



## FAMILY SERVICES of PEEL

### Since 1971

#### Vision Statement:

*"To be the agency of choice, making a positive difference within all communities. This will be achieved by fostering the well being of those we serve."*



#### A Brief History:

Good things always start from humble beginnings.

About 38 years ago, members of a Clarkson Church congregation realized that a growing community such as Peel would need to develop support services that could address the increasing needs of families, individuals and couples. Such needs included parenting, marital issues, separation and divorce, financial issues as well as supporting children with developmental disabilities.

In 2008, Family Services of Peel continues to promote those cornerstone values of inclusion, diversity and access in services, social membership, and participation in a healthy, civil community.

We owe a great deal of gratitude to those who could see well into the future and build an agency, not of bricks and mortar, but on values and principles.

The more things change, the more things remain the same.

Family Services of Peel strengthens families and individuals through counseling, education and support services.

*"If you want to go fast, go alone.  
If you want to go far, go together."  
-Ancient Proverb*

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Furthermore, this very wise group recognized that when we support all of our citizens we build healthy communities based on respect, inclusion and access.

The community owes a great deal to those visionaries and civic leaders.

#### Kathy's Story By: Anka Drandic

Anka Drandic, MSW (*bottom right*) is currently working as a counsellor at Family Services of Peel's **"Working to Your Full Potential"** program. Ms. Drandic supported Kathy. Kathy wrote this letter to the agency:

"When I lost my job, I started to struggle with depression. I was recommended to Family Services of Peel for their "Working to your Full Potential (WTYFP)" program by Mississauga Community Connections.

As an immigrant who has been struggling to adjust to a new

society, language and civil state for the last five years, I did not have high expectations regarding a future job or myself.

But at the program, I met someone who, for the first time since I came to Canada, was ready to listen to me and my problems, to care about me and tell me what is working for me and my family.

I shared my pain with my counsellor and my insecurity about my new life. I cried and felt that someone was there to help. She shared her experiences as an immigrant with me, which gave me

hope and inspired a positive attitude about my future life.

We did not talk about a possible job, but about my feelings, my skills and my strengths to build my confidence. After ten sessions I got a job related to my background experience and education.

(cont'd on pg. 4)





**FAMILY SERVICES of PEEL**  
Since 1971

*Did you Know that Family Services of Peel was honored to have provided 23,785 hours of direct service to 10,722 people in 2006-2007?*

## New Logo — What It Means?

Family Services of Peel has a new logo.

It is bright, colourful and cheerful.

It signifies **INCLUSION, DIVERSITY** and **ACCESS**.

Our agency is here to help everyone, regardless of gender, race and age.

The yellow signifies cheerfulness, and sunshine-like rays of hope.

The green is for growth and moving forward.

The purple signifies richness and depth.

The red is for empowerment.

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## Free Legal Advice (Duty Counsel)

Family Duty Counsel Services has been operating since 2002 through a partnership arrangement with Legal Aid Ontario. Individuals meet with a legal advice lawyer to discuss matters of custody, separation, divorce, child support and other related matters. Individuals are welcome to bring someone to help with clarification and translation.

This free service is offered on a first come basis between 6:00 p.m. and 8:45 p.m. each Wednesday evening at 151 City Centre Drive, Suite 501, Mississauga. You may apply for a legal aid certificate at Family Services of Peel, if you previously made an appointment with The Legal Aid Area Office at 905-453-1723.

We are proud of and grateful to Legal Aid Ontario for such a valuable and enduring partnership that has served the citizens of Peel.

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## Highlight—Major Donor Featured. SUBARU of Mississauga

Subaru is comprised of dedicated community members.

A corporation owes much more than taxes to the community it calls home.

For more than 20 years, Subaru has actively supported the local communities in which they have been a part of.

Subaru believes in making communities better places to live

and work; they believe they can make a difference that goes beyond creating jobs.

By partnering with the many non-profit organizations such as Family Services of Peel they have helped citizens enjoy an

enhanced quality of life. Subaru of Mississauga has generously contributed to our Families and Schools Together program.

