



FAMILY SERVICE TORONTO
For People. For Change.



Annual Report 2012-2013

Community **Compassion** Connection

Family Service Toronto collaborates with individuals, families and communities to create lasting, measurable improvements in their health and well-being. We achieve this through counselling, education, social action, advocacy, community development and working with partners to advance a vibrant community services sector.

2012–13 Year in Review

by Sharon Oosthoek

Family Service Toronto (FST) has a long and distinguished history of helping people face a wide variety of life challenges. For almost 100 years, we have helped families and individuals through counselling, community development, advocacy and public education programs.

Over the last year we continued to respond to emerging needs and to advocate for positive social change to benefit the families and communities we serve. We launched a downtown walk-in counselling service, expanded our work in developmental services, completed another project phase in our ongoing efforts to address family violence in newcomer communities and helped young people become music entrepreneurs.

Executive Director's Office

Deep roots. New growth.

That title set the tone of our new strategic plan embraced by staff and approved by FST's Board of Directors in June 2012. And we couldn't have had a better phrase capture where we've come from and where we're going.

Indeed, the plan both recognizes a century of work and leadership in

Toronto's social services sector and represents the opportunities and challenges of the bold future that lies ahead.

Our 2013-16 plan presents six strategic directions all based on a foundation of cultural competency to ensure we provide effective, appropriate and respectful clinical care and community services to clients and participants from marginalized communities.

Cultural competency demands accessibility, diversity, equity and inclusion and underlies everything we do. As such, our strategic directions require that we hold ourselves accountable to the communities we serve, demonstrate a dynamism for doing things that extend our reach and build on our expertise and experience.

To ensure committed and knowledgeable leadership, FST managers and directors received two further days of cultural competency

"I depended on their sage and compassionate advice and friendly services to ensure we are all coping the best we can." (Client, Families in Transition)

training in February, building on previous sessions for managers, staff and board members. Those workshops broadened our mutual understanding and demonstrated the commitment required to live our directions which are as follows:

Enhance Accessibility and Responsibility FST is rigorous in improving the accessibility of our programs and services, particularly for those individuals and families who face barriers to inclusion. This holds the promise of reduced wait times, additional languages of service, technical innovation and strategic locations.

Implement New Strategies to Address Family Violence This speaks to a long-standing desire to support men who want to address violent

behaviours, and not just those men mandated by the courts to do so. It's also about creating new programs for improving relationships between parents and children to help prevent the next generation from repeating the negative behaviours of their elders.

Foster Healthy, Vibrant Tower Communities As a strategic and critical new direction, we will address innovative approaches to creating inclusive communities within aging apartment towers in the city's inner suburbs. We believe we can help create high-rise communities where residents are actively engaged in identifying a vision and working to achieve it.

Develop New Ways to Fund Programs and Services We will continue our efforts to find a new

Vision, Mission, Values

social enterprise that can enhance the quality of life of Toronto's residents. We have adapted to government austerity measures and will build on our success of identifying new opportunities to support FST's work.

Generate Community Impact

We must increasingly demonstrate measurable improvements in the health and well-being of the individuals, families and communities we serve. This can only result from collaboration with our funders and community partners to identify outcomes that can be demonstrated through system-level evaluations. FST will strive to ensure its own work is aligned with these efforts.

Advance a Resilient Community Social Services Sector

FST will continue its work with community partners to find new solutions to pressing social issues that affect the community services sector and the individuals the sector serves.

It is worth noting that

previous strategic goals – such as collaboration, financial sustainability and learning and innovation – are now embedded as pillars supporting our collective work. We have every confidence that our new strategic goals will also make the transition to foundational pillars, strengthening our work in supporting clients and program participants across the communities we serve.

Changing Lives

FST launched its walk-in counselling service in November 2012 with funding from Canada Post. The one-year pilot project offers counselling every Wednesday evening on a first-come, first-served basis.

“The counsellor truly understood my situation and gave me advice that made sense.” (Client, Walk-in Counselling)

Three counsellors dedicated to the walk-in program – supported by regular FST counsellors – see 10 to 12 clients each evening. We are reaching a diverse range of clients – individuals, couples and some families – with most confronting acute issues causing anxiety and distress. Post-counselling evaluations showed that clients are very satisfied with the service and we hope to continue beyond the pilot phase.

