



# FAMILY SERVICE TORONTO

For People. For Change.

2015/16

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

## Transformative change and new investment offer opportunity for a resilient future

As FST enters its second century, we are on an exciting journey to realize our vision for what our impact can be in Toronto. We see an extraordinary amount of change in the community sector and the world at the moment. At all levels, there are consultations and reviews underway, requests for submissions, survey participation, hastily organized teleconferences and more. Cycles of change are shorter. The context is more complex. In the city, the province, the country – many people are saying that we have a once in a lifetime opportunity to cement good things into our social policies and our systems. The possibility of transformative change and new investment are in the air.

In the past year, we have been deeply engaged in strategic work with our new theory of change; and so we are in an exquisite moment to identify new ways of working and seize opportunities to make them real to achieve the impact we have identified. This potential for change brings an undeniable strain for everyone, with concerns about uncertain futures and what change might mean for organizations; but as a resilient Canadian in a resilient organization, I choose to think that we only feel pressure because we have opportunities to do good things, exciting things, and I choose that pressure over stasis and stagnation.

FST is a remarkably resilient organization, with an incredible 100 years of history, making a difference in our city, staying alive to changing needs and emerging opportunities. According to a Harvard business professor, only two per cent

of organizations live to be 40 years old. Very few get to be 100. FST has reached 100 because it continues to change in response to the needs of the people living in the city. We allow ourselves to be dissatisfied with the status quo, to be uncomfortable with our results; we always want to do more and to do it better. We create our own sense of urgency for change and possibility. We choose to work hard because it matters so much.

Our work is full of risk and change, two things which are very hard on people and organizations; but after 100 years of responding, reacting, listening, acting, leading, FST has learned how to be resilient, to embrace the unpredictable, to nurture the capacity to absorb disturbances and to make good decisions in the midst of chaos and change. How appropriate that working with our clients and participants to achieve resilience in more just and supportive communities is at the core of the impact we aspire to realize with our theory of change.

To achieve our strategic aspirations, we need an organizational culture which supports our strategy. Our ways of working must be active, where we constantly test, learn and adapt. We need to be confident that we understand risk and can mitigate it where possible. We always need to embrace change, to be open to learn, to support each other through everything, to trust each other, to collaborate, to build our capacity for system leadership. Our organizational culture needs to be fundamentally optimistic.

There is an African proverb which says to go fast, go alone; to go far, build a team (but a fast team!). We intend to go far so FST is fortunate to have a team of gifted staff, a committed board, dedicated volunteers and dynamic students. To all of them and our generous funders and supportive donors we say thank you for sharing our vision and being part of our team.



**Ted Betts**  
President



**Margaret Hancock**  
Executive Director

**Cover Photo:** Staff from Church Street pose for a final group photo on the building's front steps on the final day of occupancy in April 2015. Counselling and core administrative services staff relocated to new offices at 128A Sterling Road in the city's west end for redevelopment of the Church Street site.

# Vision, Mission, Values

## 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.*

**fseap** Now we're talking.

## Tribute to a pioneering social enterprise

### Rising debt and changing business landscape lead to Toronto wind-down

It was a sad day in September 2015 when FST's Board of Directors made a very difficult decision on the recommendation of senior leadership.

Following a careful review and analysis of available options, the board agreed to wind down the operation of Family Services Employee Assistance Programs due to escalating financial losses and the commercial division's inability to secure new contracts and maintain viable business operations.

The tough decision ended a 41-year run for the pioneering social enterprise that had once been a leader in delivering employee assistance programs and counselling to employees of companies and unions.

Growing pressure, increasing competition and radical changes in the EAP business landscape over the previous decade had taken its toll on the division which served both Toronto clients and the wider FSEAP national network.

Sliding revenues had required FST to support FSEAP through loans from its capital and learning fund since 2006-07. It was simply no longer feasible or financially prudent to continue this support as FSEAP sustained a further loss in the first quarter of 2015-16.

At its peak, FSEAP had more than 40 employees on its payroll, serviced 130 contracts and brought in \$6 million in annual revenues. Clients included the City of Toronto, Toronto Board of Education, Toronto Reference Library, Canada Post, United Way Toronto, Clarkson Gordon, Dow Chemical and Xerox.

