



United Way
of Peel Region

2010/2011

agency directory



Mission

To engage with our community, through partnerships, to ensure people are cared for, connected and included.

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Making an Impact in Our Community

A senior grieving the loss of her husband receives support from a volunteer visitor provided through a United Way funded agency. The companionship keeps her active and engaged in her community.

A young man suffering a mental illness is a shut-in and dependant on his parents. After receiving treatment, he starts work at a café supported by a Social Purpose Enterprise grant. The support he receives builds his confidence, allowing him to gain work experience, financial stability and, ultimately, independence.

After fleeing an abusive partner, a mother of three receives the counselling and support that she and her children need to feel safe, happy and whole again.

Staff at a local school recognize that many children entering their kindergarten are not ready to learn. A call to Success By 6 Peel results in a partnership that creates an early learning centre in the school. Parents can now bring their preschool children for activities that stimulate their learning and social development, laying the building blocks for school success.

Many people in our community face difficult personal challenges. Challenges such as these require integrated and holistic solutions that draw on the collective resources of our entire community. No one agency or program can do it alone. **That's why United Way's Community Fund is so essential.**

The agencies listed in this directory are supported through United Way of Peel Region's Community Fund.

Donations to the Community Fund provide the resources for United Way's vital work in Mississauga, Brampton and Caledon. When you support the Community Fund your donated dollars are invested in programs, services and initiatives that target immediate needs and address underlying causes of social issues.

United Way of Peel Region's community investment strategy, which focuses on building resilience in individuals, families and neighbourhoods. These priorities focus on supporting services, programs and initiatives that build:

Resilient people, by:

- Supporting seniors to be healthy and live independently
- Supporting individuals with disabilities
- Supporting people who are vulnerable to abuse, especially women and children
- Supporting people affected by mental health issues

Strong families, by:

- Supporting newcomers and immigrants to fully integrate into community life
- Assisting families and children to have a high quality of life
- Empowering children and youth to reach their potential

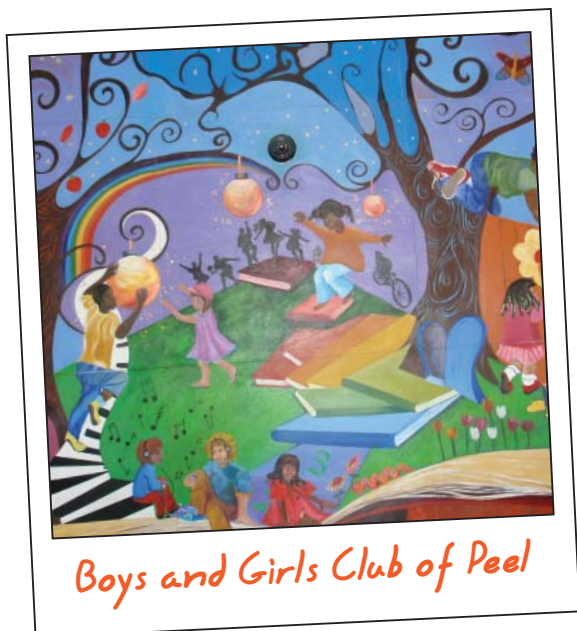
Vibrant neighbourhoods and communities, by:

- Reducing poverty, eliminating hunger, and ensuring people have access to affordable housing
- Strengthening neighbourhood development efforts to that people can become involved and engaged in their community.

Donations to the Community Fund also enable us to lead and develop community-based partnerships to tackle complex social issues such as poverty, newcomer isolation, and child and youth development; provide training and skills development for agency staff and volunteers to ensure our community has a strong, sustainable human care network and advocate for changes in public policy to eliminate inequity and expand opportunities for individuals.

United Way of Peel Region is committed to building a healthy, vibrant and caring community. This directory is a reflection of our commitment.

To find out more about United Way of Peel Region, visit: www.unitedwaypeel.org.



Just as a blank canvas is a potential masterpiece for an artist, a child's dreams can represent infinite possibilities. Supported in part through a United Way neighbourhood development grant to the Boys and Girls Club of Peel, a group of Mississauga children created a beautiful neighbourhood mural that represents hope and happiness.

Guided by local artists Lydia Panart and Mina Vancardo and supported by Boys and Girls Club staff, it took the 25 children from Acorn Place almost a year to design and create the mural.

The mural project, titled the Voice of Acorn Place, began as a fun art project to develop children's creativity. However, as word spread through the neighbourhood, more children joined in and parents and grandparents came to watch the work in progress. Eventually, the entire neighbourhood became engaged. For many, the nine-panel mural represents the community; each piece is beautiful on its own but its full strength and beauty is only realized when all the pieces come together as one.

Index of Services

	Children and Youth Services	Individual Counselling	Family Counselling	Credit Counselling	Crisis Services	Employment Services	Food Support	Home Support	Information and Referral	Public Education	Seniors' Services	Services related to disabilities	Settlement Services	Shelter Programs	Substance Abuse	Violence against Women
African Community Services	■	□	□	□	□	■	□	□	■	■	■	□	■	□	□	■
Associated Youth Services of Peel	■	■	■	□	□	□	□	□	□	□	□	□	□	□	□	□
Big Brothers Big Sisters of Peel	■	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□
Boys and Girls Club of Peel	■	□	□	□	□	□	■	□	□	□	□	□	□	□	□	□
Brampton Caledon Community Living	□	□	□	□	□	■	□	□	□	□	□	■	□	□	□	□
Brampton Multicultural Community Centre	■	□	□	□	□	■	□	□	□	□	□	□	■	□	□	□
Brampton Neighbourhood Resource Centre	■	□	□	□	□	■	■	□	■	□	■	□	■	□	□	□
Caledon Community Services	■	■	□	□	■	■	■	■	■	■	■	■	■	□	□	■
Caledon Meals on Wheels	□	□	□	□	□	□	■	■	■	■	■	■	□	□	□	□
Caledon Parent-Child Centre	■	□	□	□	□	□	□	□	■	■	□	■	□	□	□	■
Caledon\Dufferin Victim Services	□	□	□	□	■	□	□	□	■	■	□	□	□	□	□	■
Canadian Hearing Society	□	■	■	□	□	□	□	□	■	■	■	■	□	□	□	□
Canadian Mental Health Association - Peel Branch	■	□	□	□	□	■	□	■	■	■	■	■	□	□	□	□
Carefirst Seniors & Community Services	□	□	□	□	□	□	□	■	■	■	■	□	□	□	□	□
Catholic Cross-cultural Services	□	□	□	□	□	■	□	□	■	□	□	□	■	□	□	■
Catholic Family Services of Peel-Dufferin	■	■	■	□	□	□	□	□	■	□	□	□	□	□	□	■
CNIB - Halton-Peel	■	■	□	□	□	□	□	□	□	■	■	■	□	□	□	□
Community Living Mississauga	□	□	□	□	□	■	□	□	□	□	□	■	□	□	□	□
Distress Centre Peel	□	□	□	□	■	□	□	□	■	■	■	■	□	□	□	□
Dixie Bloor Neighbourhood Centre	■	□	□	□	□	■	□	□	■	□	■	□	■	□	□	□
Elizabeth Fry Society of Peel-Halton	■	□	□	□	□	□	□	□	□	■	□	□	□	□	■	■
Erin Mills Youth Outreach	■	□	□	□	□	□	■	□	□	□	□	□	□	□	□	□
Family Association for Mental Health Everywhere	■	■	■	□	□	□	□	□	■	■	□	■	□	□	□	□
Family Education Centre	■	□	□	□	□	□	□	□	□	■	□	□	□	□	□	□
Family Services of Peel	□	■	■	■	■	■	□	□	■	■	■	■	□	□	■	■
Heart House Hospice Inc.	□	■	■	□	□	□	□	□	■	□	□	□	□	□	□	□
India Rainbow Community Services of Peel	■	■	■	□	□	■	□	□	■	□	■	■	■	□	□	■
Interim Place	■	■	□	□	■	□	□	□	■	■	□	□	□	■	■	■
John Howard Society of Peel-Halton	■	■	■	□	□	■	□	□	■	□	□	□	□	□	■	□
Labour Community Services of Peel	□	□	□	□	□	■	□	□	■	■	□	□	□	□	□	□
Learning Disabilities Association of Mississauga	■	■	□	□	□	□	□	□	■	□	□	■	□	□	□	□
Learning Disabilities Association, North Peel	■	□	□	□	□	□	□	□	■	■	□	■	□	□	□	□
Malton Neighbourhood Services	■	□	□	□	□	□	□	□	■	□	□	□	■	□	□	■
Nexus Youth Services	■	■	■	□	□	■	□	□	■	■	□	□	□	□	■	□
Ontario March of Dimes	□	□	□	□	□	■	□	□	□	□	□	■	□	□	□	□

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Our Place (Peel)	■	□	□	□	■	■	□	□	□	■	□	□	□	■	□	□
Peace Ranch	□	■	□	□	□	■	□	□	■	□	□	■	□	■	□	□
Peel HIV/AIDS Network	□	■	■	□	□	□	□	□	■	■	□	■	□	□	■	□
Peel Multicultural Council	■	■	■	□	□	■	□	□	■	■	□	□	■	□	□	□
Peel Senior Link	□	□	□	□	□	□	□	■	■	■	■	□	□	□	□	□
Rapport Youth & Family Services	■	■	■	□	□	□	□	□	■	□	□	□	□	□	□	□
Sexual Assault/Rape Crisis Centre of Peel	□	■	■	□	■	□	□	□	■	■	□	□	□	□	□	■
Skills for Employment, Life and Family (SELF)	□	□	□	□	□	■	□	□	□	■	□	■	□	□	□	□
Social Planning Council of Peel	□	□	□	□	□	□	□	□	□	■	□	□	□	□	□	□
Spectra Community Support Services	□	□	□	□	■	□	□	□	■	■	■	■	■	□	■	■
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The Mississauga Food Bank	□	□	□	□	□	□	■	□	□	□	□	□	□	□	□	□
Victim Services of Peel	■	■	□	□	■	□	□	□	■	■	□	□	□	□	□	■
Vita Centre	■	□	□	□	□	■	□	□	■	■	□	□	□	■	□	■
Volunteer Mississauga Brampton Caledon	□	□	□	□	□	□	□	□	■	■	□	□	□	□	□	□
YMCA Peel Region	■	□	□	□	□	■	□	□	■	■	□	□	□	■	■	□
YWCA Toronto - December 6 Fund	■	□	□	□	■	□	□	□	■	■	□	□	□	■	□	■



Thanks to the advocacy efforts of United Way, 211 service is now available in Peel region. By calling 211, residents can find out about social, health and government services in our community. The service, provided through the Region of Peel, is free and available 24 hours a day, 7 days a week. Caledon residents who do not have direct 211 access can call 1-866-573-0088. The service is also available online at www.211ontario.ca/peel.

African Community Services

Mississauga office:

3476 Glen Erin Drive, Suite 13A
Mississauga, Ontario L5L 3R4
Phone: 905-828-8787 | Fax: 905-828-8781

Brampton office:

20 Nelson Street, Suite 302
Brampton, ON L6X 2M5
Phone: 905-460-9514 | Fax: 905-460-9769

Email: info@africancommunityservices.com
Website: www.africancommunityservices.com

Agency Mandate

To improve the quality of life of the newcomer community in Peel by providing information, support and services necessary for healthy integration into Canadian society.

Agency Programs

- Newcomer Settlement Services: Provides a comprehensive range of direct settlement services to newcomers.

- Job Search Workshops and Employment Programs: Provides three-day intensive job search workshops and one-on-one services to immigrants and refugees and also provides other employment services that enhance participation in the labor market.
- Seniors' Support Services: Provides a drop-in program that includes a range of activities and services for the black/African community.
- Youth Development Programs: Programs include various activities and services to assist immigrant and convention refugee youth in developing their leadership, academic and social skills development, goal setting and achievement, safety, self care, summer youth employment etc.
- Violence and Abuse Prevention Program
- Volunteer Development Program: Recruits and trains newcomers as community volunteers to assist them to acquire employability skills as well as get Canadian work experience, Student Co-op

and Ontario Works volunteer placement opportunities are also provided.

