



## FAMILY SERVICES *of* PEEL

Since 1971

### Vision Statement:

Transforming Lives in Peel



### Peel Institute on Violence Prevention

The Peel Institute on Violence Prevention is in its 2nd year of work and much has happened. There are several committees in place providing governance and leadership, scientific and ethical guidance, equitable and ant-oppressive frameworks, community feedback practices and engagement and clients' perspectives. To bring the community up to date with the innovative research and work of the Institute, a 2nd Symposium was organized and held on May 29th at the Region of Peel. The objectives of the Symposium were to highlight the necessity of building collaborations between service providers, researchers and communities, and make a case for data collection and the evaluative process.

Working with Male Survivors ★ Seamless Continuum of Services for Mental Health Addiction and Trauma.

Senior level representation from government, health, social service, housing, academia, region and ministries were in attendance and contributed to the robust group discussions. Dr. Harvey Skinner, Professor and founding Dean of the Faculty of Health, York University, was the keynote speaker and he talked about the challenges of building collaboration between University and Community. The small group discussions were invigorating and provided essential feedback regarding direction for the Institute.

The presentations included a history, goals, objectives, organizational structure and conceptual framework of the Institute and research that comprised of the following:

While many individuals contributed time, resources and expertise to make the Symposium a success, special acknowledgement goes to volunteers

Gaps in Data Collection ★ An Equity Model ★

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### Letter of Gratitude

"On Jan. 7th, 2015 I received a call from Carolyn advising me that my cousin had been admitted to the hospital. I remember the date so well as it was my Mom's 90th birthday and J never missed calling her on that day. Although I had never met Carolyn, we had spoken to each other a few times. Carolyn and I kept in close touch for the next few days reviewing how J was making out. She also gave me her personal telephone number so I could get in touch with her at any time.

with me (J's Aunt) and suffers from Alzheimer's/dementia so that left me alone to deal with the passing of my dear cousin. That is until Tom Triantafillou and Carolyn King became involved without any prodding. They came to my assistance immediately and helped me in every way possible. I don't know what I would have done without all two of them.

I had a terrible time getting J's remains released to the funeral home so Tom became my assistant (actually, he led the way for me) in contacting the right people and striving to accomplish what you would think would be something quite easy. He too gave me his personal phone number to

contact him and I know he spent hours on the phone dialing and redialing in an attempt to get through to the Region of Peel, almost an impossible task. It took 7 days to get J's remains released and he worked with me the whole 7 days. Any assistance that I needed, Tom was there for me. He also was a pall bearer at the funeral. I had asked him to say a few words and he was truly honoured. I was thanking our good Lord that I did ask because the obituary I was to deliver, didn't get delivered as I lost my way and was just too upset. Tom's was truly a piece of heartfelt, amazing work on his part and when I think of it now, I still get tears in my eyes.

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## Healthy Communication Strategies

Communication is the cornerstone of any relationship, whether in our intimate relationships, with family members, friends or co-workers. Most of the relationship issues described and addressed in counselling sessions can be chalked up to poor communication or a complete lack of thereof. Particularly when relating to our partners and close friends and family, we tend to make an assumption or even expect that they know what we want and need from them simply because we think they know us well. In fact, especially when we are communicating information about our feelings and needs, it is unrealistic to expect that others will know what we need at all times.

When trying to communicate with others, regardless of the type of relationship, try using some of these communication strategies (source: Nonviolent Communication) when expressing yourself. You may find that others will develop a better understanding of who you are, and you may even notice that you feel validated and heard, even if they are not able to comply with what you are asking.

1. **Use positive action language when making a request.** Often when communicating with others we focus on telling people what we don't want them to do. By outlining what we do want others to do, we provide them with a clear understanding of what our needs are in the moment.
2. **Be conscious of the request being made.** Sometimes we confuse expressing emotions with expressing a request.
3. **Ask for reflection from the listener.** Sometimes the message we communicate is not the message that is received by the listener.
4. **Request honesty.** After we express ourselves honestly, we are left feeling vulnerable.
5. **Avoid requests that sound like demands.** Requests tend to be perceived as demands when the person receiving it feels they may be punished or blamed if they don't comply with what they are being asked to do.
6. **Define your objective.** If your objective when communicating your needs is only to get what you want and have the other person change their behavior, that is not a means to achieving and maintaining healthy communication. The objective when communicating in a healthy and productive manner should always be to develop a relationship based in honesty and empathy.

For more information on the six communication strategies listed above, please e-mail your request to [fvettese@fspeel.org](mailto:fvettese@fspeel.org).

### Staff Corner

Congratulations to the following members of the Counselling Program who welcomed new bundles of joy this past year:

Aida Carlos  
Pratima Pathak \*  
Jova Rapuano  
Iriy Salib-Sharkawy

We look forward to seeing them when they return from maternity leave.

\* Returned to work in March 2005

We're on the Web!

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

## 60-Day Challenge to Finding Employment

Family Services of Peel—Employment Ontario is always seeking new and improved methods for ensuring participant success in finding work. Creative thinking supported by the energy of staff, students and volunteers culminates in positive outcomes for everyone involved. Feedback from our participants is encouraged and welcomed to assist us in improving our services and to ensure that all participants feel that they benefitted from our programming.

