



**Catholic Family Services**  
**PEEL • DUFFERIN**

**2021-2022**

# **41<sup>ST</sup> ANNUAL REPORT**

*to the community*



The Honourable William G. Davis  
**CENTRE FOR FAMILIES**

The Honourable William G. Davis  
**CENTRE FOR FAMILIES**  
60 West Drive



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# Board Chair & CEO Message

“This service does help a lost person find some direction in their life and provides a first step in trying to feel better. The people are kind to talk to and make one feel not as alone in this world. Not only do they understand and provide a listening ear, but they are encouraging no matter how small the step, and they provide takeaway actions one can try. I’m grateful for this service and hope it continues.”



*Sharon Mayne Devine*

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



*Dana Robbins*

**Dana Robbins**  
*Board Chair*

It is tempting during periods of great uncertainty, challenge, and change, to seek wisdom from history. So, you will, perhaps, understand if we say that this past year has been “the best of times, the worst of times” for Catholic Family Services of Peel/Dufferin.

The worst of times, for sure. This second year of the global pandemic continued to pose significant challenges for our agency, and exacted considerable hardship on the families we serve. Economic privation, soaring housing costs, inflation, isolation, and loneliness have all taken a toll.

Our community, like so many, also experienced a shocking increase in intimate partner violence, along with incidence of mental illness and addiction.

On a personal level, the year also saw CFSPD lose a dear friend and champion. The Honourable William G. Davis was one of Ontario’s most accomplished premiers. He was also a great Canadian, and a friend of CFSPD; he was instrumental in securing our location at 60 West Drive. Mr. Davis was always willing to help and provide advice. We will miss his wit and wisdom.

So, the worst of times, certainly.

But we have also seen much that has truly made these the best of times.

- We witnessed community agencies in Peel come together like never before to address anti-Black racism and embedded discrimination, striving to create genuine, systemic change.

- We were reminded of the great resiliency and creativity of our CFSPD team, who smoothly transitioned to remote work, and continued, for a second year, to effectively serve some of our most vulnerable members of the community. We feel such deep appreciation for our talented and dedicated staff. They are the best.

- We were grateful to our donors and funders for their support and flexibility during truly unprecedented times. Without their understanding and generosity, we would not have been able to fulfill our mission. Together, we made a lasting difference in the lives of our clients and our community at a time when it was more important than ever that we do so.

- We were strengthened by our collaboration with our community partners at both the Safe Centre and the Davis Centre. Throughout the year, we worked together, supported one another, and created new ways of providing services to those in the greatest distress.

- We were deeply touched by the efforts of our volunteers, including our board of directors whose commitment to our mission is absolute.

- We were inspired by our clients, who overcame so many obstacles and challenges. They are at the heart of everything we do and this year, in particular, their strength has been an inspiration to us.

An eventful year, by any measure, for Catholic Family Services Peel/Dufferin.

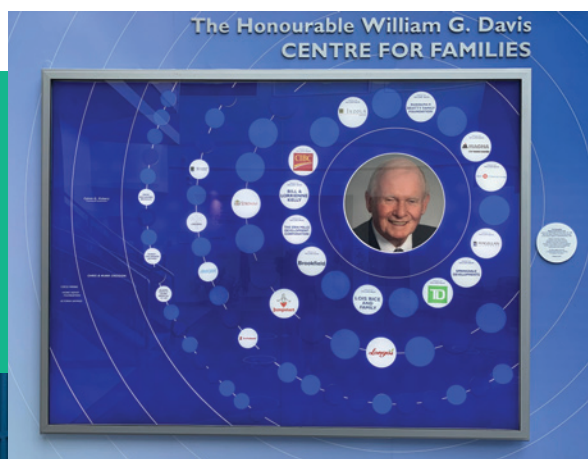


# Remembering Bill Davis

(1929 – 2021)



In the foyer of the Honourable William G. Davis Centre for Families, there is a portrait of Premier Davis. Premier Davis was proud of the work we do at Catholic Family Services Peel Dufferin (CFSPD). He would often say, of all the buildings that bore his name, he was most proud of this one.