Profits during the good times were invested back into FST's community programs and services, reinforcing the value of a successful social enterprise to an essential non-profit organization.

However, by the fall of 2015, options for ensuring FSEAP's continued operations required additional capital funds that were simply no longer available. In the end, FST's board moved to protect the organization from further risk to its long-term operational health.

Through the fall, FST's HR department worked diligently and professionally with about 20 affected staff who continued to work with clients until late November. Contracts with some customers were transferred to FSEAP network partners in other cities.

Four staff in FSEAP's Substance Abuse Professional (SAP) Services unit were transferred to the Sterling office to continue that work for a trial period of six to 12 months in the hope their client base could be expanded through promotion of the Integrated Workplace Solutions program.

By the end of December, EAP offices at 2 Carlton Street were vacated and files were archived at Sterling Road. Departing staff were commended and celebrated for their efforts over the final months at a holiday reception.

In the end, it was time to recognize everyone who had played a part in the success of a maverick social enterprise that had served its purpose well.

# Our work

Family Service Toronto clients come for counselling on a wide range of issues, help with abusive relationships and education programs. They speak more than 31 languages and represent more than 166 different ethno-racial backgrounds. About 35 per cent earn less than \$25,000 annually and 24 per cent are unemployed. The top issues for which clients seek support are partner abuse (31%), mental health including stress, anxiety and depression (23%), adult relationships (14%) and separation adjustment (11%).

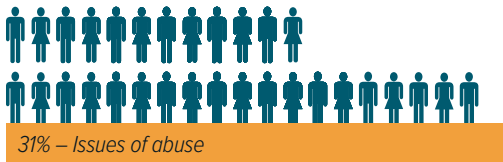
Participants in our social action and community building programs come from every one of Toronto's 13 priority neighbourhoods and represent youth, newcomers, young families, seniors and individuals from every ethno-racial background in the city. The unit works with a wide range of partner organizations 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.

Integrated Workplace Solutions is our social enterprise division and Canada's leading Substance Abuse Professional Services Program. It

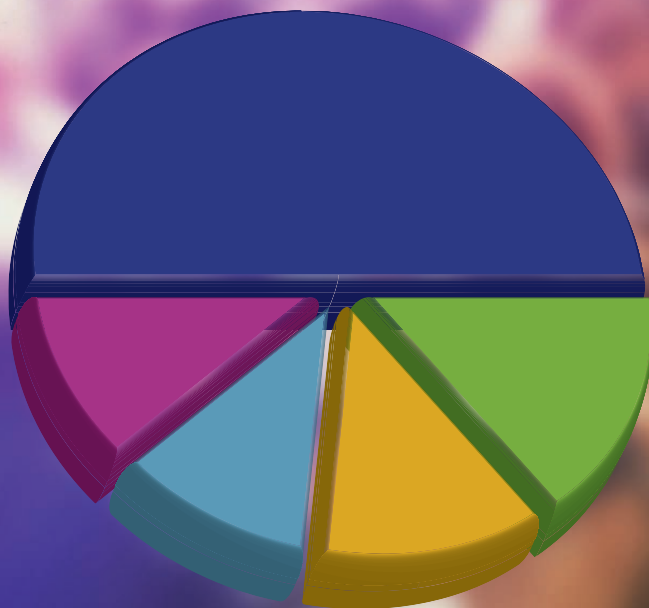
provides high-impact interventions to help people stay safe, living and working at their best. It assists organizations and unions to mitigate growing challenges and costs associated with high-risk behaviours.

At the end of 2015, we closed our Family Services Employee Assistance Programs (FSEAP) division as a result of growing pressures and competition in the EAP business landscape. For more than 40 years FSEAP partnered with business clients to provide a broad range of services for supporting employee health and productivity. The majority of clients faced challenges that were addressed through short-term counselling.



# Lives Touched

**5,469** Options and Passport\*  
**5,023** Family Violence  
**8,910** Changing Lives  
**6,829** Social Action and Community Building



**26,231 Total \*\***

\* Includes Person-Directed Planning

\*\* Excludes clients of Family Services Employee Assistance Programs (FSEAP) which ended operations December 2015. Also excludes clients served by Integrated Workplace Solutions for the period January to March 2016.

