A CENTURY
OF COMMUNITY SERVICE
Our work has evolved organically, sometimes opportunistically and with generally good results. Among many things, we have a good record of piloting new ideas and spinning them off, of working with academic institutions to develop the field of social work, of using our direct service experience to inform our policy advocacy work on poverty and doing evaluations and research to learn and improve. We have a number of ongoing core programs, several multi-year projects, national and provincial coalitions to eradicate poverty and a 40-year old multi-million dollar social enterprise called Family Services Employee Assistance Programs (FSEAP).

Our founders knew that they had not only to deliver food and clothing but also to bring about change to the social fabric, the policies, the economy, the systems of our city and our country. They had a vision of people thriving in just and supportive communities which is still relevant today. We stand on their shoulders. We celebrate 100 years of FST’s journey and the journey of Toronto and Canada for much has improved in the last 100 years; yet there is much still to be done.

As we begin our second century, we have the same passion, sense of urgency, sense of justice and commitment as our founders and we look ahead to discern our path in the new world we have helped to shape. We are full of energy, curiosity and ready to embrace change – attributes which are our heritage. Where do we put our efforts now? How do we overcome barriers and create opportunities in this global world?

We see promise in our new world but we also see people with central questions about their prospects. Will our children have jobs, good jobs? Will they have education, health, homes, friends? Will our communities be inclusive, engaging and supportive? Will the world become a more equal place, stable, secure, nurturing the promise in each person?
As FST marks its centennial, we think it is incumbent upon us to be very thoughtful and deliberate about what we can and should accomplish within this rapidly changing environment. We work in increasingly complex systems which can pull organizations off-mission; so we need to have a clear framework to guide our decision-making within those systems. As a sector, we do not engage well in system-level planning; and we would like to improve our capacity to do that. We want to create knowledge from the vast amount of information we have so that we can improve our work and the lives of the people we serve. We want to understand our impact and, in so doing, deepen and broaden it.

We need to become more rigorous and strategic about future program directions. We have several areas of expertise and we want to think hard about what we should grow, replicate, scale or end. We want to find ways to increase our unrestricted dollars so that we can be more proactive about developing new areas of programming and less reactive to the interests of funders.

We want to understand better the impact we intend to have and use that to guide decisions about program directions. We want to develop a framework for decision-making based on impact which will extend beyond our current strategic plan, influence the next one and perhaps beyond. We are deeply concerned to assess and express our community impact. We are also motivated to provide some leadership to our sector in this regard as the identification and expression of impact is vital but also challenging for the social services.

These decisions are challenging because our context is becoming more complex and it is difficult to demonstrate impact. Governments’ perspective tends to be one of austerity rather than investment, so there is pressure to do more with less and show results in a shorter time. Funders in general want to be more “hands on” with their contributions and see returns quickly so there is little space for experimentation and learning.

As we look to our second century, we are counting on every person in the FST community to join together to answer these vital questions, challenge ourselves to be as effective as possible and strive to create the world we envision.

To that community – our staff, board members, volunteers, students, funders, donors and community partners – we say thank you for your part in making a difference in the lives of so many. We will continue our remarkable journey together.

June 2014
May 15, 2014

Congratulations on your 100th anniversary!

Dear Family Service Toronto,

It is with great pleasure that I write to congratulate Family Service Toronto on their 100th year of invaluable and passionate service to families and communities across Toronto.

Over their 100 years of work, FST has touched the lives of countless families and individuals. The invaluable counseling, education and support services they provide can be life changing and life saving, helping people come through crisis and upheaval to find their feet again. Through their advocacy and development work they have given communities across our city the tools to make their voices heard and create long-term and sustainable social change and capacity building.

The greatest measure of a city is the health and wellbeing of its residents. Toronto is known for its vibrant network of neighbourhoods and the diversity of the people who live in them. As the City Councillor for one of Toronto’s fastest growing and most diverse wards, I know that building a city that meets the distinct aspirations and needs of all of its residents is a task of mammoth proportions. The work of organizations like Family Service Toronto and their dedication to collaborative community-based development, advocacy, and service is integral to the realization of a holistic and sustainable city building approach.

Best wishes for another 100 years of community service.

Sincerely,

Kristyn Wong-Tam
Councillor, Ward 27
Toronto Centre – Rosedale
A PERSONAL MESSAGE FROM THE PREMIER

June 18, 2014

On behalf of the Government of Ontario, I am delighted to extend warm greetings to everyone celebrating the 100th Anniversary of Family Service Toronto. Congratulations on marking a century of serving the community.

