



**Family Services of Peel**  
est. 1971

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**NEWSLETTER**

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## Message from the Executive Director



**Sandra Rupnarain**  
MDiv; AAMFT|RMFT|FELLOWS

In our rapidly changing times, digital transformation is becoming more of a necessity for not-for-profits. Integrating digital technology will not only transform our processes, culture, and strategies to leverage opportunities presented by digital technologies, it will dramatically change how we operate to deliver value efficiently.

Digital transformation is about implementing **new technology**, such as cloud computing, big data analytics, artificial intelligence, and automation, which is necessary to streamline processes, improve efficiency, and create new operational models. Our decision-making model will be more of a **data-driven decision-making** model where data analytics will help us make informed decisions to drive operational performance. It will support a more **client/customer-centric approach** as digital transformation strongly emphasizes understanding and meeting clients' needs through personalized experiences, omnichannel engagement, and responsive service delivery. Not to mention the development and implementation of **agile methodologies** to support project management, accommodate the changing landscape of funding, client feedback, and ongoing technological advancements. Collaboration with external partners can accelerate digital transformation initiatives by leveraging external expertise, resources, and technologies while strengthening **partnerships and ecosystems**.

# The Future for Growth

From a risk management perspective, there will be **increased cybersecurity measures** as with increased reliance on digital technologies, cybersecurity becomes paramount to protect sensitive data, systems, and infrastructure from cyber threats and breaches. Most importantly, successful digital transformation brings with it a **cultural shift** as it fosters a mindset of innovation, collaboration, and continuous learning. Digital transformation is a continuous journey rather than a one-time event as technology and business landscapes continue to evolve rapidly. Companies that effectively embrace digital transformation can gain a competitive edge, enhance operational efficiency, and drive sustainable growth in today's digital economy. This, however, requires a structured change management approach to transition from our current state to a desired future state. It involves planning, implementing, and monitoring change processes to ensure successful outcomes while minimizing resistance and disruptions. Effective change management practices can help organizations navigate transitions successfully, minimize disruptions, and unlock opportunities for growth and innovation.



## What's Happening at FSP: Transition to EMHWare

Family Services of Peel is undergoing a transformative shift to EMHWare as its client management software. This move signifies a progressive step towards prioritizing both efficiency and improved customer service.

EMHWare is an intuitive, cloud-based, reliable, and secure client management software. Having the right tool will enable the Agency to work at their best pace, with high performing data collection and quality informative reporting capabilities.

Moreover, EMHWare's robust data analytics will ensure that our team will no longer need to manually pull data across the Agency. With this structure in place, EMHWare will help streamline our workflow, simplify scheduling, and improve reporting. This platform will also offer the Agency valuable insights into client well-being trends, facilitating more informed decision-making and personalized support strategies.

As the organization embraces this transition, it reinforces its commitment to fostering a culture of care and effectiveness in serving our community.







## FSP Completed Projects in 2023

### **Anti-Black Racism Project**

With the support of the Digital Citizen Contribution Program (DCCP) of the Department of Canadian Heritage, Family Services of Peel (FSP) has conducted a research analysis on how online misinformation and disinformation through social media influences people's perceptions of Black youth within the Region of Peel. Read more at

<https://fspeel.org/peel-institute/research-development/research/peel-anti-black-racism-project/>

### **Jumpstart to Success Bootcamp**

Using industry-specific, tailored bootcamps, this project created a pool of specifically trained local jobseekers to meet local employer needs in the manufacturing and supply chain and logistics industries. This project was successfully completed in partnership with the Peel Halton Workforce Development Group.

### **Seniors' Project (Advocacy Strategy)**

FSP and Peel Elder Abuse Prevention Network (PEAPN) were awarded a change fund grant from the Region of Peel to address the issue of the increased abuse of older adults in the Region of Peel. The project's goal was to strengthen political (federal, provincial, regional, and municipal) and community ties, and "step in" to address issues impacting the well-being of seniors in the Region.

