



FAMILY SERVICES *of* PEEL

Since 1971

Vision Statement:

Transforming Lives in Peel



Peel Institute on Violence Prevention

Currently, many violence prevention services exist in Peel Region, however, the effectiveness of these services remains an area that has been extremely difficult to measure and reflects inadequacy, especially with regards to equity and coordination dedicated to addressing all forms of violence in Peel.

The Institute hopes to achieve its goals through:

- Conducting base research and evaluation in the direct experience of front line practitioners.
- Gathering input from survivors of violence.
- Building meaningful collaboration and coordination to ensure effective programming.
- Ongoing evaluation and reflection of service delivery.

of priority issues identified by experienced care providers, sector workers, researchers and survivors; a pilot fact-finding study process which entails the reviewing of case files from a community agency, and a preliminary review of the literature in the area of coordination and integration of services.

History and Goals

Started in 2013, the Peel Institute on Violence Prevention is an interdisciplinary and intersectorial Peel collaborative initiative made possible through a grant from the Ontario Trillium Foundation and administrative support from Family Services of Peel.

The Institute was established to be a central, region-wide initiative focusing on the prevention and eventual eradication of all forms of violence in Peel Region.

At present, we are at the foundational aspect consisting of gathering baseline data in support

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Understanding Accessibility

What is accessibility? It means giving people of all abilities the opportunity to fully participate in everyday life. The Accessibility for Ontarians with Disabilities Act (AODA) was passed by the Province in 2005, with the goal of making Ontario fully accessible for people with disabilities by the year 2025. Family Services of Peel is pleased and proud to be in compliance with AODA standards. A fully accessible operation benefits everyone in that an accessible facility enhances the health and safety of our employees, clients and guests. From a customer service perspective, it invites a broader range of clients to use our services and, from a human resources perspective, it

encourages a wider range of external candidates to apply for positions. Most importantly, an accessible and barrier-free environment helps to eliminate stigma and creates an inclusive and welcoming environment for all. What follows are the accessibility standards that have been phased-in since the inception of the Act, and Family Services of Peel's commitment to compliance.

The Customer Service Standard: Ontario's Accessibility Standard for Customer Service is not about physical changes to the workplace premises—it's simply about providing good customer service to everyone. Family Services of Peel has developed and implemented a

policy that outlines the ways in which our services can be delivered to persons with disabilities. Our policy always puts clients first and is guided by the principles of independence, dignity, integration and equality of opportunity.

The Employment Standard: Family Services of Peel makes accessibility a part of hiring and supporting employees with disabilities, and builds the accessibility needs of employees into our human resources practices.

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Staff Corner

Congratulations to Aida Carlos on her 5 years of service with Family Services of Peel. Aida is the Counselling Manager, currently on maternity leave. We look forward to your return in 2015.

For over 8 years, Sheila Anderson has exemplified dedication and enthusiasm in her role as Supported Independent Living Facilitator. Sheila is retiring in June and will be greatly missed by all her friends and colleagues at Family Services of Peel.

We're on the Web!

www.fspeel.org

Peel Institute on Violence Prevention (Continued from Page 1)

Operating under an anti-oppression, anti-racism framework, the Institute is a central point for data-driven, evidence-informed practice, which will improve the organization of community services, combining the perspectives of the diverse population served, academia, and community service providers.

The research and violence prevention work of the Institute focuses on survivors of sexual assault, domestic violence, elder abuse, youth violence, and human trafficking for the following at risk groups: youth, seniors, women, aboriginal population, people with disabilities, and male victims of sexual assault/abuse. The data collected by the Institute will enable the reorganization of services and programs to be more focused on survivors' needs.

Objectives

Engage in policy analysis on current responses to violence and conduct academic and participatory action research on best-practices for the treatment and prevention of violence. Enhance the capacities of community-based agencies by developing program evaluation tools to ensure that survivors of violence have access to seamless, interdisciplinary services and support.

We will achieve this by:

- Mobilizing regional resources and sectors with expertise in the areas of policy making, program and services, development and implementation, community advocacy, and development and evaluation.
- Utilizing human resources development, innovative programs and services, participatory community development, policy analysis, and evaluation methodologies, with the objectives of minimizing the disparity across population sub-groups, ensuring fairness and accessibility to services and programs, and reducing violence.
- Close collaboration between service providers and individuals with the lived experience of violence.
- Establishing leadership focused on violence prevention.

For more information regarding this project, please contact Sandra Rupnarain at 905-270-2250 Ext. 228 or srupnarain@fspeel.org.



Bridging the Gap

The ever changing landscape of the global economy presents many ethical and moral dilemmas, such as equality and poverty. The gap between the rich and poor is increasing, with poverty on the rise. Millions of people continue to live on less than \$2 per day and lack access to basic human necessities, such as nutritious food, shelter, clean water, primary health care, and education. The question thus arises—How do we create space for the marginalized? What can we do as individuals, citizens and participants?

We can (1) ensure jobs are a pathway to income and

employment security, (2) support human capital development, and (3) enhance social and community supports for families and communities. (Source: PEPSO) These approaches will enable us to engage marginalized populations, bring about economic shifts at a global level and provide opportunities to address the ethical and moral dilemmas.

