

**COLLABORATION AGREEMENT FOR THE  
CHILDREN'S AID SOCIETIES AND VIOLENCE  
AGAINST WOMEN AGENCIES**

**OF**

Regional Municipality of Peel

**December 2003**

## TABLE OF CONTENTS

	Page
Declaration of Commitment .....	1
Part A: Introduction and Overview.....	3
• Purpose of the CAS/VAW Collaboration Agreement.....	3
• Mandates of Participating Agencies .....	3
• Monitoring and Accountability.....	11
• Values That Will Guide Our Collaboration.....	11
• Principles of Intervention for CAS and VAW Collaborative Work .....	12
• Agreement to Understand and Respect Sector Differences .....	13
• When We Will Collaborate: Points Where Our Work Intersects .....	13
• Policies and Procedures to Support Collaboration .....	14
Part B: How We Will Collaborate.....	15
Intersection Point #1:.....	15
Intersection Point #2:.....	17
Intersection Point #3:.....	19
Intersection Point #4:.....	21
Intersection Point #5:.....	23
Intersection Point #6:.....	25
Appendix A: Agency Mission, Mandate and Service Descriptions.....	27
Appendix B: Conflict Resolution .....	57
Appendix C: CAS/VAW Collaboration Agreement Liaison Contacts.....	63
Appendix D: Roles and Responsibilities Written Agreement.....	64
Appendix E: MCSS Reporting Requirements.....	65

## **AGREEMENT TO COLLABORATE**

### ***Declaration of Commitment***

We, the following Children's Aid Societies:  
Children's Aid Society of the Region of Peel

And

We, the following Violence Against Women agencies:  
Catholic Cross-Cultural Services  
Catholic Family Services of Peel Dufferin  
Family Services of Peel  
HEAL Network  
India Rainbow Community Services of Peel  
Interim Place  
Malton Neighbourhood Services  
Muslim Community Services  
The Salvation Army – Honeychurch Family Life Resource Centre  
United Achievers Community Services  
Victims Services of Peel

Agree that in order to effectively end violence against women and children, service coordination between VAW and CAS agencies along with a shared understanding of woman abuse and child abuse and neglect is essential.

We have participated in the development of this CAS/VAW Agreement and hereby affirm our commitment to its ongoing implementation.

Our monitoring and accountability process is included in this agreement, and we affirm our commitment to adhere to it. All appendices form part of this agreement.

Dated this \_\_\_\_ day of \_\_\_\_, \_\_\_\_\_

### **Children's Aid Society**

### **Violence Against Women Agencies**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Name, Position**

Children's Aid Society of the Region of Peel

\_\_\_\_\_  
**Name, Position**

Catholic Cross-Cultural Services

\_\_\_\_\_  
**Agency Name**

\_\_\_\_\_  
**Agency Name**

### **Violence Against Women Agencies**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Name, Position**

Catholic Family Services Peel Dufferin

\_\_\_\_\_  
**Name, Position**

Family Services of Peel

\_\_\_\_\_  
**Agency Name**

\_\_\_\_\_  
**Agency Name**

**Violence Against Women Agencies**

**Signature**

**Name, Position**  
HEAL Network (Catholic Family Services  
Peel Dufferin)

**Agency Name**

**Signature**

**Name, Position**  
Interim Place

**Agency Name**

**Signature**

**Name, Position**  
Muslim Community Services

**Agency Name**

**Signature**

**Name, Position**  
United Achievers Community Services

**Agency Name**

**Violence Against Women Agencies**

**Signature**

**Name, Position**  
India Rainbow Community Services of  
Peel

**Agency Name**

**Signature**

**Name, Position**  
Malton Neighbourhood Services

**Agency Name**

**Signature**

**Name, Position**  
The Salvation Army-Honeychurch Family  
Life Resource Centre

**Agency Name**

**Signature**

**Name, Position**  
Victims Services of Peel

**Agency Name**

# **PART A: INTRODUCTION AND OVERVIEW**

## **1 PURPOSE OF THE CAS/VAW COLLABORATION AGREEMENT**

This Agreement has been developed to assist us to collaborate more effectively in order to increase the safety and well being of children by:

- ⇒ helping women to be safe, and
- ⇒ Recognizing children's right to safety, protection and well being as inalienable and ensuring such rights are protected with or without their parents
- ⇒ helping to support women in dealing with the impacts of abuse on their children and on their relationship with them and
- ⇒ making the best use of the means available to hold the perpetrator accountable for harming and being a risk to the women and their children.

## **2 MANDATES OF PARTICIPATING AGENCIES**

(Complete Description of agency services can be found in the Addendum)

### **2.2 CAS agencies: The primary mandate of children's aid societies is**

#### **CHILDREN'S AID SOCIETY OF THE REGION OF PEEL**

##### ***Mission Statement:***

The mission of the Children's Aid Society of the Region of Peel is to protect children and to strengthen and support the well being of children and their families.

##### ***Our Vision:***

Cherished Children  
Supportive Families  
Caring Communities.

##### ***Services:***

Child Protection Services:

- Intake Services
- Family/On-going Services
  - ⇒ Challenges Program
  - ⇒ Alternatives Program
  - ⇒ Seed Program
  - ⇒ Family & Individual Treatment
  - ⇒ Parenting Capacity Assessments
  - ⇒ Psychological Assessment
  - ⇒ Play Therapy
  - ⇒ Family Connections
  - ⇒ Early Years Program
  - ⇒ Diversion Program

Protection Support Services:

- Foster Care
- Family Visit Centre

Adoption Services:

- Adoption Inquiries
- Adoption Home Assessments
- Adoption Placement and Support
- Adoption Disclosure
- Adoption Reunion Counselling

## **2.3 VAW agencies: The primary mandate of violence against women agencies is**

### **CATHOLIC CROSS-CULTURAL SERVICES**

#### ***Mission Statement:***

Catholic Cross-cultural Services provides services that assist in the settlement and integration of immigrant and refugees.

#### ***Commitment:***

We will, within the mandate of our services be inclusive and provide equal treatment for all people accessing our service, while being sensitive to the issues related to race, ethnicity, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals.

#### ***Services:***

- Support to victims of family violence
- Settlement services for immigrants and newcomers
- Post settlement services for immigrants
- Job search Assistance
- Housing Assistance and information
- Homeless Outreach Program Assistance
- Refugee Assistance
- Language Instruction for newcomers (LINC)
- Volunteer Opportunity

### **CATHOLIC FAMILY SERVICES PEEL-DUFFERIN**

#### ***Mission Statement:***

The mission of Catholic Family Services of Peel-Dufferin is to enhance individual, family and community life in a manner, which reflects values and traditions consistent with the Catholic faith.

Specifically, the Agency is committed to the following values:

1. Respect for the dignity and goodness of each person as a child of God, created uniquely in God's own image.

2. Respect for the capacity of each of us to embrace the challenge of human existence in our own unique way.
3. The belief that every person has been given specific gifts to be nurtured and shared, and that each person is called to an awareness of their giftedness.
4. The necessity of learning to love one's self with a healthy awareness of one's own human imperfections in order to better love and be receptive to the love of God and others.
5. A firm conviction rooted in the death and resurrection of Christ, that out of brokenness and pain can come new life and growth.
6. The sanctity and dignity of human life from the moment of its initiation until death.
7. The value and integrity of the human person.
8. The sacredness of the union of man and woman in marriage.
9. The value of people's social relationships to one another and to the community.
10. The central role of the family in life and society.

***Services:***

- A. Individual, Couple and Family Counselling
  - Brief Intervention Program
  - Quick Access Program
  - Regular Stream Counselling
- B. Group Programs
  - Rediscovering Our Voices
  - A Circle of Healing
  - Women Supporting Women
  - Becoming Visible
  - Man to Man Counselling
  - Women's Advocacy Program
  - Family Life Education
  - The Helping End Abuse for Life (HEAL) Network Program
  - Helping Mothers & Children Survive Abuse Together
  - Alternative Intervention Program
  - Adolescent Group Program
- C. Special Programs
  - Parish Social Ministry
  - Sistering

**FAMILY SERVICES OF PEEL**

***Mission Statement:***

Family Services of Peel is a not-for-profit, community-based agency that works to strengthen families and individuals while striving for a supportive and responsive community.

***Vision:***

Strong interpersonal support networks promote health and well being. Healthy family units are the foundation of strong and responsive communities. Healthy communities, in turn, foster the well being of families and individuals. A healthy society built on strong families and communities is a vision that drives the work of Family Services of Peel.

Family Services of Peel (FSP) is a multi-service agency that delivers a range of crisis, remedial, preventive, advocacy and educational services that focus on promoting and enhancing the well being of individuals, couples and families. Emphasis is placed on prevention programs and activities that:

- build cohesive family units and reduce family dysfunction,
- reduce community violence and crime,
- encourage personal responsibility, self-help and collective action,
- enhance the factors leading to positive outcomes in children's cognitive, social and emotional development,
- strengthen relationships among individuals and in the community,
- involve parents and others in circles of support to help children succeed – in school, at home and in their community,
- reduce barriers to full community participation, and
- facilitate asset-based community building.

The beneficiaries of FSP services are individuals, families, groups, organizations and taxpayers throughout the Region of Peel.

Family Services of Peel fulfils its mission in close collaboration with others in the community. Its services interlock with and complement other crucial components of the region's health, social service, education and justice systems. Family Services of Peel deeply values the participation of all stakeholders, including clients, community members and volunteers.

### ***Services:***

- Counselling Program:
  - **Immediate Intervention Services**
  - Individual, Couple, Family and Group Counselling
  - Legacy – Responsible Choices
  - Neighborhood Support Services
  - School Based Programs for Children
- Learning for Living Program
- Employee Assistance Program
- Working to Your Full Potential Program
- Independent Community Living Program
- Credit Counseling Program
- Trusteeship Program
- Families & Schools Together (F&ST)
- Diversity Program
- Advocacy and Development Program



## **INDIA RAINBOW COMMUNITY SERVICES OF PEEL**

### ***Mission Statement:***

India Rainbow Community Services of Peel is a charitable, non-profit, community based organization. Our services are non-religious and non-political.

### ***Our Mission:***

To provide services for integration into Canadian society and meet the social service, training and health needs of the Peel community

### **Our Objectives:**

- To assist new Canadians integrate into mainstream Canadian society
- To assemble and disseminate knowledge and information to new Canadians on values and laws of Canada
- To educate mainstream Canadian community concerning the value system of first generation Canadians
- To identify problems associated with the duality of cultures for children of new Canadians and provide opportunities for resolving them through education
- To provide developmental opportunities for the economically disadvantaged through guidance, skills training, referral and resource identification
- To raise funds for programs and projects related to achieving the objectives of the organization or for the benefits of the other bonafide charities registered in Canada
- To educate newcomers, elderly and the unemployed on health care issues, job skills and social values

### ***Services:***

- Settlement Services for Newcomers
- Language Instruction for Newcomers to Canada
- Skills Training
- Computer Training
- Volunteer Opportunities
- Long Term Care
- Programs for Seniors
- Programs for Women
- Services for Youth & Families
- Housing & Support for Homeless People with Mental Illness
- Interagency Networking

## **INTERIM PLACE**

### ***Mission Statement:***

Interim Place provides shelter, support, counseling and advocacy to help abused women and their children to break the cycle of abuse. We are a woman-centered, anti-racist, anti-oppressive, non-profit organization serving the diverse population of the Region of Peel.

During the past 22 years Interim Place has provided effective services that have helped women and children live their lives free from abuse.

***Services:***

- 24-Hour Emergency Shelter
- Crisis Intervention
- Transitional Support
- Counseling and Support Groups
- Child & Youth Program
- Legal Support
- Housing Support
- Community Education

**MALTON NEIGHBOURHOOD SERVICES**

***Mission Statement:***

Malton Neighbourhood Services is a non-profit, charitable organization with over 25 years experience providing settlement and community support services. Malton Neighbourhood Services recognizes the diversity of its community and is committed to the development, creation and promotion of opportunities for those we serve.

This is accomplished through the sharing of resources, formation of partnership, support and advocacy, training and education and community development. The outcome of such activities will be a more caring and healthy community.

