



# ANNUAL REPORT

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2023 - 2024

<https://fspeel.org>



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## Message from our Leaders

Dear Board Members, Staff, and Community Partners,

To safeguard our long-term success and sustainability, strengthen our risk management practices, and ensure financial stability, we have concentrated on building the capacity of our organization by increasing our financial reserves, expanding our programs, and strengthening team health so we can have a solid foundation for future growth and stability. As our current strategic plan nears its five-year term, an environmental scan developed by our research arm, Peel Institute of Research & Training (PIRT), is guiding the development of our new strategic plan, providing a clear roadmap that includes our long-term goal of championing families. Some strides we have made include expanding and redefining our programs to meet the evolving needs of our community, launching new initiatives in Family Programming, and strengthening collaborations with partners, community organizations, and institutions. We have worked to improve efficiency and effectiveness across all departments by streamlining our processes through leveraging new software and technology. Robust risk management is crucial to our success in an ever-changing environment. To that end, we have conducted risk assessments to identify potential threats and opportunities, ensuring we are well-prepared to navigate uncertainties if another “COVID”-like disaster were to happen. The introduction of the Apprentice and Family programs has enabled us to serve a broader audience of newcomers and marginalized communities and address critical needs more effectively. We also completed the construction of the ten new offices and outfitted them with the necessary furniture to accommodate the growth. PIRT is gaining momentum as an external evaluator with projects such as the Justice and Freedom Program, Anti-Human Trafficking Project, and Newcomer Youth/Young Adults’ Mental Wellness. In collaboration with Elder Abuse Prevention Ontario (EAPO) and Peel Elder Abuse Prevention Network (PEAPN), we hosted “Perspectives on Recognizing and Speaking about Elder Abuse and Neglect,” a significant step in our collective efforts to address this pressing issue. As a member of the Board of Directors of the Canadian Coalition of Women in Engineering, Science, Trades and Technology (CCWESTT), I had the privilege of attending and presenting at the conference on “Socialization and Gender Equity in the Family: How Do Families Produce an Environment that Facilitates Women’s Entry into STEM?”

Family Services of Peel was honoured to have Amber Caribou of the Mathias Colomb Cree Nation guide us on a powerful journey of understanding and respecting the rich culture of our Indigenous community, the impact of residential schools, and the intergenerational trauma that persists until now, along with more information and resources regarding sacred medicines, healing, and reconciliation.

We remain committed to these core areas, continuously striving to advance our mission and deliver value to our stakeholders. I am deeply grateful for the dedication and hard work of our Board of directors, the team, and the unwavering support of our many partners, and the trust placed in us by our community. Together, we will continue to build on our successes and navigate the challenges ahead with confidence and determination.

Thank you for your ongoing support.

With gratitude,

**Sandra Rupnarain**  
Executive Director

**Katie Fong**  
Board President



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# About Family Services of Peel

Family Services of Peel (FSP) was established in 1971 as a not-for-profit organization, committed to providing family and community support services for Peel's residents from an inclusion, diversity, and access framework. As a multi-service agency, FSP provides professional counselling, educational programs, employment support services, support for people with developmental disabilities and their families, and support for victims of violence and abuse.

Sensitive to cultural and social diversity, FSP is a community-based agency that works to strengthen individuals and families through guidance, coaching, mentoring, education, and support, whether in groups, family meetings, or one-on-one sessions. FSP strongly focuses on violence prevention, including Support Services for Male Survivors of Sexual Abuse, Abuse Prevention Programs for children, women, men, the LGBTQ community, seniors, and families. The Partner Assault Response program addresses individuals who have engaged in abusive behavior. The Men's Program provides services to men who have experienced violence. As one of the four LEAD agencies in Ontario, FSP was selected through a proposal submission process and is managing, delivering training and overseeing the delivery of services in the Central West Region. FSP was selected as one of the Employment Ontario service providers in the transformed system for employment services.

To ensure the highest standards of care for our clients and community, we have experienced, qualified, and skilled professionals who work from a person-centered anti-oppression, anti-racism framework. In 2010, FSP launched Peel Institute on Violence Prevention (now renamed as the Peel Institute of Research and Training), the research arm of FSP. It is a collaborative initiative and operates from a data-driven, evidence-informed, impact evaluation model. FSP has a successful history of service, program and research collaboration with over 49 partnerships, including the University of Toronto, York University and Ryerson University.

Family Services of Peel is a registered charitable organization (Business/Registration Number 10737 6279 RR0001). We gladly accept donations, which can be placed online at [CanadaHelps.org](https://CanadaHelps.org). For donations of cash, cheques, or money orders, please get in touch with us via phone (905-270-2250) or e-mail ([fsp@fspeel.org](mailto:fsp@fspeel.org)). All donations are tax-deductible.



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



*Transforming lives in Peel*



**R**esponsiveness  
**E**xcellence, Leadership, Innovation  
**S**ervice Accessibility and Inclusion  
**P**artnership and Collaboration  
**E**ngaging Community  
**C**lient Driven  
**T**ransparency



## Board of Directors



**MUSTAFA ALAUSAJE**  
Vice Chair



**KATIE FONG**  
Chair



**JOHN PEELEGODA**  
Secretary/Treasurer



**MUNEEB RUHI**  
Director



**JASSI KAUR**  
Director



**LEANNE GOLDSTEIN**  
Director



**GAJINDRA MAHARAJ**  
Director



**EWORITSEMOGHA  
JOSHUA ADEDAMOLA**  
Director



**JOE FILIPPELLI**  
Director



## Management Team



**JACK BRITSTONE**  
Director, Finance



**SANDRA RUPNARAIN**  
Executive Director



**BRENDA ARMOUR**  
Director, Human Services



**MONICA RIUTORT**  
Director, Peel Institute for  
Research & Training



**LYN CAINE**  
Director, Apprenticeship  
Services



**AMAKA AGU**  
Manager,  
Apprenticeship Services



**RASHA ELALI**  
Executive Assistant



**SYLVIA KNIGHT**  
Manager,  
Developmental Services



**ANGEL DATU**  
Office Manager

# Financial Overview

Family Services of Peel (FSP) recently released its audited financial statements for the fiscal year ending March 31, 2024. Conducted by Grant Thornton LLP, the audit confirmed the organization's financial integrity and adherence to Canadian accounting standards for not-for-profit organizations.