### **Canada Summer Jobs**

This program was established as a component of the Youth Employment and Skills Strategy, under which financial assistance is provided to employers to encourage them to hire youth to help them in acquiring employment and/or career related skills. Last summer, FSP employed six students and gave them jobs related to administration, career development, human resources, and accounting.

### **Peel Family Pathways Project**

FSP in partnership with the Institute for Management & Innovation at the University of Toronto developed an evidence-based Family Needs Framework through their study that focused on fully understanding the needs of government-assisted refugees and immigrants. The framework aimed to establish better services for Peel government-assisted refugees and immigrants. For more information, please visit <https://peelfamilypathways.com>

## Black History Month



Black History Month is celebrated annually in February. It's a time to honor and reflect upon the rich contributions and profound impact of Black Canadians throughout history. This month serves as an opportunity to recognize the resilience, achievements, and cultural heritage of the Black community, acknowledging their integral role in shaping the diverse tapestry of Canadian society.

Canadians use this occasion to delve into the stories of trailblazers, activists, and community leaders who have left an enduring mark on the country. From the Underground Railroad to the civil rights movement, from artistic expressions to scientific breakthroughs, Black Canadians have played pivotal roles in shaping the nation's identity.

### Noteworthy Black Canadians

Canada has been home to numerous noteworthy Black individuals who have made significant contributions in various fields.

- ❖ **Jean Augustine:** A former MP and Cabinet Minister, known for introducing the motion that led to the official recognition of Black History Month in Canada.
- ❖ **Viola Desmond:** Civil rights activist, known for challenging racial segregation in Nova Scotia.
- ❖ **Michaëlle Jean:** The first Black person to be appointed as Governor General of Canada, serving from 2005–2010.
- ❖ **Donovan Bailey:** Two-time Olympic gold medalist, setting the world record in the 100 meters at the 1996 Atlanta Olympics.
- ❖ **Jully Black:** Often referred to as “Canada’s Queen of R&B”, an award-winning singer-songwriter.
- ❖ **Willie O’Ree:** The first Black player to compete in the National Hockey League (NHL).



# Race Bias and Microaggressions

To understand microaggressions, we must understand race bias. **Race bias** can manifest in various forms, including stereotypes, discrimination, and systemic inequalities. When we look at **microaggressions** directed towards Black individuals, they are often rooted in racial stereotypes and biases. These subtle, often unintentional, behaviors can have a significant impact on the well-being and sense of belonging for those who experience them.

Race bias can be deeply ingrained in societal structures, leading to disparities in opportunities, access to resources, and fair treatment based on race. It can be explicit and intentional, such as overt acts of discrimination, or it can be implicit, involving unconscious biases that influence decisions and behaviors without individuals being aware of them.

Addressing and overcoming race bias requires awareness, education, and active efforts to promote fairness, inclusivity, and equal opportunities for all individuals, regardless of their racial or ethnic background. It involves challenging stereotypes, dismantling systemic barriers, and fostering a more just and equitable society.

*How and where does it happen?* The answer is: it's all around us.

- Racial Profiling: Law enforcement disproportionately targeting individuals of specific races for scrutiny, stops, or searches based on stereotypes rather than evidence of criminal activity.
- Educational Disparities: Disproportionate disciplinary actions taken against students of certain races.
- Housing Discrimination: Denial of housing or unequal treatment in the housing market based on race.
- Media Representation: Stereotypical or biased portrayals of individuals from certain racial backgrounds in media, perpetuating stereotypes and reinforcing biases.

As we shift our focus to microaggressions, they are usually subtle, unintentional comments or behaviours that convey derogatory or demeaning messages based on race. They are behaviors that make individuals from certain racial backgrounds feel unwelcome or marginalized.

Addressing race bias requires a collective effort to raise awareness, promote inclusivity, and implement policies that ensure equal opportunities and fair treatment for everyone, irrespective of their racial or ethnic background. By being aware of microaggressions and understanding their impact, we can actively work towards creating an inclusive and respectful environment.