Over the years, Premier Davis attended several AGMs and Centre events. He always made time for community leaders and front-line staff alike. We appreciated his quick wit and sense of humour.

Premier Davis taught us to reach across the floor, break down silos, build relationships and remove barriers. Bill Davis showed us that listening to one another and working together to solve challenging problems results in improved lives of clients.



In the Fall of 2014, we honoured the entire Davis family at the Brampton Rose Theatre for all they have done for our community. We thanked Kathleen and their children and grandchildren for sharing Bill Davis with us and the province of Ontario.



# 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, back-  
grounds 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 2022–2027

Increase capacity to  
support VAW clients

Increase speed  
of access to  
appropriate services

Increase  
organizational  
capacity and  
sustainability

Create a sustainable  
model for 60  
West Collaborative  
management

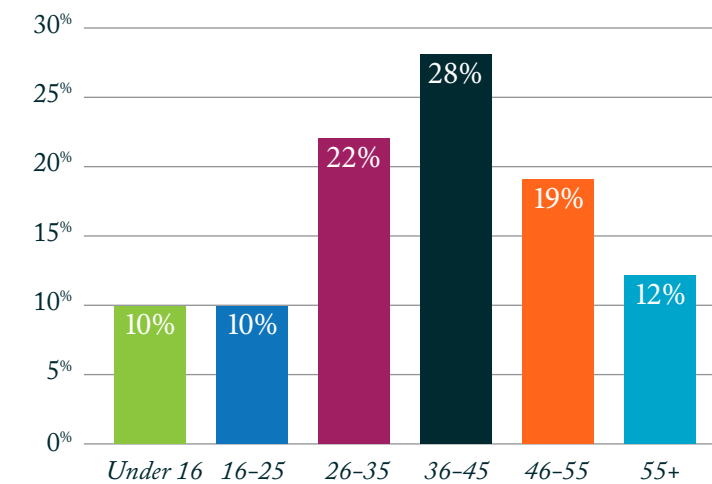
Advance an  
organizational  
culture that embeds  
racial equity.



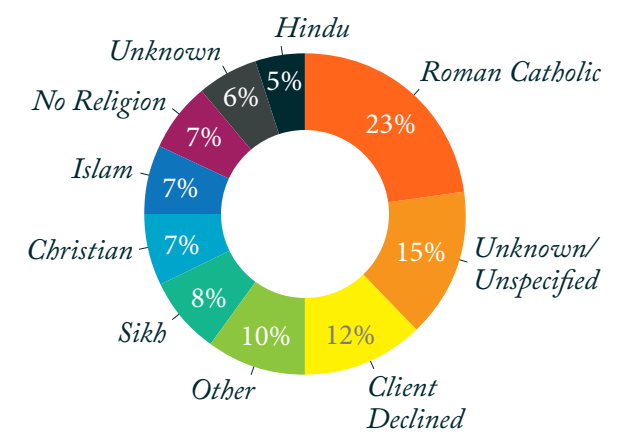
# Understanding Our Community

“Excellent, compassionate, and non-judgemental services. I felt heard and respected and was offered tools to help me cope with issues as they arise.”

## Age



## Religious Affiliation



## Referral Sources

*As a community agency, clients come to us from many different referral sources, such as:*

**Catholic Cross-Cultural Services**  
**Catholic Family Services Walk-in Clinic**  
**Family Physician**  
**Family/Friend/Relative**  
**Hospital/Emergency Department**  
**Indus Community Services**  
**Peel Children's Aid Society**  
**Self-Referral**  
**Victim Services of Peel**  
**Website**

## Ethnicity

**20% Canadian**  
**20% Other**  
**17% South Asian**  
**15% Unknown**  
**8% Client Declined**  
**7% Caribbean**  
**3% African**  
**2% Italian**  
**2% Spanish**  
**2% Polish**  
**2% Latin American**  
**2% Portuguese**

# 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 **60 West Collaborative Leadership Table** is composed of the senior leaders of the organizations that call the Honourable William G. Davis Centre for Families their home. We come together to advance our vision to create a welcoming space for people and partnerships that supports and fosters resilience in families, individuals, and communities.



