



Family Services Perth-Huron

2017 Annual Report

Vision

Our community strengthened one person, one family at a time

Values

- ◆ Each client receives individualized, client-centered services based on the uniqueness of each person and is treated with the respect and dignity that recognizes individual choice, independence and personal rights
- ◆ Individuals, families, and the community benefit from an improved quality of life and well being in an environment of social inclusiveness
- ◆ No person will be denied service due to insufficient income or inability to pay. Fees are applied in a standard and consistent manner with funding support from grants, contracts, and charitable donations

Mission

Family Services Perth-Huron is a non-profit, community-based, family service agency dedicated to supporting, strengthening and enriching individual, couple and family life by providing individualized counselling, support, advocacy and educational services that meet the needs of the community.

In co-operation with other care providers and service deliverers, consumers, planning groups, and funding bodies, we are committed to working towards the development of coordinated and effective service programs to meet the changing needs of individuals, families, and communities.



Board of Directors

President

- ◆ Nick Forte

Vice President

- ◆ Peter Roach

Secretary

- ◆ Randy Brown

Directors

- ◆ Dawne Boersen
- ◆ Gary Austin
- ◆ Jennifer Knechtel
- ◆ Annette Biasin
- ◆ Clive Slade

Executive Director

- ◆ Susan Melkert

~exofficio

President's and Executive Director's Report

Individuals and families can face diverse, difficult and complex circumstances requiring individualized solutions.

Finding the light amidst times of personal pain, despair or heartbreak can seem insurmountable; whether it involves parenting a child or adult with special needs, enduring a family break-up, struggling with domestic abuse, facing financial hardships or care-giving for a loved one in palliative care.

As Canada celebrates 150 years, we in our 46th year respect the diversity that unites us to create fully engaged resilient and inclusive communities together.

Individual solutions result from service collaborations, partnerships and working with others seeking positive change for those in need. Coming together we provide a wide variety of quality integrated services to address the needs of people living within our community.

Family Services Perth-Huron positively impacts people's lives by improving mental health, personal well-being and quality of life.

We remain grateful for the many valued contributions enabling us to realize the agency's vision and mission.

A heartfelt thank-you to our:

- ◆ clients courageously engaged in change, investing in their relationships to live life better
- ◆ staff members and service providers, hard-working and sensitive to the needs of others
- ◆ Volunteers, generous in their time and spirit
- ◆ funders and partners committed to invest in impactful change
- ◆ board members responsible for agency oversight through governance, creating our strategic direction, succession and ensuring accountability on behalf of the client, the public and rigorous funder requirements

Susan Melkert & Nick Forte



Together we create hope!

INDIVIDUAL, COUPLE, FAMILY

& GROUP COUNSELLING enhances relationships, communication, problem-solving, decision-making and conflict resolution skills. Other outcomes include improved self-esteem, better adjustment to illness and altered life circumstances, relief in the grieving process and more effective overall functioning.

Our team supported community members to acquire new skills and knowledge to assist people to move forward on their path toward personal change and improved well-being.

People engage in counselling to strengthen their relationships in both family and community.

At Intake, tremendous diverse personal challenges are revealed. To help people have coping strategies, our professional team implements evidence based methodological interventions. All counsellors are Registered Social Workers or Registered Psychotherapist credentialed as per the Psychotherapy Act of the Province of Ontario.

Counsellors attend workshops/courses to uphold current best therapy practice on behalf of each client. Counselling interventions include Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, Family Systems, Solution Focused, Mindfulness and Narrative therapy to name a few. Research shows these methods coupled with a trusting confidential therapeutic relationship is a crucial key to change.

People most often seek out counselling when they are most vulnerable and in crisis. A person may have experienced traumas due to abuse, job loss, family break-up or facing the loss of a family member.

During these challenging times, people can experience difficulties at home, school, work and/or in the community. It takes courage to make that first call to initiate personal change. When working together with a specially qualified counsellor, a person and their family are better equipped to handle life's challenges. Each person is provided a personalized plan to move forward to address his or her own circumstances.

Making connections to important community resources assists people to meet their basic human needs, such as food, shelter and clothing. Our team partners and collaborates with various community agencies and services to provide individualized, client centered services to improve mental health.