# 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 and Partner Contact

- Help for women in abusive relationships

### Healthy Families, Healthy Communities

- Youth programs in newcomer communities

### Sheeko, Sheeko

- Peer support program for Somali community

### Seniors Community Connections

- Seniors programs for Iranian, Tamil, Afghan, Somali and Spanish-speaking communities

### Next Steps/Partner Abuse Response Program

- Services to reduce violence in intimate relationships

### Pat's Place

- A safe haven for older people who experience abuse

### West End Services for Abuse & Trauma

### Sexual Assault Initiative

## 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

### Social Action Campaign 2000

- Advocacy on poverty

### Youth Engagement

### Tower Neighbourhood Renewal Initiative

- Pilot project in Bathurst-Finch neighbourhood

### Lawrence Heights

### Inter-Organizational Network

- coalition of groups and service providers delivering programs and services to Lawrence Heights communities

### Growing Up Healthy Downtown

- partnership of community agencies delivering services to young children and their families

## SOCIAL ENTERPRISE DIVISION

### Integrated Workplace Solutions

- Canada's leading Substance Abuse Professional Services program
- Structured Relapse Prevention program

### Family Services Employee Assistance Programs (FSEAP) \*

- Counselling, wellness and behavioural health services for organizations, employees and their families

\* FSEAP ended operations Dec. 31, 2015

# 2015-16 A Year of Highlights

## APRIL

### **Church Street staff move to Sterling Road**

Counselling and core administrative services staff relocated to new offices at 128A Sterling Road in the city's west end for redevelopment of the 355 Church Street site.

### **Volunteers recognized during National Volunteer Week**

About 100 volunteers across FST received personal appreciation cards for their efforts in recognition and celebration of National Volunteer Week.

## MAY

### **Community outreach project raises west-end visibility**

More than 60 community agencies and organizations operating in the city's west end were identified and contacted through an outreach initiative to extend our services and programs to potential clients and stakeholders in the wider Sterling Road area.

### **David Kelley Services recognized with award**

Our work with the city's LGBTQ community was celebrated with the presentation of an award for outstanding achievements from the Association of Gay and Lesbian Psychiatrists.

## JUNE

### **Poster display marks programs and services for seniors**

The important work of our Seniors and Caregivers Support Services unit was promoted through a poster display at key locations to mark Seniors' month in the province.

### **Demolition begins at 355 Church Street**

A building that served FST as its central office for more than 18 years was demolished over several weeks in preparation for construction of a new office/condo development that will see FST return to the site in late 2017 or early 2018.

### **DKS unit holds pre-Pride Open House**

Members of the west-end LGBTQ community attended a Pre-Pride afternoon open house at Sterling Road as an inaugural outreach event organized by the David Kelley LGBTQ & HIV/Aids Counselling unit.

### **FST passes government audit with flying colours**

Our developmental services work received accolades from the provincial Ministry of Community and Social Services during a bi-annual audit which measured our practices against a set of rigorous standards.

## JULY

### **Peer support program for Somali community extends reach**

Our Somali peer support program known as Sheeko Sheeko led to the creation of the Ontario Somali Women's Network to connect Somali women across the province for the exchange of information and knowledge on experiences of gender-based violence.

## AUGUST

### **VAW staff focus on negative court experiences for women**

Further work is identified to assist women navigating Family Court at a day-long planning session attended by staff from the Violence Against Women unit.

### **Youth showcase poverty work through digital media**

Social action staff joined the Youth Mobilizing to End Poverty summer project team for an evening celebration and youth presentation of video and animation work highlighting their learning about poverty.



*Former Church Street staff arriving at new Sterling Road offices in April 2015 faced a major unpacking task as they organized into new spaces.*



*Demolition of the Church Street site began in June 2015 and took several weeks before excavation and construction could begin.*

### **Wednesday Walk-In Counselling sees rise in clients**

With the pending end of summer and increased visibility for our new Sterling location, the number of walk-in clients returned to levels seen previously at our downtown Church Street site with 22 registrations on one night alone. A rise in sexual abuse cases also led the Counselling team to find new ways to balance demand and work with existing clients.

## **SEPTEMBER**

### **Board votes to wind down FSEAP operations**

Escalating financial losses, outstanding loan commitments and changing market demands led FST's board of directors to the difficult decision to close our commercial enterprise known as Family Services Employee Assistance Programs by Dec. 31, 2015.