***Services:***

- Family Resources
- Support for Parents
- Woman Advocacy
- Support for young mothers
- Youth Services
- Volunteer Opportunities for youth
- Homework Club
- Housing Rental Registry
- Pre-employment Services
- Senior's Services
- Community Information Services
- Settlement Services
- Community Information Services
- Settlement Services
- Language Instruction for Newcomers to Canada (LINC)
- Computer Classes
- Special Events Celebration
- Airport Programs (Reception and Information Services)

## **MUSLIM COMMUNITY SERVICES**

### ***Mission Statement:***

"Strengthening Our Community By Reaching Out To Those In Need ". Enabling and Supporting Individuals and Families by Enhancing Knowledge, Developing Skills, Building Capacity, Facilitating Access to Opportunity, Improving Socio-economic well-being and Embracing Diversity.

### ***Services:***

- Language Instruction to Newcomers to Canada (LINC)
- Women Behind the Veil
- Children Exposed to Family Violence Program
- Support through Employment Mentoring (STEM)
- Women Support Group
- ACCESS CENTRE
- Income Tax Clinic
- Toy Drive

## **THE SALVATION ARMY HONEYCHURCH FAMILY LIFE RESOURCE CENTRE**

### ***Mission Statement:***

The Salvation Army, as an international movement, is an Evangelical Branch of the Christian Church.

ITS MESSAGE is based on the Bible.

ITS MINISTRY is motivated by love of God and a practical concern for the needs of humanity.

ITS MISSION is to preach the Gospel of Jesus Christ, supply basic human needs, provide personal counseling, and undertake the spiritual and moral regeneration of all persons in need, who come within its sphere of influence, regardless of race, colour, creed, sex or age.

*The Honeychurch Family Life Resource Centre* is committed to promoting values of life through:

- promotion of non-violence
- promotion of equality, respect and dignity
- promotion of empathy, unconditional love and care
- promotion of an empowering, non-judgmental and culturally sensitive atmosphere
- promotion of Spiritual awareness

### ***Services:***

- Emergency housing for abused women and children
- Free groups on issues such as support, self-esteem, life skills, parenting, abuse etc.
- 24 hour crisis line
- Individual counselling for all residents
- Programs for children and youth in residence
- Housing assistance
- Legal Process Support, including accompaniment to court and other legal appointment

- Services available in Punjabi, Portuguese, French, Hindi, and Urdu.

## **UNITED ACHIEVERS COMMUNITY SERVICES**

### ***Mission Statement:***

United Achievers' Community Services is a non-profit multi-service organization serving primarily Peel Region's Caribbean and Black communities. We are committed to strengthening and enhancing the quality of life of families and individuals, by providing culturally sensitive programs, support, resources, education and training.

### ***Services:***

- Long term care for seniors
- Before and after school program
- The VAW program
- Mentoring program

## **VICTIMS SERVICES OF PEEL**

### ***Mission Statement:***

Persons victimized by crime or tragic events are supported and empowered to make informed choices.

### ***Mandate:***

Victim Services of Peel offers immediate crisis intervention, short-term counselling, witness assistance, resources, information, and referral services that provide around-the-clock support to persons victimized by crime or tragic circumstances. Service delivery is based upon the principles of empowerment and choice through education and advocacy.

### ***Services:***

- Crisis Intervention/Short-Term Counselling
- Witness Assistance Program
- R.E.A.C.H. (Resources, Education, Advocacy, Community Help)
- Domestic Violence Emergency Response System/Supportlink
- Transitional Support
- Mentoring for Change

### **3. MONITORING and ACCOUNTABILITY**

In the event of a disagreement at any of the intersection points, the Conflict Resolution procedure in Appendix B will be used to guide the resolution of the issue. All instances where the conflict resolution process is used will be documented (including initial opposing views and the resolution achieved) and the Chair of the CAS/VAW Collaboration Committee will maintain documentation.

The Peel CAS/VAW Collaboration Agreement Committee will monitor the implementation and ongoing use of this Collaboration Agreement. The Peel CAS/VAW Collaboration Agreement Committee will continue to operate on a Co-Chairperson model, with one Co-Chairperson representing the VAW sector and one Co-Chairperson representing the Child Welfare sector. The Co-Chairpersons (representatives from Peel CAS and Victims Services of Peel) during the development phase of this agreement will continue in this capacity for year one.

The Peel CAS/VAW Collaboration Agreement Committee is committed to developing an evaluation process, which will define minimally the frequency of evaluation and who will provide input to evaluation, during the first year of implementation of this Agreement.

### **4. VALUES THAT WILL GUIDE OUR COLLABORATION**

The following values will guide our work together:

- Working together increases safety for women and children and decreases chances for re-victimization.
- Child abuse and woman abuse are often the result of abuse of power in family and intimate relationships. Neither women nor children can be responsible for changing the abuser's behaviour.
- Children may experience trauma in families and intimate relationships where women are abused.
- Ensuring the safety and well being of children and access to appropriate intervention is paramount, as children are most vulnerable and have the least power in our society.
- Increasing the safety of abused women will increase the safety and well being of children.
- Perpetrators must be held accountable for their abusive behaviour.
- CAS and VAW services can provide a community leadership role to influence system changes.
- We will work toward eliminating barriers to service and ensuring equitable access.

These values are not in order of priority.

## **5. PRINCIPLES OF INTERVENTION FOR CAS AND VAW COLLABORATIVE WORK**

Intervening in situations involving woman abuse should be done in a manner that supports women and their children, and that uses the means available to the VAW and CAS sectors, within the confines of their mandates, to hold the perpetrator of abuse accountable for the violence.

To this end, when intervening in situations where woman abuse is present we will be guided by the following principles:

- Protecting children is the first priority.
- Protecting abused women helps protect their children.
- Providing supportive recourse to women will help them protect and care for their children.
- Respecting the woman's right to direct her own life is critical.
- Providing preventative and interventive services in a timely, effective and seamless manner.
- The perpetrator, not the victim, should be held accountable for the abusive behaviour.
- A coordinated community response to woman abuse must provide equitable access to services regardless of age, class, ability, religion, language, culture, race or sexual orientation.
- In Peel Region, diverse linguistic, cultural and religious communities are the mainstream. All partners will commit to the development of culturally competent practices that ensures their ability to perform effectively in cross-cultural situations.
- We support facilitating the woman's access to information that is accessible to her circumstances (which may include materials appropriate to her literacy level and her abilities, or language translation/interpretation, ASL or other communication supports).

The order of the above list does not reflect assigning priority.

## **6. AGREEMENT TO UNDERSTAND AND RESPECT SECTOR DIFFERENCES**

VAW and CAS sectors have different mandates, philosophies and legislative powers that are integral to the ability of each sector to deliver their services. It is not necessary for us to overcome all of these differences in order to work together. In many cases, our different capabilities and experiences can act as a resource to each other.

## **7. WHEN WE WILL COLLABORATE: POINTS WHERE OUR WORK INTERSECTS**

We, the participating agencies, agree to develop collaborative actions for each of the following points where our work intersects:

- The CAS has received a referral/report/information that a child may be in need of protection. The CAS worker suspects or learns that woman abuse may be/is occurring in the home.
- The CAS worker is assessing the safety, well being and future risk to the child. The CAS worker suspects or learns that woman abuse may be/is occurring in the home.
- The CAS worker is involved in developing a Plan of Service for a child in a case involving woman abuse.
- The VAW worker is trying to determine whether a situation constitutes reasonable grounds to suspect that a child may be in need of protection.
- A woman and a child are involved with both a VAW agency and CAS.
- The VAW or CAS worker is assisting a woman who is trying to negotiate custody and access agreements in order to increase her safety and that of her children.

These specific intersection points have been identified for the purposes of when we will collaborate, however, we recognize that they are only steps in an ongoing process of collaboration. We are committed to collaborating from the beginning to the end of our work in serving women and children wherever both child welfare and woman abuse are involved.

## **8. POLICIES AND PROCEDURES TO SUPPORT COLLABORATION**

We, the participating agencies, are committed to having the following policies and procedures, which will support the collaborative process, in place in each agency prior to signing this agreement:

- Understanding of the Duty to Report
- Worker Safety Policy
- Information Disclosure and Documentation Procedures
- Content of Consent
- Consultation Between Agencies
- Referring to other community services and services provided by volunteer organizations.



## **PART B: HOW WE WILL COLLABORATE: OUR COLLABORATIVE ACTIONS FOR EACH INTERSECTION POINT**

**INTERSECTION POINT # 1: THE CAS RECEIVES INFORMATION THAT A CHILD MAY BE IN NEED OF PROTECTION. CAS WORKER SUSPECTS OR LEARNS THAT WOMAN ABUSE MAY BE/IS OCCURRING IN THE HOME.**

### **1.1. OUTCOMES TO BE ACHIEVED**

- The CAS worker considers whether woman abuse is occurring within the family, and what effect this has on the mother and child(ren) at every stage of the assessment/investigation.
- In the event that woman abuse is occurring the threat the perpetrator of woman abuse presents to the safety of the child(ren) and the mother is reflected in the investigation plan, and safety strategies are discussed with the mother.

### **1.2. COLLABORATIVE ACTIONS WE AGREE TO TAKE.**

We agree to the following collaborative actions to work towards the above- noted process outcomes for this point where our work intersects:

- CA#1: The CAS worker will talk to the woman regarding the range of VAW services and HEAL network resources. The CAS worker will routinely use and make available to women Peel Committee Against Women Abuse educational materials especially, "Creating a Safety Plan" booklet and "Breaking the Cycle of Violence " booklet.
- CA#2: The CAS workers will facilitate the use of appropriate VAW services and Heal Network resources that meet the unique needs of the family. The CAS worker will coordinate the initial contact to involve the woman with VAW services.
- CA#3: The CAS worker, where contact with the perpetrator is possible, will facilitate the use of and coordinate the initial referral to use of Partner Assault Response or other male batterer programs in the community.

### **1.3. CURRICULUM REFERENCES**

The following sections of the CAS/VAW Collaboration Curriculum Participant Manual will provide additional support to collaboration:

- Perpetrators of Woman Abuse Pose Risks to Children (Pages 69-73)
- The Impact of Woman Abuse on Parenting (Pages 73-77)
- Identifying Woman Abuse (Page 79)

- Assessing the Perpetrator's Pattern of Assault and Coercion (Pages 82-85)
- Assessing Impact of the Abuse on the Woman (Pages 85-88)
- Assessing Impact of the Abuse on Children (Pages 88-91)
- Assessing Protective Factors that Contribute to Safety (Pages 91-95)
- Assessing the Results of the Woman's Past Help-Seeking (Pages 96-98)
- Assessing the Risk of Lethality (Pages 98-101)

**INTERSECTION POINT # 2: THE CAS WORKER IS ASSESSING THE SAFETY AND FUTURE RISK TO THE CHILD. THE CAS WORKER SUSPECTS OR LEARNS THAT WOMAN ABUSE MAY BE/IS OCCURRING IN THE HOME.**

**2.2 OUTCOMES TO BE ACHIEVED**

- In consultation with the VAW worker as needed, the CAS worker considers the threat the perpetrator of woman abuse presents to the safety of the child(ren) and the mother when doing the safety and risk assessment.
- The CAS worker refers the mother to appropriate VAW services for support.
- The mother receives information and support in implementing options that will increase her safety and help her protect and care for her children, including exercising legal measures that are intended to hold the perpetrator accountable.
- CAS and VAW agree on what information should be shared and documented in order to avoid increasing the risk of harm to the mother and child(ren).
- CAS and VAW agree on their respective roles and responsibility where they both have ongoing involvement with the family.

**2.3 COLLABORATIVE ACTIONS WE AGREE TO TAKE:**

We agree to the following collaborative actions to work towards the above- noted process outcomes for this point where our work intersects:

- #1: The worker will talk to the woman regarding VAW resources. The CAS workers will routinely use, review with and make available to women local VAW resource information, specifically information relating to safety planning for the woman and her children.
- #2: CAS workers will facilitate the use of VAW resources.
- #3: The CAS worker will work with the mother and/or the children to create a safety plan for the children, recognizing that this may involve safety planning for the woman as well.
- #4: CAS workers will coordinate the initial contact to involve the woman with VAW services, if she is agreeable.
- #5: The CAS worker will talk to the woman regarding legal measures and will routinely make available to women local legal resource information specifically information relating to services that would assist in holding the perpetrator accountable, including available options within the CFSA.

