



FAMILY SERVICE
THAMES VALLEY
RENEWING HOPE. TRANSFORMING LIVES.

Annual Report

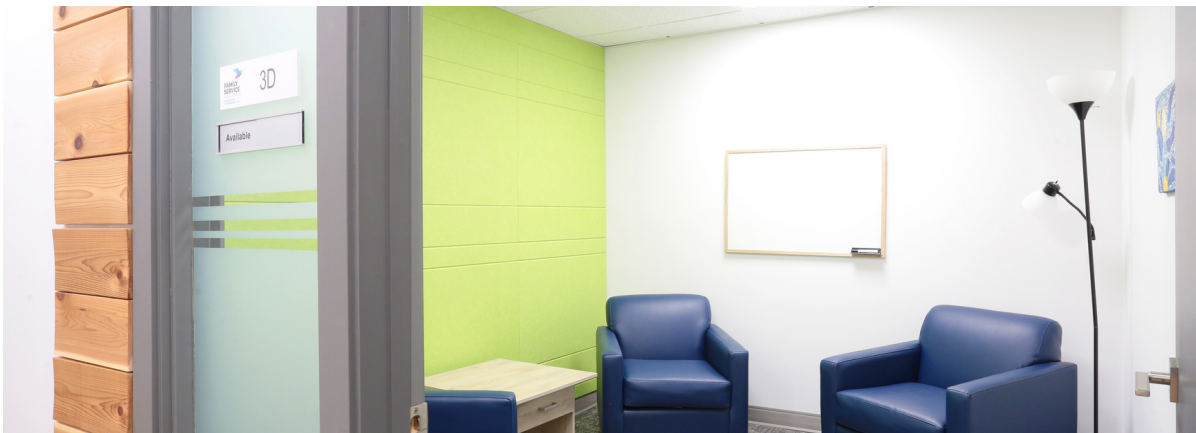
2022

2023





“I felt safe, understood and supported.”
– Community Counselling Program participant



“FSTV was very understanding of my financial situation and made counselling affordable.”
– Community Counselling Program participant



Transforming Lives Transforming Homes

What does home mean to you?

Maybe you think of eating a home-cooked meal, being greeted by hugs at the front door, or relaxing on the couch watching Netflix. Home should be a safe place of sanctuary, love and belonging.

But home can come with many challenges: relationship conflicts, miscommunication, stress, grief, anxiety, depression, abuse or violence. Through our Community Counselling Program, we are empowering people to face these challenges:

- A mother who was struggling after the loss of her daughter has found a way to process her grief and reconnect with loved ones.
- A young man, in high school and new to Canada, faced bullying at school. He has now grown in his confidence and found belonging among new friends.
- A woman started counselling during a difficult season of unemployment and health issues. Her sessions were a safe space to share concerns. She went from feeling hopeless to finding a sense of self-worth. She was able to gain employment and advocate for her health needs.

The overwhelming majority of our counselling participants do not have the financial resources to access counselling services. With the generosity of donors and funders, we are able to provide services at an affordable fee. Unfortunately, funding is limited so we continue to seek funds to serve more people.

We also know the challenges of finding a home. The Community Integration Program team has seen the impacts of the housing crisis with an increase in referrals related to urgent housing needs, participants living in encampments, and sadly the loss of participants as a result of homelessness. FSTV has been part of the response to the housing crisis in our community by participating in the Health and Homelessness summits. We are hopeful about this innovative system response.

A big milestone of 2022 was moving to our new home at 500 South Street. After 25 years at 125 Woodward Ave, this move aligned with our strategic goals and future plans for growth that have enhanced our service offerings. At our new location, clients experience a safe, inclusive environment – many have commented on how bright, welcoming and comfortable the space is.

We look back with many thanks to our supporters, our Board, our dedicated and resilient team serving participants with compassion and care. We are grateful to be settled in our new home as we continue to serve the community, support people face life challenges and see transformation in their lives.

Kim Fraser
Chair, Board of Directors

Nicola Memo
Executive Director



Journey to Home

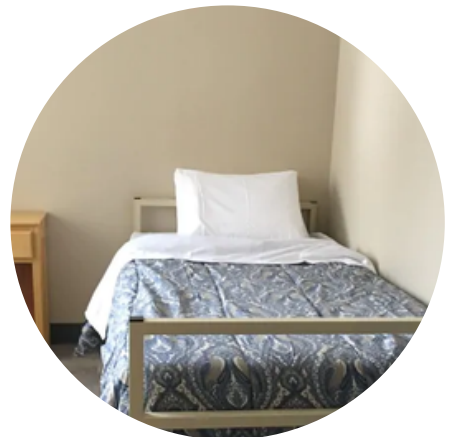
Our Community Integration team is comprised of Adult Protective Service Workers (APSW) who work with adults with a developmental disability. They help participants in navigating challenges and reaching their goals. Samantha, one of our APSWs, shared that every day can look different for her and the individuals she supports, such as:

- Finding ways to address food security like accessing the food bank.
- Attending doctor's appointments and ensuring health needs are met.
- Exploring education and getting enrolled in college.
- Supporting through a gender transition and to access affirming care.
- Advocating for community legal supports during a trial process.

One task that remains consistent is the search for affordable, accessible housing.

Ryan's Journey

Ryan* was displaced from a room he was renting when the building was sold. He was originally denied housing opportunities due to some mental health concerns. Through conversations and advocating for Ryan, Samantha was able to help connect him to a supportive housing program. After settling into his new home, Ryan enjoys the prepared meals, recreational activities and day-to-day support provided. He has even found a way to get connected in the community and take on responsibility through a paper route.





