

CAMPAIGN 2000 DONORS

Association of Ontario Health Centres	Canadian Labour Congress	Lloyd Cummings	La Maison de Shoto Inc. & Jocelyne Tougas	Ontario Secondary School Teachers' Federation (OSSTF)	Elizabeth J. & R.B. Shields
Atkinson Charitable Foundation	Canadian Paediatric Society	Elementary Teachers' Federation of Ontario	Barbara Lampert	Maureen Orton	Sisters of Providence of St. Vincent de Paul
Sydney Bacon	Canadian Union of Public Employees (CUPE)	Margaret Fietz	Donna & Vincent Lero	OSSTF District 18	Sisters of St. Joseph of the Diocese of London Ontario
Canada Without Poverty	Robert Carty	Vicki Frankel	Make Poverty History	OSSTF District 22	Anita R. Small
Canadian Co-operative Association	Centre de Bénévolat de la Péninsule Acadienne Inc.	Michael Goldberg	Mazon Canada	Al & Elizabeth Pearlstein	Dana V. Thomson
Canadian Federation of University Women – Ontario Council	Communications, Energy and Paperworkers Union of Canada	Joan Gullen	Metcalf Charitable Foundation	Judith & Vance Peavy	Toronto and York Region Labour Council
Canadian Feed the Children	Community Services Council (Newfoundland & Labrador)	Joe Gunn	Edward and Grace McFarlane	Rabbi's (Arthur Biefeld) Discretionary Fund	Gerald Vandezande
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		Rashida Haq	Ontario English Catholic Teachers Association	Helen D. Saravanamuttoo	
		Humber College (group of students)			
		Lily Levitt Kesler			

GIFTS IN KIND

Access Alliance	Carpe Diem Fitness Training	Eunice Denby Flowers	Indigo	PricewaterhouseCoopers LLP	Toronto Community Housing Corporation
Anca Sibian Skin Care Studio	Child Care Advocacy Association of Canada	Fiorio Beauty Academy	Ipsos Reid	Pure Health	Toronto Public Health
The Art of You	Children's Peace Theater	Flemingdon Food Bank	Kokyo Restaurant	Rhoda Payne and Associates	Tryst Lingerie
Beestung Lingerie de Femme	Citizens for Public Justice	Food Banks Canada	Audrey Kovacevic	Social Planning and Research Council of BC (SPARC)	Toronto Public Library
Canadian Auto Workers	City of Toronto	The Forest Hill Spa	Make Poverty History (Canada)	Social Planning Toronto	Jocelyne Tougas
Canadian Centre for Policy Alternatives	DMS Group	GE Real Estate	Neighbourhood Centre	Standard Parking of Canada Ltd.	V.I.P. Clothing Store
Canadian Teachers' Federation	Do Physio	GE Real Estate	Neighbourhood Link Support Services	Teddies for Tragedies	United Steel Workers
	Downsview Services for Seniors	Hair N' After	Julie Nettleton		YWCA of/du Canada
		Imprint Acupuncture	The Petite Alternative		And to various Tamil and Somali community businesses & restaurants
		Imprint Massage	Points that Matter		
		Imprint Nutrition			
		Imprint Pilates			

THANK YOU TO OUR AMAZING VOLUNTEERS!

