



FAMILY SERVICE TORONTO
For People. For Change.

2014 / 15 Annual Report



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.

Executive Message / A Year to Remember

Centennial year marked by celebrations, change and recognition for excellence



Ted Betts
President



Margaret Hancock
Executive Director

We are filled with joy, hope and wonderful memories as we reflect on our important work and many accomplishments of the last year, which included the Centennial celebrations of 2014 and the beginning of our second century in early 2015.

This annual report highlights those milestones and significant achievements and serves as a window into the individual, family and community worlds we navigate daily in our continuing efforts to bring about positive change for everyone we serve.

Change was indeed the operative word across the organization as we said goodbye to a number of retiring staff, welcomed two new directors with ambitious plans, consolidated two departments and initiated a number of property development projects at all of our main locations while preparing for a major move from our downtown Church Street site.

Beyond that sea of change was our ongoing commitment to strive for excellence in everything

we do, and that was rewarded with accolades from the Council on Accreditation (COA) as we received confirmation of accreditation through 2018 following a rigorous review of our operating procedures and policies and site visit by a panel of reviewers.

As the fiscal year closed at the end of March 2015, we were just days away from a move to new counselling and administrative offices in a refurbished historic industrial building at 128A Sterling Road in the city's west end. That move would mark a significant step in our plan for building FST's future development and ultimately lead us back to a magnificent new centralized downtown space in late 2017 or early 2018.

Throughout all of this change and its challenges our remarkable staff showed their dedication, commitment and unwavering compassion as they continued their work through a multitude of programs and services embracing equity, inclusion and diversity.

Their work was made possible by the support of United Way Toronto and dozens of other generous funders and donors. We are also indebted to almost 150 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.

We also salute the members of both our volunteer board of directors and two standing board committees. We greatly appreciate the time, talent and effort they devote to FST.

As part of this annual message, we wanted to include remarks made by Executive Director Margaret Hancock to staff and guests at Century Night on June 18, 2014. They remind us of the journey we have travelled and the potential of the road ahead.

"We are proud to be joining an illustrious group of social service organizations which are celebrating 100 years of vital work in Toronto. In a young city and a young country, this is a very special accomplishment. From our founding as the Neighbourhood Workers Association, we have responded to the needs of the ever-changing population of Toronto with innovative programs and services to build the capacity of individuals, families and communities to navigate life's challenges.

Our founders knew that they had not only to provide food, clothing and shelter but also to bring about change to the social fabric, the policies, the economy,



A Century Night welcome for former FST board presidents

Executive Director Margaret Hancock introduces the hosts for Century Night on June 18, 2014. The hosts had served as Presidents of FST's Board of Directors over the last decade. To Margaret's right are Harlan Schonfeld (2008-2010); Gordon Floyd (2002-2004); Anita Lapidus (2006-2008); Ted Betts (2014-2016) and Lan Nguyen (2012-2014). Peter Kinch (2004-2006) and Fran Odette (2010-2012) assisted with the event planning but were unable to attend. (Photo by Miguel Hortiguella)

Vision, Mission, Values

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 as we celebrate 100 years of FST's journey and the journey of Toronto and Canada.

Much has improved in the last 100 years; yet there is much still to do. 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 forward 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 and our strength.

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 fundamental questions about their prospects. Will our children have jobs, good jobs? Will they have education, health, homes and 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 enters its second century, it is incumbent upon us to be very thoughtful and deliberate about what we can and should accomplish to address these abiding concerns. 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. As a sector, we want to improve our capacity to engage in systems-level planning. 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 are looking for ways to increase our unrestricted dollars so that we can be more proactive about developing new areas of programming. We are eager to encourage investment in our sector. We are concerned to assess and express our impact and, in so doing, deepen and broaden it.

As we move into 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."

As one of the city's leading social service organizations, FST is well-positioned to embrace the change that will mark its future knowing that countless individuals and families have benefitted from our work in the past. With the history of our accomplishments as our wind, we are ready to fly into the challenges of our next century.

Cover photo: Staff and guests celebrate 100 years of community service at Century Night on June 18, 2014

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.



