



FAMILY SERVICES of PEEL

Since 1971

151 City Centre Dr., Suite 501

Mississauga ON, L5B 1M7

Phone: 905-270-2250

TTY: 905-270-7357

Fax: 905-270-2869

Hours:

Mon to Thu—9am to 9pm

Fri—9am to 5pm

Sat—9am to 1pm

640 Eglinton Ave. W., Unit 201

Mississauga ON, L5R 3V2

Phone: 905-366-0322

Fax: 905-366-0325

E-Mail: eos@fspeel.org

Hours:

Mon—9am to 5pm

Tue to Thu—9am to 9pm

Fri—9am to 5pm

By Appointment Only

60 West Drive, Suite 209

Brampton ON, L6T 3T6

Phone: 905-453-5775

Hours:

Mon—9am to 5pm

Tue to Thu—1pm to 9pm

Fri—9am to 5pm

By Appointment Only

6870 Goreway Dr., Unit 201

(Malton Medical Group)

Mississauga ON, L4V 1P1

Phone: 905-453-5775

Hours:

Fri—9am to 3:30pm

FAMILY SERVICES of PEEL



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Since 1971

**Welcome to
Family Services of Peel**

Transforming Lives in Peel

Transforming Lives in Peel

About Us

Family Services of Peel was established in 1971 as a non-profit, charitable organization to provide family and community support services for the people of Peel. As a multi-service agency, we provide professional counselling, educational programs, employment support services, support for people with developmental disabilities and their families, as well as support for victims of violence and abuse.

Sensitive to cultural and social diversity, we are a community-based agency that works to strengthen individuals and families through guidance, coaching, mentoring, education and support, whether in groups, family meetings or one-to-one sessions.

As the “front door” to the agency, the **Intake Department** offers callers an immediate and supportive intake process for programs at Family Services of Peel that are best suited to them. In addition, callers can obtain information on all our programs and referrals to other services and agencies. The Intake phone number is **905-453-5775**.

Family Services of Peel is a registered charitable organization (Business/Registration Number **10737 6279 RR0001**). We gladly accept donations, which can be placed online at CanadaHelps.org. For donations of cash, cheques or money orders, please contact us via phone (905-270-2250 Ext. 239) or e-mail (fsp@fspeel.org). All donations are tax deductible. Tax receipts will be issued.

Mission Statement:

Through leadership, collaboration and innovation, we support families and individuals in Peel to transform their lives.

Vision: Transforming Lives in Peel

Values:

Responsiveness
Excellence, Leadership, Innovation
Service Accessibility and Inclusion
Partnership and Collaboration
Engaging Community
Client Driven
Transparency

Family Law (Duty Counsel)

Family Duty Counsel Services have been running since 2002 through a partnership between Family Services of Peel and Legal Aid Ontario. Individuals can meet with a legal advice lawyer to discuss matters of custody, separation, divorce, child support and other related matters.

This FREE service is offered on a “first come basis” every **Wednesday** at our Mississauga location, from **6:00pm to 8:45pm**.

Our Funders

Ministry of Community and Social Services
Ministry of the Attorney General
Ministry of Training, Colleges and Universities
Mississauga Halton Local Health Integration Network
Ontario Trillium Foundation
Region of Peel
Service Canada
United Way of Peel Region

Canada



Ontario



Region of Peel
Working for you

Service
Canada



Family Services of Peel is a fragrance free environment.

Support for People with Developmental Disabilities

The **Adult Protective Service Worker Program** assists individuals in developing and implementing personal individual support plans for adults who have developmental disabilities, and to enhance their ability to live independently in their community. An individual service plan is developed in conjunction with the client and Worker to achieve identified goals.

In the **Supported Independent Living Program**, support services are provided to individuals (over the age of 18) who have a developmental disability diagnosis. Areas of assistance include development of independent daily living skills, budgeting and parenting skills. Assistance is also available to support individuals in dealing with the medical system and other services.

Education

The **Families and Schools Together Program** is offered in elementary schools for children (ages 5 to 9) to support healthy child development. The whole family is invited to participate in fun activities that strengthen relationships with the family. Involvement of the school's principal and teachers further builds the relationship between the family and school staff.