In addition, we completed the second and final year of our series of educational workshops and peer support groups for women and seniors experiencing violence in four communities (Afghan, Iranian, Somali and Tamil). Healthy Families

Vision

Family Service Toronto (FST) envisions a City of Toronto where:

- people live with dignity in thriving neighbourhoods and inclusive communities which 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 challenges successfully and enjoy effective personal relationships
- people are able to realize their potential.

Mission

Family Service Toronto collaborates with individuals, families and communities to create lasting, measurable improvements in their health and well-being. We achieve this through counselling, education, social action, advocacy, community development and working with partners to advance a vibrant community services sector.

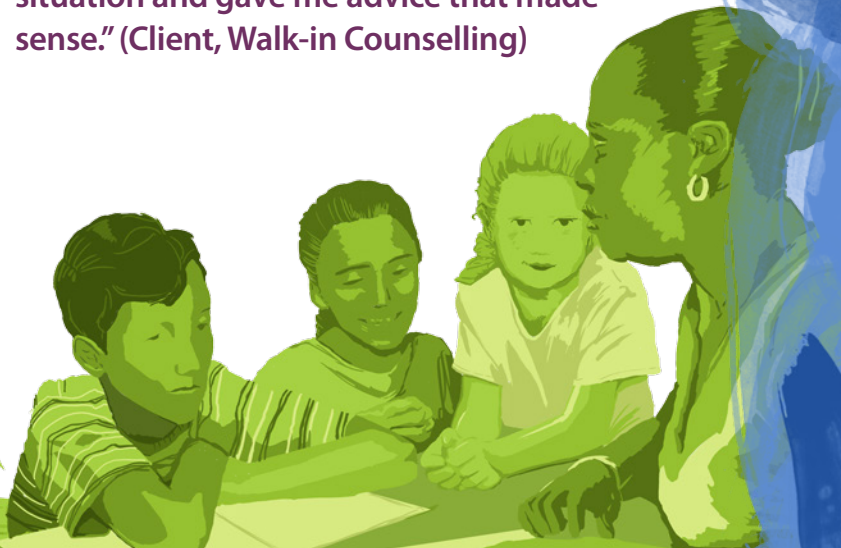
Values

We are committed to:

- grounding our work in the lived experience of clients and the community
- celebrating diversity, pursuing equity and practising inclusion
- excellence.

Our Definition of Family

Our name begins with “family” and we understand it to mean: Two or more people, whether living together or apart, related by blood, marriage, adoption or commitment to care for one another.



2012–13 Year in Review

Healthy Communities evolved from the success of our previous If I Had Only Known project, which helped newcomer women, seniors and men learn about Canadian laws and their rights and responsibilities regarding family violence. Peer leaders, along with a staff facilitator, used the If I Had Only Known materials to help animate discussion in the four communities.

On International Women's Day, we held a graduation ceremony for 34 peer leaders who received training to help support other women facing or fleeing abuse and violence. We look forward to the next phase of this program – a three-year project working with parents and youth experiencing violence.

Another highlight of the last year involved our Connecting Families Parent Education and

“Passport has made it possible for me to do so many things I couldn't do before, like getting out in my community and having someone to support me when I volunteer in my neighbourhood.” (Client, Passport, Building Inclusive Communities)

Support program which expanded to include group work with teens living in priority neighbourhoods and specialized groups for parents involved with the child welfare system.

Building Inclusive Communities

FST is Toronto's lead agency within the developmental services sector for person-directed planning for adults with developmental disabilities. Over 2012-13, FST worked with seven other agencies to improve the capacity of the city's developmental services sector to deliver person-directed planning. A wide range of educational workshops were

delivered to families, schools, staff of developmental service and children's service organizations.

In addition, our small Passport and Operations teams demonstrated a high level of professionalism in managing the challenges associated with the transition of Special Services at Home (SSAH) clients to FST from the Ministry of Community and Social Services. The Passport program was originally designed to provide opportunities for adults with developmental disabilities to find more ways to participate in their communities. The program now also incorporates respite and personal development and growth that were previously a part of SSAH. As a result of this change, the number of clients

in Passport increased to 2,369 from 633.

It was also a busy year for Community and Neighbourhood Development staff as they continued to work with families, seniors and youth in a number of priority neighborhoods. New projects included the continuation of a Youth Entrepreneurship Program (YEP) in the Crescent Town/Taylor-Massey neighbourhood. YEP serves racialized youth who may face barriers associated with poverty, refugee status and limited English-language skills. Youth in the neighbourhood identified the music industry as their focus for entrepreneurship so FST brought in music industry professionals to mentor about 20 young people. The group produced a 10-track CD and music video, learning invaluable entrepreneurial skills in performance, production and marketing.