Our work

Family Service Toronto clients who come for counselling and education programs speak more than 31 languages and represent more than 168 different ethno-racial backgrounds. About 37 per cent earn less than \$25,000 annually and 28 per cent are not working for wages. The top issues for which clients seek support are partner abuse (31%), mental health including stress, anxiety and depression (21%), adult relationships (14%) and separation adjustment (12%).



Participants in our social action and community building programs 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. The unit works with 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.

Our developmental services programs, including Options, Passport and Person-Directed Planning, work in partnership with individuals with developmental disabilities and their families, friends and communities.

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

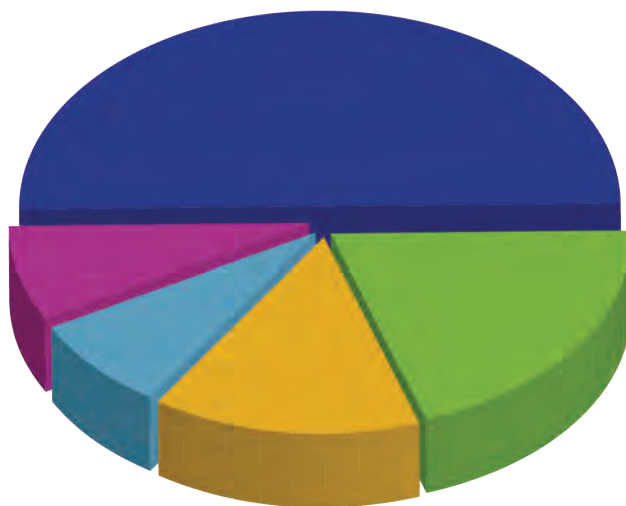
5,160 Options and Passport**

5,299 Changing Lives

9,730 Family Violence

13,610 Social Action and Community Building *

33,847 Family Services Employee Assistance Programs (FSEAP)



67,646 Total ***

* Social Reform and Community Neighbourhood Development departments were merged in 2015 into this new division

** Includes Person-Directed Planning

*** Does not include audiences of radio programs that were hosted as part of FST programming.

Programs and Services

Changing Lives Division

Counselling Services:

- Individual, family, group and walk-in

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 older persons who experience abuse

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

Social Action and Community Building Division

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

Social Action

Campaign 2000

- Advocacy on poverty

Youth Engagement

Home-based Childcare Providers Project

Social Enterprise Division

Family Services Employee Assistance Programs (FSEAP)

- Wellness and behavioural health services for organizations, employees and their families
- Integrated workplace solutions
- Critical Incident Response Services
- Substance Abuse Program

2014-15 Highlights from a Year of Milestones and Celebrations

APRIL

Volunteers recognized at century reception

Volunteers across FST attended a reception honouring a century of volunteer service to the organization and community as part of National Volunteer Week.

MAY

Mother's Day Breakfast celebrates women's struggle for social justice

FST's Campaign 2000 unit honoured women and caregivers with lived experience of poverty at a Mother's Day Breakfast

recognizing mothers as unsung heroes and peer advocates in the fight to achieve justice and equality for women. The event featured an inspirational performer and powerful speeches from mothers and caregivers active in social justice work.

JUNE

Poster marks a century of work with seniors

Seniors involved in FST programs posed for a poster marking a century of our work with seniors in communities across

the city. The poster was displayed at key locations and events to recognize Seniors' month in the province.

Century Night marks 100 years of community service

More than 400 staff, former employees and guests attended a special Centennial celebration at the Toronto Reference Library featuring live jazz, refreshments, cake and remarks from former chairs of FST's Board of Directors.

Clients demonstrate artistic talents for century celebration

Clients participated creatively in a free therapeutic art program as part of FST's

Centennial celebration and displayed and sold their works at Century Night. Clients from the Violence Against Women program produced and sold masks at the event.

What Makes You Proud?

Hundreds of visitors to World Pride Week in

Toronto answered the question with creative expressions on an interactive art installation recognizing our long history of work with the LGBTQ community. FST's David Kelley LGBTQ & HIV/Aids Counselling Services hosted a Church

JULY

FSEAP welcomes new president

Janet McLellan succeeds the retiring Keith Harding as President of Family Services Employee Assistance Programs (FSEAP) and begins to oversee a reorganization of the division which partners with business clients to provide a broad range of services for supporting employee health and productivity.