## FSP Anti-Black Racism Committee

Of the many ventures championed by the Anti-Black Racism Committee of Family Services of Peel, the most significant was the submission of a proposal entitled, “Peel Community Anti-Black Racism Social Action Response” to the Digital Citizen Contribution Program to examine the behavioral and psychological underpinnings of the spread of disinformation and other harmful content in Canada as it relates to Black youth.



The purpose of the project is to document the existing expertise of individuals and community organizations regarding misinformation as it relates to racism in the media, particularly on social media, and to encourage and identify innovative responses to build awareness and change attitudes.

This project resulted in outcomes that would assist organizations working with the target population to ensure that critical needs are met, evidence-based services and programs are developed, evidence-based policies are implemented, and a research agenda is considered.

Relevant materials produced by the FSP ABR Committee include a [Literature Review: The Impact of Racial Microaggressions on Black Youth in the Region of Peel](#) and a [Report: Demographic Analysis of the Black Population in the Region of Peel](#).

*“You may encounter many defeats, but you must not be defeated. In fact, it may be necessary to encounter the defeats, so you can know who you are, what you can rise from, how you can still come out of it.” – Maya Angelou*





# Income Dynamics: A Peek into Peel Region

Delving into the income landscape of Peel Region unveils a tapestry of diversity and economic vitality across its municipalities. Through statistical lenses, we discern intriguing nuances among Mississauga, Brampton, and Caledon, painting a vivid portrait of residents' financial realities.

Mississauga emerges as a bustling economic hub, with a median household income surpassing \$100,000, reflecting its robust employment opportunities and thriving business landscape. Conversely, Brampton showcases a diverse economic profile, with a median household income hovering around \$90,000, propelled by a burgeoning entrepreneurial spirit and a vibrant multicultural community.

In 2020, Peel's median after tax household income was \$94,000 (a 24% increase from 2015).

Meanwhile, Caledon's tranquil countryside is juxtaposed with a median household income exceeding \$120,000, underscoring a penchant for rural prosperity and affluence. Despite variations, all three municipalities exhibit upward income trends, indicative of sustained economic growth and prosperity.

However, beneath these averages lie disparities, with pockets of both affluence and economic vulnerability. Addressing these discrepancies necessitates targeted interventions and equitable policies to ensure inclusive prosperity for all residents across the Peel Region.

As we navigate the intricate tapestry of income dynamics, let us remain vigilant in fostering economic resilience, bolstering opportunities, and bridging gaps to create a more equitable and prosperous future for every resident of Peel.



67%

of Peel residents aged 15 and over received COVID-19 government income supports and benefits