Social Reform

The Social Reform team worked hard over the last

year to raise awareness and propose practical solutions to poverty and inequality. In their ongoing efforts to engage youth in anti-poverty work, staff organized a summer art exhibition which showcased multimedia work created by youth through a project called Witnesses of Poverty. The project provided an opportunity for young people to learn about the state of child and family poverty in Ontario. It also raised public awareness through the exhibition with individual pieces representing such topics as homelessness, food insecurity, social assistance, employment and health care.

With their Campaign 2000 partners, the team released in November the 2012 Report Card on Child and Family Poverty in Canada. The 21st annual report revealed that nearly one in seven children in Canada still lives in poverty. For Aboriginal children in First Nations' communities, the rate is higher – about one in four children. It showed that in Canada one of every two children in a recent immigrant

family lives in poverty. Most distressing and unexpected was the revelation that more than one in three of all children living in poverty has a parent working full time.

Campaign 2000 proposed that the federal government undertake a 'smart spending' approach to improving income supports for low- and modest-income families to help them with child-rearing. It was a pleasure to read a Toronto Star editorial which strongly supported this approach.

In addition, February's release of the 2012 Ontario Report Card on Child and Family Poverty resulted in good media coverage and special recognition in the provincial legislature by newly-elected Premier Kathleen Wynne. The report revealed that policy decisions driven by austerity in the 2012 provincial budget made survival even more difficult for Ontario's 383,000 children living in poverty with their families. The Report Card urged Ontario's decision-makers not to abandon their commitment to poverty reduction in 2013.

“Poverty is the issue that preoccupies me the most...as a single mother who has had lots of periods with very reduced income, I know how hard everything becomes when lack of income dominates one's life. Thank you again for your hard work.” (Participant, Bringing in Women's Voices, Social Reform)



The 2012-13 List

“I don’t know if I’ll ‘succeed,’ but I am so grateful that I have this opportunity, which I can afford. Without this, I don’t know what I’d do.” (Client, David Kelley Services, LGBTQ Counselling

Family Services Employee Assistance Programs

fseap Now we’re talking.

One of FSEAP’s major highlights over the last year was the launch of a strategic alliance with Crisis Care Network (CCN), one of the world’s leading trauma responders. Through this partnership, FSEAP has developed Canada’s leading psychological first-aid trauma response program and has 300 counsellors trained in Critical Incident Stress Management and Psychological First Aid. This has allowed them to assist CCN in marketing their joint services to other EAPs and to U.S. companies doing business in Canada.

Last year also saw FSEAP aggressively expand its Substance Abuse Programs.

It has the country’s largest network of trained professionals in this unique clinical intervention. Employers report they welcome the approach to harm reduction in safety-sensitive work environments, especially at a time when companies are examining risk management in the context of mental and behavioural health.

And finally, EAP negotiated new contracts over the last year with several trade unions including the BoilerMakers, Carpenters and Sheet Metal Workers

Research, Evaluation and Planning

We completed our search for an accrediting body in late 2012, choosing the U.S.-based Council on Accreditation (COA) to lead us through the rigorous

review process that will evaluate and strengthen our practices and service delivery. This process will take almost two years, beginning with a self-assessment followed by an intensive review of our practices and procedures in anticipation of a COA site visit in mid-2014.

The department also began to implement and monitor progress towards meeting FST’s six new strategic directions approved by the board in 2012. One of those directions – generating community impact – is helping us find new ways of looking at how our work affects the lives of the clients and participants, neighbourhoods and communities we serve. We are working closely with academic and community partners in this endeavour.

And finally, the department co-ordinated placements for nearly 80 students

across the organization. The student program reflects our goal of increasing learning opportunities and building capacity in the city’s social services sector.