Isra Abbaro	Afsaneh Borzooei	Roja Ghahari	Calvin Lee	Arif Morad	Kathiravelu Shanmugam
Garnet Abel	Julie Bulmash	Mohamed Gilao	Desiree Lee	Masuda Morad	Shrija Shrestha
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Zahra Basiji	Andrew D'Souza	Kanagarajah Kanagasabai	Charlie Mao	Angelina Reyes	Manickampillai Velauthapillai
Gammon Belinda	Giselle D'Souza	Somasundaram Kaneshu	Notisha Massaquoi	Jayanthi Reynold	Hari Viswanathan
Arielle Benchetrit	Sandra Elia	Sam Karami	Tammy McBrien	Audrey Rose	Dawn Wainwright
Whan Benjamin	Hemayet Fazl	Yunis Kariuki	Stephanie McKay	Lorna Rosenstein	Bob Wallace
Janine Berridge	Syed Fazl, Dr.	Kathryn Kennedy	Patricia McKee	Nicole Roy	Beth Ward
Ted Betts	Gordon Floyd	Claire Kerr-Zlobin	Hooman Mehranvar	Brian Rutherford	Leila Warnock
Sameer Bhaidani	Lucia Gallegos	Peter Kinch	Maneesh Mehta	Tayeba Saleem	Xiaomei Zhang
Amit Bhogal	Denise Garner	Anita Lapidus	Patricia Melville	Harlan Schonfeld	Asaf Zohar
Farah Billah	Greg Garrison	Michelle Lawrence	Vina Mistry	Navaratnam Seenivasagam	
Irene Borins-Ash		Deborah Leckman			

CORPORATE VOLUNTEERS

BMO Financial Group	ICICI Bank Canada	Ministry of Community and Social Services	PricewaterhouseCoopers LLP	Ogilvy Renault LLP	Standard Parking of Canada Ltd.
Eli Lilly Canada	Ipsos Reid				
GE Real Estate					

Our Work

CHANGING LIVES

Counselling Services

- Individual, family and groups

Connecting Families

- Parenting education and support

David Kelley Services

- Supportive counselling for the LBGTQ community and people living with HIV/AIDS

Families in Transition

- Help for separating, divorcing and remarrying families

Seniors and Caregivers Support Services

- Support to help navigate the process of getting older

FAMILY VIOLENCE PROGRAMS

Violence Against Women

- Help for women in abusive relationships

Next Steps/Partner Abuse Response Program

- Services to reduce violence in intimate relationships

Caring Dads

- Parenting counselling for men

Pat's Place

- A safe haven for older persons who experience abuse

Sexual Assault Programs

SOCIAL REFORM

Campaign 2000

- Provincial and national anti-poverty coalitions

Social Action

BUILDING INCLUSIVE COMMUNITIES

Options Program and Passport

- Planning and support for inclusive living for people labelled with intellectual disabilities

Community and Neighbourhood Development

Pears Avenue and Leonard Avenue Supported Housing Developments

FSEAP/IWS

- Wellness and behavioural health services for organizations, employees and their families

416.595.9618 – Intake and Service Access Unit

416.595.9230 – Administration

416.585.9985 – fseap

416.751.0635 – tty for Abused Women

www.familyserVICEToronto.org

Family Service Toronto

Annual Report 2009-2010

OUR FINANCES

For the period ending March 31, 2010

Audited financial statements are available upon request.
Family Service Toronto adheres to Imagine Canada's
Ethical Fundraising and Financial Accountability Code.

“At FST, we relentlessly seek to break down barriers and to create welcoming, accessible spaces and services that are responsive to the changing needs of our city.”

Margaret Hancock, Executive Director

SOURCES OF REVENUE

	Fiscal 2009-2010		Fiscal 2008-2009	
	Amount in dollars	Percentage	Amount in dollars	Percentage
Earned Income <small>(95% FSEAP/IWS*; 5% individual client fees)</small>	3,989,081	21.0%	4,331,998	23.7%
Government	10,371,718	54.6%	9,226,936	50.4%
United Way	3,704,544	19.5%	3,747,863	20.5%
Donations and Non-Government Grants	846,300	4.5%	799,284	4.4%
Investment Income and Other Income	99,576	0.5%	189,652	1.0%
TOTAL	19,011,219	100.0%	18,295,733	100.0%

EXPENSES

	Amount in dollars	Percentage	Amount in dollars	Percentage
Individual, Family and Community Programs & Services	13,032,241	68.6%	11,952,602	65.6%
FSEAP/IWS*	3,777,438	19.9%	4,074,648	22.4%
Organizational Resources <small>(includes IT, Finance, HR, Executive Director, Marketing and Communications)</small>	2,200,941	11.6%	2,182,456	12.0%
TOTAL	19,010,620	100.0%	18,209,706	100.0%

Note: For comparative purposes fiscal 2008-2009 figures have been updated to reflect the change in organization structure during fiscal 2009-2010.