- #6: The VAW and/or CAS worker will document and, where relevant and vital to the safety of the child, share information regarding any threats or perceived threats of harm to the child with other appropriate agencies or services.
- #7: The VAW and/or CAS worker will document any threats or perceived threats of harm to the woman and share information, as necessary and appropriate for her safety and the safety of her children, to the appropriate services or with a release of information.
- #8: CAS and VAW agencies commit to case conferencing or contacting each other by telephone or in person, to agree on their respective roles and responsibilities, where they are both providing on-going service.
- #9: During the assessment process, CAS and VAW will endeavor to conduct separate interviews with the woman, perpetrator and the child.
- #10: The CAS worker will make every effort to connect with the perpetrator to determine his ability to participate in a plan to decrease future risk to the child(ren) including his participation in a PAR or other male batterers program.

## **2.4 CURRICULUM REFERENCE**

The following sections of the CAS/VAW Collaboration Curriculum Participant Manual may provide additional support to collaboration:

- Assessing the Perpetrator's Pattern of Assault and Coercion (Pages 82-85)
- Considerations Regarding Parenting in Situations of Abuse (Pages 75-76)
- Parenting Issues for Abusive Men (Pages 76-77)
- Assessing Protective Factors that Contribute to Safety (Pages 91-95)
- Assessing the Results of the Woman's Past Help-Seeking (Pages 96-98)
- Assessing the Risk of Lethality (Pages 98-101)
- Supportive Intervention Strategies for Woman Survivors (and Child Witnesses) of Woman Abuse (Pages 105-113)
- Legal Interventions (Pages 114-131)
- Avenues for Collaboration (Pages 132-137)

**INTERSECTION POINT # 3: THE CAS WORKER IS INVOLVED IN DEVELOPING A PLAN OF SERVICE FOR A CHILD IN A CASE INVOLVING WOMAN ABUSE.**

**3.1 OUTCOMES TO BE ACHIEVED**

- The appropriate VAW agencies are included in the plan of service as collateral service providers.
- A risk reduction strategy is developed that addresses the risk the perpetrator presents to the children and mother.
- (Where this is one of the chosen risk reduction strategies) the mother receives support in using legal measures intended to hold the perpetrator accountable.
- Include the involvement and the support of the father in the plan of service including use of community resources for both parents and children
- Where the fathers' involvement or consent is not forthcoming the plan of service will address all other viable options to ensure that the children receive services

**3.2 COLLABORATIVE ACTIONS WE AGREE TO TAKE:**

We agree to the following collaborative actions to work towards the above- noted process outcomes for this point where our work intersects:

- CA#1: As part of the development of the " plan of service", the applicable VAW agencies will be consulted and included on an ongoing basis to ensure that the plan outcomes are achievable.
- CA#2: The preferred consultation is a case conference method where the client is present.
- CA#3: The risk reduction strategy developed by the CAS should take into account the perpetrator's potential ongoing role with the children.
- CA#4: The CAS will facilitate referral and involvement of appropriate resources for the perpetrator such as male batterers, addiction mental health and parenting services
- CA #5: The CAS will facilitate the fathers' consent to his children's use of community resources as identified in the plan of service
- CA#6: If the father is not consenting to the plan of service, the CAS and VAW sectors will consult to develop strategies e.g. legal, program, advocacy, education to ensure that the needs of the children are met.

### **3.3 CURRICULUM REFERENCE**

The following sections of the CAS/VAW Collaboration Curriculum Participant Manual may provide additional support to collaboration:

- Assessing the Perpetrator's Pattern of Assault and Coercion (Pages 82-85)
- Considerations Regarding Parenting in Situations of Abuse (Pages 75-76)
- Parenting Issues for Abusive Men (Pages 76-77)
- Assessing the Results of the Woman's Past Help-Seeking (Pages 96-98)
- Assessing the Risk of Lethality (Pages 98-101)
- Supportive Intervention Strategies for Woman Survivors (and Child Witnesses) of Woman Abuse (Pages 105-113)
- Legal Interventions (Pages 114-131)
- Avenues for Collaboration (Pages 132-137)

**INTERSECTION POINT# 4: VAW WORKER IS TRYING TO DETERMINE WHETHER A SITUATION CONSTITUTES REASONABLE GROUNDS TO SUSPECT THAT A CHILD MAY BE IN NEED OF PROTECTION.**

**A) NO REPORT TO CAS IS REQUIRED**

**B) A REPORT TO CAS IS REQUIRED**

**4.1 OUTCOMES TO BE ACHIEVED**

- Where needed, the VAW worker informally seeks information from a CAS worker to assist in making the decision as to whether a situation constitutes reasonable grounds that a child may be in need of protection.
- (In communities where they exist) the mother receives information about non-protective CAS services regardless of whether a report is made.
- If a report is made to the CAS, the VAW agency provides all information that is legally required.
- CAS and VAW agree on their respective roles and responsibilities where they both have ongoing involvement with the family.
- CAS and VAW agree on what information will be shared and documented, over and above that required under the CFSA, so as to avoid increasing the risk to mother and child(ren).

**4.2 COLLABORATIVE ACTIONS WE AGREE TO TAKE:**

We agree to the following collaborative actions to work towards the above-noted process outcomes for this point where our work intersects:

**Situation A: No report to CAS is required**

- CA#1: The VAW worker may contact the CAS worker to present a non identifying situation to assist in making the decision and if no report is required, no further collaborative actions will happen, unless additional information regarding the safety and well being of the children becomes available.

**Situation B: Report to CAS is required**

- CA#2: The VAW worker shall report, with as much detail related to the demographic information (dates of birth for all children & caregivers/parents', spelling of names, addresses, telephone numbers) as possible, for all family members(children in the home, caregivers, person alleged to have placed the child at risk of harm). (N.B. 'parent' includes biological parent, step-parent, common law partner residing in the home)
- CA#3: The VAW worker shall report in detail the grounds upon which they believe a child is in need of protection. (This may include a child's disclosure, any subsequent questions asked of the child for the purpose of clarifying the disclosure, any response made to the child, the context during which the child's disclosure came forward, the response of the parent to the child's disclosure).

- CA#4: The VAW worker shall make every effort to inform the CAS of any potential worker-safety concerns. This might also include whether the VAW client is aware of the referral to CAS.
- CA#5: The CAS worker shall review the content of the referral information with the VAW worker to ensure accuracy.
- CA#6: The CAS worker, where there is the consent of the client, will share with the VAW worker the CAS investigation plan.

### **4.3 CURRICULUM REFERENCE**

The following sections of the CAS/VAW Collaboration Curriculum Participant Manual may provide additional support to collaboration:

- Child Welfare Legislation (Pages 50-53)
- Duty to Report (Pages 60-61)
- Implications for VAW Services (Pages 61-62)
- Common Reporting Concerns (Pages 62-62)
- The Effects of Woman Abuse on Children (Pages 68-73)



**INTERSECTION POINT # 5: A WOMAN AND CHILD ARE INVOLVED WITH BOTH A VAW AGENCY AND CAS:  
A) ARE KNOWN TO BE INVOLVED WITH CAS WHEN BECOMING INVOLVED WITH VAW AGENCY  
B) BECOME INVOLVED WITH CAS WHILE INVOLVED WITH VAW AGENCY**

**5.1 OUTCOMES TO BE ACHIEVED**

- Where the mother and child are residents of a VAW shelter, the CAS and VAW produce a written agreement on their respective roles and responsibilities in relation to the mother and the child(ren). (In all other cases, agreement can be verbal.)
- (Where this is one of the chosen risk reduction strategies) the mother is supported in using legal measures intended to hold the perpetrator accountable.

**5.2 COLLABORATIVE ACTIONS WE AGREE TO TAKE:**

We agree to the following collaborative actions to work towards the above- noted process outcomes for this point where our work intersects:

- CA#1: CAS and VAW agencies will routinely request signed consents allowing the sharing of information. Consent will be written, however, in some circumstances verbal consent will be accepted if the written consent is obtained at the same time and forwarded later.
- CA#2: Copies of consent forms will be shared in order that they are readily available when needed.
- CA#3: Only relevant information will be requested and shared.
- CA#4: CAS & VAW agree to work together whenever possible to support the client.
- CA#5: Both sectors will work together, when consents are available, to coordinate the service plan and any community referral required.
- CA#6: Whenever possible, case conferencing will occur with the client present.
- CA#7: Open communication is fundamental to positive outcomes for women and children.
- CA#8: Respect for each other's roles is critical and will be achieved through ongoing education between the systems.
- CA#9: When agreement in any area is not possible, there will be open dialogue in an effort to resolve the differences. If the differences cannot be resolved they will be documented and where appropriate the conflict resolution process (Appendix B) will be initiated
- CA#10: Liaison contacts will be identified in each sector to facilitate open dialogue and

communication (Appendix C).

### **5.3 CURRICULUM REFERENCE**

The following sections of the CAS/VAW Collaboration Curriculum Participant Manual may provide additional support to collaboration:

- Assessing the Perpetrator's Pattern of Assault and Coercion (Pages 82-85)
- Assessing the Results of the Woman's Past Help-Seeking (Pages 96-98)
- Legal Interventions (Pages 114-131)
- Avenues for Collaboration (Pages 132-137)

**INTERSECTION POINT # 6: THE VAW OR CAS WORKER IS ASSISTING A WOMAN WHO IS TRYING TO OBTAIN CUSTODY AND ACCESS AGREEMENTS IN ORDER TO INCREASE HER SAFETY AND THAT OF HER CHILDREN.**

**6.1 OUTCOMES TO BE ACHIEVED**

- During the course of involvement in Custody and Access proceedings, both sectors work to ensure that information about the following is brought to the attention of the court and its officials:
  - the role of the perpetrator in harming or as a risk of harm to the child
  - the effect of woman abuse on the parenting capacity of both parents.
- Where possible and as is appropriate, CAS and VAW participate in Custody and Access proceedings by, for example, providing professional opinion, testifying, etc, in order to contribute to a legal decision that is in the best interest of the child.

**6.2 COLLABORATIVE ACTIONS WE AGREE TO TAKE:**

We agree to the following collaborative actions to work towards the above- noted process outcomes for this point where our work intersects:

- CA#1: Both systems will support the client through the custody and access process, including later CAS involvement as required.
- CA#2: If the investigation process has confirmed that there is risk for the children in having supervised or unsupervised access, the CAS will provide that information to the woman in writing.
- CA#3: Both systems will provide written information regarding the role of the perpetrator or the effect of woman abuse on the children as per the information available.
- CA#4: Information will be shared freely between both systems as is appropriate and with signed consent.
- CA#5: If protection concerns exist, the CAS will be proactive in ensuring that access orders made in family court will not put children at risk.
- CA#6: CAS will, in any way possible, hold the perpetrator accountable. This may include recommendations to the court for court-ordered participation in PAR programs, addiction, mental health and/or parenting programs to support, if deemed safe, future responsible involvement with his children. Fathers should also be instructed by the court to support their children's involvement in HEAL programs and other community services to assist their children in dealing with their exposure to abuse.

- CA#7: CAS and/or VAW will ensure that women are aware of how to access legal information and support.