Developmental services program receives funding boost

Significant new funding was provided to the Passport program to provide community participation supports and respite to adults with developmental disabilities.

The additional funds provided for the hiring of five new staff



Vintage hats are a hit with staff and guests at Century Night
Staff members don a sample of hats spanning the decades at Century Night on June 18, 2014.

Street barbecue and welcomed community participation.





FAMILY SERVICE TORONTO
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1914 - 2014 - Embracing the future

ONTARIO SENIORS' MONTH
JUNE 2014

SENIORS A CENTURY OF SUPPORT



Seniors Poster created for Ontario Seniors' Month in June 2014.

members and expanded the program to serve more than 900 people: 515 new recipients and 393 existing recipients who benefitted from increased funding.

AUGUST

Downtown family program celebrates 20 years

A popular downtown program for parents with young children

celebrated 20 years of community service in late August. Growing Up Healthy Downtown is a unique eight-agency partnership co-ordinated by Family Service Toronto and funded by the Public

Health Agency of Canada's Community Action Program for Children (CAPC).

Peer leaders trained to work with newcomer youth

Farsi, Afghan, Somali and Tamil youth leaders are trained to work with community youth as part of FST's continuing Healthy Families, Healthy Communities program addressing family violence issues in newcomer communities.

City Archives hosts FST's history panels

The City of Toronto Archives celebrated FST's century of community service with a month-long display of decade panels highlighting programs, services



Decade panels highlighting a century of community of service were on display at the City of Toronto Archives for the month of August 2014. They were also used at many events and celebrations.



Community art installation attracts hundreds of World Pride visitors

Visitors to World Pride Week in Toronto respond to the question "What Makes You Proud?" on an interactive art installation attached to an exterior wall of FST's Church Street building on June 26, 2014.

2014-15 Highlights

and events from 1914 to 2014.

SEPTEMBER

FST cited for commitment to excellence

Family Service Toronto received confirmation of its accreditation through 2018 by the Council on Accreditation (COA) following a rigorous review of its operating procedures and policies and site visit by a panel of reviewers. Accreditation provides FST with an opportunity to showcase its extraordinary achievements as one of the city's largest service agencies working to assist individuals experiencing various life challenges.

FSEAP marks 40th anniversary

Family Services Employee Assistance Programs (FSEAP) organizes a half-day of networking and learning on substance abuse and critical incidents in the workplace for its corporate customers. The event marked 40 years of success for FST's social enterprise and its work in the business community.

OCTOBER

Classroom to Community: A Century of Social Work in Toronto

A joint exhibition in partnership with University of Toronto's Factor-Inwentash Faculty of Social Work opens at the Royal Ontario Museum for six months. The exhibition highlights

a century of our work with families and advocacy on their behalf.

Seniors program plans extended reach to new communities



Classroom to Community: A Century of Social Work in Toronto was a joint exhibition in partnership with the University of Toronto's Factor-Inwentash Faculty of Social Work. It was on view at the Royal Ontario Museum from October 2014 to April 2015.

The Illahee Community Connections program was transferred to the Healthy Families, Healthy Communities program with the plan to extend its reach to the Somali and Spanish-speaking communities in 2015 while continuing work with the Farsi, Afghan and Tamil communities.

NOVEMBER

Keep the Promise holds national summit on child poverty

About 60 young people representing every

Centennial event marks 25th year of federal resolution to end child poverty

FST marks its work with Campaign 2000 and the 25th year of the all-party federal resolution to end child poverty in Canada by the year 2000 with the hosting of a University of Toronto event featuring a keynote speaker and youth panelists with lived experience of poverty. Campaign 2000 and its partners released annual report cards tracking child and family poverty in Canada and eight provinces, held a press conference at Queen's Park and a breakfast for MPs and Senators on Parliament Hill.

DECEMBER

Phased deployment begins for client data tracking software

A new Client Relationship Management (CRM) application is deployed for the Passport Program as part of a broader

strategy to improve the entering, tracking and reporting of client data across the organization. The pilot implementation will guide future organizational roll-out.

