

# FAMILY SERVICES of PEEL

**CHANGE**



*Due to pandemic restrictions, our Families & Schools Together Program transitioned to the Families Connected Program. Pictured here are 2 families who participated in the March/April 2021 Cycle.*

## Client Success Story

As a Developmental Services Program Facilitator at Family Services of Peel (FSP), I have been working with a client, who for anonymity will be called Justin.

From the onset, I noticed a very quiet person who was not comfortable with opening up, and it became apparent that he was also dealing with mental health issues, which included low self-esteem, clinical depression, and random psychosomatic itching attacks. I tried to help him through this difficult time, and would spend countless hours talking with Justin about his thoughts and feelings, but all I could do was be a good listener and offer suggestions and support.

It was clear that Justin needed informed solutions on how to improve his mental health, so I connected him with a FSP Clinician.

With my encouragement, Justin began attending these sessions on a weekly basis, while I also worked closely with his mother, in order to find ways that we could help facilitate the improvement of Justin's mental health.

I adjusted Justin's support to a client-centred approach and let him decide when he wanted to meet and what he wanted to do during our meetings. This included general topics, like video games, conversations about his mental health, cooking meals together via Skype, etc. I found that this approach allowed Justin to focus more on positives than negatives, unless there was something really bothering him that he wanted to share with me.

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**Transforming Lives in Peel**

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**Quarterly Newsletter**

**May 2021**

**In This Issue...**

**believe in yourself**

### Client Success Story

With perseverance and support, Justin was able to positively change his outlook on life.

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### Counselling Program Changes

Learn how Family Services of Peel's Counselling Program transitioned during the pandemic.

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**EQUALITY KNOWLEDGE  
TOLERANCE CARING  
LOVE DIVERSITY  
LIBERTY UNBIASED  
KINDNESS COMPASSION**

### A Welcomed Change in the Disabled Community

A crisis for a developmental disabilities client, who was treated with respect and compassion.

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## Editorial (By Sandra Rupnarain, Executive Director)

2020 was defined by the coronavirus pandemic, arguably the worst pandemic the world has seen in 100 years. We hoped that by 2021 it would be over, but that was not to be. Statistics as of April 2021 show that COVID-19 has caused more than 149.5 million cases and 3.1 million deaths worldwide. The illness has affected nearly every aspect of life, like home, school, leisure, special occasions, and shopping. Even how we dress!

International lockdown and suspension of civic and commercial activity across the globe not only highlighted how our economic, social, and political systems function, but what needs to be changed as COVID-19 exposed the shaky foundations of our systems from globalized supply chains and manufacturing infrastructure, to the just-in-time deliveries to supermarkets. The stage is now set for global conversations on **CHANGE**.

COVID-19 has completely **CHANGED OUR LIVES** and while we hope that the changes were only temporary, the weaknesses uncovered severely impacts the status quo. Notably that after every major crisis, humanity is forced to identify those weaknesses and evolve accordingly. The 2020 pandemic, in its aftermath, is set in motion changes that will be here perhaps to stay. Let's look at some of these changes we had to deal with, noting that life as we know it is forever **CHANGED**.



1. **EMPLOYMENT:** The pandemic saw roles being downsized and replaced with technology, as a technique to mitigate infection risk while retaining productivity. More automated employment forecasted.
2. **SHOPPING:** More people are expected to make their purchases online post COVID-19, compared to pre-pandemic. A 30-49% increase in online grocery shopping is expected. (McKinsey & Company)
3. **HEALTH CARE:** Increased telemedicine as medical telephone consults have exploded so has mental health issues. Compared to 2019, depression and anxiety rates have increased by over three-fold. More online counselling and assessments will be the norm.
4. **TRAVEL:** The spread of the pandemic was exacerbated by globalization and ease of travel. While travel restrictions are now stringent, with partial capacity planes and masking requirements, it is likely that stricter preventative protocols will be in place moving forward.
5. **EDUCATION:** Education systems swiftly adopted virtual curriculum and is fast becoming more accepted as an option. These changes are seen as global and continuing, given the educational disparities present and the growing abundance of internet access and mobile data. Virtual curriculum will grow. (The World Economic Forum)
6. **WORK LIFE:** The pandemic created a global shift to remote work and the implementation of multiple services, such as G-Suite, Microsoft Office Suite, Skype, Slack, and WebEx applications. The transition is forcing companies to re-evaluate their long-term staffing needs and office space usage. By increasing work-from-home options, a company can reduce infrastructure costs, provide schedule flexibility, and reduce strains with family. **CHANGES** will need to be offered in a balanced manner to avoid the issues rising from the work-from-home culture, such as loneliness and a reduced sense of camaraderie and company culture.
7. **NEW VOCABULARY:** A number of new words and phrases entered the general lexicon in 2020/21. We were told that we need to “social distance” so that we could “flatten the curve”, or slow the disease’s spread. “Pivot” and “agile” are used to capture adaptability, even “COVID-19” is a new term, with the World Health Organization officially naming the disease on February 11<sup>th</sup>, 2020.
8. **NEW FASHION:** The must-have fashion item of 2020/21 is a small piece of cloth to put around your face. With medical masks in short supply, sewing enthusiasts began churning out masks for their communities, followed by clothing companies and retailers, adding masks to their fashion lines. Now you can’t leave your house without putting on a mask.