### **6.3 CURRICULUM REFERENCE**

The following sections of the CAS/VAW Collaboration Curriculum Participant Manual may provide additional support to collaboration:

- Perpetrators of Woman Abuse Pose Risks to Children (Pages 69-73)
- The Impact of Woman Abuse on Parenting (Pages 73-77)
- Impact on Mothers (Pages 74-75)
- Regarding Parenting in Situations of Abuse (Pages 75-76)
- Parenting Issues for Abusive Men (Pages 76-77)
- Visitation Decision-Making When There Are Allegations Of Woman Abuse (Page 127)
- Avenues for Collaboration (Pages 132-137)

## **Appendix A: Agency Service Descriptions**

### **CHILDREN'S AID SOCIETY of the REGION of PEEL**

#### **Child Protection Services:**

##### Intake Services

- receives reports of suspected child abuse and maltreatment
- investigates allegations of child abuse and maltreatment
- assists other child welfare agencies to investigate allegations of child abuse and maltreatment

##### Family Services

- works with families to resolve identified child protection risks
- works with families to strengthen familial relationships which promote the well-being of the children in these families

##### Emergency After-Hours Service

- receives reports of suspected child abuse and maltreatment after regular office hours
- provides child protection investigative services after regular office hours

#### **Protection Support Services**

##### Resources and Receiving/Assessment Service

- recruiting and training prospective foster parents
- supporting current foster parents
- operating Receiving and Assessment group homes and group homes for children with special needs
- coordinates the Society's use of independent group/treatment homes for children in the Society's care

##### Family Visit Centre

- agency operated parent-child access centre (available for supervised access to the Peel community)

##### Family Treatment

- by contract arrangement with private practice counselors, the Society offers counseling services for families with whom the Society is working

##### Psychology Consultation

- the Society offers psychological assessments for children in care

##### Play Therapy Consultation and Treatment

- by contract arrangement with private practice play therapists, the Society offers consultation assessment and treatment by play therapists for children in the Society's care

##### Challenges Program

- in association with a partner agency the Society provides a child behaviour management treatment program for parents and children involved with the Society working to resolve identified child protection risks

#### Alternatives Program

- in association with a partner agency the Society provides a psycho-educational and recreational group for adolescents at risk of coming into the Society's care and who, with their families, are involved with the Society working to resolve identified child protection risks

#### Seed Program

- in association with a partner agency the Society provides a psycho-educational and recreational group for latency-age children at risk of coming into the Society's care and who, with their families, are involved with the Society working to resolve identified child protection risks

#### Family Connections Program

- in association with a partner agency the Society provides short term in-home crisis intervention counseling for families with multiple stresses

#### Early Years Program

- the Society offers this program for parents whose child (or children) is younger than 6 years of age and in relation to whom the parents may require an enhancement of skills, knowledge and confidence related to child stimulation and development

#### Diversion Program

- The Society's program assists families in diverting their children from coming into the Society's care through linking to, providing and/or funding services to bridge short-term gaps in support services

### **Adoption Services**

- processes inquiries from prospective adoptive caregivers regarding their desire to adopt
- conducts adoption home study/assessment to determine a family's suitability to adopt
- consultation to Intake Services for caregivers who are considering relinquishing their child for adoption
- places children who are Crown Wards with approved adoptive families and supports these families through to the completion of the adoption process
- processes requests for adoption disclosures and reunion counseling

### **Hours of Operation**

Primary hours of operation are 9:00 a.m. to 5:00 p.m. Monday to Friday. During the months of July and August, office hours are 8:30 a.m. to 4:30 p.m. Monday to Friday.

Emergency and urgent referrals are accepted 24 hours/day by contacting either the Mississauga office (905-275-7444) or Brampton (905-796-2121) office directly

## **CATHOLIC CROSS-CULTURAL SERVICES**

### **Mission Statement**

Catholic Cross-cultural Services provides services that assist in the settlement and integration of immigrant and refugees.

### **Commitment:**

We will, within the mandate of our services be inclusive and provide equal treatment for all people accessing our service, while being sensitive to the issues related to race, ethnicity, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals.

We will:

- Support abuse women facing linguistic and cultural barriers
- Offer crisis intervention
- Short term counselling
- Provide women support groups
- Facilitation is provided in both offices, in the following languages: Polish, Spanish, Portuguese and Punjabi.
- Provide support and assistance in finding affordable housing.
- Legal process support, including accompaniment to court and other legal appointments including police involvement.

### **Accountability:**

Clients have the right to address concerns and/or make complaints to the agency servicing them. Complaints or concerns regarding the quality or nature of the services provided can be addressed to the regional Director/designate of that organization. All complaints and concern will be investigated and responded to according to the policies and procedures of the organization.

Regional Director: Brenda Parris

VAW Program Coordinator: Berna Bolaños

### **Procedures**

- Review referral from First Stage Counselling Service
- Provide one to one counselling sessions
- Provide "closed" group support sessions
- Connect client with a self –help support group of survivors or connect client with available housing or second stage housing services
- Provide services for children, for example, groups

### **Hours of Operation:**

Care services: 9:00 a.m. –5:00 p.m.

Support Groups available in the evenings.

### **Services:**

- Support to victims of family violence
- Settlement services for immigrants and newcomers
- Post settlement services for immigrants
- Job search Assistance
- Housing Assistance and information
- Homeless Outreach Program Assistance
- Refugee Assistance
- Language Instruction for newcomers (LINC)
- Volunteer Opportunity



## **CATHOLIC FAMILY SERVICES PEEL-DUFFERIN**

### **A. INDIVIDUAL, COUPLE AND FAMILY COUNSELLING PROGRAMS**

#### Brief Intervention Program (BIP)

In people's lives sometimes an idea or suggestion is enough to provide the necessary means for finding solutions for problems or for making a change. Seeing the situation from a different outlook, broadening a point of view, or being exposed to a new approach to an old problem or issue can be all that's needed need to get through a tough situation, or to help fit the last piece into a puzzle that clients may have been working on for a long time. The Brief Intervention Program aims to offer new ways of looking at problems as well as practical skills that clients might use to deal with problems and/or make changes in their lives. The Brief Intervention Program is set up as a series of three focused consultation-style interviews allowing clients the opportunity to work together with the counsellor, or sometimes a counselling team, on a plan that can be used at home to deal with problems and work towards change. Clients have the option of coming in for three consecutive weekly meetings, or of leaving four to six weeks between sessions to allow sufficient time to put new skills or ideas into practice. In discussion with the BIP therapist, clients can decide whether continued counselling fits their needs. If after the three sessions clients feel their needs have not been met, they may be referred to regular stream counselling or to another internal or community-based program. The Brief Intervention Program is available in Brampton and Bolton.

#### Quick Access Program (QA)

This program is for clients who have been exposed to a traumatic incident (i.e., victim of a crime, woman abuse, survivor of childhood trauma, grief, and loss) and who are suffering discomfort as a result of the trauma.

The Quick Access Program provides brief counselling (1-6 sessions), crisis intervention, assessment, advocacy and/or referral to trauma and abuse survivors. There is usually no wait list for this program. High risk or recent attempted suicide will be referred to other resources.

The Quick Access Program is offered in our Mississauga and Brampton offices, day or evening appointments.

#### Regular Stream Counselling

Occasionally, the preparation required to initiate and manage change takes more than a new idea or fresh way of seeing things. More time may be needed to develop the understanding, ability and skills to take the needed steps towards change. To respond to the variety of issues that clients bring to counselling, as well as to promote the kind of change clients wish to achieve, Catholic Family Services of Peel Dufferin offers longer-term treatment. Once clients have completed the initial short term counselling programs available to them, they can decide with their therapist, whether the regular stream program will fit their needs. If they are interested in continuing the work they began or if they are interested in addressing new issues and continuing the process of realizing their personal goals, our longer-term counselling program is an important option. This option allows more time and energy to be spent in the therapeutic partnership. Clients are offered up to nineteen sessions in this program. Program is available in Brampton, Mississauga, Orangeville and Bolton.

### **B. GROUP PROGRAMS**

### Rediscovering Our Voices

Rediscovering Our Voices is an information and support group for women who have experienced sexual abuse and trauma in childhood and/or adolescence. Run in collaboration with the Peel Rape Crisis Centre as a workshop series at specified times of the year, this is an open group format covering a number of pertinent topics including: getting to know feelings, coping, self-care and healing.

### A Circle of Healing

A Circle of Healing is a closed therapy group for adult women who have survived childhood sexual abuse. This group meets one evening each week over approximately 16 weeks with 6 to 8 women. A structured format is offered, with sequential themes and exercises facilitated by two women counsellors. The counsellors are experienced in this type of work and pay close attention to help build feelings of safety and connection within the group.

Women are self-referred to our group waiting list. Assessment interviews are conducted for all women interested in this program. This is considered part of second-stage healing for women who have already begun to explore their childhood sexual abuse. Guidelines used to assess readiness for this program include the following:

- Client views herself as being involved in a healing process (may include present or past individual therapy, previous group experience, and/or 12 step program)
- Considers herself to be a survivor of child sexual abuse and has a desire to explore and share aspects of her story and feelings in a supportive environment.
- Practices self-protection and self-care strategies and can assess and use support.
- Currently able to commit to a 16 week group program and focus on childhood sexual abuse.

This Program runs once a year (Winter) in Brampton and fees are based on family income.

### Women supporting Women

Women Supporting Women is an introductory psycho-educational support group for women who have been or are currently in an abusive relationship. Abuse is broadly defined and includes financial, physical, sexual, emotional and/or verbal abuse. The Group provides information about:

- The nature of abuse
- The effects of abuse on women and their children
- Community resources and how to access them
- How women can develop a safety plan for herself and her children
- Stress management and self-care
- Women Supporting Women is a closed group that runs for 10 weeks. There is no fee and childcare is provided.

### Becoming Visible

The Becoming Visible Group is a closed group for women dealing with current or past abuse in a relationship. This is a second stage group focused on therapy to help women overcome the effects of abuse. Women support each other in exploring their stories of abuse and taking the necessary steps to protect themselves from further abuse.

Women are self-referred. Pre-group interviews are held prior to the group and the following guide for inclusion is utilized:

- Ability to commit to attendance during group.
- Ability to make own childcare and transportation arrangements.
- Some understanding of woman abuse issues.
- Ability to act self-protectively when physically abused or threatened.

This program runs 16-18 weeks and is offered:

Fall/Winter Cycle—Brampton

Winter/Spring Cycle—Mississauga

### Man To Man Group Counselling

This program is designed to help men stop their violent, abusive and controlling behaviours towards their intimate partners. This is done in an educational group setting. We offer a weekly class (2 hours every Monday, Tuesday and Wednesday evening) in which a man, with the help of other men and women facilitators can:

- Acknowledge the violence, abuse and control that occurs.
- Attempt to understand the reasons for abusive behaviours.
- Take increased responsibility for one's own behaviours.
- Develop and implement alternative behaviours that are not violent, abusive or controlling.
- Develop more effective and non-abusive communication skills.
- Experience support from other men who are ending their abusive behaviour.
- Receive substance abuse assessment and referral as needed.

A Phase II program is provided for men who have completed the first phase of treatment.

### Women's Advocacy Program

This program contributes to the empowerment and safety of partners during the men's participation in the Man to Man program. Primarily through telephone outreach, the program provides partners of abusive men with support, options, and information about protective action as well as information to help assess and cope with their situation. We are also able to link Man to Man program participants' partners with other agency programs and culturally specific women's abuse groups.

### Family Life Education

Through its Family Life Education Program, the agency provides speakers for existing community and parish-based groups. Speakers provide information and education on a variety of individual, family and social issues including dealing with separation and other life transitions, improving communication skills, reducing interpersonal conflict, coping with anxiety, stress management and responding to woman abuse.

In addition to providing speakers, a series of workshops and courses are offered in the community to assist participants in developing skills to help them cope with the challenges of every day life.

### The Helping End Abuse for Life (HEAL) Network Programs

The HEAL Network is comprised of thirteen Social Service Agencies in the region of Peel. The goal of the Network is to provide coordinated services to children who have been exposed to woman abuse. Catholic Family Services of Peel-Dufferin is the lead agency in this endeavour. The services provided include:

#### Helping Mothers and Children Survive Abuse Together (HMCSAT)

This program is a ten-week closed group for women who have experienced abuse, and their children who have been impacted by exposure to the abuse directed at their mother. The focus of the group is to empower women in becoming the experts in helping their children learn how to lead violence-free lives. The program serves women and their children, newborn to the age of 12 years.

The group format is unique, in that women and children come together for the first half hour of each session to voice their experience through play, art, and movement. During the last hour and a half, women and children meet separately in smaller groups to discuss the following topics: Defining Abuse, Identifying Feelings Associated with Being Exposed to Woman Abuse, Learning How to Express Feelings Appropriately, Safety Planning, Developing a Positive Sense of Self, Understanding What are Healthy Relationships, and Learning How to Lead a Violence-Free Life. The program is offered in Brampton and Mississauga. Cultural Interpreters are available. There is no cost for this program.

#### Alternative Intervention Program

The Alternative Intervention Program is for families who have been screened for the HMCSAT Program, however due to the nature and/or complexity of their situation, it is believed that counselling may be more appropriate initially in order to prepare the family to make better use of the group program.

OR

After a family has completed the HMCSAT Program they may decide that there are additional issues on which they would like to work.

In both scenarios, families are able to access up to 6 counselling sessions to explore and/or resolve their issues. The service is available to women and children ages 0 to 16 years. It should be noted that families are able to access the program up to 6 months after the conclusion of their involvement with the HMCSAT group. If a family no longer qualifies for the Alternative Intervention Program they will be directed to the most appropriate service within the region of Peel.

