



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."



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Did You Know...

90% of Peel's recent immigrants belong to a visible minority group with South Asian, Filipino and Chinese being the top 3.

Elder Abuse Expected to Increase

One in 10 seniors living in Peel is the victim of abuse, a shocking statistic that makes the Peel Elder Abuse Support Program, offered by Family Services of Peel and Distress Centre Peel, even more essential.

The program, funded by The United Way of Peel, recently celebrated its first full year of service. The only program of its kind in Peel, it's serving a steadily increasing number of victims.

Tom Triantafylliou, Director of Resource Development with Family Services of Peel, said statistics compiled by the agency led to the formation of the program to help seniors who have somehow become "devalued, and end up the victims of abuse."

He worries that as the local community ages (by 2018 Peel will have the second highest rate of people becoming seniors in the province), the abuse figures will escalate too.

In many cases, the victims don't even realize they are being abused.

Peel Elder Abuse Support Program helps these abused seniors by linking them to resources and encouraging them to be involved in the community.

Leeanne Chowen, Volunteer Service Coordinator with Distress Centre Peel, said abused seniors can call 905-278-3141 to speak to a volunteer. Callers can choose to remain anonymous.

Calls rose from four last year in its first month of operation to eleven in January, as word of mouth about the program increased, coupled with a poor economy that makes seniors more prone to becoming victims. In total, they have fielded about 165 calls. Chowen's volunteers hear all kinds of horror stories from seniors, from physical abuse, to theft of their money by the holder of their power of attorney—often a relative—to theft of sentimental items.

(Continued on page 2)

You Asked Us...

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| <p>Q. "What do I look for when I am looking for an agency which may provide me with services and support? What features should I be looking for which commonly illustrate service/agency quality?"</p> <p>A. The best way to provide some guidance and helpfulness to these important questions is to refer to an article written by Michael Kendrick, PhD entitled, "30 Elements of Service Quality". It serves as a guide and helps individuals make informed choices.</p> <p>30 Elements of Quality Service...</p> <p>1. The regard and value the agency extends to consumers.</p> | <p>2. The loyalty and fidelity held by service providers to those served.</p> <p>3. The degree of understanding present by those served.</p> <p>4. The extent to which consumers are understood in terms of their needs.</p> <p>5. The extent to which the agency individualizes services.</p> <p>6. The level of consumer participation and guidance in regards to what is happening with and for them.</p> <p>7. The relevance of service practices to people's needs and preferences.</p> <p>8. The extent of which the service respects and strengthens the person's</p> | <p>autonomy and self determination.</p> <p>9. The extent to which the person is assisted in maintaining or strengthening their community.</p> <p>10. The extent to which the person is supported in having and managing personal relationships.</p> <p>11. The provision to consumers of just the right amount and intensity of support.</p> <p>12. The extent to which the agency addresses the person's development, growth, and competencies.</p> |
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Elder Abuse Expected to Increase (Continued from page 1)

The seniors, in most cases, are living in their own homes, with friends, family or spouse, providing care.

The cases are referred to Kevin Leet, Family Services of Peel's Case Management Program Facilitator. He meets with the victims, providing assistance, reassurance and help to get them out of the abusive situation. These meetings take place wherever the senior prefers, so their abusers don't find out. Sometimes, Leet finds himself meeting outside of a grocery store or at a corner coffee shop.

"Most of the cases are power of attorney violations—an adult child exploiting his or her parents," he said. "Abuse is a very difficult thing for a 70 year-old to grasp. It's a psychological blow. They feel shame and embarrassment. Often, that's why they keep quiet about the abuse."

Leet said the last year has revealed a shocking litany of abuse. Some seniors have lost their entire life savings, sometimes hundreds of thousands of dollars. Others have been locked in bedrooms, while their caregiver leaves the house to go to work or run errands. One senior suffered a skull fracture from abuse she endured, he noted.

Article courtesy of *The Mississauga News*.
Julie Slack, Reporter
March 9, 2009

Reprinted with permission from Julie Slack



The Peel Elder Abuse Support program has completed its first full year of service. Family Services of Peel's Case Management Facilitator, Kevin Leet, stands in front of an overflowing cabinet with current cases.

Did you Know...

90% of employees with disabilities were rated as average or above average in performance of job duties.



We're on the Web!

www.fspeer.org

You Asked Us... (Continued from page 1)

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| <ul style="list-style-type: none"> 13. The presence of appropriate protection and safeguards for the person's vital needs. 14. The extent to which the agency preserves and nurtures the person's natural and informal supports. 15. Respect for the rights of the person and supports for the person to exercise these rights. 16. The extent to which the service and agency processes are understood and meaningful to the consumer. 17. The service should be affordable. 18. The service should adapt as individual needs change. 19. The person is not stigmatized through association with the service. 20. The service should be coordinated with other aspects of the person's life. 21. The level of appropriate acknowledgement and support for the existential, emotional and spiritual | <ul style="list-style-type: none"> struggles of the person served. 22. Adequate levels of structure, consistency and dependability of service. 23. When supervision is needed, it should be properly targeted, enhancing, and empowering for the person. 24. The extent to which consumers' lives are encouraged to be as normal as possible. 25. That the interests and needs of the person served are not supplanted by the interests of the caregiver or the agency. 26. Consumers should not be subjected to involuntary interruptions in their home and work life. 27. The person should have effective access to independent and competent advocacy, allies and legal advice. 28. The extent to which the agency provides compensating supports to help consumers offset practical disadvantages | <ul style="list-style-type: none"> they may face in community living. 29. The service should be conveniently located and accessible. 30. The service should have integrity, honesty, and authenticity. |
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By Michael J. Kendrick, PhD