The **Safe Centre of Peel** provides a safe and welcoming space where a range of agencies come together to offer integrated services addressing the needs of those experiencing family and intimate partner violence. The Centre's capacity to provide wrap-around services is enhanced by strong working relationships with its onsite and off-site community partners.



The **Safer Families Program** is a collaboration between Peel CAS and CFSPD to provide counselling and support to families when children have witnessed intimate partner violence.



**Catholic Family Services Collaborative Evaluation Project** is a partnership across the five Catholic Family Service agencies in the Archdiocese of Toronto, to develop a common evaluation framework that measure the outcomes of the counselling services provided, in order to ensure the delivery of quality services.



**nCourage** is an integrated services hub for victims and survivors of human sex trafficking co-lead by CFSPD and Our Place Peel with Elizabeth Fry Society Peel-Halton. It is supported by a collaboration of organizations, the Peel Human Trafficking Services Providers Committee, which is represented by over 40 organizations committed to work together to provide a broad range of services.

# Collaborations We Are A Part Of



Established in 2003, **Peel Elder Abuse Prevention Network** consists of service providers, community advocates, and seniors, to educate, raise awareness, and develop a collaborative approach to support seniors who experience abuse. PEAPN is currently lead by Family Services of Peel supported by 50 community partners.



**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, and others.



**Peel's Community Safety and Well-being Plan** presents an opportunity to work together across sectors advancing a collective vision for a Peel that is a safe, inclusive and connected community where all residents thrive. Our Mission, to work together to ensure access to services and supports that advance safety, connectedness and well-being for all Peel residents in the areas of family violence, mental health and addictions, and systemic discrimination.



The **Malton Youth Wellness Hub** was established by Youth Wellness Hubs Ontario (YWHO). This initiative brings services to youth and their families at a central location in their community. Services include mental health and addiction services, as well as housing, education, recreation, and employment and training supports.

## CAS/VAW Committee

Partner agencies come together to increase collaboration and communication between the VAW and CAS sectors, through the **CAS/VAW Collaboration Agreement**. The intent of the agreement is to increase the safety and wellbeing of women and their children through better coordination between the two sectors.

## PEEL HUMAN TRAFFICKING SERVICE PROVIDERS COMMITTEE

The **Peel Human Trafficking Service Providers Committee** is composed of community organizations from Peel Region and the Greater Toronto Area. The purpose of the Committee is to reduce victimization, promote community education and capacity building, and foster collaboration for joint action against human trafficking.



# CFSPD Therapy & Support Services

“It was convenient to be able to connect online. I did not have to leave my kids. This emotional and mental support is what helped me to become healthier and stronger for my children and myself.”





# Increase Capacity to Support Survivors of Intimate Partner Violence



## Growth and Expansion at the Safe Centre of Peel (The Safe Centre)

Partners coming together to meet the needs of the community

### New Partners at The Safe Centre

Oasis Centre  
Des Femmes

Peel Regional  
Police

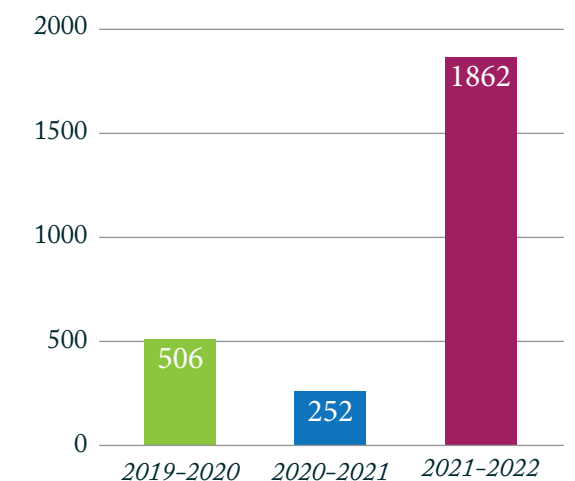
Roots  
Community  
Services

### THE SAFE CENTRE PROVIDES:

- Risk Assessments & Safety Planning
- Multilingual service delivery
- Child-minding & Transportation
- Collaborative information exchange
- Clients tell their story once
- Housing support
- Family Court support
- Specialized Police Response
- Soft interview rooms for police investigations