As Premier, I believe in a fair society — one that enables all people to work, contribute to the life of the province and prosper. We all have a part to play in ensuring that everyone has the tools they need to participate in and contribute to the vibrant multicultural society of Ontario.

I applaud the hard-working staff and dedicated volunteers of Family Service Toronto for their vital work. Know that you are making a meaningful difference in the lives of those who have been marginalized.

Our government will continue to work with all our community partners so that all Ontarians have a chance to succeed.

Please accept my best wishes for a memorable celebration and many more significant milestones.

Kathleen Wynne
Premier


“There were only the faint beginnings of a social work system” in June 1918 when the Neighborhood Workers Association (NWA) officially opened its doors. With one stenographer, a well-worn minute book, and $5,000 in organizing funds, the NWA’s first Secretary, Frank N. Stapleford, set up to serve the city.

NWA’s greatest challenge of the decade was mere months away. In the fall of 1918, “with terrifying suddenness, the first Flu’ epidemic swept the city. Whole families were stricken. The death toll mounted, and doctors and nurses were worked to the point of exhaustion.” The NWA became the organizing centre for relief work, distributing 6,098 pneumonia jackets, masks, bedding, clothing, and thousands of quarts of liquid.

Though 1918 was the NWA’s first year of independent front-line work, it had already been uniting the actions of social workers for six years and got its official start in 1914.

The first meeting of the Council of Neighborhood Worker Association was convened at Toronto City Hall in April 1914 and the NWA adopted its constitution the same year. The recommendations, studies, and advocacy of the NWA and its Central Council from 1912 onwards became potent factors in bringing about future legislation for Employment Standards, Workmen’s Compensation, Mother’s Allowance, Old Age Pension, and Unemployment Insurance.
"To maintain normal family life, to restore it when it has been interfered with, to create conditions more and more favorable to it, is the underlying object of all our social work."

Frank N. Stapleford  
Neighborhood Workers Association’s First General Secretary, 1918 - 1952

Reverend Peter Bryce  
The First Neighborhood Workers Association President in 1918
Family services flourished in the 1920s as the Neighborhood Workers Association (NWA) grew in ambitious and innovative directions.

Standing strong against community opposition, the NWA hired professional social case workers to preserve healthy family life. This marked a shift away from the NWA as strictly a relief agency, to a social agency with a specialized staff. The NWA created a new Family Welfare Division, which provided personal service and advice to families, a Clothing Centre, Legal Aid Bureau, and a larger Day Nursery. The Department for Unmarried Mothers “threw light on a very dark place in the community’s life,” offering aid and guidance to unmarried mothers.

The NWA had been organizing the Fresh Air Exchange since 1919, but in 1922, it purchased its own camp. “To make children’s feet dance with gladness, and their cheeks glow with health; to give overtired mothers an opportunity to relax, forget drudgery, and learn to play once more, is the purpose of Bolton Camp.” From 1924 to the end of the decade, Bolton Camp welcomed more than 18,000 people.
The 92-acre Bolton Camp property was purchased in 1922 by the Neighborhood Workers Association.

With sleeves rolled up, the men got to work on building Bolton Camp in 1923. NWA General Secretary, Frank Stapleford, is pictured on the right.

The Neighborhood Workers Association

1920s

Family services flourished in the 1920s as the Neighborhood Workers Association (NWA) grew in ambitious and innovative directions. Standing strong against community opposition, the NWA hired professional social case workers to preserve healthy family life. This marked a shift away from the NWA as strictly a relief agency, to a social agency with a specialized staff. The NWA created a new Family Welfare Division, which provided personal service and advice to families, a Clothing Centre, Legal Aid Bureau, and a larger Day Nursery. The Department for Unmarried Mothers “threw light on a very dark place in the community’s life,” offering aid and guidance to unmarried mothers.

The NWA had been organizing the Fresh Air Exchange since 1919, but in 1922, it purchased its own camp. “To make children’s feet dance with gladness, and their cheeks glow with health; to give overtired mothers an opportunity to relax, forget drudgery, and learn to play once more, is the purpose of Bolton Camp.” From 1924 to the end of the decade, Bolton Camp welcomed more than 18,000 people.
1930s

The storm of the Depression broke in 1929 and “the numbers on relief mounted, with startling rapidity.” By 1935, 133,000 people – about one-fifth of the total population of Toronto – were on public relief.