## Key Financial Highlights

For the fiscal year, FSP reported a total revenue of \$7,349,789, up from \$5,678,243 the previous year. Key contributors include the Ministry of Employment and Social Development (ESDC), the Ministry of Children, Community and Social Services (MCCSS), Employment Ontario (EO) and non-government sources, including United Way Greater Toronto (UWGT).

## Expenditures

Total expenditures for the year were \$7,280,098, up from \$5,507,851 the previous year. The largest expenses were for employment support services, support for individuals regarding abuse, and support for adults with developmental disabilities.

## Net Assets and Financial Position

FSP ended the fiscal year with net assets of \$690,682, up from \$620,991 the previous year. Total assets were \$2,112,650, including cash and accounts receivable. Total liabilities were \$1,421,968. The organization made significant investments in property and equipment, reflecting its commitment to enhancing service delivery infrastructure.

## Cash Flows and Investment Activities

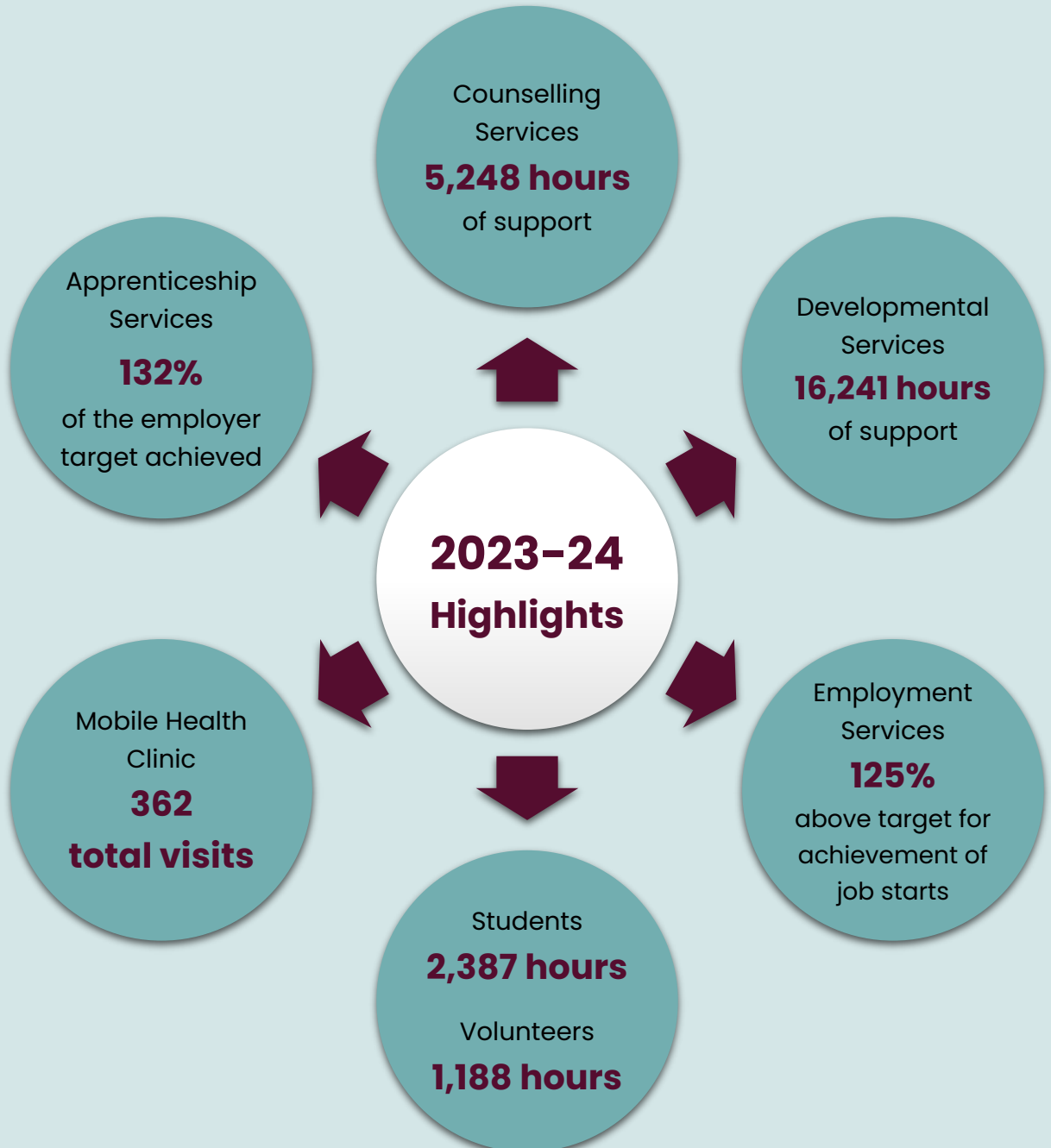
FSP maintained a robust cash flow, with an increase in cash to \$1,349,249 from \$408,654 at the start of the year. This was achieved through prudent management of operating activities and the sale of investments.

Family Services of Peel's financial statements indicate a well-managed organization with a strong financial foundation. The increase in revenue and strategic investments highlight FSP's dedication to expanding its services and making a significant impact in the community.

*The financial figures mentioned here are extracted from the Audited Financial Statement for the year-end March 31, 2024. Please contact FSP for a detailed financial statement.*



# Your Support in Action



# Impact Stories

## Counselling Program

*For too many years, indeed decades, I have been imploring my darling daughter to seek proper counselling for the challenges she was experiencing. Never before has she conceded that she will continue the sessions. But her case was quite critical. My daughter continues to suffer from lack of sleep, from horrible dreams and nightmares, involving her mother, which impede her relationship with too many. I must commend you for the manner in which you conducted the session. I made the appointment not knowing what to expect, but it was a job truly very well done.*

## Violence Against Women Program

*My journey is a complicated one. It started with my ex-husband. He was dealing with his sexual abuse. He suggested that I go to Family Services of Peel and confront my sexual abuse too. At the time, it was difficult to walk in and see intake. It took several months before I did. The intake person was great and understanding. I felt like the weight was lifted off my shoulders. My counsellor helped me with my sexual abuse and marriage. She was patient and listened to me. She was able to put my thoughts into words that made sense to me. She provided clarity. The COVID-19 caused a set back and I went into a massive depression. I am glad the service was still available. My counsellor called several times to ensure I was still fine during COVID-19. She also made suggestions to help with my depression. I started to feel better.*

