



# **ANNUAL** **REPORT** **2024 – 2025**

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*At Family Services of Peel, our work is guided by compassion, driven by purpose, and rooted in a deep commitment to equity and inclusion. Each year, we are privileged to walk alongside individuals and families as they navigate life's challenges and opportunities.*

*This Annual Report highlights the collective efforts of our Board, leadership team, staff, volunteers, and community partners – all working together to strengthen resilience, foster healing, and build a more connected and supportive Peel Region. As you explore the impact of our work in the pages ahead, we invite you to join us in continuing this journey of hope and transformation.*

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## Message from our Leaders

### Family Services of Peel – Annual Report 2024

2024 was marked by a deepening of our commitment to our core mission: to strengthen individuals and families through counselling, education and support. We continued to address critical community needs, with a strong focus on violence prevention, mental health, employment and research and training. It was a year of innovation, resilience, and renewed commitment at Family Services of Peel. As our community's needs evolved, so too did our services — with new programs, enhanced partnerships, and expanded reach.

Our team proudly launched FSP Commons, expanded counselling and seniors services, introduced trauma-informed curriculum and integrated Polyvagal Theory approaches, and advanced the Culturally Responsive Family Violence Framework. We also provided essential supports for diverse populations including male survivors of sexual abuse and families impacted by violence. We thank our dedicated staff, volunteers, Board, funders, and community partners for your unwavering support.

### Looking Ahead: Building on Momentum

The achievements of 2024 were made possible by the unwavering dedication of our compassionate staff, the invaluable contributions of our volunteers, and the vital support of our funders and community partners. As we move forward, we remain committed to proactively responding to the evolving needs of our community, developing and adapting programs, enhancing service accessibility, and continuing to lead with excellence and innovation. We extend our deepest gratitude to everyone who has been a part of Family Services of Peel's journey in 2024. Your support has transformed lives and strengthened the fabric of our community. Together, we look forward to another year of impactful work, fostering a healthier, safer, and more connected Peel Region for all.

Together, we will continue to build a stronger, more connected Peel Region — one where compassion and equity guide every action.

**Sandra Rupnarain**  
Executive Director

On behalf of the Board of Directors, it is a privilege to reflect on the past year at Family Services of Peel — a year marked by resilience, adaptability, and a deep commitment to community.

Family Services of Peel remains unwavering in its mission: to provide inclusive, high-quality, and culturally responsive services that empower individuals, strengthen families, and foster a sense of belonging. Throughout this year, the organization navigated significant milestones, including the implementation of ONCA regulatory updates, comprehensive audits, and evolving operational priorities. True to its mission, Family Services of Peel met these challenges with determination and a steadfast focus on delivering high-quality, compassionate services.

I would like to express the Board's sincere appreciation to Sandra, whose leadership and vision continue to guide us through complex transitions, and to Angel, whose unwavering support strengthens our governance. I also extend heartfelt thanks to my fellow Board members for your wisdom, dedication, and commitment to this work.

This year's theme, "*Leading with Compassion*," resonates deeply. Compassion is not simply a value — it is a principle that shapes how we serve our clients, support each other, and strive for a more connected and equitable community.

As we look forward, the Board remains committed to working in partnership with the leadership team, staff, and community to foster innovation, strengthen services, and advance the mission of Family Services of Peel. Together, we continue to build a future where everyone has the opportunity to thrive.

Thank you.

**Muneeb Ruhi**  
Board President



# 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

# Financial Overview

## Financial Overview

Family Services of Peel's audited financial statements for the year ending March 31, 2025, were prepared by Doane Grant Thornton LLP. The auditors issued an unqualified opinion, confirming that the financial statements present a fair and accurate view of the agency's financial position in accordance with Canadian accounting standards for not-for-profit organizations.

## Revenue Sources

Government funding remained the predominant source, including \$2.1 million from the Ministry of Children, Community and Social Services, \$897,000 from Employment Ontario, and \$348,000 from the Ministry of the Attorney General. Additional contributions came from the Region of Peel, the Ontario Trillium Foundation, and United Way Greater Toronto.

## Commitment to Financial Stewardship

Family Services of Peel continues to uphold strong financial governance and accountability. The Board of Directors and management team actively monitor the agency's fiscal health to ensure long-term sustainability and the continued delivery of high-quality services to the community.

## Expenditures and Program Investments

The majority of spending supported direct service delivery, including programs for adults with developmental disabilities (\$1.3M), abuse-related counselling (\$1.27M), and employment services (\$737K). Administrative costs were held to \$423,000, demonstrating the agency's focus on efficient operations. Other investments included community resilience programming, education, and counselling supports.

## Financial Position and Reserves

The agency ended the year with a modest operating deficit of \$52K compared to a surplus of \$69K in the previous year. This outcome reflects planned investments in infrastructure and programming. Assets totaled \$1.48 million, including \$546,000 in guaranteed investment certificates and \$386,000 in property and equipment. Net assets stood at \$639,000, inclusive of \$546K in GICs.

*The financial figures are extracted from the Audited Financial Statement for the year-ending March 31, 2025. Please contact FSP for a detailed financial statement.*

# Board Impact Highlights 2024 – 2025

## GOVERNANCE & OVERSIGHT

Provided strong governance and oversight through regulatory updates and ONCA compliance



## TRANSITIONS & INNOVATIONS

Supported strategic leadership transitions and service innovations



## COMPASSIONATE LEADERSHIP

Fostered an organizational culture of compassionate leadership and equity-driven service delivery



## FISCAL ACCOUNTABILITY

Strengthened fiscal accountability through effective Board engagement in audit and finance review



## COMMUNITY NEEDS

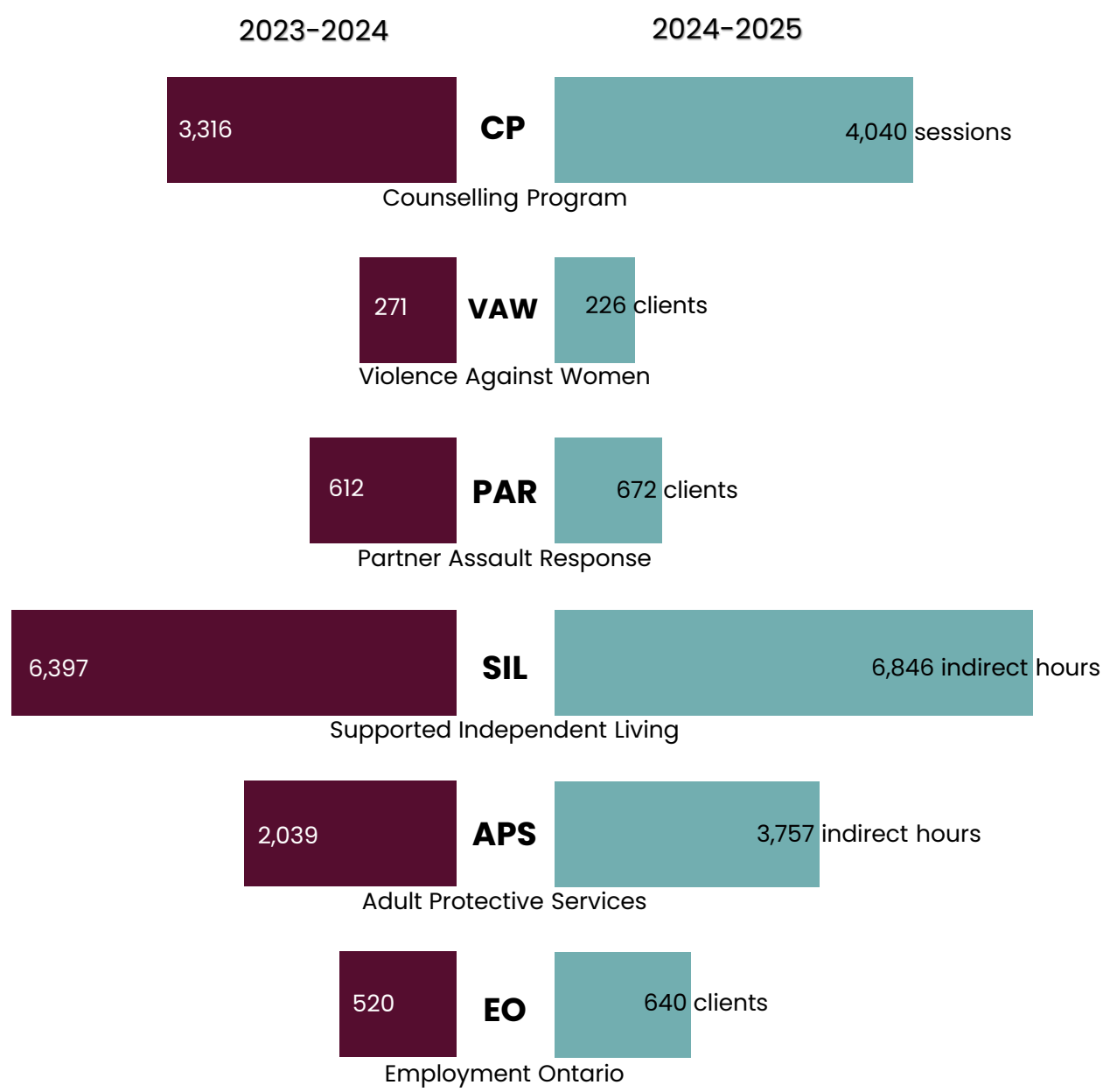
Deepened Board understanding of community needs through ongoing dialogue and partnerships