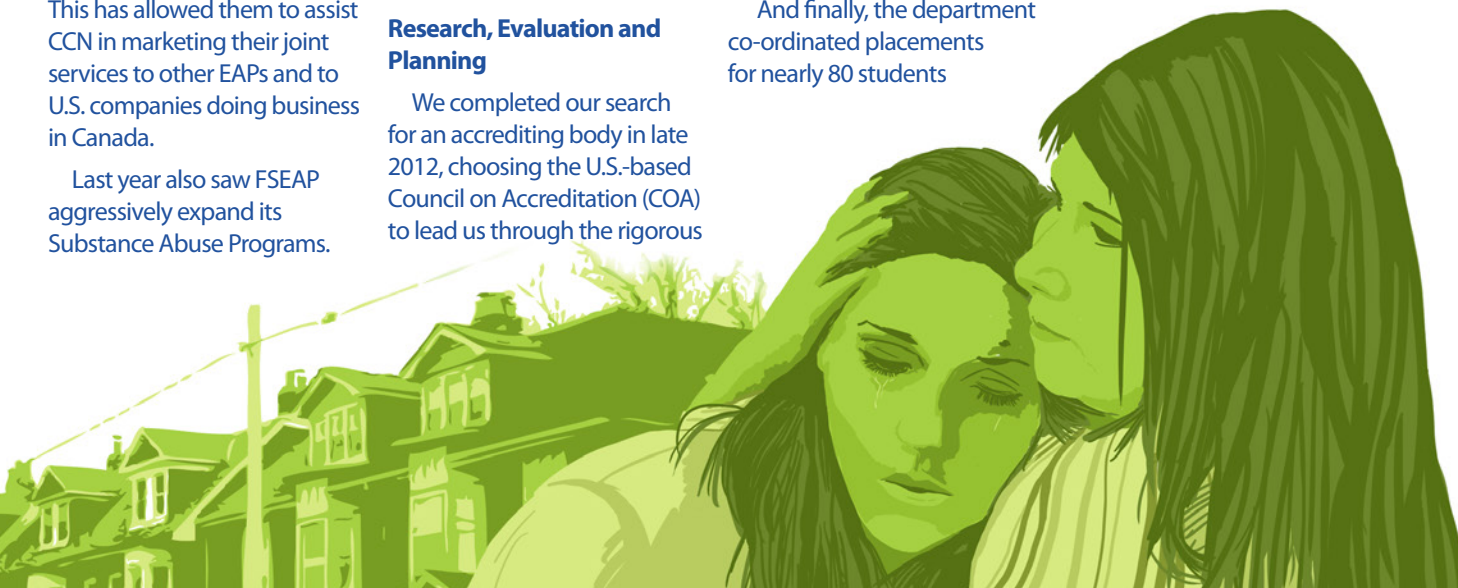
Summary

We made great progress on a number of fronts in 2012-13 and that bodes well as we prepare for a year of events and activities to mark our centennial anniversary in 2014.

We have much to celebrate in the months ahead, and move forward with confidence and the clarity of a new strategic plan that holds the promise of an excellent beginning to our second century of community service..

- 1 Mission
- 4 Websites
- 13 Service locations
- 20 Languages of service
- 27 Community programs
- 99 Years of operation
- 154 Generous donors and funders
- 175 Skilled and talented staff
- 200 Average information and referral calls daily *
- 309 Dedicated volunteers, trainees and students
- 29,832 People served by Family Services Employee Assistance Programs (FSEAP)
- 34,405 People served through Family Service Toronto (FST) programs
- 107,959 Service contacts with clients
- 112,079 Hours of service provided
- 168,792 Visitors to FST’s main website

*Calls to FST’s Service Access Unit and FSEAP’s Call Centre





Our work

Family Service Toronto clients who come for counselling and education programs speak more than 31 languages and represent more than 85 different ethno-racial backgrounds. About 40 per cent earn less than \$25,000 annually and 26 per cent are not working for wages. They come to us with issues of abuse (39%), adult relationships (17%), mental health/stress (17%) and separation adjustment (13%).

Participants in our community and neighbourhood development activities come

from every one of Toronto's 13 priority neighbourhoods and represent youth, newcomers, young families, seniors, alternative affordable housing residents and individuals from every ethno-racial background in the city. In our developmental services programs, including Options, Passport and Person-Directed Planning, we work in partnership with individuals with developmental disabilities and their families, friends and communities.

Social reform activities involve a wide range of partner organizations representing low income people, faith communities, health, housing and child-care advocates, food banks, unions, social planning councils and many others across Ontario and the rest of Canada.

Family Services Employee Assistance Programs (FSEAP) partners with business clients to provide a broad range of services for supporting employee health and productivity. The majority of clients face challenges that are addressed through short term counselling. FSEAP also reaches employees through work-life, wellness and training programs and other workplace interventions.