## Men's Program

*Two years ago, I started a journey I didn't know I needed to experience. When I was younger, I was sexually abused for two years. It became a normal part of my childhood, and I didn't think anything was wrong. My perspective changed when my girlfriend told me this was not okay. She encouraged me to seek support for the trauma I sealed away for so long. Working through my emotions kept me away from my parents for years because I was so angry. Angry at my parents, my abuser and most importantly myself. I beat myself up because I felt I did nothing to stop my abuser. Thankfully, I found a strong support system through the Men's group and individual counselling. I now understand that I could not stop something I didn't know needed to be stopped. Now that I am older, I can look back with excellent insight and realize how power plays a huge part in the abuse of men such as myself. After two years of hard work and dedication, I've found a way to live with what happened to me. Letting go of the negative thoughts I had towards myself, my family, and realizing that I'm not alone. – Andrei*

# Impact Stories

## Employment Ontario

*I would like to express my appreciation for the EO Team for their professionalism and thorough understanding of my needs without being judgmental. They provided me with all the information I needed, by attentively listening to my concerns, responding with patience and resolving issues with their friendly demeanor. I am thankful to be working with them for my job search in Canada. – Raj*

*I attended the employment readiness workshop and received exceptional assistance from the entire team. They provided comprehensive support with all the necessary job-searching tools crucial for success in the workplace. Highly recommend this service for anyone seeking professional guidance and support in their career journey. – Zain*

*This competitive world brings employment struggles and stress, and an individual has to dive into the sea of stress to find out the solutions to it. Barely would anyone stand with your struggle; however, there is one team that consistently stands by you to not just support you in your right employment search but also boost your confidence and guide the right direction. There is much more to add for the EO Team who is genuinely dedicated and focused in empowering their clients. I had gained back my lost confidence because of them. They were very patient and always was there as a support system. I would recommend the Family Services of Peel, especially to all those who are facing tough times in finding the right career opportunity. – Mahajan*

## Support for Newcomers

*I moved to Canada with my family in April 2022. We are an LGBTQIA+ family facing the exciting yet daunting task of starting a new chapter in a foreign land. Amidst all the uncertainty, Family Services of Peel emerged as a beacon of hope. Shortly after our arrival, FSP offered me an opportunity that changed our lives dramatically. They hired me as time-limited staff, a role that not only provided financial stability but also a sense of belonging in this new community. As we adjusted to our new surroundings, FSP's unwavering support continued to make a profound impact on our lives. One year into our Canadian journey, I was thrilled to be offered a full-time position in the Agency. This career progression was more than a job advancement; it was a significant step towards building a secure future for my family here in Canada. Now, FSP is assisting us in achieving our biggest goal yet: becoming permanent residents. Their guidance is helping to solidify our Canadian dream, transforming what once felt like a distant hope into a tangible reality. I am deeply grateful for the chance FSP took on me and for their continuous support throughout our journey. Family Services of Peel hasn't just helped us survive in a new country—they've helped us thrive. I could never thank FSP enough for their role in our lives. I will forever be grateful to this incredible organization. – A*





# Peel Institute of Research & Training

Operating from an equity, anti-oppression, and anti-racism framework, the Peel Institute of Research and Training (PIRT) strives to bridge academia and community, theory and praxis. Serving as the research arm of Family Services of Peel (FSP) since 2013, PIRT is an example of how academic research and community organizations and members can work together to facilitate research that addresses community needs. Presented here are highlights of our multidisciplinary team's 2023–2024 initiatives.

## **PIRT's Support to FSP Programs: Notable Research Projects for the Fiscal Year**

### **Bridging Skilled Trades Red Seal Apprenticeship Services Program**

Small and medium sized enterprises were supported to address the shortage of construction and manufacturing skilled workers in Ontario. A demographic analysis and literature review were created. PIRT supported the project's quarterly reports and developed surveys for employers and employees.

### **UHN Project**

At the request of a group of University Health Network (UHN) clinicians and with the collaboration of a student from the University of Toronto–Mississauga (UTM), PIRT prepared a literature review on the impact of Sickle Cell Disease (SCD) in the Black Community. The UHN team is currently seeking funding from the hospital to move forward with a Needs Assessment.

### **Disability Project**

Between January and March 2024, a placement student from Trent University completed a literature review on workplace accessibility for people with disabilities. The review was used to develop a set of training modules, which are currently available on an online learning platform.

### **2SLGBTQIA+ Project**

Between January and March 2024, a placement student from UTM and a PIRT research assistant worked on a content analysis project of training available for social service providers to work with the 2SLGBTQIA+ community.

### **Accreditation**

PIRT is supporting the implementation of an accreditation process and has been assigned to support the accreditor. A report on the accreditation process within social service agencies in Canada was completed and presented to FSP staff. PIRT has conducted a retrospective study of the counselling services provided at FSP during the pandemic. This is the first step toward accreditation for FSP. As part of accreditation, PIRT (previously PIVP) Policy and Procedures Manual 2020 is being updated, and new policies and procedures have been developed to comply with laws and regulations that are relevant to FSP programs.

### **Support of Funding Proposals**

The following is an example of some of the proposals submitted during 2023–2024:

- Ontario Trillium Fund (OTF) Resilient Communities Fund Project
- The Youth Employment and Skills Strategy (YESS)
- Government of Canada initiative led by Employment and Social Development Canada (ESDC)
- Building Safer Communities Fund (BSCF)
- New Horizons for Seniors Grant
- Skills Development Fund: Training Stream





## Knowledge Transfer

### Journal Publications and Newsletters

PIRT has several articles approved for publishing, including: *"The Impact of Racial Microaggressions on Black Youth in the Region of Peel"* for Nova Science Publishers' Progress in Education series, Nova Science Publishers, Inc., Hauppauge, New York; *"In the Quest for Equity: Violence against Women and Conscientization through dialogue from a paternalistic to a symbiotic relation with government"*. Bloomsberry Publishing, London, Femicide, University of Sao Paulo, Brazil. Newsletters were published by PIRT in November 2023 and March 2024 for the International Day for the Elimination of Violence Against Women and International Women's Day, respectively.