10%

of Peel's population aged 0 to 17 are living in low income



Caledon's median after-tax household income is

\$113,000

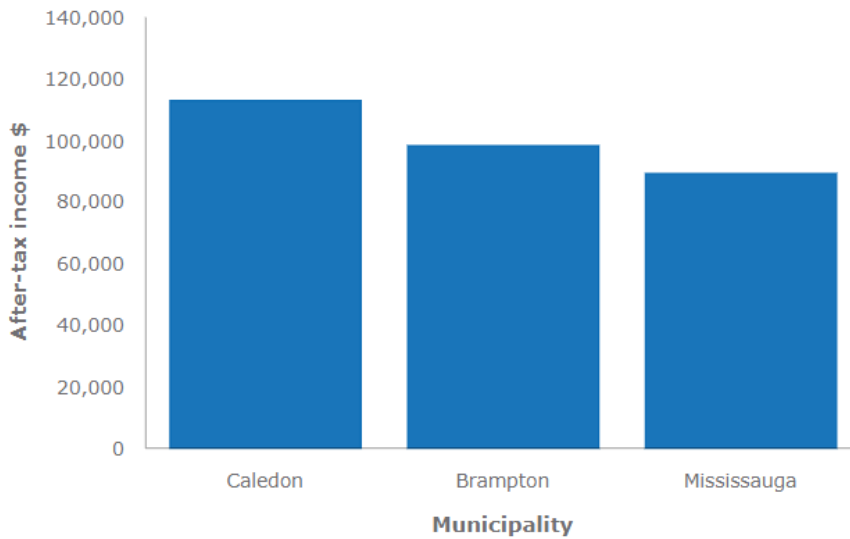
the highest in Peel



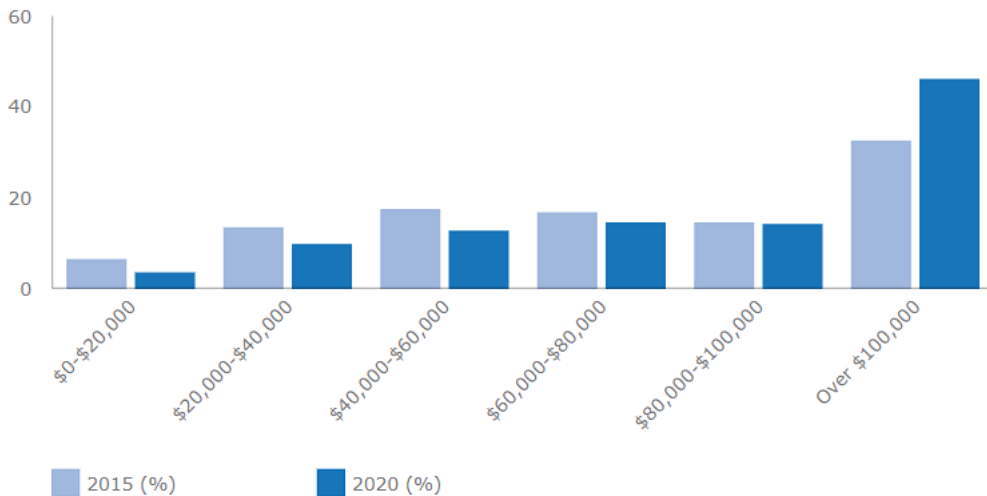
20.3%

of Peel's population has a household after-tax income of \$150,000 or higher

### Municipal household median income



### Households in Peel by income groups



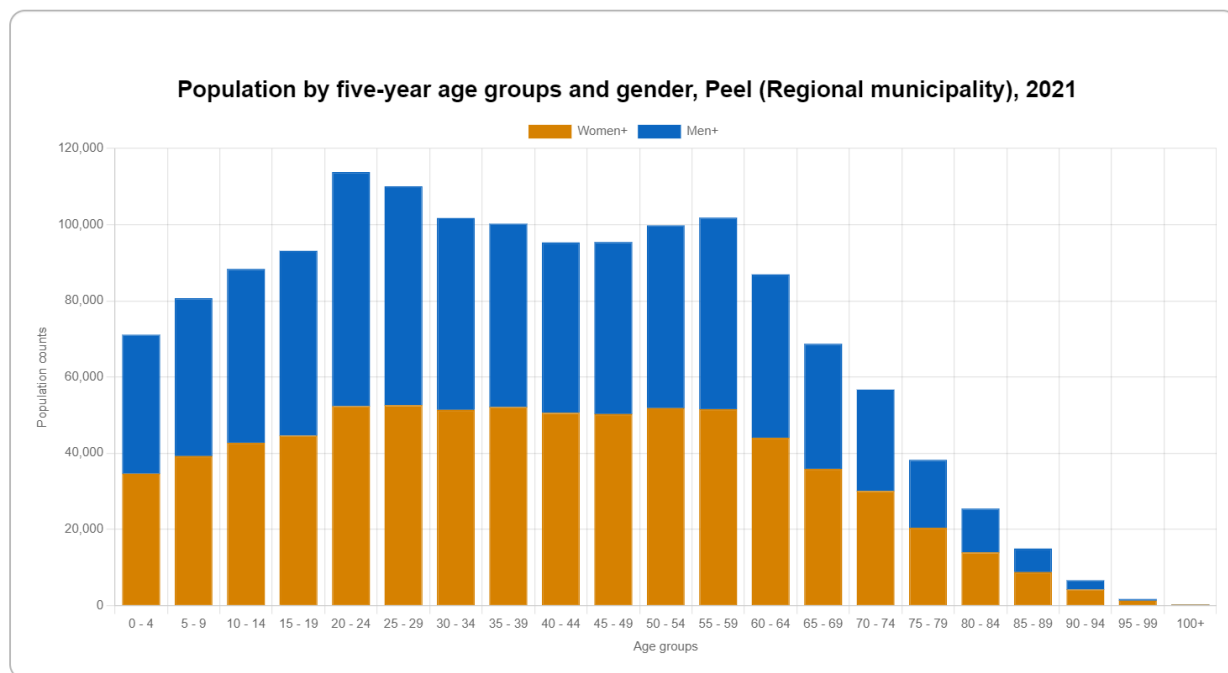
Source: <https://census-regionofpeel.hub.arcgis.com/pages/income-2021>