The **Violence Against Women VAW Program** supported 173 women and children experiencing physical, sexual, emotional, verbal, economic and/or psychological abuse. VAW Counselling offers safety planning, advocacy, rights information and referrals to needed services. Processing trauma enhances individual and family coping. It builds on personal strengths to avoid further abuse. Women and children in-

creased their safety with community supports and resources put in place. Four different groups of 25 sessions, led to 165 women gaining independence, creating supports, improving self-esteem, recognizing the effects of abuse and understanding anger. Within the group setting, women learn through mutual support, they are not alone on their healing journey.



The Perth County Stop Violence Against Women Coordinating Committee of Perth County (VAW) collaborates with local agencies for awareness, education and prevention of violence against women. FSPH manages the committee funds.

While promoting youth awareness, a social media campaign with the Stratford Warriors asked, "What is one thing that can be done to end violence against women?" This successful campaign gained much provincial attention from CBC, various hockey associations and others. Presentations also occurred within local high schools.

Annual events included a Silent March for Women Abuse Awareness and Prevention Month, the global "One Billion Rising" dance video and the Art Competition for Sexual Assault Awareness and Prevention Month.

Free public education for the community included the Neighbours, Friends and Families workshop which focused on the bystander's role to prevent violence against women and the Make It Our Business Bill 168 to help employers understand their role in cases of domestic abuse at work.

In our **Men's Process Group** a counsellor and a volunteer facilitator provided education and the opportunity for personal growth. Men enhanced their well-being and relationships, while supported for past traumas. Their social and emotional coping improved through mutual support and mentorship.

Partnered with the **Sexual Assault Crisis Centre of Essex County Windsor** we also provided 65 counselling hours for men to safely process their trauma of being sexually abused.

38 Stratford Probation and Parole were served.

Partner Assault Program (PAR) provides an opportunity to learn new strategies and skills to manage conflicts in relationships. 150 group sessions were conducted with 45 male and 12 female participants. 33 partners were contacted for safety checks and community services referral information; women were helped to plan detailed safety plans. Many sought extra support with the agency or community, post PAR to re-evaluate their relationship roles – not just with partners, but with family, friends and co-workers.

The **Connecting Seniors Program** with "A Time for Me" and the well attended "Growing Further" groups offered individuals opportunities for personal growth, greater self-awareness and expanded social support networks.

Community Support Services assisted 604 seniors and persons with physical disabilities as well as their caregivers with 1,541 sessions to cope with life's challenges.

One Care sub-contracts the Agency's Social Work Services offered through the Community Care Access Centre (CCAC) to reduce hospital wait times and to assist people to live at home. With this initiative we are working together to ease access for seniors' community supports.

Counselling supported the **Ontario Works division** participants overcome personal emotional challenges to pursue employment goals.

The Housing Worker Outreach initiative in partnership with the Huron Housing and Property Services, helped 39 individuals avoid homelessness.

Employee Assistance Programs provided by employers benefited employees seeking local counselling.

The team served 2663 individuals this year.

People strengthen their mental and well-being, and enrich their own lives while engaging more fully in our communities!

Contact : Kate Aarssen, Clinical Supervisor

Funded by: The United Way of Perth Huron, Ministry of Community and Social Services, Local Health Integrated Networks, The Corporation of the City of Stratford, Community Care Access Centre, Ministry of Attorney General, Ministry of Community and Correctional Services and Employee Assistance Plans



NON-PROFIT FINANCIAL

LITERACY Supports individuals and families in financial jeopardy or crisis, often due to circumstances beyond their control, i.e. recovering from the economy, job loss, affordable housing, physical or mental illness or family break-up.

"No one is immune to experiencing financial difficulties – it can happen to any one of us, at any time!"

Angie Carter

Financial challenges can affect anyone in our community but especially those on a low or fixed income. Individuals and families served live in Huron and Perth Counties.

Counselling, advocacy and rights information/educates vulnerable persons such as seniors, abused women/children, adults with a mental health and/or developmental disability realize an improved quality of life in the community. Support occurs via workshops, seminars, media spots, newsletters, public awareness/preventative education and our work together with trusted partners.

We build community capacity and conditions to achieve better financial wellness at the community level. We work with agencies such as Crisis Teams, Bankruptcy Trustees, Addiction Counsellors and Shelters, Ontario Works, Ontario Disability Support Program, Legal clinic, Canadian Mental Health and seniors' services, etc.

