



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."



Youth Leadership Committee

As part of Family Services of Peel, the Youth Leadership Committee (YLC) targets youth in Peel between the ages 12 to 26.

YLC was created in February 2011, under the leadership of five committee executives, with aims at promoting youth leadership and involvement in Peel.

YLC looks forward to creating enjoyable interactive activities, thrilling events and informative educational sessions that will provide a multitude of opportunities for youth to seek, develop and enhance their talents and skills. At the same time, YLC will help train youth to become successful leaders.

These sessions will focus on how to cope with family and peer pressures, unhealthy relationships, the difficulties of transitioning from high school to post secondary institutions and eating disorders.

Matt T. shared with YLC that he had been "scared about university, [he] really just wants to make the right choice." Another student making the transition shared that he didn't "know where [his] life is going." (Kris B.) Others have expressed concerns about non-inclusive experiences, bullying and low self-esteem.

As a society, we can no longer afford to ignore the voices of the kids in the hall and it is now time for us to engage them in the discussion, ask for their input and give them the chance to make a difference!

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Every generation faces its own set of unique challenges, many of which are not addressed in the educational system. These issues have impacts on students and this is why YLC will work tirelessly at addressing these adversities through a series of informative sessions.

Virtual Relationships

I ce upon a tyme—i MSNed
If a stranger was to read my MSN conversations from a couple years back, they would probably assume that I was illiterate; nonetheless, I have spent a pathetic amount of hours on MSN, "talking" about things that now seem so irrelevant.

Had I only picked up the phone when in need of a chat, I could have saved days of my life.

If I could model my own experiment, it would be to measure the differences in the relationships people have where they interact face-to-face, compared to their virtual relationships. Due to the fact that I do not have superpowers that would allow me to accurately

measure relationships at such a level, I can only share what I know based on my experiences.

Virtual relationships can go mighty deep. One can open up about their life, their fears and their insecurities. You don't have to worry about your face going red with shame or the rate at which your left eye twitches with each white lie. It is just so much easier to be you on MSN, or at the very least, it's easier to create a 'you' that is super cool and super suave. There is time to think up a witty and funny and charming response. Is the MSN version of us different than who we are in front of our family and friends?

The answer should be no. I don't think I personally differ in my

opinions, thoughts or conversational abilities. Albeit, my opinion is biased.

Do we handle differently on MSN than we do in real life?

Most people I know would answer yes to the question posed. Well they probably would answer no but if I could answer for them then their answer would definitely be yes.

Over my high school years, I have often found myself getting to know people and befriending them through MSN conversations.

Now, nobody told me the rules and regulations of talking on MSN versus talking in the real world.

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Family Services of Peel would like to take this opportunity to acknowledge Subaru of Canada, and to thank our corporate sponsors for their generosity and support in their generous donations.



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YLC Mission

To work collaboratively with youth to help enhance the quality of life of its members and community by creating awareness of issues that affect youth.

YLC Vision

YLC will focus on inclusiveness and accessibility to serve youth in the Peel Region, regardless of their backgrounds and abilities. Our programs will increase youth advocacy within the community by providing youth with the support, empowerment and positive identity to become strong leaders.



Staff from the Labour Market Access Program

From left to right, Shalini Sharma (student intern), Philip Trudel and Neena Moraes (Job Coaches/Job Developers)

We're on the Web!

www.fspeel.org

Virtual Relationships (Continued from page 1)

So, being the “newb” that I was, I would make the horrible mistake of talking to my MSN buddies in the real world as I normally would do so online. I observed that for some reason, people do not converse the same in real life like they do in MSN world. People are quieter and more conservative in nature. Sometimes they seem least interested in what you could say. You go crazy thinking you did something wrong, only to have them message you that very evening on MSN like nothing ever happened.

That’s when I realized it. (It took me a few years but I got it now.) MSN relationships = nonexistent.

It doesn’t matter if you discuss your fears, your dreams and your internal conflicts. There is no guarantee that the virtual relationship you have has solid grounds with roots planted millions of feet deep.