# Seniors Powering Peel: A Statistical Insight

In the Region of Peel, seniors aged 55 and above are not only a significant portion of the population but also an essential force driving community dynamics. With statistics painting a compelling picture of their influence, it's clear that seniors are not just aging gracefully but also actively shaping the region's narrative.

According to recent census data, Peel Region boasts a sizable senior population, comprising nearly 20% of its residents. This demographic segment is not only growing steadily but also defying stereotypes associated with aging. Among seniors, a substantial portion remains actively engaged in the workforce, contributing their expertise and skills to various industries. In fact, over 30% of seniors in Peel are either employed or engaged in volunteer work, highlighting their continued dedication to the community.



Source: <https://www12.statcan.gc.ca/census-recensement/2021/as-sa/fogs-spg/Page.cfm?lang=E&topic=2&dguid=2021A00033521>



Moreover, seniors in Peel exhibit a remarkable level of social involvement, with participation rates in recreational activities and community events surpassing national averages. From attending fitness classes to joining social clubs, seniors are actively nurturing their physical and mental well-being while fostering social connections.

In the Region of Peel, the statistics speak volumes about the resilience, vibrancy, and contribution of seniors to the community's fabric. As we delve deeper

into these numbers, it becomes evident that seniors are not just beneficiaries of support but also invaluable assets driving progress and enriching our collective experience.



*Let's  
Chit-Chat*



The next time you're having a family dinner, try asking some of these conversation starters!

1. What was the best part of your day?
2. If you had the chance to trade places with your parents for a day, what would you do differently?
3. What is your favourite childhood memory?
4. What is the nicest thing a friend has ever done for you?
5. What is something that you are grateful for today?



# Human Trafficking Awareness Day

The House of Commons proclaimed February 22 as Human Trafficking Awareness Day to raise awareness around the scale of modern-day slavery in Canada. Human Trafficking (HT) is a heinous crime that preys on the vulnerable and exploits these individuals (forced labour, sexual exploitation, and other forms of abuse).

## The Reality of Human Trafficking

Human trafficking is a global phenomenon that occurs in virtually every country. It is estimated that tens of millions of people are victims of human trafficking, with women, children, and vulnerable populations being particularly targeted.

Who are the vulnerable populations? They can be migrants, refugees, LGBTQ+ and homeless persons.

## Resources and Support Services for Victims of Human Trafficking

1. FSP Mobile Health Clinic
  - 416-301-1195
  - [mobileclinic@fspeel.org](mailto:mobileclinic@fspeel.org)
2. Canadian Human Trafficking Hotline (24/7)
  - Phone: 1-833-900-1010
  - Text: 233733
3. Elizabeth Fry Society Peel-Halton
  - 905-459-1315
4. Rising Angels
  - [info@risingangels.net](mailto:info@risingangels.net)
5. Victim Services of Peel
  - 905-568-1068