- Women and Families Support Programs: Provides immigrant women with one-on-one and group counselling, information, referrals, advocacy and support services pertaining to women's health issues, parenting, self care and self improvement, employment, inter-generational issues etc .
- Young African Achievers Club: Provides Club activities such as Summer Camps, field trips, group sessions etc. for youth age 8-14.
- Computer Basics: Introduces and orients newcomers to computers in a non-threatening environment.
- Community Information and Participation Services: Provides culture-specific information, informal language interpretation and translation, encourages community members to be actively engaged in their communities.

Associated Youth Services of Peel

120 Matheson Blvd. East, Suite 201
Mississauga, ON L4Z 1X1
Phone: 905-890-5222 | Fax: 905-890-5230
Email: general@aysp.ca | Website: www.aysp.ca

Agency Mandate

AYSP is a dynamic team of optimistic and compassionate professionals and volunteers dedicated to helping children, youth and families manage mental health and/or justice issues in order to realize their potential and encourage their contribution to community.

Agency Programs

- Group Services: Offers community-based, short-term, education-focused parenting groups.
- R.I.S.E. (Recognizing Individual Success and Excellence): Addresses the multi-faceted needs of children, aged 6-9, displaying anti-social behaviour.
- S.E.E.D. (Support Excellence, Encourage Development) Program: Early intervention for youth, aged 9-12, displaying anti-social behaviour.
- Extrajudicial Sanctions (EJS): A diversion program for youth, aged 12-17, charged with minor offences.
- Court Program: Court staff act as a liaison between the Ontario Court of Justice and Probation Services.
- Community Service Order Program: Supports young people and adults required by the Courts to complete Community Service work.
- Volunteer Program: Provides volunteer services to children, youth and families.

- Challenges: A Child Management Program: An intensive outreach service in which workers form partnerships with parents to help them deal with their child's troublesome issues.
- Family Connections: A Family Preservation Program: An 8-10-week intensive outreach program for families experiencing crisis and for families at risk of having a child or youth placed in care.
- Working Together with Families, 0-6: An intensive, home-based intervention involving a number of agencies.
- Youth Justice Committee (YJC): An alternative to formal court proceedings when dealing with young people alleged to have committed first-time offences.
- Multisystemic Therapy Program: An intensive short-term intervention that involves the entire family.
- The R.A.I.N. (Reaching Adolescents in Need) Program: An outreach program that identifies and engages youth with mental health issues who are marginalized from their families, school and community.
- Section 23 Classrooms: An educational program that provides service for students unable to attend regular or special education classes within a community school.
- The Attendance Centre: An alternative to custody program under the Youth Criminal Justice Act, which allows young people to remain in the community to participate in a structured and supervised program.
- The Adolescent Team: Provides a variety of service options to families who are involved with Peel CAS where risk factors are related to parent-adolescent conflict and the youth is at risk of removal from the home.
- The Transitional Aged Youth Outreach Program (TAYO): Assists youth who are experiencing on-going mental health challenges as they transition into adult services.
- The Youth Beyond Barriers Program (YBB): Provides support and resources to queer and trans youth in Peel.
- The Youth Mental Health Court Worker Program: Provides referral resources to the Youth Justice Court at the A. Grenville & William Davis Courthouse for transitional aged youth, 16 and 17 years, with serious mental health issues who are in conflict with the law.
- The Enhanced Extrajudicial Sanctions Program (EEJS): Provides community based intervention through in-house programming and established programs operated by community agencies. The goal of the program is to reduce and/or eliminate the associated labeling of young people involved with the legal system through active involvement in the community. (Toronto area only)
- The Extrajudicial Measures Program (EJM): Diverts young individuals from formal criminal proceedings into a program of rehabilitation.

Big Brothers Big Sisters of Peel

71 West Drive, Unit 23
Brampton, ON L6T 5E2
Phone: 905-457-7288 | Fax: 905-454-0769
Email: info@bbbspeel.com
Website: www.bbbspeel.com

Agency Mandate

A mentoring organization for children and youth ages 6 - 17 in Peel Region.

Agency Programs

- **One-to-One Friendship:** This program matches a child 6 – 17 years of age (Little Sister/Little Brother) with a caring adult (Big Sister/Big Brother) over the age of 18. Matches are encouraged to plan fun and low cost activities 2 – 4 times per month for 1 year. Monthly agency sponsored recreational activities are provided. Unique opportunities to mentor a child together as a couple or as a female volunteer matched with a young boy are also available in our Couples for Kids Program and Big & Little Buddy Program.
- **Group Mentoring:** Five volunteers mentor ten children one weeknight from September to June in local schools throughout the Region. Groups participate in fun and skill-based activities. Outing costs are covered by the agency. Activities include floor hockey and sports, community tours, swimming and more.
- **Big Bunch:** A program designed for children on the waiting list. Activities are planned by the agency and volunteers sign up to bring children to at least one outing per month.
- **In-School Mentoring:** Offered in partnership with the Peel District School Board and the Dufferin-Peel Catholic District School Board this program matches elementary girls and boys with a caring adult mentor. Matches meet for one hour during school hours and on school property to share in fun activities.
- **Teen Mentoring:** This school-based program matches elementary students with caring youth mentors – ages 15 and up from a nearby secondary school. Matches meet at the same time each week in a supervised group setting.
- **Go Girls! Healthy Bodies, Healthy Minds:** A school-based mentoring program for girls in grades 7 – 8. The program curriculum promotes active living, healthy eating and positive self esteem. Female mentors ages 18 – 25 years are trained to lead the fun and interactive sessions over 7 weeks.
- **Conversation Club:** Provides new Canadian youth (12 – 18) with opportunities to integrate into Canadian society, to practice English conversation skills and receive homework help from youth mentors (16 – 24). Offered in partnership with the Centre for Education and Training and funded by Citizenship and Immigration Canada.

Boys and Girls Club of Peel

315 Traders Blvd., Unit 11
Mississauga, ON L4Z 3E4
Phone: 905-712-1789 | Fax: 905-712 1775
Email: bgcpeel@on.aibn.com

Agency Vision:

Building Caring Communities – one child at a time; one youth at time

Agency Programs

- **Youth Programs:** Social/recreational activities designed to enhance the growth and development of children and youth in a group setting.
- **After-School & Evening Programs:** Promotes active social/recreational participation, homework and computer/Internet access among children and youth in a safe and caring environment.
- **Breakfast for Kids:** Provides breakfast programs at 114 different locations to address the problem of hungry children in Peel schools.
- **CONNECTIONS Program:** A summer program delivered in partnership with Canadian Tire Jumpstart Program, the YMCA and Parks and Recreation in Brampton and Mississauga to help children from disadvantaged families participate in sports programs or summer camp. Transportation and financial subsidies are available to those who qualify.

Brampton Caledon Community Living

Brampton office:

34 Church Street West
Brampton, ON L6X 1H3
Phone: 905-453-8841 | Fax: 905-453-8853

Caledon office:

33 King Street West
Bolton, Ontario L7E 1C7
Phone: 905-857-9691 | Fax: 905-951-2303

Email: info@bramptoncaledoncl.ca
Website: www.bramptoncaledoncl.ca

Agency Mandate

To support and empower people who have an intellectual disability, in partnership with their families and the community, to lead enriched and meaningful lives.

Agency Programs

- **Respite:** Parents of children with an intellectual disability can enjoy some time of their own while their children participate in staff supported social and recreational activities.
- **Connections:** Supports young adults who have an intellectual disability make a successful transition from school to a wide range of community activities including work.
- **Early Childhood Services:** Supports preschool teachers in early childhood settings in Brampton and Caledon that support the inclusion of children who have an intellectual disability and facilitate the transition of children from early childhood settings to the educational system.
- **Employment:** Norpak is a competitive packaging business that employs adults who have an intellectual disability in a workshop environment.
- **Alliance Personnel:** In conjunction with employers and the business community, supports individuals who have an intellectual disability to access and secure competitive employment in the community.
- **Community Participation Supports:** Supports adults with an intellectual disability to participate in cultural, recreational, and educational activities.
- **Community Living Supports:** Supports people who have an intellectual disability to live in their homes, develop their skills, pursue their interests, and to participate in all elements of community living.

Brampton Multicultural Community Centre

Brampton office:

150 Central Park Drive, Suite 107
Brampton, ON L6T 2T9
Phone: 905-790-8482 | Fax: 905-790-8488

Brampton office:

197 County Court Blvd., Suite 303
Brampton, ON L6W 4P6
Phone: 905-790-8482 | Fax: 905-790-8488

Mississauga office:

3190 Ridgeway Drive, Unit 35
Mississauga, ON, L5L 5S8
Phone: 905-828-1328 | Fax: 905-828-8439

Email: services@bmccentre.org
Website: www.bmccentre.org

Agency Mandate

To strengthen the abilities of individuals and families in building their capacity to become self-sufficient, independent and self reliant through supportive programs, services and skills development.

Agency Programs

- **Integration, Settlement and Adaptation Program (ISAP):** Facilitates early settlement of immigrants and conventional refugees who arrived in Canada within three years.
- **Settlement Workers in Schools Program (SWIS):** Provides settlement services to youth and newcomer families in schools.
- **Newcomers Settlement Program (NSP):** Helps families, including immigrants, refugees, and newcomers, who are facing difficulty in adapting to new culture and systems.
- **Job Search Workshops for Newcomers (JSW):** Short-term employment assistance support for newcomers that assists using a workshop model and one to one support for employment planning and preparation skills development.
- **Settlement Beyond 3-Years:** A drop-in service for clients to access supportive counselling and settlement services.
- **Volunteer Management:** Provides individuals, people who are unemployed and newcomers with an opportunity to develop or upgrade their skills.
- **Employment Support Program**
- **HOST:** Facilitates adaption, settlement and integration by matching new immigrants with Host volunteers. This program is offered through two Brampton locations.
- **Library Settlement Program (LSP):** Supports the settlement and integration of newcomers to Canada. BMC employees are based in Brampton Library to assist newcomers with information that help them to start new life in Peel.

Brampton Neighbourhood Resource Centre

30 Kennedy Road South, Unit 4
Brampton, ON L6W 3E2
Phone: 905-452-1262 | Fax: 905-452-1365
Email: info@bnrc.org | Website: www.bnrc.org

Agency Mandate

We are working towards enriching the quality of community life in the city of Brampton, as it is experienced by individuals and families in a culturally diverse community. BNRC operates through the utilization of strong, proactive locally-based community support systems, leadership, programs and the provision of settlement services for newcomers to Canada.

Agency Programs

- CAP-C (Community Action Program for Children): Programs are offered to families to support them in healthy family and life development.
- Volunteer Development: Provides exciting volunteer opportunities for students and adults to support the various programs and special events.

- Early Learning Lending Library: Supports early childhood development learning capacities for parents with young children.
- Employment Finding Support Resource Centre: free resource centre for job seekers including help with Resume and Cover Letters.
- Ontario Early Year Centre Programs (0-6 years): Structured early childhood development programs enable parents to positively interact with their children. Parents learn lullabies, lap rhymes and finger plays that foster early literacy development.
- Settlement Services: Assists newcomers to adjust to their new surroundings. Free services include applications for permanent residence, health benefits, seniors benefits, affidavits and document translation, and family reunion and sponsorship applications, in various languages including Hindi, Punjabi, Urdu, Shona, Ndebele and Khalanga.
- Seniors Multicultural Program Drop-In. This program provides a social setting for the Seniors Community to deal with diverse cultural isolation and loneliness.
- Youth Programs (ages 7-16 years): Youth meet, share ideas, discuss issues, go on field trips, get help with their homework and get free music lessons. Snacks are provided.
- Teen Moms Program (ages 13-21): Provides support to young moms and moms-to-be through groups sessions and information sharing.

Caledon Community Services

Caledon Community Services

Royal Courtyards, Upper level,
18 King Street East, Bolton, ON L7E 1E8
Phone: 905-951-2300 or 905-584-9460
Fax: 905-951-2303

Chez Thrift

301 Queen Street South, Bolton
Phone: 905-857-8121

ReUstore

109 Industrial Road, Bolton
Phone: 905-857-7824

Email: info@ccs4u.org
Website: www.ccs4u.org

Agency Mandate

To provide leadership in the community of Caledon and surrounding communities by "helping people help themselves".