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## Counselling Program Changes

This past year was quite challenging for many people because of COVID-19 restrictions. To accommodate government mandated protocols, the Counselling team at Family Services of Peel transitioned its services in three phases:

1. Working from home and conducting wellness checks via phone. These calls ensured that clients continued to receive much-needed support and over a two-month period, staff made **2,055 calls**.
2. Transitioning to a virtual counselling platform called OnCall Health. In the beginning, there were challenges resulting from adjusting to this new platform but everyone embraced the **CHANGE**.
3. Becoming familiar with all the available features on OnCall Health. This benefitted both the Counselling team and the clients.



The following are quotes from our Counselling team about the changes to the program.

- It created significant change in therapeutic relationships with clients.
- This change has been transformational.
- This can be described as evolutionary or revolutionary.
- This is the change that can't be undone. For that reason it is important to embrace the change.
- This transition has created a sense of loss. For example, the loss of support and connection with colleagues.
- With the transition, boundaries between personal and professional life became less clear.
- Some people were concerned about senior clients who are struggling. Clients expressed that they have little time left and that they feel an even more profound loss of time to live life fully.

*Article submitted by Svjetlana, Program Manager at Family Services of Peel*

## Client Success Story (Continued from Page 1)

Many of Justin's negative thoughts and emotions stemmed from the fact that he did not feel as though he had a purpose in life. In consultation with his mother, I supported him in applying for jobs and volunteer positions, but it was a bit challenging due to the COVID-19 pandemic. We then turned our focus to Justin's education, as this was another negative area, due to having failed in the past. We found a few programs and Justin selected one that he felt was best suited for him.



Since starting the program and seeing how successful he could be by applying some effort, Justin's mental health has been steadily improving. With the support of myself, his mother, and his FSP counsellor, Justin has been pushing himself to do things for the betterment of himself. He even landed a job with the City of Toronto to help set-up COVID-19 vaccination sites! Justin no longer complains of random itching attacks, and has told me on many occasions that he has noticed a real change in himself.

This article aligns with this newsletter's theme of **CHANGE** as Justin was able to shift his mindset to accomplish positive things in his life. I continue to play a supportive role in many aspects of his Justin's life, and I look forward to helping to make sure that his mental and physical health stays on the right track.

*Article submitted by Jefferey, Program Facilitator at Family Services of Peel*

### Riddle-me-this...

Solution to February's Riddle: A Deck of Cards



## Marijoy's Food Blog

### *A Time for Change – Sushi Dream in Quarantine*

As a seafood lover, my adoration for sushi has been at an all-time high. Since the beginning of COVID-19 restrictions, I have been ordering sushi from my typical Mississauga spots, but as we entered our third wave of the pandemic, I felt that my sushi taste-buds needed a bit of change. A friend recommended a new sushi spot in Vaughan and I immediately knew that this was a must for me to try. Serving premium fast-casual sushi and poke, this place was truly a dream in quarantine!

Located in Vaughan, across from Canada's Wonderland, **Toro Toro** offers an assortment of rolls, sashimi, and bowls. Also, the aesthetics and packaging are incredible, service is



quick, and the flavours... out of this world! My top 3 rolls are:

- **Tataki Maki** – seared tuna and yellow tail roll that includes avocado, tempura, jalapeño, steak spice, tobiko, sesame oil, sesame seeds, and topped with spicy mayo and hot sauce. This dish will truly “Maki” you happy!
- **The Hidden Dragon** – seared unagi and tamago, along with avocado, tempura, crispy yam strings, lemon zest, and sesame seeds, and topped with Japanese mayo,

teriyaki sauce, and spicy mayo. They really do a “rice” job with all their dishes.

- **Lobster Tower** with 24K gold flakes is truly the bourgeoisie of all sushi. This dish includes cooked lobster and shrimp with a crispy rice base, tempura, green onions, fried garlic, coriander, tobiko, sesame seeds, and of course, 24K gold flakes. I couldn't help but be “shellfish” with these rolls.

All the flavours and textures were truly immaculate. If you have an opportunity to visit Toro Toro, I highly recommend it! It is “o-fish-ally” my new favourite sushi spot in the GTA. As always, stay safe and happy eating!

