



Family Services Perth-Huron

2025 Annual Report - Celebrating Over 50 Years!

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.

We are committed to inclusion, diversity and equity of the population we serve in our policies and in the services we provide.

Family Services Perth-Huron Continuous Quality Improvement...

- ✓ Accredited with the Canadian Centre for Accreditation
- ✓ Quality Assurance Measures, Ministry Licence Reviews as required by Ministry of Children, Community and Social Services (MCCSS)
- ✓ We are committed to Diversity, Equity and Inclusion as a focus for our organization and to ensure equitable service delivery
- ✓ We build community capacity for improved wellness/health by participating on over 42 committees, member agencies and planning groups
- ✓ Professional supervision for intern University Bachelor and Master of Social Work students results in additional counselling for our community



We thank our
Board President,
Don Campbell, for his
steadfast commitment
to strong leadership
for the past 8 years.



Board of Directors

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Directors

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Terry Daum
Lori Gansevles
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Executive Director

Kate Aarssen

Executive Report

As another Annual General Meeting arrives, it is time to get together and reflect on all of the hard and valuable work of the past year. Family Services Perth-Huron (FSPH) has done wonderful work and has immeasurably influenced the lives of so many in our communities. This amazing work should be recognized and celebrated! Unfortunately, the celebration cannot last long as new challenges arise. As always, FSPH will meet these challenges and serve the individuals in our communities.

This past year has been a busy, but exciting year for FSPH. There is a new Executive Director, Strategic Plan, and Board of Directors' President. The Agency has also been very active with our community partners and has been fiscally responsible. While there are many challenges ahead, I am confident the Agency is well positioned to meet them.

The issues in our communities continue to be complex and require creative solutions. This is a strength of FSPH. Our agency is able to offer those solutions as we provide each individual and family with their own unique plan to respond to their own unique situation. FSPH positively impacts individual's lives by working to improve mental health, personal well-being, and overall quality of life.

We are committed to equity, diversity, and inclusion. Individuals reach out to our Agency to be heard, to create an individualized plan, and to problem-solve to create solutions to receive a better future. Creating fully engaged, resilient, and inclusive communities is a result of collaboration and partnerships. We have a 'no wrong door' approach, which requires support from our partner community agencies in order to be able to offer support to that is to everyone.

As always, there are many groups who are vital in supporting the important work we do in our communities.

Thank you:

- . to our clients who courageously reach out to us seeking change and investing in their relationships to live life better.
- . to our amazing staff, who are very dedicated, hard-working, and compassionate to the needs of others.
- . to our many volunteers and independent contractors. Without your time and spirit, it would be very difficult for the Agency to do some of the work it does.
- . to our funders. We appreciate you!
- . to our community partners. Together we are able to provide support for the individuals and families of our communities.

Thank you especially to the Board of Directors. This is a group of volunteers responsible for the governance of the Agency, who also have a passion for helping others.

When all of these groups work together, as they do so well, FSPH truly is strengthening our community one person, one family at a time. Here's to a great year past and looking ahead!

After eight years as a member of the Board of Directors of FSPH, my term has expired. It has been a great honour to serve on the Board of Directors for such a wonderful and important organization. Thank you for the privilege!

*Don Campbell, Board President and
Kate Aarssen, Executive Director*

INDIVIDUAL, COUPLE, FAMILY & GROUP COUNSELLING and inclusive broad-based social work interventions offer support, advocacy and connection for many of our community members experiencing various acute and chronic challenges. Our Clinical team, comprised of a dedicated team of Social Workers, Psychotherapists and our Intake Support Worker serve diverse members of our community. Many clients are subsidized by our local United Way Perth-Huron.



Community members sought support to cope, educate, persevere, transition, gain new perspectives, expand their resources, connect and reignite their hope. Systemic issues and imbedded biases continue to affect and influence all aspects of society; housing stability, employment, education, and healthcare, impacting those we serve. Our community members were supported with issues including complex individual/couple/family/relationships, power imbalances, both personal and professional, communication breakdown, racism, sexism, ageism, intimate partner violence, gender-based violence, isolation, neuro-diversity, disconnection, loss, grief, trauma, anxiety, depression, anger, poverty, illness, sexuality/gender identity, problem solving, decision-making and conflict resolution.

"Counselling at FSPH has made an immense difference in my life in every way."