Agency Programs

- Crisis and Counselling: Support through crisis intervention, counselling and resources for individuals and families dealing with tragedy, poverty, violence, housing problems, family conflict and other circumstances that compromise their well-being.
- Community Information: Residents access the human services in the Town of Caledon and the Region of Peel by receiving responses to their telephone and electronic inquiries for information about government, health, and social services.

- LINC (Language Instruction for Newcomers to Canada): Language training classes and other settlement support services for newcomers to Canada.
- Supportive Housing: Around the clock support services and care coordination to frail residents within five not-for-profit seniors' apartments in Caledon.
- Seniors Helping Seniors - A seniors mentoring program that recruits seniors to provide leadership in various community activities that promote civic engagement and seniors activation.
- Transportation: Wheelchair-accessible transportation for seniors and people with disabilities to medical appointments, recreational activities, etc.
- Respite Care: Brokers in-home respite care to help people who are caring for elderly or disabled family members.
- Jobs Caledon: Assists and supports Caledon residents looking for employment through skill-building workshops, one-to-one supports and job finding services.
- Ontario Works, Job Development: Workshops, individual coaching and workshops for those committed to finding work. Strategic alliances with businesses that allow for development of skill sets and provide opportunities for employment.
- Families First: Sole support parents who are recipients of Ontario Works receive resources that provide transitional support to promote re-entry into the workforce.
- LIFE for Youth - Assessment, training and employment placement for young people all remunerated with a salary and leading to an external job placement in the community.
- Volunteerism: Continuous recruitment, training and retention activities designed to provide residents of Caledon with opportunities to increase the community's capacity to "help people help themselves".
- Chez Thrift: Eco-friendly social entrepreneurial store offering low-cost clothing, books and household goods.
- ReUstore: Eco-friendly social entrepreneurial store offering low-cost furniture, household goods, appliances and building supplies.
- A variety of satellite services via Peel-based agencies that offer individual and family counselling, substance abuse counselling, support for people with mental illness, diabetes clinic, dental screening for children, probation and parole services, and a healthy sexuality clinic.

Caledon Meals on Wheels

80 Allan Drive
Bolton, ON L7E 1P7
Phone: 905-857-7651 or 905-584-2992
Fax: 905-951-3706
Email: info@caledonmealsonwheels.org
Website: www.cmow.org

Agency Mandate

Caledon Meals on Wheels is dedicated to feeding the community spirit by enabling individuals of all ages to live independent lives by promoting nutritious meals, companionship, social programs and exercises for the mind and body.

Agency Programs

- **Meals On Wheels:** Volunteer drivers deliver hot, nutritious meals daily to the homes of isolated seniors and people with disabilities throughout Caledon and Orangeville.
- **Volunteer Visiting & Telechat:** Links a senior or person with a disability to a volunteer who visits in the client's home and may accompany the client to appointments, shopping or social outings. Volunteers provide regular contact by telephone for friendly conversation and safety checks.
- **Wheels to Meals/Congregate Dining:** Group social luncheons providing nutrition, social interaction and information. S.M.I.L.E. (Simple Movement to Enhance Independent Living for the Elderly and Disabled): Group gentle exercise classes offered at six Peel Living seniors apartment buildings in Caledon; St. James Seniors' Drop-In Centre; and Caledon Seniors' Centre. In-home program (HSEP) offered on an individual basis by trained staff and volunteers.

Caledon Parent-Child Centre

150 Queen St. S.
Bolton, ON L7E 1E3
Phone: 905-857-0090 | Fax: 905-857-0107
Email: earlyyears@cp-cc.org
Website: www.cp-cc.org

Agency Mandate

To provide support, resources and education that strengthen families and promote the optimal development of children.

Agency Programs

- **Family Time:** Drop-in sessions for children, parents and caregivers including children's play opportunities, creative and early enrichment activities.
- **Child Development/Parenting Programs:** Interactive adult/child early learning and parenting programs for infants, toddlers and preschoolers.
- **Parenting Education:** Workshops for parents and caregivers on a variety of parenting, family enrichment and health promotion topics.
- **Open Door:** Information, referral services and support for parents and caregivers.
- **Parent Resource Library:** Parenting books and audio/visual materials available for lending.
- **Pre-natal, post-natal classes and breastfeeding clinics** (offered through Peel Health)
- **Adjustments After Birth:** Postpartum Support Group
- **Let's Get Together:** Assistance, support and programs for families parenting a child with special needs.
- **Caregivers' Morning:** A drop-in for caregivers and the children in their care.
- **Red Cross Babysitting Certification course**
- **On-site Consulting Services:** For families concerned about their child's development and health (conducted by Region of Peel, Halton-Peel Speech and Language, Peel Children's Centre, and Kerry's Place).
- **Pep-Start Clinics for Children**
- **Child care information**
- **Rural Outreach Program:** A mobile van used to transport educational toys, program supplies, resources and staff to rural communities within Caledon. Staff deliver programs in rented space throughout rural Caledon where children's programming is limited.

Caledon\Dufferin Victim Services

Caledon Head Office (South Caledon):

18 Mill Street
Bolton, ON L7E 1C1
Phone: 905-951-3838 | Fax: 905-951-2772
Crisis line: 905-951-3838
Toll Free: 1-888-743-6496

Shelburne Office (North Dufferin):

203 Main Street East
Shelburne, ON L0N 1S0
Phone: (519) 925-1001 | Fax: (519) 925-3098
24-hour Crisis line: 905-951-3838 or 1-888-743-6496

Dufferin Head Office (South Dufferin):

390 C Line
Orangeville Ontario L9W 3Z8
Phone: 519-942-1452 | Toll Free: 1-888-742-2658
24-hour Crisis line: 905-951-3838 or 1-888-743-6496

Email: victimservices@sympatico.ca
Website: www.cdvs.ca

Agency Mandate

To lessen the impact of crime and tragedy, increase the victim's level of empowerment, improve the victim's/community's safety, help prevent re-victimization, connect victims with appropriate community services and assist police and other emergency service providers in meeting a victim's emotional and practical needs.

Agency Programs

- **Crisis Intervention:** In person and on telephone: Provides one-on-one assistance during times of crisis or as follow-up to an incident referred to the agency by police or other emergency services.
- **DVERS Alarms:** Supply personal home alarm systems to people in abusive relationships who are considered at high risk of violence from an intimate ex-partner.
- **SupportLink Program:** Supply complimentary wireless telephones programmed to dial 9-1-1 to victims at high risk of domestic violence, sexual assault and harassment.

- **Information and Referral Services:** Provides information and referrals to community resources for ongoing support and longer-term care to clients subsequent to their involvement with the agency.
- **Volunteer Program:** Agency trains volunteers, who provide the frontline crisis intervention.
- **Court Support Program:** Provides information on the criminal justice system and help with criminal injuries compensation and victim impact statements. Accompaniment.
- **Victim Quick Response Program (VQRP):** Provides "immediate" financial assistance for short term counselling, funeral expenses for homicide victims, crime scene cleanup, emergency home repairs, emergency child/elderly/special needs dependents, emergency accommodation\meals to victims who report a violent criminal code offence.

Canadian Hearing Society

2227 South Millway, Suite 300
Mississauga, ON L5L 3R6
Phone: 905-608-0271 | Fax: 905-608-8241
TTY: 905-608-1691
Email: info@chs.ca | Website: www.chs.ca

Agency Mandate

The Canadian Hearing Society is the leading provider of services, products and information that removes barriers to communication, advance hearing health, promote equity for people who are culturally deaf, oral deaf, deafened and hard of hearing.

Agency Programs

- **Audiology:** Provides hearing testing, hearing aid evaluation and hearing aid check-up or fine-tuning to people of all ages. The audiologist can also make referrals to other services to assist clients and their families to communicate effectively and live with hearing loss.
- **Hearing Aid Program:** Provides a variety of services including custom fitting of hearing aids and assessments to ensure they are working properly. Training in the use of and maintenance of hearing aids and repairs are also available. The Hearing Aid Program also fits and makes custom-made swim
- **Interpreting:** Provides quality OIS-registered ASL-English interpreters in a variety of life settings, including: medical/health/dental, mental health/counselling services, social services, employment settings, educational, legal, personal business, government services. Also provides English-American Sign Language interpretation between deaf and hearing people. As well, offers after-hours emergency interpreting.
- **Hearing Care Counselling:** Enhances the independence of persons with hearing loss (mainly seniors) through education, guidance and technology.
- **Communication Devices/Access:** Provides consultations, demonstrations and sale of listening devices to deaf, deafened and hard-of-hearing people.
- **General Support Services:** Provides support to those who are deaf, deafened or hard of hearing, their families and community members by helping them cope with daily life issues.
- **Language Instruction for Newcomers to Canada (LINC):** Provides an opportunity for deaf newcomers to Canada to learn basic reading, writing and comprehension of English.
- **Sign Language Program:** Provides sign language instruction via classes, special contracts and tutorials by trained deaf instructors.
- **Information Services:** Coordinates volunteers and special events, provides information and referrals, and produces a local newsletter.
- **Mental Health and Wellness Program:** Counselling for deaf, deafened or hard-of-hearing people.

Canadian Mental Health Association - Peel Branch

Resource Centre:

2 County Court Blvd., Suite 102
Brampton, ON L6W 3W8
Phone: 905-451-2123 | Fax: 905-456-7492
Email: info@cmhapeel.ca
Website: www.cmhapeel.ca

Agency Mandate

To enhance the well being of all people in our community by promoting and supporting good mental health.

Agency Programs

- Resource Centre: Offers information and referral, library services, awareness and education. Serves as the front door to CMHA/Peel and its Intake Services.
- Concurrent Disorders Crisis Management: Offers training and clinical support to agencies in Peel that work with people who have or may have a concurrent disorder. Also within the Resource Centre.
- Consumer/Survivor Support Network: Provides opportunities for adults with mental health problems to reduce isolation and develop social support through social recreation at a drop-in centre, outreach activities, and delivering and helping to establish self-help groups.
- Youth Net: A "by youth, for youth" mental health promotion and early identification program serving 12-20-year-olds.
- ACT (Assertive Community Treatment): Transdisciplinary team serves clients with the most serious mental illnesses.
- Access to Recovery Case Management: Case managers assist clients to achieve a satisfactory quality of life, with support from the client's family and other agencies and service providers.
- Davidson Scholarship: Provides annual awards to consumers to pursue study at a recognized teaching institution. The education may ultimately prepare someone to return to work or give them the skills and confidence to apply for their first job.
- FACT Peel+: Case managers provide clients leaving the Centre for Addiction and Mental Health's FACT Peel program with ongoing community support.
- Homeless Outreach: Provides direct outreach to, and engagement of, people with mental illness and/or addictions who are homeless or at risk of homelessness. Operates the Street Helpline in Peel Region.
- Housing And Support Peel (HASP): Supportive housing for people with a serious mental illness who are homeless or at imminent risk of being homeless.
- McEvenue Home Works: One-time financial assistance to help individuals with a serious mental illness maintain/obtain housing.
- Mental Health & Justice Services: Provides support to persons who have committed a nonviolent minor offence with an underlying cause of mental illness (Diversion, consultation, short-term case management), as well as custodial facility discharge planning.
- PAR Clubhouse: A community-based psychosocial rehabilitation, adult day program focused on a work-ordered day. Provides employment and housing support to its members.
- Partnerships: Written agreements with other service providers to deliver services that address mental health and/or serious mental illness, as well as acting as a "paymaster" for the LHIN with full accountability for specific programs of other providers e.g. financial mgmt., client outcomes
- Program/Service Development and Support: Undertaken in collaboration with community partners to identify needs and gaps in services impacting mental health in Peel Region and to take initiative in developing needed programs and resources.

Carefirst Seniors & Community Services

Administration Office:

3601 Victoria Park Ave, Suite 501
Scarborough, ON M1W 3Y3
Phone: 416-502-2323 | Fax: 416-502-2382
Email: info@carefirstseniors.com

Mississauga Community Services Centre:

1177 Central Parkway West, Unit 81
Golden Square Centre
Mississauga, ON L5C 4P3
Phone: 905-361-2479 | Fax: 905-361-1082
Email: mso@carefirstseniors.com
Website: www.carefirstseniors.com

Agency Mandate

To ensure that Chinese seniors and, where appropriate, others in need of services in the Greater Toronto Area and the vicinity, live a quality and enriched life in the community.

