

2020 – 2021

# 40<sup>TH</sup> ANNUAL REPORT

*to the community*





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# Board Chair & CEO Message

“I am writing to you as I wanted to thank you for the love and support you and your team gave me. Before meeting you I was almost ready to give up on my life, but now life feels amazing...”



*Sharon Mayne Devine*

**Sharon Mayne Devine, MSc, RSW, RMFT**  
*Chief Executive Officer*



*Sue McAuley*

**Sue McAuley**  
*Board Chair*

## “The Workplace You Return to Won’t be the One You Left.”

This recent news headline rings true for us at Catholic Family Services Peel Dufferin as well for our partners who also call the Honourable William G. Davis Centre for Families home. This year, extensive renovations have taken place. Now, when you walk into 60 West you immediately notice the bright and airy feel and the hallway widened to allow for physical distancing. We have plans for a coffee cart, and café tables; a village square where people can gather when it’s safe to do so. Some of our partners moved out, some partners shifted their location within the building, and others prepare to move in.

It’s not just the building that has changed, we have changed too. In response to the Stay-at-Home Orders issues by the province, staff worked from home. We pivoted all of our programs to a virtual platform, put policies and protocols in place, trained our staff to work remotely, and used computer software we didn’t know we had. The Board and Leadership team worked together to refresh our Strategic Plan to steer us through the pandemic and prepare for a post pandemic world. We worked with our collaborative partners to continue to offer integrated services to victims of violence, ensuring a seamless experience through the Safe Centre of Peel. We also launched nCourage, a collaborative response to victims of human sex trafficking.

We are also changing as a human services sector. We came together at new community planning tables to work together to respond to the needs of the most vulnerable in our community, while ensuring that our staff are

safe and public health protocols are being followed. The pandemic shines a light on longstanding inequities in our community. We engage in courageous conversations to address anti-black racism, and other forms of racism that impact those we serve and one another. We move forward with new initiatives, make use of Covid-19 emergency funds, innovate, and pilot new approaches. We do all of this together.

We have much to be proud of as we celebrate this, our 40th annual general meeting. In addition, we mark the 20th anniversary of the HEAL Network, and look forward to celebrating all of these milestones when we can safely come together. We are grateful to our donors and funders for their support and flexibility during these unprecedented times. They enabled us to fulfill our mission to strengthen and enrich individual, family and community life. We are grateful for our talented and dedicated staff, our committed Board of Directors, our exceptional volunteers, and the interns who come to us to share their energy and enthusiasm for the work we do. Together, we have made, and continue to make, a lasting difference in the lives of our clients and community in a year when it was more important than ever that we do so.

Certainly, none of us would have predicted that this would be our second virtual AGM. At some point in this next fiscal year, we will likely return to our offices, to a newly renovated building, to meet colleagues we have only known virtually, and discover one another all over again. It is not just the workplace we return to that will be different, we will be different in ways that we can’t fully anticipate or imagine.



# Accomplishments

## 40<sup>th</sup> Anniversary

40 years since the agency was founded.

## Online Counselling

Now offering online counselling services through our CFSPD Virtual Platform.

## Practicum Training Program

Practicum Training Program (PTP) Celebrates 20 years.

## Safe Centre of Peel

Safe Centre of Peel (SCoP) Celebrates 10 years.

## Helping End Abuse for Life

Helping End Abuse for Life (HEAL)  
Celebrates 20 years.



## Peel's Community Safety Well-being (CSWB) Plan

This plan roll-out sets how partners across different sectors can work together to make Peel a safer, more inclusive and connected community where all residents thrive.

## nCourage

In collaboration with our partners we launched our integrated service response for victims and survivors of human sex trafficking which is part of the Region of Peel's three pillar strategy.

# History

- 1981** Agency is founded by Catholic Charities of the Archdiocese of Toronto; office established in Brampton and begins providing counselling services.
- 1982** Counselling provided in Italian, Spanish and Portuguese.
- 1987** CFSPD opened its Mississauga Office; Wife Assault Program established.
- 1989** Wife Assault Program expanded to include support groups for children who witness groups for men who assault their partners.
- 1991** CFSPD opened a satellite office in Caledon.
- 1992** Safety First Group offered to women who are involved or have been involved in abusive relationships.
- 1993** Mark Creedon is hired as the Executive Director of CFSPD. The Sistering Program was established.