Working together.



We're on the Web!  
[www.fspeel.org](http://www.fspeel.org)

Think. Feel. Drive.



## Valuing Volunteers By: Robert Karsseboom

Imrandeep Rehal was born in Mississauga in December 1990 and is in her last year at Streetsville Secondary School. Her father is from India and her mother from the UK. The Rehals run a family business—a video store in Brampton. Last year, Imrandeep decided she wanted to pursue a career in social work because of all the problems she sees in the world around her. She feels that when people run into problems, they stress about it rather than try to find solutions. Because she enjoys helping people, she has chosen a career in counselling. To pursue this career choice she plans to attend George Brown College and then Ryerson University.

Imrandeep first found out about Family Services of Peel from her co-operative education teacher, “I thought Family Services would be a great place for a co-op placement because of the employment I want to pursue in the future,” says Imrandeep. “I have gained many experiences at Family Services. It is a friendly environment and I have enjoyed doing my co-op placement here. And, yes, I would love to work here in the future. My experience with the people at FSP was great. If I ever needed help, someone would always be there. If I would run into a problem, someone was always there to help and they would gladly do so. It’s like everyone is one big family.”

We at FSP feel the same about Imrandeep and are convinced she will succeed in all her future endeavours.



**High School Volunteer  
Imrandeep Rehal**

*Did you Know that FSP's engagement in the community resulted in 90 volunteers generously contributing 5,700 hours of their time?*

*If you are interested in volunteering, please go to our website or call our Human Resources at:*

*905 - 270 - 2250*

## WORKSHOPS *FSP offers workshops to support the challenges we live with everyday.*

### **Manage Your \$\$\$ Before it Manages You (Workshop)**

Learn how to create a budget and enjoy life at the same time.

### **The Self-Confident Me— Women Edition (Group)**

Learn to boost your self-worth and be empowered.

### **Understanding Depression: Manage Our Blues (Workshop)**

Understand and manage depression to move toward growth.

### **Raising Emotionally Intelligent Children (Workshop)**

Learn practical ways in raising high-IQ kids.

### **Positive Parenting (Workshop)**

Learn how to develop skills to become an effective parent.

### **Men are Like Waffles & Women are Like Spaghetti (Workshop)**

Explore some of the gender differences and how they affect the way we relate.

### **Retirement with Style (Workshop)**

Learn the art of retiring gracefully, meaningfully and financially sound.

### **Parenting Children of Divorce (Workshop)**

Understand what children experience during separation or divorce. Learn techniques to communicate more effectively with your child.

For further information, contact us:

**905-453-5775 or  
www.fspeel.org**

## Did You Know?

"The Invisible Boy: Revisioning the Victimization of Male Children and Teens," the report summarizes studies showing that 14-32% of North American adult males have been sexually abused at least once in their lives.



Lesbian, Gay, Bi-sexual, Transexual Youth are 2-3 times more likely to attempt suicide than heterosexual young people.

10% of persons are the victims of some form of elder abuse.



*We're on the Web!  
**www.fspeel.org***

## Kathy's story

(cont'd from pg. 1)

*“After seeing so many things fall apart in my old country, the return to a good life is a slow process...”*

I am also working on improving my relationship with my husband, which was almost ending in divorce.

Day by day, I am able to express that I have my own needs and stand up for them without feeling guilty. My life has changed a lot and I am smiling and laughing more. I see the positive side of the difficulties as an opportunity to learn and improve myself.

I am proud of myself and the knowledge I acquired during the workshops about assertiveness, self-esteem and management of feelings.

My efforts to understand all that has happened in my life are ongoing and, with the support of Family Services, I will get there in time.

After seeing so many things fall apart in my old country, the return to a good life is a slow

process, but I am making my way. Although I am not just where I want to be, I feel I am making headway. It is a good feeling to know that there is support for me. “



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## The Peel Elder Abuse Program



The Peel Elder Abuse Program aims to eliminate the exploitation, abuse and assault against the elderly members of our community.

