

# Report of the President and Executive Director

Due to the turbulent economic climate of the past few years, the demand for services provided by Family Services of Peel has increased. This growing demand was illustrated by the 22% increase in the number of clients seeking assistance through the agency's employment support services, abuse prevention programs and supports for people with developmental disabilities. Overall, support was provided to more than 18,500 individuals.

Regarding the abuse prevention programs, Family Services of Peel received a request from the Ministry of the Attorney General to expand our Partner Assault Response (PAR) program. Complying with this request, we added five more PAR groups in 2012/13 and project the addition of even more groups in the next fiscal year. In July 2012, our Men's Link Peel Program, three year funding provided by The Ontario Trillium Foundation, came to an end. To prevent interruption of service, clients were directed to the Men's Program, which is funded by the Ministry of the Attorney General.

To facilitate increased access to services in the employment services program, the agency extended its office hours to 9:00am to 9:00pm, Tuesday to Thursday, at the Mississauga Employment Ontario location.

The agency worked diligently in the 2012/13 fiscal year developing additional programs to better satisfy the needs of our clients. For example, we received numerous phone calls from individuals requesting credit counselling. To address this service gap, Family Services of Peel implemented a financial counselling service in October 2012, which is provided at both the Brampton and Mississauga locations.

In the latter part of 2012, the province of Ontario enforced accessibility standards to address the barriers faced by people with disabilities. The Accessibility for Ontarians with Disabilities Act, 2005 was phased in and

## Service Highlights

### COUNSELLING AND ABUSE PREVENTION

During the 2012/13 fiscal year, the Counselling program delivered services to 4,585 individuals, couples and families and addressed issues such as family conflict, parenting, addictions, abuse and violence and mental health concerns. Program highlights include:

- 220 clients received counselling sessions by Family Services of Peel staff at community organizations such the University of Toronto – Mississauga Campus, Our Place Peel, Square One Older Adult Centre and The Teen Supper Club for teen moms.
- Over 500 individuals accessed our Walk-In Service, which is offered at both the Brampton and Mississauga locations on Wednesdays and at the Mississauga location on Saturdays.
- Through a partnership between Family Services of Peel and Legal Aid Ontario, support, relating to family law, is offered at the Mississauga location. This service has been running since 2002. In our partnership with Catholic Cross-Cultural Services, a settlement staff person, located on-site at the Mississauga office, works with clients experiencing settlement issues.
- Over 40 individuals received financial planning services.
- In keeping with our mandate of Inclusion, Diversity and Access, we provided over 100 hours of service

it required that all organizations that provide services to the public comply with the set standards. All of Family Services of Peel's staff, Board members and volunteers took the required training to ensure agency-wide knowledge and compliance.

Also in late March 2013, employers, human resources professionals and managers from the private, public and non-profit sectors participated in Family Services of Peel's Employment Networking Disability Conference and Job Fair, held at the Living Arts Centre. The conference, funded by Service Canada, focused on providing information and strategies on accessibility, methods to attract, hire and retain persons living with disabilities and clarifying the issue of accommodation in the workplace. Based upon written feedback, participants were pleased with the conference and its contents and they gained knowledge of legislation, as well as awareness about people living with disabilities.

During the fiscal year, Family Services of Peel was pleased to formulate a new collaboration with the Health Coalition in Peel and Public Health, which had identified that many of their clients in the Teen Supper Club Program could benefit from our services. We placed one of our counselling staff onsite at Best Start, who provided free individual counselling and referrals to programs and services that support childbearing women and young children.

Building upon existing partnerships, the agency increased the communication and collaborative process with the Peel Probation and Parole Office to better assist clients in the Partner Assault Response program. Strengthening our academic relationship with various colleges and universities resulted in the continuation of a successful Student Practicum Program. This collaboration included The Mennonite New Life Centre of Toronto, which provides a Bridge Training Program for Internationally Trained Psychologists and Allied Mental Health Professionals.

in the form of counselling and the weekly discussion group "Generations" to the Lesbian, Gay, Bisexual, Transsexual and Questioning (LGBTQ) community of Peel. Outreach workshops were also delivered to community organizations.

- Clients in the Counselling program have stated that their experience with our team of professional counsellors has helped them find better ways of resolving and/or responding to the life situations that led them to seek counselling services.