Retirees recognized at year-end reception

Six retiring employees were recognized for their exceptional years of service and contributions to FST as its Centennial year came to a close. Together they represented 151 years of cumulative service:

Mary Cowper-Smith –
Counsellor, 32 years

Rhonda Freeman –
Founding Manager,
Families in Transition, 38
years

Keith Harding –
President, FSEAP, 15 years

Jill Lowery – AIM
Administrator &
Customer Support, FSEAP,
29 years



Naga Ramalingam
– Community
Development Worker, 20
years

Laurel Rothman –
Director, Social Reform,
17 years

JANUARY 2015

Reorganization leads to new community unit

The Social Action and
Community Building unit
is launched to integrate
the former Social
Reform and Community
and Neighbourhood
Development Units. The
new unit helps FST make
connections between its
social policy advocacy
and city-wide work with
residents and community
groups in order to
achieve system level
change. The unit also
continues FST's lead role
in co-ordinating national



Staff bid fond farewell to retiring Social Reform director Laurel Rothman, left, is celebrated by the incoming director of Social Action and Community Building Anita Khanna, centre, and program assistant Liyu Guo at a Campaign 2000 event in October 2014. Laurel joined the former Family Service Association of Toronto in 1997 and retired as Director of Social Reform in January 2015.

and provincial Campaign
2000 activities. Anita
Khanna becomes director
of the new unit replacing
retiring Laurel Rothman.

MARCH

Preparation for move to Sterling Road

Staff at FST's Church
Street location continued

preparing for a move
to Sterling Road in the
city's west end in April
2015. The Church Street
building, occupied by
FST since 1997, is slated
for demolition and
redevelopment until

late 2017 when staff are
scheduled to return to a
new downtown office.

Newcomer families project is completed

Healthy Families, Safer
Families comes to an
end after three years of
elder abuse work in the
Spanish-speaking and
Somalian communities.

The 2014-15 List

1	Mission
4	Websites
12	Service locations
15	Walk-in counselling sessions weekly*
22	Languages of service
32	Community programs
84	Generous donors and funders**
101	Years of operation
145	Average service calls daily ***
148	Dedicated volunteers, trainees and students
178	Skilled and talented staff
33,799	People served through Family Service Toronto (FST) programs
33,847	People served by Family Services Employee Assistance Programs (FSEAP)
93,220	Hours of service provided
102,772	Service contacts with clients
196,095	Visitors to FST's main website

*Provided through free Wednesday evening counselling service

** Only FST and does not include Keep the Promise campaign

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

Our Generous Donors

Every donation to Family Service Toronto has a lasting and positive impact. All efforts have been made to ensure that donors who gave between Apr. 1, 2014 and Mar. 31, 2015 are listed correctly. We invite you to contact us with any concerns or questions.

Changemakers (\$10,000 +)

Elementary Teachers' Federation of Ontario
Ontario English Catholic Teachers' Association

Pioneers of Change (\$1000 to \$9999)

Deltera Inc.
Ontario Secondary School Teachers' Federation
Sambenco Corporation
Harlan Schonfeld
Mosaic Homecare Ltd.
Alpha Laboratories Inc.
Empire Life Insurance Company
Jonathan Gouveia
Mr. Randall J. Heaton
Hicks Morley Hamilton Stewart
Storie LLP

Pace Consulting Benefits and Pensions Ltd.

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

The Boiler Inspection and Insurance Company of Canada
Hugh Crosthwait
Nancy Hamm
Dan Stapleton
Gregory Stevens
Joseph Iannuzzi
CUPE Local 2316
Hydro One

Rony Alexander
Chartwell Retirement Residence, Avondale
Kathy Glazier
Colbeck Strategic Advisors
Robert Fleming

Participants in Change (up to \$249)

Elizabeth Elliott
Donna Schaffer Lero
Dr. Tao Wu
William Abel
Julie Bulmash

Ruth Armstrong
Andrew A. Cruikshank
Michael Goldberg
Mary Lewis
Darlene P. Maddot
Mikkel Marr
Janet McCrimmon
Edward and Grace McFarlane
Al Pearlstein
Maran Ravindran
Standard Life
Rodney R. Branch
Tom Englehart
Cinthya Narvaez

Joy Simmonds
V. Trumblay
Jennifer Wawryk
Catherine Molyneaux
Henry Barkin
Amber Rebello
Alex Chin / David Tumey
Kathleen Collins