Family Services of Peel (FSP) and the Distress Centre of Peel have partnered to provide community outreach through education, supports and services to individuals seeking information in regards to elder abuse.

Through this partnership, we can provide one-on-one support, advocacy, referrals to appropriate community agencies and

counselling for those who identify any form of abuse.

FSP and the Distress Centre of Peel are proud members of The Peel Elder Abuse Prevention Network.

The Peel Elder Abuse Prevention Network is an alliance of approximately 20 agencies committed to eliminating abuse towards the elderly.

We would like to thank the United Way of Peel Region for their dedicated support in funding this project.

If you suspect any form of elder abuse or you feel you are being abused or exploited, please call and share your story with our dedicated and trained professionals. They are here to help you.

Please call the Distress Centre of Peel at **1-866-460-3885** for immediate and confidential telephone support.

Face-to-face help is available at Family Services of Peel by calling **905-453-5775**.

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## The LGBTQ Counselling and Support Program



Family Services of Peel (FSP) is proud to offer dedicated and specialized support and counselling services for the Lesbian, Gay, Bisexual, Trans-gendered/Transsexual, and Questioning (LGBTQ) community. We offer counselling and support services to youth and their families as well as same-sex couples. This long-awaited program, formerly available only in Toronto, has been launched by FSP through our experienced counsellor, Michael Skynner. Michael has a vast array of experience in counselling and outreach and is an asset to FSP.

## Family Services of Peel's Training, Consulting and Evaluation Services

In addition to a focus on service delivery, Family Services of Peel (FSP) also provides external professional services to our community partners.

If you are a small business owner, a not-for-profit agency or a corporation and require external training or support, please feel free to contact us. Our facilitators are highly trained and qualified. We offer support in the following areas:

- **Conflict mediation**
- **Supervision**
- **Family systems**
- **Effective communication**
- **Crisis intervention training**
- **Stress management**
- **Labour / employee relations**
- **Proposal writing**
- **Organizational and strategic planning**
- **Wellness and resiliency**
- **Performance management**
- **Anti-oppression training / diversity**

Please call our **Director of Resource Development at 416-301-1196** for further information.

### “Ready, Willing and Able” (An Innovative Support Employment Program):

The “Ready, Willing and Able” program works with people who have a disability. This program helps individuals obtain employment, volunteer positions and develop work experience opportunities to determine their appropriate career path and experience. On-the-job support and job coaching are provided to facilitate integration and work success.

The “**Ready, Willing & Able**” program helps those with disabilities obtain employment and work experience by:

- Identifying strengths and barriers to securing and / or maintaining employment
- Gaining necessary skills or qualifications for a job
- Developing résumé writing, job searching and interview skills
- Improving social / life skills and conflict resolution
- Understanding and tapping into the hidden job market
- Receiving one-on-one, on-the-job support

**For more information call:**

**Family Services of Peel  
905-453-7890**

**To register call:**

**VPI at 905-866-6001  
MCC at 905-896-2233**

## Families and Schools Together (F&ST)

Families and Schools Together (F&ST) is an innovative and collaborative school and parent involvement program for school-aged children. Children and their families gather and participate in fun (structured) activities designed to strengthen bonds within the family, and between the family, the school and community resources. Schools, parents and human service agencies come together to address challenges that may contribute to negative outcomes. Families develop new friendships and begin to build natural and lasting supports amongst themselves.

Over an eight-week period, families have a meal together and participate in a variety of family-strengthening activities which enhance communication skills and promote respect for each member of the family.

For more information, please call Ms. Jannett Thompson at 905-270-2250 or on the Internet: <http://www.wcer.wisc.edu/fast>



## Walk-In Services

Family Services of Peel (FSP) is proud to announce our free Walk-In Services every Wednesday from 5 to 8 p.m. at our office locations in both Brampton and Mississauga.