*As stewards of Family Services of Peel's mission, the Board remains committed to advancing compassionate, responsive, and impactful services for our community.*

**- Board of Directors**

# Year-Over-Year Performance: Metrics of Momentum



**FAMILY EDUCATION PROGRAMS** (Re-launched in 2024) = 29 Total Families  
Participants: Children 0–5 = 31 / Children 6–12 = 25 / Teens 13–15 = 5 / Adults 26–64 = 52

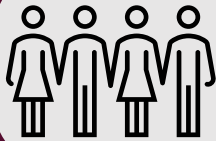
**PEEL INSTITUTE FOR RESEARCH & TRAINING** (2024)  
Secured funding: \$95,000+ / Pending proposals: \$6M in potential funding  
7 major research projects / 5 consulting service contracts / 4 scholarly articles



# Strategic Directions

## Balanced Scorecard

Under the leadership of Executive Director Sandra Rupnarain, Family Services of Peel (FSP) continues its commitment to “Transforming Lives in Peel” through a strategic framework guided by its 2020–2025 Balanced Scorecard. The 2024–2025 reporting period reflects progress, challenges, and targeted actions to strengthen community impact, organizational resilience, and stakeholder trust.

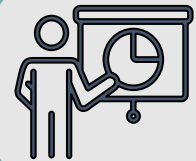


### Responding to Community Needs

FSP prioritizes equitable access to services and client satisfaction. Over the past year, service accessibility improved by 15%, advancing toward the three-year goal of a 20% increase. Enhanced outreach and streamlined referral processes contributed to this upward trend. However, client satisfaction dipped slightly to 87%, just shy of the 90% target. Feedback indicates a need for more personalized follow-ups and reduced wait times—areas FSP is addressing through expanded staff training and digital service options.

### Provide Leadership, Collaboration, Advocacy

Collaboration remains a cornerstone of FSP’s strategy, with 12 community partnerships forged this year, exceeding the annual target of 10. These alliances have amplified resources for vulnerable populations, including mental health and employment support programs. Conversely, policy advocacy initiatives lagged, achieving only 3 of 5 annual targets. To close this gap, FSP plans to allocate dedicated staff to advocacy campaigns and collaborate with regional policymakers to influence systemic change.

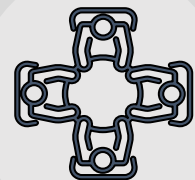


### Demonstrate Accountability and Organizational Health

Staff retention improved to 80%, nearing the 85% target, reflecting successful mentorship programs and flexible work arrangements. However, employee satisfaction declined to 78%, signaling a need for stronger engagement strategies. FSP is implementing wellness initiatives and professional development opportunities to foster a supportive workplace culture. Financially, the organization maintained 100% compliance with funder requirements, ensuring operational stability.

### Forward-Looking Strategies

FSP’s action plan emphasizes four priorities: scaling outreach to underserved groups, reinvigorating policy advocacy, boosting staff morale, and sustaining compliance excellence. Initiatives include a Community Consultation Day to integrate resident feedback, a donor strategy to secure sustainable funding, and partnerships with academic institutions for research on service efficacy. Events like International Women’s Day engagements and volunteer-driven gaming fundraisers further underscore FSP’s community-centric approach.



While challenges persist in advocacy and employee satisfaction, FSP’s strategic agility and commitment to improvement position it to achieve its 2025 goals. By leveraging partnerships, data-driven insights, and community voices, FSP remains a vital force in Peel’s social services landscape, dedicated to empowering individuals and families toward brighter futures.



February 6, 2025 — Family Services of Peel (FSP) hosted its Community Consultation Day, uniting frontline service providers, organizational leaders, and community members at the Mississauga Grand Banquet and Event Centre. The event aimed to address challenges faced by families in Peel and chart a collaborative path toward making the region “the best place to raise a family in Canada.”

The day began with three data-driven presentations by FSP’s Peel Institute of Research and Training (PIRT), followed by interactive dialogues to gather community insights. Participants engaged in workshops, panel discussions, and roundtables to identify urgent issues and co-create solutions.

## Key Insights from Presentations

### Demographics and Challenges (2021 Census Data):

- Peel’s population of 1.45 million includes 397,915 census families, with 51.8% from immigrant backgrounds.
- Families grapple with rising costs of living, unemployment, family violence, food insecurity, and a severe lack of affordable housing. Intimate partner violence was declared an epidemic in 2023.

### Peel’s Strengths and Opportunities:

- The region boasts 800 parks, thriving cultural hubs, strong healthcare infrastructure, and economic resilience.
- Ongoing investments in education, transit, and community spaces position Peel for continued growth.

### Lessons from Family-Friendly Cities:

- Case studies from Rotterdam and the City of North Vancouver highlighted core strategies for success: affordable housing, inclusive public spaces, and partnerships between governments and communities.

## Community Voices: Challenges & Aspirations

### Phase 1: Observations

- **Housing:** Long waitlists for subsidized housing and overcrowded shelters demand innovative solutions like co-housing models.
- **Education:** Newcomer families face barriers due to administrative complexity and cultural gaps in schools.
- **Healthcare:** Physician shortages and burnout strain access to care, particularly for seniors and trauma-affected families.
- **Safety:** Rising gun violence, car thefts, and underreported human trafficking exacerbate community anxiety.

### Phase 2: Envisioning Change

Participants outlined a shared vision for Peel:

- **Unity and Inclusion:** Schools as hubs for mentorship, cultural competency training, and trauma-informed care.
- **Economic Equity:** Pathways to stable employment for skilled immigrants and job training programs.
- **Infrastructure:** Expanded transit routes, safer roadways, and family-centered public spaces.
- **Government Advocacy:** Increased funding to match Peel’s high tax contributions and dynamic population needs.

### Phase 3: Collective Action

Key strategies emerged:

- Develop affordable housing and childcare initiatives.
- Strengthen mental health support and holistic healthcare access.
- Foster community connections through festivals, markets, and intergenerational programs.
- Advocate for policy reforms in education, immigration credential recognition, and safety.

## The Road Ahead

The consultation underscored the urgency of collaborative action. FSP will prioritize:

- Partnering with municipalities to pilot co-housing and transit improvements.
- Launching cultural competency training for educators and service providers.
- Advocating for provincial funding to address healthcare and housing gaps.

As one participant noted, “Peel’s diversity is its strength—by working together, we can build a future where every family thrives.”





# 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. This report summarizes the key activities for the 2024-2025 fiscal year.

## FSP-PIRT Funding Proposals

In collaboration with the FSP Executive Director, we submitted 13 proposals to local, provincial, and national governments, of which 5 were awarded.

	Name	Years of project	Amount	Status
1.	B3 Black Community Fund	1 year	\$60,000	Awarded
2.	PIRT Policies and Procedures Manual	1 year	\$10,000	Awarded
3.	OTF Seed Grant	1 year	\$93,600	Awarded
4.	Multiculturalism and anti-racism	1 year	\$100,000	Rejected
5.	New Horizons Seniors	1 year	\$25,000	Awarded
6.	GBV Economic Security	3 years	\$4.5 million	Rejected
7.	OTF Seed Grant	3 years	\$468,000	Rejected
8.	GBV Sex Trafficking	3 years	\$4.5 million	Pending
9.	CCWESTT	6 months	\$50,000	Pending
10.	MCCSS Sexual Assault Centre & Anti-Human Trafficking		\$515,000	Rejected
11.	National Crime Prevention Strategy	1 year	\$1,550,800	Pending
12.	Future Skills Horizons: Pathways to Sustainable Employment Research	6 months	\$73,130	Pending

## Events Participated In

1. International Women's Day Gala (March 8, 2025)
2. FSP Community Consultation Day (February 6, 2025)
3. Building Equitable Economies for Immigrants and Refugees in the Region of Peel (December 3, 2024)
4. Family Violence CSWB Seed Grant Event (November 12, 2024)

## Collaborators

1. **Dr. Cilia Mejia-Lancheros:** Public Health/Epidemiology Researcher (MPH, MSc Global Health Policy, PhD) at Trillium Health Partners' Institute of Better Health. 2023 CHIR REDI Award recipient.
2. **Mariam Mauzi:** A consultation leader specializing in Organization Development, Change Management, TQM, and Accreditation. A seasoned educator-trainer, she has 10+ years crafting programs, curricula, and co-authoring PIRT Manual's 2nd edition.
3. **Aida Carlos:** Clinical Consultant, PIRT Newsletter collaborator, aiding article writing/editing.

