



FAMILY SERVICE
THAMES VALLEY

2023 2024 Annual Report



Life is full of challenges.

Let's face them together.

Each day, we connect with individuals who are navigating life challenges such as relationship issues, and mental health struggles such as grief, anxiety, depression, or trauma. Life is full of challenges and facing them together carries people through. It's our mission.

Despite challenges with growing service demands and shrinking resources, we continue to look at creative ways to ensure everyone has access to mental health counselling services. We partnered with Keith Brown, a world-class magician, to host a fundraiser. We had a packed house on Saturday, March 16 at the Wolf Performance Hall. The unforgettable evening was filled with amazement and laughter! We are grateful to our brilliant performers, generous sponsors and volunteer committee who made the event possible.

In addition to counselling services, our Counselling Program also supports front-line workers serving the most marginalized in our community. They witness homelessness, addiction, and life-and-death overdose situations daily. An Ontario Trillium Foundation grant is funding critical incident debrief sessions and psychoeducation for workers at local agencies. These supports provide mental health care to the workers who, in turn, are supporting the most vulnerable in our community.

In the Community Integration Program, we have witnessed increasing complexity and urgency in the situations of the individuals we support. Our Adult Protection Service Workers (APSW) are redefining their role to address current needs better. For example, adults living with developmental disabilities are over-represented in today's housing crisis. Our APSWs work tirelessly, employing creative strategies to prevent homelessness and secure supportive housing for those we serve. We are also involved with Whole of Community Response to Homelessness to ensure those with developmental disabilities are considered in the response.

Our Family Support Worker (FSW) continues to assist families with children who have developmental disabilities by connecting them to resources and supporting the well-being of the entire family.

The Community Integration Program passed a Ministry of Children, Community and Social Services compliance inspection in January 2024. We are proud that our team continues to meet and exceed the standards for supporting adults with developmental disabilities.

It was a record-breaking year for the Passport Program. We assisted over 350 individuals and managed over \$2.7 million in funding. Through coordinated support, Family Service Thames Valley ensures adults with developmental disabilities can connect to their community using transportation, concert/sporting tickets, a support worker and more.

A lot of work is also happening behind the scenes. We updated to the most recent version of our data management software and created more user-friendly forms for counsellors to record case notes. We launched a new website with a fresh look and feel that reflects our brand. The website is bilingual (English and French) and AODA compliant.

The commitment and compassionate care provided by our FSTV staff is incredible. It is important that they are not just appreciated, but supported. We invested in our staff this year through improved benefits, and key training, such as Psychological First Aid, Cultural Awareness training, and Crisis Prevention Intervention training.

As we continue to show up each day, our staff and board members are committed to face life together with those we support, our community and community partners.



Kim Fraser
Chair, Board of Directors



Nicola Memo
Executive Director

By the numbers:



ADULT PROTECTION SERVICE WORKER

375 individuals served



FAMILY PROTECTOIN SERIVCE WORKER

48 children served



PASSPORT PROGRAM

350 individuals supported



COUNSELLING SERVICES

2,255 individuals served

“Thank you for your attention,
for your patience,
for understanding me,
for teaching me a lot,
now I smile.”

- Community Counselling Program participant



Our Culture

At an All-Agency meeting in October 2023, we asked our staff: How would you describe the Family Service Thames Valley team? Here is what they had to say...



Board of Directors

Kim Fraser, Chair

Sunny Mann, Vice-Chair

Laurie Lewis, Past-Chair

Luigina McCarthy, Secretary

Nadia Circelli, Treasurer

Angela Roberts

Angelica Castillo

Caleb Zimmerman

Erin Anderson

Erin Huner

Hannah Litchfield

Kelley McIntyre

Landon Hang



Stories of Transformation

Counselling changes lives. It is a safe and supportive space for individuals to express what's on their heart, understand the challenges they are facing and developing strategies to grow their resilience. The journey of self-discovery and healing can lead to significant positive change. Here are a few examples of transformation we have seen in clients' lives this year:

- After three decades of marriage, one couple gained the skills to authentically listen and value each other's voice. Couples counselling exposed the strengths of their marriage and brought them closer together.
- Childhood sexual abuse left deep emotional scars and anger with a man. Through counselling, he was able to understand and release his pain. He is now able to focus on building his life for the future and is at peace with who he is.
- As a newcomer to Canada, a woman found herself isolated with no family or support and faced language barriers. In her home country's culture, women's voices are not valued. Through counselling in her native language, the transformation of her beliefs began. She realized her value and that she deserved to be treated with respect. She was supported in her goal of leaving an unhealthy relationship and accessing additional community supports for herself.