## **Some identifying factors of human trafficking victims may include:**

- Signs of physical abuse, such as bruises, cuts, or other injuries.
- Malnourishment, signs of poor hygiene, or lack of medical care.
- Extreme fear, anxiety, or depression.
- Avoidance of eye contact or reluctance to speak openly.
- Appearing submissive or fearful in the presence of a particular person.
- Limited freedom of movement, being constantly monitored, or always in the company of someone who seems to control them.
- Lack of control over personal identification documents or possessions.
- Working excessively long hours without breaks or appropriate compensation.
- Living and working in the same place, making it difficult for the person to leave.
- Social isolation, reluctance to interact with others, or lack of knowledge about their location.
- Inability to communicate freely due to language barriers or the presence of a controlling individual.
- Lack of control over their earnings, with someone else handling their money.
- False promises, such as having been promised a better life, education, or job opportunities that have not materialized.
- Expressing fear for their own safety or the safety of their family members
- Being unable or afraid to seek help, contact family, or communicate with authorities.

## **Do's and Don'ts of Supporting Human Trafficking Victims**

### **DO...**

- Do approach the situation with sensitivity and awareness of the trauma they may have experienced
- Do stay calm and listen actively
- Do encourage the victim to seek professional help
- Do provide information on local hotlines/support services
- Do call the police if the person is in immediate danger

### **DO NOT...**

- Do not pressure the survivor to disclose details about their experience
- Do not confront the trafficker
- Do not make assumptions about the survivors needs, experiences or emotions
- Do not talk down to the victim
- Do not assume the survivor is ready or willing to pursue legal action
- Do not blame



# Family Day

On the third Monday in February, we observe Family Day in Ontario. As the traditional concept of family has expanded, there are evolving definitions of family that capture this changing landscape:

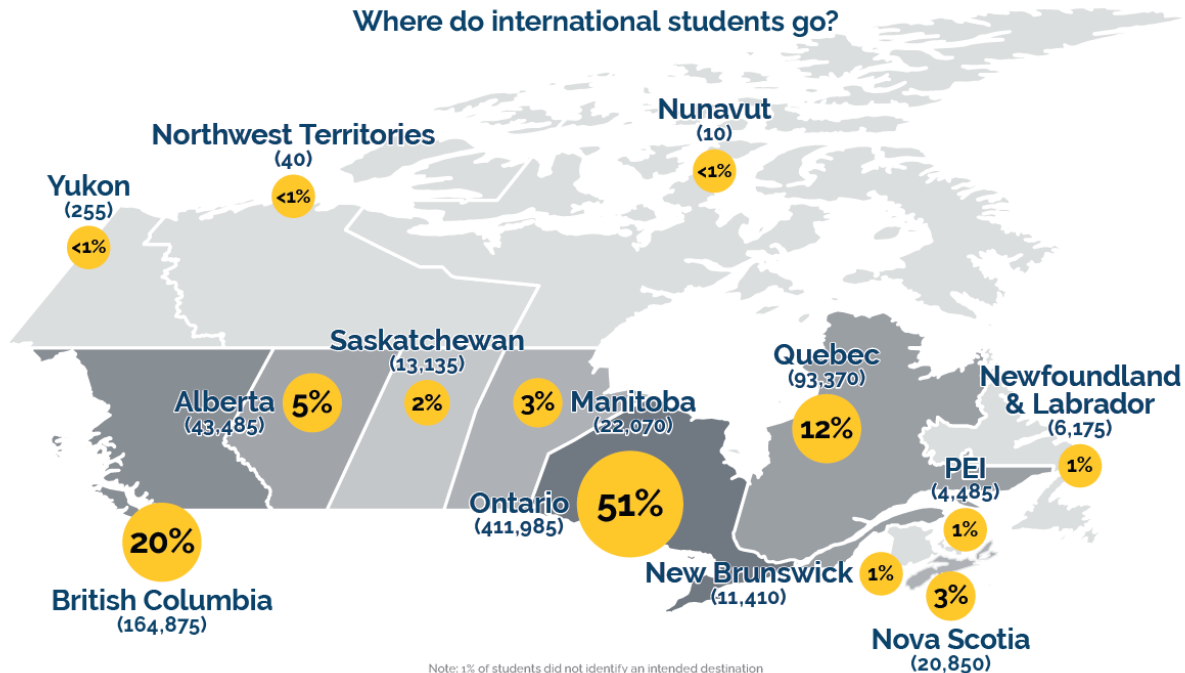
- Nuclear Family
- Blended Family
- Chosen Family
- Childfree Family
- Polyamorous Family
- Co-Parenting Family
- Solo Parent Family
- Transracial Family
- Virtual Family
- Pet-Centric Family
- LGBTQ+ Family
- Long-Distance Family
- Sustainable/Eco-Friendly Family