Agency Programs

- Volunteer Development Program: Provides volunteer training programs and assistance in service delivery.
- Community Social Programs: Offers a variety of community outreach and education programs including self-help groups, community development, wellness education and health promotion, community linkage, "Seniors Caring for Seniors" outreach and an elderly persons drop-in centre.
- Home Support Services: Home support services include escorts to medical appointments, telephone security checks, friendly visiting, grocery shopping, client intervention and assistance, home help, homemaking, congregate dining and transportation.
- Information and Referral: Drop-in information/referral clinic and telephone enquiries.
- Elder Abuse Education Program: Mobile outreach team provides education seminars throughout the community, interactive learning workshops through skits and role plays and elder abuse resources centre.

Catholic Cross-cultural Services

Mississauga Office:

3660 Hurontario Street, 7th Floor
Mississauga, ON L5B 2T5
Phone: 905-273-4140 | Fax: 905-273-4176

LINC Classes:

4557 Hurontario Street, Unit #B11
Mississauga, ON L4Z 3M2
Phone: 905-272-1703 Fax: 905-272-8690

Brampton Office:

8 Nelson Street West, Suite 302
Brampton, ON L6X 5A5
Phone: 905-457-7740 | Fax: 905-457-7769

Email: info@ccspeel.org
Website: www.ccspeel.org

Agency Mandate

To provide services to recent immigrants and refugees that assist in their settlement and integration into Canada, and enhancing their participation in the economic, cultural and social life of the community. Services are provided to all regardless of the religion, country of origin or immigration status.

Agency Programs

- Settlement Services: Provides assistance to immigrant families, individuals and seniors to help them achieve successful settlement and integration.
- Language Instruction for Newcomers to Canada (LINC): Teaches English to immigrants at Levels 1 through 7. Childminding for preschool children is provided free of charge.

- Violence Against Women: Provides a safe environment for immigrant women experiencing domestic violence with counselling, ongoing support, group support, and referral services.
- Post Settlement Program: Assists long-term immigrants in accessing community services and enhancing their participation in community life through information and orientation sessions and individual and group support.
- Job Search Workshop Program: Assists recent immigrants to identify skills, write effective resumes, prepare for job interviews, access hidden job markets, connect to mentoring opportunities and conduct successful job searches through group support and one-on-one counselling.

Catholic Family Services of Peel-Dufferin

Brampton office:

10 Gillingham Drive, Unit 201
Brampton, ON L6X 5A5
Phone: 905-450-1608 | Fax: 905-450-8902

Mississauga office:

10 Kingsbridge Garden Circle, Unit 400
Mississauga, ON L5R 3K6
Phone: 905-897-1644 | Fax: 905-897-2467

Caledon satellite office:

18 King Street East, Unit D8
Bolton, ON L7E 1E8
Phone: 905-450-1608 | Fax: 905-450-8902

Orangeville satellite office:

Dufferin Child and Family Services
655 Ridell Road
Orangeville, ON L9W 4Z5
Phone: 1-888-940-0584

Call 905-450-1608 ext.112 to register for any counselling programs.

Website: www.cfspd.com
Email: info@cfspd.com

Agency Mandate

To enhance individual, family and community life in a manner that reflects the values and traditions consistent with the Catholic faith. Service is provided to persons of all faiths and creeds.

Agency Programs

- Individual, Couple and Family Counselling: Individual, Couple and Family services strive to improve relationships, reduce emotional distress and enhance personal well-being.
- Partner Abuse Counselling: Provides individual counselling and a variety of group counselling programs to help victims of abuse protect themselves from further abuse and to promote healing from the effects of past abuse.
- Helping End Abuse for Life (HEAL) Network: Organized in collaboration with other agencies, programs are designed to help children and adolescents deal with the experience of witnessing woman abuse, and to help them to learn ways to feel better about themselves and not feel responsible for the abuse in their family.

- Pars Program: Helps male perpetrators of woman abuse learn to stop their abusive behaviours.
- Adult Survivors of Childhood Abuse (Sexual Assault) Counselling: Provides individual counselling to men and women who were abused as children.
- Community Support Program: Trains volunteers to provide service to clients and the community.
- Walk In Counselling Clinics: For individuals, couples and families. Walk in hours: Mississauga on Tuesdays from 12:30 – 7:30 p.m. Brampton on Thursdays from 12:30 – 7:30 p.m.
- Sistering: a volunteer program for women who have experienced violence, trauma or other forms of oppression. The Sisters are at a stage in their personal healing where they are able to offer support to other women who would benefit from having another woman journey with them during their healing process.

CNIB - Halton-Peel

1270 Central Parkway West, Suite 100
Mississauga, ON L5C 4P4
Phone: 1-888-275-5332 | Fax: 905-275-7710
TTY: 905-275-4409
Email: info@cnib.ca | Website: www.cnib.ca

Agency Mandate

To enhance independence for people with vision loss and to be the leader in promoting vision health.

Agency Programs

- Low Vision Services: Provides professional assessments and instruction on how to maximize vision using magnifiers, lighting, contrasting colours and textures.
- Counselling and peer support: Helps people face the emotional and practical challenges of vision loss.
- Independent Living Skills instruction: Professional instructors provide training to help manage the essentials of daily living, with an emphasis on maintaining independence.
- Orientation and mobility instruction: Professional instructors give individual instruction to ensure individuals can move around safely and independently wherever they want to go.
- CNIB Library: Provides clients of all ages access to books and magazines in Braille, PrintBraille in CD format in French and English. Tapes in some languages can be arranged through the Library of Congress.
- Consumer products: Canada's largest supplier of innovative consumer products for people experiencing vision loss
- Specialized Training: Offers computer technology courses and other programs to help individuals manage the essentials of daily living, emphasizing independence.
- Deafblind Services: Ensures deaf-blind persons have access to information and are able to pursue educational, vocational, avocational and social goals.
- Early Intervention Services: Provides case management and hands-on instruction to children (0-6) who have vision loss and to their families.

Community Living Mississauga

6695 Millcreek Drive, Unit 1
Mississauga, ON L5N 5R8
Phone: 905-542-2694 | Fax: 905-542-0987
Email: info@clmiss.ca | Website: www.clmiss.ca

Agency Mandate

Supports individuals who have an intellectual disability to ensure their life in the community is meaningfully improved.

Agency Programs

- Children's Summer Support Program: Provides children aged 3-12 with one-to-one support while they attend the summer day camp of their choice.
- Summer Teen Activity Program: Offers youth aged 13-21 a summer day camp opportunity with activities such as laser tag, mini golf, swimming, movies etc.
- Summer Work Experience: Provides young people aged 16-21 with the opportunity to work at typical summer jobs and gain valuable work experience.
- Service Coordination: Provides connections to community resources, funding sources and future planning.
- Residential Supports: Support is provided to individuals to live in the community in houses, townhomes and apartments.
- Employment: Helps individuals achieve employment goals in the community.
- Day Activities: Three base sites offer activities such as literacy, cooking and computer skills.
- Community On Campus: In partnership with University of Toronto at Mississauga, adults participate in on-campus experience.
- Preschool Services: Provides Resource Teaching support to children aged 2 to 6 and their families, and promotes the inclusion of children into community child care programs.
- Social Opportunities: Facilitates evening social activities for youth and adults.
- Respite Opportunities: Provides Friday evening and Saturday daytime recreational opportunities for youth.
- Community Connect: Facilitates connections between individuals and supports them to maximize their community participation.

Distress Centre Peel

P.O. Box 48021, RPO Dundas Sheppard
Mississauga, ON L5A 4G8
Phone: 905-278-7055 | Fax: 905-278-1396
Crisis line: 905-278-7208
TTY 905-278-4890

Town of Caledon: 1-800-363-0971

Peel Elder Abuse Support Program:
Mississauga and Brampton: 905-278-3141
Caledon: 1-877-298-5444

Email: mail@distresscentrepeel.com
Website: www.distresscentrepeel.com

Agency Mandate

To improve callers' lives by providing confidential 24-7 emotional support by telephone through trained, non-judgmental, caring volunteers.

Agency Programs

- Emotional Support and Crisis Intervention by Telephone: Provides 24-hour anonymous, confidential, non-judgmental, caring emotional support, crisis intervention and referral information.
- Ongoing Support Program: Provides emotional support and crisis intervention on an ongoing basis or during periodic emotional difficulties.
- Public Education in the Community: Provides education on Distress Centre services.
- Citizen Training: Trains volunteers in communication, crisis intervention skills and community resources.
- Touching Base Program: Aids recovery of mental illness by providing short-term follow-up support for people over 16 years old with serious mental illness after crisis. In partnership with Peel Crisis Services.
- Peel Elder Abuse Support Program: Provides services for seniors experiencing abuse. Program offered in partnership with Family Services of Peel.

Dixie Bloor Neighbourhood Centre

1420 Burnhamthorpe Rd East, #315
Mississauga, ON L4X 2Z9
Phone: 905-629-1873 | Fax: 905-629-0791
Email: info@dixiebloor.ca
Website: www.dixiebloor.ca

Agency Mandate

To foster an atmosphere that encourages the community as a whole to participate in and develop a positive, healthy and caring neighbourhood.

Agency Programs

- Information and Referral
- Parent/caregiver and pre-school Centres
- Help for newcomers: assistance in Albanian, Arabic, Bosnian, Cantonese, Croatian, Hindi, Punjabi, Russian, Serbian, Spanish, Tamil, Urdu and Vietnamese.
- English classes with childcare and computer labs, transportation subsidy 6 days a week and evenings
- Seniors' and Caregivers' Support
- Community Celebrations
- Kids Fun Club: After school programs for children aged 6-13 (March Break and summer camps)
- Youth Programs
- Volunteer Opportunities
- Employment Support and Community Employment Resource Centres
- Mentoring for foreign trained professionals
- Settlement workers in local schools

Elizabeth Fry Society of Peel-Halton

24 Queen Street East, Suite LL-01
Brampton, ON L6V 1A3
Phone: 905-459-1315 | Fax: 905-459-1322
Email: efry@efrypeelhalton.ca

Agency Mandate

To eliminate conflict between women and the criminal justice system.

Agency Programs

- Relapse Prevention and Maintenance Program: Provides treatment and relapse prevention to federally sentenced women.
- Community Service Order Program: Works with offenders required to perform community volunteer service.
- Crime Prevention Program: A therapeutic program that addresses the needs of women and men whose criminal and anger-related behaviours appear to be motivated, at least in part, by underlying personal and/or emotional problems.
- Court Program: Ensures that accused women have access to legal, community resource and emotional support.
- Ellen House: A residential facility for women, aged 18 and over, re-integrating into the community. This program provides one-on-one counselling and positive peer interaction.
- Female Attendance Centres: Individual and group interventions for young women in conflict with the law.
- Marjorie Amos Residence: A residential program for female offenders aged 12-18. This program provides assessment, individualized programming and pre-release planning.
- Alternative Measures/Diversion Programs: Provides for the resolution of certain charges outside the traditional judicial system.
- Intermittent Community Work Program: Weekend temporary sentenced to absence program for women intermittent periods of incarceration.
- Youth Anger Management/ Shoplifting Program: Individual counselling for youth in conflict or at risk of becoming in conflict with the law.
- Community Counselling Program: Holistic, therapeutic intervention offered to those at risk of coming into conflict.
- Victims of Violence Program: Group program for female youth offenders. Sessions are educational, informative and promote a sense of shared experience.
- Follow-up and After-care Programs: Intensive one-on-one reintegration support for released female young offenders.
- Vanier Centre for Women Core Program: Group programming on topics such as substance abuse, anger management and life skills.
- Peel Youth Court Intervention Services: Youth court worker intercedes on behalf of female and male youth ages 12-17.

Erin Mills Youth Outreach

3010 The Collegeway
Mississauga, ON L5L 4X9
Phone: 905-820-9466 | Fax: 905-820-7087
Email: youth@emuc.ca | Website: www.emuc.ca

Agency Mandate

To provide meaningful services for Erin Mills area youth aged twelve to eighteen, allowing for the development of their social, emotional, physical and intellectual needs.

Agency Programs

- Breakfast Club: provides breakfast each day to children and youth, a healthy start to their school day.
- Afterschool Programs: Homework Help, Dance, Basketball, Girls Club, Boys Club, Leaders In Training, Teen Cuisine, special events (ages 12 – 17yrs)
- March Break : A one week Day Camp for children and youth (ages 6 to 17 yrs) similar to summer OASIS camp.
- Oasis Summer Program: A Day Camp for children and youth (ages 6 to 17 yrs). Structured and unstructured program includes sports, outdoor education, outings, crafts, music, cooperative play. Program is provided by experienced staff in a caring and safe environment.