* Family Services Employee Assistance Program/Integrated Workplace Solutions

LIVES TOUCHED

66,899

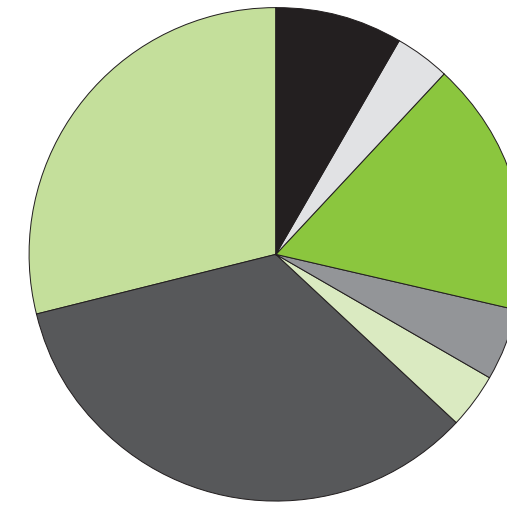
5,500
Family Violence programs

2,401
OPTIONS, Passport

11,063
Community and Neighbourhood
Development

3,096
Marketing and Communications

2,316
Social Reform



22,557
Individual and Family Counselling

18,966
Employee Assistance Programs

In 2009-2010, FST's clients spoke 31 different languages. They identified as: female (58.1%), male (41.6%), transgender, two-spirited or other (0.3%), heterosexual (88.5%), gay (7%), lesbian (2.9%), bisexual (0.8%) and queer (0.7%).

29% indicated that they were unemployed. 58.7% had an income of less than \$25,000. 4.5% had no income source at all. Our clients presented with issues regarding abuse (33.9%), adult relationships (17.6%), separation adjustment (15.7%), anxiety/depression (6.5%), stress (5.9%) and parent-child relationships (3.2%).

Our Funders

Atkinson Charitable Foundation
CERIC
City of Toronto
Hedge Funds Care Canada
Human Resources
Social Development Canada
Ministry of Community and Social Services
Ministry of Education
Ministry of Health
– Community Senior Services
Ministry of Health – Elderly Person Centres
Ministry of Health – HIV/AIDS
Ministry of the Attorney General
Ministry Responsible for Seniors
Office of the Public Guardian and Trustee
Public Health Canada
Rotary Club of Toronto Foundation
Social Planning Council of Winnipeg
St. Clare's Multi-Faith Housing Society
The Ontario Trillium Foundation
United Way Toronto
Victoria Health Centre
West End Sexual Abuse Treatment Program

THANK YOU TO OUR GENEROUS DONORS!

Every donation to FST has a lasting and positive impact. All efforts have been made to ensure that the names of donors who have given \$100 or more between April 1, 2009 and March 31, 2010 are listed correctly. We invite you to contact us with any concerns or questions.

CHANGEMAKERS (\$10,000+)

Y. M. Inc. Charitable Foundation

PIONEERS OF CHANGE (\$1,000 TO \$9,999)

Aqueduct Foundation	Community Social Planning Council of Toronto	Interchange Financial Corp	Kathryn Kennedy	William K. Orr	Sina Printing Inc.
Sydney Bacon	Ernest Howard	Richard Isaac	Lawrason Foundation	Rotary Club of Toronto	Tom Stewart
Bradley Berg	Ernest Howard	Jones Collombin Investment Counsel Inc.	Mentoring with Momentum Ltd.	Murray S. Rowe	Toronto Community Foundation
Ted Betts				Harlan Schonfeld	

BEACONS OF CHANGE (\$250 TO \$999)