Our finances

	Fiscal 2014-2015		Fiscal 2013-2014	
REVENUE*	Amount, in dollars	Percentage	Amount, in dollars	Percentage
Government Revenues for Community Programs	6,287,772	44.6%	5,806,602	42.3%
United Way	3,818,979	27.1%	3,791,906	27.6%
Earned Income (95% Employee Assistance Programs & Integrated Workplace Solutions; 5% individual client fees)	3,337,037	23.7%	3,544,481	25.8%
Donations and Non-Government Revenues	576,540	4.1%	486,128	3.5%
Investment Income and Other Income	88,407	0.6%	100,395	0.7%
Total	14,108,735	100.0%	13,729,512	100.0%
EXPENSES*	Amount, in dollars	Percentage	Amount, in dollars	Percentage
Individual, Family and Community Programs & Services	8,866,915	62.9%	8,402,574	61.2%
Employee Assistance Programs /Integrated Workplace Solutions	3,201,522	22.7%	3,368,719	24.5%
Organizational Resources (includes IT, Finance, HR, ExecDirector office and Communications)	2,039,134	14.5%	1,958,175	14.3%
Total	14,107,571	100.0%	13,729,468	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)	22,419,534		17,282,841	
Payments	22,419,534		17,282,841	
Total	-		-	

*The above revenues and expenses are from regular FST operations. The expenses do not include the one-time defined benefit pension deferred costs write-off in the fiscal year 2013-2014.

** 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.

June Callwood Keep the Promise Donors

June Callwood Keep The Promise (JCKTP) is a coalition of volunteers and organizations committed to ending child poverty across Canada. Family Service Toronto acts as trustee and receives and processes all donations to the two-year campaign.

\$50,000 or more

Ursuline Rel. of the Diocese of London in Ontario

\$10,000 to \$49,999

The Sisters of St. Joseph of the Diocese of London Foundation
Carrot Social Justice Fund
Murray Koffler
RBC Foundation
The Sisters of St. Joseph of Toronto

\$5000 to \$9999

D. Day Film Productions Inc.
Unifor
The Alberta Teachers' Association
John Honderich
The Sharp Foundation
The Scarboro Foreign Mission Society
The Hal Jackman Foundation

\$1000 to \$4999

Tiana Koffler Boyman
The George Cedric Metcalf Charitable Foundation
Congregation of Notre Dame Visitation Province Inc.
Rabbi Arthur N. Bielfeld
The Nixon Charitable Foundation
Sisters of Charity-Halifax
The Sisters of Saint Ann
Yukon Teachers' Association – G. A. Patrick Flanagan
1003773 Ontario Inc.
Larry Baldiston
Harry Blumberg
CSU Ontario Solidarity Fund
Harvey Kalles Real Estate Ltd.
Ontario Teachers' Federation

Linda Rapson
Hugh Segal
Elizabeth J. Shields
The Sisters of Providence of St. Vincent de Paul
Up to \$999

Grey Sisters of the Immaculate Conception
Mary Corkery
Harold Chapman
Eston Catholic Women's League
H. Goldberg and David Poch
Donna Ivey
Valerie Pringle
Toronto Foundation
Charles Tator
Pat and Pekka Sinervo
Leslie L. Dan
Wonderful Grand Inc.
Mel Horowitz
Harvey McKinnon
Stephen Morrison
Congregation of the Sisters of the Presentation
Kimberley Cormack
Patrick P. Murray
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Sisters of St. Joseph of Sault Ste. Marie
Joseph Telch
Ranchdale Public School
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Renee Sieburth
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Genevieve Brown
Michael Cooke
Martin Copeland
Theresa Dobko
Marilyn Luscombe
Florence Pitman
Michael Poizner
Anita Tyber
Renate Krakauer
Ronald Lewis
Elizabeth Takagi
Allison Kosela
Rita O'Connor

Our Funders

Federal

Citizenship and Immigration Canada
Public Health Agency of Canada
Human Resources and Skills Development Canada

Provincial

Ministry of Community and Social Services
Ministry of Attorney General
Ministry of Health and Long Term Care
Toronto Central Local Health Integration Network
Ministry of Citizenship, Immigration and International Trade