Financial control is a form of abuse. If a woman or vulnerable person is at risk of harm in a relationship, their plan, includes other helpful ser-

vices providing the needed knowledge, skills and confidence to manage personal finances independently.



As a member of the Ontario Association of Credit Counselling (OACCS) we work with the federal government and the Canadian Banker's Association to improve financial well-being and financial literacy opportunities.

Stats:

- ◆ 886 individuals and families served
- ◆ Average debt \$23,018
- ◆ Average age: 44
- ◆ Average family size: 2.5

Each person's situation is assessed and a customized plan occurs for every unique situation.

SUCCESSFUL OUTCOMES occur when a client achieved 1 or more of the following:

- ◆ a good understanding of wise money management skills
- ◆ Improved financial conditions from consumer/credit education and debt recovery options
- ◆ a budget to ensure basic needs are met (shelter, food, clothing)
- ◆ how to create savings/investment options
- ◆ debt repayment strategies
- ◆ how to set and obtain short and long term goals
- ◆ referral to other needed services available, as appropriate
- ◆ a concrete plan for moving forward to effectively manage finances/resources

Becoming more financially secure affords participants the ability to contribute to the community's economic stability. Family relationships, including children and youth, improved positively as financial pressures eased.

Nice to Know

- ◆ Counselling satisfaction feedback affirms that positive change results from strengthening interpersonal relationships, communication and problem-solving supports. 94% of clients noted the relationship and work with their counsellor helped them to understand their problems and make some much needed changes. Clients noted that "the services received through counselling helped them to deal with things they had never imagined they could address"; PAR has consistent positive feedback such as "my counsellor supported me to learn and grow" and "my counsellor really challenged me to see others perspectives"
- ◆ Our Board of Directors and staff members take opportunities to contribute to building community capacity to achieve better wellness/health at the community level on 54 committees, member agencies and planning groups
- ◆ Supervision for our intern University Bachelor and Master of Social Worker students results in additional community services
- ◆ The Ministry of Community and Social Services/Ministry of Community and Youth Services Risk Assessment rated FSPH as low-risk
- ◆ For quality assurance FSPH underwent 4 quality compliance reviews this fall, with successful results to ensure adherence to funder standards. Congratulations to the Family Home Program and Foundations Staff (Quality Assurance Measure Developmental Services Review), PAR staff (Regional review) and the Clinical team (Stratford Probation and Parole audit)
- ◆ The Agency is accredited through the Canadian Centre for Accreditation, the Canadian and Ontario Association of Credit Counselling Services and the Hospice Palliative Care Ontario (level II)
- ◆ Our accessible services supports those in our rural counties with transportation barriers; we are compliant with AODA standards

Individually people experience increased financial literacy. People move from poverty to possibility!

Contact : Ange Huehnergard

Funded by: United Way of Perth-Huron, private donations & client fees

Participants wrote, *The Counselor was:*

"Friendly, down to earth, understanding; took the time to really look into my situation; was very non-judgmental which eased my embarrassment. She was also very encouraging; very supportive; very knowledgeable, educated and excellent counsellor and communicator; Very trustworthy, kind and compassionate!"

"I began to believe in myself and understand my life"



Financial Literacy Satisfaction Responses November 1, 2015 – March 31, 2016

I felt comfortable and at ease in the counseling office **100% yes**; The Counsellor listened to my problems, I felt I could be open **100% yes**; Counsellor is knowledgeable and information provided was useful **100% yes**; The Counselling I received helped me with my problem **100% yes**; Since coming to the agency, I have made decisions or taken action to solve my problem(s) **88% yes**; I would come again if I needed help **100% yes**.

Our Ontario Association for Credit Counselling Services statistical report reports 92% of our clients resolving their debt were successful as a result of improved financial literacy.



VISITING HOSPICE provides companionship, emotional support, dignity, education and respite care for people living with a life-threatening illness and their families.

108 families were supported to ease feelings of isolation and stress while supporting their dying loved one mostly at home. Up to 34 active volunteers provided 4000 volunteer hours, 1750 visits and 740 phone calls for individuals and families.

Exciting news is the LHIN's approval of hospice palliative care residential beds — with 6 for Perth County located Stratford's Greenwood Court and 4 in Clinton for Huron County! Congratulations to Stratford's 2017 Citizens of the Year Andy Werner and Anne Fontana working tirelessly to make this project a reality!