#### Adolescent Group Program

This is a ten-week closed group for youth ages 13 to 16 years who have been exposed to woman abuse. The focus of the group is to assist youth in exploring the violence that they have been exposed to, while at the same time assisting them in learning how to use non-violent conflict resolution strategies to live violence-free lives. The following topics are explored: Defining Abuse, Safety Skills, Feelings, Dealing with Anger, Bullying and Conflict Resolution, Breaking the Cycle of Violence, Helplessness, Responsibility for Abuse, Dismantling Gender Stereotypes, Dating

Violence/Social Action, and Developing Social Competencies. The group is offered in Brampton and Mississauga. There is no cost for this program.

## C. SPECIAL PROGRAMS

### Parish Social Ministry

Parish Social Ministry is the empowerment of the parish to respond in an organized way to societal and individual human needs. Its mission of love, justice, freedom and peace calls forth the gifts of the parish community in service and celebration. In the wider community, Parish Social Ministry is involved with other churches/congregations, agencies and community groups in community development programs, such as help the homeless. In the local parish community, Parish Social Ministry provides assistance to local residents ranging from emotional support to concrete material needs. Catholic Family Services of Peel-Dufferin staff assists the parish with organization, training and formation programs and ongoing resources and support.

### Sistering Program

Sistering is a volunteer program that is open to women who have completed personal counselling through one of the programs provided by Catholic Family Services of Peel-Dufferin. The purpose of the program is to pair women who have progressed in their own healing to a stage where they wish to support other women who are receiving personal counselling at the agency.

### Accountability

CFSPD has a complaint procedure in place that is accessible to anyone who request s a copy. In addition, concerns may be presented to the PCAWA or to Family Services Ontario, our accrediting body. Ethical concerns regarding individual workers may also be made to the professional organization to which the worker belongs (e.g., Ontario College of Social Workers and Social Service Workers, or the American Association for Marriage & Family Therapy).

### Intake and Referral Procedures

In order to obtain services from Catholic Family Services of Peel Dufferin, prospective clients must contact the Intake Department for an intake interview. Generally, these interviews are conducted via a telephone call, but they might also be conducted in person if the client 'drops-in' to ask for service.

Woman abuse clients will normally be referred to our Quick Access Program, or one of the group programs unless she requests specifically to have her name placed on the waiting list for longer-term (Regular Stream) counselling. Normally an appointment in our QAP may be arranged within two weeks. However, if the client is in a crisis, as defined by the Intake Worker, then they will be offered the first available Quick Access appointment. If it appears that our agency given the necessary information to refer themselves to the appropriate resource: (e.g., Police, Hospital, Shelter). The client will also be asked to give us permission to call the resource ourselves and the Intake Worker will call to prepare the resource for the client's call.

### Hours of Operation

Brampton: Monday to Thursday, 8:30am – 9:00pm  
Fridays, 8:30am – 5:00pm

Mississauga: Monday to Thursdays, 8:30am – 9:00pm

Friday, 8:30am – 5:00pm

Orangeville: Mondays, 5:00pm – 9:00pm  
Tuesdays, 9:30am – 4:30pm  
Wednesdays, 5:00pm – 9:00pm

Bolton: Tuesdays, 9:00am – 12:00noon

## **FAMILY SERVICES OF PEEL**

### ***Our Mission:***

To Strengthen Families and Individuals while Striving for a Supportive and Responsive Community

### ***Services:***

- Counselling programs:

- *Immediate Intervention Services*

This program is designed for those who are experiencing domestic violence or partner abuse, bereavement due to current and sudden death or loss and trauma such as accidents or overwhelming events. Clients are entitled to six free counselling sessions. There is no wait list for this service.

- *Individual, Couple, Family and Group Counselling*

Provides counselling and therapy for a wide range of problems. Focus includes couple conflict; difficulties resulting from early childhood abuse (physical, emotional and sexual); problematic eating and sleeping patterns; stress resulting from family breakdown, current job loss, family death, illness, financial difficulty or parenting and family relationships.

Eligibility: Anyone living or working in Peel

#### Area Served and Hours:

Mississauga	Monday, Friday 9:00am – 5:00pm Tuesday, Wednesday, Thursday 9:00am – 9:00pm
Brampton	Monday, Wednesday, Friday 9:00am – 5:00pm Tuesday, Thursday 9:00am – 9:00pm
Malton	Wednesday 1:00pm – 9:00pm
Bolton	Wednesday 4:00am – 9:00pm

Fees: Sliding Scale based upon family size and income.

Languages: Provides service in Bosnian, Croatian, French, Hindi, Malayalam, Oriya, Portuguese, Punjabi, Serbian, Spanish, Urdu and Vietnamese. Interpretive services available.

- *Legacy – Responsible Choices*

A group for men who have been physically and/or emotionally abusive to women in intimate relationships.

The group is an effort to deal effectively with partner abuse. It is hoped that, by offering integrated intervention services to the men and their partners or former partners, there will be a cessation of the violence and greater safety for the women and children who witness abuse.

Model: 15 weeks closed group. Pre-screening interview. Partner Contacts provided 12 to 14 members per group. Approx. 6 groups per year. Co facilitated by a female and male counsellor.

➤ *Neighborhood Support Services*

Counselling Services provided through the auspices of neighbourhood centers and other community partners.

➤ *School Based Programs for Children*

Family Services of Peel is an active partner with Heal Network, with particular responsibility for the school based "Lunch Program" for children exposed to woman abuse.

- Learning for Living Program

Provides group-learning opportunities varying from 1-day workshops to 8-week courses for those experiencing normal life stresses (parenting, separation, divorce, blended family issues, self-esteem, stress management). Groups held in agency offices and in various community locations. They include workplace-based education, community consultation and outreach.

Areas Served: Mississauga and Brampton

- Employee Assistance Program

We provide specialized assessment, intervention and referral services for companies and their employees. Individually designed corporate programs include: trauma debriefing sessions, "Lunch and Learn" seminars and employee/management consultations.

Eligibility: Arrangements are made through employers and companies.

Areas Served: Peel, Provincially, Nationally

For Information please call Jo-Anne Guindon at (905) 270-2250 ext 236  
[www.familyserviceseap.com](http://www.familyserviceseap.com)

- Working to Your Full Potential Program

A confidential consultation with highly qualified counsellors.

A variety of "mini" workshops to help with day to day concerns such as: Dealing with Depression, Increasing Self-esteem and Confidence, Managing Stress and Anxieties, Gaining from all Kinds of Losses, Money Management, Developing Interpersonal Skills.

Connections to community agencies relevant to your situation and employment needs and differences.

Eligibility:

Unemployed youth/young adults (aged 16 – 30) who are out of school and looking for work

Unemployed individuals referred through Ontario Work's Employment Service Workers

Unemployed individuals receiving employment insurance benefits

Unemployed individuals who established a claim for employment insurance benefits sometime during the past three years (or five years in the case of a pregnancy)

Hours: Monday – Friday 9:00 am – 5:00 p.m.



Fees: None

- Independent Community Living Program

Individualized support services, counselling, life skills, case management, and advocacy to empower participants to live independently, and be valued members of their community.

Eligibility: Adults 18 years of age and older with an intellectual challenge who wish to live independently, and who are currently residing, or wishing to reside, in The Region of Peel.

Areas Served: Mississauga, Brampton and Caledon Area

Hours: Monday-Friday 9:00am-5:00pm  
(evenings and home visits arranged)

Fees: None

Languages: Service provided in English and Macedonian. Interpretive services available

- Credit Counseling Program

Provides counselling for people experiencing financial difficulties relating to credit, debt and money management. We provide confidential advice, referral services, intervention with creditors to arrange debt repayment programs, and money management workshops.

Eligibility: Anyone experiencing financial difficulty

Areas Served: Mississauga, Brampton and Orangeville

Hours: Monday to Friday 9:00am – 5:00pm

Fees: \$35.00 fee for initial consultation

Telephone: 905-270-2235

- Trusteeship Program

This program is for individuals receiving Ontario Works, either between 16 and 18 years of age or above 18 years old and deemed in need of financial guidance. We manage the client's monthly finances by paying their rent and expenses while providing weekly, biweekly or monthly spending allowance. We provide access and referrals to other needed community services.

Eligibility:

Individuals receiving Ontario Works, between 16 and 18 years of age or above 18 years old and deemed in need of financial guidance.

Referral by Ontario Works Worker.

Areas Served: Mississauga and Brampton

Hours: Monday – Friday 9:00 am – 5:00 pm

Fees: None

For more information contact Elizabeth Tilley at 905-453-7890 ext. 305

- Families & Schools Together (F&ST)

Is an innovative and collaborative prevention and parent involvement program in which whole families gather at their local school and participate in specific, fun, research-based activities aimed at strengthening families and community.

Families and Schools Together (F&ST) is a prevention strategy that helps to build healthy communities by supporting and empowering individual families. The core belief of Families and Schools Together is that parents are the best prevention agents for their children. F&ST promotes the kinds of interactions that have proven to be effective in the prevention of delinquency, substance abuse and school failure.

The start-up of the program involves eight weekly multi-family meetings, which are held at a local school. The collaborative team is made up of a parent representative of the school community based substance abuse partner. Families with a child between the ages of 4 and 9 participate in structured, fun activities that are based on an extensive body of prevention research. The findings are clear about what helps to reduce the risk of children having problems in the adolescent years. They include a strong bond between parent and child, parent involvement in the school, access to a support network and parent involvement in the community. All of the program activities work to support and enhance each of these areas.

F&ST is followed by a monthly group for "graduates" called FASTWORKS. Parents assume the leadership role in organizing FASTWORKS activities, with team members acting in a secondary role, providing resources where needed or asked for. Through FASTWORKS parents stay connected with one another, broadening their support network and extending their involvement into the community.

Current emphasis is on families with children in JK, Kindergarten and Grade 1. Also, a new spin off collaborative program called Baby F&ST has been recently launched, and focuses on the needs of teen mothers and fathers

More Information: For more information contact: Patty Bingham at (905) 270 - 2250 ext. 267 or [pbingham@fspeel.org](mailto:pbingham@fspeel.org)

- Diversity Program

The Diversity Project represents Family Services of Peel's plan and commitment to building a diversity inclusive organization that will provide culturally appropriate services to Peel's diverse communities. It is an organizational change process that will enable FSP at the end of the process to be an inclusive organization with its services being visible and accessible to the diverse racial and cultural communities in Peel.

- Advocacy and Development Program

This program focuses on issues of Advocacy and Social Justice, Partnerships and Collaborations, and Strengthening Community. Special emphasis has been placed on the issue of housing and homelessness faced by growing numbers of families in Peel.

For information or to access services please call our centralized Intake at  
(905) 453-5775

Family Services of Peel  
151 City Centre Drive  
Suite 501  
Mississauga, Ontario  
L5B 1M7  
Phone (905) 270-2250  
Fax (905) 270-2869

Family Services of Peel  
20 Nelson Street  
Suite 202  
Brampton, Ontario  
L6X 2M5  
Phone (905) 453-7890  
Fax (905) 453-3404

Family Services of Peel was established in 1971 as a non-profit, non-governmental Agency for the purpose of providing professional counselling and psycho-educational group services for the people of Peel. We are strongly committed to working with you as partners in the pursuit of meaningful ways to effectively address your needs and concerns.

To ensure the highest possible standards of service for our clients and community our staff are highly experienced qualified professionals. We are accredited members of:

- Family Service Ontario
- Family Services Canada
- The Ontario Association of Credit Counselling Services
- Employee Assistance Services of North America

Family Services of Peel (FSP) is a multi-service agency that delivers a range of preventive, counselling, crisis, advocacy and educational services that focus on promoting and enhancing the well being of individuals, couples and families.

Our Board of Directors is made up of volunteers donating their time and expertise to this community agency. The board is committed to making itself representative of all sectors of our Peel Community.

We are partially supported by client fees with costs shared by our funders: United Way of Peel, the Trillium Foundation, Region of Peel, Ministry of Community Family and Children Services, and the Ministry of the Attorney General.

