



Family Services of Peel
est. 1971

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NEWSLETTER

Welcome
Fall

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Workplace Safety Tips

Brenda Armour

Director, Human Resources

Keep your Work Area Clutter-Free

Boxes, files, and other items stacked in hallways can lead to trip hazards. Always safely store materials in proper locations to prevent clutter in walkways.

Electrical cords stretched across walkways also creates a trip hazard, so be sure that all cords are properly secured.

Ergonomics

Set a reminder to gently stretch every hour, to eliminate strain and stress to that constant sitting can cause.

Maintain a Clear Line of Vision

People can collide when making turns in hallways, around corners or cubicle walls. Always walk a distance away from the wall or barrier when coming around corners, so as to have a clear view of an oncoming person.

Remember to report any potential health and safety hazards or recommendations to a member of the Joint Health and Safety Committee or to



Step On It

Standing on chairs is dangerous and creates a fall hazard. If you need to reach something at an elevated height, always use a stepladder. Stepladders must be fully opened and placed on firm and level ground. Never climb higher than the step indicated as the highest safe standing level.

Carpeting

Tears or snags in carpeting could lead to a trip and fall. Report any snags or tears in carpeting to the Joint Health and Safety Committee member or to a Manager.

Shut the Drawer

Open drawers on desks and file cabinets pose a tripping hazard, so be sure to always completely close drawers immediately after use.

Message from the Executive Director

Sandra Rupnarain

MDiv; AAMFT|RMFT|FELLOWS

HYBRID MODEL – WHAT IS IT AND CAN IT WORK?

As the pandemic bore down upon us in March 2020 and lockdown measures were implemented without hesitation, businesses worldwide sought continuity of services in the many virtual platforms offered. At Family Services of Peel (FSP), we adopted a virtual mode and subsequently launched a research project in order to determine the best way to implement an equitable and sustainable work model that had evolved to include working from home and the office. The name tossed around was “hybrid”, which many started gravitating towards including the staff at FSP.

While this sudden shift to remote work brought its struggles, we learned many valuable lessons on how change happens. Our research included interviews and focus groups with employees and clients and the data showed that while there are advantages to a “hybrid” model there are significant challenges that can hinder successful implementation.

These include technology, client services delivery, communication, supervision practices, work-life balance, mental health/wellbeing, and union/labour concerns. Technology and communication emerged as the foremost concerns and a push to have a fixed definition of what constitutes a hybrid model for FSP.

Given the increasingly virtual world we live in, there are numerous online resources that can be accessed. However, that does not necessarily offset the cost and sustainability challenges posed by hybrid work.



As a non-profit dependent on funding, there are financial limitations to fully implementing a “hybrid” model.

So now two years later with more data, we are entering into an era where organizations are adopting service models ranging from fully in the office to fully working from home to a blend of working from home and the office. However, we still have to consider the many complexities created with accommodations made at lockdown and staff expectations of returning to “that time.” So where do we go from here? We’re hoping to start this next chapter with much more stability, and much more optimism, than when we were rushed into the unknowns of remote work.

Transitioning to a “hybrid model” presents its own unique challenges, which are as complex as the obstacles we faced while transitioning to remote work. Organizations like FSP must once again adapt, evolve, and innovate in order to meet these new challenges head-on in order to determine the suitability of “hybrid” work. Maybe it is just about “flexibility” and not a “Fixed Hybrid Model”.

The Advantages of Teamwork

Brenda Armour

Director, Human Resources

Better Problem-Solving

Research has found that teams outperform even the brightest individuals. This is attributed to the ability of people to work together to generate and adopt correct responses, discard unsuitable solutions, and effectively process information. Bear in mind that when working as a team, not everyone processes information in the same way. Some people jump right into problem-solving mode while others need to take time to collect their thoughts and explore various options before speaking up. An effective team allows for each individual to proceed in the way that they find most comfortable.

Less Burnout

Team members can provide emotional support to each other because they often share insight into the demands and stress of the work that needs to be completed.

Increased Productivity

One survey of more than 200,000 employees concluded that participants reported that having the respect of their peers was the primary reason they go the extra mile at work.