Hospice Care Avon Maitland (HCAM) hope to open in March 2018; our agency and HCAM planned together for the ambitious aim to recruit an additional 150 qualified hospice volunteers for the Residential Hospice and a seamless continuum of care inclusive of the visiting hospice exists to ensure that individuals' choices are respected and realized.

Education is vital to inform the public of the need and benefits of visiting hospice to support people during their most sensitive and vulnerable times. This year we had widespread recognition for our visiting hospice program as CTV Kitchener News featured us as Local Heroes and had positive Beacon Herald and local media coverage.

The Hospice Coordinator presented at the FSPH AGM with the Stratford/Perth Residential Hospice steering committee, Behavior Support Ontario LTCH

OTN Presentation, Huron-Perth Collaborative, SGH Palliative Care team, and St Joseph's/Immaculate Conception CWL and new FSPH employees. In December, space is created at the Stratford Festival Marketplace Mall, to reflect on the loss of a loved one during the holiday season by hanging a ribbon on our memory tree.

Each volunteer enhanced their skills and confidence at monthly training opportunities:

Along with individual orientations, topics included Accessibility Ontario Disability Act training; Grief and Bereavement workshops; End-of-life issues, Loss by suicide, Care for the Caregiver, Advance Care Planning, Dementia Awareness, safeTALK: creating a suicide safer community.

Volunteers learn from guest speakers of the Alzheimer's Society, Canadian Cancer Society, FSPH Social Workers and other Grief and Bereavement experts, and Nordic Poling. A tour of the Woodstock Residential Hospice Sakura House and the Stratford Knox Church "wig room" were highlights this year.

Volunteer Recognition

All our volunteers are amazing and award worthy giving of their talents, compassion and care to create a community of caring. This year:

The Ontario Government's Volunteer Service Award recognized continuous service to Maxine Hart and Elizabeth Kuhl for 20 years; Doris Richardson for 10 years and Jane Gladding, Marion Jackson Tyler, and Pamela Loughton each for 5 years. Our special volunteers for the second year in row were the highest fundraisers for the Hike for Hospice for the new residential hospice.



Gary West received the prestigious June Callwood Award

"Your volunteers were amazing and provided mom with dignity until her last days at home, because of how well you set things up. It allowed us to feel comfort knowing Mom was well taken care of when we couldn't be there."

"During weekly visits Mom just lights up. The volunteer so thoughtfully and tenderly offered her listening ears and words of encouragement and comfort. She brings Mom "out" of her daily routines. I think this is different from our family's ways of support. This relationship augments mom's journey with fresh life."

"How very important it is to be continued!"

Contact : Dianne Parr

Funded by: The South West LHINS & private donations

SPECIAL SERVICES AT HOME (SSAH)

provided 1:1 support and respite for 147 Children (ages 0–18) with developmental and/or physical disabilities. The focus is on fun filled activities and skill building while parents have a well deserved break. SSAH offers families more time to meet the 24/7 needs of their children with funding home maintenance. This year, 15 new families awaiting SSAH up to 8 months came on board.

PASSPORT 81 adults with developmental disabilities actively participated in the community; caregivers received respite. Families chose FSPH to administer their funds for 1:1 Personal Development and Growth Activities and Community Participation Supports.

Over 220 families received service hours at home and in the community!

Both services offer individualized support to achieve personal outcomes.

Respite care is planned time together...

It may be a regular scheduled time each week or less often, depending on the needs of the family and funds available. Coordinators can assist in scheduling around the needs of busy families.

"My 16 year old son looks forward to his Saturday afternoon with his Service Provider. They work on meal preparation skills in our home and activities and events occurring in town. Time my son spends away from home lets me focus on my two younger children and their needs."

"Caring for my child with special needs is huge ... I'm so glad I can have cleaning and snow removal costs covered. It helps out our entire family."

Coordinators assist families to complete the SSAH funding eligibility applications. Families are encouraged to plan early to ease the transition from children to adult services.

"My Coordinator contacted me shortly after my child's 15th birthday... to discuss future planning and possible service options for my daughter when she turns 18."

Coordinators discuss and assess the individual's needs with families to create a unique service plan and monitor progress. It is so rewarding to celebrate accomplishments together towards independence!