The financial pressures of our time continue to add surmounting stress to so many in our community. Working in partnerships with our funders and cross referrals with community stakeholders, clinical staff supported clients from youth to seniors. FSPH is grateful for our clinical funders as they continue to respond with flexibility and understanding to best serve those in need of social service and counselling support.

"My counselor was compassionate, caring, understanding. My changes have been profound."

VIOLENCE AGAINST WOMEN (VAW) PROGRAM

This past year, the VAW Program supported many highly vulnerable situations with women and children experiencing physical, sexual, emotional, verbal, psychological, social, spiritual, and/or economical abuse. In addition to the routinely offered psycho-educational groups offered throughout the year, regular drop-in clinics offered a much-needed option for women in need.

Through in-person and virtual group settings, women embarked on their healing journey supported with others who have shared life experiences.

"These groups are very helpful. I really like the support of each other and the learning."

MEN'S PROGRAMS

FSPH continues to offer funded counselling for men from Perth and Huron Counties creating space to safely process their trauma of being sexually abused. Our counselors continue to provide and facilitate **Men's groups**, offering **process groups** as well as our **monthly Men's Drop-in group**.

SENIORS PROGRAM

Connecting Seniors Programs "A Time for Me," "Growing Further," and "Coffee Hour" provided in-person and virtual, offering seniors opportunities for personal growth, greater self-awareness, connection, increased communication skills and expanded social support networks.



ONTARIO WORKS, City of Stratford

Ontario Works and Social Services Supports helped participants overcome a variety of emotional challenges to fulfill employment goals and greater life stability. These flexible supports enable counsellors to support clients with extensive and complex trauma history as they take steps to live in community in ways that better serve themselves and those around them.

"Friendly staff. Learned to be aware of my emotions/situations with people at work."

EMPLOYEE ASSISTANCE PROGRAM (EAP)

EAP Programs provided by employers invested in their employee's wellbeing and coping skills.

Clinical counselling and social service supports impacted **1631** individuals and families over the past year.

Contact:

Lisa Cloutier, Clinical Supervisor

RESPITE is a flexible, periodic, short-term break from caregiving for the purposes of rest and renewal for the entire family. It offers opportunities for children and adults to gain new skills and make lasting connections in their communities. At FSPH, Respite Coordinators help families to explore funding options and develop personalized respite plans.

In 2024-25, 132 children and adults, and their families, benefited from a range of respite options.

Respite options include:

- day and overnight camp experiences
- one to one support with a self-employed Independent Contractor
- out-of-home respite in the home of a respite family/individual
- Rotary Respite House, our Ministry of Children, Community and Social Services licensed home for children, offering weekend respite stays and day programs during school breaks



www.rotaryrespitehouse.ca

Rotary Respite House & Community Partnerships

The Rotary Club of Stratford has partnered with Family Services Perth-Huron since the Rotary Respite House opened in 2004. The Rotary Club has a dedicated committee to support the ongoing needs of the house, and Rotarians assist with regular equipment checks and critical infrastructure maintenance.

Adult Respite is guided by the collective knowledge of the Perth Respite Network, a collective group including Community Living North Perth, Community Living Stratford and Area, Community Living St Marys and Area, L'Arche, Facile, and Developmental Services Ontario. The Network promotes equitable, timely, and creative respite solutions for caregivers.

With the support of the Adult Respite Coordinator and Independent Contractors, families experienced meaningful outcomes in 2024-25:

- Individuals explored their communities, built lasting relationships, and had fun
- Caregivers benefited from regular breaks, allowing time for self-care, hobbies, and connection
- Families received guidance in accessing natural and creative respite options

Contact: Nicole Malcho, Respite Supervisor



"The staff at the Respite House are excellent and I know that our son is surrounded by caring, compassionate people . We are truly thankful!"

~parent

SPECIAL SERVICES AT HOME (SSAH) assists families caring for children (from infancy to age 18) with developmental and/or physical disabilities, helping them access individualized services that promote growth, independence, and family well-being. In 2024-25, the SSAH program supported over 200 children and their families, delivering more than 60,000 hours of personalized support and respite. We were pleased to welcome 15 new families who received funding.

Each child's support plan was developed collaboratively by the family and their Coordinator, targeting goals such as:

- Daily living skills
- Fine and gross motor development
- Safety awareness
- Implementation of therapeutic recommendations



Independent Contractors play a vital role in delivering these plans, often working alongside professionals to ensure expert-informed care. Family caregivers benefited from well-deserved respite, allowing them to recharge and focus on personal or professional responsibilities.