Some of you are thinking I’m nuts or that I’m probably just a loser whose had bad luck. And maybe that’s true.

So, there’s a simple way to test how grounded your relationship really is:

Take out from your life MSN, Facebook, Twitter and whatever other technological means one uses to connect with friends, and then answer the following questions:

- How often do you talk to those you are so strongly bonded to?
- How often do they call you to update you on their day?
- Does the relationship still exist?

I can safely say that since I deleted MSN, I have lost many “friends”. In a way, disconnecting from MSN and not being a Facebook-ette or Twitter-er resulted in an effective friend filter. Those who truly care for you are in your life no matter what.

And the rest of your “friends” can go LOL themselves.

Article by Yumna Abbas. It was originally written for www.ytga.com.

Labour Market Access Program

The Labour Market Access Program for Newcomers Living with Disabilities was launched in April 2011. Funded by the Government of Canada through Citizenship and Immigration Canada, this program is designed to facilitate the integration of newcomers with a disability into the community and the labour market. This objective is accomplished by completing individual assessments to determine eligibility, needs and skills set. Job readiness is facilitated through information, education and training workshops. To bridge the labour market, clients are connected to resources, advocated with potential employers on their behalf and provided support as needed.

No new program is without its challenges. Soon after its inception we realized that many newcomers were unfamiliar with the concept of having a disability and/or what

constitutes a disability. Consequently, they couldn’t identify themselves as being disabled or requiring specific services provided through the program. To remedy this dilemma, through outreach and Intake inquiries, we have been educating the community about what constitutes a disability and how to determine eligibility.

For clarification purposes, a newcomer does not need a medical diagnosis of a disability to access services. The disability can be visible or invisible.

In the Labour Market Access Program, two Job Coaches/Job Developers (Neena Moraes and Philip Trudel), a student intern (Shalini Sharma) and their Manager (Jeffery Dobbins) work with clients to achieve their goals and objectives.

Family Services of Peel is quite

pleased that to-date, feedback has been very positive.

“I have learnt so much from you.”

“You have been so helpful. You are all doing such a wonderful job, it is amazing.”

“Your sincerity shines through you all. It is so very commendable to see you helping people to overcome odds to obtain a better life.”

For more information on this program, please call our Intake Department at 905-453-5775.

Funded by: Financé par :



Citizenship and Immigration Canada

Citoyenneté et Immigration Canada

A Word from the Executive Director

Since our last newsletter, Family Services of Peel has continued to experience significant positive changes.

In early March, our Brampton office relocated to the new Human Services Centre “Community Door” building, which is at 7700 Hurontario Street, Suite 601 (Hurontario/Ray Lawson area). This new location is easily accessible, has plenty of parking and is in a safe neighbourhood. So far, feedback from both clients and staff has been very favourable. (Family Services of Peel is a proud member of the Community Door Network www.communitydoor.ca.)

From August 2010 to February 2011, Family Services of Peel’s *Employment Ontario* services were being provided at our Mississauga office. Effective February 16th, the *Employment Ontario* program office relocated to its permanent home at 640 Eglinton Avenue West, Suite 201 (Mavis/Eglinton area). To speak with one of our qualified Employment Services Coordinators, please call 905-366-0322.

In late 2010, the agency was excited to receive funding from Service Canada for a new, innovative employment program geared towards unemployed youth. Youth who qualified for the Youth Skills Link (YSL) program were paid to attend three weeks of workshops, covering topics such as resume writing, successful interview skills and other employment related subjects. Upon the completion of the in-class training, the participants worked with a Family Services of Peel employment counsellor/job coach, who assisted them in finding a sixteen week work placement, paid through the YSL program. This provided the youth and employers with an opportunity to assess skills and potential for ongoing employment. Overall, more than 60 youths participated and the feedback indicates that the program was successful.

Effective April 1st, Family Services of Peel was thrilled to oversee a new program funded by the Government of Canada through Citizenship and Immigration Canada. *Labour Market Access Program for Newcomers Living with Disabilities* is a twelve to twenty week program, which provides labour market information, job development and job coaching, along with relevant information regarding the Canadian work environment for newcomers living with disabilities.