### **Staff attend introductory strategic planning sessions**

All staff participate in meetings on the theory of change in preparation for several months of work on new strategic thinking that will become operational in 2017.

### **Women's issues profiled in federal election campaign**

In advance of the October 2015 federal election, a panel of women and media experts reflect on the perspectives of national political leaders regarding women's issues thanks to the efforts of a national coalition of women's organizations and allies including FST.

### **Families in Transition team meets increased demand for services**

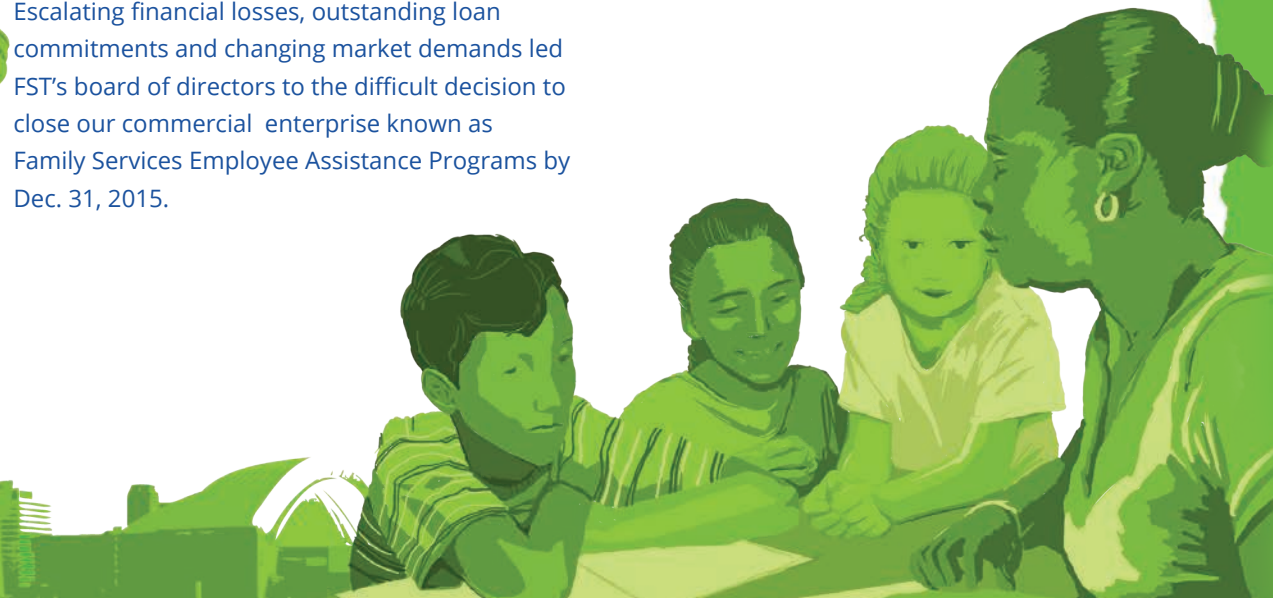
Two new parenting groups started off the fall for the FIT team which also introduced additional seminars on family issues, individual assessments and ongoing counselling supports to families experiencing separation and divorce.



*David Kelley Services staff organized a Pre-Pride afternoon open house in June 2015. From left are Bhisham Kinha, Laurie Chesley and Jamie Myslik.*



*Facilitator Maryan Ali, centre, of the Violence Against Women unit, worked with members of the Somali community on the peer support program Sheeko Sheeko.*



# 2015-16 A Year of Highlights

## OCTOBER

### **Campaign 2000 makes child poverty an election issue**

For the first time in a national election campaign, Campaign 2000 mapped the rate and number of children in poverty in every federal riding across Canada and attracted the attention of more than 20 media outlets across the country including CBC and the Toronto Star.

### **FST website is focus of future thinking**

An external design firm is recruited and organizes web visioning session with internal staff group as part of process to reinvent our online presence for the spring of 2016.

### **Substance abuse team moves to Sterling Road**

A four-member team focused on substance abuse is given a new home at Sterling Road as part of the FSEAP wind-down process with the hope the business will grow.