## Projects

### 1. Accreditation

- A one-year project aimed at preparing FSP for the early stages of accreditation by evaluating the policies and procedures of five programs and establishing preliminary goals for improving organizational readiness.

### 2. Environmental Scan: Leading Family Services of Peel to Success during Over the Next Decade – A Review of Local and Global Trends

- To conduct research and make predictions and recommendations for the future of FSP in various fields, guiding FSP's strategic plan for the coming years.

### 3. Tamarack (Building Equitable Economies for Immigrants and Refugees in the Region of Peel) Project

- Key accomplishments: (1) Published manuscript on the Family Needs Framework, and (2) hosted an event in December 2024 with leaders from key immigrant-serving organizations in Peel to discuss ongoing avenues for dissemination.

### 4. Ontario Trillium Foundation (OTF) Resilience Community Fund Project

- This project aims to enhance the FSP Counselling programs to address the evolving mental health needs of clients, while supporting the shift from virtual to in-person services, overcoming accessibility challenges, and introducing new technologies to better engage clients.

### 5. Men's Program – Module Development and Training

- Development of an 8-module facilitator guide for the Program for Men Who are Victims of Childhood Sexual Abuse (Men's Program). The training was delivered to a cohort of service providers in March 2025.

### 6. CCWESTT Project

- A 4-component contract with CCWESTT involving a review and comparative analysis of policy addressing gender-based violence in workplaces in the 14 Canadian jurisdictions, and three literature reviews.

### 7. MARP Project

- Training modules for Black, Latino, and South Asian youth discussing racism, micro-aggressions, and social determinants.

## Consulting Services

### 1. Evaluation of Community Safety and Well-Being (CSWB) Implementation Fund –Family Violence Framework

- To develop a culturally responsive family violence framework and toolkit for service providers in the Peel Region.

### 2. Evaluation for Newcomer Mental Health Project

- To conduct an external evaluation of the Newcomer Youth and International Student Mental Health Project, led by the Peel Newcomer Strategy Group.

### 3. Staff Engagement Survey of Family Services of Great Vancouver (FSGV)

- To perform a statistical and qualitative analysis of the 2024 Staff Engagement Survey of Family Services of Great Vancouver, "We're Listening,"

### 4. Anti-Racism, Diversity, Equity, and Inclusion Committee (ARDEI): 2024 Diversity, Equity, and Inclusion Survey

- To analyze the data of the ARDEI 2024 survey and perform a comparison with the ARDEI 2023 survey findings.

## Articles

Joseph, G., Branas, C. C., Rupnarain, S., Riutort, M., & Morrison, C. N. (2024). Women's attitudes towards intimate partner violence in Guyana: a population-based study. *The Lancet Regional Health - Americas*, 39, 100920–100920.

<https://doi.org/10.1016/j.lana.2024.100920>

Riutort, M., Costantini, S., & Toh, S.M. (2025). Developing a conceptual family needs framework for newcomer immigrants and refugees: A community-based participatory research approach. *International Health Trends and Perspectives*, 5(1), 42–64.

Rupnarain, S., & Riutort, M. (2024). The Impact of Racial Microaggressions on Black Youth in the Region of Peel. In R.V. Nata (Ed.), *Progress in Education* (pp. 125–148). Nova Science Publishers.

Riutort, M., & Rupnarain, S. (2024). In the Quest for Equity: Violence against Women and Conscientization through dialogue from a paternalistic to a symbiotic relation with government. *Freire and Feminism* edited by Eunice Macedo. Bloomsbury Academic United Kingdom.

The Counselling Program remains central to our mission of enhancing mental health and emotional well-being through inclusive, accessible, and culturally responsive care. As the psychosocial needs of our community become more multifaceted, we continue to evolve our services using a trauma-informed, equity-focused lens.

Our counsellors support individuals, couples, families, and groups across the lifespan, addressing issues such as family breakdown, trauma, employment loss, and systemic barriers. This holistic, systems-based approach strengthens both individual resilience and community connection.

## Key Highlights

### Accessible and Flexible Service Delivery

We maintain flexible service hours, including evenings and weekends, and continue to offer the Wednesday Walk-In Counselling Program, which serves an average of 15 clients per session. Our Immediate Intervention Counselling Program provides urgent therapeutic support for individuals in crisis, emphasizing early intervention to reduce the long-term effects of trauma.

### Comprehensive, Multisystemic, and Inclusive Services

Our services span short- and long-term therapy, with interventions that respect the cultural, religious, gender, and socio-economic diversity of our clients. Engaging multiple family members in care allows us to address relational dynamics more effectively.

### Employee Assistance Programs (EAP) Services

Through partnerships with EAP providers in Windsor, Vancouver, and Ottawa, our registered clinicians deliver mental health services to employees across various sectors. This work emphasizes the vital role of mental wellness in workplace environments.

### Professional Excellence and Ethical Practice

All counsellors are registered with either the Ontario College of Social Workers and Social Service Workers or the College of Registered Psychotherapists of Ontario, ensuring adherence to rigorous professional and ethical guidelines.

### Community Referrals and Service Navigation

Clients come to us through hospitals, legal professionals, clinics, and self-referrals. Counsellors also support clients with letters and referrals to services such as housing, legal aid, and financial counselling—ensuring comprehensive care beyond therapy.

### Education and Training Partnerships

As a practicum site for master's-level students from the University of Toronto, Wilfrid Laurier University, and the University of Windsor, we enhance our service capacity while preparing the next generation of mental health professionals. As of March 2025, five students have completed placements with us. Throughout the year, our team participated in trauma-informed presentations, wellness fairs, and outreach events to foster mental health awareness, reduce stigma, and promote early engagement.

### Youth Engagement

Our Child and Youth Worker program supports clients aged 6 to 33 through play, art, and trauma-informed therapies. This work leads to improved emotional regulation, social skills, and reduced emotional crises, all within a culturally responsive and affirming space.

### Jack.org Collaboration

In partnership with Jack.org, we deliver youth-led workshops that address topics such as academic stress, identity, and stigma. These sessions foster leadership, advocacy, and mental health literacy among youth.

### Community Outreach and Strategic Partnerships

Our outreach spans high schools, youth-serving agencies, and partnerships with organizations like Interval House. Notably, we collaborated with the University of Toronto Mississauga to deliver a mental health workshop focused on student wellness and resilience.

Through these initiatives, the Counselling Program continues to meet the evolving needs of our community with compassion, professionalism, and innovation.

# Client Testimonials

## Counselling Program

*Thank you again for your time and guidance over these past sessions we've had together. I am grateful for all your help. I am interested in continuing to work with you for as many sessions needed to help manage and deal with this chronic anxiety, depression and current relationship issues. I feel you have been immensely helpful and instrumental in the progress I've made thus far but do recognize that we have just skimmed the surface in these past 4 sessions, and there is still a lot more work/healing to be done.*

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*I got a huge raise due to my increased productivity! Thank you so much!! So glad we had that conversation!! It has changed how I do things at work and even day to day things! Thanks again. How we can work on more stuff together. My speed at work has increased quite a bit due to our last session. It helped me realize that we don't have time to do everything perfect. So, I have been managing time better, even in other areas of life. Looking forward to our next session. Thank you so much for your help.*

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*Hello: Always feels good to hear from you, my saviour...Millions of gratitude."*

*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 Peel of Services 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. It didn't take long to meet Ms .xxx. She 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. Ms. xxx 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.*

## A Year of Resilience and Growth

Over the past year, Developmental Services (DS) has demonstrated unwavering dedication to supporting individuals through its Adult Protective Services (APS) and Supported Independent Living (SIL) programs. Amid evolving client needs and operational hurdles, the organization has balanced adaptability with innovation, ensuring continued service excellence while laying the groundwork for future advancements.

### Key Achievements: Strengthening Foundations

DS celebrates significant milestones that underscore its commitment to quality care and staff development:

- **Regulatory Excellence:** DS achieved full compliance in its recent ministry audit, a testament to its adherence to high standards and accountability.
- **Staff Empowerment:** Shauna and Angela, two dedicated team members, earned Master's degrees, enhancing the organization's expertise in client care and program management.
- **Client-Centered Success:** A client struggling with hoarding behaviors secured critical funding to initiate a home cleanup, reflecting DS's ability to address complex, individualized needs.
- **Community Reintegration:** The SIL program successfully reunited a client with essential services after community alienation, reaffirming its role as a vital support network.
- **Innovative Programs:** Initiatives like Kitchen Harmony—a project fostering client independence through culinary skills—highlight DS's creative approach to enhancing quality of life.