### Increase in Service Demands



Deputation to the Federal Government Standing Committee on the Status of Women  
April 5, 2022

Peel Regional Police, Intimate Partner Violence (IPV) unit integrated with The Safe Centre

[www.scopeel.org](http://www.scopeel.org)  
Twitter @peelsafe



# Increase speed of access to appropriate services

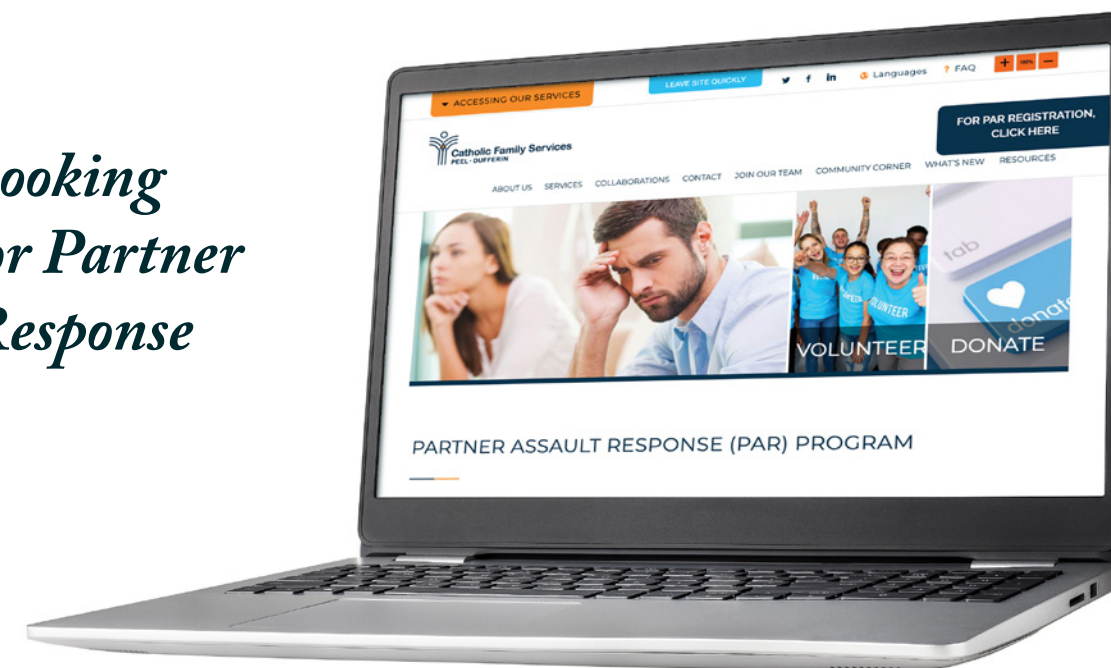
## *Implemented a new Centralized Intake Department*

### PRINCIPLES

- Seamless Service Delivery
- Efficiency
- Collaborative Care

The Centralized Intake Department launched this year to continue serving the community and providing quick access support and timely referrals.

## *Online Booking System for Partner Assault Response Program*



## *Blended Service Delivery Model*

Due to the overwhelming success of the virtual service delivery model, we are committed to continuing providing options of service delivery to our community.

## *HEAL Network Community Newsletter*



### **HEAL delivered its first Community Newsletter**



The newsletter:

- Raises awareness of the impact on children when they witness violence.
- Provides ease of access for service providers to connect clients to appropriate services.
- Supports the networks partners capacity to work with families experiencing domestic violence.



# 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 am able to have confidence that life can get better through therapy."

