

## Mission Statement

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

## Vision Statement

Transforming Lives in Peel

## Values

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

## Family Services of Peel gratefully acknowledges our 2014/2015 Board of Directors

Daman Thable-Rayat, *President*

William C. Cathers

Deb Bourk, *Vice President*

Maria Kotsopoulos

Rupika Sharma, *Secretary/Treasurer*

Femida Moosajee

Stuart Johnson, *Honourary Member*

Abi Olarewaju

Andrei F. Smarandache

## Staff Recognition

5 Years: Abbieola Bisnath, Jova Rapuano, Iriny Salib-Sharkawy, Nirmala Sharma

10 Years: Krassi Savova

15 Years: Sanja Apostolov

## 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

New Horizons for Seniors Program

Region of Peel

Service Canada

The Ontario Trillium Foundation

The United Way of Peel Region

## Our Donors

We wish to thank our donors for their valuable contributions.



**FAMILY SERVICES of PEEL**

Since 1971

### Family Services of Peel Locations

151 City Centre Drive  
Suite 501  
Mississauga, Ontario  
L5B 1M7

640 Eglinton Avenue West  
Unit 201  
Mississauga, Ontario  
L5R 3V2

60 West Drive  
Suite 204  
Brampton, Ontario  
L6T 3T6

6870 Goreway Drive  
Unit 201  
(Malton Medical Group)  
Mississauga, Ontario  
L4V 1P1

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

# Annual Report 2014-2015



**FAMILY SERVICES of PEEL**

Since 1971

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## Volunteers

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

Number of Volunteers	370
<b>TOTAL NUMBER OF VOLUNTEER HOURS</b>	<b>12,844</b>



## Report of the President and Executive Director

Family Services of Peel was extremely busy during the 2014/15 fiscal year with a number of different programs/projects.

Due to the loss of Core funding, we officially closed our Brampton location at the Community Door complex in June 2014. However, recognizing that there was still a need for services, we established a small office at The Honourable William G. Davis Centre for Families, located at 60 West Drive in Brampton. This location is easily accessible via transportation for clients and services are enhanced because of the various service providers housed in one location.

Family Services of Peel launched the “Success When Seniors Mentor” program through a proposal grant submitted to the Federal Government, New Horizons for Seniors Program. This one-year funding provided opportunities for seniors to have community engagement, through workshops development, facilitation and mentoring job seekers. Workshops were delivered to over 500 individuals, 100 job seekers were mentored and although the program has ended seniors are currently volunteering and actively engaged with Family Services of Peel.

Family Services of Peel’s Employment Ontario program developed a number of effective

partnerships, with variable results. In partnership with Catholic Family Services of Peel-Dufferin, a ‘youth kitchen’ partnership was established. Eight youths participated in a program designed to prepare them for employment as chefs. A partnership was developed with The Compass, a food bank in Port Credit, to deliver employment-related services to individuals experiencing barriers in accessing services.

In December 2014, Family Services of Peel hosted a successful Fathering Conference with Michael Kaufman, White Ribbon Campaign co-founder as the keynote speaker. The conference encompassed an evening of discussions on the impact of sexual assault on men, especially in their roles as fathers.

Family Services of Peel maintained its commitment to providing quality services to the residents of Peel Region. During the 2014/15 fiscal year, over 21,000 individuals received services through the agency’s diverse programs.

The agency also worked diligently to focus on the needs of clients and to fill gaps in service. Family Services of Peel was successful in its application to the Region of Peel for funds to develop a balanced scorecard in as it relates to service delivery.

yoga and discuss topics relevant to seniors’ health in a group format. Also offered are home visits, one-on-one sessions, support, referrals and advocacy. During the 2014/2015 fiscal year, 95 seniors accessed this program, which included over 720 hours of service to clients, 52 group sessions and 42 outreaches.

In the Violence Against Women Seniors Program, services were provided to over 65 women, with approximately 300 hours of service. Seniors were able to access resources, supports and knowledge to help them cope with their crisis.

