



**FAMILY SERVICES of PEEL**  
Since 1971

**Intake: 905-453-5775**

**Web: [www.fspeel.org](http://www.fspeel.org)**

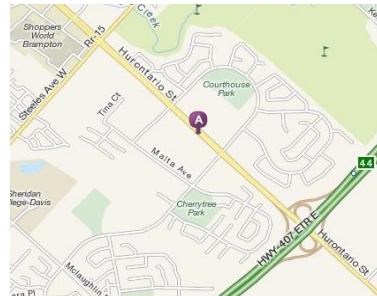
**Family Services of Peel**

**151 City Centre Drive, Suite 501**  
Mississauga, Ontario  
L5B 1M7  
(905) 270-2250



**Hours:**  
Mon to Thu—9am to 9pm  
Fri—9am to 5pm  
Sat—9am to 1pm

**7700 Hurontario Street, Suite 601**  
Brampton, Ontario  
L6Y 4M3  
(905) 453-7890



**Hours:**  
Mon—9am to 5pm  
Tue to Thu—9am to 9pm  
Fri—9am to 5pm

**33 King Street West**  
Bolton, Ontario  
L7E 1C7  
(905) 857-1554  
**Hours:**  
Tue and Thu—9am to 5pm



# FAMILY SERVICES of PEEL



**FAMILY SERVICES of PEEL**  
Since 1971

## Welcome to Family Services of Peel

**“Strengthening Families and Individuals  
through Counselling, Education and  
Support Services.”**

**Inclusion**

**Diversity**

**Access**

**Inclusion**

**Diversity**

**Access**

## About Us

**Family Services of Peel** was established on April 1st, 1971 as a non-profit, charitable agency to provide family and community support services for the people of Peel. As a multi-service agency, we provide professional counselling, support for victims of abuse, employment support services, supports for people with developmental disabilities and education programs.

Sensitive to cultural and social diversity, we are a community-based agency that works to strengthen individuals and families through guidance, coaching, mentoring, education and support, whether in groups, family meetings or one-to-one sessions.

As the “front door” to the agency, the **Intake Department** offers callers an immediate and supportive intake process for programs at Family Services of Peel that are best suited to them. In addition, callers can obtain information on all our programs and referrals to other services and agencies. The Intake phone number is **905-453-5775**.

Family Services of Peel is a registered charitable organization (Business/Registration Number **10737 6279 RR0001**).

We gladly accept donations, which can be placed online at [CanadaHelps.org](http://CanadaHelps.org). For donations of cash, cheques or money orders, please contact us via phone (905-270-2250 Ext. 239) or e-mail ([fsp@fspeel.org](mailto:fsp@fspeel.org)). All donations are tax deductible. Tax receipts will be issued.

**Mission Statement:** Family Services of Peel works to strengthen and support families and individuals while building healthy communities.

**Vision:** To be the agency of choice, making a positive difference within all communities. This will be achieved by fostering the well-being of those we serve.

**Values:** Person-centred, Dignity and Respect, Integrity, Inclusion and Access to Services, Excellence

## Family Law (Duty Counsel)

Family Duty Counsel Services have been running since 2002 through a partnership between Family Services of Peel and Legal Aid Ontario. Individuals can meet with a legal advice lawyer to discuss matters of custody, separation, divorce, child support and other related matters.

This FREE service is offered on a “first come basis” every **Wednesday** at our Mississauga location, from **6:00pm to 8:45pm**.

## Our Funders

Ministry of Community and Social Services  
Ministry of the Attorney General  
Ministry of Training, Colleges and Universities  
Mississauga Halton Local Health Integration Network  
Region of Peel  
Service Canada  
The Ontario Trillium Foundation  
United Way of Peel Region



## Support for People with Developmental Disabilities

The **Adult Protective Service Worker Program** assists individuals in developing and implementing personal individual support plans for adults who have developmental disabilities, and to enhance their ability to live independently in their community. An individual service plan is developed in conjunction with the client and Worker to achieve identified goals.

In the **Supported Independent Living Program**, support services are provided to individuals (over the age of 18) who have a developmental disability diagnosis. Areas of assistance include development of independent daily living skills, budgeting and parenting skills. Assistance is also available to support the individual in dealing with the medical system and other services.