*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

- |                                      |                                      |
|--------------------------------------|--------------------------------------|
| • Dana Robbins<br><i>Board Chair</i> | • Sameer Akhtar<br><i>Vice Chair</i> |
| • Kiki Anadu<br><i>Treasurer</i>     | • Sue McAuley<br><i>Secretary</i>    |
| • Lucjan Grela                       | • Mingyi Bian                        |
| • Harpreet Hansra                    | • Kelly Montague                     |
| • Devan Lobo                         |                                      |





# 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***

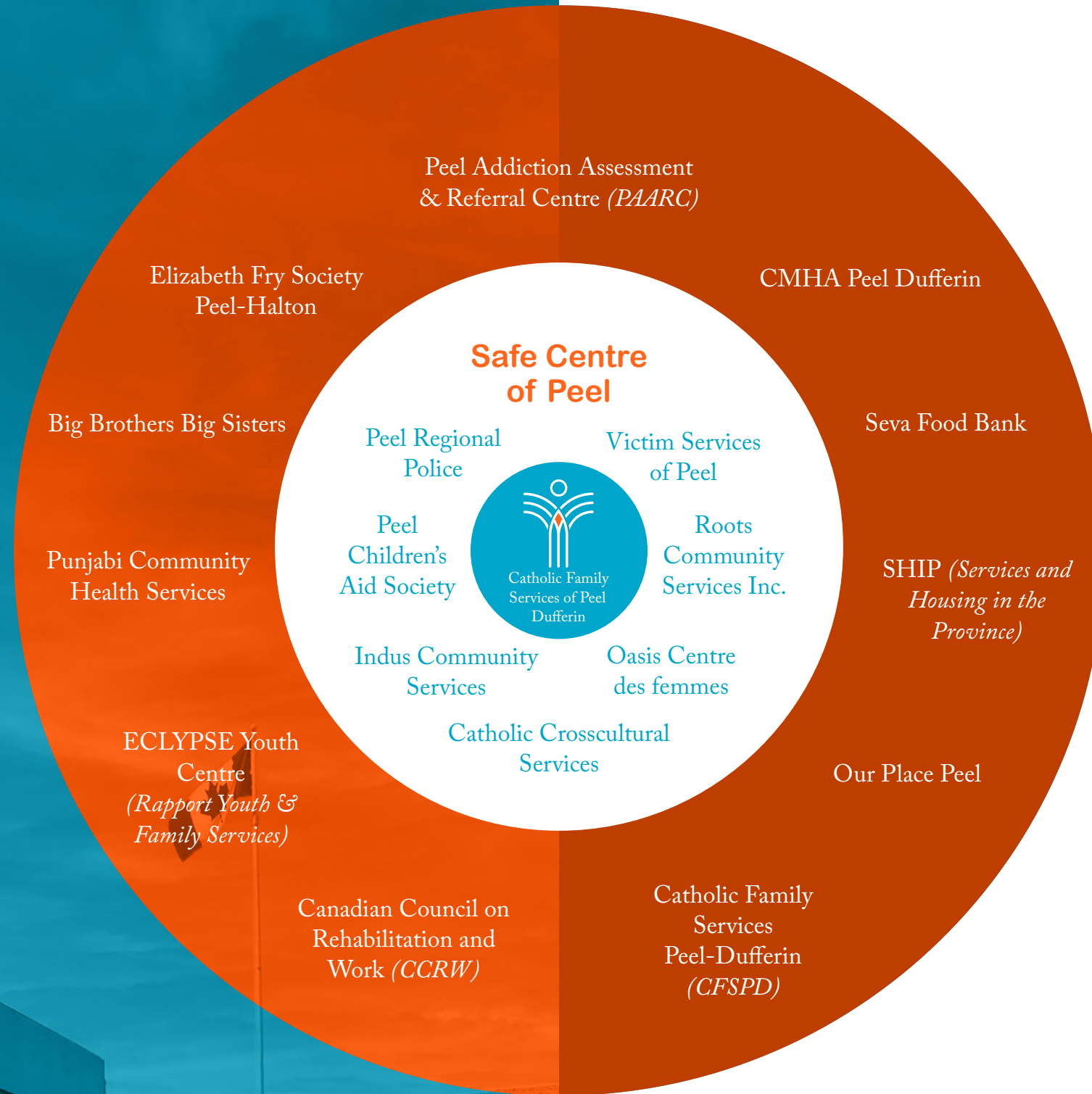
Create a space that supports collaboration and excellence in programming.