Family Association for Mental Health Everywhere

Mississauga Office:

2600 Edenhurst Dr., Suite 101
Mississauga L5A 3Z8
Phone: 905-276-8316

Brampton Office:

71 West Drive, #21
Brampton L6T 5E2
Phone: 905-488-7716

Email: fame@fameforfamilies.com
Website: www.fameforfamilies.com

Agency Mandate

Offering support to families where any mental illness is an issue by providing education resources and coping strategies.

Agency Programs

- Supportive Counselling: Family support workers meet individually with the family or caregiver of persons with mental illness to listen to their concerns and offer assistance.
- Family Support Groups: Families and caregivers meet monthly in a confidential, comfortable support group to share their thoughts, feelings and advice.
- FameKids: A multi-modal educational group for children aged 7-12 who have a family member with a mental illness.
- Youth Support : One to one youth support (aged 13-25) who are family members and friends of persons with mental illnesses who to share their feelings, thoughts and or seek advice.
- Family Resource Tool Kit: A personal starter guide to update information as you navigate the mental health system, creating a practical toolbox for the home.
- Family Support for Dual Diagnosis, Concurrent Disorders & First Episode/Early Intervention
- Educational Speakers Series: On-going, relevant information and education provided by knowledgeable professionals & community members.
- Annual Summer & Holiday Family Socials in both Brampton & Mississauga
- Quarterly Newletters

Family Education Centre

4 Sir Lou Drive, Suite 102
Brampton ON L6Y 4J7
Phone: 905-452-0332 | Fax: 905-452-0717
Email: info@familyedcentre.org
Website: www.familyedcentre.org

Agency Mandate

Enriching the quality of life for families through community-based, parent-to-parent education, support and training.

Agency Programs

- Parenting Programs: parenting courses and workshops on a variety of topics are presented through community partnerships and core services throughout the Region of Peel. Programs are also provided for the general public who wish to host a parenting course or workshop in their home or office.
- Parent Educator Training: The Family Education Centre's Parent Educators are trained and supported on an ongoing basis. This training provides Parent Educators with a strong background in Adlerian Psychology, current parenting research, adult education and group leadership skills.
- Parent Information and Support: Telephone support for parents seeking information, support and referrals.
- Changing Family Patterns (Shelters): A comprehensive parenting program for women in various shelters in Peel.
- Vanier Centre for Women: Provides a seven-week parent education programs for women incarcerated in the Vanier Centre for Women.
- Family Futures: Provides free parenting courses and child development programs to parents referred by Peel Children's Aid Society in both Mississauga and Brampton. This program is a partnership with Peel Children's Aid Society, two Ontario Early Years Centres and Boys and Girls Club of Peel.
- Community Staff Training - Promoting Positive Parenting: Provides staff training to community organizations on how to support and promote positive parenting to their clientele.
- Parent Education in Schools: This program supports the implementation of parenting programs within schools. Funding application support is provided to Schools and School Councils, if required.
- Afghan Women's Organization Project: To support the identified needs of newcomer parents. This collaborative project provides the women of the Afghan Women's Organization with free parent education courses.
- Malton Community Building Project: A collaborative project focusing on community leadership and increased civic engagement for youth and adults with the Black Community in Malton. The project facilitates an enhanced sense of individual and community connectedness and well-being and promotes greater civic engagement and community development by focusing on collaboration, parent education, health, literacy, recreation, support and training.
- Middle Years Parent and Youth Program: A collaborative program of the Peel Youth Violence Prevention Network's Families and Education Working Group to support parents and youth (7-12 years of age) in developing strategies to make responsible choices by improving parent and youth relationships through a free eight week program.

Family Services of Peel

Mississauga Office:

151 City Centre Drive, Suite 501
Mississauga, ON L5B 1M7
Phone: 905-270-2250 | Fax: 905-270-2869
Service Access: 905-453-5775

Brampton Office:

20 Nelson Street, Suite 202
Brampton, ON L6X 2M5
Phone: 905-453-7890 | Fax: 905-453-3404
Service Access: 905-453-5775

Caledon Office:

33 King Street West
Bolton, ON L7E 1C7
Service Access: 905-453-5775

Email: fsp@fspeel.org

Website: www.fspeel.org

Agency Mandate

To strengthen and support families and individuals while building healthy communities.

Agency Programs

- **Counselling:** Professionally trained counselling staff work with the individual, couple, family or group to develop individualized strategies and solutions to address their concerns. These concerns may include, but are not limited to, parenting, separation and divorce, abuse, employment challenges, relationship issues and conflict resolution. Sessions are available in a number of languages, as well as via interpreter.

- **Abuse Prevention:** One-to-one counselling, therapy groups, education and support services are offered to:
 - Children who have either experienced or witnessed violence.
 - Women who have experienced domestic violence/abuse.
 - Men who have experienced early childhood abuse.
 - Men who have been charged with domestic assault.
 - Seniors who have been or who are currently being exploited, abused and/or experiencing various types of challenges/struggles.
 - Families that are involved with the Children's Aid Society.
- **Employment Support Services:** The Ready, Willing and Able Program is an employment and vocational support program for persons with disabilities. The program works with adults who are currently unemployed and interested in employment opportunities, vocational options, development of work skills and work experience. Family Services of Peel is also an Employment Service provider through Employment Ontario. Commencing on August 1st, individuals seeking employment can access our Employment Services which will provide resources and information, job search, job matching and placement, as well as training.
- **Support for Adults with Developmental Disabilities:** Support services are provided to individuals who have a developmental disability diagnosis. Areas of assistance include development of independent daily living skills, budgeting and parenting skills. Support in finding housing is provided as well as connecting the individual to community resources. The program offers advocacy support to help the adult with a developmental disability in dealing with the medical system and other services.
- **Education:** The Family Life Education Program provides workshops in the community for individuals, couples and families that focus on personal development, relationships and other topics of interest. The Families and Schools Together Program is offered in elementary schools for children (ages 5 to 9) to support healthy child development. The whole family is invited to participate in fun activities that strengthen relationships within the family. Involvement of the school's principal and teachers further build the relationship between the family and school staff.

Heart House Hospice Inc.

1-855 Matheson Blvd. E.
Mississauga, ON L4W 4L6
Phone: 905-712-8119 | Fax: 905-712-4029
Email: info@hearthousehospice.com
Website: www.hearthousehospice.com

Agency Mandate

To provide physical, emotional and spiritual support to individuals living with a life-threatening or terminal illness and to their families.

Agency Programs

- **Client Volunteer Training, Development and Recognition:** Provides a 10-week training program, ongoing educational programs, staff support and an Annual Volunteer Recognition Event.
- **Case Coordination and Advocacy for Clients and Families:** Provides initial and ongoing assessment of needs, advocacy, resource coordination and referrals to other appropriate agencies.
- **Day Programs for Clients and Families:** Offers client programs, caregiver support, family support and respite.
- **Bereavement Support Programs:** One-on-one support and group programs for family and caregivers of Hospice clients.
- **Spiritual Support:** one-on-one support
- **In Home Volunteer Program:** Trained volunteers provide practical and emotional support, relief for caregiver and comfort measures in client's home.

India Rainbow Community Services of Peel

Head Office:

3038 Hurontario St., Suite 206
Mississauga, ON L5B 3B9
Phone: 905-275-2369 | Fax: 905-275-6799

Branch Office:

9446 McLaughlin Road North, Unit 1
Brampton, ON L6X 4H9
Phone: 905-454-2598

Email: ircs@indiarainbow.org
Website: www.indiarainbow.org

Agency Mandate

To provide culturally and linguistically appropriate services to the Peel immigrant community, enabling integration and supporting their settlement, social services, health, and educational needs.

Agency Programs

- Program for Women: Provides culturally sensitive counselling to women in abusive situations, advocacy, legal aid in South Asian languages
- Immigrant Settlement and Adaptation Program: Through which we provide services to new immigrants in many South Asian languages through workshops, individual and group counseling
- Language Instruction for Newcomers to Canada (LINC): Provides English language training with computers, and free childminding, morning, afternoon and evening classes are available.
- Job Search Workshops (JSW): Includes career counseling, skills assessment, resume and cover letter writing, access to resource centre
- Volunteer opportunities: Screen, train and place volunteers so they get valuable work experience
- Long Term Care (LTC) Program: Offers Adult Day Program services for the frail-elderly diagnosed with long-term illness and / or disability with friendly visiting and caregiver support
- Seniors Wellness Program: A structured program for healthy seniors with a comprehensive exercise program for Hindi, Punjabi, Tamil and Gujarati speaking seniors
- Child, Youth and Parenting Program (CYP): Provide culturally and linguistically specific support and education to South Asian youth and families, school support / advocacy
- Housing And Support Peel (HASP): Provides case management to South Asian clients with serious mental illness and to those who are homeless or at the risk of becoming homeless.

Interim Place

Mailing address:

P.O. Box 45070
Mississauga, ON L5G 1C9

Shelter Crisis Lines:

905-403-0864 and 905-676-8515
TTY Lines: 905-403-0453 and 905-676-0284

Community Support & Outreach Program

(THSP) Intake:
905-676-0257
TTY Line: 905-676-1413

Email: mail@interimplace.com
Website: www.interimplace.com

Agency Mandate

To provide shelter, support, counseling and advocacy to help abused women and their children break the cycle of abuse.

Agency Programs

- Interim Place Shelter: Operates two emergency shelters for women facing violence. Our 24-hour emergency shelters provide upto 54 beds in a safe, secure confidential setting where women, with or without children, can stay up to 4 months.
- Interim Place Community Support and Outreach Program (THSP): Provides support to women in the community who are currently experiencing or have experienced violence and abuse.
- Language & ASL interpretation provided, wheelchair accessible shelter space.
- Peel Committee Against Woman Abuse (PCAWA): Facilitates and advocates for a coordinated and effective response to violence against women in the Region of Peel.
- Services include counselling, crisis support, information and referral to community supports and services, programs for women and children, advocacy and support in areas such as income support, housing, family and criminal law, immigration, education, employment.

John Howard Society of Peel-Halton

100 Queen Street West
Brampton, ON L6X 1A4
Phone: 905-459-0111 | Fax: 905-459-4045
Email: headoffice@johnhowardphd.ca
Website: www.johnhowardphd.ca

Agency Mandate

To prevent crime through research, community education, the promotion of systemic change and restorative services to individuals.

Agency Programs

- Community Services: Provides counselling and referrals to individuals who voluntarily request assistance in their attempt to establish or re-establish themselves in the Peel community.
- Institutional Services: Assists individuals in the Ontario Correctional Institute and Maplehurst Complex to plan for their release.
- Verification and Supervision Services: Encourages productive community living as an alternative to incarceration through pre-trial services.
- Employment Services: Helps disadvantaged people find and maintain permanent employment.
- The Anger and Emotions Management Program (Resolve): Assists males who are experiencing difficulty managing their anger and other emotions.
- Tuesday Breakfast Group - assisting those who are homeless or at risk of homelessness in meeting their nutritional needs as well as connecting them to resources with the provision of a free Tuesday morning meal.
- Triple A Program: The goal of this program is to reduce the risk of future criminal behaviour through education so that participants can choose not to engage in criminal acts.
- Peel Works -Needle Exchange Program - provides information, referrals, condoms, sterile needles for injection drug users or for body piercing and supplies to assist in the prevention and spread of blood borne disease.
- Community Centre/Community Access Program - self directed access to resources, information and community services through the free provision of computers, internet, fax, photocopier and telephone.

Labour Community Services of Peel

989 Derry Rd. E., Ste. 403
Mississauga, ON L5T 2J8
Phone: 905-696 7444 | Fax: 905-696-7999
Email: cdavis@bmdlc.ca.

Agency Mandate

To provide information and assistance to individuals on employment-related issues and other needs for human services, to train and provide ongoing development and support to volunteer referral agents in the workplace and provide Know Your Rights at Work training and Advocacy training to the community at large. Also provides liaison services for the United Way/Labour partnership.