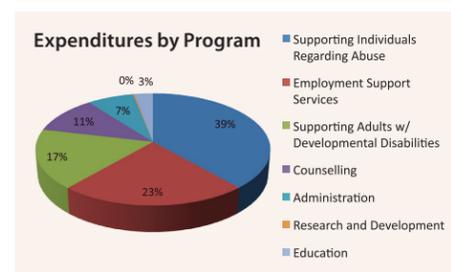
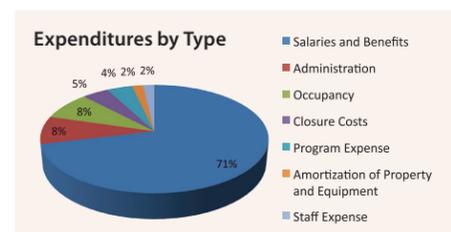
In partnership with Spectra Community Support Services and funded by the United Way of Peel Region, the Peel Elder Abuse Support Program (PEASP) provides case management, referrals and support to seniors experiencing mistreatment and abuse, as well as supports to individuals and caregivers experiencing burnouts, and at risk of being abusive. During the 2014/2015 fiscal year, Family Services of Peel received 80 new referrals, and 104 individuals received over 650 hours of service. In addition, elder abuse presentations were delivered to various agencies in Peel Region. The PEASP continues to work closely with Peel Elder Abuse Prevention Network and Elder Abuse Ontario, in an effort to ensure that all seniors have inclusive access to resources and services.

### ABUSE PREVENTION

During the 2014/2015 fiscal year, Family Services of Peel continued its ongoing efforts towards violence prevention by offering services in four programs. The Violence Against Women Program, funded by the Ministry of Community and Social Services, provided approximately 2,550 counselling hours to women and children

We are honoured that our clients placed their trust and faith in our dedicated staff, volunteers and funders to provide support while they negotiated their life journeys.

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



who had experienced or witnessed violence, and 287 women attended over 55 group sessions. Through feedback, women within the program reported on having an increased knowledge and awareness about the dynamics of violence and abuse, and the impact on themselves and their children. Clients were also provided with referrals to available resources, and assistance with safety planning on an ongoing basis. The agency continued to further its work on two important initiatives in the region: The French Language Services Agreement in Peel, which is an agreement intended to ensure that women and children, who have experienced violence and who identify as French-language speakers, have access to the services in their language of preference; and the CAS/VAW Collaborative Agreement which is intended to further improve the collaborative efforts between the Violence Against Women and child protection sectors so that we may increase safety for the women and children we serve. As a result of these initiatives, front-line staff at Family Services of Peel attended training to ensure that the agency increased its French-language capacity.

The Partner Assault Response program is a court-mandated program funded by the Ministry of the Attorney General for individuals who have engaged in abusive behaviors in their intimate partnerships. This program served 346 clients, 210 partners were contacted as part of the program’s Partner Contact component, and 24 groups were conducted. Partners were provided with resources and referrals when appropriate, and were assisted with safety planning for themselves and their children. Overall, group participants reported that they increased their knowledge and understanding of their behaviour in relationships, and improved their communication and conflict resolution skills.

## Service Highlights (continued)

Funded by the Ministry of the Attorney General, Family Services of Peel is the lead agency in the Central Ontario Region for the Men’s Program, which provides counselling services for men who have experienced childhood sexual abuse. Services include individual, group counselling, peer-to-peer and bi-weekly drop-in support groups. In the 2014/2015 fiscal year, 236 men accessed services and over 1,500 hours of counselling support were provided.

Safer Families is a collaborative program between Family Services of Peel, Catholic Family Services of Peel-Dufferin and the Peel Children’s Aid Society. The goal of the program is to provide a brief early intervention to increase safety for families, increase skill building, reduce isolation, and provide holistic service delivery for the entire family. During the 2014/2015 fiscal year, services were provided to over 200 families, 361 children, 183 women and 117 men.

### SUPPORTS FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

The Adult Protective Service Worker Program (APSW) is funded by the Ministry of Community and Social Services and is a short-term crisis and long-term case management program committed to enhancing the quality of life for individuals accessing services and needing support. The engagement of community partners is crucial to the value of services provided and effective case management. During 2014/2015, staff provided over 3,100 hours of support to approximately 160 clients through individual and group psycho-educational sessions.

Also funded by the Ministry of Community and Social Services, the Supported Independent Living Program provides services and support to 23 clients living independently in the Region of Peel. Individualized support plans are developed co-jointly with clients and staff and are used as a guide to promote safe and meaningful independent living. During the 2014/2015 fiscal year, staff provided over 6,300 hours of support. In addition, the agency administered drop-in groups, which focused on life skills and educational topics, such as healthy relationships, anger solutions, and money smart (in partnership with TD Canada Trust).