Lives Touched

1,706 Social Reform

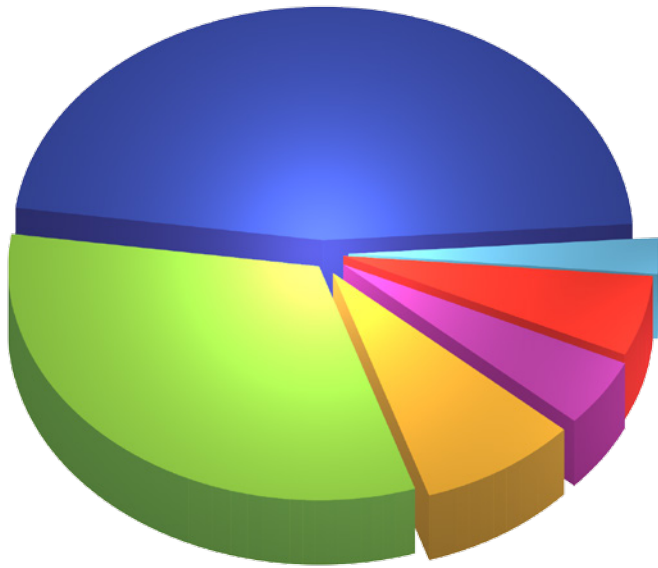
5,323 Changing Lives

3,615 Options and Passport

20,717 Community & Neighbourhood Development

3,044 Family Violence

29,832 Family Services Employee Assistance Programs (FSEAP)



64,237 Total

Programs and Services

Changing Lives Division

Counselling Services:

- Individual, family and group

Connecting Families

- Parent education and support

David Kelley Services:

- Supportive counselling for the LGBTQ (Lesbian, Gay, Bisexual Transgender, Queer) 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

Violence Against Women:

- Help for women in abusive relationships

Next Steps/Partner Abuse Response Program

- Services to reduce violence in intimate relationships

Pat's Place

- A safe haven for abused older persons

West End Sexual Assault Treatment

Sexual Assault Initiatives

Building Inclusive Communities Division

Options program, Passport, and Person-Directed Planning Initiative

- Planning and support for inclusive living for people with developmental disabilities

Community and Neighbourhood Development

- Capacity building with grassroots groups of youths, newcomers, seniors, parents and other individuals in marginalized communities and neighbourhoods including Growing Up Healthy Downtown, Neighbourhood Youth Alliance, Youth Entrepreneurship Program, Illahee Community Connections and Lawrence Heights Inter-organization Network

- Supportive Housing Projects (partnerships providing housing and supports for individuals who were homeless or hard to house): Leonard Avenue, Pears Avenue, Sudbury Street, Ossington Avenue

Social Reform Unit

Social Action Campaign 2000

Commercial Division

Family Services Employee Assistance Programs (FSEAP)

Wellness and behavioural health services for organizations, employees and their families
Integrated workplace solutions

Clients salute veteran counsellors at retirement reception

by Sharon Oosthoek



Retiring counsellors Jeff Bowen and Marika Pollak hold plaques recognizing their 32 and 25 years of service.

"I completely felt heard and understood and respected from the very moment I came in and started working with you." (Barbara, counselling client)

"You always gave me a really beautiful outlook on things ... I really appreciated having that positivity and stability in a world that's a little bit unstable." (Christie, counselling client)

"No matter how I came into your office, when I left, I always felt better." (Catherine, counselling client)

The words of praise for three retiring FST counsellors came straight from the heart.

And though the gratitude from clients was expressed through pre-recorded video interviews, the intensity of their feelings was apparent to all who gathered at 355

Church Street for a reception for four retiring staff in March 2013.

More than a few colleagues had tears in their eyes as they said goodbye to counsellors Marika Pollak, Jeff Bowen and Chris Chmielewski, and to FSEAP administrator Consuelo Klassen. Together, they represented 94 years of experience and service at FST.

"I feel privileged to have had a career that was so rewarding and that wound up lasting so many years," said Jeff, who was also recognized for his commitment over nearly 20 years leading FST's team in the annual United Way CN Tower Stair Climb. "I worked with a group of people I really respect and whose company I enjoy. It's hard to say goodbye."

Jeff, who excelled at helping clients over the course of short, but intense counselling sessions was also celebrated for his mentorship role with student counsellors over the years.

Ironically, one of his students was Marika, a skilled trauma counsellor who credits her mentor for teaching her how to speak the truth while still being positive, and how to be challenging without being negative.

Marika also spoke about the advantage of staying in one job for so many years.

"When I'm stationary, I can see the movement of other objects better. More specifically, the movement in my clients," she said. "Watching people rejoin life is a true privilege."