The numbers coming to NWA for help rose dramatically. By 1931, the NWA was serving 87,752 families annually, with each of the nine district offices averaging 50 - 75 clients per day. The figures in 1932 were even more alarming – 148,348 office interviews, an increase of more than 40% in one year.

Group work became a new feature of the NWA, because “loss of morale, family disruption leading to smouldering antagonism, desertion, etc., made the development of new interests in these families imperative.” Local associations initiated Parent Education groups, Men’s Clubs, Layette Clubs, dramatics, cooking and knitting to relieve the bitterness and boredom in clients’ lives.

The NWA Clothing and Sewing Centre served about 75-85 families per day during the Depression. A Cobbler Department was also set up to repair and give away shoes. In 1937, when society began celebrating better economic times, Frank Stapleford noted that 73,171 people in Toronto were still unemployed. “The depression is not over until work is available to all.”
In 1933-34, the NWA’s Cobbling Department repaired and distributed 2,748 pairs of shoes to Depression-stricken families.

Despite the fact that 22,161 people came to the Clothing Centre in one year alone during the Depression, the NWA always tried to make the giving of clothing as personal as possible.
1940s

Canada at war meant war on two fronts for the NWA: indirectly on the European front because morale of enlisted men was strengthened through adequate service to their families left behind, and war on the home front against forces adversely affecting normal family life. In particular, the NWA supported women who were left behind to carry the sole burden of the family.

In the post-war years, unemployment was a problem for thousands of veterans. New trends in social work emerged as people came to the NWA with problems of broken homes, illegitimacy, the management and planning of income, and “mental hygiene.” “The immense effort to win the war left the world in a state of emotional fatigue. The microcosm of the family reflected the disturbances in society.”

Illahee Lodge was donated to the NWA in 1946. It became a camp for diabetic children and later for those with cardiac and chest problems. In 1947, the Lodge also began opening its doors to Canada’s first senior citizen’s annual holiday program. Said one guest, “We just live for it all year.”
Beginning in 1946, children with special health problems were given a holiday at Illahee Lodge. Here, children receive insulin shots under the care of an Illahee doctor and nurse.

The NWA welcomed seniors to Illahee Lodge. For seniors dependent on old age pension, a two week holiday cost $10.
When Toronto’s population hit 1.25 million in the mid-1950s - and 63% of people had arrived since 1945 - the NWA had to respond to a city that was now metropolitan and cosmopolitan.

Family and marital counselling became the NWA’s primary focus, and every effort was made to strengthen this mandate. District Offices were renamed Family Service Centres. Recreational groups were abandoned, and the NWA pioneered the development of social group work for youth and children.

A Casework Standards Committee was established by the Board to heighten the quality of counselling. From the beginning of the decade to the end, the number of families counselled by NWA doubled to 4,005.

Unemployment continued to plague families, and some were left with absolutely no means of support. Families of men who could not find work, and had no unemployment insurance, were not eligible for any public relief. The NWA advocated strongly on their behalf throughout the 1950s, distributing a widely read publication, “Homes without Work.” The NWA secured a major victory when public assistance was extended to the unemployed employable in 1957. “It now seems too good to be true,” wrote an elated Executive Director, Lillian Thompson.
“You may say, ‘What nonsense! There’s always been poverty and always will be.’ That’s what they said about slavery. That’s what they said about child labour, but the Factory Act of 1833 was the first of many victories over evils that now seem so gross.”

Lillian Thomson
Executive Director
1953 - 1962
1960s

In April of 1962, the NWA changed its name to Family Service Association of Metropolitan Toronto (FSA). “A gradual fundamental change has taken place in the character of the Agency’s function,” wrote President Eric Johnston. “From an association of workers in schools, churches and health and welfare agencies who banded together for the consideration of problems of mutual interest and concern, the NWA has grown into an Agency organized to meet the needs of families.”

FSA continued to improve the quality of its counselling programs, and all social workers in District Offices were qualified with Masters of Social Work by the late 1960s. The agency began to experiment with family life education and group work. Throughout the decade, the feeling grew that voluntary agencies should not provide money to clients in need. Thus, the amount of financial aid FSA gave to families was reduced from $107,841 in 1960 to $3,603 in 1968.