Did you know...



80% of individuals seeking counselling services are not able to afford full fee services and require subsidy.

A Ripple of Impact

In July of 2023, Jim Murray peacefully passed away. Jim was a previous, long-time client of Family Service Thames Valley's Community Integration Program (CIP). Jim was a kind-hearted man. He had an infectious laughter and friendly demeanour. Jim had a profound love for Elvis and a die-hard passion for the Toronto Maple Leafs.

"Jim always had a positive attitude, even in the face of difficult circumstances," shared Lisa, an Adult Protection Service Worker (APSW) who supported Jim. "Having the support of his family meant a lot as we worked to address the challenges he was facing."

Jim received support through the Community Integration Program to access health care, dental care, cleaning services and other support, and ultimately, a housing solution that suited his needs.



In memory of
Jim Murray,
1957 -2023

Following Jim's passing, his family made generous donations in his memory to the Community Integration Program.

One family member shared, "The support Jim received from FSTV's Community Integration Program was life-changing for him. They provided true person-centered support, ensuring that Jim's voice was always heard and his wishes respected. Their guidance and support left a lasting impact by helping Jim reconnect with his community and our family, restoring bonds that meant so much to him and to us."

These funds will support other CIP clients to address issues such as accessing groceries, securing/maintaining housing through rent supplements, transportation, and tools for independent living, such as a shower chair, bed frame, and baby gate.

We are thankful for the chance to accompany clients on their life journeys. The generosity of Jim's family in his honour is a testament to the impact of the support that Family Service Thames Valley provides to many individuals living with a developmental disability in our community

Make a difference today.



Has Family Service Thames Valley impacted your life or the life of a loved one? Visit <https://fstv.ca/donate/> to learn more about giving options.

Fundraising

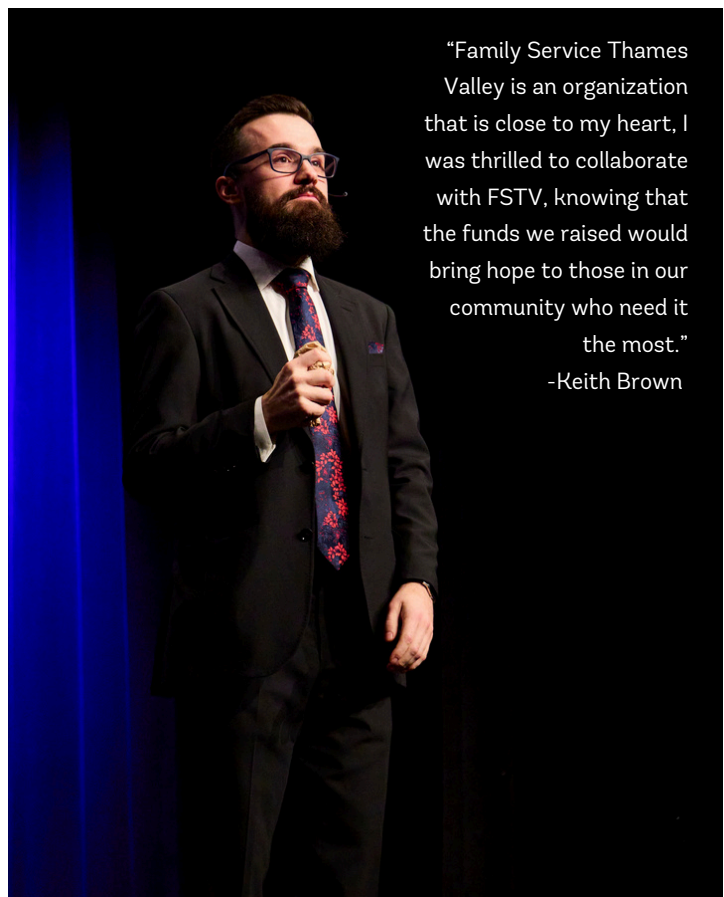
On Saturday, March 16, 2024, Family Service Thames Valley partnered with Keith Brown & Friends for an extraordinary night of entertainment and raising money for affordable mental health counselling. With over 300 people in attendance, the room was filled with laughter, wonder and amazement.