### Presentations

- Canadian Coalition of Women in Engineering, Science, Trades and Technology (CCWESTT) - Stem Conference (May 2024)
- Guyana Mental Health and Well-Being Conference (Dec 2023) at the Arthur Chung Conference Centre, University of Guyana.

### Training

PIRT has delivered training to service providers in Trauma Training, Diversity and Inclusion and Human Sex Trafficking. We are providing support to a Post-Doctoral Nurse who is collaborating in the development and implementation of a Mental Well-Being Program for Newcomer Families in Peel.



## Student Testimonials

My placement with the research arm of Family Services of Peel, The Peel Institute of Research and Training, has afforded me a unique opportunity to create meaningful change within the Peel community while remaining steadfast in my personal identity and values. Family Services of Peel's unwavering dedication to anti-racism, anti-oppression, and an intersectional approach has resonated deeply with me. Contributing to an organization that is embedded within the diverse fabric of the Peel region has allowed me to contribute to projects that have the potential to tangibly impact the lives of those within the community while giving me the opportunity to hone my expertise in my area of study.

My perspective as both a person of colour and a member of the 2SLGBTQIA+ community has enriched my contributions to various projects undertaken at Family Services of Peel. Moreover, my engagement with these initiatives has equipped me with invaluable skills, including but not limited to, research planning and execution, topic curation, collaborative teamwork, organizational proficiency, mapping methodologies, outreach strategies, adept time management, and proficient writing abilities



# Strategic Directions implemented through Programs and Projects

The fiscal year 2023–2024 has been a transformative period for FSP. As we reflect on the past year, we are proud to showcase how we have embraced and implemented our strategic directions. Our strategic plan for 2020–2025 outlines our commitment to Responsiveness to the Community, Leadership Collaboration Advocacy, Accountability, and Organizational Health. Each of these pillars guide our everyday operations and our long-term objectives, ensuring that we remain focused on our mission: to support families and individuals in Peel to transform their lives through leadership, research, collaboration, and innovation.

## Responsiveness to the Community

- Pro-actively respond to the needs of our community
- Continue to identify client needs
- Develop, implement and adapt programs to meet client needs
- Review and assess opportunities to expand/enhance services
- Review and assess opportunities to improve client access to services
- Increase the Agency's use of technology for effectiveness and efficiency
- Monitor performance, evaluate, do Continuous Quality Improvement (CQI)
  - Examine outcomes, efficiency, appropriateness of delivery models
  - Evaluate and develop communications approach



## Leadership, Collaboration, Advocacy

- Provide leadership, direction, coordination and expertise in program delivery
- Maintain or enhance continuity of services through referral and proactive collaboration – help build the service continuum
- Continue to seek and promote partnership programs and further collaboration
- Continue to advocate on behalf of clients' needs
- Include performance measures into the Agency's Balanced Scorecard



## Accountability

- Develop and implement decision-making framework related to opportunities
- Implement risk management plan/reporting tools
- Implement a plan for continuous improvement process for all programs and initiatives
- Plan for fiscal stability, including reserve funds
- Explore potential areas for revenue generation
- Meet expectations of our funders



## Organizational Health

- Maintain continued goodwill with staff members
- Establish mechanisms to enable staff to maximize/realize their potential
- Continuous training and development for all staff
- Internal collaboration of inter-agency capabilities and talents
- Implement decision-making framework to address opportunities
- Continue to develop partnerships with other community agencies
- Include Organizational Health performance attributes into Balanced Scorecard





# Counselling Services

**Family Services of Peel offers comprehensive counselling services designed to support individuals, couples, and families.**

Our professional team provides a safe, confidential environment to address mental health concerns, relationship issues, and personal challenges, fostering healing and growth through personalized therapeutic approaches.

## Individuals, Couples & Families Counselling

The Counselling Program at Family Services of Peel offers interventions for individuals, couples, families, and groups to manage life challenges and everyday issues. Clients receive up to twelve sessions of personalized counselling in multiple languages, with fees based on a sliding scale. Services include one-on-one counselling, home visits, needs assessments, information and referrals, case management, and support letters. The program promotes hope and wellness, respecting diverse cultural, ethnic, and racial backgrounds. Specialized counselling is available for seniors, 2SLGBTQIA+ individuals, and male survivors of sexual abuse, with options for walk-in counselling for immediate support.

## 2SLGBTQIA+ Program

This program provides counselling for individuals questioning their sexual identity, “coming out”, family members seeking information on how to support a gay family member, and teenagers experiencing intra and interpersonal challenges. We provide educational workshops to community partners on gay issues and outreaches into the community.

## Immediate Intervention Services

Immediate Intervention Services are provided to ensure that there is immediate access to services for men, women and children who are experiencing/have experienced or witnessed any form of emotional, psychological, financial, sexual, physical abuse, and any form of coercive control. In addition, there is focus on the immediate needs of clients who have experienced a life event that has precipitated a crisis. Clients are entitled to six (6) FREE counselling sessions and there is no wait list for this particular service.

## Walk-In Counselling

Our free, private and confidential Walk-in Counselling Service is available without having to book an appointment. Meet with our professional and qualified multicultural staff for support, advocacy and referrals to other relevant services. This service is available at our Mississauga location, every Wednesday, from 12:00pm to 8:00pm and every Saturday (excluding holiday weekends), from 9:00am to 12:00pm. Immediate support is available for anyone who is experiencing a crisis, seeking information about specific services in the community and/or requiring advocacy and referrals.

# Meet The Team



## Violence Against Women

The Violence Against Women (VAW) program supports women who have experienced physical, domestic, or sexual violence, helping them manage life, develop safety plans, and adopt healthier coping strategies. Counselling staff work with clients to create personalized strategies that promote hope and wellness for the individual, their family, and the community. The VAW program also offers specialized services for senior women (55 years and older), ensuring comprehensive support for all age groups

## Partner Assault Response

The Partner Assault Response (PAR) program is a provincially approved intervention for persons charged with assault, referred through probation or parole. The 12-week group sessions address intimate partner violence, aiming to enhance victim safety and increase offender accountability. The program includes contact with the assaulted partner or former partners to offer support, develop safety plans, and provide information and referrals. This integrated approach ensures that both the offenders and their partners receive the necessary support to reduce and end violent behavior in intimate relationships.

