

A photograph of a family—a man, a woman, and a young child—walking away from the camera on a dirt path through a lush, green park. The man is on the left, wearing a light blue button-down shirt and jeans. The woman is on the right, wearing a light blue button-down shirt and jeans. The child is in the center, wearing a light blue dress and white shoes, holding hands with both parents. The background is filled with tall trees and sunlight filtering through the leaves.

2024-2025 ANNUAL REPORT



Copyright © 2025 FAMILY SERVICES YORK REGION

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of Family Services York Region (FSYR).

Table of Contents

About Us		Continuous Quality Improvement	12
Vision, Mission & Guiding Principles	4	Annual General Meeting	14
Values & Strategic Objectives	6	Statement of Operations	14
Programs	7	Statement of Financial Position	15
Report from the CEO	8	Community Collaboration	16
Report from the Chair	9	Our People	17
2024/25 Highlights	10	Our Investors	19
Our Commitment to Fighting Racism & Hate	11	Our Donors	19

About Us

Vision, Mission & Guiding Principles

Family Services York Region (FSYR) was established in 2005 when three Family Life Centres amalgamated under the stewardship of United Way. FSYR is a not-for-profit, charitable organization providing psychotherapy, counselling and outreach support services across York Region.

Vision

A leader in building connected communities, fostering healthy relationships and resilience in people.

Mission

A responsive, equitable, caring organization offering counselling and outreach support for all to achieve improved well-being and community connections.



Guiding Principles

We believe in family in all its diversity - as the smallest democracy at the heart of society (United Nations Year of the Family, 1994). We recognize family as consisting of the traditional nuclear family (2 parents and children), extended family, blended or re-combined family, childless family, sole-parent family, common-law marriage or cohabitating partners, same sex partners. As an agency we are committed to be a resource to families.

- We recognize that although people have common life needs, each person and family has unique needs. The agency will respond in a manner that recognizes that individuality.
- The development and the maintenance of personal relationships are important for individual well-being and our efforts will recognize and support this.
- We will encourage and support self-determination by honouring and respecting the family, couple, and individual's values, dignity and their ability and readiness to explore options, achieve their goals and exercise choices.
- All of our efforts and activities will promote dignity and respect for individuals.
- We support cooperative partnerships with other agencies, communities and government and will encourage purposeful working relationships.
- We recognize the diversity of the community in which we live and consequently we value the diversity of the individuals and families within our community and are responsive to those needs.

About Us

Vision, Mission & Guiding Principles

FSYR's diverse staff provides a wide range of programs and services to residents of York Region in 12 different languages, including English, Spanish, Farsi, Mandarin, Cantonese, Hindi, Punjabi, Gujarati, Urdu, Kurmanji, Arabic and Tamil. We offer individual, couple, family counselling and group counselling to adults, youth, children, and their families, for those struggling with anxiety, depression, grief, family conflict, stress, trauma, intimate partner violence, abuse, and more.

FSYR's outreach services include support groups, psychoeducational groups, workshops and presentations. Our language and culturally specific groups, presentations and workshops provide early intervention, mental health promotion, prevention, social support and skills development in areas such as parenting, stress, emotions management and increase opportunities for participants to gain social connections, reduce isolation, increase awareness about events, mental health resources and connect to their community. Outreach services also include the delivery of food and essential items care packages to marginalized and at-risk groups. Further, FSYR delivers the gold-standard, evidence-based Families and Schools Together Program (F&ST), a school-based program recognized by the United Nations as one of the most effective family asset building programs world-wide.

Community Development includes FSYR's Volunteer Ambassador/Mentorship training program, which develops skills and provides meaningful opportunities for participants to volunteer in their children's schools, community projects and local Community Action Tables. FSYR is the lead agency for the South-Central Richmond Hill Community Table funded by the Regional Municipality of York aimed at identifying community needs, mobilizing residents to improve the safety, health and wellbeing of Richmond Hill residents.

To ensure the highest standards of care for our clients and community, our experienced, qualified, and skilled professionals work from an anti-oppression and anti-racism framework. Our staff, students/volunteers and Board Members reflect the diversity of York Region and include BIPOC, 2SLGBTQ+, and newcomer communities all with "lived experience", bringing a multicultural lens to our service delivery system. Our fees are assigned on a sliding scale based on household income and no one is turned away from inability to pay.