## **INDIA RAINBOW COMMUNITY SERVICES OF PEEL**

Reaching out to those in Need Since 1985

### Key Principles

- Non-profit, Registered Charity
- Volunteer Board of Director
- Non-Religious
- Non-Political
- Post-Immigration Services
- Regional Scope

### General History & Background

- 1985: Registered, non-profit, charitable organization
- Volunteer Board of Directors
- Started as a one-room, drop-in centre for seniors
- Now vastly expanded services cover Women and Youth, Settlement & Social Services for new immigrants, Language Training, Long-Term Care Services for people with disabilities and illness
- Sensitize mainstream
- Advocacy for equal services

### Settlement Services for Newcomers

- Individual Counselling
- Information on employment, education, housing, citizenship, health, legal rights and obligations
- Educational workshops
- Translations and interpretation
- Orientation to Canada
- Information on further training and skills development
- Self-help support groups

### Language Instruction for Newcomers to Canada (LINC)

- English language instruction with computers and specialized software
- Part-time classes from Literacy to Level 5
- Child-care facilities (12 months - 6 years)
- Certified instructors and child minders
- Educational workshops and field trips

### Skills Training

- Job Search Workshops for Newcomers
- Introduction to the labour market
- Résumé Writing
- Interview techniques
- Access to photocopier, fax, computer and internet

### Computer Training

- Keyboarding and Data Entry training
- Introduction to word processing and spreadsheets

### Volunteer Opportunities

- Orientation, training and placement

### Long Term Care (LTC)

- Adult Day care Programs (motivation, exercises, activities, discussions, crafts, etc.)
- Assessment at home
- Friendly visiting
- Reassurance checks
- Caregivers support
- Training and education
- Support and counselling
- Assistance to access transportation

### Programs for Seniors

- Drop-in Centre
- Day programs/arts and crafts
- Weekly information/social sessions
- Educational workshops
- Recreational activities
- Field trips
- English classes
- Fundraising activities

### Programs for Women

- Crisis intervention
- Safety plan
- Supportive Counselling
- Advocacy
- Empowerment and educational workshops
- Support group, wellness group
- Assistance with legal issues
- Referrals to community resources
- Transitional support

### Services for Youth and Families

- Supportive peer counselling to youth
- Family mediation with parents and youth
- Cultural information to school staff and students
- Seminars and workshops regarding duality of cultures
- Social and recreational activities
- Youth leadership development
- Positive role modeling/mentoring
- Positive parenting

### Housing and Support for Homeless People with Mental Illness

- Find affordable housing
- Set up their new home and a care-plan for themselves
- Plan for any possible crisis
- Link with other support and service providers

### Inter Agency Networking

- Ontario Council of Agencies Serving Immigrants (OCASI)
- Multicultural Inter-Agency Group of Peel (MIAG)
- Peel Committee Against Woman Abuse (PCAWA)
- Square One Youth Centre (SOYC)

Caregivers of Peel Network (COP'N)

## **INTERIM PLACE**

### **Commitment:**

We will, within the mandate of our services be inclusive and provide equal treatment for all people accessing our services, while being sensitive to the issues related to race, ethnicity, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals.

### **We Believe**

- In working within a feminist framework
- In equity for all women and children
- In recognizing and respecting diversity
- Every person has a right to live in a non-violent environment
- All women have the right to make choices
- The community as a whole has a responsibility to contribute to ending violence against women
- There is a special need to protect children and advocate for children's rights

### **Our Beliefs Are Demonstrated By:**

- Encouraging and fostering self-esteem
- Accepting a woman's choice
- Working with honesty, integrity, professionalism and trust
- Providing confidential services
- Minimizing the isolation of women when they leave Interim Place
- Collaborating and cooperating with other community agencies
- Promoting education and awareness in the community

### **Shelter Services:**

24-Hour Emergency Shelter that is a safe haven from the abuse where women and their children can receive shelter and support for up to six weeks

Crisis Intervention by trained staff and volunteers who operate the 24-hour crisis phone lines and provide immediate assistance in cases of abuse

Counseling and Support Groups that assist women and children in developing realistic and viable plans for an abuse-free life

Child and Youth Program that provides a safe, supportive, violence-free environment with structure and consistency for children in a time of crisis

Legal Support by experienced staff that provide information, assistance, support, advocacy and guidance through the legal system

Housing Support by experience staff that provides support and assistance in finding and maintaining affordable housing

24 hours Crisis Line Interim Place North 905-676-8515

24 hours Crisis Line Interim Place South 905-403-0864

### Transitional Support Services:

Assists women leaving abusive relationships and supports women who are living on their own within the community. Located within the community, the program is designed to reach women of diverse backgrounds who may not otherwise have access to the support and counseling services of a shelter. Transitional Support Workers will help women and children get access to services that will assist them in gaining independence from an abuse relationship.

Transitional Support Program Intake Line 905-676-0257



## **MALTON NEIGHBOURHOOD SERVICES**

People Helping People since 1975

Purpose:

- To identify and respond to community needs.
- To provide supportive community services to meet identifiable community needs.
- To work with the community to help people access the services they need.
- To advocate for viable opportunities for all the community/
- To share information and resources.

We serve immigrants, families, women, youth seniors, job seekers, people seeking affordable housing, and new immigrants who wish to learn English as a second language.

Family Resources: Our services include:

- One-on-one supportive counseling for mothers.
- Parenting and play groups, where parents with pre-school children have fun, share stories, and receive mutual support.
- Information and advice from professionals on coping mechanisms, nutrition, health, breast-feeding, breast cancer, stress management, child discipline and other parenting issues.
- A child resource facility to promote reading, early learning, and other child development skills.
- A toy lending library.

Support for Parents:

- We offer personal supportive services for parents having difficulties with their children's conduct at home or school.
- We counsel and provide ongoing support for parents and their children.

Woman Advocacy Services: We provide:

- Personal counseling and referral services for women who experience abuse.
- A ladies support group.

Support for Young Mothers: We offer:

- Workshops to promote healthy lifestyles and greater awareness of nutrition, child minding and other parenting concerns.
- Support group for young mothers.

Youth Services:

- Supportive counselling
- Conflict mediation
- Problem solving assistance
- Help with social and family issues
- Birth control information
- Career guidance and job skills development
- Resume and cover letter preparation
- Self-esteem building workshops

- Anger and stress management workshops
- Ongoing personal supportive services

Volunteer Opportunities for Youth: By volunteering, youth:

- Enhance their leadership skills
- Make a contribution to the community
- Develop their inter-personal and communication skills
- Get valuable clerical and other work experience

Homework Club: We offer:

- Free tutoring for students in grades 1 to 8 who need help with their homework assignments. Our tutors are volunteer students from the local high schools.

Housing Rental Registry: We offer:

- Up-to-date listing of available rental units.
- Information on the Landlord and Tenant Act and referrals to other housing registries.

Pre-employment Services: We offer:

- Career and job search counselling
- Resume and cover letter writing assistance
- Three-day intensive job search workshops for new immigrants
- Available computers with free Internet, email access, and faxing options.
- An employment bulletin board, updated twice weekly with job postings from government and other job banks, and with job ads from local newspapers.

Senior's Services:

- Assistance in completing pensions, disability, income tax and other government forms.
- Weekly drop-in for crafts, games gentle exercise and trips of interest.

Community Information Services:

- Offered through our information kiosk at Westwood Mall (Tel: 905-677-6585)
- Information on community agencies and services.
- Government forms, including OHIP, Old Age Security, Child Tax Benefits, Canada Pension and passport applications.
- We sell GTA passes and transit tickets for TTC, Mississauga and Brampton.

Settlement Services: We offer the following free settlement services:

- Supportive services, including employment counselling
- Assistance with completing government and other official forms.
- Citizenship information and educational workshops
- Interpretation and translation services.
- Ladies support group
- General information and advice on Canadian culture and social environment.
- Formal endorsing and attesting of documents
- Our services are available in a number of other languages, including Hindi, Punjabi, Urdu, Tamil, Tagalog, Spanish, and Italian.

### L.I.N.C. (Language Instruction for Newcomers to Canada)

- Available free of charge to newcomers--landed immigrants and conventional refugees—in need of developing their English language skills.
- Each class is tailored with Canadian content to advance the students' coping skills for living in Canada. The training is practical and geared to meeting settlement needs.
- L.I.N.C. training includes computers in all the classes for interactive learning.
- Full-time classes daily from Monday to Friday, 9:00 a.m. to 2:30 p.m.
- Part-time or evening classes, daily from Monday to Thursday, 5:45 p.m. to 8:00 p.m.
- Full time students are offered free child-minding services, provided by qualified staff.

### Special Events Celebrations:

- We invite the community to celebrate with us on special events, such as: Christmas, Vasakhi, Eid, Divali, International Woman's Day, Black History Month and South Asian Day.

### Computer Classes:

- We offer evening computer training classes, at a minimum fee, in the latest version of MS Office applications and in recent editions of Windows operating systems.
- There are two levels of training: and introductory level for anyone with basic or not background in computers, and a more advanced level for those who may wish to refine or upgrade their word processing skills
- The advanced level introduces students to MS PowerPoint and Access applications and offers more training in Windows operating systems.
- Classes are conducted twice weekly for each level.

### Airport Programs: I.R.I.S. (Immigration, Reception and Information Services)

- Malton Neighbourhood Services provides various liaison services to government and group sponsored immigrants arriving at Lester B. Pearson Airport.
- We provide: Reception services, assisting with translation and interpretation services to facilitate the passage through customs and immigration.
- Information Services, distributing Canadian Government settlement information packages at the airport kiosk which lists the programs and other supportive services offered in the community.
- We provide our services in over 40 different languages.

### Office Locations:

7200 Goreway Drive  
Mississauga, ON L4T 2T7  
(905) 677-6270 phone  
(905) 677-6281 fax

### Hours of Operation:

Monday to Thursday, 8:30 am – 8:00 pm  
Friday, 8:30 am – 5:00 pm

## MUSLIM COMMUNITY SERVICES

MUSLIM COMMUNITY SERVICES (MCS) established in 1987 in the Region of Peel as a Not-for-Profit agency serving the needs of the community. MCS is a multi-service agency, managed by a volunteer Board of Directors, focussing on the needs of immigrants, newcomers, refugees and other community members through direct service provision in a manner that facilitates access to community and social support functions. The agency helps to reduce individual's isolation, minimise barriers, strengthen community and thus work towards community integration.

**MISSION STATEMENT: *Strengthening Our Community By Reaching Out To Those In Need***". Enabling and Supporting Individuals and Families by Enhancing Knowledge, Developing Skills, Building Capacity, Facilitating Access to Opportunity, Improving Socio-economic well-being and Embracing Diversity.

Objectives are achieved through a variety of programs and services designed for the benefit of the broad ethno-racial community and the community at large using many delivery methods such as Workshops, Information Sessions, Skills Training, Community Based Counselling for Abused Women, Women Support Group, Settlement and Integration, Language Training (LINC), Employment Counselling, Referral and Support Through Employment Mentoring Program (STEMP), and access to other services in the Region of Peel.

### SERVICES:

**Language Instruction to Newcomers to Canada (LINC)** program provides basic language training in one of the Canada's official languages to adults immigrants as soon as possible after their arrival in Canada so that they may acquire the necessary language skills to integrate into Canadian society. This program is supported by the Citizenship and Immigration Canada. Levels 1, 2, 3, 4, and 5 are offered which are available for newcomers. Largest LINC program in Peel

**Women Behind the Veil-** This Violence against Women program is unique since it is developed with sensitivity for the cultural needs of the Muslim women and women of other cultures accessing MCS services. While dealing with the women abuse in general MCS takes into consideration the related issues such as low education, lack of information, low self-esteem, financial dependency, and emotional, psychological and social problems of the entire family, especially children. Support and services also provided to survivors of violence who are in a state of emergency that includes crisis counselling, creating safety plan, emotional support, information and referral in their own languages. Women are served one-on-one basis or in-group sessions.

**Children Exposed to Family Violence Program-** This initiative is directed to the children who have witnessed women abuse in their homes. This program will provide early intervention, a safe place for women and children to discuss the violence they have experienced, healing process and support. This initiative is a joint venture of many organizations in the region of Peel.

**Support through Employment Mentoring (STEM)** is an innovative program designed to link individuals with professionals from the business, industry and academic communities. Participants gain valuable information and career related advice from industry experts (Mentors). The program is

flexible and can accommodate even the busiest schedule. Mentoring can be done on-line, over the phone and/or in person. This program is joint initiative of Centre for Education and Training and Muslim Community Services and supported by Human Resources Development Canada.