### ***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.

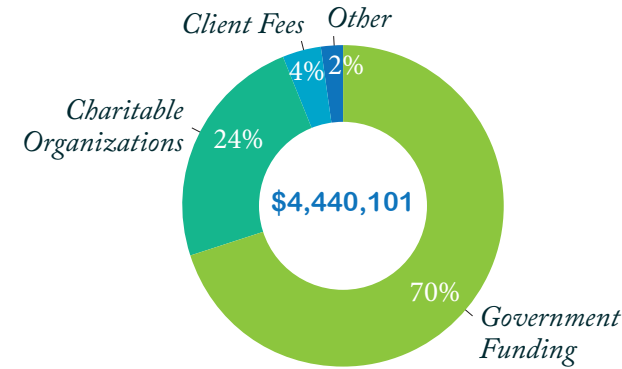




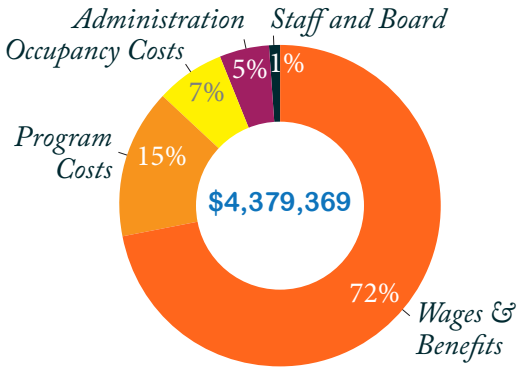
# Financial Report

## Operating Costs

### Operating Revenue

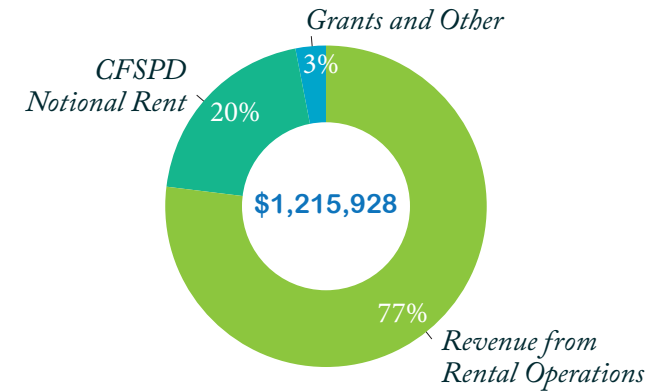


### Operating Expenses

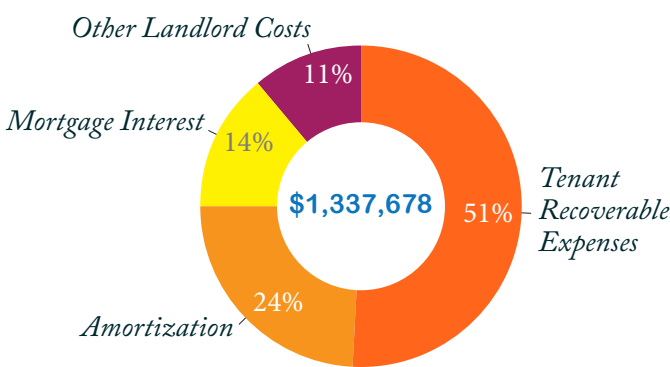


## Building Costs

### Building Revenue



### Building Expenses



# Funders, Donors, and Supporters



## Accredited by







**Catholic Family Services**  
PEEL • DUFFERIN

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