- 1994** Brief Therapy Program introduced to facilitate timely access to services.
- 1995** Board of Directors implement a multi-year strategic plan.

- 1996-97** Brief Intervention Program (BIP) introduced to provide immediate access to services.
- 1997-98** Counselling services expanded into Orangeville; Helping Mothers & Children Survive Abuse Together Program introduced.
- 1999-00** Revenues exceed one million dollars; Quick Access Program introduced.
- 2000-01** HEAL Network launched to provide services to mothers and children who have been exposed to woman abuse; Practicum Training Program in Child & Family Therapy introduced.
- 2002-03** PAR Program expanded into Orangeville.
- 2003-04** Revenues exceed two million dollars.
- 2004-05** Counselling hours increased in Orangeville, Caledon and Brampton; developed integrated Trauma & Addictions group program with community partners.
- 2005-06** Implemented two pilot projects for the Safer Families Program with Peel Children's Aid Society and Family Services of Peel.
- 2006-07** Ethno-Cultural Enhancement Project implemented to better serve Polish and Portuguese families involved with Peel Children's Aid; grant funding received to implement walk-in counselling services in Brampton, Mississauga and Bolton.
- 2007-08** Ministry of Community and Social Services contributes \$1,000,000 to our Capital Campaign. Walk In Clinics were established in Brampton, Mississauga and Bolton. Orangeville has three different locations.
- 2008-09** Two volunteers from the Sistering Program were given awards by the City of Brampton for their contributions to the community.
- 2009-10** Launch of Community Support Facilitator Program at Ontario Works Region of Peel. Catholic Family Services Peel-Dufferin Caseworkers are on site at Ontario Works Mississauga and Ontario Works Brampton providing screening, case management and support for Ontario Works clients struggling with mental health and/or addiction issues.

- 2010-11** Catholic Family Services Peel Dufferin acquired the building at 60 West Drive, Brampton. The first Family Justice/Child Advocacy will be housed within this Centre. We served 28,060 people in which 7,530 clients were in counselling programs.



- 2011** Safe Centre of Peel (SCoP) launches.



- 2013** Good Food Brampton is established.

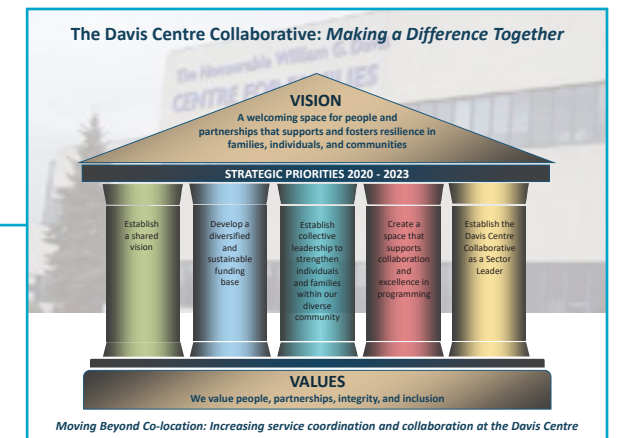
- 2013** Executive Director, Mark Creedon retires and Sharon Mayne Devine is hired as the new Executive Director of CFSPD.



- 2014-15** Conjoint Counselling Pilot begins. Provincial Poverty Reduction Grant was provided to us to support at risk youth through Good Food Brampton.

- 2016-17** Celebrated 10 years of Walk-in Counselling Clinic. In that time, we have served 16,487 people. We were the first organization among our Catholic Family Services sister agencies to launch Walk-in.

- 2018-19** Through a Region of Peel grant, CFSPD hired a consultant to prepare a Strategic and Financial Plan for the Davis Centre. New vision and values statements were created; "A welcoming space for people and partnerships that supports and fosters resilience in families, individuals and communities." We value people, partnerships, integrity and inclusion.



