. The Men’s Link Program is, quite literally, a life-saver. It is a tremendous asset both to the community and to the men who have been victimized.”

Partnerships with the University of Toronto, Our Place Peel, Malton Clinic, Square One Older Adult Centre and the Distress Centre of Peel reflect Family Services of Peel’s ongoing commitment to collaboratively address community need.

We are thankful to our funders who provided financial support to our abuse related services. These funders include the Ministry of Children and Youth Services, the Ministry of Community and Social Services, the Ministry of Health, the Ministry of the Attorney General, The Ontario Trillium Foundation and the United Way of Peel Region.

### EMPLOYMENT SUPPORT SERVICES

#### Employment Ontario

In the 2011/2012 fiscal year, Family Services of Peel’s Employment Ontario team provided individualized job search assistance to 345 job seekers and delivered 177 employment related and Second Career workshops to 1,170 participants. 3,323 clients accessed the Resource and Information services and 599 potential employers were contacted. A client’s story follows:

“Henry” contacted the Family Services of Peel’s Employment Ontario office because he was frustrated with being unemployed. He was a successful financial sector businessman in the Middle East. As a new immigrant to Canada, in his late 50’s, he could only find work in entry level positions due to his lack of Canadian work experience. Our program staff supported “Henry’s” preparation for the labour market by providing him with informative sessions regarding the Canadian Workplace Culture, as well as typical interviewing methods. Through our network of employer connections, “Henry” was introduced to a large financial institution. Based upon his education of the Canadian Labour Market, provided by our Employment Ontario team, and along with his international experience, “Henry” was hired by the financial institution. “Henry” now has a solid career and a very optimistic future for his family.

#### Labour Market Access Program for Newcomers with Disabilities

Funded by the Government of Canada through Citizenship and Immigration Canada, Family Services

of Peel implemented a new program in 2011. The Labour Market Access Program for Newcomers with Disabilities assists newcomers with disabilities to integrate into the Canadian market. Through job coaching, job development support and educational workshops, over 200 clients were assisted to secure employment or a volunteer placement and/or enhance their employability skills. We also established a “Networking Cafe”, which enabled clients to practice their English while sharing life experiences.

#### Ready, Willing and Able Program

Service Canada renewed funding for the Ready, Willing and Able Program in September 2011. Over the past eight months, employment support was provided to 39 individuals with disabilities and 502 potential employers were contacted. With the help of a Job Coach, these individuals created suitable employment-related goals for themselves. On-the-job support and coaching were provided to facilitate integration and work success. Based upon program surveys, 97% of clients were satisfied with the twelve week program. Employer contacts have stated that their involvement in the Ready, Willing and Able Program has been very rewarding.

#### Working To Your Full Potential Program (Ontario Works)

Funded by the Region of Peel, the Working To Your Full Potential (WTYFP) Program provided counselling to 636 individuals (referred by Ontario Works) in Peel Region who were unemployed or underemployed. Clients also had access to 46 psycho-educational workshops. Through counselling, clients are able to work on issues that are holding them back from succeeding in either obtaining or retaining employment. The workshops provide a safe and supportive learning environment where clients benefit from sharing and learning, both from the facilitator and each other. This service helps clients to overcome difficult challenges while engendering a sense of hope in moving forward.

### SUPPORTS FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

#### Adult Protective Service Worker Program

Funded by the Ministry of Community and Social Services, the Adult Protective Service Worker Program provided one-on-one and family support to 662 individuals who have a developmental disability and who are living on their own in the community. Our staff offered support to enable these individuals to function as independently as possible in the community. Services included assistance with activities of daily living, organizing medical appointments, grocery shopping, linkages to community resources, as well as advocacy. Through these supports, adults with

developmental disabilities were integrated into community life and were able to maintain their independence. During the fiscal year we continued our partnership with Regeneration Outreach Community, as well as the Knights Table soup kitchen.

#### Supported Independent Living Program

The Supported Independent Living (SIL) Program supported 22 individuals who are developmentally delayed. Often the clients in the SIL Program were dealing with anxiety and stress because they were concerned about maintaining their independence. Through this program, funded by the Ministry of Community and Social Services, staff provided individualized support to facilitate increased independence. Similar to the Adult Protective Service Worker Program, activities included a wide range from linkages to services to assistance with legal/court issues. Participation in a support group enabled clients to meet people and to feel more connected and less isolated.