Increased Potential for Innovation

Diversity is a well-documented route to unlocking new opportunities, overcoming new challenges, and gaining new insights. Teams made up of members from diverse backgrounds (e.g. gender, age, ethnicity, and so forth) are more creative and perform better than homogeneous teams. Instead of looking at an issue from just your individual perspective, working with a diverse team gives you a broader view, which can lead to increased ideas. Research suggests that just being exposed to diversity can shift the way you think. It shows that interacting with people who are different pushes us to be more open-minded, and to realize that reaching a consensus will take effort.

More Opportunities for Growth

Collaboration in the workplace is similar to teamwork on sports teams. When athletes excel at their individual roles, the team has a better chance of winning. Off the sports field, this is just as effective. When team members contribute their unique skills, it creates an environment based on mutual respect and cooperation that benefits the entire group.

Less Mistakes

If your team has good energy, meaning that you encourage and inspire each other, and you have fun together, you'll experience less stress and lower stress levels lead to a reduction in errors.

Happier Team Members

A survey of more than 1,000 team members across a range of industries found that when honest feedback, mutual respect, and personal openness were encouraged, team members were 80% more likely to report higher levels of emotional well-being.

Enhanced Personal Growth

Being part of a team encourages growth. Sharing information with each other can help individual members of the team flourish. You might discover new concepts from colleagues who've had different experiences, and you also learn from someone else's mistakes, which helps you avoid future errors.

Improved Creativity

Uninspired solutions often come out of working in a vacuum. When people with different perspectives come together to brainstorm, innovative ideas can rise to the surface – with one caveat. Research shows this only happens when **communication** within the team is **open** and **collaborative**. The most creative solutions arise when there's a level of **trust** that encourages asking questions and proposing 'out-there' ideas

The research and training arm of Family Services of Peel

Peel Institute of Research & Training (PIRT)

formerly the Peel Institute on Violence Prevention (PIVP)

Monica Riutort and Sarah Costantini

The Peel Institute on Violence Prevention (PIVP) has been renamed as the Peel Institute of Research & Training (PIRT) to capture the breadth of the work being done. Operating from equity, anti-oppression, anti-racism framework, and impact evaluation model, PIRT is dedicated to helping at-risk groups, including youth, seniors, women, Indigenous peoples, individuals with disabilities and their families, and male victims of sexual assault/abuse.

This year, PIRT was one of the research services selected for funding by the Tamarack Institute for Building Equitable Economies for Immigrants and Refugees in Peel. This project is grounded in collaboration with Dr. Soo Min Toh, Professor of Organizational Behavior and HR Management, and Director, Institute for Management & Innovation, at the University of Toronto.

This project's objectives include the development of an evidence-based Family Needs Framework for Newcomers and Refugees. The family of the newcomers and refugees as the unit of analysis and the mapping of responsive service pathways that prioritize pathology prevention will be used in this research.

Another focus for 2022 is the Telus-funded project called, "Gender, Migration, and Identity: Building Bridges and Resiliency through Technology for New Immigrant Mothers and their Young Daughters". This project works with pairs of mothers and their daughters, aged 16-18 years old. The new immigrant mothers will have arrived in Canada within the past three to five years and will be representative of racialized communities in Peel.

The objectives of this project are to collect evidence that measures the impact of gender, migration, and diversity on the mental health and well-being of new immigrants and refugee women and girls and to create a virtual program for mothers and their young daughters to support their integration into Canadian society and improve their mental health and well-being.

In addition to research, the Institute also welcomes students from across Ontario and has built partnerships with the University of Toronto, York University, Ryerson University, and other academic institutions.



LAURA TOTH

Student, Queen's University

"Through my Bachelor of Education program at Queen's University, I had the opportunity to participate in an Alternative Placement in Social Justice Education."

"When I connected with Monica at Family Services of Peel, it quickly was clearly a perfect pairing. Monica taught me the importance of quality research, how to create a research proposal and ultimately invaluable skills about knowledge mobilization in the educational realm. Since completing my Bachelor of Education, I have decided to continue my studies with the Ontario Institute of Studies in Education at the University of Toronto, where I am able to put research skills gained through this placement to use."



Oretta

Who doesn't love a deal and a pretty venue to dine at!