Our Coordinators provided ongoing support, helping families manage their SSAH funding and adapt services as needs evolved. Some families chose to self-direct their funds or use flexible support options to hire help for household tasks, freeing up time to spend with their children and other family members.

PASSPORT is a reimbursement program that supports adults to be involved in their communities and live as independently as possible. It provides funding for community participation, activities of daily living, person-directed planning and caregiver respite services and supports. In 2024-25, 88 adults with developmental disabilities engaged in meaningful community activities and pursued personal goals through the Passport program.

Participants chose activities, ranging from vocational training and life skills programs to arts, sports, and social clubs – all aligned with their personal aspirations and individualized plans. Coordinators work closely with individuals and their caregivers to connect them with community-based programs and Independent Contractors for one-to-one support. They also guide families through the funding process, regularly reviewing budgets, resources, and planning for the year.

Through Passport, many adults **gained confidence, built friendships, and took meaningful steps toward independence.**

One caregiver shared:

"The worker is very supportive; a good listener; someone who makes their time together enjoyable and worthwhile. They communicate honestly."

Lasting Impact & Community-Centered Approach

As children transition out of SSAH and into adult services, families share feedback that reminds us of the lasting impact of our work.

We are deeply grateful for the trust families place in us, grounded in our steadfast commitment to a client and community-centered approach. Every plan is made with individuals and families at the heart, ensuring their voices are heard and their goals prioritized.

Contact: Janice Steckly, SSAH Lead Coordinator

One parent noted:

"I appreciate my Coordinator sharing potential Independent Contractors with me. I met the individual, interviewed them, and decided to bring them on to work with my child."

FOUNDATIONS/COMMUNITY PARTICIPATION is a transitional program supporting young adults with developmental disabilities between the ages of 18 and 26 as they plan for and adjust to life after high school. In 2024-25, 30 young adults with individualized self-directed plans were supported to develop and achieve goals that further strengthen the foundation of a life rooted in dignity, inclusion, connection, and choice.

Individualized goals set by Foundations participants led to a variety of unique outcomes. In 2024-25, Foundations participants:

- Created resumes, practiced interview skills, secured and maintained employment, and through self-employed creative entrepreneurship
- **Volunteered** at places like The Local and Special Olympics
- Built **social connections** through recreation and leisure activities such as game nights, virtual parties, and BBQ's
- Developed **life skills** related to street safety, cooking, public transportation, daily living, emergency planning, communication, budgeting, health and wellness, and maintaining friendships
- Participated in workshops and group activities focused on **self-advocacy**
- Engaged in **physical activities** including aqua-fit classes, snowshoeing, Special Olympics teams, walking, biking, hiking, and working out at local gyms
- Established **community connections** at local libraries, YMCA, bowling lanes, humane society, and through friendship groups at local churches
- Realized their **creative ambitions** through opportunities

Contact: Sarah Cappie, Foundations Lead Coordinator

ADULT PROTECTIVE SERVICE WORKER (APSW)
In 2024-25, APSWs in Huron and Perth counties provided case management, advocacy, and planning support to 128 individuals with developmental disabilities. This support was rooted in values of respect, choice, dignity, communication, and trust – fostering strong relationships and emphasizing each person's strengths and goals.

"I like an APSW that stays connected to me, not changing APSW every few months, as experienced in other Agencies."

We continued to walk alongside individuals as they navigated housing options and planned for their futures, including those with aging caregivers. These efforts align with MCCSS' *Journey to Belonging* vision.

"Being flexible to be able to navigate for other community supports."

Individual goals set by those supported in the APSW program led to a variety of outcomes:

- Improved Wellbeing
- Supportive Counselling
- Crisis and Future Planning
- Employment Success
- Housing Stability
- Legal Advocacy
- Mental Health Support
- Eviction Prevention
- Community Safety
- Inclusive Parenting Support
- Transition Planning



Individuals experienced better emotional, mental, and physical health as their basic needs, such as food and shelter, were met. APSW support included advocacy, navigating medical and social systems, and wrap-around services.

"Everyone was so kind and considerate at FSPH. They made me feel welcome."

Contact: Cheryl Mcneil, APSW Supervisor

FAMILY SUPPORT WORKER (FSW) The Family Support Worker provides case management support to families caring for children with developmental disabilities as they navigate life's transitions, whether it's facing new challenges, planning for the future, or celebrating milestones. In 2024-25, the FSW supported 89 families to navigate programs and services in their community so their child can achieve unique individualized goals.