Wednesday Walk-In Counselling attracted a new client base after moving to Sterling Road in the spring of 2015.

## NOVEMBER

### **Annual report cards highlight state of child and family poverty**

Campaign 2000 and its partners released annual report cards tracking child and family poverty in Canada and several provinces and attract widespread media coverage.

## DECEMBER

### **Developmental services program receives funding boost**

Additional funding was provided to the Passport program to fund community participation supports and respite to an additional 100 adults with developmental disabilities.

### **Retirees recognized at year-end reception**

Three retiring employees were recognized for their exceptional years of service and contributions to FST at a holiday reception. Together they represented 64 years of cumulative service:

Carol-Anne Chartrand – *Business Operations Manager, FSEAP, 15 years*

Laurie Chesley – *Manager, David Kelley Services, 26 years*

Parvin Samadzadeh – *Counsellor, Violence Against Women, 23 years.*

## JANUARY 2016

### **Advocacy ramps up for design changes to Ontario's Partner Assault Response program**

The new year began with FST's continuing support for organization of a province-wide advocacy strategy for changes to funding and design of the PAR program for offenders under court order to attend counselling due to a charge involving domestic violence.

## VAW unit hires Arabic-speaking counsellor

To help address issues facing women in Arabic-speaking communities including newly arriving refugees from Syria, the Violence Against Women unit added a new staff member for community outreach and counselling.

## MARCH

### **Diversity day celebrates seniors**

About 250 seniors from the Tamil, Afghan, Somali, Iranian and Spanish-speaking communities attended a day-long cultural program which included music, dance, food and updates on programs to address their needs.

### **FST submits application to be United Way anchor agency**

With pending changes in 2018 to the funding model used by United Way Toronto and York Region, FST submitted a comprehensive expression of interest to become an anchor agency in the new structure. This was followed up in April with the invitation to submit a full application as strategic thinking continues towards operational planning for 2017.



Spanish-speaking seniors enjoyed a regular fitness class at Sterling Road as part of the Seniors Community Connections program, formerly Illahee Community Connections.

# Thank you to our volunteers

**Volunteers are the lifeblood of any organization. We thank all of our volunteers for helping us help others.**

Gabriella Abis  
Theophilus Adjei  
Ali Ahmad  
Teodora Ajanovska-Gligorova  
Evangeline Albuerne  
Ameena Ali  
Agithan Amurthalingam  
Danny Anckle  
Sarah Anderson  
Abirami Arunan  
Kenta Asakura  
Johnny Au  
Kamalashree  
Balakrishna  
Emilie Begin  
Ted Betts  
Rachelle Bloomfield  
Alyssa Brierley  
Jarita Chan  
Heebong Chang  
Mei Chen  
Jenny Cheng  
Danielle Cherkas  
Haemi Chung  
Costantino Corigliano  
Heather Crosbie  
Judy Curry  
Taiwo Daramola

Amy Deacon  
Liz Dean  
Aasiya Deen  
Samantha  
DiFrancescantonio  
Padideh  
Doostmohammadi  
Jane Dragone  
Don Embuldeniya  
Patrik Eriksen  
Tammy Finnikin  
Aurora Fowler  
Gregory Scott Garrison  
Melissa Giacomini  
Tosin Giwa  
Ronald Gonsalves  
Lucy Grigoriadis  
Christopher Hayden  
Christa Henry  
Tina Hjorngaard  
Doug Hooker  
Remi Hossain  
Erin Hoult  
Tiffany Huynh  
Justice Igweze  
David Jachimowicz  
Karima Joy  
Jennifer Karlinsky  
Mohammad Kazem  
Majari  
José Lao  
Deborah Leckman

Amanda Lee  
Jennifer Luu  
Michael Madden  
Hugo Maggi  
Teresa Marques  
El Niño Martinez  
Ashley McGowan  
Stephanie McKay  
Leyly Mirsanjari  
Parva Mirzaie  
Marzieh Moattari  
Chérie Moody  
Taryn Mototsune  
Lan Nguyen  
Eibhlin Gobnait Ni  
Mhuimneacain  
Jennefair Nicdao  
Danielle Pearson  
Taline Polimeneas  
Shamini Ponnampalam  
Graham Potts  
David Prendergast  
Teresa Pulfer  
Carly Quintero  
Saad Qureshi  
Almerinda Rebelo  
Teagan Rooney  
Catherine Ross  
Kwasi Sarpong  
Barney Savage