FSYR is accredited through the Canadian Centre for Accreditation and is committed to being an equal opportunity organization. All programs and services offered by FSYR are inclusive, culturally sensitive and 2SLGBTQ+ positive. FSYR is the proud host and lead agency of the York Rainbow Support Network. FSYR is a member of Children's Mental Health Ontario (CMHO) and the Family Service Employee Assistance Program (FSEAP) Network.



Values & Strategic Objectives

Values



Respectful

We respect the uniqueness and diversity of all individuals.



Responsive

We respond proactively to the changing needs of our community.



Empowering

We foster individuals' personal strength to effect positive change.



Inclusive

We strive to provide equitable service access to diverse communities.



Collaboration

We embrace collaboration as a means of strengthening the social safety net.

Strategic Objectives 2021-2025

- Value and Invest in an Inclusive, Diverse & Engaged Work Culture
- Grow & Develop Responsive Programs & Services to Improve Well-Being
- Strengthen Organizational Infrastructure
- Exemplary Financial Health



Programs

Individual, Couple & Family Therapy Program (ICF)

Delivered in English, Chinese (Mandarin & Cantonese), Farsi, Hindi, Punjabi, Spanish, Tamil and Urdu.

- Children's Mental Health – Children, Youth & Family Counselling
- Counselling for Women and Children Exposed to Domestic Violence
- Employee Assistance Counselling
- Adult Mental Health - Individual, Couple & Family Counselling
- Telephone & Video Counselling
- Single Session Consultation/Therapy
- Victim Quick Response Counselling
- York Rainbow Support Counselling (2SLGBTQ+)

Group Counselling Services

- 2SLGBTQ+ Support Groups (Youth and Adults)
- Children's Mental Health (Emotion Regulation 0-17)
- Cultural Outreach & Language Specific Groups
- Emotion Regulation for Adults
- Parenting Support Groups
- Self-Esteem/Mindfulness
- Triple P (Positive Parenting Program)

Community Cultural Support Services

- Language Specific Counselling
- Parent Ambassador Program
- Triple P (Counselling & Group Services)
- Women's Support Groups

Family & Schools Together Program (F&ST)

- FASTWORKS

Student Placement Program

Court Mandated Counselling Services

- Direct Accountability Program (DAP)

Youth Justice Programs

- Anger Management/Violence
- Attendance Centre (AC)
- Extrajudicial Sanctions Program (EJS)
- Healthy Intimacy for Adolescents (HIFA)
- Restorative Justice/The Fourth R

York Rainbow Support

- Counselling & Support Groups
- Training, Consultation, Capacity Building

South Central Richmond Hill Community Action Table (SCRHCAT)



Report from the CEO

Elisha Laker MSW, RSW

This has been one of the most challenging years that we have ever had in the 20-year history of our organization. The challenge has been self-imposed as we have taken on some monumental changes through the restructuring and re-design of our client service pathways in the interest of better serving our clients. In effect we have centralized our "intake" and service navigation processes.

Changing our staff's job descriptions, their accountabilities and the processes that they are accustomed to using and following does not come easily. Asking our staff to change, to adjust to a new supervisor or a new way of working has been a test of our resilience and capacity to find new and better ways to serve. Thanks to the resilience and dedication of our staff, we have a more streamlined client service pathway system and greater capacity to respond to clients quickly and effectively.

With restructuring we have greater team back-up, organizational sustainability and greater interdependence between teams. The challenges have demonstrated our resilience and have made us stronger in pursuit of our common goals of serving those who rely on our programs and services.

I would like to thank our Admin Team whose role has changed significantly over the past years. This team takes on the 1000's of applications that come to our attention and provide technical and admin support for our counsellors and outreach staff—our Admin Team members are often the first to be available to debrief with our counsellors as their natural supportive warmth and pragmatism in problem solving shines through.

I would like to thank our Navigation Team for their adaptability, dedication and commitment in becoming the first point of contact for our clients providing compassionate, timely and effective care and being a vital resource as they conduct preliminary risk screenings, offer guidance and support for clients, manage waitlists with regular check-ins with clients along with seamless access to programs and services.

