

FAMILY SERVICES of PEEL



Thanks to the Event Committee for producing an awesome "Who Killed Santa?" Murder Mystery at the annual holiday season lunch on December 6th!

How to Cope with Moving Offices

Moving offices is an intensely emotional experience and can be unsettling for many employees. What some view as an exciting opportunity, others see as a threat. Although a new location can have an overall positive effect (e.g., comfortable and visually appealing, additional workspace, etc.), it also comes with challenges, distractions and possibly a further commute.

Clutch surveyed 503 full-time employees across the U.S., who relocated offices within the past 10 years, and asked the following questions: "How does changing offices benefit employees?" and "What challenges does an office relocation pose for businesses?"

More than two-thirds of employees (68%) said that their office relocation had a positive effect on them, and the top two benefits

were more comfort (67%) and more space to accomplish tasks (61%). However, despite the overall advantages, two-thirds (67%) of employees faced challenges when moving to a new space, which included distractions (30%), a further commute (28%), loss of productivity (20%), and a less desirable location (18%).

Distraction is inevitable when a business relocates, and it takes time for employees to adjust to a new space. Associated feelings include excitement, anticipation, concern of all the work involved, the process, the shift, worry about what the change will mean, the sadness of leaving familiar things behind, and fear of the unknown.

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Transforming Lives in Peel



Quarterly Newsletter February 2020

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In our Clients' Words...



Hello Monica,

Thank you so much for facilitating an awesome session on Ant-oppression and Anti-racism for the youth peer support training. Your warmth and positive energy was so inspiring. The youth and myself enjoyed your story-telling and ability to connect your experiences back to the content. I personally admire your ability to hold space on a topic that many others have difficulty presenting. I am very grateful and I look forward to new and exciting future opportunities to collaborate.

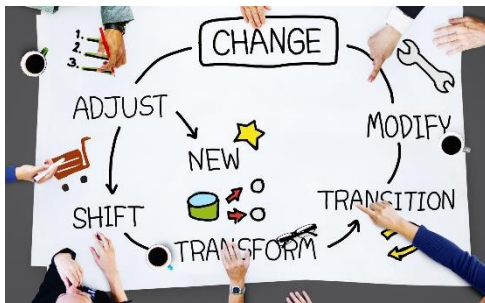
Regards,
Omar Goodgame, Peel Children's Centre 2019

So happy to come here. It's the only place I found good, great help.

Thanks for being so nice and helpful.

Everyone was kind and professional. I did not feel stupid for coming. I felt valued and supported. Thank you.

Change Management



The existing premises may simply be too old, too expensive or too small or excessive for current requirements. And, even when a move might be considered undesirable, external forces such as termination of lease, the landlord selling the premises or land being needed for redevelopment, may make moving unavoidable. Whatever the reason, **an office relocation can't be taken lightly but much of the associated pain and conflict can be reduced by effective, timely planning and adhering to a well-conceived schedule.**

For starters, recognize that organizational change is tantamount to “people change” and that there is a fundamental difference between managing change and managing transitions. When a change happens without people going through a transition, it is just a rearrangement of chairs. Office relocation provides fertile ground for appreciating this difference.

Relocation is characterized as a “trigger event”. The term indicates the cascading nature of the mental shifts within individuals as they process their relocation through the pre-event, event, and post-event stages. It triggers feelings and emotions which affect people’s reactions to the situation and bring their mindsets into the arena of change.

Too often organizations and their service providers attempt to manage this change by providing copious and colourful information about the benefits and improvements offered by the new environment. This approach fails to recognize the difference between change and transition management. These shifts do not end with the event, rather the ongoing organization-employee relationship is influenced by the way employees recall the change experience.

In other words, relocation will have a material impact on the level of staff engagement. The primary purpose is to understand how events and experiences will impact the well-being. Ask yourselves, “Does the situation affect me personally?” or “Will I win or lose, now or in the future, and in what way?”

Points to consider:

The need to increase efficiency | A desire to enhance organization image | A desire to improve service delivery | Retain or attract key staff | Be accessible to our market segment.

How to Cope with Moving Offices (Continued from Page 1)

When dealing with a relocation, it's beneficial to keep the following in mind, as it may make the transition a bit easier to handle.