Gordon Scott  
Sonomi Tanaka  
Brittney Taylor  
Tanya Tesch  
Vigna Thurai  
Andrea Townsend  
Maria Traccitti  
Nadia Traccitti  
Kurtiss Trowbridge  
Jean Tsai  
Margaret  
Vandenbroucke  
Krish Vig  
Robert Wallace  
Pegeen Walsh  
Isabelle Weigel-Mohamed  
Jessica Weir  
Gabrielle Wilson  
Ian Wintrip  
Jennie Withey  
Laurie Woloshyn  
Farzana Yesmin  
Justin Yi  
Ahmed Zaidi

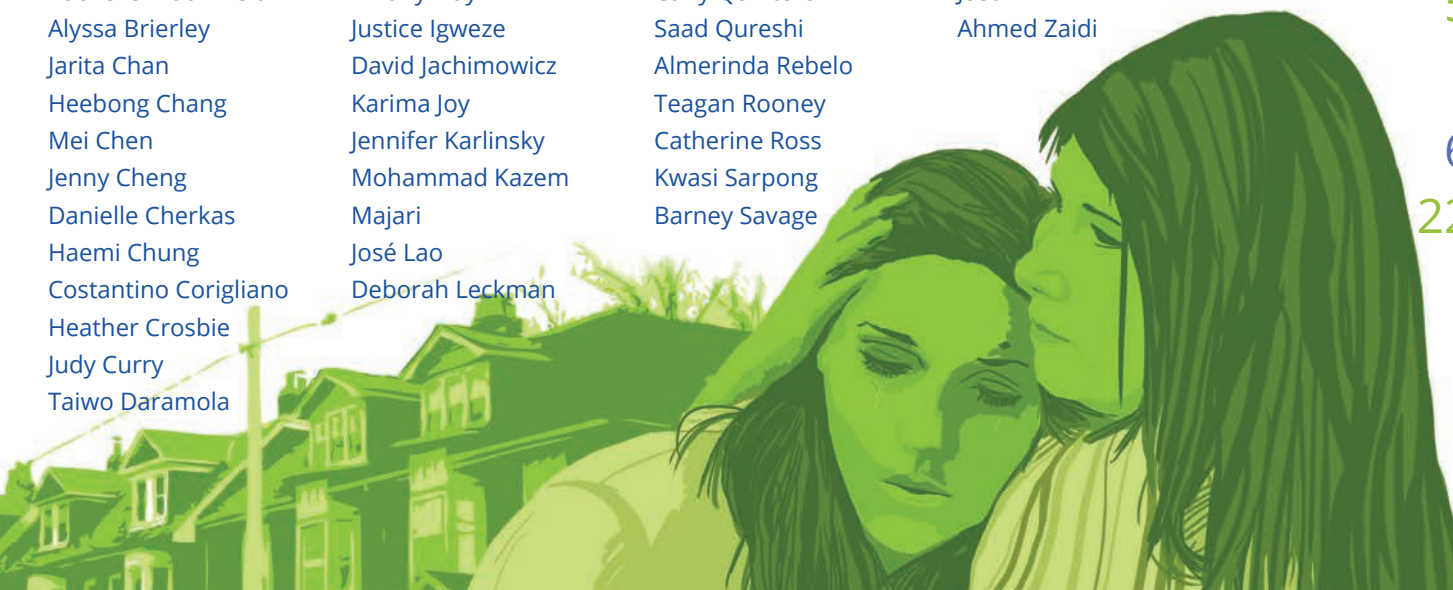
# The 2015-2016 List

1	Mission
3	Websites
14	Service locations
14	Walk-in counselling sessions weekly*
22	Languages of service
28	Community programs
70	Average service calls daily**
76	Generous donors and funders***
102	Years of operation
145	Dedicated volunteers, trainees and students
152	Skilled and talented staff
26,231	People served through community programs
57,194	Service contacts with clients registered in counselling programs
63,186	Hours of service provided
227,164	Visitors to FST's main website

\* Provided through free Wednesday Walk-In counselling program

\*\* Calls to FST's Service Access Unit

\*\*\* Excludes Keep the Promise campaign



# 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, 2015 and Mar. 31, 2016 are listed correctly. We invite you to contact us with any concerns or questions.