I would also like to thank Our Multilingual Outreach Teams that include our Families and Schools Together Team, our Triple P Parenting Team, our Volunteer Ambassadors and our Community Action Table Team who always hit the ground running, serving those who live on the fringes of society, those struggling with homelessness, food precarity, poverty and mental health challenges. Our Outreach Teams connect people to resources and help to reduce the risk factors of isolation and alienation.

My thanks go out to our Counselling Teams who manage some of the most complex and demanding challenges faced by our clients. From mental health challenges to intimate partner violence to youth justice kids in conflict with the law, our Therapists consistently demonstrate the highest standards in service delivery with client satisfaction surveys at the 95% level and outcome rating scales of 75 to 80% of clients reaching their service targets.

All of this work is supported by a Management Team that has the highest standards and push for the most effective solutions always taking into consideration the needs of clients and the high value and needs of our staff.

My thanks of course to our esteemed Board of Directors who govern with diligence, purpose, wisdom, support, good humor and the highest standards when it comes to accountability, ensuring that we are empowered to achieve our vision, mission and strategic objectives. Thank you all for your steadfast commitment to our growth and development all in the interests of providing the best possible service to our communities.

Respectfully Submitted,



Elisha Laker, MSW, RSW
Chief Executive Officer

Report from the Chair

Debbie Kassirer MSW, MBA

Our responsibility as a Board of Directors is to ensure that FSyr carries out its Strategic Plan in accordance with our Vision, Mission, Values and Guiding Principles.

I am happy to report that FSyr continues to achieve the objectives of our Strategic Plan with innovation, creativity, and a passion for bettering the lives of York Region Residents. The highlight of our Board meetings is often the presentations from staff on the broad array of services that impact some of the most marginalized at-risk communities in York Region. The creativity and passion in delivering a diverse array of impactful evidence-based services is remarkable and FSyr's outcomes speak for themselves.

Our strategic imperative of "valuing and investing in a diverse work culture," is exemplified through the annual Guarding Minds at Work Survey, that measures our culture, staff engagement and most importantly the health and psychological safety of our staff. While post Covid burn out and isolation are challenges, survey results demonstrate that 80% of staff feel they are a part of a community at work, 90% of staff are willing to give extra effort at work if needed and over 90% of staff reported that psychological protection, civility and respect, are strengths of FSyr's culture.

While our sector is struggling with the Health Human Resources Crisis, FSyr continues to have an astounding 96% staff retention level over the past 2 years. While isolation and burn out have been challenges in our sector FSyr teams have creatively problem solved with the formation of an FSyr Social Committee, in person Team Building meetings and professional development sessions.

With Accreditation happening later this year FSyr's Management team held an All-Staff Community Meeting to prepare staff for Accreditation by developing and implementing their own version of television's "Family Feud" with questions geared to Accreditation. Apparently, this game show enactment turned into a hilariously competitive scene with the judges having many challenges in monitoring the processes and awarding rewards to

the winners. At the end of the day, I'm told that all in attendance learned a lot and had an entertaining time.

This past year has been a very busy one for our Board as we have reviewed and revised our Bylaws to ensure compliance with the Ontario Not for Profit Corporations Act, have reviewed and revised numerous Board Governance Policies, and have refreshed our Diversity and Anti-Racism statements to name but a few of the tasks we have taken on this year.

I would like to take this opportunity to thank our Provincial Funders, United Way Greater Toronto, York Region and the Ontario Trillium Foundation, who have been nothing less than exemplary in finding ways to help us do the work that our communities need.

There is no doubt that FSyr's success today has been achieved through the dedicated efforts of our highly talented Management Team under the leadership of our CEO Elisha Laker. This team has contributed to the growth, development and outstanding outcomes achieved by FSyr's staff. With 95% client satisfaction surveys, and a healthy team culture, the board is confident that FSyr will continue to be a key service provider in the region. Congratulations and thank you all for a job absolutely wonderfully done.

Respectfully Submitted,



Debbie Kassirer, MSW, MBA
Chair

2024/25 Highlights



Delivered in-person and virtual services in **8** different languages to over **2,327** clients in York Region.