Accept that stress is a normal part of the moving process. Accept the inevitable. If you recognize from the get-go that you are probably going to incur some stress over the course of the move, you're less likely to let it set you back when it happens. Stress is a natural human response to a demanding circumstance but it isn't the end of the world. Acknowledge the feeling when it happens but don't let it deter you from the tasks at hand.

Start small. Confucius said, "The man who moves mountains begins by carrying away small stones." If you're feeling paralyzed by moving stress or you simply don't know where to start, just get *something* done. So worry less about how you're going to get every single thing packed/unpacked and focus instead on just getting it done piece by piece.

Stay organized. Organization applies to all facets of your move, from sorting and labelling boxes to keeping all of the documents you might need in one, easy to locate place. If you make organization a priority then you'll set yourself up for fewer headaches and an easier overall move.

Acknowledge the loss. Moving can generate feelings of grief, which is the result of a change in familiar behaviour patterns. We have a tendency to downplay the impact of feelings related to change in our lives but the problem is that often those emotions may linger if we fail to fully express them and take action to move beyond their power. So each time you move, the conflicting emotions and problems related to past moves tend to surface and can make you especially sensitive and worried to the new relocation. Rather than simply stuffing those feelings, you would be better served to actually deal with them.

Article submitted by Sandra, Director of Client Services at Family Services of Peel



Manageable Transitions

Moving and divorce can be very stressful as they are both intensely emotional experiences. Our homes and/or work places are considered our safe environments, however, people may not realize that changing this matrix can be quite stressful.

The prospect of leaving the place that is the centre of your universe or the one constant in your life can be frightening. Hence it is important to emotionally grieve and let go of things that you will be losing, especially if the move is a result of a set of circumstances that are beyond your control. In Family Services of Peel's case, we will be losing easy access to the beloved mall across the street, to Tim Hortons within the same building, and to accessible transit. Acknowledging this is important.

In the meantime, some things that we can all do to make this a smoother transition are:

- ◆ Create a plan with dates (when you want things done). | ◆ Work daily or weekly at organizing things and/or putting them away. | ◆ Do not wait until the last day to pack. | ◆ Talk to others to see what they are doing. Some people are more organized than others. | ◆ As questions and/or ask for help if you are starting to feel anxious. | ◆ Share your fears and anxieties with others. | ◆ Visit your new work place or the area where it is located to see how it looks and what is in the area.

Article submitted by Svyetlana, Program Manager at Family Services of Peel

Marijoy's Food Blog

Food for Change – New York Eats

If you have a passion for food, it seems inevitable that the love of food will accompany the love of travel. With new changes, like the Agency's upcoming move, I am steering this food blog a little farther in location and outside the border of Canada, to the one place in North America that I believe has endless amounts of options for diverse food... the one and only **New York City!**



In my recent visit to this great city, I had the privilege of eating some of the most fabulous dishes and desserts. So, if you are planning a trip to New York anytime soon, check out the following; my favourite spots for yummy munchies!

- If you love bagels then you have to visit **Russ and Daughters** for that cream cheese and smoked salmon fix! Top it off with tomatoes and capers. Absolutely divine!
- **Prince Pizza** is a must! As cliché as it is to visit a restaurant that every celebrity visits when they are in New York, this one is absolutely worth it. Lines may be long but you'll be glad to have tasted their square slices. They really are a "Pizz'Art"!
- **Cote Japanese Steakhouse** has steaks that will not just "meet" your expectations but exceed them. Cooked to perfection with tasty Korean accompaniments; a steak lover's dream.
- If you are craving Italian, visiting **Carbone** is a necessity. I thoroughly enjoyed their veal parmesan and the spicy rigatoni vodka pasta. Book well in advance because reservations do fill up quick.
- For a wonderful Omakase experience, my suggestion would be to visit **Sushi by M.**; sushi made right in front of you in a cute compact space. My recommendation is to try the "big mac".
- **Chelsea Market** has a variety of food vendors you can try if you

need your "everything flavourful" fix. For variety, casual dining and cheap eats this is where you want to be. My faves at this sweet spot are the "especial" tacos from **Los Tacos No. 1**, the freshly shucked oysters from **Lobster House**, and made fresh to order donuts from **Doughnuttery**. Simply the best!