High fives happen when a child speaks her first words, puts her shoes on, or makes breakfast by herself for the first time.



Or big smiles:) for the adult who mastered grocery shopping, counting change at the counter and later celebrates over coffee with a new friend.

Coordinators have trained and consulted with over 134 Contracted Service Providers with 31 new recruits. On average 10-11 careful matches between families and service providers occur each month. Some families formed a Service Provider network to support the family with assistance from their coordinator.

"My Service Provider met with the OT and Physiotherapist to better understand and learn the specific at home therapies."

Service Providers are qualified with various backgrounds in disabilities, mental health, interpersonal skills, counseling, first aid, health, pharmacology, etc. As "Connectors" they build trusting relationships to support persons to participate within community.

Service providers both write service plans and implement strategies developed by therapists such as behaviourists, to support results.

"I chose to become a Service Provider because I find helping others to be the most amazing feeling."

"The training provided was in a relaxed, collaborative type atmosphere"

"I'm able to have a positive and direct impact on the individuals I support"

SSAH and Passport participants are cheered on to reach their full potential in the community; whether it's going to camp, trying out a job, volunteering or meeting new friends. Specialized classes and activities in literacy, computer, cooking and swimming developed capabilities. Others prepared for independence, mastering cooking, money management/budgeting or laundry.

Families benefit a number of ways, with someone to listen about concerns and the needs of the family. It can build knowledge about useful community resources. Parents opted to spend quality time with other family members, pursue interests or...simply relax.

Taking a break improves resilience, mental health, and coping for all.

Contact: Janice Steckly

Funded by: Ministry of Community and Social Services

RESPITE CARE is a flexible, periodic, short term break from care giving for the purpose of rest and renewal for the family. **158** children and adults with a developmental, physical or mental health needs received respite in 2016.

Caregivers have a range of respite options to create a plan to suit the needs of the child, caregiver and family. Choices include: in home or out of home respite with a one to one respite provider, centre based respite, out of home host families and purchase of respite through other community based agencies, camps ,etc.

We host www.respiteservices.com for families to learn about available respite options.

To facilitate easy, equitable and timely access promotion is key.

"I am extremely happy with the services you have provided us and you are always helpful and there when we had questions."

To meet the changing needs of families and to promote the benefits of respite, the Respite Coordinator participates in numerous community planning activities including:

- ◆ Huron Perth Children's Mental Health Network
- ◆ Southwest Community of Practice
- ◆ Provincial Respite Network

The Ministry of Children and Youth's "Moving on Mental Health" Strategy inspires community agencies to together plan to address our community needs. We see a steady increase in the number of caregivers requesting respite for children with mental health needs. A partnership with the Children's Mental Health Lead, the Huron Perth Centre for Children and Youth, enabled us to support 15 families this year.

External audits ensure services are effective and in compliance with government standards, align with the agency's vision, values and mission. It also offers insight for the public that services are trustworthy comparable to a 5 star on-line review.

The Respite Care Program passed the Annual License Review (Child and Family Services Act, 1990) at the Rotary Respite House. For two years, the RRH received the highest level of achievement; This involves an extensive review by the Ministry of Community and Youth Services of policies and procedures, record-keeping and face to face interviews with staff, care givers and the children who attend the house. It was noted that, "the Rotary House was a fun place!"

We are also accredited via Canadian Association for Accreditation. Continued success is attributed to the expertise and dedication of the respite staff and service providers.

Client experience feedback and testimonies helps us improve service quality and share the value of respite with families, community partners and funders. This year, teenager Jarrett Petrie (right), shared in his heartfelt speech to the Rotary club why he enjoys his visit to the Rotary Respite House. His "good times" during respite included summer olympics, swimming camping, golfing, singing and cooking.

To maintain high level professional care and instill confidence for both the family and service provider, training included:

- ☑ Customer Service Training (Accessibility for Ontarians with Disabilities Act)
- ☑ Lifting and back care
- ☑ Crisis Prevention Institute Training
- ☑ Online training through Safeguards
- ☑ WHMIS/Health and Safety Training
- ☑ Gastric Tube Training
- ☑ First aid and CPR
- ☑ Fire Prevention Training
- ☑ Quality Assurance Training
- ☑ Cultural competency
- ☑ Mental Health First Aid certification at 1st Respite Symposium sponsored by the Southwest Community of Practice

Thank-you to our generous community donors supporting cost effective local respite!

