

FAMILY SERVICES of PEEL

HOMELESSNESS



In support of the United Way Greater Toronto, staff participated in a Halloween Costume Contest. Congratulations to Sylvia, who won for her fantastic rendition of trash and recycle bins!

Homelessness on the Rise

We face many challenges in our modern world but few are as critical and impactful on our community as **homelessness**.

Shelter is one of the foundational needs of all humans. It occupies the bottom level of **Maslow's Hierarchy of Needs**, which is a psychological tool expressed as a pyramid that shows the various needs of humans, with the bottom tier being the most important and the top being the least. Shelter shares the bottom level with food and water, which are two essential things for survival. This indicates the importance of shelter, and further exemplifies how detrimental it is for an individual to be without it.

The harmful effects of homelessness can especially be seen in our own backyard... Peel Region.

Levels of homelessness had already been on the rise due to an increasing cost of living, wage gap, and a major population boom in Peel Region over the last decade. However, this issue has been exacerbated by the COVID-19 pandemic and its various effects on our community. Due to this, the **current homeless situation in Peel can be described as a crisis.**

I have witnessed this crisis first-hand as a Facilitator in Family Services of Peel's Supported Independent Living (SIL) Program. Recently, one of my clients found himself in a situation where the owners of the home he resided moved, and were unable to make accommodations for him at their new residence.

Continued on Page 3

Transforming Lives in Peel

Volume 12 | Issue 4



Quarterly Newsletter December 2021

In This Issue...



Homelessness on the Rise

Due to a Facilitator's perseverance and community collaboration, housing was secured for a Developmental Services client.

... Page 1



Program Highlights

Highlights from Family Services of Peel's Developmental Services Programs.

... Page 4



Holiday Fun

Take a break from holiday shopping and chores with this fun Santa/actor match game.

... Page 5

Editorial (By Sandra Rupnarain, Executive Director)

What's in Store for 2022?

Will 2022 be a better year than 2021? I think that is the question on all of our minds as we head into a new year. The cautious answer is probably yes. To some extent COVID-19 might still be around but 2022 could be the start of a more constructive and collaborative approach to global challenges, with the realization that it will probably take years to tackle the fallout of this pandemic and other pressing global challenges. Quick fixes are not enough; not globally, nationally, and certainly not regionally.



The world is itching for normalcy but what that world will look like is a very emergent thing. The distribution of preferences for how people want to travel, eat, work, shop, be entertained, and live has evolved dramatically in the course of the last two years. We're spending a lot more of our time in digital channels than ever before, and I think businesses will finally get the hang of what makes a good digital experience. So, there's reason to be optimistic if you are a consumer whose shopping values now skew heavily toward convenience, personalization, and safety.

There is also a growing appetite for workers to be employed by places that prioritize flexibility and hybrid-work arrangements into their culture. As such, while overall space requirements may remain as is, reconfigurations that comply with health and safety restrictions can foster safe collaborative environments, and bring employees back into the office.

Currently, there are millions of job vacancies, forcing companies to raise pay to attract qualified applicants. The shortage of labour has been attributed to factors like aging and retiring workers, limits to immigration, and demands for better pay and flexible working arrangements. The lack of talent is also contributing to supply chain disruptions and it is expected that labour shortages will persist into 2022, forcing companies to raise salaries and prices, which in turn will create inflationary pressures on economies.

We all want normalcy, however, we will have to shift our minds to embrace the new normal all around us, including at Family Services of Peel (FSP). We have championed through many changes already and 2022 will be no exception. We will continue to adapt, shift, pivot, and remain flexible so that we can keep providing services to change lives.

Thanks to all the awesome people I get to work with at FSP. Thanks for your support throughout the year and wishing you all the best for 2022.

In our Clients' Words...



“ Thank you for all that you're doing [re: housing support]; I really appreciate it. - DS Client

I don't want to ever switch workers again. I want to keep you as we have a really good relationship and work well together. - DS Client

Thanks for all of your understanding and just being there for me, and thank you so much for everything that you do for me always. - DS Client

I feel so much better after speaking with you. - DS Client's Mother ”