On October 1, 1967, FSA amalgamated with the North York and Weston Family Service Centre. These two non-sectarian agencies were now one metro-wide service, making FSA the largest family agency of its kind in Canada.
“Our city is now the terrain for protest and disenchantment... Yet, more than ever before greater freedom for change exists. How will we manage this new freedom in the 70s? How will we link past, present and future to provide momentum for responsible social progress? Survival of this agency as a credible institution depends on how we answer these questions”

Ed Watson
Executive Director
1966 - 1974

Dave Sands, Illahee Lodge Program Director
Little did Dave know when he attended Illahee as a child with a special health need, that the program would become his calling.

Group Counselling began in 1964. Agency staff were convinced of the value of counselling in many situations.
The 1970s brought a revolution in social values, and Family Service Association was on the leading edge of change.

FSA’s new role included helping families through separation and divorce, and enabling people entering marriages to choose wisely. In 1973, FSA launched a breakthrough research project, which proved the effectiveness of pre-marital and early marriage counselling. Pre-marital classes became a valuable part of FSA’s flourishing family life education programming.

To improve outreach to under-served communities, FSA hired West Indian, Portuguese, Greek, Chinese, Italian, and Spanish-speaking workers. In 1977, a multilingual Family Support Program was created for families with developmentally disabled children.

Bringing services closer to clients was an FSA goal in the 1970s. The new Employee Assistance Program introduced on-site counselling to the workplace. Another major innovation, York Community Services, was launched in 1974. It was the first cooperative medical, legal and social service venture in Metro Toronto. “The agencies involved, the three levels of government and the general public are watching with great interest events there which may well point to future community service delivery systems.”

The dream of a new Bolton Camp became a reality in 1974, when a $2.1-million fundraising campaign allowed for its redevelopment so that it could be used year-round.
The dream of a new Bolton Camp became a reality in 1974, when a $2.1-million fundraising campaign allowed for its redevelopment so that it could be used year-round.

William White worked with FSA for 29 years as a social worker, supervisor, Regional Director and, in 1977, as the agency’s first Social Action Coordinator.

“His great respect for people and his profound concern for society were so constant that people who once joined our social action committee rarely left,” noted Gloria Pearl, former Social Action Committee chairman.

West Indians in Toronto: implications for Helping Professionals, was a three-year project initiated in 1976 by counsellor Jean Robinson to find culturally sensitive ways to engage clients from the West Indies.
Excellence was Family Service Association’s hallmark in the 1980s. Major research projects, consultation with government, and staff expertise made FSA a North American leader in knowledge and service innovation.

FSA developed sophisticated counselling programs for battered women, abusive men and their children. The Domestic Violence Project introduced Toronto’s first group program for male abusers in 1980. The next year, FSA’s Domestic Response Team helped police respond to after-hours domestic violence calls. FSA staff also published two influential papers: “A Comprehensive Model for Intervention into the Issue of Domestic Violence” (1981) and “Both Sides: Therapy for Abusers and Victims of Family Violence” (1986).

The Families in Transition Department (FIT) was launched in 1985, following the publication of another major FSA research paper: “Children in Families Experiencing Separation and Divorce: An Investigation of the Effects of Planned, Brief Intervention.” FIT was one of the first specialized programs for changing families in Canada.

Family Service Association of America had high praise for FSA. It found that FSA’s excellence in research and service showed “professional competence at a high level”.

“To allow people to suffer in poverty and from lack of essential social services is to abandon Canada’s historic social contract. We do so at our peril as economic inequities quickly lead to social discord.”

Robert Couchman
FSA Executive Director
1974 - 1989
Robert Couchman
FSA Executive Director
1974 - 1989

"To allow people to suffer in poverty and from lack of essential social services is to abandon Canada's historic social contract. We do so at our peril as economic inequities quickly lead to social discord."

The Marjorie E. Cuthbertson Award for outstanding volunteer service to FSA was created in 1980 and awarded to Mrs. Cuthbertson herself in recognition of her 30 years of leadership to the Illahee Club. From left to right: Jessica Kidd, Bertha Cooke, Carol Nisbet, Arlene Legrwo, Marjorie Cuthbertson, Kathy Drembroski, and Rowena Phillips.