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

## A Welcomed Change in the Disabled Community

On a Saturday afternoon in April, a lady in her late 40s, who has developmental and physical disabilities, pushes her walker up to the bank machine, inside a bank in downtown Brampton. As she removes her money from the ATM, her hand is grabbed violently and the money is taken. She is left startled and deeply frightened, and screams as loud as she can. Thankfully, one of the tellers hears her cry for help and comes to her aid, then calls 9-1-1.



When the police arrive, they find her shaken and afraid. They also notice the visible wounds on her hand. The Constable takes her statement while showing empathy and compassion, which aren't often displayed to those with these diagnoses. The Constable is thanked many times by the victim, as well as by this writer for their consideration and kindness during such a stressful and frightening ordeal.

The video camera footage is reviewed by the police and they now have clear evidence of the crime. The Constable is also able to get a positive ID from the victim. The perpetrator in this crime is caught and the stolen money is returned. The police are now able to link him to a number of similar thefts in the area against disabled individuals.

This is true vindication for a community of individuals who have been marginalized. What a long and awaited **CHANGE** this is; that anyone in the disabled community be treated with the dignity, empathy, and respect deserving of everyone.

*Article submitted by Lisa, Program Facilitator at Family Services of Peel*

**Editorial** (Continued from Page 2)

9. **NEW NORMALS:** As businesses opened after lockdowns, dining switched to outdoors, waiting rooms were closed, masking was a must, gyms were only allowing bookings, and large gatherings and events were banned completely in many areas.
10. **PET INDUSTRY:** With lockdown in effect, furry friends became a hot item, with a boon of pet adoptions, particularly dogs. Good news for pets who needed homes but also for humans, given the **mental health benefits to pet ownership**.
11. **EMISSIONS:** With cities literally drawing to a halt, daily global carbon dioxide emissions dropped by 17% in 2020, compared with levels in 2019; the biggest drop in recorded history. (May 19 – Journal Nature Climate Change)
12. **NEW VACCINE:** Developing a new vaccine normally takes years to decades, but in an unprecedented feat, researchers created a coronavirus vaccine – taking it from lab bench to bedside – in just under 12 months. Once the initially unknown **SARS-CoV-2 virus** was identified, by mid-March 2020, scientists had a vaccine, with sample trials, and by late summer, more advanced trials with thousands of participants. In December, the United States authorized two COVID-19 vaccines, from Moderna and Pfizer, after trials showed impressive results. The vaccines were heralded as an extraordinary scientific advancement, and the first doses were administered to healthcare workers in the U.S. in mid-December.

As we can see, **CHANGE** is inevitable in this global climate, and while change can be painful and disruptive, a structured approach to implementing change contributes to making the process more bearable and productive. In a global study, over 40% of people working from home report a decline in their mental health since the outbreak, which may reduce productivity and result in employee turnover. Regardless, it is clear that working-from-home will be a more prominent option moving forward for employees, compared to pre-pandemic policies. The key is to find the appropriate balance in this **TIME OF CHANGES**.



Family Services of Peel is excited to announce the launch of our **Online Learning Academy!**

The course is divided into 3 modules:

1. Social Determinants of Health and Trauma
2. Trauma Screening Tool
3. Trauma Stewardship

**Who should enrol in the Online Trauma Screening Training?**

- Doctors
- Front-line Workers
- Human & Social Services Workers
- Nurses
- Police Officers
- Psychiatrists
- Psychologists

To access our Online Learning Academy, visit <https://training.fspeel.org> and select “Online Training” to view available courses.

**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.

**MAY**

**Mental Health Awareness Month**

- Easter {Christian Orthodox} (2)
- Mental Health Week (3-9)
- Mother’s Day (9)
- Eid-al-Fitr {End of Ramadan} (12)
- Int’l Day of Families (15)
- Victoria Day (24)

**JUNE**

**Seniors Month**

- Global Day of Parents (1)
- Int’l Day of Innocent Children Victims of Aggression (4)
- National Day to Promote Health and Fitness for all Canadians (5)
- Canadian Men’s Health Week (14-20)
- World Elder Abuse Awareness Day (15)
- Father’s Day (20)
- National Indigenous Peoples Day (21)
- Litha/Summer Solstice {Wiccan} (22)
- Canadian Multiculturalism Day (27)

**JULY**

**Canadian Culture Month**

- Canada Day (1)
- World Youth Skills Day (15)
- Eid-al-Adha {Islam} (19)
- Int’l Day of Friendship (30)
- World Day against Trafficking in Persons (30)

# FAMILY SERVICES of PEEL

## Mission, Vision, Values and Contact Information

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Transforming Lives in Peel

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## Quarterly Newsletter

May 2021

### 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)*