Research and Development

The **Peel Institute on Violence Prevention** is a collaborative program which serves as a centralized place of databases and evidence-based research for agencies working with victims of violence. The Institute allows organizations to work in a coordinated manner around the needs of survivors of violence in the Region of Peel.

Counselling

Professionally trained counselling staff work with an **individual, couple, family and/or group** to develop individualized strategies and solutions to address their concerns. The focus is on helping people to manage life and everyday issues. Sessions are available in a number of languages, as well as via interpreter.

The **Lesbian Gay Bisexual Transsexual/Transgender Questioning Program** provides counselling to individuals questioning their sexual identity, teenagers experiencing interpersonal challenges and family members seeking information on how to support a gay family member. We also provide educational workshops and group therapy.

Support Services for Male Survivors of Sexual Abuse is a FREE program funded by the Ministry of the Attorney General. As the lead agency, we have partnered with fifteen organizations in Central Ontario to ensure that counselling services are provided across the region. Men over the age of 16, who have experienced historical or recent sexual abuse can access this program by calling Toll-Free Intake number **1-855-505-5205**.

Our FREE, private and confidential **Walk-in Counselling Service** is available without having to book an appointment. Meet with our professional and qualified multicultural staff for support, advocacy and referrals to other relevant services. This service is available at our Mississauga location, every Wednesday, from **12:00pm to 8:00pm** and every Saturday (excluding holiday weekends), from **9:00am to 12:00pm**. Immediate support is available for anyone who is experiencing a crisis, seeking information about specific services in the community and/or requiring advocacy and referrals.

Abuse Prevention

One-to-one counselling, therapy groups, education and support services are offered to:

- **Children** who have either experienced or witnessed violence.
- **Women** who have experienced domestic violence/abuse (Violence Against Women Program, New Beginnings Group).
- **Men** who have experienced early childhood abuse (Men's Program).
- **Men and Women** who have been charged with domestic assault (Partner Assault Response Program).
- **Seniors** who have been or currently are being exploited, abused and/or are experiencing various types of challenges and struggles (Peel Elder Abuse Support Program, South Asian Seniors Program, Violence Against Women Seniors Program).
- **Families** that are involved with Children's Aid Society (Safer Families Program).

Immediate Intervention Services are provided to ensure that there is immediate access to services for men, women and children who are experiencing/have experienced or witnessed any form of emotional, psychological, financial, sexual, physical abuse, and any form of coercive control. In addition, there is focus on the immediate needs of clients who have experienced a life event that has precipitated a crisis. These include:

- Bereavement due to sudden loss or death.
- Traumatic events (e.g., accidents).
- Suicidal ideation.
- Overwhelming events.
- Symptoms of Post Traumatic Stress Disorder.

Clients are entitled to six (6) FREE counselling sessions and there is no wait list for this particular service.

Employment Support Services

Employment Ontario—Employment Service is a FREE service, located at Family Services of Peel's Mavis/Eglinton office. It is open to all residents of Ontario, over the age of 16 who are seeking employment. Our qualified Employment Services Coordinators will assist you with developing a career action plan, obtaining relevant resources and information, revising your cover letter and résumé, and providing information and assistance on other Employment Ontario programs. Our Job Developer will assist you with your job search and provide access to the hidden job market.

Employment Ontario—Youth Job Link is a FREE service for youths, from the ages of 15 to 29 years old. The objective of this program is to provide youths with an entry point to long-term employment through workshops, résumé and cover letter assistance, job connections, job placements, and understanding of the labour market and the skills required to achieve their goals.

The **Ready, Willing and Able Program**, a FREE employment and vocational support program for persons with disabilities, will resume at a later date.

The employment services office is located at:
640 Eglinton Avenue West, Unit 201, Mississauga ON, L5R 3V2
T: 905-366-0322 | E: eos@fspeel.org

The **Youth Opportunities Program** is designed to help youths (aged 15 to 30) to overcome barriers to employment, develop a broad range of skills and knowledge in order to participate in the current and future labour market, and to promote education and skills as being key to labour market participation.