### Addressing Challenges: Building a Sustainable Future

While celebrating progress, DS acknowledges ongoing challenges and strategic responses:

- **Workforce Development:** Recruitment hurdles, including preferences for hybrid work and competitive wages, prompted DS to explore flexible staffing models and targeted outreach to diversify its team, including efforts to attract more male professionals.
- **Technology Modernization:** Persistent issues with outdated software (e.g., EMHWare), device reliability, and limited Adobe access are being addressed through planned IT upgrades to streamline operations.
- **Evolving Client Needs:** As clients age and face overlapping developmental and mental health challenges, DS advocates for expanded intermediate care options and invests in staff training to navigate complex cases creatively.
- **Systemic Advocacy:** Recognizing gaps between independent living and long-term care, DS is collaborating with community partners to pilot transitional support programs.

### Looking Ahead: Commitment to Innovation

DS remains focused on transforming challenges into opportunities. Priorities for the coming year include advancing technology infrastructure, expanding staff retention initiatives, and advocating for policy changes to better serve clients with multifaceted needs. By fostering partnerships and leveraging the expertise of its growing team, DS aims to bridge service gaps and enhance accessibility.

The past year has reinforced DS's role as a resilient, forward-thinking organization. Through strategic adaptation and a relentless focus on client dignity, DS continues to empower individuals and families, ensuring no one is left behind. As we move forward, we remain committed to building a more inclusive, responsive support system for all.

# Client Testimonials

## Developmental Services

*I recently returned to services with Family Services of Peel, and I've been pleasantly surprised by how warmly I've been welcomed back. From the very beginning, I was worried that staff might not want to work with me. I know I can be demanding and sometimes intense in how I express myself, and I feared that my previous experiences might affect how I'd be treated. But so far, it's been the exact opposite. The DS team has been incredibly supportive, patient, and nonjudgmental. They've treated me with respect and kindness, making me feel like I truly matter. Their willingness to listen and provide consistent support has helped rebuild my trust in the system. I feel encouraged to continue engaging with the services and working on my goals, knowing that I have a team that genuinely cares about my well-being. This experience has made a big difference in my journey. – SH*

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*I had a chance to work with Sam recently when he was covering for Nicole. I just want to let them know how much I enjoyed working with him. I've really appreciated his calm and professional approach. To be honest, I don't always feel comfortable working with men—it's something I've struggled with in the past—but Sam has made it easier for me. He's been incredibly patient, respectful, and understanding throughout our interactions. He listens without interrupting, takes my concerns seriously, and never makes me feel rushed or dismissed. That kind of care makes a huge difference in how I experience support. It's rare to find someone who can offer both competence and empathy in their work, and I think that's exactly what Sam brings to the team. I'm genuinely grateful for the positive experience I've had with him. – VL*



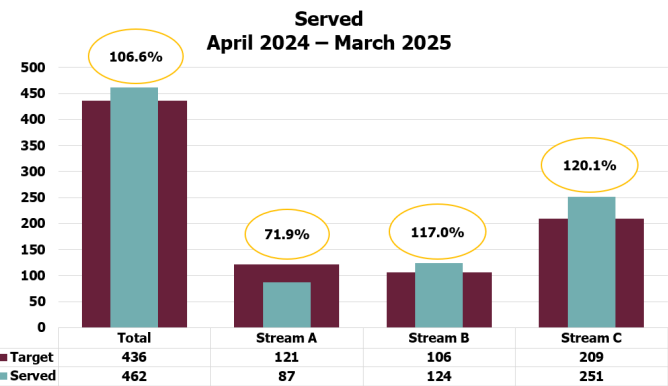
# Employment Services

## Building Resilience in a Shifting Labour Market

The Employment Ontario (EO) program supported Ontario’s workforce in 2024–2025 amid rising unemployment and sectoral shifts. While exceeding service targets, the program navigated challenges posed by economic volatility and evolving labour demands.

## Program Performance

EO assisted 462 individuals, surpassing its service goal of 436 (106.6% achievement). However, participation fell short of the 520-person target, reaching 470 individuals (90.4%), reflecting regional demand surges and the need for expanded outreach. These results highlight the program’s responsiveness during a year of heightened economic uncertainty.



## Strategic Priorities

The FSP prioritized sector-specific training in high-growth fields like healthcare and green technology, while expanding virtual career services. Key future focuses include:

- Upskilling for tech and sustainability roles.
- Targeted support for displaced workers through mentorship.
- Employer partnerships to align training with market needs and promote inclusive hiring.

## Labour Market Trends

Ontario’s unemployment rate climbed to 7.0% in 2024—the highest in a decade (excluding pandemic years)—as job creation lagged behind workforce growth. Job vacancies dropped 24.4%, signaling hiring slowdowns across most industries. Key sectoral shifts included:

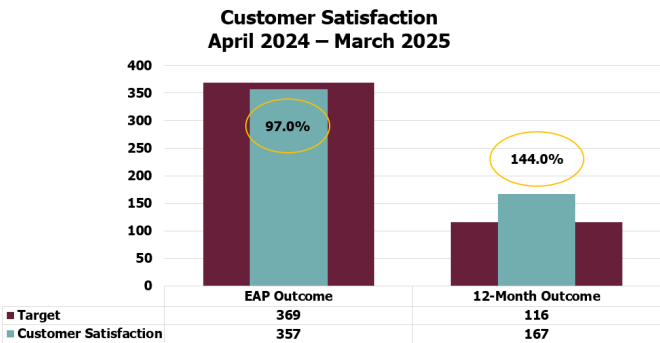
- Growth in healthcare, sales/service, and arts/culture, driven by post-pandemic recovery.
- Declines in trades, transport, and equipment operation roles, linked to reduced construction and automation.
- Leadership from the Professional, Scientific, and Technical Services sector, fueled by tech innovation.

## Conclusion

Despite economic challenges, the FSP remains committed to equitable access to opportunities through innovation and collaboration. By addressing skills gaps and fostering inclusivity, the program will continue strengthening Ontario’s workforce resilience.

## Demographic Insights

Youth employment rose, supported by apprenticeships and growth in retail, hospitality, and tech. Conversely, older workers faced reduced opportunities, suggesting skills gaps or hiring biases. Gender disparities persisted, with men seeing modest gains while women experienced slight declines, reflecting uneven sectoral recoveries.



# Client Testimonials

## Employment Ontario

*Hello, I am Vishav K. I would like to share my story in Canada. I immigrated to Canada in the month of May 2024 and was looking for a job. After a long period of searching for a job, I was not able to find anything for myself. I have a family of four and my wife cannot work because I have two little kids and she has caregiving responsibilities, so it was very difficult for me to afford Canada. My friend told me about Family Services of Peel's Employment Ontario program. I joined the program, and they helped me in finding a job. They connected me with Indigo parking and right now I am working as a shuttle driver. FSP did not only help me in finding a job, but they also helped me in retaining that job. They supported me with purchasing work attire as well as transportation. I received the full financial support I am so thankful for Family Services of Peel's Employment Ontario team who gave me more interview sessions and guided me through the whole hiring process. The EO team made my life in Canada so much easier and became the most supportive arm during my transition into Canada. My experience of working with Family Services of Peel was great and, in the future, I will also refer my friends to this organization. Thank you so much!*

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*Immigrating to Canada in 2022 was a leap of faith for my family and me. We left behind everything familiar and arrived in a country where we had no connections. It was exciting but also terrifying. Thankfully, the Employment Ontario team at Family Services of Peel became the support system we didn't know we needed. From day one, they welcomed us with genuine care. The resume-building workshops helped me regain my confidence, and their encouragement motivated me to pursue employment. When we faced barriers like transportation and not having proper winter work clothing, they stepped in with financial assistance that made a real difference. Their support went beyond employment. They connected us with the furniture bank, allowing us to turn our empty space into a warm and comfortable home. That simple act helped bring our family closer together and gave us a renewed sense of belonging. Balancing work and family life in a new country is never easy, but with their help, we've managed to find stability and hope. Thanks to Family Services of Peel, we're not just starting over — we're building a life filled with dignity, opportunity, and community. - LAM*

# Family Life Education

Family Services of Peel's Family Life Education (FLE) programs delivered targeted support to families across Peel Region in 2024–2025, with services concentrated in key months to address evolving community needs. Programming was strategically paused during periods without recorded activity, ensuring resources aligned with demand.