**Women Support Group-** This program support women solving their own problems through peer support, networking, information sharing and time for themselves. Group meetings increases awareness on services, resources available for women and empower them to deal with day-to-day realities. Develop higher self-esteem, confidence and language skills for the labour mark.

**ACCESS CENTRE-** This program provides an opportunity to the residents of Peel to develop or upgrade their computer skills and office equipment use. It is geared for individuals who are retired, users and newcomers looking to gain access to technology and increase their knowledge of current software applications. This partnership program is supported through agencies own generated resources complemented by volunteers, sharing their expertise in the Information Technology field.

**Income Tax Clinic:** Annual clinic conducted by volunteer professionals accountants and team from the Revenue Canada to assist low-income individuals, seniors, social assistance recipients, and newcomers prepare income tax returns. This no cost is to the neediest of the community we serve.

**Toy Drive:** This annual toy drive is designed to put a smile on the face of the Children of our community who otherwise go without one during various festivals.

### **Service Location:**

#### **Brampton**

150 Central Park Drive  
Suite 107 & 304  
Brampton, ON L6T 2T9  
Phone: (905) 790-1910  
Fax no. (905) 790-3866

#### **Mississauga**

3190 Ridgeway Drive  
Unit 35  
Mississauga, ON L5L 5S8  
Phone: (905) 828-1328  
Fax no. (905) 828-8439

**Email. [info@muslimcommunity.org](mailto:info@muslimcommunity.org)**

## **THE SALVATION ARMY HONEYCHURCH FAMILY LIFE RESOURCE CENTRE**

Our Commitment to our clients is:

To be inclusive and provide equal treatment for everyone accessing our services, while being sensitive to issues related to race, ethnicity, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals.

Shelter Service: We offer:

- Emergency housing for abused women and children for up to six weeks
- Opportunities for groups participation on issues such as support, self-esteem, life skills, parenting and abuse
- A woman abuse therapy program
- A 24-hour crisis line
- Individual counselling for all residents
- Programs for children and youth who are residents
- Accommodation search assistance
- Access to cultural interpreters to provide services in all languages
- All services are provided professionally with total confidentiality and are free of charge.

Legal Support:

- The staff and volunteers of the Legal Support Program are committed to providing current and former clients with referrals and information about the family and criminal courts systems.
- We offer support and advocacy at court dates and meetings with lawyers, police, legal aid and the Crown Attorney

Children's Services:

- Child-care services are available.
- The children's counselor provides individual counselling and support services to children and their mothers.
- Specialized support for children is also available: life skills, self-esteem, recreational activities, homework club and pre-school group
- Referrals are also made to children's services and other community agencies as required.

Hours of Operation

24-hour Crisis Line: 905-451-6108

## **UNITED ACHIEVERS COMMUNITY SERVICES**

### Commitment

We will, within the mandate of our services be inclusive and provide equal treatment for all people accessing our services, while being sensitive to the issues related to race, ethnicity, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals.

### We Will

- Provide crisis counselling over the phone;
- Provide face-to-face supportive counselling, with child care available;
- Provide a bi-weekly support group;
- Provide legal support;
- Provide housing assistance;
- Provide advocacy through accompaniment and information.

## **VICTIMS SERVICES OF PEEL**

### **Commitment:**

We will, within the mandate of our organization:

- Provide services that are immediately responsive around-the-clock, every day of the year and are respectful, effective and efficient for all women and others who request assistance because of victimization (primary and secondary) from women abuse.
- Provide services that are culturally appropriate and women-positive and are mindful and respectful of the various unique attributes and circumstances of those people who seek our support.
- Provide services to any woman who lives in the cities of Mississauga or Brampton regardless of age, class, gender, religion, race, sexual orientation, ability, ethnicity, values or any other beliefs.
- Provide services without fees of any kind.
- Provide services that support the growth and wellness of our human resources, both professional and volunteer, so as to ensure that their abilities in serving our constituents are continually accountable and mindful of the benefits of continuous learning for both themselves and their clients.

### **Accountability:**

- We will clearly and at the first available opportunity explain the nature of our services to our clients and articulate their opportunity to express any concerns they might have as service partners and recipients of our programs. We will first request clients to discuss their concerns with their service provider but should this not prove viable for them, we will explain their right to secure a meeting with the Manager of Client Services and then with the Executive Director.

### **Hours of Operation:**

- We will operate all of our services from 8:00a–11:00p, Monday–Friday and from 8:00a–4:00p, Saturday and Sunday. After normal hours, only our Crisis Intervention/Short-Term Counselling Program will be available between 11:00p–8:00a on weekdays and 4:00p–8:00a on weekends.
- Referrals are accepted on a 24.7.365 basis from police, emergency services personnel, community-based agencies, and through self-referral.

### **Direct Service Programs:**

#### **Crisis Intervention/Short-Term Counselling:**

Early intervention is critical for victims of women abuse. Both women and children present with lesser trauma post-disclosure when the initial response to their victimization is without delay and validates their experiences. This Program responds 24.7.365 to victims of all forms of women abuse. Critical stress debriefing, the provision of individual and family counselling on a short-term basis, information, advocacy and referrals to community-based services are all components of this Program. Crime scene attendance (or at the hospital, police station, etc.), with the assistance of the police, is available at all times. The Program's over-all objectives are to ensure immediate safety, identify a woman's most pressing needs, limit further victimization and trauma and begin a process of recovery.



#### Witness Assistance Program:

For those women involved in the judicial process as a victim, the availability of court support is integral to preventing re-victimization and ensuring that people are aware of and understand all relevant court proceedings. This Program operates 8:00a–5:00p seven days/week. It offers court accompaniment, advocacy with the Crown’s office, information to a Justice of the Peace, Judge and prosecutor regarding a victim’s wishes and/or their views of an accused’s behaviour and/or dangerousness and a timely transmission of court results to victims. For the most part the Witness Assistance Program works with victims during the initial stages of a judicial process. The Program staff are the only victim service within bail hearings, set dates, adjournments and bail reviews. While trial support is also offered when requested by women, whenever possible these clients are referred to the Attorney General’s Victim Witness Assistance Program (VWAP).

#### REACH (Resources, Education, Advocacy, Community Help):

Women and children require user-friendly information that can help them identify their options, contact community-based services and become knowledgeable about the impact that women abuse has had on their lives. Further, they require this information in the form of resources that are culturally appropriate (language of choice) and easily accessible. REACH is an information clearinghouse and a resource distribution program that educates victims of crime/tragedies about the special services available to them in their community. The program promotes the use of community-based services by distributing personalized resource packages that offer service descriptions of Region of Peel agency programs as well as tip sheets, self-help guides, etc. about hundreds of matters related to a person’s experiences and needs. All REACH packages are distributed after the completion of an assessment of a client’s needs. They are then followed up with outreach in order to answer questions and facilitate referrals to first and second stage counselling services, shelters and other community services.

#### Domestic Violence Emergency Response System/Supportlink:

When court orders are not effective in promoting people’s safety, there is the DVERS/ Supportlink Program. Operated through a partnership with the Peel Regional Police, ADT Canada, Ericsson Communications and Rogers AT&T, this Program installs home alarms that, when triggered, are responded to as a Priority One call by the Peel Regional Police. Alarms are supplemented by 911 cell phones and on-going safety planning, relocation and any other steps required to increase safety and decrease the likelihood of re-victimization.

#### Transitional Support:

For those women caught in a violent and abusive relationship, the choice to terminate the relationship and establish violence-free lives with their children is often complicated by a lack of options and resources in the community. The Transitional Support Program is in place for women who have decided to leave their abusive spouses/partners. It assists women in developing task-oriented goals towards a violence-free life and then monitors these goals through on-going and intensive contact with the women on a regular basis.

#### Mentoring for Change:

Culturally appropriate services for the South Asian community (Sikh, Hindu, Tamil and Muslim) through community capacity building is the goal of this Program. MFC addresses all forms of family violence through a collaboration between professional counsellors, a community’s religious, business, and political structures and a diverse group of South Asian volunteers trained to act as mentors for men, women and children. The program is directed towards the adoption of a zero

tolerance policy within distinct communities and moves towards this policy through concerted efforts in the field of community capacity building. Volunteer mentors are trained and work closely with families who are struggling with violence while community institutions are mobilized to lend support to people's right to live violence-free lives.

## Appendix B: Conflict Resolution

### ***PART I:***

The conflict resolution procedures outlined below were agreed upon early in the process of developing the Peel CAS/VAW Collaboration Agreement. These procedures will continue to be utilized beyond the implementation of the agreement for as long as the agreement exists or new procedures are established.

(\*\*\*)The signatories to the CAS/VAW Collaboration Agreement recognize the valuable contribution of the Peel Committee on Sexual Assault in initially developing and providing the following Conflict Resolution procedures.)

#### **Definitions:**

- ***Conflict Resolution:*** The open acknowledgement of seemingly incompatible differences, which have resulted in struggle, hostility and opposition. It is a commitment to actively participate in the discovery or creation of a mutually beneficial solution and to achieve consensus in the presence of difference.
- ***Consensus:*** The process of working towards and arriving at agreement through compromise.
- ***Compromise:*** Choosing to settle differences by making mutual concessions.
- ***Mediation:*** Facilitated conflict resolution process.
- ***Negotiation:*** The process used by persons involved in a conflict resolution or planning to identify or create a mutually beneficial or mutually satisfactory solution.

#### **Principles:**

The signatories to this Collaboration Agreement are interested in contributing to the establishment and maintenance of a working environment that promotes early identification and effective resolution of conflict. We are therefore committed to the following principles:

1. A commitment to feminist values is congruent with addressing conflict in a respectful and constructive manner.
2. A commitment to anti-oppression values and procedures.
3. The purpose of a conflict resolution process is to discover or create mutually beneficial solutions.
4. Specific and/or continuing conflict can result in great negative interpersonal and professional costs.
5. In order to address conflict constructively it is important to re-examine differences, work towards understanding differences and be receptive to compromise.
6. A constructive resolution process involves the recognition and open acknowledgement of the source, type and extent of difference(s) between and among members.
7. The positive outcome of any conflict resolution process depends upon cooperation and commitment to mutual benefit at a time when trust has been fractured.

These principles are the foundation of the Conflict Resolution Process adopted by the Collaboration Agreement partners.

## **CONFLICT RESOLUTION PROCEDURE**

### ***Introduction***

The partners in this Collaboration Agreement value all perspectives brought to the table and attempts to deal openly and respectfully with differences. The model of Consensual Decision Making used by us reflects the value of hearing all opinions and engaging in healthy debate about issues before conclusions are reached. The consensual decision making model works towards achieving outcomes that we all “can live with”.

We also recognize that in some situations compromised solutions cannot be achieved in the time frame available and that a system of decision making by vote must be used as a back-up model. In other situations, direct conflict between/among members that go beyond decision-making about one particular issue may arise. This Conflict Resolution Process is one part of a spectrum of options to be utilized in a progressive manner when conflict arises between/among members.

### ***Giving and Receiving Feedback***

- Individuals who find themselves in conflict with another member should first attempt to talk directly to the person, with whom they experience difficulty, giving feedback directly to the individual involved using the “Guidelines for Conflict Resolution Process”, as outlined in Part II of Appendix B, before initiating a formal conflict resolution process.
- This process involves the sharing of perceptions and experiences, the clarification of wants, desires and expectations, as well as the development of a mutually negotiated plan for action.
- It is recommended that the individuals involved make an appointment to engage in this process so that both are prepared for the discussion and distractions are at a minimum. This meeting should be scheduled for no longer than two hours and if at all possible should occur within two weeks of the initial contact.
- The two individuals may agree to inform the Chairperson of the group that this meeting is taking place. That person will then check in with both parties to ascertain if successful resolution has resulted or if other steps need to be initiated.

### ***Initiating the Formal Conflict Resolution Process***

#### **Identifying Conflict:**

1. Any individual who has attempted the giving and receiving of feedback and continues to see the conflict as harmful to their functioning in the collaboration agreement committee can identify the conflict to the Chairperson.
2. The Chairperson will inform the other of the conflict identification as soon as possible.
3. The Chairperson will work out with the person identifying conflict, the best way to inform the other party concerned as soon as possible and within a two-week time frame.
4. Any third party, who sees an entrenched pattern of conflict between/among other members as harmful to the functioning of the group, should identify this to the Chairperson who will then initiate the conflict identification process with the parties involved.