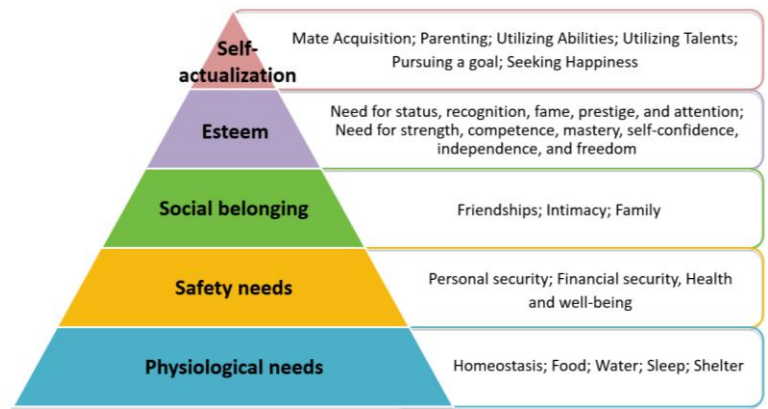
Homelessness on the Rise (Continued from Page 1)

After being made aware of my client's circumstances, I went on the hunt for a rental space, and quickly realized how bad the situation was. The average rental wage in Brampton is \$29.97/hour, meaning a full-time minimum wage worker would need to work 86 hours a week just to afford their rent. **This is not manageable for most people, let alone a SIL client with developmental disabilities, who relies on ODSP funding for all his financial needs.**

I also witnessed the strain that this crisis has put on the shelter system, as finding my client a temporary room in a shelter was also a challenge. It made me ponder on how many people are in similar situations, and do not have a worker to reach out to community resources and vouch for them to find a bed. This thought became reality when I would visit my client in the shelter and see multiple people sleeping on the pavement outside the shelter, as there was no space for them inside. It was heartbreaking to witness individuals living on the street, right outside the very place which exists to prevent that from happening. This shows how strained our shelter system has become because of the current crisis.

The situation also began to affect my client's mental health, as he was aware of the difficulty in finding adequate housing and knew that he could not stay at the shelter long-term. He became noticeably more stressed and agitated when I would visit him, especially since he had experienced homelessness in the past, and the prospect of it happening again began to weigh heavily on his mind. Luckily, this was averted.

With the help of amazing community resources like Peel Crisis Capacity Network (PCCN) and a Peel Regional Housing Worker, we were able to locate an assisted living home called the Berkeley Residence, located in Toronto. Although the rent in Toronto is relatively high, we were able to make it work with some close cooperation with the client's trustee. Now, as we move into the Christmas season, my client is permanently living in a home with 24/7 onsite staff support, 3 meals a day, and most importantly, a roof over his head. There's no greater Christmas gift than a place to call home.



For more information on homelessness and Peel Region's plans to combat this social issue, please visit <https://www.peelregion.ca/endhomelessness/>.

Article submitted by Sam, Program Facilitator at Family Services of Peel

Placement Students... A Welcome Addition to the FSP Team



"I chose to join the team at Family Services of Peel, primarily because I am a social work student. Therefore, I know the incredibly noticeable reputation that such an Agency holds. FSP, and the individuals who work within it, are all part of a greater commitment and effort to provide the best of services to individuals that go beyond mere resources – enriching and empowering services. To be a part of something like this is an honour and my time here has acted as one of the most important learning experiences of my life. I have seen the ways that research can translate into tangible resources for clients, learned about concepts that a textbook alone could never teach me, and took part in work that I hope will be ongoing... into the future." – PIVP Placement Student

Marijoy's Food Blog

As the holidays approach, it is inevitable that we will be spending a lot more time with our family and friends. Fortunately for us, some COVID-19 restrictions have lifted and we can finally feel comfort in knowing that we can be with the people that we hold near and dear to us. I personally would say that aside from eating, there isn't a better way to spend this time together.

I am sure many of us are tired of cooking meals and would much rather dine somewhere without the worry of preparation or clean-up. If this is the case for you then I have the spot for you. My recent (and re-visit) to a local Mississauga restaurant with some colleagues at Family Services of Peel spoke wonders to this very thought.

Peter's on Eglinton serves a wide range of American comfort dishes that truly speak to a foodie's heart. This family-run eatery, with retro décor focuses on providing customers huge portions of food amongst a warm and homey atmosphere. Here are my top eats at this Mississauga gem.

- In my latest visit, the soup of the day was their rich and creamy **Broccoli and Cheddar**. I can't emphasize how "grate" this was! So is their **French Onion au Gratin** soup (sautéed onion in a rich broth



topped with melted mozzarella and parmesan). For "crying" out loud, this was absolutely delicious. Definitely a must-try.