Agency Programs

- Help Centre Program: Provides information, intervention or representation on behalf of workers and provides "Know Your Rights at Work" training to the community at large.
- Community Development Program: Trains and assists volunteers within the labour community to participate on boards and committees and community initiatives.
- Peer-to-Peer Counsellor Training Program: Trains workers to assist each other in the workplace with personal problems and helps to ensure that they and their families are linked to community services.
- Labour Services Program: Provides liaison services between United Way and the labour community, raises awareness and support for United Way and labour's profile regarding social issues.

Learning Disabilities Association of Mississauga

165 Dundas Street West, Suite 800
Mississauga, ON L5B 2N6
Phone: 905-272-4100 | Fax: 905-272-4863
Email: mississauga@ldapeel.com
Website: www.ldapeel.com

Agency Mandate

To provide leadership in learning disabilities advocacy, research, education and services and to advance the participation of children, youth and adults with learning disabilities in today's society.

Agency Programs

- Resource Counselling: Provides support, guidance, information, referrals and advocacy through an accredited intake worker.
- Counselling and Support: Provides free counselling and support for adults, youth and children who have a learning disability or suspect they have one.
- Social Skills: 10-week program for children age 8-16 that assists in the development and reinforcement of positive social skills and appropriate social behaviour.
- Stay in School: Helps students age 13-18 with learning disabilities to stay in school and go on to college, university or gain meaningful employment after secondary school graduation.
- Keyboarding: 10-week program for children ages 8-16 that teaches touch-typing skills to students who are experiencing written output difficulties.
- Academic Support: Offers specific academic support for children with learning difficulties in grades 1- 9 to meet the needs and develop the skills needed to succeed in school.
- Anger Management: Helps children aged 8 to 16, with learning disabilities or attention deficit disorder, deal with their emotions and gain control of their anger.
- Esteem Builders: Full-day summer camp program for children, aged 8 to 14, that offers specific social and behavioural training.
- Brain Builders: Full-day summer camp program for children, aged 8 to 14, that offers specific keyboarding and academic development.
- Parent Support: Free monthly support group that provides a forum for problem sharing and problem solving for parents/guardians of children with learning disabilities. Workshops are also provided.
- Adult Support: Free support group meeting monthly that provides a group setting that allows adults with learning disabilities to express their feelings openly and comfortably.

Learning Disabilities Association, North Peel

150 Central Park Drive, Suite 104
Brampton, ON L6T 2T9
Phone: 905-791-4100 | Fax: 905-791-5189
Email: ldanp@bellnet.ca
Website: www.ldapeel.com

Agency Mandate

To provide leadership in learning disabilities advocacy, research, education and services and to advance the full participation of children, youth and adults with learning disabilities in today's society.

Agency Programs

- Resource Facilitation: Offers free counselling to parents and individuals with LD/ADD and provides them with the resources to gain information and accommodation in the community.
- Parents & Adult Support Groups (Separate): Provides emotional support, allows parents and adults to share concerns and experiences, empowers parents and adults by finding sources of information and support.
- Education and Awareness: Attempts to increase awareness and knowledge in the community about LD/ADD through information packages, agency brochures, workshops, Learning Disability Awareness Week campaigns and monthly public information meetings.
- Social Skills Program: Assists in the development and reinforcement of positive social skills and appropriate social behaviour in children aged 8-16. The program is offered in a supportive environment that encourages friendships and positive emotional behaviours. This is a 10-week program and is offered three times a year.
- Youth Group: Recreational program for youth, aged 11-16, with LD/ADD, providing an encouraging environment where friendships can be formed.
- Summer Support Program: 6-week summer camp program for children age 6-13. The morning focuses on academic instruction and the afternoon focuses on social skill development. Children may enroll for either the full day or a half day for one to six weeks.
- Academic Support Program: Tutors provide one-on-one academic support to elementary and high school students who require individual assistance with their school work.
- Charles Fournier Memorial Resource Library: A lending-library featuring a collection of over 1200 items in print, on audio cassette/CD, and on video VHS/DVD specializing in learning disabilities (includes 60 items geared to children.)
- Computer Skills : Helps children aged 8-16 build, enhance and develop touch-typing skills and increase their familiarity and comfort with the computer. The program is geared to students who are experiencing fine motor skills difficulties and or written skill difficulties. This is a 10-week program and is offered three times a year.
- Positive Conflict Resolution: Helps children aged 8-13 who have been diagnosed with LD and/or ADHD modulate their emotions and therefore eliminate behavioural problems at school or at home. This group is offered in a small group setting to children that focus on helping children deal with their emotions and gain control over their anger. This is a 10-week program and is offered three times a year.

Malton Neighbourhood Services

3540 Morning Star Drive
Mississauga, ON L4T 1Y2
Phone: 905-677-6270 | Fax: 905-677-6281

Multicultural Newcomer Services
3975 Cottrelle Blvd., Units 8 – 10
Brampton, ON L6ZP 2P9
Phone: 905-794-7111 | Fax: 905-794-7222.

Email: mnsbooth@maltoninfo.com
Website: www.mnsinfo.org

Agency Mandate

To recognize the diversity of the community, Malton Neighbourhood Services is committed to the development, creation and promotion of opportunities for all.

Agency Programs

- Youth Outreach Services: Offers employment assistance, workshops, youth group, volunteer opportunities (to tutor), supportive counselling and referrals.
- Settlement/Integration Services: Provides clients with an orientation to the Canadian system and help with citizenship and/or sponsorship documents, completion of forms, as well as information regarding education, health, housing, legal and recreational systems.
- Language Instruction for Newcomers to Canada (LINC) Classes: Provides English-language training to newcomers to Canada.
- Ontario Early Years Centres: Offers services to children 0-6 years old and their parents and caregivers in an effort to enhance school-readiness.
- Family Resource Services: Services include life skills and parenting programs, toy lending library, Parents and Tots program, family/individual supportive counselling, public education and outreach.
- Malton Information Service (Mall Kiosk): Clients from across Peel can telephone to obtain information and referral on a wide range of topics.
- Pre-Employment Training: Job search assistance is provided through resume writing, interviewing skills, self-esteem, time management, and job leads.
- Immigrant Reception and Information Service: Information Kiosks are operated at each of the Pearson International Airport terminals, providing newcomers with knowledge about their destination and settlement resources.
- Seniors Program: Home visits are made to provide seniors with companionship.
- Violence Against Women: Counselling offered to women who have experienced domestic violence.
- Settlement Workers in the School (SWIS). The SWIS workers work with families, youth and school personnel to enhance settlement and integration of newcomers.

Nexus Youth Services

Main Office/Community Counselling Program:

85A Aventura Court
Mississauga, ON L5T 2Y6
Phone: 905-795-3518 | Fax: 905-696-0350 |
Intake: 905-451-4655
Email: dbakos@peelcc.org
Website: www.peelcc.org/nexus-services

Nexus Youth Centre Program:

Central Mississauga Library, Second Floor
301 Burnhamthorpe Road West
Mississauga, ON L5B 3Y3
Mississauga, ON L5B 2C9
Phone: 905-566-1883/Fax: 905-566-9194
Hours: Mon 11-8:30, Tue-Thurs 10-8:30, Fri 10-6:30, Sat 11-5
Email: ycamara@peelcc.org
Website: www.peelcc.org/nexus-services/nexus-youth-centre

Agency Mandate

Creates opportunities for youth ages 12 to 24 years, providing high quality services that are inclusive and responsive to the needs and voices of youth.

Agency Programs

- Community Counselling Program offers individual counselling for adolescents and young adults ages 12-24 years. We help them build on their strengths and develop their coping skills so that they can make a smooth transition into adulthood. The program is designed to help youth improve how they feel and function at home, school, and in the community, and provides them with links to community resources and supports.
- Nexus Youth Centre offers both formal programming and drop-in services, engaging youth in all aspects of its service delivery. In our drop-in services, we offer a variety of activities, including: social recreation (i.e. billiards, foosball, table games) in a safe environment, Computer/internet access, Job Board, One-to-one staff problem-solving support and resource referral. In our formal programming we offer a variety of groups for youth who prefer alternative or non-traditional methods of support. Some of the topics we cover in these groups include: social skills and peer support, cultural adjustment, social issues or current events, and skill development and education

Ontario March of Dimes

2227 South Millway, Suite 100
Mississauga, ON L5L 3R6
Phone: 905-607-3463 | Fax: 905-607-9856
Email: kherrlitz@marchofdimes.ca
Website: www.marchofdimes.ca

Agency Mandate

To assist all people with physical achieve a meaningful and dignified life through greater personal independence.

Agency Programs

- Employment Services Program: Provides vocational counselling, community-based assessments and job search assistance to adults with disabilities.
- Assistive Devices Program: Increases the mobility and functional independence of adults with physical disabilities who are in financial need by providing mobility aids such as wheelchairs, walkers and canes.
- Outreach Attendant Care Services: Provides non-medical, consumer-directed personal care to adults with physical disabilities so that they may live actively and independently in the community.
- Stroke Recovery Network: Provides information and support to participants in a self-help group of adults recovering from strokes.
- Independent Living: Provides non-medical services 24 hours a day to consumers who live in Peel or non-profit buildings that have accessible units for Supportive Housing
- DesignAbility: Matches volunteer engineers or handy people with adults with physical disabilities so that they can benefit from helpful, uniquely created gadgets that are not commercially available.
- Post Polio Registry and Support Group: Provides access to the latest medical information, coping tips from other polio survivors, and newsletters to many individuals who once had polio and are now experiencing new symptoms called Post Polio Syndrome or the late effects of polio.
- Befriending: Matches volunteers with adults with physical disabilities to create friendships that revolve around similar interests such as literature, game playing or shopping.

Our Place (Peel)

Head Office/ Emergency Youth Shelter:

3579 Dixie Road
Mississauga, ON L4Y 2B3
Phone: 905-238-1383 | Fax: 905-238-6916
Email: info@ourplacepeel.org

Resource Room:

3579 Dixie Road
Mississauga, ON L4Y 2B3
Phone: 905-238-7578 | Fax 905-238-3474
Email: jpasquale@ourplacepeel.org
Website: www.ourplacepeel.org

Agency Mandate

To provide community leadership to address the needs of youth aged 16-21 within the Region of Peel.

Agency Programs

- Emergency Youth Shelter: A 14-bed emergency youth shelter located in Mississauga that provides food, safe shelter, crisis counselling, life skills, support and referrals for homeless youth 16-21 years of age. Youth can stay at the shelter for up to three weeks and may be able to stay longer depending on their plans.
- Resource Room: Provides computer/ Internet access, support with employment and/or accommodation searching to all youth in the community between the ages of 16 and 21. One-to-one support is offered as well as workshops on various topics including: budgeting, employment standards, resume writing, landlord and tenant issues, interview preparation, and accommodation searching. Located within the Emergency Youth Shelter.

Peace Ranch

19179 Centreville Creek Road
P.O. Box 91, Stn. Caledon East
Caledon, ON L7C 3L8
Phone: 905-584-9156 | Fax: 905-584-0928
Toll Free: 1-877-761-6352
Email: leslie@peaceranch.com
Website: www.peaceranch.com

Agency Mandate

To provide supportive housing and rehabilitative programs for adults who have serious mental illnesses, enabling them to live and work in a community atmosphere.

Agency Programs

- Supportive Housing: Provides supportive housing 24 / 7 on a farm in Caledon for adults aged 18 – 65 with serious mental illness; provides independent “step up” housing in the townhouses in Brampton for 7 adults; Partner with Supportive Housing in Peel in delivering ongoing housing support and crisis intervention to clients residing in the Phase 2 Homelessness Initiative units located in northern Peel.
- Day Program: Provides community members living with mental health problems with the opportunity to participate in on-site programs such as equestrian, weaving, crafts, gardening, horticulture and animal care.
- Family Support Group: Conducts annual family conferences and provides family support as requested.

Peel HIV/AIDS Network

160 Traders Blvd., Unit 1
Mississauga, ON L4Z 3K7
Phone: 905-361-0523 | Fax: 905-361-1004
Email: ed@phan.ca | Website: www.phan.ca

Agency Mandate

To serve people living with and affected by HIV/AIDS and to limit the spread of the virus through support, education, advocacy and volunteerism.