Heather and Rob's Journey

A married couple, Heather* and Rob*, started working with Samantha with an urgent need for housing. They were living in a family member's basement with no access to a kitchen or bathroom. After searching for a place that would be a good fit, Heather and Rob moved into a rent-g geared-to-income apartment. Since getting settled in their new home, Samantha helped Rob be assessed for a developmental disability. After being assessed, Rob became eligible for additional supports including an Occupational Therapist, Home and Community Care, a PSW and the Passport Program. Not only do Heather and Rob have a place to call home, now they are both accessing wraparound supports to address their complex needs.

Matt's Journey

Matt* needed support for transition planning. After his parents sold their home, Matt needed to find a place of his own. With limited room rentals and affordable options in London, Samantha reached out to the Community Integration team to see if any other participants needed a roommate. Laurie, APSW, and Samantha were able to connect Matt and Jamie* together and facilitate the process of finding an apartment. They were able to move into a market apartment and split the rent so that it is affordable for each of them. With the support of their APSWs, Matt and Jamie will be able to navigate their interpersonal relationship, budgeting and food security.

Each participant that is referred to us from Developmental Services Ontario comes with their unique, individual experiences and circumstances. Our Community Integration team is highly skilled in relationship building and awareness of the supports available and housing opportunities. We are passionate about seeing transformation in the lives of our participants, especially when they finally have a place to call home.

*Names and details have been changed for confidentiality.





Core Services

Community Integration Services

The Community Integration team supports the social inclusion of persons with Developmental Disabilities in our community. They develop an Individual Support Plan (ISP) based on the principles of self-determination, social inclusion, citizenship and choice. They case manage and coordinate community resources, liaise with other service providers, and advocate for clients in fulfilling the plan.

Passport

Passport, a provincial program, provides self-directed funding for adults with a developmental disability to participate and belong in the life of a community. The funds can be used to attend community events or toward activities of daily living. Family Service Thames Valley provides the administrative supports for participants to manage and utilize their individual support dollars.

Counselling Services

Our Counselling team empowers people to meet life challenges through individual and counselling supports. Families, couples and individuals receive assistance to deal with life's transitions, grief and loss, impact of trauma, emotional and psychological distress, and other challenges in personal, couple and family relationships.

"I like the Passport Program because I can get reimbursed for events. I enjoy going to sporting games and concerts."

– Passport Program participant

Board of Directors

Kim Fraser, Chair

Sunny Mann, Vice-Chair

Shannel Butt, Past-Chair

Luigina McCarthy, Secretary

Nadia Circelli, Treasurer

Angelica Castillo

Caleb Zimmerman

Erin Anderson

Karen Van Ryn

Kelley McIntyre

Landon Hang

Laurie Lewis





Ancillary Services

Trauma Support Services

Customized trauma support is available to employers for staff who may regularly bear witness to trauma. Critical Incident Response, group debriefs, and access to individual counselling treatment is available to front-line staff.

Employee Assistance Plans

We provide counselling services to local employees whose employer holds an Employee Assistance Plan through Family Service Canada's network of FSEAP providers. Family Service Thames Valley is an affiliate of FSEAP. FSEAP contracts are managed regionally for Southwestern Ontario through the Family Counselling Centre in Sarnia.

BY THE NUMBERS, FAMILY SERVICE
THAMES VALLEY PROVIDED ALMOST

28,500

hours of care to

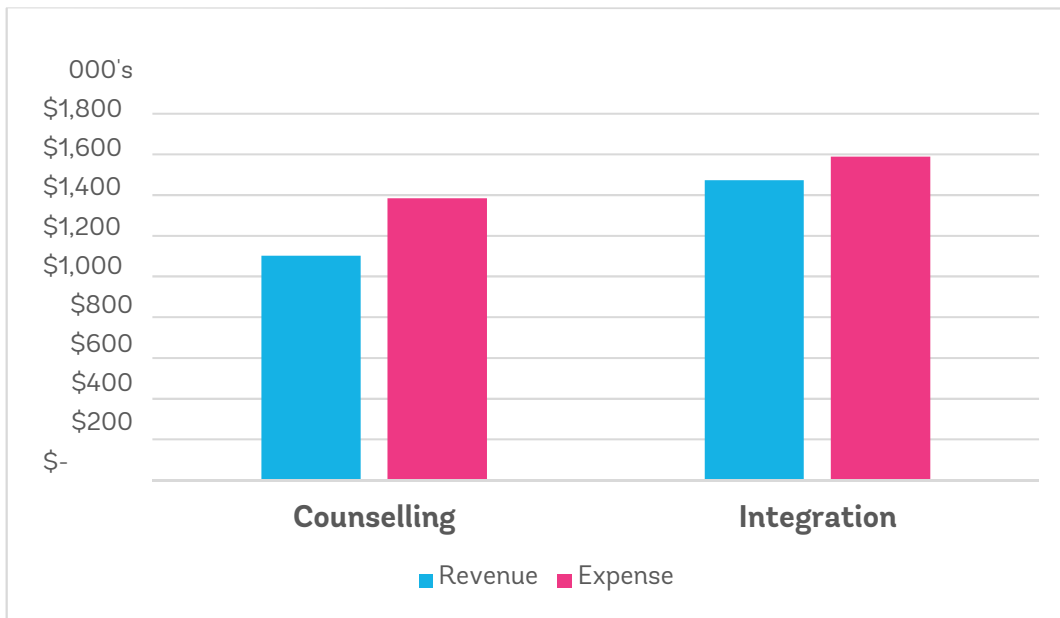
2,764

clients in the last year



Financials

Revenue and Expense by Program



Our Funders

Thank you to our funders who have supported us over the last year. With your dedication and support we will continue to promote services that provide a welcoming, culturally appropriate, high quality, and seamless experience.





Learn more at fstv.ca

