

# FAMILY SERVICES of PEEL



## MIRACLE ON WHITTLE ROAD

Photo of Family Services of Peel's Fun-loving Supportive Personnel team, who participated in the United Way's GetUP 280 Event.

### Miracle Indeed

He has seen the rough side of every system. Education – Justice – Housing – Shelter. The **RESULT?** He is not able to read and write. He lives on the streets as he fears the horrors of shelters. As a homeless person, he dances with a dangerous drug addiction and has been imprisoned due to poor choices. The **REASON?** He is living with a developmental disability and mental health challenges while trying to survive... in the classroom, in the community, and on the streets. No wonder he ended up in jail.

The **MIRACLE** is found in people. A VERY supportive mother and a strong team of service providers (Central West Network: Support and Justice Coordinators, CMHA, Family Services of Peel, and John Howard Society) came together to problem solve and the results? **TRANSFORMATIVE!**

He now has a basement apartment which he calls home. Family Services of Peel's (FSP) Adult Protective Service Workers, with the assistance of family donations, helped him set-up and get a fully furnished apartment. He was so thrilled to finally have a safe place to sleep.

This home has become HIS haven, where there is no partying or friend visits... just a truly safe place! He is keeping scheduled appointments with his CMHA counsellor. FSP provided him with a tablet, which allows him to meet virtually, one-on-one with a tutor, who is teaching him to read and write. FSP also provides him with counselling, which when completed satisfactorily, will result in the charges being dropped, thanks to the work of his Justice Coordinator.

*Continued on Page 3*

Transforming Lives in Peel



Quarterly Newsletter

December 2020

In This Issue...



### Miracle of Perseverance

Sometimes one small change can produce big results.

... Page 2



### Miracle on Whittle Road

A miracle isn't simply about believing; it's about strengthening faith in ourselves and others.

... Page 3



### Miracle of Adapting to Change

In this unpredictable world, adapting to change is scary, yet it can also be a positive and rewarding experience.

... Page 5

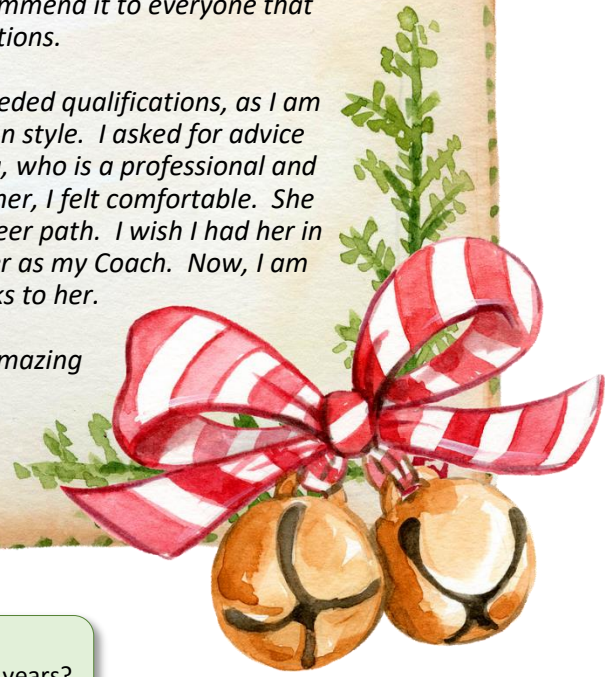
## In our Clients' Words...