Booked **7,540** counselling sessions and provided **6,673** direct service hours to clients.



Delivered **43** outreach, parenting and emotional support groups to over **457** participants.



Engaged **1,395** residents through the South-Central Richmond Hill Community Action Table participating in outreach initiatives.



Delivered **5** cycles of FAST to **219** participants and **55** families, with **644** clients participating in the FASTWORKS follow up program.



Had over **25,000** visits to our website and **5,960** phone calls were answered for people looking to access services.



4 student placements involved with FSyr contributed over **4,890** hours to the agency.



23 volunteers were involved with FSyr and contributed over **1,048** hours to the agency.



Provided **100+** families with ongoing check-ins of outreach support (Yazidi, Persian and Tamil community including newcomer refugee families in the region, providing resources, emotional support, life skills, translation and food/housing needs, etc.)



Delivered **25** presentations and workshops on parenting, coping with stress and supporting children's mental health to over **710** participants.



Completed **662** psycho-social needs assessments with over **1,375** hours of direct service to navigate clients to the appropriate service.

Commitment to Fighting Racism & Hate

FSYR is deeply committed to fighting Racism and Hate. We are pained by the increase in hate crimes, and the increase in Anti-Semitism, Islamophobia, Anti-Black racism, Anti-Indigenous racism and Anti-Asian racism. We condemn the hatred against the 2SLGBTQ+ and all marginalized and at-risk communities. We are pained by hatred or discrimination against any race, religion, person of colour, persons of diverse sexual orientations or identities, and we are determined to work together with our partners and with our communities to raise awareness and develop solutions to address intolerance, discrimination, and hatred.

We can build community when all people feel safe, valued, heard, and seen.

WAYS to Fight Hate and Discrimination*

- ✓ Strengthen the bridges of peace, harmony, understanding and mutual respect.
- ✓ Celebrate and learn about other cultures.
- ✓ Call out bigotry and hate speech.
- ✓ Teach children kindness and how to talk about differences.
- ✓ Act in solidarity and intervene if it's safe to do so.



* Adopted from UNICEF's 5 Ways and the Global Imams Council.

Continuous Quality Improvement

Families & Schools Together (F&ST)

- 100%** would recommend this program to a friend.
- 95%** overall satisfaction rating.
- 94%** feel more confident in their parenting skills.
- 94%** feel more knowledgeable and aware of resources in their community.
- 92%** feel more optimistic about their future.
- 90%** of children benefitted from a mentoring relationship with a caring adult and/or youth.
- 90%** increased positive social relationships and community connections.
- 88%** are better able to cope with stress within their family.



What Our Clients Like Best About the Program

"My family and I really enjoyed the vibrant atmosphere at F&ST! Created such a fun time, art crafts, engagement new families, have special moments with our kids and make memories is the best part."

"It was a great tool and platform to foster family bonding and interaction. Meeting children, peers and parents including exchanging of exciting cultural and social experiences was fantastic."

"We really enjoyed the opportunity to connect with so many people. The program also provided a great variety of craft materials for the children, which they loved."

"The warmth, education and fun for my child and interaction with other families."

"Connecting with other families. Seeing everybody interacting and having some special time to bond and be creative."

"We enjoyed the opportunity to connect as a family in a structured yet fun environment. The games, shared meals, and group activities helped us bond and create special memories. It was also comforting to meet other families going through similar life stages."

Cultural Outreach Group Services

- 97%** would recommend this program to a friend.
- 97%** feel better about themselves.
- 96%** overall satisfaction rating.
- 96%** feel that areas of their life have changed in a positive way.
- 93%** enhanced their social support and peer networks to reduce social isolation.
- 91%** are better able to cope with problems and stresses in their lives.
- 88%** increased their knowledge and confidence in navigating and accessing support and services.
- 87%** feel their family life has improved.



What Our Clients Like Best About the Program

"The group has helped me cope with stress, given me a lot of information and helped me make friends. This group makes me learn how to communicate well and be a good parent."

"I like the discussions, the networking and the resources and information given. I have made more friends and enjoy the Yoga."