## Men's Program

The Support Services for Male Survivors of Sexual Abuse (Men's Program) offers free counselling to male survivors of sexual abuse aged 16 and older, funded by the Ministry of Children, Community, and Social Services. Services include individual, group, e-counselling, and phone counselling. Family Services of Peel partners with several organizations across Central Ontario to provide comprehensive support. The program aims to help male survivors process their experiences, develop coping strategies, and improve their overall well-being through tailored counselling services

# Trauma-Specific Services





## Adult Protective Services

The Adult Protective Services Program (APS) supports individuals with developmental disabilities or mental health diagnoses who live independently. It provides coaching in daily living skills, budgeting, parenting, court support, medical advocacy, and more. The program is person-centered, supporting clients in Brampton, Mississauga, Caledon, and Bolton. APS aims to enhance clients' independence and quality of life through tailored support and coaching, helping them navigate various aspects of community living.

The Adult Protective Service Program assists individuals in developing and implementing personal individual support plans for adults who have developmental disabilities, and to enhance their ability to live independently in their community. An individual service plan is developed in conjunction with the client and Worker to achieve identified goals.

## Supported Independent Living

The Supported Independent Living (SIL) program assists 37 individuals with developmental disabilities, offering enriched support and coaching. This program ensures that clients remain independent, productive, and active community members. It focuses on maintaining their well-being and enhancing their quality of life through personalized support and coaching in daily living skills, ensuring that they can continue to live independently and thrive in their communities.

Support services are provided to individuals 18 years of age and older who have been assessed with a developmental disability diagnosis and are living independently. Clients are processed through the Ministry of Children, Community and Social Services. The support provided includes developing independent daily living skills, improving budgeting and parenting skills, accessing and managing medical, housing, welfare, legal, employment and other systems as needed, and building community resources such as access to recreation centers.

Family Services of Peel provides a range of programs focused on employment and economic recovery, aimed at empowering individuals and families. These programs offer job search assistance, skill development, and financial literacy training, helping participants gain employment, enhance their careers, and achieve financial stability and independence.

# Employment Services

The Employment Services Program, under the Employment Ontario initiative, is dedicated to offering complimentary assistance to residents of Ontario who are aged 16 and above and are seeking employment opportunities. This program encompasses a wide range of services designed to support job seekers at various stages of their employment journey. Among these services are comprehensive job search support, which includes guidance on where and how to look for job openings effectively. Additionally, the program offers career action plan development, where clients can receive help in mapping out their career paths and setting achievable goals. Resume and cover letter revision services are also provided, ensuring that clients' application materials are polished and professional, thereby increasing their chances of making a positive impression on potential employers. Furthermore, clients have access to an array of job market resources that can provide valuable insights and information about current employment trends and opportunities.

The overarching aim of the Employment Services Program is to assist clients in securing meaningful and sustainable employment that aligns with their career aspirations. To this end, Employment Services Coordinators play a crucial role. They offer personalized support tailored to each client's unique needs and circumstances, helping them to navigate the often complex job market. This personalized approach includes enhancing clients' employability through various skill-building activities and workshops. Moreover, the program facilitates connections between job seekers and potential employers, creating opportunities for clients to network and find suitable job placements. By providing this comprehensive support, the Employment Services Program strives to empower individuals to achieve their career goals and improve their overall quality of life.





# Family Life Education

Family Services of Peel offers Family Education Programming designed to strengthen family relationships and enhance parenting skills. These programs provide valuable resources, workshops, and support groups on topics such as effective communication, conflict resolution, and child development, fostering healthier and more resilient families within the community.



The Active Parenting Program brings families together virtually. This program is a free parenting group for parents/caregivers. Families meet once per week for four weeks, and topics include You and Your Child, Preventing Problems, Encouraging Positive Behaviour, and Preparing for School Success. To be eligible to participate, at least one child must be between the ages of 0 and 12.



We also offer an in-person innovative and collaborative prevention and parent involvement program in which whole families gather to participate in specific, fun, research-based activities aimed at strengthening families, empowering parents and building community. Along with various activities, families also engage in group discussions on the topics of bullying, celebrating our differences, stress management, and self-care.



# Peel Elder Abuse Prevention Network (PEAPN)

The Peel Elder Abuse Prevention Network (PEAPN) was established in 2003 with the aim of addressing and mitigating elder abuse in the community. Comprised of agencies dedicated to serving seniors, service providers, community advocates, and seniors themselves, PEAPN focuses on creating a comprehensive support network. This collaborative effort ensures that various stakeholders are united in their mission to educate the public, raise awareness, and promote best practices in preventing elder abuse.

PEAPN emphasizes the importance of education and awareness in combating elder abuse. By hosting workshops, seminars, and community events, the network aims to inform both the general public and professionals about the signs of elder abuse, how to prevent it, and the resources available for those affected. This proactive approach helps to create a more informed community that is better equipped to support seniors and prevent abuse from occurring.

Family Services of Peel plays a crucial role in the PEAPN, serving as the lead agency. This means that Family Services of Peel coordinates the efforts of the network, ensuring that all participating organizations are working together effectively towards common goals. By assuming this leadership role, Family Services of Peel helps to streamline the services provided, making it easier for seniors who have been abused to access the support and resources they need. For more information, please visit <http://www.peapn.ca>.



## Our Vision

We work towards creating a Peel region where older adults are valued, respected and can live free from abuse.

## Our Mandate

We focus on:

1. Improving the safety and well-being of older adults through education and raising awareness.
2. Supporting agencies to identify and address elder abuse.
3. Improving access to seamless services and supports for older adults, and
4. Gathering information on elder abuse in Peel to ensure appropriate supports are available

## Our Values

- Safety from all types of abuse
- Respect and Inclusivity
- Collaboration and Shared Leadership
- Accountability to the community

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# Projects and Initiatives

## Senior Social Tables

Senior Social Tables is a community initiative that provides seniors with opportunities to socialize and engage in various activities. It aims to reduce isolation and promote mental and physical well-being among senior community members through regular social gatherings and events. The program offers a welcoming environment where seniors can connect, share experiences, and participate in enriching activities, enhancing their overall quality of life and fostering a sense of community and belonging.