- 2021** Now, in 2021 we provide counselling in 16 different languages: Arabic, Chinese-Mandarin, English, French, Greek, Gujarati, Indonesian, Persian, Polish, Portuguese, Punjabi, Somali, Spanish, Tamil, Urdu, and Vietnamese.

"I am so happy with my progress throughout this program, I know I can continue on with what I have learned and continue to do and be better"



# Mission, Vision, Values & Strategic Plan

*Serving people of all faiths  
and backgrounds.*

## Mission

To strengthen and enrich individual, family and community life.

## Vision

An inclusive community of healthy individuals, strong relationships and resilient families.

## Values

Inspired by Catholic social tradition, we believe in...

### Accountability

In being accountable for the decisions we make, the use of the resources provided, and acting with integrity in all that we do.

### Collaboration

Actively working together with the whole community in more effectively and holistically providing the programs and services that enrich the quality of life of the people served.

### Compassion

Treating all people fairly and with compassion, listening to and believing their stories, and respecting their human dignity.

### Excellence

Ensuring all our programs and services are evidence-informed, continuously improved and evaluated, and meet the evolving needs of the people and communities served.

### Social Inclusion

Supporting people of all faiths, backgrounds and life experience to overcome their challenges and build on their gifts and opportunities.

### Social Justice

Pursuing social justice for all people as equal members of their community, deserving of respect, support and love.

## Strategic Objectives 2019–2022

To improve client access to services.

To serve more couples and families in the growing communities of Peel & Dufferin

To increase organizational capacity to support program growth.

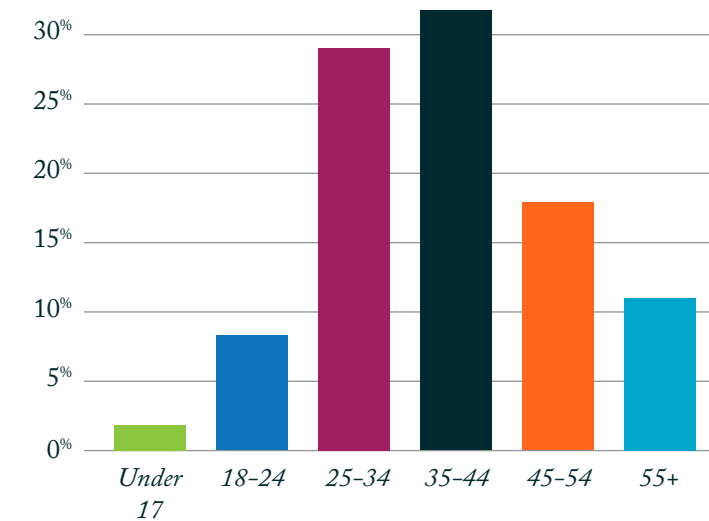
To increase funding to support growth within the agency's counselling services.



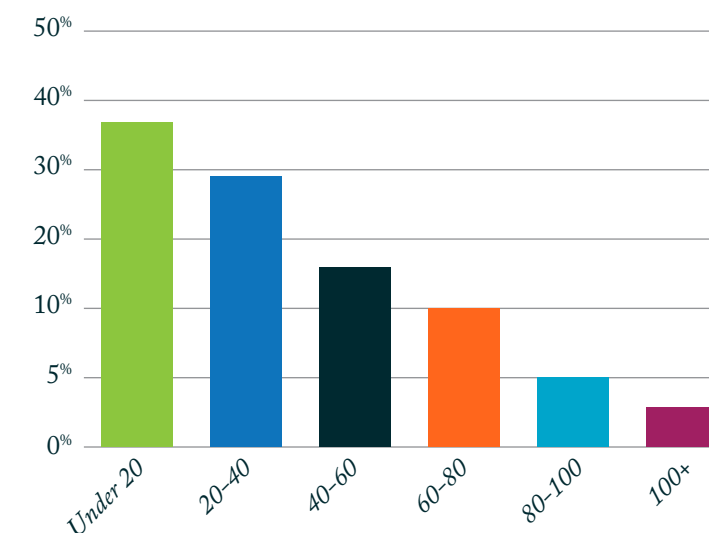
# Understanding Our Community

“Thank you for existing, we would not otherwise be able to afford this valuable help outside of this organization.”