Municipal

City of Toronto

Agencies

The Canadian Education and Research Institute for Counselling (CERIC)
Family Services of Peel
Raising The Roof Chez Toit
Unison Health & Community Services
Stonegate Community Health Centre
Neighbourhood Information Centre
The Etobicoke Children's Centre
Griffin Centre
JVS Toronto
Toronto Central Community Care Access Centre
Woodgreen Community Services
United Way Toronto

Foundations

Counseling Foundation of Canada
Toronto Community Foundation
George C. Metcalf Foundation
The J. W. McConnell Family Foundation
The Lawrason Foundation
Sisters of St. Joseph Of The Diocese of London Foundation
Muttart Foundation
Canada Gives Foundation

Gifts in kind

Family Service Toronto

All the Best Fine Foods (Church Street)
Art Gallery of Ontario
Blake, Cassels & Graydon LLP
Brown Bag Sandwiches (Church Street)
Canadian Centre for Policy Alternatives
CAW – Sam Gindin Chair for Social Justice and Democracy, Ryerson University
Childcare Resource and Research Unit
Children's Aid Society (Toronto)
City of Toronto
Cora's (Carlton Street)
David's Tea (Church Street)
First Call Coalition for Children and Youth, British Columbia
Food Banks Canada
Harbord Bakery
Gowling Lafleur Henderson LLP
Income Security Advocacy Centre
Leah's Bakery (St. Clair Avenue West)
Leroy and Robert, Danforth Music Festival
Loblaws (Maple Leaf Gardens)
Maison de Shoto -- Jocelyne Tougas
Make Poverty History
Metro (Gould Street)
Needlework Guild of Canada, Toronto Branch
Neo City Café
Ontario Science Centre
Sobeys (Danforth Avenue)
Techsoup Canada
Shoppers Drug Mart (head office)
Starbucks (Church and Gerrard)
Toronto Public Health—Urban Issues Team
Unifor
University of Manitoba, Faculty of Social Work
University of Toronto, Factor-Inwentash Faculty of Social Work

June Callwood Keep the Promise

Canadian Teachers' Federation
Casey House
George Brown College
Innovate By Day
Urban Post
PR Media Connections
Family Service Toronto
Kathleen Howard & Associates
Ottawa Catholic School Board
Leo Baeck Day School
Temple Emanu-El
Cathy Hunt
William F. Whites
Geoff Ashenhurst and Married to Giants
Christina Piovesan and Peter Mishara of First Generation Films
Larissa Mair Casting and Associates
Immaculata High School, Ottawa
Retired Educators (Ottawa Catholic School Board)
Atlantic MediaWorks
Duke of Connaught Public School
Farm Boy (Ottawa)
Metro (Ottawa)
Free the Children
Rooster Post Production
Fort York Video FX

Board of Directors 2014/15



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1914 • 2014 • Embracing the future

Ted Betts

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Margaret Hancock

Secretary

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Mei Chen

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Don Embuldeniya

David Jachimowicz

Salimah Kassim-Lakha (resigned
mid-term)

Richard Piticco (resigned mid-
term)

Almerinda Rebelo

Pegeen Walsh

Ex-officio Members

Erin Hoult

Lan Nguyen (Past President)

Primary Locations

128A Sterling Road (effective April 2015)

355 Church Street
(closed April 2015 for redevelopment)

2 Carlton Street

700 Lawrence Avenue West

747 Warden Avenue

Co-locations

Bathurst-Finch Hub

LAMP Community Health Centre

Leonard Avenue

Pears Avenue

Rexdale Community Health Centre

Stonegate Community Health Centre

Sudbury Street

Victoria Park Hub

Contact Us

info@familyservicetoronto.org

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



Social Media

Follow us on Facebook, Twitter and
Youtube

Staff Directors

Margaret Hancock, Executive Director

Alejandra Galvez, Human Resources & Volunteer
Resources

Maria Huijbregts, Research, Evaluation & Planning

Anita Khanna, Social Action & Community Building
(effective January 2015)

Oluwole Kolade, Information Technology

Lisa Manuel, Changing Lives & Family Violence

Janet McCrimmon, Building Inclusive Communities

Janet McLellan, Employee Assistance Programs,
FSEAP President (effective July 2014)

Brian Porter, Marketing & Communications

Vani Visva, Financial Services

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Illustrations: Ryan Snow
Design and Production: Spry Jones