2 Anonymous donors	The Boiler Inspection and Insurance Company of Canada	Joan Cranston	Jess Hungate	MPS Products Ltd.	Paul Schabas
Academy of Excellence Ltd.	Lynda H. Bowles	Jennifer Cressman	Hydro One	Moujan Nabavi	Shandiz Natural Foods
Atlas Travel & Holiday Inc.	Brumara Foundation	Joan H. Finlayson	Employee' and Pensioners' Charity Trust	Michael Ostfield	Dan Stapleton
	Corporation of the Town Of Richmond Hill	A. Gharajeh	Mary Jones	Sandra Ryder	Toronto Dominion Bank
		Randy Heaton	Mazon Canada	MacDougall	Soheila Vatanckhah
		Homelife/Vision	Elizabeth Menary	Yves Savoie	Krista Wylie

PARTICIPANTS IN CHANGE (\$100 - \$249)

Candice Ablaza	Keith G. Dalglish	William Gore	Carole Marie Lantaigne	Mary D. Nelles	Chris Stirling
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Esther Birenzweig	Diane Elder	Joe Gunn	Lee Lockwood	OPG Employee's & Pensioners' Charity Trust	M. Ann Taylor
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Joan Boxer	Barbara English	John P. Hamilton	Nancy Love	Barbara Oughtred	John Tinker
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Katharine Crossgrove	Willa D. Gauthier	Martha Kneider	Joan B. Moore	Nan L. Stewart	Micah Zarnke
Andrew Cruikshank	Anna J. Gilchrist	Judith Korthals	Ann Morin		Asaf Zohar
	Kathryn Glazier		Mary Mulligan		

1 Unifying Mission

5 Websites

10 Service Locations

14 Languages of Service

18 Community Programs

132 Skilled Staff

316 Dedicated Volunteers and Students

404 Generous Donors and Funders

18,966 People served by FSEAP

63,803 People served by FST community programs and services

107,000 Service Hours

**One Huge
Positive Impact!**



For People For Change

FAMILY SERVICE TORONTO

Family Service Toronto Annual Report 2009-2010

•
Community

•
Compassion

•
Connection

•



FAMILY SERVICE TORONTO

OUR VISION

Family Service Toronto envisions a city in which:

- people live with dignity in thriving neighbourhoods and inclusive communities that are free of violence
- public policy is grounded in social and economic justice
- programs and services are accessible to all, especially to those who face barriers
- individuals and families navigate life transitions successfully and enjoy effective personal relationships.

OUR MISSION

FST strengthens individuals, families and communities through counselling, education, social action, advocacy and community development and works with partners to build a vibrant community and social services sector.

OUR VALUES

We are committed to:

- deepening our understanding of diversity and acting on this knowledge
- grounding our work in the lived experience of clients and the community
- ensuring access and equity in all of our endeavours
- using an inclusive definition of family (i.e., a family consists of two or more people, related by blood, marriage, adoption or commitment to care for one another)
- pursuing quality, excellence and innovation
- improving through reflection, evaluation and research
- acting with integrity and fairness
- working collaboratively
- creating opportunities for individual and organizational learning
- maintaining transparency in our relationships and communications
- holding ourselves accountable for achieving our mission and living our values
- celebrating our successes!

**Providing city-wide services
to people since 1914**

BOARD OF DIRECTORS 2009/10

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president

Fran Odette
senior vice-president

Miriam DiGiuseppe
vice-president

Tanbir Grover
vice-president

Derek Ballantyne
treasurer

Margaret Hancock
secretary and executive director

Anita Lapidus
Ted Betts
ex-officio

Julie Bulmash
Kironmoy Datta
May-Lin Poon
Hari Viswanathan
Paul Maingi
Maneesh Mehta
Notisha Massaquoi

LOCATIONS

355 Church Street
747 Warden Avenue
700 Lawrence Avenue West
2 Carlton Street

CO-LOCATIONS

L.A.M.P.
Rexdale Community Health Centre
Stonegate Community Health Centre
York Community Services
Leonard Avenue
Pears Avenue

WEBSITES

www.familyservicetoronto.org
www.fseap.com
www.campaign2000.ca
www.familydaytoronto.org
www.letslosethewait.org