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Michael Kendrick is currently an independent international consultant in human services and community work who resides in Massachusetts. His interests, over the years, have included, among others, leadership, service quality, the creation of safeguards for vulnerable persons, social integration, change, innovation, values, advocacy, the role of individual persons and small groups in creating solutions, alternatives to bureaucracy, personalized approaches to supporting people and reform in the human service field.

Reprinted with permission from Michael J. Kendrick, PhD

A Word from the Executive Director

In our last newsletter, I wrote about the new partnerships that Family Services of Peel had initiated and about our commitment to making services more relevant and accessible to the residents of Peel. As part of ensuring a high quality service, the agency had spent the better part of 2008 preparing for an accreditation review. Accreditation is a process whereby organizations are evaluated by a third party with respect to policies, procedures and compliance related to those policies and procedures. The agency's operations are measured against specific criteria which demonstrate sound quality management, service delivery, governance, finance, human resources and administrative systems.

The accreditation review was conducted in January 2009. I am very pleased to report that Family Services of Peel exceeded its own expectations and attained **95%** of all possible marks. Our Board, Staff and Volunteers are very excited about these results. It is a recognition of the commitment of the organization to provide a high quality service and to operate in an effective and fiscally responsible manner.

I'd like to thank all of our Board, Management, Staff and Volunteers for their efforts in making our accreditation process a success. I'd also like to extend a special thank you to all of our clients for the privilege of serving you.



Paddy Ramsingh
Executive Director

Families Working Together to Build Inclusive and Accessible Communities

CAMD, the Canadian Association of Muslims with Disabilities, is a not-for-profit federally incorporated organization whose vision is to create a global village that includes full access for persons with disabilities. CAMD's mission is to work towards an inclusive society by promoting principles of accessibility. It aims to:

- ensure that persons with disabilities have access to spiritual and social activities, events and programs in their places of work;
- resource and facilitate physical accessibility, alternative communication/sign language interpretation, and alternative print formats for faith based institutions;
- research and promote information about and needs of faith, spirituality and culture through the lived experiences of persons with disabilities to leaders, service providers, governments and communities;
- facilitate networking opportunities for persons with disabilities and their families;
- lead and support the development of alternative respite and independent living opportunities that meet the requirements of faith and culture.

The founders of CAMD believe that all human beings are unique and perfect as created. Our ability and disability experiences are a natural aspect of life. We have the right to make choices and take risks. We have the right to practice and experience our cultural and faith traditions. We have the right to be valued, respected and included in society and in our communities. With these guiding goals and values, CAMD has launched a series of meetings with Muslim families and people with intellectual disabilities to foster networking and long-term planning.

The CAMD Muslim Family Network will be formed at the "Planning for the Future: Disability Rights and Responsibilities" Symposium. The symposium will be held on Sunday, May 24th, 2009 at the ISNA Canada Centre in Mississauga, and will feature a keynote address by The Honourable David C. Onley, Lieutenant Governor of Ontario.

For more information or to register, please visit www.camd.ca or call **416-252-8668**.

We gratefully acknowledge our funder, the **Olive Tree Foundation**, and our community partners, **Family Services of Peel** and **ISNA Canada**.

Story by Rabia Khedr

Did you Know...

By calling **211**, Peel residents can find out about social, health and government services in our community. The service, provided through the Region of Peel, is free and available 24 hours a day, 7 days a week. The service is also available online at www.211ontario.ca/peel.

Over 23,000 people are on a waiting list for affordable housing in Peel. The average wait is 7 to 10 years.

Extended Hours...

Family Services of Peel's **FREE Walk-in Counselling Service** is available every Wednesday from 12pm to 8pm, at our Brampton and Mississauga locations.

Mission Statement:

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

Values:

Person-centred

Inclusion and Access to Services

Dignity and Respect

Excellence

Integrity



FAMILY SERVICES of PEEL

Since 1971

Contact Information



Intake: 905-453-5775

Family Services Of Peel

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Phone: 905-453-7890

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Bolton, ON, L7E 1C7

Phone: 905-857-1554

We're on the Web in many languages!

www.fspeel.org

A proud member of the United Way



Sharing an Experience in our Families & Schools Together Program

"The experience brought me to my feet, opened my eyes, turned me around and touch[ed] my heart and that of my family."

"We should always give importance to family and kids and listen [to] them and give them [beliefs] about everybody's importance in the family and most of all in the society."



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 then please contact:

Tom Triantafillou at **905-270-2250 Ext. 251** or ttriantafillou@fspeel.org.



Inclusion

Diversity

Access