## Geographic Impact

- Mississauga: Outreach peaked in March 2025, serving 35 unique individuals, up from 16 in November and 12 in December.
- Brampton: Modest engagement occurred in late 2024 and March 2025 (2–4 individuals), reflecting localized demand.

## Program Achievements

- **Cycles:** Launched with 2 cycles in April 2024, followed by 1 cycle in November and 1 in December. Activity resumed in March 2025 with 2 cycles, reflecting year-end demand for family education.
- **Family Engagement:** Served 10 families in April 2024, followed by smaller cohorts in November (5) and December (4). A renewed focus in March 2025 reached 10 families, highlighting seasonal responsiveness.
- **Child and Youth Support:** Young children (0–5) received consistent attention in late 2024 (6 in November, 7 in December), while teens (13–15) were prioritized in February 2025 (3 served).

## Future Directions

Building on 2024–2025 outcomes, Family Services of Peel will expand cycles in high-demand months and deepen partnerships to address gaps in youth (16–25) and senior (65+) outreach. The programs remain committed to flexible, community-driven support, empowering Peel families through education and connection.

## Key Insights

- **Focused Service Delivery:** Programming was intentionally scaled during high-need periods (e.g., holiday seasons, year-end). For example, March 2025 saw heightened activity across cycles, child services, and Mississauga outreach.
- **Age-Specific Priorities:** Younger children (0–5) and adults (26–64) received sustained support, with 19 adults served in March 2025, while teens and seniors saw targeted interventions.
- **Adaptability:** Periods without activity (e.g., May–October 2024) allowed for resource reallocation, ensuring efficient use of capacity.

# Client Testimonials

## Family Education Program

*I discovered Family Services of Peel while searching for resources to support my parenting journey. As a parent of three young children, I wanted to learn practical strategies for positive discipline and communication, especially as my kids entered different developmental stages.*

*I signed up for the Active Parenting 0-5 years old program, then joined the 6-12 years old program. The workshops were well-organized, interactive, and covered a range of helpful topics each week. Our facilitator, Reneé, was knowledgeable and created a welcoming environment where I felt comfortable sharing and asking questions.*

*Since completing the programs, I feel more confident in my parenting approach. I've noticed a positive shift in how I communicate with my children and handle challenging situations.*

*I highly recommend the Active Parenting programs at Family Services of Peel to any parent looking to strengthen their parenting skills, acquire practical tools and techniques, and build better relationships with their children.*

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*I came across the parenting programs while looking for support and guidance in raising my children who are on the autism spectrum. As a mother of kids in both the 0-5 and 6-10 age groups, I was eager to learn strategies that would help me better understand their needs and build stronger connections with them.*

*The workshops were incredibly helpful and eye-opening. The facilitators were knowledgeable, supportive, and created a safe, respectful place for all parents. I appreciated how practical and relatable the sessions were – the real-life examples, group discussions, and resources provided gave me tools I could immediately apply at home. What stood out most was how the programs addressed both emotional and behavioral challenges in a compassionate and realistic way.*

*Since attending, I've noticed a positive shift in how I respond to my children's behaviors and how I communicate with them. I feel more confident and less overwhelmed in my parenting approach. These programs have not only helped me become more patient and mindful but have also improved the overall atmosphere at home.*

*I would highly recommend these workshops to any parent looking for guidance and support. They offer a valuable opportunity to grow as a parent and connect with others on a similar journey.*

# Program Spotlight: Support Services for Male Survivors of Sexual Abuse (Men's Program)

The Support Services for Male Survivors of Sexual Abuse (Men's Program), a cornerstone initiative, continues to champion healing and resilience for male survivors of sexual abuse aged 16 and older. Funded by the Ministry of Children, Community, and Social Services (MCCSS), this vital program provides free, trauma-informed counselling services across Central Ontario, addressing the unique needs of a demographic often overlooked in conversations about sexual violence. Over the past year, the program has reaffirmed its commitment to breaking barriers, fostering recovery, and empowering survivors to reclaim their lives.

## Comprehensive, Accessible Support

At the heart of the Men's Program lies a suite of flexible services designed to meet survivors where they are. Individual counselling offers one-on-one therapeutic support, creating safe spaces for clients to process trauma at their own pace. Group counselling fosters peer connection, reducing isolation through shared experiences. For those unable to attend in person, e-counselling and phone sessions ensure accessibility, bridging geographical and logistical gaps. This multifaceted approach, grounded in evidence-based practices, equips survivors with coping strategies, emotional tools, and pathways to rebuild trust and self-worth.

## Partnering Agencies

## Collaborative Community Impact

Partnerships remain central to the program's success. Family Services of Peel collaborates with regional organizations, healthcare providers, and advocacy groups to deliver holistic care. These alliances enhance service reach, ensuring survivors in urban and rural communities alike receive timely support. This year, outreach efforts prioritized engagement with Indigenous and LGBTQ+ populations, acknowledging intersecting barriers faced by these groups.

## Looking Ahead

Moving forward, the Men's Program aims to expand services and deepen community partnerships, ensuring no survivor walks alone. Public education campaigns will challenge stigma, encouraging more men to seek help. With sustained Ministry support and community solidarity, the program remains steadfast in its mission to illuminate pathways from trauma to thriving.

Family Services of Peel extends heartfelt gratitude to the Ministry, partners, and courageous survivors who inspire this work. Together, we are building a future where healing is possible, and every voice is heard.



Catholic Family Services of Durham  
Services à la famille catholiques de Durham



Catholic Family Services  
PEEL • DUFFERIN



Catholic Family Services  
OF TORONTO



# Infrastructure Spotlight: FSP Commons

## A Vibrant Hub for Community Growth and Connection

Family Services of Peel (FSP) is excited to unveil the FSP Commons, a dynamic new space designed to ignite connection, learning, and well-being across Peel Region. Nestled in the heart of the community, this innovative hub embodies FSP's vision of fostering inclusivity and collaboration, offering a welcoming environment where residents of all ages and backgrounds can thrive.

### Kitchen Harmony: Cultivating Skills and Connections

The Commons launches with its flagship initiative, Kitchen Harmony, a visionary program blending culinary arts with community building. This dual-purpose kitchen serves as a lively space where seniors volunteer alongside younger participants, bridging generational divides while cultivating practical skills. Participants engage in hands-on cooking sessions, nutrition workshops, and team-based meal preparation, fostering not only culinary expertise but also friendships and mentorship. By empowering seniors to share their knowledge and combat social isolation, Kitchen Harmony nourishes both bodies and bonds, setting the tone for the Commons' mission.

### A Calendar of Opportunities

Following this debut, the FSP Commons will host a diverse lineup of programs tailored to community needs. Seniors Social Tables will offer weekly gatherings for older adults to connect over games and discussions, while Families Connected will provide workshops on parenting strategies and child development. The Active Parenting series will equip caregivers with tools to navigate modern challenges, and Employment Services workshops will support job seekers through resume-building sessions, interview prep, and networking events. Each initiative is designed to empower individuals while strengthening collective resilience.

*FSP Commons isn't just a space —  
it's the heartbeat of a community  
rising stronger, together.*

### A Space for All

Beyond FSP-led programs, the Commons invites partner organizations and residents to utilize its versatile facilities. Whether hosting cultural festivals, mental health support groups, or skill-sharing seminars, the space is equipped with modern amenities, including a commercial kitchen, flexible seating, and presentation technology. Its accessible design ensures everyone—regardless of ability or background—can participate fully.

### Building a Stronger Future Together

The FSP Commons reflects a bold step toward FSP's goal of creating interconnected, resilient communities. By prioritizing collaboration, it becomes a platform where ideas flourish, resources are shared, and collective goals are achieved. "This space is more than a building—it's a catalyst for change," says an FSP representative. "Every program, partnership, and conversation here helps weave a tighter social fabric."

### Join the Movement

FSP invites Peel residents to celebrate this milestone and shape the Commons' future. Attend a workshop, volunteer, or propose an event—your involvement ensures this space remains a beacon of hope and growth. Stay updated on programs via FSP's website and social media. Together, let's unlock the Commons' full potential and create lasting positive change in Peel.



# Training Spotlight: Trauma Screening Training

In an era where understanding trauma is critical to fostering resilient communities, Family Services of Peel (FSP) and the Peel Institute for Research & Training (PIRT) have pioneered a transformative initiative: the Trauma Screening Training.

Launched in 2020, this three-module course equips service providers with the tools to address trauma through an intersectional, equity-focused lens, ensuring compassionate and effective support for marginalized populations.