## New Horizons for Seniors

“Healthy Living for Active Ageing Multicultural Seniors of Peel” promotes the active aging of over 60 seniors from the Hispanic, Chinese and Caribbean communities. Through our proposed activities we are seeking to increase multicultural seniors’ social inclusion networks, improve digital literacy and offer hands-on training to promote self-confidence. A small group of seniors will also participate in developing a play to explore what elder abuse is, how to help others recognize it, and understand how to intervene and mitigate it. This play will be performed in our three communities and be provided as a live-stream resource for seniors to access in the future.

## Accreditation Readiness

(Strengthen the Family Services of Peel Pathway to Accreditation)

This project will help Family Services of Peel initiate and complete the first step towards accreditation by developing a work plan and engaging the organization. Becoming an accredited social and community services provider will improve the delivery of services, set higher standards and modernize our approach to helping the Region of Peel.

## Accessible Kitchen

Funded by the Enabling Accessibility Fund, FSP successfully undertook a project to develop a fully accessible kitchen, a key component of our broader initiative to enhance facility usability for all our clients. This accessible kitchen ensures that all individuals, regardless of physical ability, can actively engage in and benefit from our programs.

As we continue to build on this momentum, we remain committed to exceeding local accessibility standards and fostering an inclusive environment for everyone in our community.

## Canada Summer Jobs

This is the fourth year that the Canada Summer Jobs, a federal-funded project, was granted to the Agency, where 6 students will be employed (three positions as an administrative assistant, one position as a career development facilitator, one position as a human resources administrator, and one position as an accounting assistant).

# Mobile Sex Trafficking Prevention and Counselling Services Clinic

Family Services of Peel (FSP) launched the Mobile Sex Trafficking Prevention and Counselling Services Clinic to address the critical issue of human sex trafficking (HST) in the Region of Peel. This initiative aligns with FSP's commitment to human rights, focusing on providing comprehensive, trauma-informed care to survivors. The 38-month project, which ran from February 2021 to March 2024, was developed in response to a 2018 'Human Trafficking Needs Assessment,' highlighting the need for targeted support for HST survivors.

The Peel Institute of Research and Training (PIRT) conducted a comprehensive evaluation of the HST project. The evaluation framework incorporated an equity and anti-oppression approach across formative, process, and impact evaluation stages. Information sources included literature reviews, staff consultations, data collection reviews, and interviews with staff and collaborators.

## Clients Served



**81%**  
FEMALE



**19%**  
MALE

**2/3**

of clients were  
migrants from  
diverse countries

## Visits and Follow-up

**39%**

One visit

**35%**

Two visits

**25%**

>Three visits

**>60%**

did not have a  
health card

## Triage and Mental Health

All identified HST survivors had experienced mental health challenges such as abuse and trauma.

The analysis showed a significant relationship between the number of sexual partners and HST survivors



<https://youtu.be/keyNohrOGCc?feature=shared>

**Natalia Pyzhova**

**Former M.D., Electrical Apprentice**

**93%**

**RETENTION**

Of the engaged apprentices, 93% remained in the program at the one-year evaluation point

**132%**

**EMPLOYER TARGET**

We have surpassed our employer target, thanks to the incredible efforts and dedication of our team!

**100%**

**CAPACITY BUILDING**

The program enhanced the capacity of SMEs in areas such as Diversity, Inclusion, Access, Labour Laws, and Human Rights

## **Bridging Skilled Trades – Apprenticeship Service Program**

From June 6, 2022, to March 31, 2024, Family Services of Peel (FSP) successfully administered the Red Seal Skilled Trades Apprenticeship Service program. This initiative, funded by a \$4.5 million grant from the Government of Canada, aimed to support Small and Medium-sized Enterprises (SMEs) in hiring first-year apprentices in 39 construction and manufacturing Red Seal trades, focusing on equity-deserving groups.

The primary goal of this program was to provide financial incentives and support to SMEs, ensuring the successful integration of new apprentices. FSP collaborated with various community partners, high schools, unions, and organizations representing equity-deserving groups to achieve this objective. The program's success was measured using several outcome indicators established by Employment and Social Development Canada.

The success of this program in providing employment opportunities for marginalized individuals and contributing to the manufacturing sector is significant. The data collected supports the program's long-term impact assessment, employment engagement of program completers, and identification of potential barriers. This information is crucial for developing an evidence-based framework to sustain employment for apprentices and foster growth in Canada's manufacturing sector.

Given its success, the continuation of the Bridging Skilled Trades – Apprenticeship Service program is essential. It plays a critical role in economic recovery and supports employment for equity-deserving groups. FSP remains committed to achieving these long-term outcomes and is dedicated to furthering the program's impact on both apprentices and the broader community.