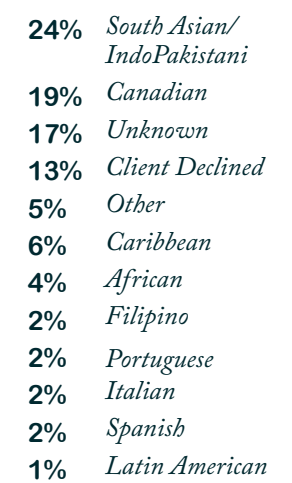
## Age



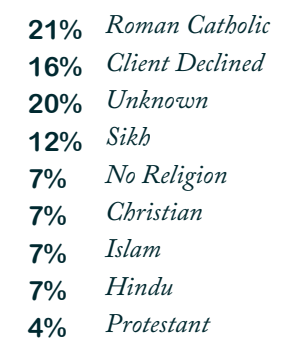
## Income (in thousands)



## Ethnicity



## Religious Affiliation



## Collaborations We Lead



The HEAL Network is a partnership of 20 human service organizations dedicated to supporting mothers and their children exposed to violence. Services include individual, family and group counselling.



The Safer Families Program is a collaboration between Peel Children's Aid Society, Family Services of Peel and CFSPD to provide community-based services to families who have come to the attention of child protection services due to domestic violence.



SCoP is a safe and welcoming space where agencies work together in one location, offering support to adults, children and youth affected by abuse and violence in Peel. This collaboration consists of 6 onsite and 9 offsite agencies, supported by a multitude of community partners.



### Catholic Family Services Collaborative Evaluation Project

CFSPD partnered with the four CFS agencies in the Archdiocese of Toronto to develop a common evaluation framework to understand the outcomes of the counselling services provided. Results showed that clients felt more hopeful after engaging in a single session of therapy, that services were accessible, and that staff were welcoming and non-judgmental. Clients said they would recommend the services to someone else.



This hub is a collaboration of organizations working to assist survivors of human sex trafficking. The onsite partners consist of CFSPD, Our Place Peel, and Elizabeth Fry Society Peel-Halton. This hub is supported by the Peel Human Trafficking Services Providers Committee, which is represented of over 40 organizations who have committed to work together to provide services.

## Collaborations We Are A Part Of



Established in 2003, Peel Elder Abuse Prevention Network (PEAPN) consists of agencies serving seniors, service providers, community advocates and seniors with the objective to educate, raise awareness and develop a more collaborative approach to Elder Abuse and support seniors who had been abused. PEAPN currently represents over 50 members. Family Services of Peel is the Lead Agency for PEAPN.



PCAWA is a community coordinating committee with a mandate to promote a comprehensive and effective response to woman abuse. The cross-sector agency membership includes Women's shelters, Victim services, Family service agencies, settlement partners, Peel Regional Police, Peel CAS, etc



Peel's Community Safety and Well-being (CSWB) Plan sets out how partners across different sectors can work together to make Peel a safer, more inclusive and connected community where all residents thrive. Over 25 organizations, representing emergency services, school boards, health and social service providers and governments, came together over the past 2 years to develop the Plan. It will build a sustainable community where people and families can meet their needs for: education, health care, food, housing, income, and social and cultural expression.



The Malton Youth Wellness Hub was established by Youth Wellness Hubs Ontario (YWHO). This initiative aims to bring services to youth and their families in their communities. Services provided include mental health and addition services for youth and young adults, mental health counselling, employment and training support, housing support, education support, recreation, substance use support, and more. YWHO aims to improve services for youth and their families by reducing transitions between services through co-location and shared services in one single location.



# CFSPD Therapy & Support Services

“I came here broken and feel like the pieces are starting to come together stronger than before.”