Agency Programs

- **Counselling and Referrals:** Provides counselling services to those infected with and affected by HIV/AIDS and offers referrals to services.
- **Practical Support Services:** Coordinates and provides practical services.
- **Support Groups:** Regularly scheduled meetings for people living with and affected by HIV/AIDS.
- **Community Development and Advocacy:** An ongoing examination of current social issues and the facilitation of community involvement in addressing these issues.
- **HIV/AIDS Resource Centre:** Provides on-site access to brochures, books, journals, articles, videos and Internet services concerning HIV/AIDS.
- **Volunteer Program:** Provides training to volunteers to assist Peel HIV/AIDS Network in delivering agency services.
- **Individual and family counselling**
- **Public Education:** Trained, knowledgeable staff, volunteers and clients provide HIV/AIDS education and prevention presentations throughout Peel.
- **Health Promotion Information:** Provides clients with an increased knowledge base and information on health-related issues, including traditional and/or complementary therapies, through one-on-one counselling, newsletters, workshop presentations and conferences.
- **Targeted Prevention Education:** Provides prevention information and education about HIV/AIDS in cooperation with other agencies and outreach services to identified communities requiring specifically designed prevention materials.
- **Harm Reduction Program:** Provides clean needles and syringes, disposal of used syringes; circulates HIV/AIDS education to service users; and supplies referrals to other appropriate community and medical services.
- **African Diaspora Capacity Building and Health Promotion Program:** Program targets African/Caribbean community to educate, support and advocate for issues arising around cultural differences, immigration, housing, etc.
- **Men's Health Promotion Program:** This program targets the GLBT community, specifically men having sex with men. Education outreach, awareness, homophobia, advocacy for issues of coming out, making a safer place for this community to meet, etc.
- **Information/referral**

Peel Multicultural Council

6630 Turner Valley Road
Mississauga, ON L5N 2P1
Phone: 905-819-1144 | Fax: 905-542-3950
Email: pmcgeneral@peelmc.com
Website: www.peelmc.com

Agency Mandate

To promote a harmonious multicultural society in Peel by increasing communication and building bridges of understanding among ethno-cultural groups, institutions and the community, and to facilitate the settlement and integration of newcomers to Canada.

Agency Programs

- **Settlement and Integration of Newcomers:** Immigrant Settlement & Adaptation Program, Language Instruction for New Comers, Enhanced Language Training, Job Search Workshops, Host Youth Program, counselling, information and referrals services.
- **Public Education on Race Relations, Equity, and Cross-Cultural Communications Training and Cultural sensitization:** Advocates the issues, needs and concerns of immigrants, refugees and visible minorities in Peel through training workshops, information sessions, seminars, briefs, campaigns, posters and booklets.
- **Community Development and Support for Member Groups:** Provides information about funding sources for community groups, provision of affordable housing, participation of boards, committees and task forces within Peel, and sponsorship of funding applications of member groups without a charitable number.

Peel Senior Link

30 Eglinton Avenue West, Suite 760
Mississauga, ON L5R 3E7
Phone: 905-712-4413 | Fax: 905-712-3373
Email: info@peelseniorlink.com
Website: www.peelseniorlink.com

Agency Mandate

To provide quality and valued assisted living services in supportive housing by helping seniors live independently with dignity and respect.

Agency Programs

- **Supports for Daily Living (SDL):** Provides 24-hour practical assistance with the essential activities of daily living that one cannot perform due to permanent physical limitations or impairments. Individuals appropriate for Supports for Daily Living do not require 24-hour medical assistance or supervision and with SDL services are able to maintain residence in their own home (either in a designated building or
- **Day Service:** Offered to seniors who require limited assistance on an as needed basis.

a designated neighborhood). Peel Senior Link currently provides SDL services in Mississauga and Brampton.

Rapport Youth & Family Services

155 Clark Boulevard, Unit 11
Brampton, ON L6T 4G6
Phone: 905-455-4100 | Fax: 905-455-9727
Email: info@rapportyouth.com
Website: www.rapportyouth.com

Agency Mandate

To strengthen the social and emotional well-being of youth and families through counselling and related support services.

Agency Programs

- Youth Counselling Program: Helps youth aged 12-20 and their families learn positive ways to deal with their personal, emotional, social or familial problems and strengthen their ability to grow.
- Counselling Program for Families at Risk: Helps young people aged 12-15 and their families, who are at severe risk of family breakdown and of entering the child welfare system or young offender systems, resolve their conflicts and live in greater harmony.
- Group Counselling Program: Provides opportunities for young people to share their experiences about a broad range of issues in an empowering and supportive atmosphere.
- ECLYPSE Youth Drop-in Centre: Provides multi-services to youth aged 12-24 living in the Brampton area through the collaborative efforts of numerous youth serving agencies.
- School-based Prevention/Diversion Program: Provided in partnership with the Peel District School Board, Peel Regional Police, and various community agencies and resources. The program serves youth aged 12 - 17 years of age who are in conflict, or at risk of involvement, with the youth justice system.
- Youth Arts Against Violence project: Provides an opportunity for young people to use the unique and intrinsic qualities of artistic expression as a way to constructively deal with issues of violence in their lives and in the community.

Sexual Assault/Rape Crisis Centre of Peel

P. O. Box 2311, Square One Post Office
Mississauga, ON L5B 3C8
Phone: 905-273-3337 | Fax: 905-273-3336
Crisis Line: 905-273-9442
Email: executivedirector@sarccp.org
Website: www.sarccp.org

Agency Mandate

To provide counselling and crisis support services to survivors of historic and current sexual violence, in particular all women survivors, and brief support services to the partner, family members and other supporters of the survivors.

Agency Programs

- 24-Hour Crisis and Support Telephone Line: Provides support and counselling to survivors of sexual violence and members of their social network 24 hours a day, seven days a week.
- Accompaniment: On request, crisis workers will accompany women to the hospital, police station and judicial offices.
- Public Education: Coordinates and participates in activities that support the prevention of sexual violence and creates a better understanding of sexual violence through community education.
- Advocacy: Coordinates and supports activities designed to identify and change societal attitudes, practices and institutions that condone and perpetuate sexual violence.
- Counselling: Provides individual and group counselling to women who have experienced sexual violence in their lives.
- Community Outreach: Collaborates with other services and community groups to ensure services reflect the entire diversity of our community.

Skills for Employment, Life and Family (SELF)

Mississauga Learning Centre:

151 City Centre Drive, Suite 302
Mississauga, ON L5B 1M7
Phone: 905-273-5196 | Fax: 905-273-3078
Email: mississauga@skillsforself.org

Brampton Learning Centre:

150 Central Park Dr., Suite 316
Brampton, ON L6T 2T9
Phone: 905-793-5400 | Fax: 905-793-5425
Email: brampton@skillsforself.org

Website: www.skillsforself.org

Agency Mandate

To teach English-speaking adults the essential literacy and life skills they need to improve their lives at home, work and in the community.

Agency Programs

- Information and Referral
- Initial and Ongoing Literacy Assessments
- Training
- One-on-one and Small Group Literacy Tutoring for Adults: Provides free, one-on-one and small group classes in reading, writing and math to English-speaking adults.

Social Planning Council of Peel

1515 Matheson Blvd. E., Suite 103
Mississauga, ON L4W 2P5
Phone: 905-629-3044 | Fax: 905-629-7773
Email: info@spcpeel.com
Website: www.spcpeel.com

Agency Mandate

To promote social justice by facilitating citizen participation in the identification of social issues and in the planning and implementation of collaborative actions.

Agency Programs

- **Research:** Identifies and analyzes social problems, conducts needs assessment studies and evaluation studies, and produces demographic community profiles.
- **Public Education:** Disseminates information about social problems and issues to individuals, groups and social service agencies through a bimonthly newsletter, community luncheon series, public speaking service, community forums and workshops.
- **Community Development:** Facilitates resident/community involvement in addressing social problems/issues in the community, informs policy-makers at all levels of government about those social problems, and persuades them to make decisions that will enhance the quality of life in Peel.

Spectra Community Support Services

P.O Box 74116
Brampton ON L6V 4J7
Phone: 905-459-8439 | Fax: 905-459-3955
Multilingual Crisis Lines: 905-459-7777
(English, Hindi, Urdu, Punjabi, Spanish and Portuguese)
Mandarin and Cantonese Lines: 416-920-0497
Seniors Safety Check-in Program (TeleCheck) for seniors: 416-646-8450
Peel Postpartum Family Support Line: 905-459-8441

Email: info@spectrasupport.org
Website: www.spectrasupport.org

Agency Mandate:

To provide various multilingual programs for the diverse communities of Region of Peel which include a 24-hour listening, emotional and crisis support telephone line, seniors Safety check-in program, Reassurance program, Peel Postpartum Family Support Line along with community information and referral support.

Agency Programs:

- **Multilingual Crisis Lines:** Telecare Distress Centre provides a listening, emotional and Crisis support Line along with community information and a referral service. The English Lines are open 24/7. The Spanish, Portuguese, Hindi, Urdu, Punjabi, Mandarin and Cantonese Lines are open from Monday- Friday – 10am-10pm.
- **Seniors Safety Check-in Program (TeleCheck):** Provides free safety Check-in for seniors on a daily or a regular basis. This program is offered in English, Hindi, Urdu, Punjabi, Spanish and Portuguese
- **Reassurance Program:** Provides check-in calls to individuals between the ages of 18-55 years who are experiencing challenges or a going through a difficult situation. This program provides continuous emotional support and facilitates other referrals to enhance an individual's sense of well-being.
- **Peel Postpartum Family Support Line:** Provides caring and a non-judgemental support to women and families during the prenatal and postpartum period. This program is offered in English, Hindi, Urdu, Punjabi, Spanish, Portuguese, Mandarin and Cantonese.
- **Training Program for Volunteers:** An intensive hands-on training program to train volunteers on active listening, crisis and suicide intervention, mental health issues, disabilities, diversity, coming out issues, anger management and understanding abuse etc.

St. Leonard's Place, Peel

1105 Queen St. East Box 2607
Brampton, ON L6T 5M6
Phone: 905-457-3611 ext 300
Fax: 905-457-2314
Email: info@slpp.ca
Website: www.stleonardshouse.com

Agency Mandate

St. Leonard's Place Peel is a community of love and hope that provides long term residential care to homeless men with serious mental illness and those who have been in conflict with the law. We are committed to assisting

residents reach their true potential and learn to live, hope and dream again. We are also committed to developing effective partnerships within our community so that collectively, we can build safer communities.

Agency Programs

- Individual and Group Counselling
- Choose Life Skills Program
- Licence to Clean Social Purpose Enterprise Program
- Community Kitchen
- Anger Management
- Cleanlife Wellness Program
- Community Chaplaincy Program
- Family Counselling
- Long-term Residential Care
- On-site Community AA and NA Meetings
- Employment Counselling
- Community Volunteer Program
- Woodlife Woodworking program
- Vocational Training Centre
- National Substance Abuse Program (NSAP)/Community Maintenance Program
- Outreach Housing Workers
- Out of the Cold/Heat Program

The Cross-Cultural Community Services Association

Peel Centre:

888 Dundas St., E., Unit B6 - 1
Mississauga, ON L4Y 4G6
Phone: 905-615-9500 | Fax: 905-615-0622

York Centre:

3636 Steeles Avenue East, Unit 223
Markham, ON L3R 1K9
Phone: 905-948-1671 | Fax: 905-948-9997

Scarborough Centre:

375 Bamburg Cir. #C102
Toronto, ON M1W 3Y1
Phone: 416-502-9500 | Fax: 416-502-2900

Head Office and Toronto Centre:

310 Spadina Avenue, Suite 301
Toronto, ON M5T 2E8
Phone: 416-977-4026 | Fax: 416-351-0510

Email: info@tccsa.org
Website: www.tccsa.on.ca

Agency Mandate

To assist newcomers in adapting to a Canadian life in their neighborhood and to provide support to Canadians in building a stronger community.

Agency Programs

- Settlement Services: Assists newcomers integrating into the society by providing services on one to one counselling including education, immigration, housing, children's benefit, registration (birth, marriage, etc.), tax, employment, health care system, citizenship, senior's benefit, social assistance; and other services including telephone enquiries, information workshops and orientation.
- Parenting Services: Assists families, despite cultural differences and language barriers, in accessing services provided by mainstream agencies to increase their knowledge of child-raising and parenting.
- Education Services: Assists newcomers integrating into the Canadian society by improving their English Language Proficiency through Language Instruction for Newcomers to Canada (free childminding services and computer facilities are available), Citizenship Preparation classes and Chinese School for children under age 15.
- Community Development Services: Helps newcomers understanding the Canadian culture, developing awareness of public issues and encourages them to give back to the community through women and senior support groups, parenting program, after-school programs for children, Youth Ambassador Project, youth programs and volunteer recruitment and training.