## Changemakers (\$10,000 +)

Ontario English Catholic Teachers' Association

## Pioneers of Change (\$1000 - \$9999)

Ontario Secondary School Teachers' Federation  
Congregation of Notre Dame-Visitation Province Inc.  
Grey Sisters Of The Immaculate Conception  
Jonas Giesen  
Randall Heaton  
Sisters of Providence of St. Vincent de Paul

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

The Boiler Inspection and Insurance Company of Canada  
Elementary Teachers' Federation of Ontario  
Hugh Crosthwait  
Association of Gay and Lesbian Psychiatrists  
Anonymous  
Doreen Walker  
Jenany Jeyarajan  
Rony Alexander  
Joseph Iannuzzi

Dan Stapleton  
Janet Murphy  
Ctre. De Benevolat De La Peninsule Acadienne  
Kathy Glazier  
PriceWaterhouseCoopers  
Women Abuse Council  
Toronto

## Participants in Change (up to \$249)

Laurel Rothman  
Donna Schaffer Lero  
Parent Education Network  
Margo David

Elizabeth J. Shields  
William Abel  
Hydro One  
Edward and Grace McFarlane  
John Gunn  
Judy Taylor  
Maria Conlon  
Michael Cooke  
Andrew Cruikshank  
Mary Lewis  
Renate Krakauer  
Sophia Tassone  
Family Counselling Centre  
Danielle Pearson  
Cheryle Pollock

North Bay and District Labour Council  
Rodney Branch  
Scott Perrin  
Tom Englehart  
Anita Tyber  
Celia Denov  
Henry Barkin  
Ryan Friedman  
eBay Inc.  
Linda Woods  
Peeranut Visetsuth

# Our Finances

REVENUE*	Fiscal 2015-2016		Fiscal 2014-2015	
	Amount, in dollars	Percentage	Amount, in dollars	Percentage
Government Revenues for Community Programs	6,301,625	51.7%	6,287,772	44.6%
United Way	3,850,462	31.6%	3,818,979	27.1%
Earned Income (92% Employee Assistance Programs & Integrated Workplace Solutions; 8% individual client fees)	1,648,192	13.5%	3,337,037	23.7%
Donations and Non-Government Revenues	302,888	2.5%	576,540	4.1%
Investment Income and Other Income	88,407	0.8%	88,407	0.6%
<b>Total</b>	<b>12,198,007</b>	<b>100.0%</b>	<b>14,108,735</b>	<b>100.0%</b>

EXPENSES*	Amount, in dollars	Percentage	Amount, in dollars	Percentage
Individual, Family and Community Programs & Services	8,404,057	68.9%	8,866,915	62.9%
Employee Assistance Programs /Integrated Workplace Solutions	1,507,405	12.4%	3,201,522	22.7%
Organizational Resources <i>(includes IT, Finance, HR, ED, and Communications)</i>	2,277,837	18.7%	2,039,134	14.5%
<b>Total</b>	<b>12,189,299</b>	<b>100.0%</b>	<b>14,107,571</b>	<b>100.0%</b>

CLIENT PURCHASE OF SERVICE*	Amount, in dollars		Amount, in dollars	
Government and Partner Agency Revenues (98% from Government and 2% through other agencies)	28,112,007		22,419,534	
Payments	28,112,007		22,419,534	
<b>Total</b>	<b>-</b>		<b>-</b>	

\* 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) was a coalition of volunteers and organizations committed to ending child poverty across Canada. Family Service Toronto acted as a trustee and received and processed all donations to the two-year campaign which ended in 2015.