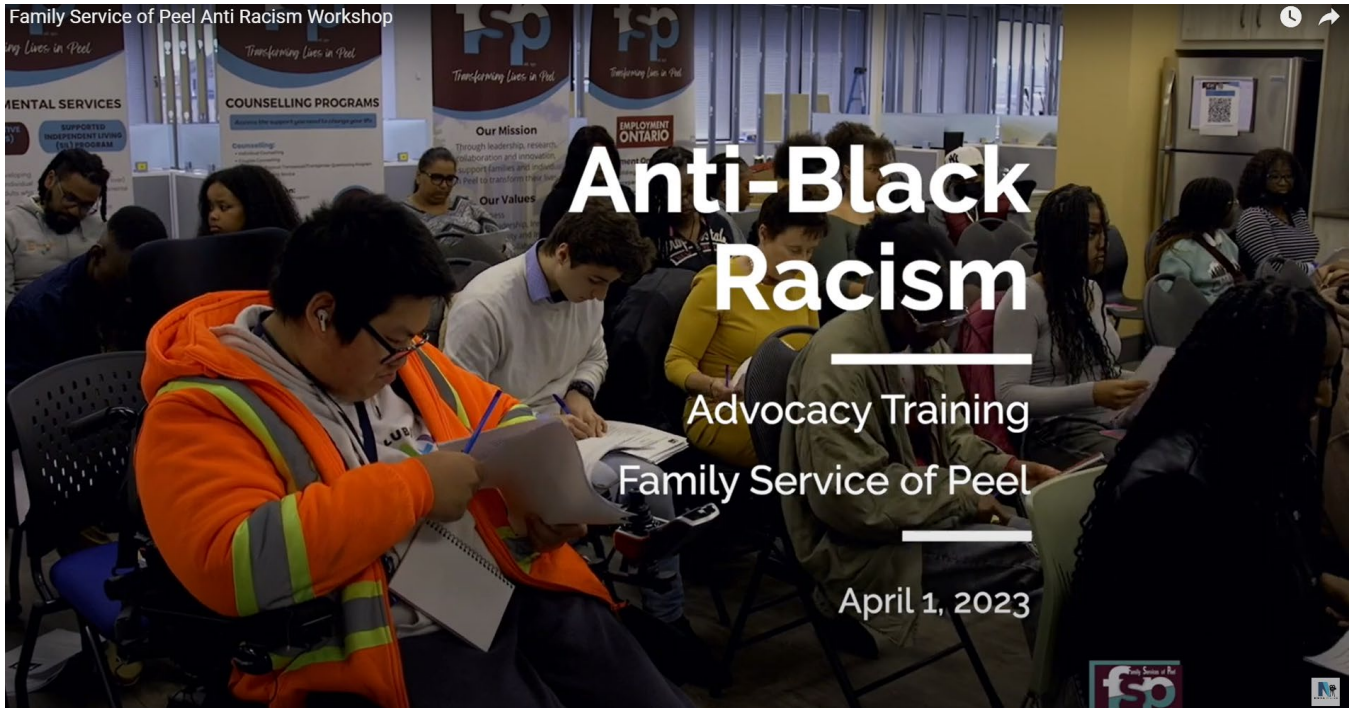
# A YEAR AT-A-GLANCE

Activities and Events of Family Services of Peel  
from April 2023 to March 2024



# April

## Anti-Black Racism Project



[https://www.youtube.com/watch?v=WSI\\_pNRQ8zl](https://www.youtube.com/watch?v=WSI_pNRQ8zl)



This project builds on work done by FSP in the Region of Peel in the past five years on Equity and the Social Determinants of Health, including a framework of diversity, anti-oppression, and anti-racism. This project worked from a culturally-responsive approach to the members of the black community and a person-centred and whole systems approach. Training modules were developed and presented at a seminar held on April 1, 2023, where about 50 black youths participated. The digital version of these modules is being customized to maximize its potential impact.



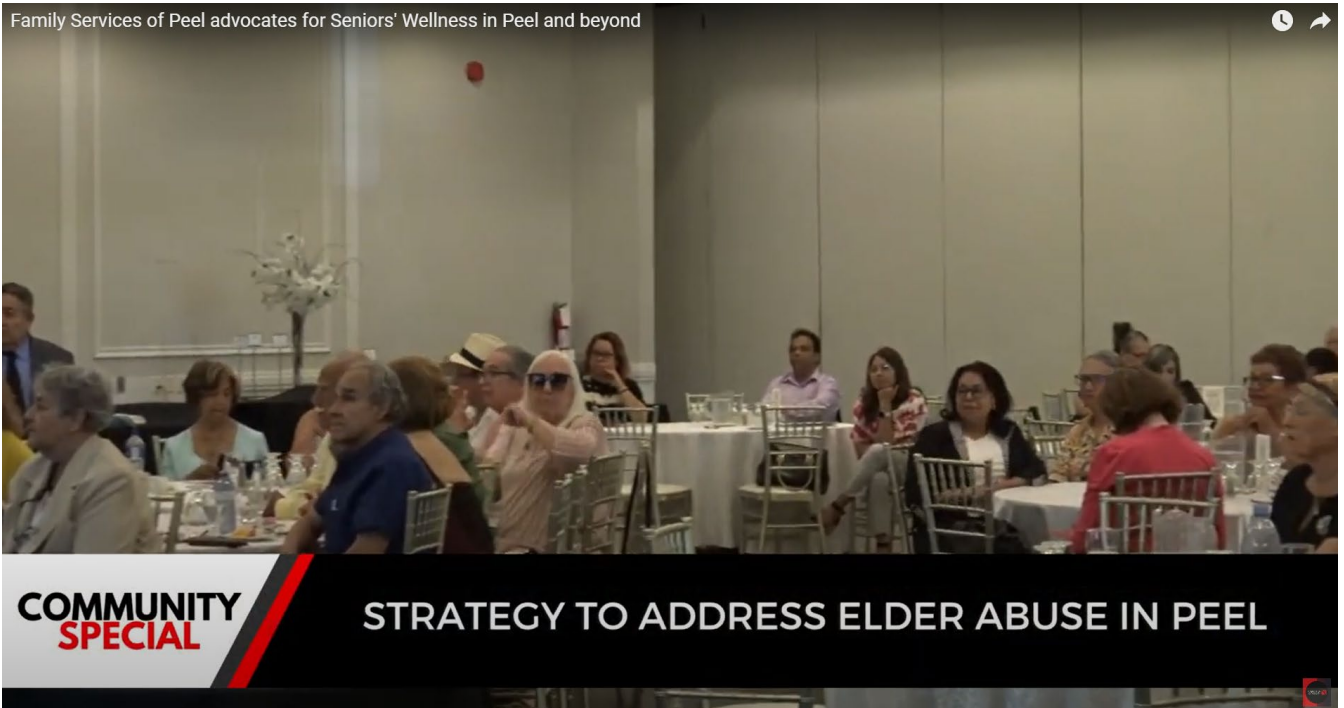
# May

## Family Service Ontario (FSO) Conference



# June

## Advocates for Seniors' Wellness in Peel and Beyond



Family Services of Peel (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 goal of the project is to build an evidence-based and community-informed advocacy strategy to enhance political and community ties to address issues impacting the well-being of seniors in the Region.



# June

## World Elder Abuse Awareness Day (WEAAD)



The World Elder Abuse Awareness Day (WEAAD) is observed annually on June 15th to raise awareness and prevent elder abuse. In observance of this day, the Peel Elder Abuse Prevention Network (PEAPN) held a forum, bringing together experts, advocates, and community members to discuss strategies and promote elder protection.