*Our Client Support Team and Administration Staff are an integral part of service delivery.*



# Increase Organizational Capacity to Support Program Growth

## Training Programs

### Practicum Training Program

A training program for graduate students that allows them to gain clinical experience through direct client contact, instruction and supervision by trained Individual, Couple and Family Therapists.



### DiSC Leadership Training

The leadership team participated in the DiSC Leadership Assessment process to enhance leadership and management skills.



### Cognitive Behaviour Therapy Training

Counsellors participated in the Cognitive Behavioural Therapy training through CAMH. This intensive training enhances our capacity to offer CBT to our clients.



### Dialectical Behaviour Therapy Training

Counsellors participated in the Dialectical Behaviour Therapy training through CMHA Peel Dufferin. This approach integrates mindfulness and acceptance-based practices.



### CFS Collaborative Evaluation Project

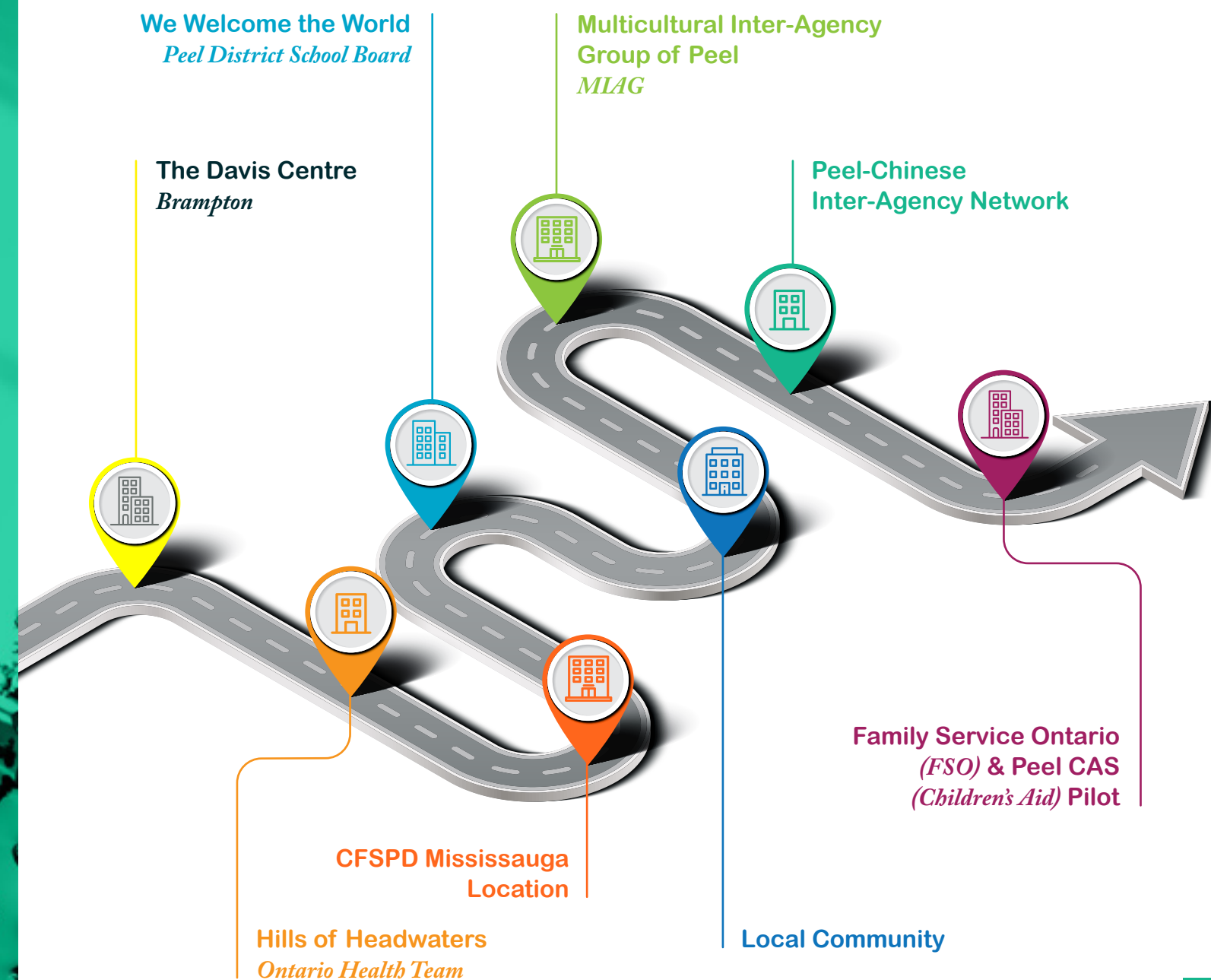
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# To Improve Client Access to Services