"I feel better in my social and healthy life. Have more interactive groups with diverse ethnic group. And multiple topics of interest for women and seniors. Enjoyed discussions and different points of view on various topics."

"Helpful for communicating with all ages. Educate elderly people about their daily nutrients and vitamins. How can they maintain their health and especially bone health because lots of bone injuries happen to elderly people."

"I wait the whole week for this session; it makes me happy and good. I enjoy the talks and yoga."

Continuous Quality Improvement

Individual, Couple and Family Counselling

- 95%** were satisfied with the counselling received.
- 90%** felt their overall sense of well-being improved as a result of counselling.
- 90%** felt that counselling helped them to develop skills/strategies to cope with their situation better (i.e. communication skills, decision making, coping skills).
- 89%** were able to make progress towards their goals.
- 84%** felt better connected to community resources.
- 86%** felt their experience connecting virtually was excellent or above average.

Feedback Informed Therapy Outcomes

YTD 2024—2025 (Completed Clients Only)

79%
of Clients Reaching Service Target*

*Service Target reflects that clients are not at risk, and show reliable improvement (improvement not attributable to chance, maturation and measurement error).

What Our Clients Like Best About Our Services

"Amazing therapist, the process to connect was quicker than anticipated."

"Excellent counsellor and availability to meet via Zoom."

"People at FSYR care and want to help."

"I like that this service is accessible and affordable and works with my entire family. It has helped us stay better connected and we don't have to worry about our financial situation when paying for this service."

"Helped me figure out a lot about myself and develop strategies to improve myself."

"The counsellors are very kind and knowledgeable and help with a lot of outside resources and internal resources that you can come back to. I felt really heard and supported."

"My therapist was the most supportive person in my life in a time I needed it most. I have a hard time opening up and she was able to give me the space to truly feel safe and honest. She supported me, we got along so well but she also challenged me in gentle ways that I needed. I couldn't ask for a better experience or therapist. Thank you."

"I like that the service always has activities that are incorporated to help deal with the matter."

"This ensures that it gets addressed and works to resolve it."

"Everyone is so kind and resourceful and gives you ways you can help yourself and feel autonomous."

"I can talk about things that can't even be discussed with family. Sometimes I just need a little encouragement to move forward."



Annual General Meeting

Wednesday, June 25, 2025
6:30-8:00 PM

Keynote Speaker:
Heather McDonald, President & CEO,
United Way Greater Toronto



Heather McDonald is the President & CEO of United Way Greater Toronto, appointed in spring 2025 to lead the organization’s 10-year strategy focused on impact, growth, and transformation.

With over 25 years in the social and human services sector, she brings extensive expertise in change management, strategic partnerships, and revenue diversification. Previously, as CEO of LOFT Community Services, she oversaw significant organizational growth, including tripling the operating budget, expanding staff, and developing a major housing portfolio. Known for her values-driven leadership, Heather is dedicated to building stronger, more equitable communities across the GTA.



Image credit: United Way Greater Toronto

Statement of Operations

FAMILY SERVICES YORK REGION STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2025		
	2025	2024
REVENUE		
Ministry of Health Child and Youth Mental Health	\$ 1,556,612	\$ 1,546,612
Ministry of Children, Community and Social Services	1,135,085	1,114,355
United Way Greater Toronto	795,546	861,921
Region of York	534,048	542,513
Other grants and funding (Note 12)	226,215	268,597
Counselling fees	203,398	277,992
Other revenue (Note 13)	62,472	14,884
Ministry of Attorney General	51,000	51,000
	4,564,376	4,677,874
EXPENSES		
Salaries and benefits	3,650,507	3,612,544
Program supplies and operations	289,449	307,980
Rent, utilities and taxes	285,201	287,388
Office and general	189,033	188,102
Staff supervision and development	36,160	29,237
Telephone	33,513	42,319
Travel	31,635	28,129
Bank charges, service fees and interest	29,799	29,004
Insurance	29,163	34,956
Equipment lease and maintenance	22,664	24,066
Office maintenance	18,504	17,940
Dues and fees	13,338	11,907
Bad debts	0	12,213
	4,628,966	4,625,786
(Deficiency) excess of revenue over expenses before other items	(64,590)	52,088
Amortization	(28,674)	(35,780)
Amortization of contributions towards capital assets	<u>23,466</u>	<u>26,311</u>
	(5,208)	(9,469)
(DEFICIENCY) EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	\$ (69,798)	\$ 42,619