Family Services of Peel, in our commitment to this agenda, has identified three pillars on which our work will continue to evolve:

1. Responsiveness to the Community,
2. Leadership, Collaboration, Advocacy, and
3. Accountability.

“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.” (Margaret Mead)

“You are here in order to enable the world to live more amply, with greater vision, with a finer spirit of hope and achievement. You are here to enrich the world.” (Woodrow Wilson)

A Word from the Executive Director

A lot has happened in the three years since our last newsletter. In June 2011, we briefly introduced a new program, funded by the Ministry of the Attorney General. Today, services for males over the age of 16 who have experienced childhood sexual abuse or are currently being abused continues, in the Support Services for Male Survivors of Sexual Abuse Program. Family Services of Peel is the lead agency in this Central Ontario Region program. To ensure that services are provided throughout the region, the agency partnered with twelve organizations located in Durham, Halton, Muskoka, Peel, Simcoe, Toronto and York.

Family Services of Peel was instrumental in establishing the Peel Institute of Violence Prevention program. The goal of this three year joint venture, funded by the Ontario Trillium Foundation, is to minimize the disparity across population subgroups, to ensure equity and accessibility to violence prevention and intervention services and programs in the diverse Region of Peel.

Our employment based programs, Employment Ontario and Ready, Willing and Able, continue to work with clients and employers in order to secure meaningful employment opportunities.

In 2013, Family Services of Peel revisited its mission, vision and value statements and refreshed the strategic plan. With the support of a consultant, a Board committee met on numerous occasions to ensure that the agency's focus remained current and was meeting the changing needs of the residents of Peel.

Also in 2013, the United Way of Peel Region did not renew the agency's core funding, which covers rent, hydro bills, etc. Due to this loss, Family Services of Peel determined that the most fiscally responsible action would be to reduce rental costs by finding alternate accommodations in Brampton.

Family Services of Peel's focus remains on providing quality services, in a timely fashion to those we serve in the Region of Peel. As the needs of the community change, the agency will adapt to meet any gaps in service. A combination of our dedicated staff, committed funders and enthusiastic volunteers provides a solid foundation for the agency to move forward.

Understanding Accessibility (Continued from Page 1)

The Information and Communications Standard: The Information and Communications standard ensures that Ontario businesses and organizations make their information accessible for persons with disabilities. Family Services of Peel adheres to this standard by providing accessible formats and communications supports as quickly as possible and at no additional cost when a person with a disability asks for them.

As future AODA standards are introduced in the coming years, Family Services of Peel commits to continued and ongoing compliance, and looks forward to the day when Ontario is fully accessible for all.

Client Letters

The following are letters from our clients in the Counselling, Supported Independent Living and South Asian Seniors Programs.

"I am happy to write that Family Services of Peel counselling helped me a lot. I was feeling sad and anxious for a few months and wanted to get rid of this feeling. I tried a bunch of different things on my own: reading books, going to see motivational speakers, talking with friends and family, exercising, taking vitamins, Yoga. I just couldn't shake it. I needed something else. At Family Services of Peel, my Southeast Asian counsellor understood my culture and issues and together we solved it. It took about 6 to 8 months of counselling and I feel it's worth it. I would like to thank Family Services of Peel for providing a service for being there for clients who need help.

"Just a note of thanks for all the help that I have been getting from your staff and thank you for being such helpful people. I like to keep myself busy as I do baking and cooking a lot. I lived out west in British Columbia, first on Vancouver Island in Victoria, then moved to Parksville. Later we moved to Westbank beside Kelowna and was in the Special Olympics. I was really happy and had good friends out there. I was lonely when I first moved here as I didn't know anyone, but I am very lucky to have met your staff as they have all been good to me, and want to thank you for that. As I go out walking and know where the berries are and apples grow, so I pick fruit most of the summer. Thanks to you all."

"I would like to thank you personally for taking me out of my old house and showing me the real world, and experiencing the real world on my own. It has been a year of learning for me. I miss all my caseworkers and would like to thank them for helping me out. It has truly been a blessing to have them as part of my life. You girls have made me feel strong and fully independent, and I am grateful for that. That is what you have given me."



FAMILY SERVICES of PEEL

Since 1971

Mission Statement:

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

Values:

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

Contact Information

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Client Letters (Continued from Page 3)

"I am writing this letter on behalf of my wife and myself to thank Family Services of Peel for creating a program for helping seniors in need. I met my counsellor in 2010 and she created a yoga program for seniors, that helps many seniors like me to improve my health and well-being. When we needed a place desperately, she advocated on our behalf and we found a home in a short period. Now we have a place to live and we have peace of mind. I thank my counsellor for hard work and dedication to help seniors."

"Please allow me to express my deep appreciation for the helpful services of my counsellor, who rendered professional assistance in preventing me from being evicted and becoming homeless. Her commitment and intervention on my behalf has been deeply appreciated. My counsellor's untiring efforts on my behalf will never be forgotten. I would like to further attest for her devotion, zeal and dedication to her job on our behalf."

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