### EMPLOYMENT PROGRAMS

During the 2014/2015 fiscal year, Family Services of Peel – Employment Ontario Services (FSP – EOS) saw many transformations of space, staffing and practices to enhance service delivery. Looking over our work with a critical lens to determine our strengths and to work out our pitfalls, we closed the year on a high note.

In April 2014, we began a program within our FSP – EOS structure called “Success When Seniors Mentor”. With a staff team of 1 for 8 hours a week, we were able to serve over 558 seniors. The program was designed to work with the significant skill set of seniors interested in participating in the program and to enhance their skills in mentoring and workshop delivery. A total of 15 seniors were trained and delivered 48 diverse workshops.

Through these workshops, we formed alliances with the Dixie Bloor – Punjabi Senior’s Club,

Hindu Heritage Center, Mississauga Senior’s Club – South Common, Newcomer Center of Peel, Peel Multicultural Center, and Port Credit Library. These partnerships continue beyond the scope of the program and are significantly beneficial to our growth in services to the community. The mentoring of participants of our Employment Ontario program by the seniors who were trained has proven to be successful in providing much-needed support to participants seeking employment.

Our Employment Ontario program saw 1,914 participants in our 215 workshops and information sessions. We contacted 248 businesses and served 362 individuals. Our partnership with The Compass food bank is ongoing and continues to provide support to individuals who are vulnerable and marginalized. In addition, we are also now partnered with the Vietnamese Center of Mississauga and have been able to provide newcomers with information, support and job opportunities.

A significant part of our FSP-EOS program this year was the Pan Am Games Hiring for Security Personnel. We had the opportunity to offer the company that was contracted to provide security at the games with job fairs and registration assistance. This led to a significant number of employment opportunities for the participants of our center and over 75 individuals will be working at the games in various capacities.

A few words from our participants in FSP – EOS about our work this year:

#### Participant #1

“Halyna - My rating is 5 since I have seen a tremendous change in responses from employers after you have changed my résumé. Also your suggestion to stick to UWPR at least one day per week was excellent. After attending the workshop of Interviewing Skills Part A & B boosted my confidence. Thanks to Shelley. Phil always gives a warm welcome and feel comfortable at Family Services of Peel. Once again thanks to all of you and I have already recommended many of my friends to approach you to get a good job.”

#### Participant #2

“I would like to thank you for your help and support. I just wanted to let you know that I have found full time work. The job is similar to the position I’ve had before, not hospital but I think I’m gonna like it. I’ve applied to 4 organizations, I’ve

had 3 interviews and 3 job offers, so I had to pick one! Lucky me :) I’m going to attach the winning résumé!”

#### Participant #3

“I would like to take this opportunity to thank you very much for all your hard work; detail-oriented attention, effort and energies you have put into making my second career package preparation and submission a success. The happy moment came when the Ministry called to say “you have been approved.” It was a pleasure working with you! I could recall the times when you were not so well, you gave of your best... 100% effort and dedication. This is very admirable of you and you did a good job of hiding your not so well moments. Many thanks for a job well done!”

As noted above, we ended this fiscal year on a high note and continue to strive for excellence and provide the very best services to our participants.

The Ready, Willing and Able (RWA) Program, funded by Service Canada, supported 60 individuals (during October 2013 to October 2014) with self-identified disabilities, to overcome barriers to becoming employed. Job Coaches assessed clients to identify the unique challenges and barriers that were preventing them from entering the workforce. Skill enhancing workshops and one-to-one support helped clients to achieve their employment goals.

### EDUCATION PROGRAMS

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 the 2014/2015 fiscal year, 72 families (a total of 236 clients) accessed the program. 51 volunteers supported the delivery of the program with over 410 hours of service.

In the 2014/2015 fiscal year, Family Services of Peel provided learning experiences and opportunities to 23 students through our internship program. Academic relationships with colleges and universities were further developed with institutions such as George Brown College, Humber College, Seneca College, Sheridan College, the University of Toronto, the University of Windsor and Wilfrid Laurier University. Placement students were involved in counselling, group facilitation, advocacy, violence prevention services, community education, administrative work, outreach, job development and client intake.

## Service Statistics

PROGRAM	CLIENTS SERVED
Counselling	7,044
Walk-In Services	732
Abuse Prevention	4,079
Supports for People with Developmental Disabilities	1,176
Employment Support Services	8,678
Education	236
<b>TOTAL NUMBER OF CLIENTS</b>	<b>21,945</b>