Contact: Nancy Farr

Funded by: Ministry of Children and Youth Services and Ministry of Community and Social Services and Rotary Clubs of Perth County, private fees & donations

"Colours"
by artist
John Coleman age 13,
featured at
the London
Respite
Symposium



Rotary Respite House (RRH)

offers weekend /weekday respite to children with complex special needs. Every December, we present at the Stratford Rotary Club Luncheon, celebrating the valued partnership between the Rotary Club of Perth County and Family Services Perth-Huron.

"Picked up (my son) today and he was almost sad to see me—wanted to stay and have another day with the staff and friends at the Rotary Respite House. As a parent, I could not ask for more."

RRH Statistics

- ◆ 163 children served since opening January 16, 2004
- ◆ 48 Weekends of Respite
- ◆ 50 Days of Respite—summer, March break, Easter & Christmas
- ◆ 38 Children attended RRH Summer Camp
- ◆ 19 Weeknight sleepovers
- ◆ 193 days/nights of Respite-days, weekends & weekday overnight

Thank-you to the 13 talented, caring staff turning their work into kid's play!

"The staff at Rotary Respite House are wonderful! We could not imagine feeling more supported."



"BUDDY UP" Social Skills Group

5 youth aged 11-14 years with high functioning Autism Spectrum Disorder learned social skills with peers by sharing learnings from their own personal experiences. Practicing their improved social interactions with their new friends fostered confidence in their social interactions, easing the transition into high school and adolescence. A teacher noted that her student was applying his newly acquired skills in the "real life" classroom by better addressing conflict with peers and respecting others personal space.



Nick Aroutzidis, Nicole Malcho, Nancy Farr, Kelly Brooks and Jarrett Petrie

FOUNDATIONS/COMMUNITY PARTICIPATION

supports young adult high school graduates, ages 18-26 who have a developmental disability to follow their dreams. Innovative opportunities led to successful transitions from high school to community life. 70 participants set and achieved their own goals, learning new skills supported by trained service providers. Facilitated by Foundations/Voices each person had a personal self-directed plan, exploring what they want for their future.

Participants **secured employment and contributed to their community through volunteerism.** Together we :

- ◆ wrote resumes assisted by great organizations such as Partners in Employment and Leads Employment Services.
- ◆ created work and volunteer connections with family, service providers and community members support.
- ◆ valued employers like McDonald's, Romeo Optometry, Cavalier, St.Mary's Golf Course, Stacey's Pizza, W. Charlot Farms, Perth Pork Products, Boston Pizza and Expressions Hair Design

- ◆ supported volunteerism at the Stratford Public Library, North Perth Public Library, House of Blessing, North Perth Community of Character Council, Eastdale Public School, Central Public School, Salvation Army, Kempston and Werth, Heart and Stroke Foundation, Optimism Place, Spruce Lodge and Stratford and District Christian School.

Participants **made social connections through recreation and leisure** activities. They:

- ◆ engaged in physical fitness including horse back riding, aqua-fit classes, played on sports teams, were involved in Special Olympics, swimming, walked, biked and worked out at local gyms.
- ◆ explored creative expression through dance classes, art classes and vocal and music lessons.
- ◆ participated at YMCA, The Local, Salvation Army, North Perth Community Council, Stratford Public Library, North Perth Public Library and Dynafit activities
- ◆ learned functional literacy, numeracy and financial literacy skills.
- ◆ gained practical new technology skills while relating to student peers in a New Zealand classroom

Partnerships with community organizations were strengthened to assist individuals to meet their goals. Together we:

- ◆ partnered with the Community Livings of Stratford and Area, St.Marys and Area and North Perth, L'Arche, Avon Maitland District School Board, Huron Perth District School Board, Facile, CCAC and Listowel Mental Health Services.
- ◆ engaged with the Perth/Huron Facilitators Network and the VOICES Advisory Committee
- ◆ offered well attended events with our partner, VOICES, for participants, their families and/or caregivers to gain both knowledge and confidence.

Foundations Participants made choices, based on real life experiences towards a fully active, meaningful life!

