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.

Annual Report 2012-2013

Community    Compassion    Connection
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.

Executives Director’s Office

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 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
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 project – a three-year project working with parents and youth experiencing violence.

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

“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)

“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)
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.

The 2012-13 List

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

“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)
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

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

Options program, Passport, and Person-Directed Planning Initiative

Programs and Services
• 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 proving 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

<table>
<thead>
<tr>
<th>Services</th>
<th>Lives Touched</th>
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<tbody>
<tr>
<td>Social Reform</td>
<td>1,706</td>
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<tr>
<td>Options and Passport</td>
<td>3,615</td>
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<tr>
<td>Family Violence</td>
<td>3,044</td>
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<tr>
<td>Changing Lives</td>
<td>5,323</td>
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<td>Community &amp; Neighbourhood Development</td>
<td>20,717</td>
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<tr>
<td>Family Services Employee Assistance Programs (FSEAP)</td>
<td>29,832</td>
</tr>
</tbody>
</table>

64,237 Total
Clients salute veteran counsellors at retirement reception

by Sharon Oosthoek

“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 Attaei, in celebrating the Healthy Families Healthy Communities project.
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 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 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

Beacons of Change ($250 to $999)
Rony Alexander
Boiler Inspection and Insurance Company of Canada
Centre de Benevolat de la Peninsule Acadieenne
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

Participants in Change (up to $249)
William Abel
Ana Acosta
Heather Andrighetti
Anonymous

Our finances

<table>
<thead>
<tr>
<th>REVENUE</th>
<th>Fiscal 2012-2013</th>
<th>Fiscal 2011-2012**</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Amount, in dollars</td>
<td>Percentage</td>
</tr>
<tr>
<td>Government Revenues for Community Programs</td>
<td>5,921,073</td>
<td>41.2%</td>
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<tr>
<td>United Way</td>
<td>3,786,710</td>
<td>26.3%</td>
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<tr>
<td>Earned Income (95% Employee Assistance Programs &amp; Integrated Workplace Solutions; 5% individual client fees)</td>
<td>3,840,576</td>
<td>26.7%</td>
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<tr>
<td>Donations and Non-Government Revenues</td>
<td>655,856</td>
<td>4.6%</td>
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<td>Investment Income and Other Income</td>
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<td><strong>Total</strong></td>
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<th>EXPENSES</th>
<th>Fiscal 2012-2013</th>
<th>Fiscal 2011-2012**</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Amount, in dollars</td>
<td>Percentage</td>
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<tr>
<td>Individual, Family and Community Programs &amp; Services</td>
<td>8,752,135</td>
<td>61.1%</td>
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<tr>
<td>Employee Assistance Programs /Integrated Workplace Solutions</td>
<td>3,609,496</td>
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<td>Organizational Resources (includes IT, Finance, HR, ExecDirector office and Communications)</td>
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<tr>
<td><strong>Total</strong></td>
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<tr>
<th>CLIENT PURCHASE OF SERVICE*</th>
<th>Fiscal 2012-2013</th>
<th>Fiscal 2011-2012**</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Amount, in dollars</td>
<td>Amount, in dollars</td>
</tr>
<tr>
<td>Government and Partner Agency Revenues (99% from Government and 1% through other agencies)</td>
<td>17,014,925</td>
<td>7,014,122</td>
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<tr>
<td>Payments</td>
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<tr>
<td><strong>Total</strong></td>
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<td>0</td>
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*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.
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
Celeste Chong
Costantino Corigliano
Judy Curry
Naseema Dar
Khafila 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

Our funders
Atkinson Charitable Foundation
Canada Post Foundation
Children’s Aid Society - New Horizons Healing and Hope Coalition
Citizenship and Immigration Canada
City of Toronto
Counselling 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
Stonewater 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

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 Photo – 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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2012/13

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Almerinda Rebelo
Barney Savage
Pegeen Walsh

Ex-officio Members
Ted Betts
Fran Odette

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

Co-locations
LAMP Community Health Centre
Leonard Avenue
Ossington Avenue
Pears Avenue
Rexdale Community Health Centre
Stonegate Community Health Centre
Sudbury Street
Victoria Park Hub

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

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416.595.9230 — Administration
416.585.9985 — FSEAP
416.751.0635 — TTY for Abused Women

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