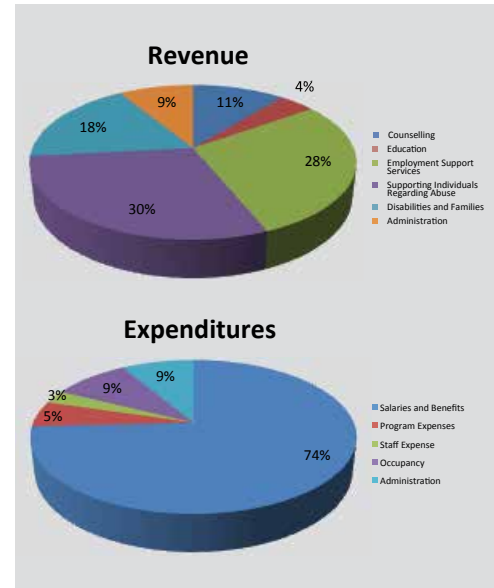
In 2012/13, the violence prevention programs served 3,279 clients in Peel, of which 1,750 were women, 690 were men and 839 were children. Our counselling staff provided one-to-one counselling, group counselling, case management, referrals and advocacy, assistance with housing, courts and employment, and family counselling and mediation when possible. Program highlights include:

- The Violence Against Women program assisted 909 women and 121 children with 4,417 hours of direct services to women and children who have experienced/witnessed violence. Women in this program reported having an increased knowledge and awareness about the dynamics of violence and abuse as well as its impact on themselves and their children. They also stated that the program afforded them the opportunity to connect to relevant resources and supports in the community.

Family Services of Peel successfully negotiated a three-year collective agreement with its unionized employees in late March 2013 and the relationship between the agency and the union continues to be positive.

We are honoured to be the agency of choice for so many individuals within the Region of Peel and we are appreciative and thankful to our dedicated staff, our Board of Directors, our volunteers and the solid support we receive from our various funders.

Daman Thable-Rayat – President, Board of Directors  
Chuck MacLean – Executive Director



- Safer Families is a collaborative, family-focused, counselling program delivered by Family Services of Peel, Catholic Family Services of Peel-Dufferin and Peel Children's Aid Society. The goal of the program is to provide support and counselling to families who have experienced domestic violence in order to help them develop better coping, conflict resolution and communication skills, as well as improve their parenting skills. 379 families were assisted in 2012/13 and of this total, 718 were children, 362 were women and 88 were men.
- The Partner Assault Response program provided groups to 246 individuals, 230 partners were contacted and a total of 154 safety plans were developed for partners concerned about their safety.
- In partnership with Peel Senior Link, the South Asian Seniors' Program provided seniors with counselling and support, as well as a space to socialize, practice yoga and discuss topics that were of interest to them. Outreach and home visits were conducted to seniors who may have been at risk or in need of extra support. During the 2012/13 fiscal year, 85 new clients accessed the program and 149 outreaches were conducted.
- In partnership with Distress Centre Peel, the Peel Elder Abuse Support Program provided support to seniors who have experienced abuse or were at

# Service Highlights (Continued)

risk of experiencing abuse. In 2012/13, 155 seniors accessed services and 753 sessions were provided, with over 1,000 hours of support.

- The Men's Survivor Program, funded by the Ministry of the Attorney General, encompasses the Central Ontario Region. Free services (in both official languages) were provided to over 400 men, with more than 1,500 hours of individual counselling sessions. Services include individual, telephone, peer and group counselling to male survivors of sexual abuse. In 2012/13, we successfully established a bi-weekly drop in group where participants met to discuss topics and issues that were important to them, such as identifying and managing triggers, including anger. Participants reported that the program provided them with a safe place to discuss the challenges they were experiencing as a result of their abuse.

Family Services of Peel's ongoing commitment to collaboratively address community need is evidenced in its partnerships with organizations that include the Knights Table, Malton Clinic, Our Place Peel, Regeneration Outreach Community, Square One Older Adult Centre and the University of Toronto.

We are thankful to our funders who provided financial support to our counselling and 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 2012/13 fiscal year, the Family Services of Peel Employment Ontario team provided individualized job search assistance to 475 job seekers and delivered 200 employment related and Second Career workshops to 1,171 participants. 4,044 clients accessed the Resource and Information services and 445 potential employers were contacted to increase our clients' likelihood for success. An example of this program's success is the story of Shazad, a middle aged man who was seeking employment. He had worked in Canada as a short order cook for over 10 years but in his homeland, he had been an International Culinary Chef. In meeting with his Employment Coordinator he talked about wanting to manage his own restaurant. He accessed the Self Employment Benefit program at Job Skills and completed the program. He now owns and operates a successful restaurant in Mississauga.

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

Funded by the Government of Canada through Citizenship and Immigration Canada, the Labour Market Access Program for Newcomers with Disabilities was a two year contract which filled a niche in the Region of Peel for newcomers to Canada whose special needs were not being met elsewhere. Over 600 individuals accessed services through enhanced employability skills, volunteer placements and connection to services and resources to ensure that new immigrants were integrated in the community and labor market. Home visits to shut ins, wheelchairs for those who could not afford them and computer access for the visually impaired are examples of the ways that the program adapted to meet the needs of newcomers.