We provide assistance with relationship enrichment, wellness, senior support, support for people with disabilities and settlement adjustment issues.

We also provide support to youth and students dealing with stress-related issues, sexuality and relationships.

Our services are free, private and confidential. No appointment is necessary.

Our highly qualified staff is available to support you and your family with sensitivity and consideration.

Family Services of Peel is committed to ensuring that all people have equal access to services and receive the best services and supports available. Our staff come from diverse backgrounds and can speak many languages.

We also encourage new Canadians to bring friends and family members if they so wish.

**In Brampton:**  
**Wednesday nights from 5:00 p.m. - 8:00 p.m.**  
**20 Nelson Street,**  
**Suite 201**  
**Call: 905-453-5775**

**In Mississauga:**  
**Wednesday nights from 5:00 p.m. - 8:00 p.m.**  
**151 City Centre Drive,**  
**Suite 501**  
**Call: 905-453-5775**

*"Diversity is generally defined as acknowledging, understanding, accepting, valuing, and celebrating differences among people with respect to age, class, ethnicity, gender, physical and mental ability, race, sexual orientation, spiritual practice, and public assistance status."  
(Esty, et al., 1995).*

## A Word from the Executive Director

Family Services of Peel (FSP) has been providing counselling, education and support services to Peel residents for over 35 years. The agency has reflected upon the changing needs of the community and created programs to support these emerging needs.

During the last year, a significant focus has been placed on examining our organization's responsiveness to the diversity within the Peel region. As a result, FSP has implemented several initiatives.

A concerted effort is being made to recruit staff from the diverse communities represented in Peel. Promotional materials are being translated into several languages to facilitate increased access to our services. We recently recruited a staff member to develop services for the LGBTQ population.

Recently new funding was secured from Service Canada which enables FSP to support the employment search efforts of people with disabilities. We

would like to recognize and thank Heritage Canada for providing FSP with financial support for our diversity change initiatives.

We look forward to continue serving the Peel community and welcome your thoughts and suggestions on how we can improve our services.

**Paddy Ramsingh**  
*Executive Director*



## Resource Development

Created in 2006 as a separate department of Family Services of Peel, the Resource Development Department focuses on three major areas: Marketing and Re-branding, Public Relations and Fund Development.

Our objectives include discovering new avenues for growth and program enrichment.

The Resource Development Department will create new partnerships so FSP can continue to be vital, relevant

and remain the vanguard agency in matters that relate to counselling, education and support services in the Region of Peel.

If you would like to get involved and contribute your talents in any of these areas, please contact us.



**Tom Triantafillou**  
905-270-2250 ext. 251

## Mission Statement:

Family Services of Peel works to strengthen and support families and individuals while building healthy communities.

## Values:

- Person - centred    Dignity and Respect    Integrity
- Inclusion to services    Excellence



**FAMILY SERVICES of PEEL**  
Since 1971

## Sharing an Experience

*“The faith my counselor had in me gave me hope and the courage to take steps to move from crack-house to this quiet rooming house.”*

*“I think you are doing incredible work that makes a difference in the lives of those for whom you provide guidance.”*



## Feedback

Give us a call, drop us a line, let us know what you think!

Your comments are important to us. If you'd like to see an article, please contact:

**Tom Triantafillou** at **905-270-2250 ext. 251** or [ttriantafillou@fspeel.org](mailto:ttriantafillou@fspeel.org)

## Donations

If you like to make a donation, please call **Tom Triantafillou @ 416 301 1196**

## Contact Information

**905-453-5775**



## Family Services Of Peel

**151 City Centre Drive, Suite 501, Mississauga, ON  
L5B 1M7**

**Phone: 905-270-2250**

**Fax: 905-270-2869**

**20 Nelson Street West, Suite 202, Brampton, ON  
L6X 2M5**

**Phone: 905-453-7890**

**Fax: 905-453-3404**

*We're on the Web in many languages !*

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

A proud member of the United Way



**Inclusion**

**Diversity**

**Access**