Ruth Atkinson Hindmarsh proudly displays the FSA Community Service Award presented to her by former FSA Board member, Jean Tory. In 1984, the Ruth Atkinson Hindmarsh Family Life Education Centre was opened at Bolton Camp, thanks to a grant from the Atkinson Charitable Foundation.

Abuse is against the law. You don't have to take it. Call Family Service Association.

FSA developed sophisticated counselling programs for battered women, abusive men and their children. The Domestic Violence Project introduced Toronto's first group program for male abusers in 1980. The next year, FSA's Domestic Response Team helped police respond to after-hours domestic violence calls. FSA staff also published two influential papers: "A Comprehensive Model for Intervention into the Issue of Domestic Violence" (1981) and "Both Sides: Therapy for Abusers and Victims of Family Violence" (1986).

The Families in Transition Department (FIT) was launched in 1985, following the publication of another major FSA research paper: "Children in Families Experiencing Separation and Divorce: An Investigation of the Effects of Planned, Brief Intervention." FIT was one of the first specialized programs for changing families in Canada.

Family Service Association of America had high praise for FSA. It found that FSA's excellence in research and service showed "professional competence at a high level."
1990s

By the early 1990s, Toronto had become one the most multicultural cities in the world. Family Service Association embraced the challenge of serving the city’s many races and cultures.

The Multicultural Access Implementation Task Force completed a strategy in 1991 to make family services more accessible. Within three years, FSA provided service in 22 languages. Community development now made up more than 25% of FSA’s frontline work. More than 15 lasting partnerships were created with the Somali, Tamil, South Asian, Korean, Serbian, Greek, Italian, Chinese, Iranian, and Hispanic communities to develop programs that met their social needs.

The former Toronto Counselling Centre for Lesbians and Gays merged with FSA in 1996 to create the HIV/AIDS Community Counselling Program and the David Kelley LGBTQ Community Counselling Program.

FSA made a very difficult decision in 1999: to say goodbye to Bolton Camp. A rich part of FSA’s history, the camp became less feasible due to rising costs and Bolton’s growing urbanization. On the cusp of the new millennium, FSA planned to have an even more dramatic impact on family life by working with children within their own communities.

FSA helped place child poverty on the national agenda in the 1990s, providing leadership to Campaign 2000. Guided by Rosemarie Popham, FSA’s social action Director from 1991 under after her death in 1998, Campaign 2000 advocated strongly that the Federal Government should keep its promise of ending child poverty by the year 2000. The new Federal Child Benefit and the Federal/Provincial Children’s Agenda were results of this important work.
FSA helped place child poverty on the national agenda in the 1990s, providing leadership to Campaign 2000. Guided by Rosemarie Popham, FSA’s social action Director from 1991 under after her death in 1998, Campaign 2000 advocated strongly that the Federal Government should keep its promise of ending child poverty by the year 2000. The new Federal Child Benefit and the Federal/Provincial Children’s Agenda were results of this important work.

22/24 Wellesley St. East as portrayed by artist Willem Hart. From 1929 to 1997, 22 Wellesley served as FSAs Administrative Office, while 24 Wellesley became the Central District Office in 1966. FSA was able to join staff under one roof when it sold the two buildings in 1997 and purchased the 355 Church Street site.

FSA volunteers were honoured at a reception with the Lieutenant-Governor in April 1996. From left: Joan Mesley, Ben Harrison, Walter Ross, Gloria Pearl, Ed Pearl, Mark Morrison-Read, and Dorothy Whan.

Paul Zarnke
FSA Executive Director
1989 - 2002

22/24 Wellesley St. East as portrayed by artist Willem Hart. From 1929 to 1997, 22 Wellesley served as FSAs Administrative Office, while 24 Wellesley became the Central District Office in 1966. FSA was able to join staff under one roof when it sold the two buildings in 1997 and purchased the 355 Church Street site.

FSA volunteers were honoured at a reception with the Lieutenant-Governor in April 1996. From left: Joan Mesley, Ben Harrison, Walter Ross, Gloria Pearl, Ed Pearl, Mark Morrison-Read, and Dorothy Whan.

Paul Zarnke
FSA Executive Director
1989 - 2002

22/24 Wellesley St. East as portrayed by artist Willem Hart. From 1929 to 1997, 22 Wellesley served as FSAs Administrative Office, while 24 Wellesley became the Central District Office in 1966. FSA was able to join staff under one roof when it sold the two buildings in 1997 and purchased the 355 Church Street site.