The captivating show was hosted by world-class magician Keith Brown, and featured mind-reading by Graemazing (Graeme Reed) and hilarious comedy with Canuck Hutch (Paul Hutchenson).



\$15,000 was raised to support families in our community access mental health services.

The proceeds of the event and generous sponsorships resulted in \$15,000 raised to go towards providing subsidized counselling - 80% of individuals seeking counselling services are not able to afford market-rate fees. These funds will help address the growing demand for service and the shrinking funding available.



"Family Service Thames Valley is an organization that is close to my heart, I was thrilled to collaborate with FSTV, knowing that the funds we raised would bring hope to those in our community who need it the most."

-Keith Brown

Save the date!

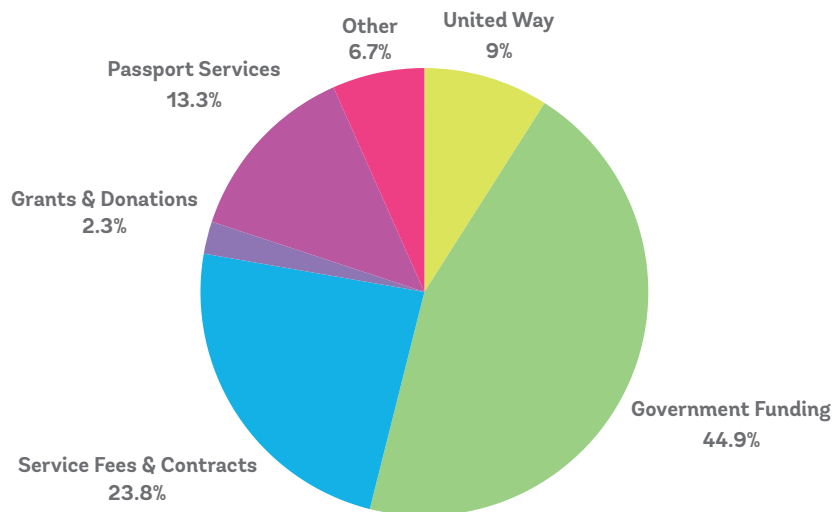
Keith Brown & Friends - Saturday, March 22, 2025

Visit <https://fstv.ca/about-us/keith-brown-and-friends/> to learn about sponsorship opportunities.

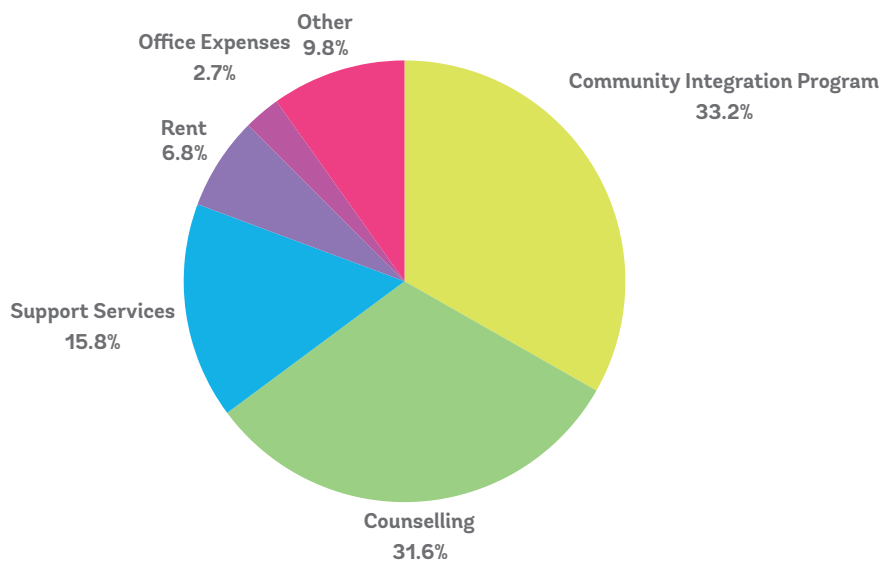


Financials

Revenue total



Expenses total



Thank you to our generous funders:

Ministry of Children,
Community, and Social Services

Ministry of the Attorney General

Ontario Health

United Way of Elgin Middlesex

City of London

Middlesex County

Agape Foundation of London

Ontario Chamber of Commerce

Ontario Trillium Foundation

Congregation of the Sisters of
St. Joseph in Canada