## Education

The **Families and Schools Together Program** is offered in elementary schools for children (ages 5 to 9) to support healthy child development. The whole family is invited to participate in fun activities that strengthen relationships with the family. Involvement of the school's principal and teachers further builds the relationship between the family and school staff.

Our **Family Life Education Program** provides workshops in the community for individuals, couples and families that focus on personal development, relationships and other topics of interest. Fees, if applicable, vary with each workshop.

Recognizing the need in the community, the agency has partnered with several organizations to provide workshops at their location, facilitated by a highly qualified Family Services of Peel staff person.

## Counselling

Professionally trained counselling staff work with an **individual, couple, family and/or group** to develop individualized strategies and solutions to address their concerns. The focus is on helping people to manage life and everyday issues. Sessions are available in a number of languages, as well as via interpreter.

The **Lesbian Gay Bisexual Transsexual/Transgender Questioning Program** provides counselling to individuals questioning their sexual identity, teenagers experiencing interpersonal challenges and family members seeking information on how to support a gay family member. We also provide educational workshops and group therapy.

Our FREE, private and confidential **Walk-in Counselling Service** is available without having to book an appointment. Meet with our professional and qualified multicultural staff for support, advocacy and referrals to other relevant services. This service is available:

Every Wednesday at our Brampton and Mississauga locations:  
**12:00pm to 8:00pm**

Every Saturday (excluding holiday weekends) at our Mississauga location:  
**10:00am to 12:00pm**

Immediate support is provided to anyone who is:

- Experiencing a crisis.
- Seeking information about specific services in the community.
- Requiring advocacy and referrals.

## Abuse Prevention

One-to-one counselling, therapy groups, education and support services are offered to:

- **Children** who have either experienced or witnessed violence. \*
- **Women** who have experienced domestic violence/abuse (Violence Against Women Program, New Beginnings Group). \*
- **Men** who have experienced early childhood abuse (Men's Link Peel Program). \*
- Men who have been charged with domestic assault (Partner Assault Response Program).
- **Seniors** who have been or currently are being exploited, abused and/or are experiencing various types of challenges and struggles (Peel Elder Abuse Support Program, South Asian Seniors Program, Violence Against Women Seniors Program).
- Families that are involved with Children's Aid Society (Safer Families Program).

\* Services are immediate. There is no waitlist and these services are free of charge.

**Immediate Intervention Services** are provided to ensure that there is immediate access to services for women and children who are experiencing/have experienced or witnessed any form of emotional, psychological, financial, sexual, physical abuse, and any form of coercive control. In addition, there is focus on the immediate needs of clients who have experienced a life event that has precipitated a crisis. These include:

- Bereavement due to sudden loss or death.
- Traumatic events (e.g., accidents).
- Suicidal ideation.
- Overwhelming events.
- Symptoms of Post Traumatic Stress Disorder.

Clients are entitled to six (6) free counselling sessions and there is no wait list for this particular service.

## Employment Support Services

Our employment services have significantly improved to better serve job seekers to find work as we are now a full service employment program. The **Employment Ontario** free service is located at Family Services of Peel's Mavis/Eglinton office (640 Eglinton Avenue West, Suite 201), open to all residents of Ontario who are over the age of 16 and are seeking employment. Our qualified Employment Services Coordinators will assist you with your job search, developing a career action plan, revising your resume and cover letter, obtaining relevant resources and information and tapping into the hidden job market.

The **Ready, Willing and Able Program** is a free employment and vocational support program for persons with disabilities. The program works with adults with disabilities who are currently unemployed and interested in employment opportunities, vocational options, development of work skills and work experience. On the job support and coaching are provided for a period of time to facilitate integration and work success. To be eligible for this program, you must be a resident of the Region of Peel, have a disability, be 16 years of age or older and have not been on Employment Insurance for the past three years.

The new **Youth Skills Link Program** is a free skills training and employment program for individuals between the ages of 15 and 30. To be eligible, participants must be a resident of the Region of Peel, legally entitled to work in Canada, not have finished high school, currently not in school and not in receipt of Employment Insurance. Components of this program includes three weeks PAID Group Based Employability Skills Training, Sixteen weeks PAID Employability Skills through work experience, support for clients in the work program and connecting clients to employers.