# July

## Developmental Services Summer Activity





# July

## FSP Annual Summer Picnic



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Every July, Family Services of Peel hosts its annual summer picnic, where staff and their families gather for a day of fun and camaraderie. The event features a wide array of activities and games for all ages, fostering a sense of community and relaxation. Families enjoy delicious food, lively entertainment, and the opportunity to connect in a vibrant, outdoor setting, making it a memorable tradition that strengthens the bonds among FSP's dedicated team.



# July

## Employment Ontario Job Fair



In July 2023, the Employment Ontario team hosted a dynamic job fair, connecting job seekers with leading employers. Attendees explored diverse career opportunities, attended workshops, and networked with industry professionals. The event fostered community growth and empowered individuals to advance their careers in a supportive environment.



# September

## Apprenticeship Program Hiring Event



In September 2023, the Apprenticeship Services team hosted a successful hiring event, bringing together aspiring apprentices and top industry employers. Participants gained insights into apprenticeship programs, networked with potential mentors, and secured valuable job placements. The event significantly boosted career prospects for attendees in various skilled trades.



# October

## United Way Fundraising Campaign



Half-way there



Kahoot Trivia Game



Winners: Kahoot Trivia



Minute-to-Win It



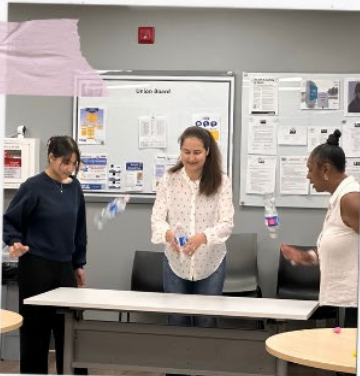
Minute-to-Win It



Minute-to-Win It



Minute-to-Win It



Minute-to-Win It



Winners: Minute-to-Win-It

Family Services of Peel conducts an annual fundraising campaign to support the United Way of Greater Toronto. This initiative underscores our commitment to community welfare, helping to fund vital programs and services that make a difference in the lives of those in need.

# November

## Peel Institute of Research & Training: Celebration of Accomplishments





# December

## Employment Ontario Community (York-Peel)



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

On December 5, 2023, Family Services of Peel's Employment Ontario (EO) team, along with our Executive Director, Sandra Rupnarain, attended the WCG's 2023 Peel and York Summit for Employment Ontario. This event provided valuable insights and networking opportunities, enhancing our strategies to support employment services in the community. This is a testament to our dedication to staying at the forefront of employment initiatives and fostering strong community partnerships.



# December

## FSP Annual Holiday Lunch



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# December

## Holiday Food Bank Drive

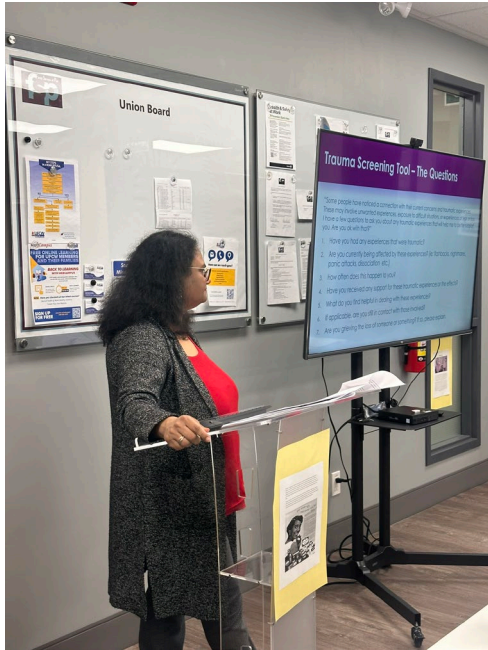


In December 2023, Family Services of Peel conducted a successful holiday food bank drive, collecting generous donations to support those in need. We were able to provide substantial contributions to two local food banks, ensuring that many families could enjoy a nourishing holiday season. This initiative reflects our ongoing commitment to fostering a caring and supportive community, especially during the festive season.



# February

## Trauma Screening Training for FSP Staff



In February 2024, Family Services of Peel conducted a Trauma Screening Training for staff, equipping them with essential skills to identify and address trauma in clients. This training enhances our team's ability to provide compassionate and effective support, reinforcing our commitment to holistic care and client well-being.



# February

## Employment Ontario Job Readiness Camp



The Employment Ontario Program hosted a Job Readiness Camp, which supported 10 clients a day for one week straight, providing them an all-in-one service to get them job ready. This included resume and interview preparations, referrals to relevant trainings, and matching clients with potential employers.





# March

## International Women's Day



Family Services of Peel celebrated International Women's Day on March 8 with a vibrant event filled with engaging discussions and captivating entertainment by a renowned female singer, highlighting the achievements and issues facing women today.



# March

## It's Not Right! Neighbors, Friends, and Families for Older Adults



On March 26, 2024, Elder Abuse Prevention Ontario (EAPO) hosted a half day focus group discussion at Family Services of Peel. The focus of the workshop was to discuss the adaptation of the *It's Not Right: Neighbours, Friends, and Family* for older adults program. Family Services of Peel invited seniors from the community, PEAPN and the social tables Caribbean, Chinese, and Filipino. The turnout was positive with 20 participants. The facilitators were Raeann Rideout and Margaret McPhearson with support from Sylvia Knight-Yard.





## Mississauga Board of Trade (MBOT) Non-Profit of the Year Nominee



MISSISSAUGA BOARD OF TRADE'S

*Business Awards of Excellence*

NOT-FOR-PROFIT OF THE  
YEAR AWARD NOMINEES

<b>ACCES Employment</b>	<b>Passion For Parkinson's</b>
<b>Achēv</b>	<b>Foundation</b>
<b>Electronic Products Recycling</b>	<b>Rotary Club of Mississauga</b>
<b>Association</b>	<b>The Riverwood Conservancy</b>
<b>ErinoakKids</b>	<b>Youth Troopers for Global</b>
<b>Family Services of Peel</b>	<b>Awareness   Studio.89</b>
<b>My Women Support</b>	

AWARD SPONSOR:



#MBOTAWARDS  
MAY 9TH, 2024



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Followers 1,501



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Page Reach 731  
Followers 247



<https://www.linkedin.com/company/fspeel/>  
Page Views 2,628 | Followers 1,639

## Follow our Social Media





## Family Services of Peel

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