*"Being able to study and get certifications throughout the program was amazing! I was really pleased and would recommend it to everyone that needs help with qualifications."*

*I went to the Family Services of Peel office because I needed qualifications, as I am from abroad and my résumé is different than Canadian style. I asked for advice and they gave me really good help. Her name is Alyssa, who is a professional and amazing Career Coach. As soon as I started to talk to her, I felt comfortable. She gave me some tips about my focus on changing my career path. I wish I had her in my past. I am very pleased and very happy to have her as my Coach. Now, I am committed to a second career, thanks to her.*

*Thank you so much Alyssa, and many thanks to Shelley. Two amazing PROFESSIONALS in their field. 100% recommended."*



### Riddle-me-this...

What comes once in a minute, twice in a moment, but never in a thousand years?  
(Look for the answer to this riddle in Issue 1) [Solution to September's Riddle: A map](#)

## The Miracle of Perseverance

Sometimes when we get stuck, we lose our confidence. This was the case with a recent newcomer and young mother who contacted us by phone.



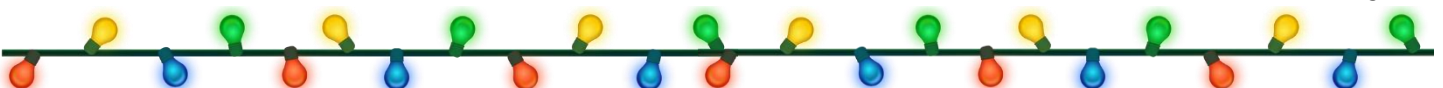
The aura of frustration and defeat was evident as the client talked about her love of teaching children, her challenges migrating with her young child, the lengthy accreditation process as a teacher, her personal employment search, landing her a job at Tim Horton's, followed by a weekly contract position at an insurance company.

The client's stress stemmed from the fact that her employment and financial stability were not secure, so she connected with Family Services of Peel's Employment Services Program.

Although nervous, she participated in a virtual meeting and discussed her career goals with a Career Coach. She was encouraged to attend a RBC Insurance Information Session, and the positive experience piqued her interest.

A lack of experience lessened her enthusiasm but the Career Coach helped her to identify her transferable skills (which employers highly value), and provided guidance on updating her résumé.

*Continued on Page 4*



## Miracle on Whittle Road

Let me ask you a question. Do you believe in miracles? Or, more appropriately, do you consider, that in today's scientific era, it is illogical to set common sense against the unexplainable? Let me guess, you're sitting there trying to make up your mind. Don't worry, you're not alone. In the 1700s, Scottish philosopher and historian David Hume, did not believe either. According to him, "A miracle is a violation of the laws of nature; and as a firm and unalterable experience has established these laws, the proof against a miracle, from the very nature of the fact, is as entire as any argument from experience can possibly be imagined."

This quote summarizes today's consensus: miracles are impossible because they violate the laws of nature, and the very nature of these laws dictate that they are inviolable. But are they? Let's see...

Christmas was going to be a struggle for Connie. A single mom with two teenagers, she worked two part-time jobs while also taking college courses at night. She hardly had the money for Christmas dinner and presents. So, when she got home one night and saw a beautiful Christmas basket on her porch, it felt like a gift from heaven. But who sent it? Was it a miracle?



During his first medical check-up, little Fabrice from Togo was diagnosed with a tongue tie. With help from someone, they took Fabrice to the local hospital and for less than £8, his tongue was fixed. Today, Fabrice can speak normally and has lots of friends to play with.

I think that both cases are miracles as these families would say that what they experienced seemed like a **MIRACLE**. Derived from the Latin "mirari", to wonder. We wonder at an event that is not explicable by natural causes alone and a reported miracle excites awe because it appears to require, as its cause, something out of the ordinary.

We need these types of miracles as they tend to strengthen faith in our world, in our humanity, and in ourselves. Let us be that **MIRACLE** for someone, for a family this season.

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

## Miracle Indeed (Continued from Page 1)



The Support Coordinator facilitates team meetings on a weekly basis to review activities of the previous week, identify challenges, develop short-term and long-term goals, provide supports as needed, and consistently search for new ways and resources to better support this individual.

Employment can be difficult due to his reading and writing deficiency, however, the team is working together and hoping for another **MIRACLE**: that he will be employed soon.