In collaboration with our partner agencies, Family Services of Peel will continue to search for opportunities to meet the needs in our growing community.

Conflict

Conflict is largely a perceived phenomenon. Our perception of the situation usually determines if a conflict exists. It is helpful to assess our predominant conflict management style(s) because we can get stuck in one or two styles and apply them inappropriately. The emphasis is not on judging any style right or wrong, it is more using them appropriately in a conflict situation regardless of our predominant style.

TO DO: Identify your personal management style(s) and develop an awareness of strategies used in each conflict management style.

SHARK—Competing—is assertive and uncooperative. An individual pursues his/her own concerns at the expense of others. This is a power oriented mode in which an individual exerts the power necessary to win a personal position.

When to use Competition: 1) When you know you are right. 2) When you need a quick decision. 3) When you meet a steamroller type of person and you need to stand up for your own rights.

TEDDY BEAR—Accommodating—is unassertive and cooperative. This is the opposite of competing. An accommodating individual neglects his/her own concerns to satisfy the concerns of the other person. There is an element of self-sacrifice in this mode.

When to use Accommodation: 1) When the issue is not so important to you but it is to the other person. 2) When you discover that you are wrong. 3) When continued competition would be detrimental—“You know you can’t win”. 4) When preserving harmony without disruption is the most important—“It’s not the right time”.

TURTLE—Avoiding—is unassertive and cooperative. A person does not pursue his/her own concerns or those of the other person. He/She does not address the conflict, but rather sidesteps, postpones or simply withdraws.

Use Avoidance when: 1) The stakes aren’t that high and you don’t have anything to lose—“When the issue is trivial”. 2) You don’t have time to deal with it. 3) The context isn’t suitable—“It isn’t the right time or place”. 4) More important issues are pressing. 5) You see no chance of getting your concerns met. 6) You have to deal with an angry, hot-headed person. 7) You are totally unprepared, caught off-guard and need time to think and collect information. 8) You are over-emotionally involved and the others can handle the situation successfully.

OWL—Collaborating—is both assertive and cooperative. This is the opposite of avoiding. Collaboration involves an attempt to work with the other person to find some solution which fully satisfies the concerns of both persons. It includes identifying the underlying concerns of the two individuals and finding an alternative which meets both sets of concerns.

Use Collaboration when: 1) Others are involved. 2) You don’t want to have full responsibility. 3) There is a high level of trust. 4) You want to gain commitment from others. 5) You need to work through hard feelings, animosity, etc. The best decisions are made by collaboration.

FOX—Compromising—is intermediate in both assertiveness and cooperativeness. The objective of compromise is to find some expedient, mutually acceptable solution which partially satisfies both parties. It falls in the middle group between competing and accommodating. Compromise gives up more than competing, but is less than accommodating.

Use Compromising when: 1) The goals are moderately important and not worth the use of more assertive modes. 2) People of equal status are equally committed. 3) There is a need to reach temporary settlement on complex issues. 4) There is a need to reach expedient solutions on important issues. 5) As a back-up mode when competition or collaboration don’t work.



FAMILY SERVICES of PEEL

Since 1971

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

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We're on the Web in many languages!

www.fspeel.org



New Program Effective July 1st, 2011

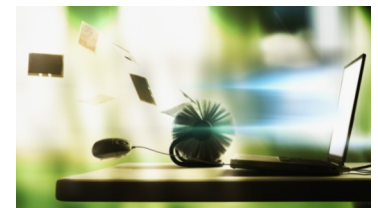
Family Services of Peel (FSP) is pleased to announce that effective July 1st, 2011, the agency will be providing "Support Services for Male Survivors of Sexual Abuse", a new free program funded by the Ministry of the Attorney General. As the lead agency, FSP has partnered with seven agencies/organizations to ensure that counselling services (available in both official languages) will be provided across the central region. For more information on this program or to access services, please call the Toll-Free Central Region Intake number: 1-855-505-5205.

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:

Franca Vettese at 905-270-2250 Ext. 271 or fvettese@fspeel.org.



Inclusion

Diversity

Access