## Building Foundations in Trauma-Informed Practice

The training begins by exploring the social determinants of health (SDH) and their profound link to systemic oppression and trauma. Participants delve into how factors like racism, colonialism, and sexism shape lived experiences, emphasizing that trauma is both a social creation and consequence. The curriculum integrates Indigenous perspectives, such as the Aboriginal Wheel of Health & Well-Being, to highlight holistic approaches to mental, emotional, physical, and spiritual health. By distinguishing equity from equality, the program challenges providers to address unjust disparities in access to care.

## From Theory to Practice: Trauma Screening Tools

Module 2 transitions to practical skills, training participants to use the Jean Tweed Centre Trauma Screening Tool. This evidence-based framework guides providers in sensitively uncovering traumatic experiences—from interpersonal violence to systemic inequities—while prioritizing client safety and autonomy. Strategies for managing disclosures, such as grounding techniques and warm referrals, ensure survivors feel heard and supported.

The module also clarifies the distinction between screening (identifying risk) and assessment (diagnosing), empowering providers to act swiftly and appropriately.

## Sustaining Compassion through Trauma Stewardship

Recognizing the toll of vicarious trauma, Module 3 focuses on *self-care and organizational resilience*. Inspired by Laura van Dernoot Lipsky's call to combine empathy with mindfulness, the curriculum introduces the *ABCs of Trauma*

*Stewardship*: **Awareness** of personal limits, **Balance** in work-life harmony, and **Connection** to purpose and community. Participants craft personalized preparation plans to safeguard their well-being while advocating for systemic change.

## A Call to Action

Over the years, this training has empowered hundreds of professionals—from healthcare workers to social services staff—to dismantle barriers to care in Peel Region. As we reflect on its impact, we invite you to join this vital movement. Whether you're a seasoned practitioner or new to trauma-informed care, the *Trauma Screening Training* offers actionable strategies to foster equity, healing, and resilience.

**Enroll today at**  
<https://fspeel.org/training/> and become a catalyst for transformative change in your community.

Together, we can build a future where trauma is met with understanding, compassion, and justice.



Monica Rimmert, Peel Institute on Violence Prevention, 2015  
Adapted from Integrated Life Course and Social Determinants Model of Aboriginal Health, Charlotte Loppie 2009

# Volunteer Spotlight: Tejwant Atwal

For over a decade, Tejwant Atwal has been a shining example of dedication and compassion through her volunteer work with Family Services of Peel (FSP). Her journey, which began in 2011, is a testament to the profound impact one individual can have on an organization and the lives of countless seniors.

## A Calling to Serve

Tejwant's volunteer journey started after her retirement. With spare time on her hands and a desire to give back, she sought opportunities to socialize and contribute to her community. Her path crossed with FSP through Nirmala and then Pratima, FSP staff members who invited her to lead yoga classes for seniors. What began as a simple commitment soon blossomed into a long-term partnership filled with mutual respect and admiration.

## Why FSP?

Tejwant has volunteered with other organizations like India Rainbow (now named Indus Community Services), Afghan Women Organization, Punjabi Community Health Services, Rotary Club, along with many other senior clubs.



She has also been actively participating in community cultural events and have participated in Punjabi folk dances like Gidda and Bhangra. When asked why she chose FSP over other organizations, Tejwant explained that it wasn't a matter of choice but rather a fortunate alignment of opportunities. She seamlessly transitioned into FSP's wellness programs. The welcoming environment and the respect shown by coordinators, managers, and staff kept her coming back. "They always welcome me and respect me a lot," she shared, highlighting the warmth that defines FSP's culture.

## The Ripple Effect of Volunteering

Tejwant's work extends beyond leading yoga classes. Her involvement in staff programs and events, such as the Annual General Meeting (AGM), reflects the deep connection she has forged with the organization. For her, volunteering is a two-way street: while she enriches the lives of seniors, their camaraderie and appreciation equally uplift her. "It's double-sided," she remarked with a smile.

## A Legacy of Commitment

What sets Tejwant apart is her unwavering commitment. In a world where programs often start and fizzle out, her 14-year tenure with FSP stands as a beacon of continuity. "I have been lucky to have this opportunity," she said, emphasizing the value of long-term engagement. Her dedication has not gone unnoticed—staff members like Pratima, who coordinate with her regularly, praise her patience and willingness to learn, even when navigating challenges like technology.

## Looking Back, Moving Forward

If given a chance to revisit her past, Tejwant wouldn't change a thing. "I have been lucky," she repeated, her voice filled with gratitude. Her story is a reminder that volunteering isn't just about giving time; it's about building relationships, fostering community, and creating lasting change.

As FSP continues its mission, volunteers like Tejwant Atwal remain its backbone—proof that kindness, consistency, and a little yoga can go a long way.



# A YEAR AT-A-GLANCE

Activities and Events of Family Services of Peel  
from April 2024 to March 2025

# April

## Indigenous Awareness Session



In April 2024, Family Services of Peel staff participated in an Indigenous awareness session that deepened their understanding of Indigenous history, cultures, and ongoing challenges. The session fostered meaningful dialogue and encouraged staff to reflect on their roles in reconciliation. Through shared stories and teachings, the experience strengthened the agency's commitment to equity, inclusion, and culturally informed services, supporting respectful relationships with Indigenous communities across Peel Region.





# May

## CBC Toronto Listening Session

The CBC Mississauga By-Election Listening Session, held on May 22, 2024, brought together local voices to share concerns and expectations ahead of the federal by-election. Community members, civic leaders, and CBC journalists engaged in a dynamic conversation about key issues affecting Mississauga residents. The session provided a platform for dialogue on housing, transit, immigration, and healthcare, reflecting the city's diverse perspectives. Insights gathered will help inform CBC's election coverage and amplify the priorities of Mississauga voters.



## Employment Support Fair

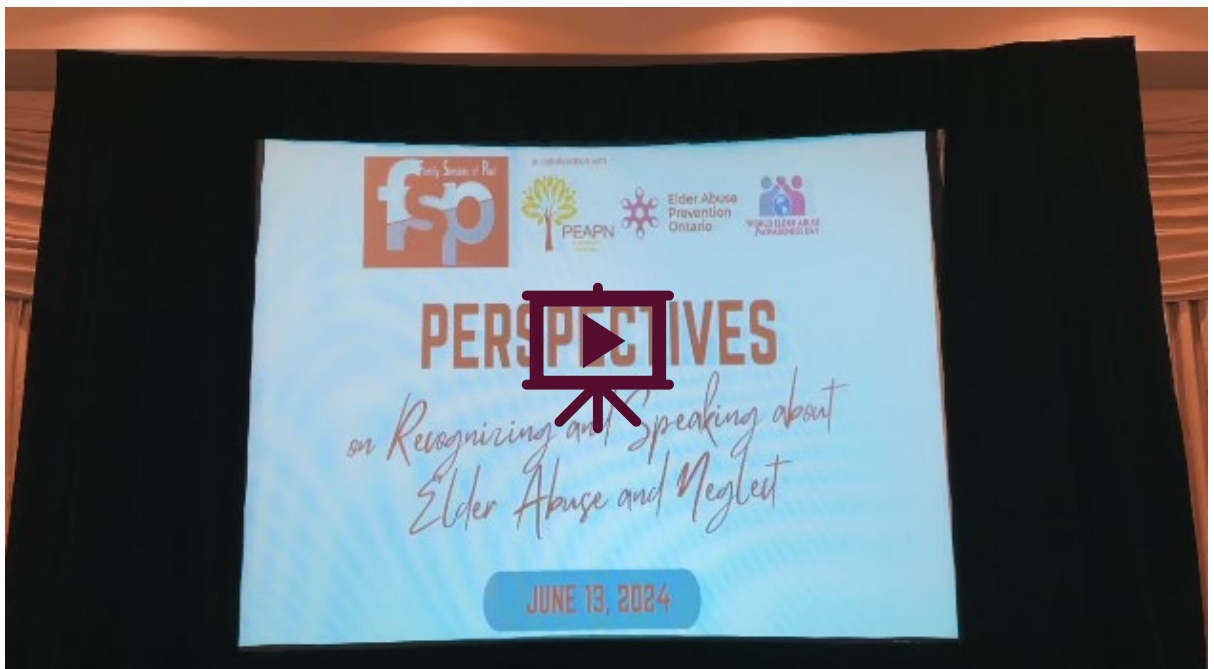


On May 23, 2024, the Employment Ontario team proudly took part in the Employment Support Fair hosted by the Dufferin-Peel Catholic District School Board. The event provided an excellent opportunity to connect with students and job seekers, sharing valuable information about career development services and employment pathways. The team engaged with attendees, answered questions, and showcased the wide range of supports available through Employment Ontario to help individuals achieve their career goals.