Key event highlights



May: The Social Reform team hosted a Mother's Day Breakfast for low- and modest-income women who participated in their advocacy work over the previous year. City Councillor Kristyn Wong-Tam (Ward 27 Toronto Centre-Rosedale) front row right, was among the guests who attended and spoke.



June: Members of the Options Community Times Newsletter Collective were among volunteers who received last year's Community Service Award, recognizing leadership in furthering the quality of life for individuals and families. From left are Michael Madden, Costantino Corigliano, Laurie Woloshyn and Nadia Traccitti who received their awards from former board president Harlan Schonfeld, right.



March: Our pioneering work with women's groups in the Afghan, Somali, Tamil and Iranian communities was celebrated at a graduation event for new peer leaders who will continue to support women experiencing abuse. Manager Janet Wilson (second from left) joined community facilitators from left, Maryan Ali, Mehrangiz Pournaseh, Clare Jeyarajah and Rabila Attai, in celebrating the Healthy Families Healthy Communities project.

Executive Message / A century of service

FST prepares for a year of centennial celebrations



Lan Nguyen
President

In 2014, Family Service Toronto will mark 100 years as one of the city's oldest and most vital social service organizations. We've been helping families and individuals face challenges and make positive changes in their lives for almost a century.

We started out in 1914 as the Neighbourhood Workers Association – an organization of concerned citizens who began to address the growing levels of poverty faced by many low-income workers and families. In those early years, we were more of an umbrella organization bringing together churches and other charitable groups to co-ordinate the provision of relief to families in need. The NWA was instrumental in organizing relief during the 1918 influenza epidemic and later during the Great Depression of the 1930s.

Over time our focus evolved to address the community's broader "social needs" as identified in NWA's original constitution which mandated a responsibility to address "the means to meet those needs."

Today, FST's focus has shifted to counselling and community development rather than relief, but we are still here for Toronto's most vulnerable citizens. While the nature of our work has changed, our core values remain the same ensuring there is equity, inclusion, a celebration



Margaret Hancock
Executive Director

of diversity and drive for excellence in everything we do.

Indeed, that celebration and drive will extend across all FST divisions and departments next year as we reach the most important milestone in our history. It will be a time to pay tribute to our past, recognize the here and now and embrace what is to come.

Throughout 2014, we will host some signature events and organize other activities to highlight our work in the community and our leadership in the social services sector.

We've organized a Centennial Working Group to represent staff, board members, former employees and other major stakeholders to ensure the process for planning and executing events is consultative and represents both our rich past and diverse present.

We're talking with members of the University of Toronto's Factor-Inwentash Faculty of Social Work which will also turn 100 in 2014. We're hoping to mark our mutual birthdays with a joint project that will recognize both a century of outstanding education and training together with our clinical practice and the evolution of social work in the city.

We've met with such potential partners as United Way Toronto and YMCA Toronto regarding a one-day symposium on knowledge translation related to community impact in the community and social services sector.

We are also pursuing an opportunity to revisit our historic connections to Bolton Camp, which we operated for almost 80 years just north of the city. We hope to involve former campers and staff in a centennial event which will celebrate its legacy and place in the memories of many hundreds of families.

In addition, we've made changes to our 100th anniversary website and blog where we showcase our history, update our celebration plans and attract support for our programs and services. We hope you will support our ongoing work with a gift of \$100 or more and join the conversation. Please visit www.100for100.org and



Neighbourhood Workers Association staff photographed in district office in 1923.

consider making a donation.

As we look ahead to the promise of next year and beyond, it is important to reflect on the highlights and accomplishments of this last year. Our daily work and successes –big and small – would not be possible without the dedication, commitment, knowledge and compassion of our staff.

Their work was made possible by the support of United Way Toronto and other generous funders and donors listed on the next page. We are particularly pleased that in March 2013 we were recommended for five years of additional core funding by United Way Toronto.

We are also indebted to the more than 300 volunteers and students who gave of their time and talents to help FST make a difference in the lives of so many over the last 12 months.

Finally, we give a special word of thanks to the members of both our volunteer board of directors and two standing board committees. We are grateful for the considerable time, talent and effort that they bring to FST Toronto.

We look forward to working with you as we prepare for our centennial and the many celebrations it will bring.

Our generous donors

Every donation to FST has a lasting and positive impact. All efforts have been made to ensure that donors who gave between Apr. 1, 2012 and Mar. 31, 2013 are listed correctly. We invite you to contact us with any concerns or questions.