Marijoy Malabanan

Program Manager, Developmental Services

Summer days may be drifting away, but Oretta's happy hour menu will stay all year round! If you have an afternoon off during the week, Oretta offers amazing dishes and drinks at a fraction of the price from Mondays to Fridays from 4pm to 7pm. Who doesn't love a deal and a pretty venue to dine at!

At my recent visit to Oretta on King (downtown Toronto), a few of my friends and I were fortunate to all have a Friday off and decided that we wanted to indulge on delicious food but didn't want to spend an arm and leg for an early dinner.

We came across Oretta's happy hour menu, and were delighted with their \$6, \$9, and \$11 food and drinks! Most people know me as the diner that orders everything on the menu (*with inflation it hasn't been easy*); but, fortunately, for these prices on their *appertivo* menu, we were able to do just that! Here is a list of some of my top items to order during these very happy hours indeed!

Don't forget the drinks!

I ordered the Aperol Spritz – it was so light and refreshing and also part of the happy hour prices! Oretta is a restaurant inspired by the Italian way of life and décor that marries historic Italian arches. This restaurant presents authentic Italian fare with modern day classics, stylish décor, and a chic casual dining experience! The food and ambience are impeccable, and with these amazing *appertivo* prices, it is definitely a must!

As always, happy eating!

HT Mobile Health Clinic



Thanks to the generosity of the Canadian Mental Health Association (CMHA), FSP was able to launch the HT Mobile Health Clinic and brings free and confidential assistance to the clients who need access to this service the most.

Why Apprenticeship is the Right Choice

Lyn Caine

Director, Bridging Skilled Trades – Apprenticeship Services

Apprenticeship is a powerful tool for growing the Canadian economy and training its workforce. We all know that a diverse workplace helps businesses access all of our province's talent and strengthens our Communities. The Apprenticeship Service at FSP brings awareness of the viable career opportunities that are available in the skilled trades. There has been a clear realization that apprentices are needed and crucial. FSP is seeking opportunities with employers in Canada to provide job seekers with hands-on and in-school training as well as an entry into careers in 39 Red-Seal Trades.

For decades, research has shown an astounding decrease in interest and awareness. This has prompted an increase in well-paying job opportunities in Canada as a whole. These amazing job opportunities in the trades remain unknown simply due to the lack of information, some misunderstanding about the viability of these careers and misconception or stereotypes. Aside from a lack of visibility, the trades have long faced a perception problem. Despite stringent health and safety requirements and above-average pay, skilled trades have a reputation for being blue-collar jobs demanding heavy lifting, dirty, physical labour that are best suited to students who lack the skills for white-collar jobs. *This is simply not true!* Gone are the days when apprenticeships were believed to be limited, low-wage sectors, low-skilled or blue-collar work.

An apprenticeship improves job prospects, there is an abundance of opportunities for career advancement and a great chance for gaining financial independence. Companies do see, want to invest in apprentices because they reap the benefits of investing and providing employment opportunities and training for apprentices.

FSP is now a viable part of the manpower solution of the skilled trades with the grant received from the Ministry of Employment and Social Development Canada. Our primary goal is to educate support and supply sector employers with people who will be working as a skilled tradesperson in roles that require a specific set of talents and expertise that not everyone possesses. An exciting opportunity is available for anyone wanting, ready, willing and able to work in any of the 39 Red Seal trades. For a list of these roles we support in the Red Seal trades, please see: www.red-seal.ca.



Apprenticeship Services Team

from left to right:

Olga Vovk, Communications & Media Specialist

Amaka Agu, Client Coordinator

Lyn Caine, Program Director

Ronald Moonoo, Communications & Marketing Specialist

Aaamna Hayat, Program Manager

Seniors Social Tables

Maria Zigouris

Director, Client Services

Family Services of Peel currently facilitates three Social Table for Seniors groups. The groups meet weekly and are currently offered for Chinese, Spanish, and Caribbean seniors that reside alone, with family members or residential homes in the Region of Peel.

These groups provide a space for seniors to socialize and discuss topics that are relevant to the aging population through a cultural lens. To improve their quality of life, senior tables for seniors encourage social engagement and physical activities for their members. There is plenty of evidence that prove social engagement can improve the quality of life for seniors.

1. Reduce Risks of Physical Health Conditions

Physical activities help seniors reduce stress levels. Regular exercise helps individuals stay active while having fun!