# June

## World Elder Abuse Awareness Month

In collaboration with the Peel Elder Abuse Prevention Network (PEAPN), Family Services of Peel hosted several impactful activities throughout June to observe World Elder Abuse Awareness Month, raising awareness, promoting safety, and encouraging community dialogue to prevent elder abuse and support the well-being of older adults across the region.



**Yoga Class**  
*Age with Attitude*

In celebration of World Elder Abuse Awareness Month and Seniors' Month, join us on a journey of self-discovery and rejuvenation as we guide you through ancient practices that harmonize the mind, body, and spirit.

**Yoga Class 1**  
June 17, 2024 (Monday) at 11:00 am  
<https://us06web.zoom.us/j/84095933660?pwd=ZlRlTGpcc1Nlc0Rhc3R5Y04xY055.1>

**Yoga Class 2**  
June 24, 2024 (Monday) at 10:30 am  
<https://us06web.zoom.us/j/88481175396?pwd=ZlRlTGpcc1Nlc0Rhc3R5Y04xY055.1>

**PERSPECTIVES**  
*on Recognizing and Speaking about Elder Abuse and Neglect*

Family Services of Peel (fsp) in collaboration with the Elder Abuse Prevention Ontario (EAPN) and Peel Elder Abuse Prevention Network (PEAPN) invite you to attend an interactive and engaging conversation to discuss the abuse of older adults and caregiving. The facilitators will create a safe space for dialogue on some difficult but important conversations on protecting the safety and well-being of seniors in our families and community. Seniors' voices and experiences will be heard!

**JUNE 13, 2024**  
9:30 am - 12:30 pm  
Mississauga Grand Conquest 8 Event Centre  
For Registration, please email: [peapn@fsp.peel.org](mailto:peapn@fsp.peel.org)

Guest speaker: **MARY SHKOURY**

Guest speaker: **RAEANN RIDEOUT**

**POWER OF ATTORNEY**  
All you need to know about what a POA is and does

**THURSDAY**  
June 27, 2024  
**STARTS AT**  
10:00am

**Join us:**  
BBQF Amenities Room  
and online via Zoom:  
Meeting ID: 894 8371 9685  
Passcode: 569810  
Link: <https://us06web.zoom.us/j/89483719685?pwd=ZlRlTGpcc1Nlc0Rhc3R5Y04xY055.1>

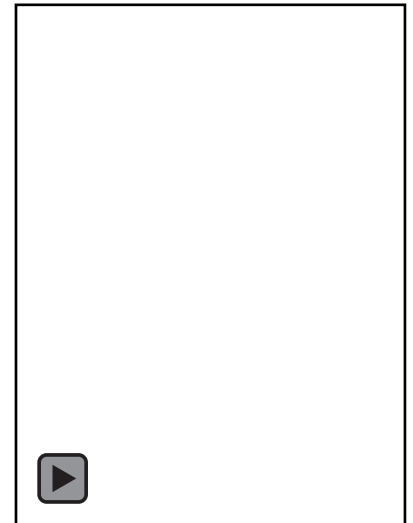
Victoria Holland

Craig Mara



# July

## FSP Annual Summer Picnic



A yearly tradition – Family Services of Peel held its annual summer picnic at Mississauga Valley Park, bringing together staff, volunteers, and their families for a fun-filled day of connection and celebration. Under the warm summer sun, attendees enjoyed games, food, and friendly conversations that strengthened community spirit. The event featured activities for all ages, fostering a sense of inclusion and belonging. From children's laughter to shared meals under the pavilion, the picnic was a vibrant reminder of the agency's commitment to building strong, supportive relationships.

# July

## Strategic Client Engagement Training



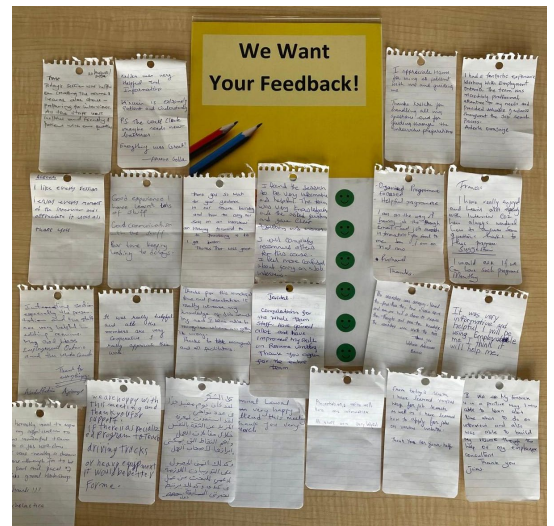
The FSP-EO team expresses its sincere appreciation to PCAS for hosting and WCG for arranging. A special acknowledgment goes to Samantha Timbers for delivering an exceptional and captivating training session. The training session provided a valuable opportunity for knowledge-sharing and exchanging insights aimed at enhancing our services for all our clients. We eagerly anticipate future events to further engage with all service providers and WCG management.



# August

## Employment Ontario Job Readiness Camp

The EO Job Readiness Camp held in August 2024 was a resounding success, equipping participants with essential skills for today's job market. With engaging workshops, one-on-one coaching, and practical training, clients left feeling confident and prepared to take the next step in their careers. The program received rave reviews, with participants praising the supportive environment, knowledgeable facilitators, and valuable resources that made a real impact on their job search journey.



## Rise and Shine with the Mayor of Mississauga



In August 2024, Family Services of Peel was proud to attend the Rise and Shine event hosted by the Mayor of Mississauga. This inspiring gathering brought together local organizations, community leaders, and changemakers to celebrate collaboration and shared commitment to building a stronger, more inclusive city.

Thank you to the City of Mississauga for creating a space where community partnerships can grow and thrive.

# September

## Take Back The Night



## Regeneration Community BBQ





# October

## United Way Fundraising Campaign



Each year, Family Services of Peel proudly participates in the United Way Greater Toronto fundraising campaign to support strong, inclusive communities. Through staff-led events and collective giving, we help fund vital programs that uplift individuals and families across Peel Region. Our campaign is a meaningful way to come together, give back, and create lasting change.

# October

## FSC Community of Learning



**October 28 & 29, 2024**  
Community of Learning, Toronto, ON



The Community of Learning (COL), an annual event by Family Service Canada, was hosted this year by Family Services of Peel at Novotel Toronto Centre. This dynamic gathering brought together the leaders of Family Services all over the country to explore groundbreaking approaches in leadership, community engagement, and knowledge sharing.

Paul Born, a celebrated community change facilitator, delivered a keynote on Complexity Leadership. His insights emphasized moving beyond hierarchical models to foster adaptability and collective action. Interactive workshops delved into managing complex problems, highlighting the significance of shared responsibility and emergent strategies. Born's "Breakthrough Community Change" session inspired attendees to develop common agendas capable of driving transformative outcomes.



# October

## Elizabeth Fry Information Event at Quality Inn



The Employment Ontario team proudly attended the Elizabeth Fry Information Event held at the Quality Inn. The event offered valuable insights into support services for women involved in the justice system, highlighting community partnerships and pathways to empowerment. It was an enriching opportunity to connect with service providers, share resources, and strengthen collaboration to better serve our community. We thank the Elizabeth Fry Society for organizing this impactful gathering and fostering meaningful dialogue.

# October

## Site Service Delivery at Peel Region Ontario Works Office



Site Service Delivery at the Peel Region Ontario Works Office ensures that residents receive in-person support tailored to their unique needs. Staff provide guidance on financial assistance, employment programs, housing supports, and referrals to community resources. By offering face-to-face services, the office helps individuals and families navigate challenges more effectively and access the right services at the right time. It's a vital hub for empowerment, stability, and progress within the Peel community.

## Folkstone Public School, Brampton – Open House

Folkstone Public School, Brampton, hosted a successful Open House.

Known for actively participating in wellness fairs across Peel Region schools, Family Services of Peel demonstrated its strong commitment to fostering a healthy, supportive community. Families had the opportunity to explore programs, meet dedicated staff, and learn how the school supports student well-being and success.





# November

## Family Violence Action Table Forum



On November 12, 2024, the Family Violence Action Table hosted a pivotal event at the Mississauga Grand Banquet & Event Centre. The forum introduced the Culturally Responsive Family Violence Framework, a groundbreaking initiative designed to tackle family violence in the Peel Region with equity, inclusion, and cultural sensitivity at its core.

## CFSPD Open House



Family Services of Peel program managers proudly attended the Catholic Family Services of Peel-Dufferin (CFSPD) Open House in November 2024, strengthening community partnerships and sharing insights on our diverse programs. This event provided a valuable opportunity to connect with fellow service providers, explore innovative approaches, and enhance collaborative efforts to better serve Peel Region's residents. Our team is committed to fostering inclusive, impactful support for individuals and families, and participation in events like this fuels our dedication to continuous improvement and community engagement. Together, we're building a stronger, more connected Peel for everyone.