#### Ready, Willing and Able Program

The Ready, Willing and Able program supported over 126 individuals with disabilities and helped them to navigate the challenges of becoming employed. During the 2012/13 fiscal year, 45 clients obtained a job placement, 9 returned to school and 69 successfully

completed the program. In addition, 532 potential employers were contacted. The professionalism and dedication of the staff are evidenced in the outcomes that were presented in client satisfaction surveys and positive responses. One individual stated, "Once again, thank you so very much for all that you have done for me over the past few months. It was a pleasure meeting and working with you and the knowledge that I obtained from the Ready, Willing and Able Program." Another said, "I thank you for your support, your guidance and your instructions in helping me to move forward with my life at such a difficult period in my life's journey. I am so grateful that it was you that I encountered. The information you shared with me will go a long way when I finally get that initial interview." Community partners have expressed that the program is very beneficial.

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

Funded by the Region of Peel, the Working To Your Full Potential program provided counselling to 65 individuals who were referred by Ontario Works' staff. The program offered these clients counselling and psycho-educational workshops to identify and break down the barriers that were preventing them from reintegrating into the workforce. Through this program, Family Services of Peel provided 50 workshops and orientations and 482 hours of counselling.

### SUPPORTS FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

#### Adult Protective Service Worker Program

As a committed and active partner with the Developmental Services sector, Family Services of Peel collaborated with regional community service providers to ensure that individuals with developmental disabilities and their families received the necessary supports and resources. Funded by the Ministry of Community and Social Services, the Adult Protective Service Worker Program provided individualized support to clients to help them achieve their personal goals across eight valued domains of life. These areas are competence, community engagement, continuity of relationships with family and friends, choice and influence, individuality, status and respect, partnerships/relationships and personal well-being. During 2012/13, program staff provided 790 client visits with a total of 4,323 hours of service. 33 new clients accessed services.

#### Supported Independent Living Program

The Supported Independent Living Program supported 23 developmentally delayed individuals to help them live independently within the community. Funded by the Ministry of Community and Social Services, the foundational pillars of the program are: a) advocacy, b) person-centred planning, and c) individualized support. Clients are encouraged, irrespective of their personal challenges, to be a part of the community and to enjoy all the benefits of social inclusion and community participation. Individualized supports were provided to facilitate increased independence and clients received 4,922 hours of service.

### EDUCATION

#### Families and Schools Together Program

The goal of the Families and Schools Together Program is to enhance family functioning, engage parents in the education process and reduce the isolation process children and parents may experience within the school community. In 2012/13, 47 families (a total of 234 clients) accessed the program. 52 volunteers supported the delivery of the program with 1,527 hours of service. Unfortunately, this program was impacted by the after-school challenges experienced by the School Boards and as a result, this service was temporarily suspended for the balance of the fiscal year.

#### Family Life Education Program

Funded by the United Way of Peel Region, 139 free groups/workshops were provided to 1,922 Peel residents during the 2012/13 fiscal year. These workshops were a collaborative effort of the Counselling and Family Life Education programs, students and staff. A myriad of topics were addressed, which focused on, but were not limited to, the themes of poverty, helping children reach their potential and holistic health (nutrition, exercise, etc.).

#### Student Practicum Program

In the 2012/13 fiscal year, Family Services of Peel provided practical and marketable learning experiences to over 30 students through our internship program, and fostered an ongoing, active partnership and academic relationship with colleges and universities like George Brown College, Ryerson University, Sheridan College, University of Toronto, Wilfrid Laurier and York University, as well as a bridge training program with The Mennonite New Life Centre of Toronto, for foreign trained professionals. Placement students were involved in counselling, group facilitation, advocacy, violence prevention services and community education.

Programs	2012-2013	2011-2012
Education	2,156	2,521
Counselling	5,953	6,615
Employment Support Services	5,645	4,571
Abuse Prevention	4,289	3,147
Supports for People with Developmental Disabilities	846	684
<b>Total Number of Clients</b>	<b>18,889</b>	<b>17,538</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 2012/2013

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### 5 Years

Jeffery Dobbins  
Kevin Leet  
Chuck MacLean

Mojgan Rasaei  
Michael Skynner  
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## Our Funders

- 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.

## Volunteers

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

	2012-2013	2011-2012
<b>Number of Volunteers</b>	379	372
<b>Total Number of Volunteer Hours</b>	11,235	9,483



**FAMILY SERVICES of PEEL**

Since 1971

### Family Services of Peel Locations

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[www.fspeel.org](http://www.fspeel.org)

# Annual Report 2012-2013



**FAMILY SERVICES of PEEL**

Since 1971

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

Inclusion, Diversity, and Access