During this pandemic, it has been extremely difficult to provide support to clients effectively, and to be able to function successfully as a team, but we **DID!** Thankfully, this young man has made great strides with so many positive outcomes, despite the many challenges. It is a **MIRACLE INDEED**, made possible by a team of caring people.

*Article submitted by Lisa, Adult Protective Service Worker at Family Services of Peel*

## Marijoy's Food Blog

### Miracle on Whittle Road – Holiday Treat!

The holidays are meant for delectable treats. As a lover of everything sweet, cookies are one of my favourite pleasures, and I want to share this enjoyment with the following yummy recipe. But first, a back story. I actually ordered a dozen of assorted unique flavoured cookies from a local business and fell in love with the **Nutella and peanut butter creation**. After searching online to recreate it, I combined a couple recipes and added my own twist, which birthed this beauty of a dessert. This recipe will “bake” your cookie dreams “crumb” true!



How to make these pockets of deliciousness come to life:

- Place 24 tsp-sized scoops of Nutella onto a parchment lined baking sheet and insert a piece of hazelnut in the middle.

Freeze until solid (about an hour).

- Preheat oven to 350°F. Line large baking sheet with parchment paper or foil.
- In a large bowl whisk together the flour, baking soda, baking powder, and salt.
- In another large bowl, use a mixer to beat the butter and sugars until smooth. Beat in the peanut butter until it is fully combined. Whisk in the egg and then the vanilla. Gradually add the flour mixture.
- Drop 2 tbsp-sized balls of dough onto the prepared baking sheet, spaced approximately 2” apart. With your hands, break each ball of dough into two pieces and

place a tsp of frozen Nutella in between. Form the dough around the Nutella, making sure the edges are sealed. Then, slightly flatten the dough. For festive cookies, you can always use cookie cutter holiday shape imprints (while making sure not to break into the cookie too much for the Nutella to be visible).

- Bake for about 12 minutes or until slightly browned. Allow the cookies to slightly cool before enjoying these pockets of goodness.

These cookies are soft yet chewy (with a little bit of crunch, if you opted for the crunchy peanut butter) and slightly crumbly, while the Nutella and hazelnut filling is gooey, perfectly sweet, with a nice salty surprise. **Nutella and peanut butter, definitely a match made in spreadable heaven!** Give these **MIRACLE** cookies a try. Santa will definitely thank you! Stay safe and happy eating!

*Marijoy is a Program Manager at Family Services of Peel and an avid “foodie”*

#### What you will need:

½ cup Nutella | 24 bite sized pieces hazelnuts | 1¾ cups all-purpose flour | 1 tsp baking soda | ¼ tsp baking powder | ¼ tsp fine salt | 1½ sticks unsalted butter (room temperature) | ½ cup granulated sugar | ½ cup light brown sugar (packed) | ¾ cup peanut butter (creamy or crunchy) | 1 large egg | ½ tsp vanilla

## The Miracle of Perseverance (Continued from Page 2)

She subsequently applied for a position as an Insurance Call Centre Representative, and even though her expectations were low, she was contacted for an interview! Utilizing her Career Coach's expert advice on interviewing techniques, she aced the employer's meeting and was offered the job!

While learning the ropes of this new job, she worked towards a LLQP certification. Faced with setbacks

due to COVID-19, she nevertheless persevered and accomplished her goal, and now has a **very good chance of a promotion** as an Insurance Agent.

Even though she encountered many challenges and felt great frustration many jobseekers and newcomers experience, she is close to reaching her career goals because she mustered her courage by reaching out, sharing her story, and asking for

help. She also is passionate about keeping up this momentum in her career and has a positive outlook on life.

The FSP Employment Services team is thrilled to be part of her success story and is proud to celebrate this Miracle on Whittle Road with her!

*Article submitted by Shelley, Career Coach at Family Services of Peel*

## The Miracle of Adapting to Change

The need to adapt to an unpredictable world has taught us a valuable lesson: change is hard and scary. Sometimes it's our choice and sometimes it sneaks up and swallows us whole (2020... am I right?). It threatens our sense of stability and challenges us to be resilient as we experience the unknown. However, change can also be quite miraculous.