How would you classify yourself based on the above? Is there another category that you would fit into better? What are your family traditions? It's important to note that the definition of family is subjective and may vary based on cultural, societal, and personal beliefs. Different individuals and societies may prioritize different aspects when conceptualizing the idea of family.



# Navigating the Landscape: Trends & Challenges for International Students

Where do international students go?



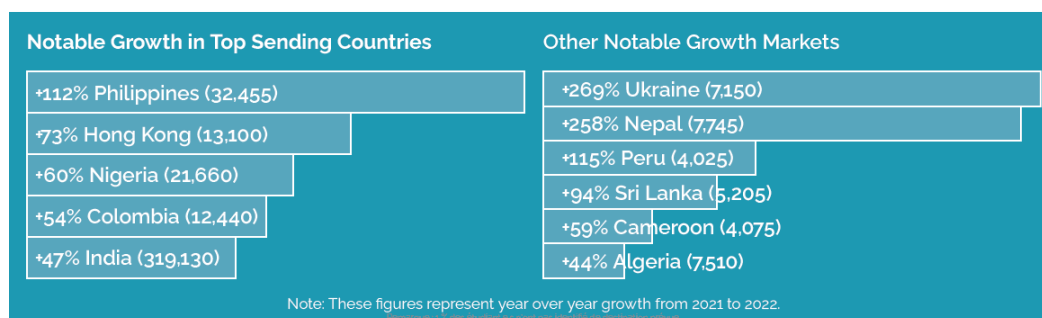
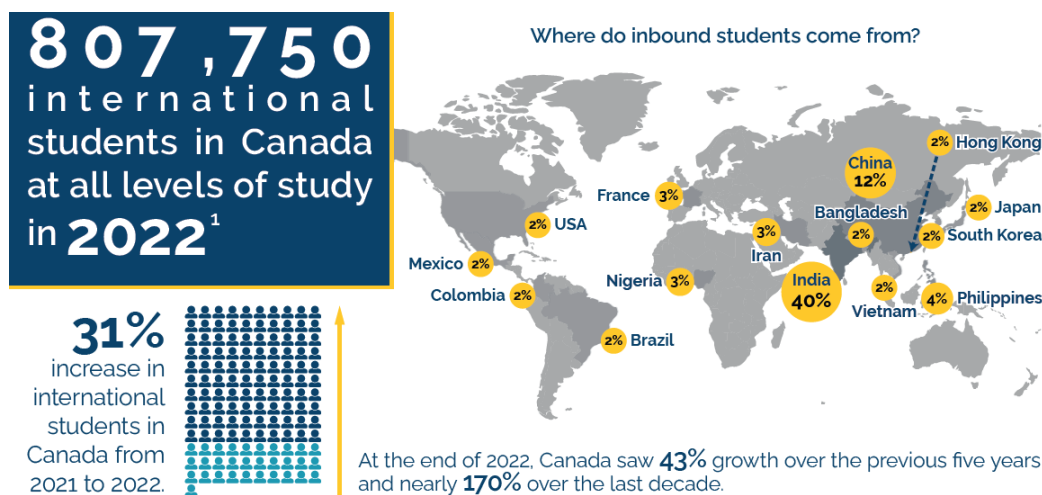
In recent years, Canada, particularly Ontario, has seen a significant surge in its international student population, bringing with it a host of trends and issues. Ontario, home to prestigious institutions like the University of Toronto and Queen's University, has become a magnet for students worldwide seeking quality education and diverse cultural experiences.