- **Levain Bakery** is a stop you have to make for a quick snack or dessert. Their fresh, thick and soft chocolate chip walnut cookie is to die for! This one really made my cookie dreams "crumb" true.
- **Little Cupcake Bakeshop** is a go to for their strawberry shortcake cupcake. So soft, moist, crumbly and perfectly sweet. It is absolutely the best!

These were the highlights of my recent trip but there are plenty more eats and treats you must try on your next visit to New York. Hope your belly will be as satisfied as mine was. Happy travels and happy eating!

Marijoy is a Program Manager at Family Services of Peel and an avid "foodie"

Fluidity and Engagement in the Community during Agency Changes

As Family Services of Peel goes through organizational changes and a big move to a new location, bumps and obstacles are inevitable. However, the **Agency's focus will remain on serving clients seamlessly throughout this transition.** Some of our programs provide services to clients in the community, but for our office-based programs, it is crucial that adaptability, agility, and fluidity is maintained throughout this process.

Needless to say, with changes comes challenges. Working collaboratively with community partners is a necessity as these alliances allow us to achieve the continuity of care that we aim to preserve for our clients. Some key factors that must be considered during this adjustment are: demonstration of flexibility, versatility, effective communication, maintaining positive attitudes, and most importantly, prioritizing the people we serve.

It is essential to recognize that the **organizational space is changing but the support we provide to clients continues.**

Article submitted by Marijoy, Program Manager at Family Services of Peel



Change Management

(Continued from Page 2)

Tips to Help Adjust to the Change of Location

Perform a workplace survey.

Conduct an all-staff survey on topics capturing both current situations and future desired outcomes, such as mobility, work style, workplace support, workplace needs, storage, and technology. This standard also provides a method for measuring success.

Launch an internal website. An internal website or blog can be useful in informing staff of updates regarding the new office project. A member of the change team can manage the content for this site and respond to comments. Themes of the blog could include *Countdown to Move*, *Survey Results*, *What's in it for me?*, *Our New Building*, *Preparing to Move*, and so on.

Conduct site tours. There is nothing more exciting than seeing the actual space.

Create a new office welcome package. It's move-in time. A welcome letter from the E.D., instructions on using the space, reminder of office etiquette, plus a small gift are a nice finishing touch to the change management program.

Before the move day. Hold a staff meeting and test IT; resolve challenges, conflicts, and issues.

After the Move

Listen. Ensure communication is two-way. Listen to concerns and act on them.

Manage expectations. Be understanding, but realistic about expectations for the move.

Change management after the move. Keep support available after the relocation.

Article submitted by Shehzad, Program Manager at Family Services of Peel



In case you're still wondering about the theme of this newsletter, Family Services of Peel will be moving at the end of April 2020.

This is a bittersweet transition as we have been at the City Centre Drive location for many years and we'll miss having easy access to the Square One Shopping Mall and the Transit Terminal, but unfortunately relocation is unavoidable since our building will be demolished this year to make room for a new mega complex.

That being said, rest assured that we will not be moving too far. Our new home will be in the Hurontario/Britannia area.

Stay tuned for further details.

Monthly Observances

Family Services of Peel celebrates diversity via articles, videos, information sheets, social media, and our glass whiteboard. The following observances will be recognized during the months listed below.

FEBRUARY

Black History Month
Valentine's Day (14)
Family Day (17)

MARCH

Violence Prevention Month
Int'l Women's Day (8)
Holi {Hindu} (9-10)
St. Patrick's Day (17)
Nowruz/New Year {Zoroastrian} (20)
Int'l Day for the Elimination of Racial Discrimination (21)

APRIL

Seniors Month
Pesach/Passover {Jewish} (8-16)
Good Friday (10)
Easter (12)
Easter Monday (13)



"I'll take your request for an office with a sunny spot into consideration."

Riddle-me-this...

I have keys but no locks. I have space but no room. You can enter but you can't go outside. What am I?

(Look for the answer to this riddle in Issue 2)

FAMILY SERVICES of PEEL

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Quarterly Newsletter

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Mission Statement

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

Vision Statement

Transforming Lives in Peel

Values

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

What **Diversity** and **Inclusion** means to Family Services of Peel:

Diversity

The mix

Inclusion

Making the mix work

Sandra Rupnarain (Editor)

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Transforming Lives in Peel