- I have only tried their **Greek Salad** but I would say that it is one of the best that I have had. It was light, fresh, and super flavourful. The fresh lettuce, tomatoes, cucumbers, Kalamata olives, red onions tossed in their homemade Greek dressing, feta cheese and oregano was to die for. It doesn't get "feta" than this.
- The **Super Combo** is remarkable for a tasting platter. You get a generous portion of wings, chicken

- fingers, shrimp, and back ribs, served with French fries and plum or cocktail sauce.
- Known for their **Pork Souvlaki**, they are marinated with fresh herbs, skewered, and char-broiled to absolute perfection. Served with seasoned rice, roasted potatoes, tzatziki dip, and Greek salad, it was the portion for me. Note to self: order the small size!
- The **Chicken en Brochette** is another fave of mine and includes all of the accompaniments listed above.
- For seafood lovers, the **Fisherman's Platter** is a must. Lightly breaded sole, shrimp, and scallops with tartar sauce, served with a couple sides and you o-"fish"-ally have a meal!

It's hard to beat these tasty delicacies from **Peter's on Eglinton**. I am confident that I will be back soon and will try more dishes from their menu. Wishing you all a wonderful holiday and of course, happy eating!

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

Program Highlights

In keeping with our newsletter theme (homelessness), following are some highlights of the important work that Developmental Services (DS) Program staff are doing in the community.

- Provide support to clients in crisis situations.
- Connect and advocate for client needs/support and resources.
- Advocate for housing/support needs, in addition to technology, mattresses, etc.
- Joined the DS Collaborative for housing advocacy.
- Attend Peel Planning Table meetings for DS sector.
- Support clients who have been relinquished from their homes.
- Joined a strategic planning group to advocate for housing.



Placement Students



"My student placement at FSP has been

both a learning experience and a meaningful one. FSP allowed me to translate my academic skills to the real world, all while making a difference in my home community, Peel Region. My decision to join FSP was due to their multi-service approach and commitment to cultural and social diversity. Knowing that their mission and values aligned with my own makes this experience all the more special. FSP gave me the opportunity and platform to be a part of something bigger than myself and for that I am grateful."

— PIVP Placement Student



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.fspeer.org> and select "Online Training" to view available courses.

Holiday Fun

Lots of actors have donned Santa's red suit over the years. Match each of them to the movie that they starred in.



- ___ Edward Asner
- ___ Tim Allen
- ___ Edmund Gwenn
- ___ Tom Hanks
- ___ Paul Giamatti
- ___ Danny & Bing
- ___ Jim Belushi
- ___ Leslie Nielson
- ___ Jonathan T. Thomas
- ___ Michael Constantine
- ___ Jim Carrey
- ___ Hulk Hogan
- ___ James Cosmo
- ___ Phyllis Vance
- ___ John Call
- ___ John Goodman
- ___ Jenny McCarthy
- ___ Paul Frees
- ___ Ben Kientz
- ___ Derry Robinson

- A All I Want for Christmas
- B White Christmas
- C The Lion, the Witch and the Wardrobe
- D Frosty the Snowman
- E Santa Claus Conquers the Martians
- F Fred Claus
- G Santa with Muscles
- H How the Grinch Stole Christmas
- I I'll be Home for Christmas
- J Jingle All the Way
- K The Year without a Santa Claus
- L The Santa Clause
- M Miracle on 34th Street
- N The Santa Suit
- O The Polar Express
- P Saving Christmas
- Q Santa Baby
- R The Office
- S Prancer
- T Elf



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

- All Saints Day {Christian} (1)
- Diwali {Hindu} (4)
- Daylight Saving Time Ends (7)
- Remembrance Day (11)
- Int'l Day for Tolerance (16)
- World Day for Prevention of Abuse and Violence Against Children (19)
- World Children's Day (20)
- Int'l Day for Elimination of Violence Against Women (25)
- Hanukkah {Jewish} (28-6)

DECEMBER

Homelessness Awareness Month

- Int'l Day of Persons with Disabilities (3)
- National Day of Remembrance and Action on Violence Against Women (6)
- Human Rights Day (10)
- National Anti-Bullying Day (17)
- Yule {Christian} (21)
- Yule/Winter Solstice {Wiccan} (22)
- Christmas (25)
- Boxing Day (26)
- Kwanzaa (26-1)

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

5975 Whittle Road, Suite 300
Mississauga ON, L4Z 3N1
Phone: 905-270-2250 | Fax: 905-270-2869

Employment Services (Located at Head Office)

Phone: 905-366-0322 | Fax: 905-366-0325 | E-Mail: eos@fspeel.org

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

Web <https://fspeel.org>

Online Video 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 12 | Issue 4



Quarterly Newsletter December 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)*