One prominent trend over the recent years is the continued growth of international student enrollment, driven by Canada's welcoming immigration policies and favourable post-graduation work opportunities. This influx has enriched Ontario's campuses, fostering global perspectives and cultural exchange.

However, alongside this growth come pressing issues. Affordability remains a concern as international students often face higher tuition fees and living expenses compared to their domestic counterparts. Moreover, the COVID-19 pandemic has exacerbated challenges such as access to healthcare, housing, and employment opportunities, amplifying the need for support services tailored to the unique needs of international students.



According to CBIE, international students choose to pursue their studies in Canada because of the country's reputation as a safe and stable country, because of the reputation and quality of the education system in Canada, and because Canada offers a society that (generally) is tolerant and not discriminatory. 72.5% of international students plan to apply for a post-graduate work permit, and 60% of international students plan to apply for permanent residence.



Source: Canadian Bureau for International Education

IRCC Minister Marc Miller announced a temporary federal cap on international students' intake, which means a 35% decrease on enrollment (and a 50% decrease in Ontario) in 2024. The financial requirement for prospective students has also been raised to \$20,635, double the longstanding \$10,000 threshold. This change aims to ensure international students can cover living costs, travel, and tuition expenses.

In Ontario, one of the major changes that the province will implement is the requirement for colleges and universities to ensure that housing options are provided to international students. This comes after the discovery of 25 international students who are living in one basement in Brampton.



# PHOTO GALLERY







## FSP Staff Meeting | World Café





## WCG's Peel and York Summit for Employment Ontario



**WCG'S 2023 PEEL AND YORK SUMMIT FOR EMPLOYMENT ONTARIO**  
December 5, 2023





## FSP Holiday Lunch



# HOLIDAY LUNCH

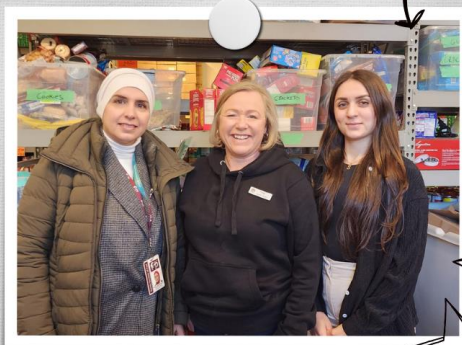
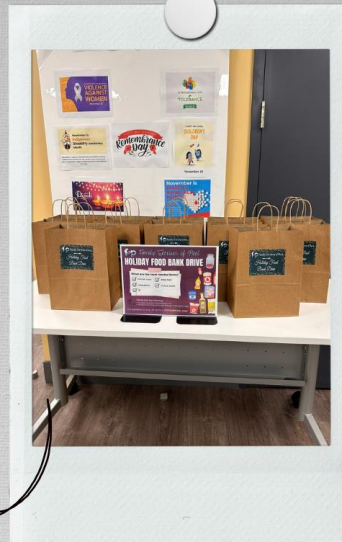
December 8, 2023

### FSP Holiday Lunch 2023

[https://www.canva.com/design/DAF3tjhLHMA/re9p-i-eyRcz3RkH2Udg/watch?utm\\_content=DAF3tjhLHMA&utm\\_campaign=designshare&utm\\_medium=link&utm\\_source=editor](https://www.canva.com/design/DAF3tjhLHMA/re9p-i-eyRcz3RkH2Udg/watch?utm_content=DAF3tjhLHMA&utm_campaign=designshare&utm_medium=link&utm_source=editor)



## FSP Donation Drive Drop-Off



Food Donation  
Drive Drop-Off

December 2023

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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

**R**esponsiveness

**E**xcellence, Leadership, Innovation

**S**ervice Accessibility and Inclusion

**P**artnership and Collaboration

**E**ngaging Community

**C**lient Driven

**T**ransparency

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