#### **Exploration of Options:**

At this stage all involved parties will be consulted regarding the next step. One of the following options will be initiated within three weeks from the date all parties were informed of the conflict:

- Negotiating a return to giving and receiving feedback (with or without a facilitator)
- Movement into conflict resolution with a mediator (This would be an unbiased person that both parties agree to. The mediator could be purchased or might be a staff member of an organization or the Ministry of Community Family and Children's Services)
- Entering into an anti-oppression education strategy

### **Conflict Resolution Session:**

#### **1. Introduction and opening comments:**

- Mediator introduces self, outlines their way of working, and comments on their perspective on conflict and conflict resolution

#### **2. Review Agenda, Format and Timelines:**

- Confirm length of session as discussed previously with all parties (two-hour session is a recommended standard)
- One more session may be booked if negotiated by parties and the mediator
- Format is reviewed as outlined here

#### **3. Confirm Mediator's Role:**

- To ensure that a safe and respectful environment is maintained
- To maintain focus on the purpose and goal of the session
- To clarify each parties position and facilitate understanding of the issues
- To ensure that any decisions made regarding concrete actions taken to address power imbalances between involved parties have been implemented
- To summarize and record the session

#### **4. Review, Confirm and Approve Guidelines for the Session:**

- See "Guidelines for Conflict Resolution Process" (Part II of Appendix B).

#### **5. Confirm Each Participant's Hopes for the Session:**

- How will you know this experience has been a successful one for you?
- Clarify that each participant's expectations reflect the "Criteria for Successful Conflict Resolution" (Part II of Appendix B).

#### **6. Clarify Perceptions:**

- Parties express their perceptions of what constitutes the conflict
- Each party requests feedback from the other party regarding any differences of opinions about assumptions, perceptions and interpretations of the problem
- Mediator summarizes similarities and agreements related to the problem and perceptions, and identifies any outstanding difference

#### **7. Identify Issues Relating to the Conflict:**

- Each party will identify the issues related to the conflict (i.e. value differences, conflict of needs, power differences, feeling of differences)
- Each party takes a turn speaking while the other listens reflectively
- The mediator summarizes the types of conflict(s) and difference(s)

#### **8. Explore and Discussion Options for Personal Change:**

- Each party will express what they are prepared to do differently

- Each party will be invited to respond to the other party's suggestions of resolution on a personal level and in interaction with others

**9. Explore and Discuss Options for Organizational Change:**

- Each party will be invited to propose suggestions for organizational and systemic review or change that could minimize future conflict of the same or similar nature

**10. Identify and Negotiate Mandatory "Do-Ables" for Self and Group:**

- The mediator will summarize and facilitate negotiation of agreed upon do-ables for personal and organizational change relevant to Steps 8 & 9 above
- Details of agreed upon time lines and reporting formats will be identified and confirmed

**11. Procedures for Closures:**

- Identification of how and when the process will be closed, reviewed and reported
- At minimum, written notification of process completion will be submitted to the Collaboration Agreement Chairperson(s).

## **PART II**

### **GUIDELINES FOR CONFLICT RESOLUTION PROCESS:**

- Remember: any success you and the other participants might experience depends on willingness to cooperate with the process and with each other.
- In order to do so you must articulate and demonstrate a commitment to eliminating conquest and bargaining mentality from the process.
  - Conquest mentality is evident when we define success as having convinced the other person to see the error of their ways and admit that they were totally and solely responsible for the problem.
  - Bargaining mentality is evident when we define success as arranging exactly equal and balanced compromise on both sides.
  - While mutual compromise is necessary for successful conflict resolution, it is unreasonable to expect that both parties share exactly equal responsibility for the conflict and will negotiate exactly balanced concessions.
- Be aware of mutual feelings of betrayal, as well as the impact fractured trust has on all perceptions:
  - Watch non-verbal responses
  - Avoid interpretative statements
  - Participants must be willing to acknowledge their individual errors, misjudgments and mistakes.
  - Each participant will be responsible for stating specific issues, concerns and problems in a direct, clear and specific manner.
  - Each participant will be responsible for reflective listening to the other.
  - When one participant is stating their concerns, the other will listen and at appropriate points summarize the speaker's view until a "yes" is obtained, that is the speaker feels heard.
  - Take responsibility by exploring assumptions and perceptions through or with the help of the mediator if necessary.
  - Speak directly to each other as much as possible.
  - Try not to interrupt each other.

- Take notes if you think you may forget your point or question.
- Indicate your desire to offer response by raising your hand slightly
- Treat the other's ideas with respect.
- Participants must be willing to commit to the development and actualization of a mutually negotiated list of "do-able" tasks designed to remedy the current conflict and minimize the likelihood of future problems.
- Participants must understand that the follow-up tasks completed after the mediated session are as important, if not more important, to the resolution of conflict as the session itself.

## **CRITERIA FOR SUCCESSFUL CONFLICT RESOLUTION**

- Commitment to work towards the re-establishment of productive, flexible and creative professional relationships within the group
- Clarification and increased understanding of issues relating to identified conflict
- Closure of some items
- Development of realistic task lists for individual and agency do-ables
- Clarification of decisions to terminate or limit professional relationships

## **ANTI-OPPRESSION EDUCATION STRATEGY**

### ***Definitions:***

Anti-oppression work is recognition and appreciation of the diversity within our communities and organizations as we encounter the myriad of variable combinations of oppression and privilege. People bring experiences of both oppression and access to privilege to every interaction. Therefore, we are committed to challenging ourselves to be receptive and tolerant of another's life situation. Through this process we develop an understanding of the relationship between anti-violence and anti-oppression work.

### ***Aims and Beliefs:***

Due to the diverse nature of communities, varying degrees of oppression and privilege exist which must be recognized, learned from and challenged in order to do anti-violence work.

### ***Expectations:***

#### **1. *All new members will:***

- Read this package of information relating to the committee's anti-oppression education strategy prior to joining the CAS/VAW Collaboration Agreement group.
- Indicate confirmation of one's commitment to the anti-oppression education strategy by signing the partnership agreement.
- Share resources and information about anti-oppression with other committee members on an informal and formal basis.

#### **2. *Every member will be self-monitoring:***

- It is assumed that committee members will be self-monitoring, self-critical, and participate in shared learning as it related to one's own personal anti-oppression growth.

**3. *Member's Rights and Responsibilities:***

- All committee members have the right and responsibility to address oppressive comments and behaviours in a respectful manner with a demonstrated commitment to education.

**4. *Facilitator's Rights and Responsibilities:***

- The chair of the committee has the right and responsibility to address oppressive comments and behaviours in a respectful manner with a demonstrated commitment to education. The chair must also ensure that adequate time is allotted to these issues within the group.

**5. *Receiving Feedback:***

- Committee members will demonstrate an open attitude to feedback regarding oppressive comments and behaviours.

**6. *Formal Avenue to Address Non-Compliance:***

- A committee member who repeatedly engages in oppressive behaviour that has been addressed by the group will have their individual membership reviewed. The Chairpersons of the Collaborative Agreement Committee may request of that member's organization to have another representative attend the committee.



**Appendix C: CAS/VAW Collaboration Agreement Liaison Contacts**

<b>Agency Name</b>	<b>Contact Name</b>
Catholic Cross-Cultural Services	Brenda Parris
Catholic Family Services of Peel Dufferin	Sharon Harris
Children's Aid Society of the Region of Peel	Sheila Markle
Family Services of Peel	Anita Sepulveda
HEAL Network	Shelina Jeshani
India Rainbow Community Services of Peel	Manju Panchapakesan
Interim Place	Sharon Floyd
Malton Neighbourhood Services	Zarina Bhaghani
Muslim Community Services	Saleha Nahdi
The Salvation Army – Honeychurch Family Life Resource Centre	Lynn Murrary
United Achievers' Community Services	Jacqueline Cohen
Victim's Services of Peel	Vibha Vohra-Bhalla



## **APPENDIX E: M.C.S.S. REPORTING REQUIREMENTS**

### **Reporting Requirements Instructions For The Collaboration Agreement Committee(s)**

#### **Purpose**

The Collaboration Agreements between Children's Aid Societies (CAS) and Violence Against Women (VAW) agencies are to assist the child welfare and violence against women sectors throughout Ontario to collaborate more effectively.

The tools provided are to be submitted to the Regional Office, as part of regular reporting requirements. The tools will assist the Collaboration Agreement Committees and Regional Offices in evaluating the status of the Agreement.

The **CAS/VAW Collaboration Agreement 2003/04 Report** is intended for use at the end of the 2003/04 fiscal year. The **CAS/VAW Collaboration Agreement Annual Report** is to be completed annually, commencing in the 2004/05 fiscal year.

#### **I. 2003/04 Reporting (First Report)**

In 2003/04, Collaborative Agreement Committees are to use the **CAS/VAW Collaboration Agreement 2003/04 Report**. This tool will assist the committees in assessing the status of the implementation of the Collaboration Agreement and reporting back to the Regional Offices.

Submitting the First Report

Collaborative Agreement Committees are to submit the completed checklist to the Regional Office by March 31, 2004. Regional Office staff may wish to follow up with the Collaborative Agreement Committee regarding the submission.

#### **II. 2004/05 Reporting (Annual Report)**

Commencing in 2004/05, Collaborative Agreement Committees are to use the **CAS/VAW Collaboration Agreement Annual Report**. This tool will assist the committee in assessing the effectiveness of the Agreement and provide information to the Regional Office on its status.

#### **Completing the Template**

The Intersection Points outline the areas where collaborative actions are to be established between the CAS and VAW sectors. The collaborative actions should be noted under "Collaborative Actions", beside the appropriate Intersection Point.

Committees should review the effectiveness of the collaborative actions based on their experience through the year. Non-identifying anecdotal information may be helpful to the committee. This should be noted under "Working Well/Not Working Well".

Following the assessment of the effectiveness of the collaborative actions, committees should note what actions are to be taken in the coming year to further the collaboration between the sectors. In situations where the collaborative actions have not been working well, committees should describe what measures will be taken to assist the CAS and VAW sectors to collaborate more effectively on the Intersection Point.

#### Submitting the Annual Report

Collaborative Agreement Committees are to submit the completed template to the Regional Office, as a part of regular reporting requirements, commencing March 31, 2005 for the 2004/05 MCFCS fiscal year. Regional Office staff may wish to follow up with the Collaborative Agreement Committee regarding the submission.

**CAS/VAW COLLABORATION AGREEMENT 2003/04 REPORT**  
**(to be submitted to the Regional Office by March 31, 2004)**

<b>Activity</b>	<b>Completed ( I )</b>	<b>Explanation &amp; anticipated completion date if incomplete</b>
Agreement Approved by all CAS/VAW agencies		
Agreement Distributed to all CAS/VAW agencies		
All CAS/VAW agencies have held staff orientation meetings		
Staff level contacts have been made between sectors		
Conflict resolution process is in place		
Monitoring system is in place		
Process for future revisions in place		

**Comments (if necessary):**

**Approved by:**

<b>CAS/VAW Agency Name</b>	<b>Name and Position</b>	<b>Signature</b>

**CAS/VAW COLLABORATION AGREEMENT ANNUAL REPORT BACK TEMPLATE**  
 (to be submitted annually to the Regional Office as part of regular reporting requirements, commencing March 31, 2005 for the 2004/05 MCFCS fiscal year)

Year ending: \_\_\_\_\_  
 Local Committee: \_\_\_\_\_

Submitted by: \_\_\_\_\_  
 Date: \_\_\_\_\_

Intersection Point	Collaborative Actions	Working Well	Not Working Well	Action to be taken next fiscal year
1. The CAS has received a referral /report/ information that a child may be in need of protection. The CAS worker suspects or learns that woman abuse may be/is occurring in the home.		✓		
2. The CAS worker is assessing the safety and future risk to the child. The CAS worker suspects or learns that woman abuse may be/is occurring in the home.				
3. The CAS worker is involved in developing a Plan of Service for a child in a case involving woman abuse.				
4. VAW worker is trying to determine whether a situation constitutes reasonable grounds to suspect that a child may be in need of protection.				
5. A woman and a child are involved with both a VAW agency and CAS.				
6. The VAW or CAS worker is assisting a woman who is trying to negotiate custody and access agreements in order to increase her safety and that of her children.				