*The community can access services from a range of community access points.*





# CFSPD Staff

We have over 80 Staff members, of diverse professional and cultural backgrounds that provide service in the community in over 10 languages.

“I sincerely hope to pay it forward someday. This experience has motivated me to pursue my passion in social work, in order to help others, find their way.”

*We would not be able to do the work we do without our Staff, Board and Volunteers.*

## Board of Directors

Our Board of Directors provides leadership and strategic governance to support the organization in achieving its mission, to strengthen and enrich individual, family and community life.

## Board Members

- Sue McAuley  
*Board Chair*
- Kiki Anadu  
*Treasurer*
- Kirsten Barnes
- Violette Geadah
- Ashton Sequeira
- Dana Robbins  
*Vice Chair*
- Catherine McLean  
*Secretary*
- Lucjan Grela
- Mingyi Bian
- Sameer Akhtar
- Harpreet Hansra

## Staff Milestones

**10 Years**  
Sheena Jones



**10 Years**  
Margaret Szuleka



**15 Years**  
Samantha Fernandes



**15 Years**  
Pratibha Bhole





# The Davis Centre Collaborative:

## *Making a Difference Together*



### ***Moving Beyond Co-location:***

*Increasing service coordination and collaboration at the Davis Centre*

#### **Vision**

**A welcoming space for people and partnerships that supports and fosters resilience in families, individuals, and communities.**

#### **Values**

**We value people, partnerships, integrity, and inclusion.**



### **Strategic Objectives**

**2020–2023**

#### ***Vision***

Establish a shared vision.

#### ***Funding***

Develop a diversified and sustainable funding base.

#### ***Growth***

Establish collective leadership to strengthen individuals and families within our diverse community.