FSA volunteers were honoured at a reception with the Lieutenant-Governor in April 1996. From left: Joan Mesley, Ben Harrison, Walter Ross, Gloria Pearl, Ed Pearl, Mark Morrison-Read, and Dorothy Whan.
With the dawn of a new millennium, Family Service Association embarked on a strategic plan that would lead to a more focused and dynamic approach to strengthening individuals, families and communities.

Services were clustered into strategic program groups which enabled staff to share their expertise and work together on new approaches: Changing Lives, Family Violence Centre, Community Action, Social Reform, Developmental Services and Employee Assistance Programs. The groups, which would be further refined over the next decade, also enabled FSA to respond better to the emerging needs of a new century and advocate for positive social change.

Operating pressures led to the end of summer programming for low-income senior citizens at Illahee Lodge which was closed and sold in 2005. Programs were reorganized and offered in the city.

Advocacy on behalf of families reached a high point in early 2007 with a groundbreaking Ontario appeal court decision recognizing the changing shape of families. The decision legally recognized three
parents for one child for the first time in Canada and FSA shared in the victory as an intervenor on behalf of the same-sex couple to allow the non-biological mother to be considered one of the child’s legal parents.

Increasing needs in the developmental services sector led to FSA being named in 2007 as designated agency for the Toronto Region to administer the Ontario Government’s Passport Initiative for young adults with developmental disabilities. The program would continue to grow over the next several years expanding the organization’s developmental services portfolio, which also included its Options program providing person-directed planning.

Under Executive Director Margaret Hancock, the organization changed its name in 2008 to Family Service Toronto. A new tree-shaped logo represented a vision of growth, renewal and hope for people, rooted in just and supportive communities.

FST deepened its expertise in the area of abuse and violence in relationships and expanded its work with newcomer communities through programs such as Healthy Families Healthy Communities.

Staff developed new approaches to working with families, seniors and youth through FST’s growing presence in United Way Toronto’s expanding network of hubs serving priority neighbourhoods. One project centred on developing entrepreneurial skills for youth facing difficult employment prospects in the years of slow recovery following the 2008-2009 recession.

Pat’s Place, a temporary safe refuge for older people experiencing abuse, opened in 2008 with counselling support through FST’s Seniors unit. The organization also expanded its community development work by assisting tenants in supportive housing projects until 2013.

By 2014, FST was in the midst of Centennial celebrations which included plans to mark the 40th anniversary of its
successful social enterprise Family Services Employee Assistance Programs (FSEAP). The year also marked the 25th anniversary of national and provincial report cards on the state of child and family poverty co-ordinated by FST’s leadership of the Campaign 2000 coalition.

FST was also poised to embrace the future with a new strategic plan entitled: Deep Roots. New Growth. The plan both recognized a century of work and leadership in the city’s social services sector and laid the groundwork to ensure FST was prepared for the challenges of its second century.

And that next century would dawn with two major real estate initiatives: the redevelopment of its 355 Church Street property and the purchase of an interest and plan to lease space at 128 Sterling Road. Both projects offered financial stability and sustainability as well as the promise of a bright future for decades to come.

October 2010: Campaign 2000 at the Federal Housing Strategy rally.

Pat Fleming (1930 - 2012) was a much-loved former staffer and volunteer known for her selfless devotion to supporting Toronto’s most vulnerable citizens. In 2008, FST was so inspired by her work that it created Pat’s Place – Ontario’s only safe haven for seniors experiencing abuse by family members.
redevelopment of its 355 Church Street property and the purchase of an interest and plan to lease space at 128 Sterling Road. Both projects offered financial stability and sustainability as well as the promise of a bright future for decades to come.

October 2010: Campaign 2000 at the Federal Housing Strategy rally.

Pat Fleming (1930 - 2012) was a much-loved former staffer and volunteer known for her selfless devotion to supporting Toronto’s most vulnerable citizens. In 2008, FST was so inspired by her work that it created Pat’s Place – Ontario’s only safe haven for seniors experiencing abuse by family members.