## **\$10,000 to \$49,999**

Ada Slaight  
Cineplex Entertainment LP

## **\$1000 to \$4999**

David Denison  
Rabbi Arthur N. Bielfeld  
Dr. Douglas Saunders  
The Leo Baeck Day School  
Anonymous  
Briarhurst Realty Limited  
Vincent T. Thomson  
SEI Investments Canada Company  
Tiana Koffler Boyman

## **Up to \$999**

Trinity - St. Paul's United Church  
Linda Rapson  
Margaret McBurney  
Michael Cooke  
David S. Craig  
Walter Pitman  
Sisters of St. Joseph of Sault Ste. Marie  
Pat & Pekka Sinervo  
Mary E. McKim-Mackenzie  
Helen Poizner  
Gayle E. Duchene  
Rennie Fisher  
Sylvia Fraser  
Todd McMillan  
Margo David

## Our Funders

### **Federal**

Citizenship and Immigration Canada  
Public Health Agency of Canada  
Employment and Social  
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**

Family Services of Peel  
Malvern Family Resource Centre  
New Horizon Hope and Healing Coalition  
Springtide Resources Inc.  
Stonegate Community Health Centre  
The Etobicoke Children's Centre  
Toronto Central Community Care Access Centre  
Woodgreen Community Services  
Unison Health & Community Services  
United Way Toronto & York Region

### **Foundations**

Anonymous  
Atkinson Charitable Foundation  
Laidlaw Foundation  
The Lawrason Foundation  
The Maytree Foundation

## Gifts in Kind

### **Family Service Toronto:**

Advocacy Centre for Tenants Ontario  
Art Gallery of Ontario  
Blake, Cassels & Graydon LLP  
Canadian Centre for Policy Alternatives  
Childcare Resource and Research Unit  
Children's Aid Society (Toronto)  
City of Toronto  
Edmonton Social Planning Council  
First Call: BC Child and Youth Advocacy Coalition  
Gowling Lafleur Henderson LLP  
Income Security Advocacy Centre  
KCWA Family and Social Services  
Maison de Shoto -- Jocelyne Tougas  
Needlework Guild of Canada, Toronto Branch  
Ontario Science Centre  
Royal Ontario Museum  
The 519  
Timbercreek Communities  
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:**

Alex Lalonde  
Bailey Fort  
Canadian Teachers' Federation  
Casey House  
David Craig  
Family Service Toronto  
Innovate By Day

John Telch  
Michèle Bélanger  
Ottawa Catholic School Board  
Patrick Flanagan  
PR Media Connections  
Socially GoodJune 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 2015/2016

**Ted Betts**  
President

**Danny Ankle**  
Vice-President

**Alyssa Brierley**  
Vice-President

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**Margaret Hancock**  
Secretary

## Board Members

Mei Chen  
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David Jachimowicz  
Teresa Marques  
Almerinda Rebelo  
Pegeen Walsh  
Ian Wintrip

## Ex-officio Members

Erin Hoult  
Lan Nguyen (Past President  
resigned mid-term)

## Primary Locations

128A Sterling Road (effective April 2015)  
355 Church Street (closed April 2015 for redevelopment)  
2 Carlton Street (until December 2015)  
700 Lawrence Avenue West  
747 Warden Avenue

## Co-locations

519 Church Street  
Bathurst-Finch Hub  
LAMP Community Health Centre  
Leonard Avenue  
Pears Avenue  
Rexdale Community Health Centre  
Stonegate Community Health Centre  
Sudbury Street  
Victoria Park Hub



**FAMILY SERVICE TORONTO**  
For People. For Change.

## Websites

[www.familyservicetoronto.org](http://www.familyservicetoronto.org)  
[www.campaign2000.ca](http://www.campaign2000.ca)

## Social Media

Follow us on Twitter, Facebook and YouTube



## Contact Us

e-mail: [info@familyservicetoronto.org](mailto:info@familyservicetoronto.org)

**Voice:** 416.595.9618 – Intake and Service Access  
416.595.9230 – Administration  
416.751.0635 – TTY for Abused Women



**United Way**  
Toronto & York Region

## Staff Directors

Margaret Hancock, *Executive Director*  
Alejandra Galvez, *Human Resources & Volunteer Resources*  
Maria Huijbregts, *Research, Evaluation & Planning*  
Anita Khanna, *Social Action & Community Building*  
Oluwole Kolade, *Information Technology*

Lisa Manuel, *Changing Lives & Family Violence*  
Janet McCrimmon, *Building Inclusive Communities*  
Janet McLellan, *Employee Assistance Programs, FSEAP President*  
Brian Porter, *Marketing & Communications*  
Vani Visva, *Finance*

Photography: *Ligia Hendry*  
Design and Production: *inColour Media*