#### ***Collaboration***

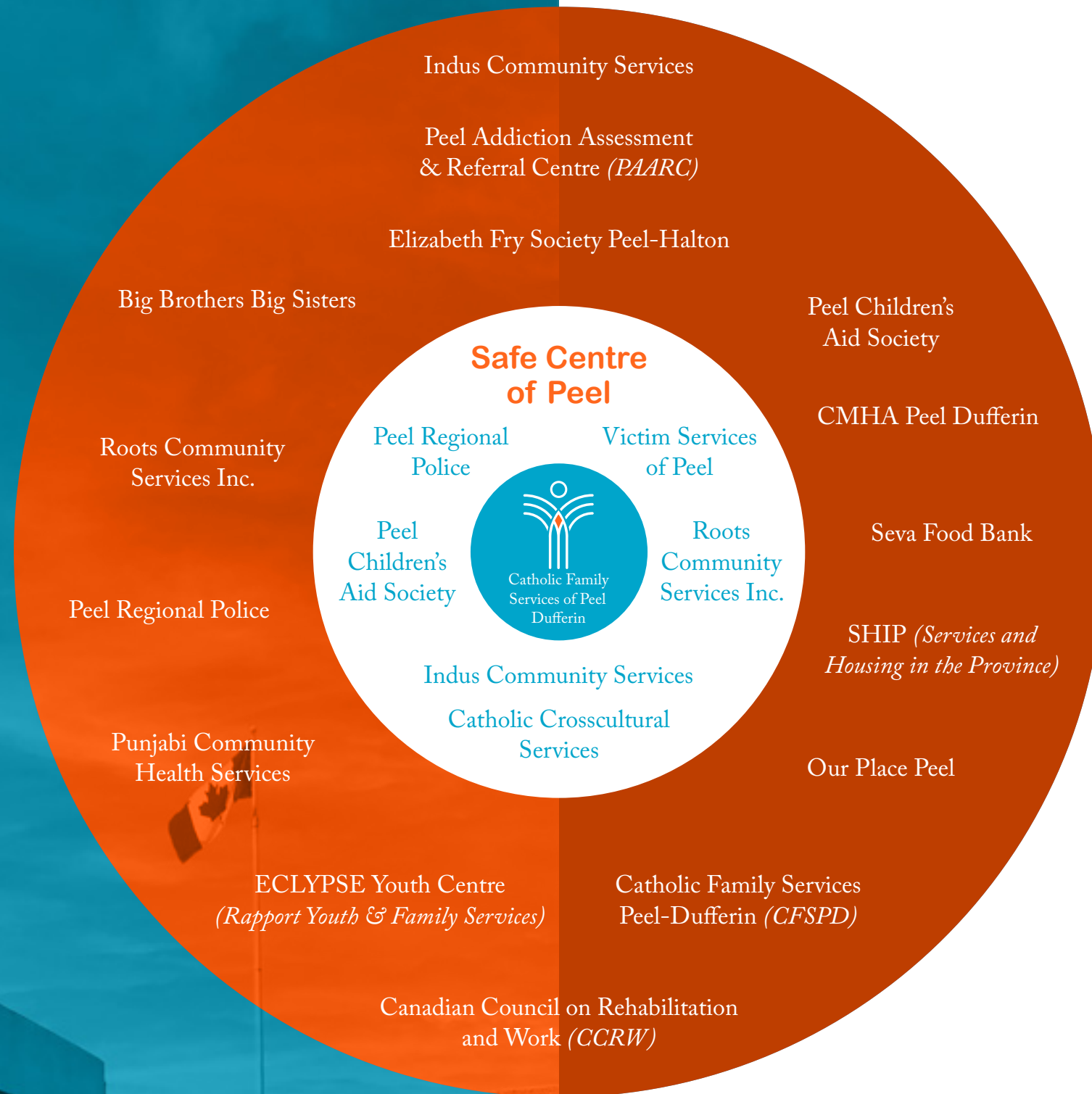
Create a space that supports collaboration and excellence in programming.

#### ***Leadership***

Establish the Davis Centre Collaborative as a Sector Leader.



# The Honourable William G. Davis Centre for Families Partners



## The Honourable William G. Davis Centre for Families

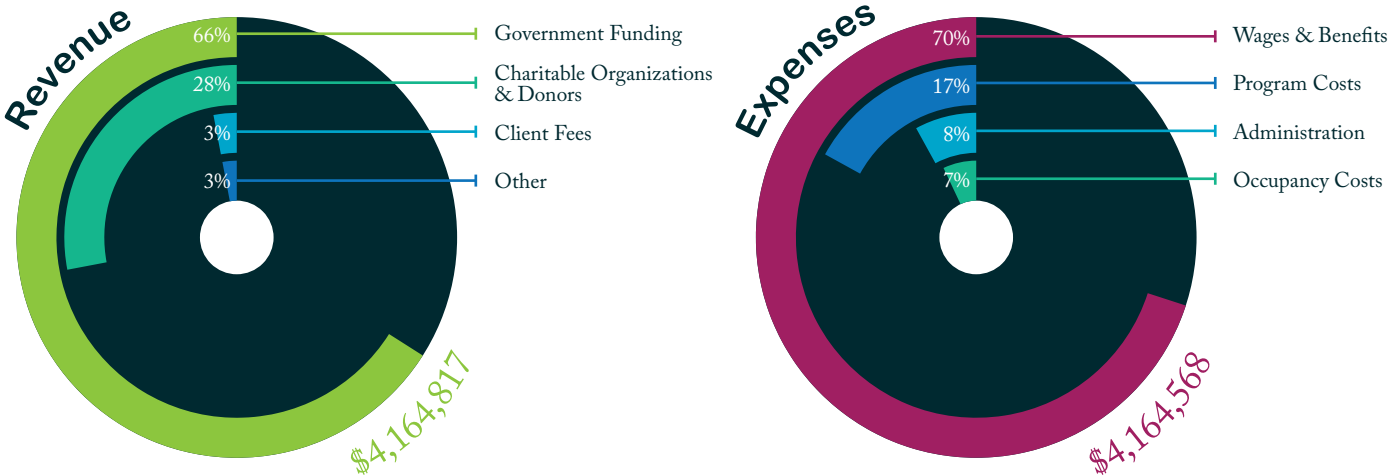
Located at 60 West Drive in Brampton, the Centre is a collaborative dedicated to serving the community. The twenty-member collaborative is committed to its clients by providing support for victims of intimate partner violence, anti-human sex trafficking, mental health and addiction counselling, psychotherapy, and child welfare. This is achieved through creating a welcoming space for people and partnerships that supports and fosters resilience in families, individuals, and communities. The Centre at 60 West Drive values people, partnerships, integrity and inclusion.