Families reach out to the FSW for:

- Instrumental counselling, problem-solving, and planning
- Guidance in accessing information, community resources, funding, and service options
- Advocacy and facilitation to engage with community supports and specialized services
- A safe space to share concerns, questions, struggles, and dreams

Through individualized support from the Family Support Worker, families achieved a range of positive outcomes:

- Navigating New Diagnoses
- Family Voice and Advocacy
- Collaborative Teams
- Creative Funding Solutions
- Relationship Building
- Emotional Support
- Specialized Service Access
- Empowering Caregivers
- Inclusive Summer Planning
- Preventing Burnout
- Authentic Communication

The FSW created safe spaces for families to share their lived experiences honestly with professionals, helping families to find and use their voice.

Contact: Jill Plokhaar, Family Support Worker

THE FAMILYHOME PROGRAM offers an adult with a developmental disability (Homesharer) an opportunity to live with a caring family (Homeprovider) residing in the community. Currently 37 individuals reside in 27 homes throughout Huron, Perth, Grey, Bruce, and North Wellington Counties.

Homesharers have unique and changing needs. This includes dual diagnosis, physical limitations, medical challenges, cognitive deficiencies, and aging which all require a flexible, planned response.

Each Homesharer has an Individual Support Plan (ISP) detailing their goals and desired outcomes. Each person is encouraged to reach personal goals by adapting support and supervision to individual strengths. ISPs are reviewed at least every six months to respond to any major life changes.

Familyhome Workers provide case management support for each individual supported, as well as their families and service providers. Familyhome Workers collaborate with Homeproviders, Respite Supports, Volunteer Drivers and local community agencies to ensure each Homesharer is actively integrated in community life. Supported day programs, volunteer/work placements, post-secondary education, recreational activities, and future planning may be part of the support plan.

The Familyhome Program maintains the requirements set out by MCCSS Host Family 2016 Directives, as well as Quality Assurance Measures.

Positive Outcomes

- We introduced Homesharers with new service providers to see who may be a match to share a home, provide respite, or provide day support based on the relationship.
- We welcomed one new Homesharer to the Familyhome Program, who transitioned from Huron-Perth CAS.
- We completed and approved five homestudies as well as completed intakes for two volunteer drivers and six day support workers.

We remain grateful to our dedicated Familyhome Providers and all who support this program. Their warm hearts and care support individuals to live full and happy lives. We continue to recruit new Service Providers for the Familyhome Program and spread the word about this unique option for adults with developmental disabilities to live meaningful lives within their community.

Contact: Megan Hopper, Familyhome Program Supervisor



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THANK YOU for your support

FAMILY SERVICES PERTH-HURON STATEMENT OF OPERATIONS

REVENUE	2024	2025
Provincial Ministry Funding	\$4,003,200	\$4,166,400
Purchase of Service Agreements	1,150,303	1,258,428
United Way of Perth-Huron	127,691	121,844
Other	292,879	311,059
Total Revenue	5,574,073	5,857,731
EXPENSES		
Salaries and Benefits	\$2,340,489	\$2,404,077
Contract Expenses	2,535,968	2,577,741
Travel	140,839	234,414
Office and Program Expense	173,606	226,784
Occupancy Costs	161,668	166,252
Other Operating Expenses	220,606	256,521
Total Expenses	5,573,176	5,865,789
Net Revenue	\$897	<\$8,058>

A special thanks for many years of valued and dedicated service:

5 Years

Avery Jantzi
Monika Dunn

10 Years

Andrea Bootsma
Cynthia Miller

15 Years

Kate Aarssen*

20 Years

Jessica Jantzi

25 Years

Angie Carter*



* combined years of service

A special Thank You for their donations to our programming and spaces:
 The Stratford Rotaract Club for their Trivia Night Donation; The Optimist Club of Stratford, Community Christ Church, Royal Bank Canada and private donors



Thank-you United Way of Perth-Huron and all the caring individuals and volunteers supportive of our community!



Thank-you Family Services Perth-Huron funders and Partners

Ministry of Children, Community and Social Services 🖐️ Ministry of Health 🖐️ United Way Perth-Huron 🖐️
 Employee Assistance Programs 🖐️ Stratford Perth Community Foundations 🖐️ The Corporation of the City of
 Stratford, Social Services 🖐️ Huron-Perth Children's Aid Society 🖐️ Rotary Club of Stratford 🖐️
 Avondale Church 🖐️ Shelterlink 🖐️ Private, generous donors