# December

## Building Equitable Economies for Immigrants and Refugees in the Region of Peel





# December

## Employment Ontario Holiday Gathering



## Developmental Services Holiday Gathering





# December

## FSP Annual Holiday Lunch



Family Services of Peel celebrated the holiday season with its annual Holiday Lunch in December 2024, bringing together staff, the Board, volunteers, and community partners for a joyful gathering. The event featured a delicious meal, festive decorations, and an atmosphere of warmth and appreciation. It was a wonderful opportunity to reflect on the year's achievements, strengthen connections, and recognize the dedication of everyone who contributed to the organization's mission. Laughter, gratitude, and holiday cheer filled the room, making it a memorable celebration to close the year.





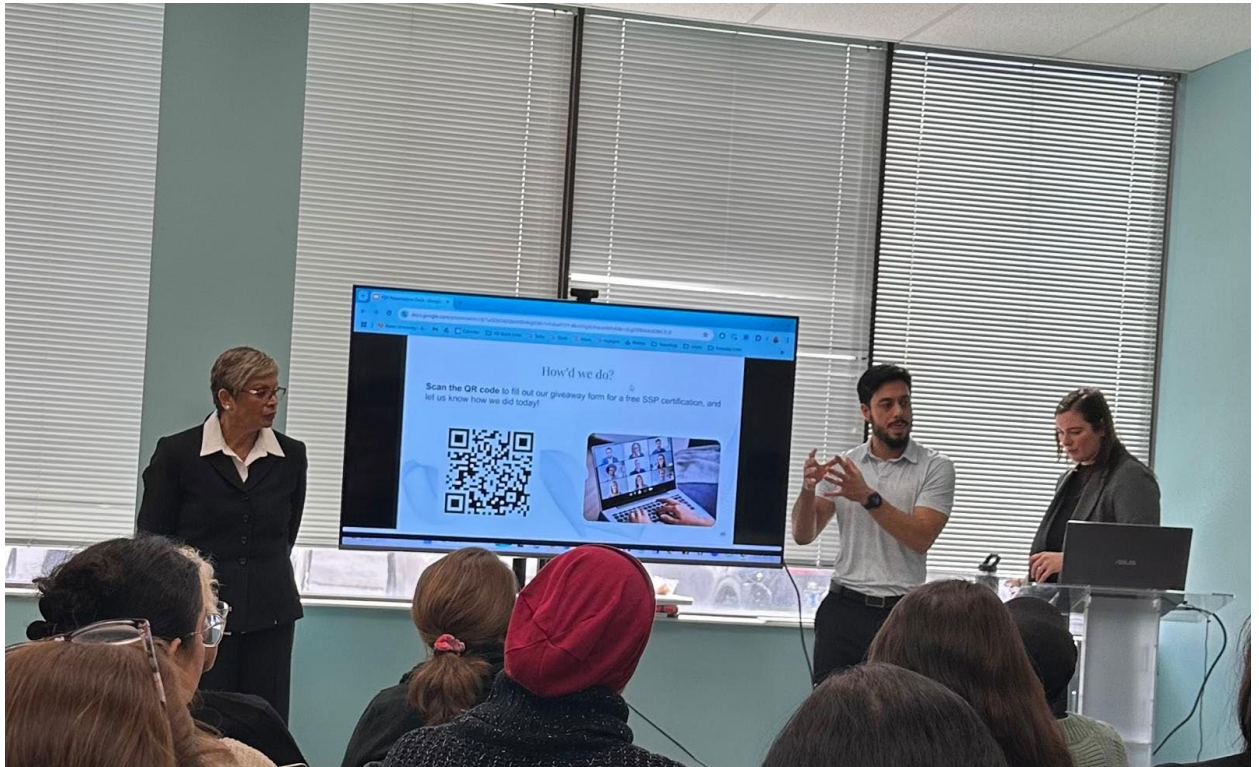
# February

## Community Consultation Day



# February

## Polyvagal Theory and Safe and Sound Protocol

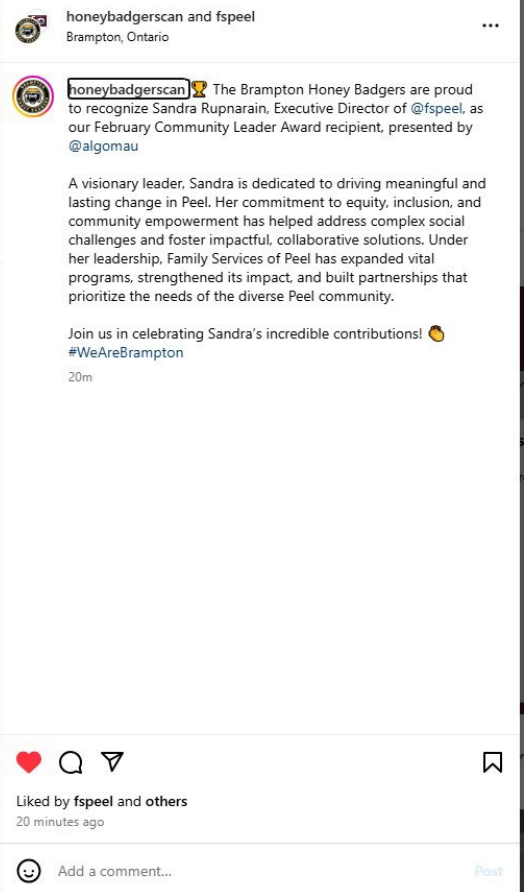


Family Services of Peel staff recently participated in an introductory session on Polyvagal Theory and Safe and Sound Protocol Therapy, exploring how nervous system regulation can support mental health and well-being. The training highlighted the connection between the vagus nerve, emotional regulation, and the therapeutic use of sound to promote calm and resilience. Building on this foundation, a more in-depth training is scheduled later this year to deepen understanding and practical application, empowering staff to better support clients through innovative and science-backed approaches to emotional healing and stress management.



# February

## Community Leader Award



Sandra Rupnarain received the Community Leader Award from the Bampton Honey Badgers. Her visionary leadership in advancing equity, inclusion, and collaborative solutions has transformed Peel's community through expanded programs and impactful partnerships.

# March

## BBOT InspiHER Gala



The Brampton Board of Trade (BBOT) InspiHER Gala in February celebrated the power and achievements of women leaders across the business community. It was an inspiring evening filled with empowering stories, meaningful connections, and recognition of trailblazing women making an impact. Guests enjoyed a night of celebration, networking, and motivation to continue breaking barriers and driving change.



# March

## International Women's Day Gala



INTERNATIONAL WOMEN'S DAY  
GALA

WHEN WOMEN RISE, FAMILIES THRIVE

#ACCELERATEACTION #IWD2025



INTERNATIONAL WOMEN'S DAY  
GALA

WHEN WOMEN RISE, FAMILIES THRIVE

#ACCELERATEACTION #IWD2025



INTERNATIONAL WOMEN'S DAY  
GALA

WHEN WOMEN RISE, FAMILIES THRIVE

#ACCELERATEACTION #IWD2025



INTERNATIONAL WOMEN'S DAY  
GALA

WHEN WOMEN RISE, FAMILIES THRIVE

#ACCELERATEACTION #IWD2025

Click [here](#) for the IWD Recap Video



## Mississauga Board of Trade (MBOT) Small Business of the Year Nominee

MISSISSAUGA BOARD OF TRADE'S  
*Business Awards of Excellence*  
SMALL BUSINESS OF THE YEAR AWARD NOMINEES



AWARD SPONSOR:

Alpha's Discovery Kids  
Amazing Graze  
Arctic Wolf Networks  
Balatidis Legal Services  
Binarium Corp  
Canada Mortgage and Financial Group  
Carolyn's model and talent agency  
Creators at Play  
Crystal Grand Banquet Hall  
DoGood Funding Solutions  
ElevatIQ Inc.  
Family Services of Peel

Greater Toronto Executive Centre  
Imperial Auto Glass  
J D Factors  
Kevorkian Architecture  
OGEE Solutions Inc.  
Old Credit Brewing Co.  
Rick's Good Eats Inc.  
Shop3D.ca  
Sober Immigration  
Toureto Travel  
TSOC

#MBOTAWARDS  
MAY 8, 2025



MISSISSAUGA  
BOARD OF TRADE



# Social Media Presence



@FSPeelca

Page Impressions 26,500  
Followers 1,500



@fspeel

Tweet Impressions 6,972  
Followers 1,466



@fspeelca

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Access the support you need to change your life.

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# Our Partners



a big thank you to our Funders





FSP ANNUAL REPORT 2024-2025

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DESIGNED AND PUBLISHED AT: 5975 Whittle Rd., Mississauga, ON L4Z 3N1.

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