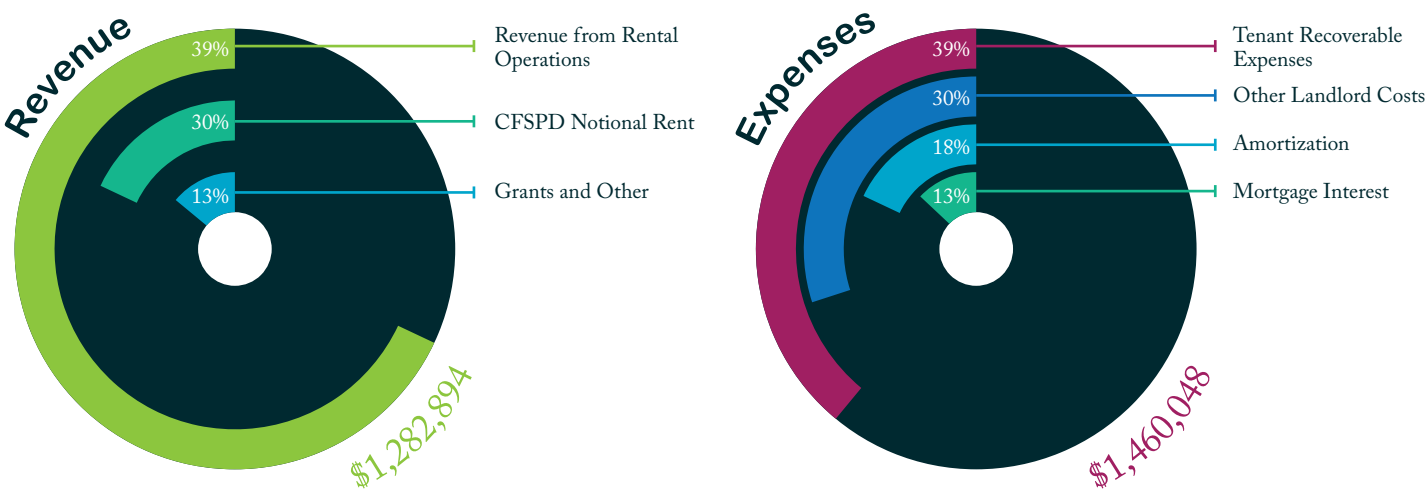


# Financial Report

## Operating Costs



## Building Costs



# Funders, Donors, and Supporters



## Emergency COVID Response



## Accredited by





## Service Locations

### *The Honourable William G. Davis*

#### *Centre for Families*

60 West Drive, Suite 201  
Brampton, Ontario  
L6T 3T6  
Tel: 905-450-1608

### *Dufferin County Toll Free*

1-888-940-0584

### *Southcom Building*

2227 South Millway Suite 202  
Mississauga Ontario  
L5L 3R6  
Tel: 905-897-1644

### *Charitable Registration*

#11908 7823 RR0001

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[www.cfspd.com](http://www.cfspd.com)

[twitter.com/cfspd](https://twitter.com/cfspd)