Contact: Heidi Baarda
 Funded by: Ministry of Community and Social Services



FAMILYHOME offers a person (Homesharer) with a developmental disability an opportunity to live with a caring family (Homeprovider) in the community. 43 persons are supported in 34 homes throughout Huron, Perth, Grey, Bruce, North Wellington and Waterloo County.

Homesharers have unique and changing needs such as dual diagnosis, physical challenges, visual, hearing and physical impairments, medical and support needs which requires a flexible planned response.

In the host family model, each person is encouraged to reach personal goals by adapting supports and supervision to individual strengths.

Each person has an Individual Support Plan, detailing their needs, supports and outcomes.

Homeproviders collaborate with local agencies' Familyhome Support Workers, Respite Providers and Volunteers to ensure each participant is active and integrated in community life.

Supported day programs, volunteer/work placements and recreational activities may also be part of the supports.

Familyhome staff create local service delivery solutions on agency, regional and provincial committees.

FamilyHome successfully achieved the rigorous Quality Assurance Measures compliance review. Training delivered flexibly in person or on-line engaged Familyhome Providers, Day Support Providers, Respite Providers, Volunteers and new recruits to understand and implement the new April 2016 Familyhome guidelines.

Positive Outcomes:

- ◆ Homesharers enjoyed vacations in sunny Florida, cheering the Toronto Maple Leafs at a weekend getaway and attending concerts; A Homeproviders support made it possible for one lady excited to visit her natural family in western Canada
- ◆ 13 people experienced greater independence in enhanced day activities using Passports funds
- ◆ 4 new persons welcomed to our "Familyhome family" planned alongside Childrens Aid Societies
- ◆ 2 new people filled vacancies

- ◆ 3 Homesharers had their physical and age-related changes better supported through careful planning with alternate services

New and veteran Homesharers coming together creates important community connections and mentoring opportunities, Regional lunches and our award banquet nurture networking opportunities in a relaxed setting. Homeproviders form new or rekindle old friendships creating a community of care and support with each other.

Fun is had by all at annual events. Events included our Christmas party, June picnic with mule powered cart rides and an Elmira road trip for lunch at Crossroads and a Footloose musical production.

We are grateful to our dedicated, Familyhome Providers, volunteers, Respite and Day Support Providers. Their warm hearts support individuals to live full and happy lives.

Contact: Maurice Koetsier

Funded By: Ministry of Community and Social Services



Homeproviders Del Townsend and Tracey and Clarke Richardson honored at the Appreciation Event for 32 years of dedicated service

THE FAMILY SUPPORT WORKER (FSW)

Our life transitions are filled with wishes, needs, challenges and realities. Our skilled Family Support Worker guided 118 families caring for a child with a developmental disability with their own personal life transitions over the last year.

Families reached out to the FSW for:

- ◆ concerns, questions, hopes, fears and dreams to be heard
- ◆ supportive counselling, problem solving and planning
- ◆ guidance to explore information, community resource and service options
- ◆ facilitation to community connections
- ◆ assistance and advocacy in their involvement with professionals, agencies systems and others

Positive outcomes principled by person/family centered planning, self determination and choice were achieved:

- ◆ A family received private community funding for mounting costs resultant of their child’s current and emerging medical diagnosis
- ◆ A family secured safe, stable residential treatment for their child who was exhibiting significant behavioural outbursts causing chaos for the child, family and school staff
- ◆ An overwhelmed family prioritized a plan to address their diverse needs and engaged collaborative community partners which kept this family and their children intact
- ◆ Parents enjoyed much needed “couple time” through respite care as a result of help with a successful funding application.

“There have been times when I felt alone to deal with taking on an Autistic child and money issues for the care. Your services were there with help for me when I asked.”

Contact: Linda Crerar, APSW/FSW Supervisor



THE ADULT PROTECTIVE SERVICE WORKER (APSW)

116 adults with a Developmental Disability requested APSW support last year in Huron and Perth counties. Each person was living independently or working toward this goal within their community.

Support is unique to each individual.

APSW is a “silent” powerful support. We work alongside individuals to develop a trusting and respectful relationship in order to understand personal strengths, needs and wishes.