For clients in the Developmental Disability programs, stepping outside their comfort zone has been extremely difficult. This is especially true for one of our clients, Jennifer. She wanted to alter the style of her hair. A minor feat to some people but to Jennifer, who has struggled with her self-esteem and self-worth throughout her life, this change was monumental. She had never been to a professional hairdresser so she booked and subsequently cancelled several appointments because she was afraid that she'd get a cut that she hated.

She battled her internal struggle for months and with a lot of support and encouragement, Jennifer finally made it to the salon for a cut and highlights. **The result was well worth the wait and nothing short of MIRACULOUS!** It wasn't just her hair that transformed that afternoon; her spirit did as well. Jennifer radiated from a newfound strength and sense of empowerment.

In this "new normal" world, some days it feels like COVID-19 has stripped away the control we used to have in our lives. Jennifer's

afternoon at the salon reminds us though that, big or small, we always have a choice and have the power to change ourselves by focusing on the things that we can control. **And when all else fails, we can choose to remember the positive: 2021 is just around the corner!**

*Article submitted by Alyssa, Adult Protective Service Worker at Family Services of Peel*



### Christmas Word Scramble

NASNECRFINKE	_____
ADGCIETNHLL	_____
ISOMTLETE	_____
HTERWA	_____
UTNHSETSC	_____
MGSLUAURP	_____
DLUETIEY	_____

### Christmas Sudoku Puzzle

	3			1			8
8							5
9	4					6	
1				7			
		3	6				1 5
	7				9		
					6		2
			5	1	8		
	1			2			7

### Christmas Cryptogram

JECWFRT VZ ISECIB-HVPCIS AICTTI



### 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.

#### NOVEMBER

Remembrance Month  
 Remembrance Day (11)  
 Diwali {Hindu} (14)  
 Int'l Day for Tolerance (16)  
 Int'l Day for the Elimination of Violence against Women (25)

#### DECEMBER

Homelessness Awareness Month  
 Montreal Massacre 1989 (6)  
 Human Rights Day (10)  
 Hanukkah {Jewish} (10-18)  
 Christmas (25)  
 Boxing Day (26)

#### JANUARY

Disabilities Awareness Month  
 New Year's Day (1)  
 Epiphany {Christian} (6)  
 Christmas {Christian Orthodox} (7)  
 Int'l Day of Education (24)



# FAMILY SERVICES of PEEL

## Mission, Vision, Values and Contact Information

### Head Office | Employment Services Office

5975 Whittle Road, Suite 300

Mississauga ON, L4Z 3N1

Phone: 905-366-0322 | Fax: 905-366-0325 | E-Mail: [eos@fspeel.org](mailto:eos@fspeel.org)

### Brampton Office

60 West Drive, Suite 209

Brampton ON, L6T 3T6

Phone: 905-453-5775 (By Appointment Only)

### Malton Office

6870 Goreway Drive, Unit 201

(Malton Medical Group)

Mississauga ON, L4V 1P1

Phone: 905-453-5775 (By Appointment Only)

Intake Department      905-453-5775

E-Mail                      [fsp@fspeel.org](mailto:fsp@fspeel.org)

Web                            <https://fspeel.org>

Online Video              [intake@fspeel.org](mailto:intake@fspeel.org)

Counselling Info.

Training Site                <https://training.fspeel.org>



<https://www.facebook.com/Family-Services-of-Peel-163434633676036/>



<http://www.linkedin.com/company/family-services-of-peel>



<https://twitter.com/fspeelca>

## Transforming Lives in Peel

Volume 11 | Issue 4



## Quarterly Newsletter

### December 2020

#### Mission Statement

Through leadership, research, 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)*

*Franca Vettese (Co-Editor/  
 Graphics/Layout)*