This year we embarked on a **60-day challenge to finding employment**. Speakers from

the community, workshops that encouraged and challenged participants, accountability from the participants to intensify their job search, and support from staff made for a very successful challenge run.

Participants gained tremendously from the challenge and once they found work, completed the feedback loop by informing us of their progress. Often their words sounded like this:

"I am writing to share that I have been hired as an IT Project Coordinator by an IT services company on a 6-month contract. I am working on a

project for Ford of Canada in Oakville. This experience is very valuable and will help me further my career in IT Project Management. I will aim to finish my PMP certification soon. Thanks a lot for all your help with my job search."

"Life is beyond what I could have believed. Still working at CAMH, have put an offer on a condo downtown, socializing a lot more, self-esteem is growing... the list is endless. Just wanted to share this with you. You were important in helping to make this happen for me."

## A Word from the Executive Director

Change is inevitable.

Family Services of Peel is in a constant state of flux, continually changing and adapting to meet the needs of the clients we serve.

In December 2014 we hosted a well-received Fathering Conference and the corresponding research document (Male Survivors—the Fathering Equation—Exploring Fatherhood in the Context of Male Sexual Assault and the Male Identity) was recently released, and can be viewed on our website.

Innovation was part of the Employment Ontario program offered by Family Services of Peel. The goal of the “Success When Seniors Mentor” program was to serve 200 individuals, and the final numbers indicated that 595 individuals were served, with many of the participants still actively involved in our agency.

Peel Institute on Violence Prevention continues to generate very interesting data and the work being done continues to garner interest and participation within the Region.

The Men’s Program (Support Services for Male Survivors of Sexual Abuse) continues its capacity to serve clients throughout the Central Ontario Region, with additional partner agencies being invited to help deliver the program.

So, change is inevitable, yet necessary.

## Peel Institute on Violence Prevention (Continued from Page 1)

Leena Masoud, Doaa El\_ismabouly, Nikola Apostolov, Delilah Ofofu-Barko, Zoya Adeyi, Rene McMillan and Franca Vettese for their support, organizational skills and commitment to a successful Symposium.

All the Literature review, research, pilot study and presentations listed below can be found at [www.fspeer.org](http://www.fspeer.org):

- 1) Persisting Inequities at the Intersection of Multiple Identities of Victims of Violence Due to Inequities in Social Determinants of Health and Well-being,
- 2) Male Survivors—the Fathering Equation—Exploring Fatherhood in the Context of Male Sexual Assault and the Male Identity,
- 3) Male Survivors of Sexual Assault,
- 4) Identifying Gaps in Data Collection Practices of Peel Agencies that Serve Survivors of Interpersonal Violence,
- 5) Health Consequences of Interpersonal Violence and Organization of Primary Health Care Services for Survivors in the Region of Peel, and
- 6) Strengthening Violence Prevention through Increased Service Collaboration and Coordination.

The Institute on Violence Prevention is continuing in its multi-phase study to generate empirical evidence on some of the priority issues pertaining to interpersonal violence services in the Region of Peel, with a goal to promote evidenced-informed practice and to address issues such as service navigation, connectivity, and effectiveness. We will be hosting a conference in 2016/17 and piloting practices as the implementation process unfolds.

For more information regarding this project, please contact Sandra Rupnarain at [srupnarain@fspeer.org](mailto:srupnarain@fspeer.org).

## Training and Development—A Busy Year!

It was a busy year at Family Services of Peel, when it comes to training and development. We are pleased and proud to maintain full compliance with the Accessibility for Ontarians with Disabilities Act (AODA), a provincial initiative introduced in 2005 with the goal of making Ontario accessible for people with disabilities by 2025. Our staff received training in the AODA Customer Service Standard, the Integrated Accessibility Standards Regulation (IASR), Information and Communications, Working 2Gether and the Ontario Human Rights Code. We have also developed and distributed our Emergency Response Plan and invited staff to submit requests for individualized Workplace Emergency Response Plans, as needed. In addition, we continue with Emergency First Aid and CPR Training, Emergency Evacuation Training, and Fire Marshall Training, along with the Ministry of Labour’s new Health & Safety Awareness Training for staff and supervisors. Add in some program-specific training, service compliance training, French Language Services training, as well as professional development, and it’s no wonder our team is so current and innovative. What’s next for Family Services of Peel? We’ll keep you posted!



## **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:**

**R**esponsiveness  
**E**xcellence, Leadership, Innovation  
**S**ervice Accessibility and Inclusion  
**P**artnership and Collaboration  
**E**ngaging Community  
**C**lient Driven  
**T**ransparency

## **Contact Information**

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We're on the Web in many languages!

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## **Letter of Gratitude (Continued from Page 1)**

When J died, I thought that I would be doing everything that needs to be done to lay someone to rest as I had no family close. These people became my family during this very difficult time and I can't say enough good things about all of them. They also provided rides to and from the funeral for J's friends who didn't drive and sent beautiful flowers to honour J. The respect they showed for my cousin was amazing. We need more people like this in our world. Yours truly, Gail"

*Tom Triantafillou is the Manager of Community Programs and Carolyn King is the Supported Independent Living Facilitator at Family Services of Peel.*

## **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](mailto:fvettese@fspeel.org).