Changemakers (\$10,000+)

Ontario English Catholic Teachers Association
Sisters of St. Joseph of the Diocese of London, Ontario

Pioneers of Change (\$1,000 to \$9,999)

Canadian Institute of Chartered Accountants
J. F. Ross Fleming

Anita Lapidus
Lawrason Foundation
Ontario Secondary School Teachers' Federation
Donald J. Wright

Beacons of Change (\$250 to \$999)

Rony Alexander
Boiler Inspection and Insurance Company of Canada
Centre de Benevolat de la Peninsule Acadienne
Children's Aid Society
Children's Aid Society of Toronto
De Cutting Edge Company Ltd.
Exxon Mobil Business
Support Centre Canada
Family Service Ontario
Kathy Glazier

Janet Gouinlock
Randall J. Heaton
Hydro One
McKinsey & Company Canada
Janet Murphy
Dorothy Peters
Price Water House Coopers
Norman Rosenblum
Russell Investments Canada Ltd.
Dan Stapleton
University of Toronto
Xerox Canada Ltd.
Micah Zarnke

Participants in Change (up to \$249)

William Abel
Ana Acosta
Heather Andrighetti
Anonymus

Denise Biccum
Fellowship Baptist Church
Henry Barkin
Mary Eden Bassett
Betty Beeman
Murray E. Blankstein
Diane Brailey
Carol Brethet
Yale H. Brick
David Buchanan
Chinniah Chandra
Wesley Chapel 55 Plus Group
Melville Church Women
Sue Comish
Barbara & Geoffrey Cornish
Peter Crosby
Hugh Crosthwait
Andrew A. Cruikshank

Greg de Groot-Maggetti
George W. Edmonds
Elizabeth Elliott
Larry Enkin
Margaret Fietz
Barbara R. Fleming
Everett R. Fleming
Robert Fleming
Catharine Fleming McKenty
Sidney Frankel
Lynne P. Gallagher
Nathan Gilbert
Michael Goldberg
Bernard Gurian
Harmony Hall Centre for Seniors
Cheryl Hamilton
Gilbert Hardy
Peter Harris

Maude J. Heaston
Mary Frances Hendrick
Kimberly Hinton
Mary J. Hyde
Joseph A. Iannuzzi
Joyce Ireland
Jasyndra Kalichran
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Stephen A. Kerstetter
Ernest Kovacs
Graham Lennard
Mary Lewis
Jane Lindsay
Lee Lockwood
Elaine Lutes
Carmine Maraucci
Janet McCrimmon
Edward & Grace McFarlane

Our finances

REVENUE	Fiscal 2012-2013		Fiscal 2011-2012**	
	Amount, in dollars	Percentage	Amount, in dollars	Percentage
Government Revenues for Community Programs	5,921,073	41.2%	5,365,928	38.8%
United Way	3,786,710	26.3%	3,721,897	26.9%
Earned Income (95% Employee Assistance Programs & Integrated Workplace Solutions; 5% individual client fees)	3,840,576	26.7%	3,968,689	28.7%
Donations and Non-Government Revenues	655,856	4.6%	606,970	4.4%
Investment Income and Other Income	166,618	1.2%	172,545	1.2%
Total	14,370,833	100.0%	13,836,029	100.0%
EXPENSES	Amount, in dollars	Percentage	Amount, in dollars	Percentage
Individual, Family and Community Programs & Services	8,752,135	61.1%	8,003,757	58.2%
Employee Assistance Programs /Integrated Workplace Solutions	3,609,496	25.2%	3,622,317	26.3%
Organizational Resources (includes IT, Finance, HR, ExecDirector office and Communications)	1,969,827	13.7%	2,134,953	15.5%
Total	14,331,458	100%	13,761,027	100.0%
CLIENT PURCHASE OF SERVICE*	Amount, in dollars		Amount, in dollars	
Government and Partner Agency Revenues (99% from Government and 1% through other agencies)	17,014,925		7,014,122	
Payments	17,014,925		7,014,122	
Total	0		0	

* FST administers these funds for clients on behalf of the Government of Ontario and partner agencies. Clients are mostly individuals with a developmental disability, or their families, and they use the funds to purchase services to live independently and improve their quality of life. Clients also include seniors living in supportive housing and who experience a range of mental health and physical challenges.

