



## HOW WE'VE MADE A DIFFERENCE IN PEOPLE'S LIVES

*"I was in a difficult situation of domestic abuse. You have been a big support and guide in a country where I didn't have a family or friends to help me and my son."*

– Violence Against Women client

*"My counsellor has been incredibly supportive, non-judgmental and a source of support throughout this process. I am very thankful for this life-changing opportunity."*

– Sexual Assault Initiative participant

*"It sounds so simple. I learned to really listen to my children. You've saved my life."*

– COPE Parenting program participant

*"Thank you for inventing group. It helped me to stop thinking about the divorce. Now I think about other things."*

– A nine-year-old boy

*"My sister faces many challenges every day. Her biggest dream was to live in the world as an independent adult in her own apartment with her own network of friends. FSA has made this happen – a life with relationships and dignity!"*

– Options client

## EVERYONE NEEDS HELP AT SOME TIME IN THEIR LIFE

If you are finding it difficult to cope with issues in your life, we may be able to help. Family Service Association of Toronto (FSA) offers a range of specialized programs that can assist you in making positive changes. We provide a variety of counselling and community development programs that help more than 11,000 people each year cope with: depression, family violence, sexual orientation issues, marital problems, job loss, settlement in a new country, intellectual disabilities, and the challenges of growing older.

## WE'RE PASSIONATE ABOUT SUPPORTING FAMILIES IN ALL THEIR FORMS

At FSA Toronto we define family as a group of two or more people who have a commitment to care for one another – whether they live together or apart, or are related by blood, marriage, adoption or friendship.

Our programs strengthen individuals, families and communities, and help build healthy connections across all three. Services are available to everyone living or working in Toronto.

## OUR SERVICES ARE AFFORDABLE

FSA Toronto charges reasonable fees for its services. Subsidies are available on a sliding scale, based upon your family income and size. Some programs are free of charge. Please call us for more information.

## WE ARE JUST A PHONE CALL AWAY

Our central information line makes it easy for you to get in touch with us. When you call, one of our qualified staff will help you determine what services you need and connect you to them. Just phone our Service Access Unit at 416-595-9618.

*Our programs are available in many different languages.*

## Programs and Services

Meeting the needs of today's families and communities

### HOW TO REACH US

To find out more about how our programs can help, please call our Service Access Line at 416-595-9618. Our services are available to everyone living or working in Toronto, regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, age, ability, level of literacy, marital or family status, income or political affiliation.

### INTERESTED IN SUPPORTING FSA TORONTO?

**Become a member:** As a member of FSA Toronto, you help us demonstrate to funders and governments that issues such as poverty, child care and violence matter to Torontonians. With your \$25 membership fee, you join hundreds of others who believe in our mission.

**Donate to FSA Toronto:** If you'd like to donate to FSA to help continue our valuable work, please call 416-595-9230 ext. 237.

**Volunteer:** To find out more about how you can contribute as a volunteer, visit our website at [www.fsatoronto.com](http://www.fsatoronto.com), call 416-595-9230 ext. 234 or e-mail us at [volunteer@fsatoronto.com](mailto:volunteer@fsatoronto.com).



FAMILY SERVICE ASSOCIATION OF TORONTO

For People. For Change.

To reach our administrative office, please contact:  
355 Church Street, Toronto ON M5B 1Z8  
Tel: 416-595-9230 Fax: 416-595-0242  
Visit our website at: [www.fsatoronto.com](http://www.fsatoronto.com)

FSA welcomes diversity and is committed to a policy of anti-oppression.



A United Way Member Agency



FAMILY SERVICE ASSOCIATION OF TORONTO

For People. For Change.

Going through a difficult time in your life?

We understand – And we can help.



Programs and Services

Meeting the needs of today's families and communities

# Programs and Services

Meeting the needs of today's families and communities



## SUPPORTING PEOPLE THROUGH LIFE TRANSITIONS

### The Counselling Service

We offer a variety of counselling and educational programs – one-to-one, in groups, and with couples and families – to help people cope more effectively, feel better, improve relationships and strengthen their family life. Our counsellors can help you with a wide range of issues, including parenting, job loss, relationships, depression and family difficulties.

## ENDING VIOLENCE IN FAMILY RELATIONSHIPS

### Family Violence Centre

To break the devastating cycle of family violence, we offer programs for individuals who have been abused, their partners, children exposed to violence in their homes, adult survivors of childhood sexual abuse, and seniors experiencing elder abuse. Our range of services can help you through crises and support you in rebuilding your life. Programs are culturally sensitive and have been proven effective. We are strongly committed to safety and equity for women.

## HELPING FAMILIES THROUGH SEPARATION AND DIVORCE

### Families in Transition

Separation, divorce and remarriage can challenge families. Research demonstrates that children, parents, and stepparents benefit from preventive interventions, particularly if they are available early in the separation process. Families in Transition's services include specialized counselling, support groups, educational seminars and closed mediation of parenting plan disputes. Our programs focus on conflict reduction, the grief process and on strengthening relationships post-separation.

## SUPPORT FOR LESBIANS, GAY MEN AND PEOPLE AFFECTED BY HIV/AIDS

### David Kelley Lesbian & Gay Community Counselling Program

Through our professional counselling, we help lesbians, gay men and related communities deal with a broad range of issues including coming out, sexuality and identity, discrimination, partner abuse, parenting and self-esteem. The program offers individual, couples, group and family counselling. All David Kelley counsellors are lesbians or gay men. The LGBT Parenting Network project provides resources, networking, courses and seminars, social and recreational events, training for professionals, regular e-letters and a bi-annual newsletter, *Pride & Joy*.

### David Kelley HIV/AIDS Community Counselling Program

If you are HIV positive, living with AIDS or care about someone who is, we can help you through the stressful issues that emerge. Our short and long-term professional counselling services will help you deal with changing health, loss, relationships, self-esteem and planning for healthy living.

## WELL-BEING FOR SENIORS AND THEIR CAREGIVERS

### Seniors and Caregivers Support Services

Growing older isn't always easy. If you're a senior, you may be facing changes to your health, death of a loved one, elder abuse, financial insecurity or loneliness. If you're caring for a senior, you may be struggling to cope with caregiver challenges and wondering about what support is available. We offer counselling, education sessions, support groups and practical assistance. You can come to our office, talk to us by phone or arrange for a home visit.

## SUPPORT FOR PEOPLE WITH INTELLECTUAL DISABILITIES

### Options

Having an intellectual disability does not mean that you or your family member cannot fully participate in community life. We can work with you to build an individual or family life plan and help you achieve your goals. Our counselling, advocacy and support services are adapted to your culture and language.

## WORKING TOGETHER TO STRENGTHEN COMMUNITIES

### Community Action Program

We work in partnership with marginalized communities to build networks of social support. Our major focus is working with immigrant, refugee and ethno-specific communities to enhance their capacity to improve quality of life. We are also part of Growing Up Healthy Downtown, a partnership of eight agencies focused on giving children aged 0–6 a healthy start in life.

### Social Reform

Drawing from the experiences of the people we serve, Family Service Association of Toronto advocates for social policies and programs that enhance the quality of life for people in our community. We work with government and community groups on such issues as poverty, racism, heterosexism and violence against women.