2. Social Interactions Boost the Immune System

Group activities that involve fun and laughter can reduce stress and improve blood circulation. Socializing promotes an active lifestyle which in turn keeps diseases at bay.

3. Boost Mental Health

Activities keep the mind active and motivate seniors to live a wholesome and independent life. Research has proven that social isolation is one of the leading causes of depression in seniors. By having a social life, older adults can continue learning and keeping their minds active.

4. Foster a Sense of Belonging and Independence

By interacting in the senior group individuals connect with others over enjoyable, shared experiences (i.e. listening to music, making crafts, cooking, etc.).

5. Social Interactions Improve the Day-to-Day Life for Seniors

Regardless of age, having social interaction is crucial for one's quality of life. Socializing with others cultivates new friendships, and engaging in meaningful activities together helps create lasting bonds. By keeping active, seniors are motivated to try new things and keep the brain sharp.

6. Live A Longer, Happier Life

Conversation and activity are great for exercising the mind and can potentially lower the risk of dementia and Alzheimer's.

Source: <https://element3health.com/social-activity/6-scientifically-backed-benefits-of-social-interactions-for-seniors/>

"Before I joined this group, I was very isolated and without any possibility to have social life during the pandemic, I am very grateful that I was given the chance to be a member of such a wonderful program. The tablet that was given really helped me to do those things which I couldn't do before and allowed me to connect with friends. Once again, thanks for this opportunity!" - Adriana

"A very entertaining group where we can tell our stories, listen and be heard, we can sing and watch videos. A very important space for us, seniors, where we share our concerns and not feel alone during this pandemic". - Pedro



Indoor Gardening

Unemployment and Family Domestic Violence

Diana Matar

Program Manager, Employment Services

Why is it hypothesized that unemployment is highly correlated to family domestic violence?

In this article, I hypothesize that low income or unemployment is highly correlated to family domestic violence due to the increased number of clients that had been coming for career coaching at the Employment Services at Family Services of Peel.

The importance of highlighting unemployment, and low-income individuals that affect family domestic violence is important since, at the Employment Services, stories of clients in domestic violence was significantly related to unemployment or low-income employment. During the pandemic, a lot of individuals were laid-off from their jobs and were in a vulnerable state of wanting just any jobs that will support their bills. This left the labor market lacking opportunities as well as with a very high demand of workers looking for jobs.

This hypothesis, however, is not yet supported by empirical research. We are solely concentrated on the experience of working with clients who have no industry-focused careers and are relying on any labor or random jobs. This, in turn, causes our clients mental stress and leaves them in a vulnerable state. Moreover, this creates competition between unemployed individuals who do not need to promote their skills, attributes, experience and education. They are left to rely only on the need in the market to be employed; and, since there is a high demand of wanting just any labor job, individuals face high contest in getting employed.

The Employment Ontario at FSP have been giving individuals an increased attention to help them establish careers by giving

them the opportunity to do trainings, certification, or even networking with employers on their behalf to establish a career path that allows them to experience and develop their skills throughout time in a specific industry. This helps the clients to work in an industry-specific job where they can develop their skills and accumulate significant experience in their resumés by having consistent industry-specific jobs. This, in turn, decreases the competition they face in their job search, increases their chances in finding a job in the industry they are in, and allows them to collect experience while climbing up the ladder in their career over time instead of banking on any arbitrary or time-limited jobs.

A person with dark skin is holding a black sign with white text that reads "WE NEED A CHANGE". The person's face is partially visible behind the sign, and their hands are gripping the edges of the sign. The background is dark and out of focus.

WE NEED
A CHANGE

Racism is a concept that has unfortunately been a part of our society for a very long time, with deep-rooted systematic effects that are only beginning to be understood.

Sam Doku

Chair, ABR Committee

Despite significant progress in combating racism in recent years, it is still a major problem within our community. Racism has significant effects on individuals who experience it, and the community as a whole.

The Family Services of Peel recognizes this and has established an Anti-Black Racism (ABR) Committee to do our part in the fight against racism. The ABR Committee is dedicated to finding new ways to identify racism and combat its negative effects on our community. One of the ways the ABR Committee seeks to accomplish this goal is by creating a safe space to facilitate discourse around topics related to racism, which may be considered too “controversial” to usually speak about. This safe space is currently in its formative stages; however, we hope that

the facilitation of honest conversations about controversial topics will spread knowledge and encourage understanding by sharing diverse perspectives and experiences regarding topics and issues that are not usually spoken about openly, because knowledge is the key to combating racism. The Family Services of Peel is committed to our vision of transforming lives in Peel, and we understand that combating racism in our community is one of the many ways we will transform lives.