**Comparative figures changed to reflect separate client purchase of service

Nancy Nicholls
Canadian Office & Professional
Employees' Union
Grace Olds
Dolores O'Reilly
Derek Paul
Edward Pearl
Al Pearlstein
Debora Pearson
Lillian Perigoe
John Rickards
Helen Saravanamuttoo
Barney Savage
Donna Schaffer Lero
Brian Schnurr
Judith Schwartz
Shahrukh Shah
Elizabeth J. Shields

Pat & Pekka Sinervo
Scott Skinner
Bob Smith
Ellen Spears
Mary Squires
N. Staniszewski
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Malcolm Yule
Paul Zarnke

Our funders

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Canada Post Foundation
Children's Aid Society -
New Horizons Healing and Hope
Coalition
Citizenship and Immigration Canada
City of Toronto
Counseling Foundation of Canada
Etobicoke Children's Centre -
West End Sexual Abuse
Treatment Program
Family Services Peel
Griffin Centre
Human Resources and Skills
Development Canada
JVS Toronto
Laidlaw Foundation
Make Poverty History
Ministry of Attorney General
Ministry of Community and
Social Services
Ministry of Community Safety and
Correctional Services
Ministry of Economic Development,
Trade and Employment
Ministry of Education

Ministry of Health and Long Term
Care - AIDS Bureau
Ministry of Health and Long Term
Care - CCIM
Ministry of Health and Long Term
Care - Elderly Person Centres
Neighbourhood Information Centre
Public Health Agency of Canada
St. Clare's Multi-Faith
Housing Society
Stonegate Community
Health Centre
The Canadian Education and
Research Institute for Counselling
The Ontario Trillium Foundation
Toronto Central Local Health
Integration Network
Toronto Community Care
Access Centre
Unison Health & Community
Services
United Way Toronto
W.C. Kitchen Family Foundation
Women's Place
Woodgreen Community Services

Thank you to our volunteers

Volunteers are the lifeblood of
any organization. We thank both
our individual and corporate
volunteers for helping us help
others.

Our volunteers

Adeleke Adesuyi
Kenta Asakura
Derek Ballantyne
Emilie Begin
Missa-Gail Canave
Melanie Cheskes
Celeste Chong
Costantino Corigliano
Judy Curry
Naseema Dar
Khalifa Desouki
Nicole Dobrowney
Selene Dominguez Florean
Lauren Fitzgerald
Aurora Fowler
Gregory Scott Garrison
Lucy Grigoriadis
Connie Kang
Rahma Kerim
Calvin Lee
Molly Leonard
Heather Lind
Michael Madden
Angie Mangano
Laura Mather
Paul McCann
Ciera McCartney
Stephanie McKay

Maya Mostaghim-Vaezi
Tracy Nguyen
Asabi Parker
Graham Potts
David Prendergast
Harlan Schonfeld
Gordon Scott

May Shi
Frehiwot Shiferaw
Maria Traccitti
Nadia Traccitti
Coleen Turner
Bob Wallace
Laurie Woloshyn
Taylore Yardley

Corporate volunteers

GE Canada
PWC
RBC Capital Markets
Russell Investments
The Canadian Institute of
Chartered Accountants
Xerox Canada Ltd.

Gifts in kind

Action for Neighbourhood Change
Assembly of First Nations
Blakes
Canadian Auto Workers
Canadian Centre for Cultural and
Language Studies
Canadian Centre for Policy
Alternatives
Canadian Institute of Chartered
Accountants
Childcare Resource and Research
Unit
City of Toronto
Cora's Breakfast and Lunch (Carlton
Street)
Daybreak Diner (Church Street)
Edmonton Social Planning Council
Fairview Library
First Call Coalition for Children and
Youth, British Columbia
Food Banks Canada
GE Capital Canada
Gowlings
Jane and Finch Community Centre
Income Security Advocacy Centre
Loblaws (Maple Leaf Gardens)
Maison de Shoto – Jocelyne Tougas
Metro (Gould Street)
Nature's Emporium
Needlework Guild of Canada,
Toronto Branch
Registered Nurses Association of
Ontario
Social Planning and Research
Council of B.C.
Social Planning Council of Winnipeg
Social Planning Toronto
Somali Immigrant Aid Organization
Starbucks (Church and Gerrard)
Unison Community Health Centre
University of Manitoba Faculty of
Social Work
University Settlement
Wellesley Institute
Working Women Community Centre

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Locations

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747 Warden Avenue

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LAMP Community Health Centre
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Ossington Avenue
Pears Avenue
Rexdale Community Health Centre
Stonegate Community Health Centre
Sudbury Stretet
Victoria Park Hub



Websites

www.familyservicetoronto.org
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