The Mississauga Food Bank

The Mississauga Food Bank
2550 Goldenridge Road, Unit 36
Mississauga, ON L4X 2S3
Phone: 905-270-5589
Email: info@themississaugafoodbank.org
Website: www.themississaugafoodbank.org

Eden Community Food Bank Battleford:
3051 Battleford Road
Mississauga, ON L5N 5Z9
Phone: 905-785-3651
Website: www.edenfoodbank.org
Areas serviced by postal codes: L5M, L5N

Eden Community Food Bank Unity:
3185 Unity Drive, Unit 2
Mississauga, ON L5L 4L5
Phone: 905-785-3651
Website: www.edenfoodbank.org
Areas serviced by postal codes: L5L, L5K

St. Mary's Food Bank:
5715 Coopers Avenue, Unit 4
Mississauga, ON L4X 1L5
Phone: 905-890-0900
Website: www.stmarysfb.com
Areas serviced by postal codes: L5E, L4X, L4Y, L5A

St. Mary's Food Bank Dundas:
1699 Dundas East
Mississauga, ON L4Z 2C7
Phone: 905-890-0900
Website: www.stmarysfb.com
Areas serviced by postal codes: L4Z, L5W, L4W, L5R, L5V, L5C

Malton Food Bank (OICS):
6915 Dixie Road, Unit 4
Mississauga, L5T 2G2
Phone: 905-696-9963
Areas serviced by postal codes: L4V L5S, L4T, L5P and L5T

Compass Market Food Bank
310 Lakeshore Road
Mississauga, L5H 1G8
Phone: 905-274-9309
Website: www.thecompass.ca
Areas serviced by postal codes: L5J, L5H, L5G

Seva Food Bank
3413 Wolfedale Rd Unit 10
Mississauga, L5C 1W4
Phone: 905-361-7382
Website: www.sevafoodbank.ca
Areas serviced by postal codes: L5A, L5C

Agency Mandate

To ensure that no person in need in Mississauga is without food.

Agency Programs

- Food Bank: 7-to-10-day food supplement is provided every four weeks.
- Home Delivery Service: Provided to families with medical or physical limitations (by referral).
- Home Run Program: Pre-paid taxi voucher program for eligible food bank clients to insure they can get home with their food
- Distribution Program: Weekly food orders provided to 100+ agencies.

- Advocacy: Front line program that refers clients to agencies for counseling and assistance.
- Breakfast Program: In partnership with Breakfast for Kids, nutritional food orders are provided to breakfast programs operating in Peel Region.
- Young Offender Volunteer Program: Supervision and direction to young offenders provided in partnership with Elizabeth Fry Society and accredited probation officers.
- Birthday Program: Children of clients, (1-12 years of age) provided with an age and gender appropriate gift on their birthday.
- Christmas Program: In partnership with the Breakfast with Santa Foundation, 500+ children spend a special morning with Santa and each receives a gift.

Victim Services of Peel

7750 Hurontario Street
Mississauga, ON L6V 3W6
Phone: 905-568-8800 | Fax: 905-564-2844
Crisis Line: 905-568-1068
Email: info@vspeel.org
Website: www.vspeel.org

Agency Mandate

To offer immediate crisis intervention, counselling and information and referral services around the clock to persons victimized by crimes or tragic circumstances.

Agency Programs

- Crisis Intervention: Provides 24/7 crisis intervention and immediate counselling to victims of crime and circumstance in Mississauga and Brampton. Provides scene attendance for death notification. On scene attendance anywhere in Brampton /Mississauga within 30 minutes at the request of Peel Regional Police.
- Critical Incident Debriefing: Provides individual and group trauma counselling to public or private agencies following a traumatic event (e.g. workplace death/ serious injury).
- Witness Assistance: Provides court support to victims of domestic violence, sexual assault and other serious crimes, 365 days a year at the Brampton Courthouse.
- South Asian Family Enrichment (SAFE): Provides outreach and support to families in the South Asian communities around issues of family violence. Provides educational awareness of family violence issues to the South Asian communities, faith and business sectors.
- Resources Education Advocacy Community Help (REACH): An information clearinghouse that provides individuals, groups and organizations with resources about community services and other issues related to trauma and victimization. This material is available to all community agencies.
- Transitional and Housing Support Program: Offers culturally sensitive and supportive services to women and their children who experience, or have experienced, violence in their intimate relationships, and provides assistance to enable them to establish violence free lives in their community.
- Domestic Violence Emergency Response System (DVERS) & SupportLink: Provides enhanced protection, intensive safety planning and ongoing counselling for women deemed at high risk of violence, usually by their estranged partner. Personal safety alarms and 911 one-touch emergency cell phones are provided to women at the highest risk to summon Priority One response from police.
- Victim Quick Response Program (VQRP). Provides financial and short-term counselling assistance to victims in the immediate aftermath of violent crime: such as homicide (including attempted murder, serious physical assault with a weapon, assault causing bodily harm, aggravated assault), domestic violence, sexual assault and hate crimes. There are qualifiers and financial maximums for this program.

Vita Centre

PO Box 42183
128 Queen St. South
Mississauga, ON L5M 4Z0
Phone: 905-858-0329 | Fax: 905-858-4199
Email: info@vitamanor.org
Website: www.vitamanor.org

Agency Mandate

To provide pregnant and parenting young women and their children with opportunities to enhance their well-being and reach their full potential through support programs, education and advocacy.

Agency Programs

- Information, Referral and Intake
- Education and Training Programs
- Support in Community
- Partner Volunteer Program
- Child Minding for clients in programs
- Public Awareness and Education
- Life Skills Groups: 10 week series and/or individual workshops for parenting youth, both moms and fathers.

Volunteer MBC

2601 Matheson Blvd. E., Unit 43
Mississauga, Ontario L4W 5A8
Phone: 905-238-2622 | Fax: 905-238-2612
Email: info@volunteermbc.org
Website: www.volunteermbc.org

Agency Mandate

To foster and develop volunteerism in the cities of Mississauga and Brampton, and the Town of Caledon by raising awareness of the power of service.

Agency Programs

- Offers a referral service for volunteer placement within the community for all ages.
- Serves the corporate community with programming services that engage team volunteering.
- Provides education and support for volunteers and community service agencies and organizations through topic and issue related workshops, comprehensive and informative programs, and community outreach.
- Strives to be a strong voice to support and promote volunteerism through advocacy, public and media relations.

YMCA Peel Region

Brampton YMCA:

20 Union Street
Brampton, ON L6V 1R2
Phone: 905-451-1400 | Fax: 905-454-8944

Mississauga YMCA:

325 Burnhamthorpe Road West
Mississauga, ON L5B 3R2
Phone: 905-897-9622 | Fax: 905-279-3117

YMCA Employment and Community Services:

151 City Centre Drive, Suite 800
Mississauga, ON L5B 1M7
Phone: 905-276-9322 | Fax: 905-276-9327

YMCA Youth Substance Abuse Program

Mississauga:

151 City Centre Drive, Suite 800
Mississauga, ON L5B 1M7
Phone: 905-276-9322 Ext. 216
Fax: 905-276-7921

YMCA Youth Substance Abuse Program

Brampton:

20 Union Street
Brampton, ON L6V 1R2
Phone: 905-451-1400 | Fax: 905-454-8944

YMCA Peel Youth Village

99 Acorn Place
Mississauga, ON L4Z 4E2
Phone: 905-791-5576 | Fax: 905-502-6526

Website: www.ymcatoronto.org

Agency Mandate

A charity offering opportunities for personal growth, community involvement and leadership.

Agency Programs

- **Child Care:** A licensed facility providing a vital service to families in Peel who have children aged 6 months-12 years.
- **Summer Day Camp:** Provides an opportunity for children aged 4-17 to participate in a variety of camping programs that facilitate their growth and development while focusing on fun and enjoyment.
- **Mississauga YMCA Employment and Community Services:** Provides a variety of opportunities to unemployed people via one-on-one counselling, group workshops, pre-employment training, job maintenance, direct job placements and client and employer follow-up.

- **YMCA Youth Substance Abuse Program -Peel:** A non-residential treatment program for youth aged 14-24 who abuse alcohol and other substances.
- **Mississauga and Brampton YMCA Membership Programs:** Each location offers a broad variety of health and recreation opportunities, including group fitness, individual conditioning and weight training, swimming, dance, basketball, tae kwon do, lifestyle counselling and fitness testing.
- **Peel Youth Village:** An innovative complex combining housing and a community centre. It is a safe haven where youth, their families, friends and the whole community can join together.

YWCA Toronto - December 6 Fund

80 Woodlawn Avenue East
Toronto, ON M4T 1C1
Phone: 416- 961-8100 | Fax: 416- 961-7739
Email: info@ywcatoronto.org
Website: www.ywcatoronto.org

Agency Mandate

To improve the lives of women and girls through dynamic leadership, advocacy and a range of unique and essential services that promote personal growth and economic independence.

Agency Programs

- **YWCA December 6 Fund:** Interest-free loans are negotiated for women leaving violent homes.
- **The Girls' Centre:** Delivers programs, workshops, conferences and training to foster leadership abilities, provide volunteer opportunities and encourage girls, aged 9 to 18, to build on their strengths.

- **Teen Mothers':** Provides programming to young mothers, aged 14 to 22, and their children. Includes weekly support, parenting groups, home visiting, telephone support, counselling, vocational guidance, advocacy and referrals.
- **Here to Help:** Offers support, education and intervention groups for children, aged 4 to 6, and their mothers who have been exposed to woman abuse.
- **Housing Support:** Provides safe and affordable housing to women and women-led families. Transitional housing is also available.
- **Emergency Shelter:** Provides emergency shelter to women and their children. Shelter residents receive individual and group support to address the complex range of needs that are a result of violence, trauma, homelessness and poverty.
- **Employment:** Various programs provide free support for job search, resumes and cover letters, interview techniques and networking resources. There is also a 10-week vocational assessment and career planning program available for women receiving social assistance.
- **Family Support Programs:** Telephone parenting support and referral service with an on-site parenting resource area.
- **Camp Tapawingo:** Summer camp for girls, aged 6 to 16, that provides leadership and skill development.



James

For Jennifer Deathe and her husband Richard, the birth of their first child was a time filled with fear and emotional pain. Their son James was born with severe physical malformations to his legs, requiring the amputation of his left leg and extensive reconstructive surgery. Both parents felt devastated and helpless.

In a deep depression, Jennifer reached out to Caledon Parent-Child Centre, a United Way funded agency that provides support, resources and education that strengthens families and promotes the optimal development of children. In addition to medical referrals, the Centre provided Jennifer and Richard with emotional support and counselling to help them cope during their son's surgery.

More than a year after the surgery, Jennifer, Richard and James, now 2, are doing great. His mom reports that James climbs, jumps and gets into mischief on a regular basis. Now with the help of a prosthetic leg, he is learning to walk.

Theresa Gyampah was being verbally, emotionally and physically abused by her husband who threatened to have her deported if she ever left him. As a newcomer to Canada, she didn't know where to turn or who to trust. After enduring years of abuse, fearing for her life and worried about how her children were being affected, Theresa called a helpline and was referred to a local shelter.

Staff at the shelter connected Theresa with the Violence and Abuse Prevention Program, provided through African Community Services and funded by United Way. The program aims to reduce violence and abuse within the African-Canadian community through culturally sensitive and language-specific services. Theresa participated in workshops and group counselling that helped enhance her self-esteem and confidence, and assisted her in building a better life for herself and her children.

Today, 49-year-old Theresa, and her three children live a life free from abuse. She is thankful for the support and caring she received from the staff at African Community Services, and now volunteers at the agency to create awareness about abuse while empowering other women in her community.



Theresa



United Way
of Peel Region

Tel: 905-602-3650 | Fax: 905-602-3651 ITTY: 905-602-3653
Email: info@unitedwaypeel.org | Website: www.unitedwaypeel.org