What's Happening...

- Our training site is now active: <https://training.fspeel.org> Stay tuned for the relaunch date of the **Trauma Screening Training**
- Updated **Harassment Policy** on the Notice Board
- **Redesign of space** will be happening soon
- **Take Back the Night**, September 29, 2022, Ken Whillans Square, Brampton

ON SEPTEMBER 30



WEAR ORANGE

- The **ABR Committee** will be hosting discussions from 12-2pm on November 23, 2022, March 22, 2023, July 19, 2023 and November 22, 2023
- Grant for **Seniors Project** from the Region of Peel headed by PIRT in collaboration with PEAPN
- FSP is the lead for **Family Violence Table/Community Safety and Wellbeing**
- FSP commemorates the following observances:
 - October:
 - 1 – International Seniors' Day
 - 2 – International Day of Non-Violence
 - 5 – World Teachers' Day
 - 10 – Thanksgiving, World Homeless Day, and World Mental Health Day
 - 18 – Persons Day
 - 24 – Diwali
 - 31 – Halloween
 - November:
 - 5-11 – Veteran's Week
 - 8 – Indigenous Veterans Day
 - 11 – Remembrance Day
 - 20 – National Child Day
 - 20-26 – Canada History Week
 - 25 – International Day for the Elimination of Violence Against Women
 - December:
 - 3 – International Day of Persons with Disabilities
 - 6 – National Day of Remembrance and Action on Violence Against Women
 - 18 – Hannukah
 - 24 – Christmas Eve
 - 25 – Christmas
 - 26 – Boxing Day
 - 31 – New Year's Eve

Community Facts

INCOME

In Ontario

1.9M

In Peel

175,980

14.4%



people living in poverty

12.8%



In Peel

18% of children 0-17 live in poverty



16% of racialized communities (visible minority) live in poverty

52%

of Peel NEIGHBOURHOODS are now considered low income

compared to **2%** in 1980

➔ Gap between the rich and the poor has grown in Peel

EMPLOYMENT

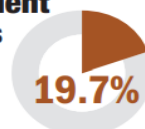
Monthly **social assistance entitlement** for a single individual is **\$721**

Average monthly **Ontario Works (OW)** households **18,678**

26,750 persons receive **Ontario Disability Support Program (ODSP)** benefit

Unemployment rate in Peel is **8.2%** ...higher than Ontario's **7.4%**

Youth unemployment rate in Peel is



48% of those employed in Peel work part of the year or **part time**



WELLBEING

Only **30.5%** Low Income individuals in Peel have **dental insurance**.



CHILDCARE

\$26,760

average annual **child care cost in Peel** for a toddler and preschool child



HOUSING

13.9% tenant households live in **subsidized housing**



The wait for a housing subsidy in Peel may be several years.

There are **13,597** households on the **housing waitlist**

45% of renters spend **over 30%** of their income on **shelter cost**

TRANSPORTATION



Adults spend **5.9%** of minimum wage monthly salary **on bus pass**

FOOD

The cost to feed a family of four per week in Peel **\$197** in 2016 ➔ **26% INCREASE** from 2009



14% of Peel's households experience marginal, moderate or severe food insecurity

Source:

Peel Poverty Reduction Strategy Committee Report

[Peel Poverty Reduction Strategy Report for 2018-2028 \(PDF\)](#)



Access the support you need to change your life.

<https://fspeel.org> | 905-270-2250 | fsp@fspeel.org

Intake: 905-453-5775 | TTY: 905-270-7357

Employment: 905-366-0322 | Apprenticeship: 437-332-2128

Our Mission

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

Our Vision

Transforming lives in Peel.

Our Values

Responsiveness

Excellence, Leadership, Innovation

Service Accessibility and Inclusion

Partnership and Collaboration

Engaging Community

Client Driven

Transparency

Follow our Social Media



SCAN ME



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<https://fspeel.org>



Welcome
Fall