### EDUCATION

#### Families and Schools Together Program

The goal of the Families and Schools Together (F&ST) Program is to enhance family functioning, engage parents in the education process and reduce the isolation parents and children may experience within their school community. The F&ST Program is delivered within the child’s school with school personnel, parents and local high school students volunteering their time. In 2011/2012, over 500 children and their families benefited from the F&ST Program. There were 85 volunteers providing a total of 1,942 hours of support to five schools in the community.

#### Student Practicum Program

In the 2011/2012 fiscal year, over 30 College, University and foreign trained Social Worker and Psychology students were provided a placement at Family Services of Peel. We offered students a wide variety of opportunities to utilize their classroom learning so that they could increase their academic knowledge, understanding and practical experience. Depending on the education, experience, skill set and interests, students were involved in research and writing, supporting individuals with developmental disabilities, creating presentations for the community, co-facilitating workshops and counselling individuals, couples and families. Students were accepted from over 15 Colleges and Universities in Ontario.

Programs	2011-2012	2010-2011
Education	2,521	2,055
Counselling	6,615	7,488
Employment Support Services	4,571	2,162
Abuse Prevention	3,147	2,681
Supports for People with Developmental Disabilities	684	207
<b>Total Number of Clients</b>	<b>17,538</b>	<b>14,593</b>

The **mission** statement of Family Services of Peel is to work to strengthen and support families and individuals while building healthy communities.

## Family Services of Peel gratefully acknowledges our Board of Directors 2011/2012

TOM O'DOHERTY,  
President

DAMAN THABLE-RAYAT,  
Vice-President

RUPIKA SHARMA,  
Secretary/Treasurer

DEB BOURK

FARIDA MERCHANT

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RAYMOND SOROKA\*

JOANNE TEE\*

GITA VARGHESE\*

STUART JOHNSON,  
Honorary Member

\* Left the board during the 2011/2012 fiscal year.

## Staff Recognition

### 5 Years

Jack Britstone  
Darryl Foote  
Sandra Rupnarain

### 10 Years

Barbara Dennis

### 15 Years

Peter Dominic  
Pauline Mathew

## Our Funders

- Government of Canada Through Citizenship and Immigration Canada
- Ministry of Community and Social Services
- Ministry of the Attorney General
- Ministry of Training, Colleges and Universities
- Mississauga Halton Local Health Intergration Network
- Region of Peel
- Service Canada
- The Ontario Trillium Foundation
- The United Way of Peel Region

## Our Donors

We wish to recognize the valuable contributions of our donors.



**FAMILY SERVICES of PEEL**

Since 1971

### Family Services of Peel Locations

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# Annual Report 2011-2012



**FAMILY SERVICES of PEEL**

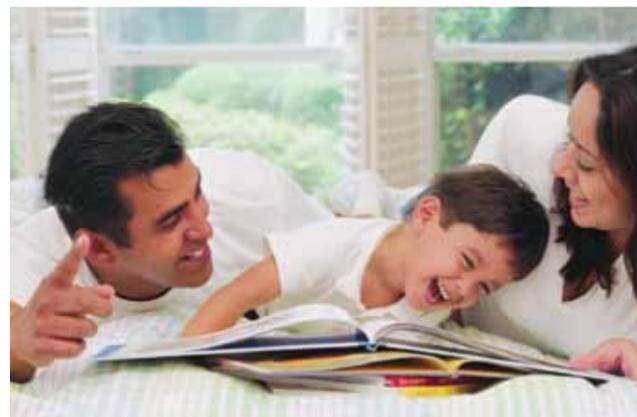
Since 1971

*“Strengthening Families  
and Individuals through  
Counselling, Education  
and Support Services.”*

## Volunteers

We wish to thank our volunteers for their commitment, dedication and support.

	2011-2012	2010-2011
<b>Number of Volunteers</b>	372	178
<b>Total Number of Volunteer Hours</b>	9,483	9,221



**Inclusion, Diversity, and Access**