People turn to the APSW to:

- ◆ be heard and listened to
- ◆ be empowered
- ◆ sort out and plan for individual needs
- ◆ be supported in their life interactions and transitions

Communication, relationships, respect and trust were key to positive outcomes realized through APSW engagement:

- ◆ a young man in a downward spiral due to significant Mental Health and criminal issues received life stabilizing collaborative Justice, Mental Health and Housing and service opportunities
- ◆ a young woman with deviant behaviour received the vital medical attention she needed to remain healthy
- ◆ a middle-aged man unstable, with deteriorating health and life skills obtained the health care, housing, financial, emotional support needed while re-engaging with his family
- ◆ a woman struggling financially secured a safe fostering options for a beloved pet she could not longer maintain
- ◆ a vulnerable homeless young man new to the community secured safe and affordable short and long term housing

“Worker and FSPH have been there when I need them”

“Excellent help when I need it”

Funded by: Ministry of Community and Social Services

FamilyHome Homesharer

Do you like the rules in your home? **100% yes**; Are you happy with your evening and weekend activities? **95% yes**; Once your bills are paid, do you get to choose how to spend your money? **100% yes**; Do you visit your natural family as much as you like? **83% yes**

2016 Surveys

Family Support Worker

Felt respected **100% Good**; Informed of Community Supports **80% Good, 10% Average, 10% N/A**; Listened to when needed to talk: **100%**; Service available and accessible when needed: **90% Good, 10% Needs Improvement**; Goal and outcomes planned for accomplished to satisfaction, **80% Good, 20% Average**

Adult Protective Service Worker

Support was helpful **95% Good, 5% Average**; Service available when wanted **93% Good, 4% Average, 3% Needs Improvement**; Meeting Location Accessible, **87% Good, 13% N/A**; Listened when needed to talk, **95% Good, 3% Average, 2% N/A**; Felt Respected **95% Good, 2% Average 3% N/A**; Satisfied with support received to connect with community supports **80% Good, 3% Average, 17% N/A**



Family Services Perth-Huron
142 Waterloo Street South Stratford Ontario N5A 4B4
519-273-1020 fsph@fsph.ca
www.familyservicesperth-huron.ca



THANK YOU for your support

FAMILY SERVICES PERTH-HURON STATEMENT OF OPERATIONS

REVENUE	2017	2016
Provincial Ministry Funding	\$3,720,186	\$3,522,232
Purchase of Service Agreements	1,094,163	1,106,679
Credit Counselling -Creditor Contributions	52,629	57,380
United Way of Perth-Huron	109,280	134,700
Other	97,802	93,568
Total Revenue	5,074,060	4,914,559
EXPENSES		
Salaries and Benefits	\$2,212,597	\$2,153,612
Contract Expenses	2,175,704	2,088,232
Travel	178,692	168,659
Office and Program Expense	164,772	136,521
Occupancy Costs	151,000	150,683
Other Operating Expenses	186,734	217,998
Total Expenses	5,069,499	4,915,705
Net Revenue	\$4,561	-\$1,146

MILESTONES...

5 Years

Tasha Klomp
Cassandra Moore

10 Years

Peggy Currie
Maurice Koetsier
Sarah Blake

15 Years

Joan Jones
Peter Luke
Helen Seifried
Lori Zabel

A special thanks for many years of valued service contributions

Angie Carter, Donna Bach, Debbie Balfour and Tammy Koehler retiring from their positions to pursue their other passions

Together we create ...












Thank-you to the United Way of Perth-Huron's caring individuals and volunteers in support of our community. **Thank you to Family Services Perth-Huron caring staff members**, generously donating just over \$4,800 to the United Way of Perth-Huron campaign this year! Staff participated through pay roll deductions and our in-house fundraisers of Vacation Day Raffles, Sixth Annual Soup's On Competition and our Christmas Bake Sale.

We celebrate and value the diverse uniqueness of each person; our different ages, communication styles, cultural, ethnic and racial diversity and all of the relationships we hold dear.



See 211.ca and thehealthline.ca for a complete Agency

Thank you Family Services Perth-Huron funders!

Ministry of Community and Social Services  Ministry of Children & Youth Services
 South West Local Health Integrated Network s (LHINs)  United Way of Perth-Huron  Employee Assistance Programs  Rotary Club of Stratford  Ministry of the Attorney General  The Corporation of the City of Stratford
 Municipality of Huron County (Housing)  Ministry of Community and Correctional Services  Private, generous donors 

Charitable Registration #108040304RR0001

Thank you Ange Huehnergard for preparing the 2017 AGM Report