JANUARY 29
Client Voices, Client Journeys
Launch of art workshop sessions offered at three FST locations as opportunity for clients to participate creatively in Centennial

FEBRUARY 10
A Century in the City
Premiere of Centennial video via simultaneous online staff screening across all FST locations

MARCH 12
Seniors Diversity Day
Recognizing our long history of work with Seniors including more than five decades of programming at Illahee Lodge

APRIL 22
Volunteer Reception
Honouring 100 years of volunteering

MAY 9
Mother’s Day Breakfast
Social Reform event to recognize mothers as unsung heroes and peer advocates in the fight to achieve justice and equality for women

JUNE 18
Century Night
A special Centennial celebration for the FST community

JUNE 26
What Makes You Proud?
An interactive art installation and BBQ to recognize our work with the LGBTQ community and to celebrate international World Pride Week in Toronto

OCT 25 /14 – APRIL 26 /15
Classroom to Community: A Century of Social Work in Toronto
Exhibition in partnership with U of T’s Factor-Inwentash Faculty of Social Work at the Royal Ontario Museum

NOVEMBER 24
Child Poverty: 25 Years Later
An event marking 25 years since the federal government’s call to end child poverty and Campaign 2000’s release of national and provincial report cards on the state of child poverty

Board of Directors
President
Lan Nguyen
Senior Vice-President
Ted Betts
Vice-President
Heather Crosbie
Danny Anckle
Alyssa Brierley
Soni Dasmohapatra

Treasurer
Robert Dixon
Secretary
Margaret Hancock
Past President
Fran Odette
Salimah Kassim-Lakha
Richard Piticco (on leave)
Almerinda Rebelo

Staff Directors
Margaret Hancock, Executive Director
Alejandra Galvez, Human Resources & Volunteer Resources
Keith Harding, Employee Assistance Programs
Maria Huijbregts, Research, Evaluation & Planning
Lisa Manuel, Changing Lives & Family Violence
Janet McRimmon, Building Inclusive Communities
Oluwole Kolade, Information Technology
Brian Porter, Marketing & Communications
Laurel Rothman, Social Reform
Vani Visva, Financial Services

Centennial Working Advisory Group
Peter Crosby
Lynne Gallagher
Margaret Hancock
Maria Huijbregts
Salimah Kassim-Lakha
June Lam
Brian Porter
Amy Steele

Century Night Hosts
(Past & Present Board Chairs)
Lan Nguyen
Fran Odette
Harlan Schonfeld
Anita Lapidus
Peter Kinch
Gordon Floyd

President
Lan Nguyen
Senior Vice-President
Ted Betts
Vice-President
Heather Crosbie
Danny Anckle
Alyssa Brierley
Soni Dasmohapatra

Treasurer
Robert Dixon
Secretary
Margaret Hancock
Past President
Fran Odette
Salimah Kassim-Lakha
Richard Piticco (on leave)
Almerinda Rebelo

Staff Directors
Margaret Hancock, Executive Director
Alejandra Galvez, Human Resources & Volunteer Resources
Keith Harding, Employee Assistance Programs
Maria Huijbregts, Research, Evaluation & Planning
Lisa Manuel, Changing Lives & Family Violence
Janet McRimmon, Building Inclusive Communities
Oluwole Kolade, Information Technology
Brian Porter, Marketing & Communications
Laurel Rothman, Social Reform
Vani Visva, Financial Services

Centennial Working Advisory Group
Peter Crosby
Lynne Gallagher
Margaret Hancock
Maria Huijbregts
Salimah Kassim-Lakha
June Lam
Brian Porter
Amy Steele

Century Night Hosts
(Past & Present Board Chairs)
Lan Nguyen
Fran Odette
Harlan Schonfeld
Anita Lapidus
Peter Kinch
Gordon Floyd
Locations
355 Church Street
2 Carlton Street
700 Lawrence Avenue West
747 Warden Avenue

Co-locations
Bathurst-Finch Hub
LAMP Community Health Centre
Rexdale Community Health Centre
Stonegate Community Health Centre
Victoria Park Hub
Leonard Avenue
Pears Avenue
Sudbury Street
Ossington Avenue (Until July 2013)

Contact Us
Email: info@familyservicetoronto.org
Voice: 416.595.9618 – Intake and Service Access
        416.595.9230 – Administration
        416.585.9985 – FSEAP
        416.751.0635 – TTY for Abused Women

Websites
www.familyservicetoronto.org
www.fseap.com
www.campaign2000.ca
www.100for100.org

Credits
Design and Production: Spry Jones

Watch our Centennial Video on YouTube
youtu.be/jZZRywnDv78

Social Media
Follow us on Twitter, Facebook and YouTube.