Annual General Meeting

Wednesday, June 25, 2025
6:30-8:00 PM

Statement of Financial Position

FAMILY SERVICES YORK REGION (Incorporated Under the Laws of Ontario Without Share Capital) STATEMENT OF FINANCIAL POSITION MARCH 31, 2025		
	2025	2024
ASSETS		
CURRENT ASSETS		
Cash (Note 3)	\$ 139,670	\$ 41,675
Short-term investments (Note 4)	0	229,626
Accounts receivable (Note 5)	174,721	242,481
Prepaid expenses	74,885	67,127
	<u>389,276</u>	<u>580,909</u>
Endowment fund investments (Note 6)	0	36,097
Capital assets (Note 7)	20,641	49,313
	<u>\$ 409,917</u>	<u>\$ 666,319</u>
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued expenses (Note 8)	\$ 206,772	\$ 257,108
Deferred revenue - Other (Note 9)	9,187	85,892
	<u>215,959</u>	<u>343,000</u>
Unamortized contributions towards capital assets (Note 10)	17,885	41,351
Deferred contributions - Endowment fund (Note 11)	0	36,097
	<u>233,844</u>	<u>420,448</u>
NET ASSETS (NOTE 15)		
Invested in capital assets	2,754	7,962
Unrestricted	<u>173,319</u>	<u>237,909</u>
	<u>176,073</u>	<u>245,871</u>
	<u>\$ 409,917</u>	<u>\$ 666,319</u>
Approved on Behalf of the Board, <u>B. Kassirer</u> , Chair. <u>Ira Teich</u> , Treasurer.		



Community Collaboration

- 360° Kids
- Abuse Hurts
- Addiction Services Central Ontario
- Agincourt Community Services
- Ahmadiya Community
- AIDS Committee of York Region
- Blue Door Shelter
- Canadian Mental Health Association
- Catholic Community Services of York Region
- Cedar Centre
- Centre Francophone du Grand Toronto
- Children's Mental Health Ontario (CMHO)
- Chippewas of Georgina Island First Nation
- CICS Canada
- Domestic Violence Court Advisory Committee
- Early ON Child and Family Centre
- Ebenezer United Church
- Faces of the Heart
- Family Service Canada
- Georgina Public Libraries
- Georgina Transit
- Girls Inc.
- Help a Girl Out
- Hospice – Richmond Hill
- Human Endeavour
- Humanity First
- Jericho Youth Services
- Jewish Family and Child Services
- John Howard Society of York Region
- Kinark Child and Family Services
- Linking Georgina
- Mackenzie Health
- Markham Stouffville Hospital
- PFLAG York Region
- Probation and Parole
- Richmond Hill Public Library
- Rose of Sharon
- Routes Connection Communities
- Sandgate Women's Shelter
- Social Services Network
- Southlake Regional Health Centre
- Sutton Youth Shelter (Salvation Army)
- The Housing Help Centre
- Vaughan Community Health Centre
- Victim Services York Region
- Welcome Centres (Markham North, Markham South, Richmond Hill & Vaughan)
- Women's Centre of York Region
- Women's Support Network
- Yellow Brick House
- York Hills Centre for Children Youth and Families
- York PrideFest
- York Region Centre for Community Safety
- York Region Children's Aid Society
- York Region Chinese Mental Health Initiative
- York Region Community and Health Services
- York Region Department of Public Health
- York Region District School Board
- York Catholic District School Board
- York Region Farsi Speaking Social Service Providers Network
- York Region Food Network
- York Region Parks and Recreation
- York Region Planning Collaborative
- York Region Violence Against Women Coordinating Committee
- York Regional Police
- York Support Services Network
- Youth Justice Services

Our People



Board of Directors

Debbie Kassirer
Chair

Alternative Dispute Resolution Practitioner,
Principal Of Beyond Conflict

Ira Teich
Member at Large

Author, Marketing Consultant
& Nation-Building Development/Strategist

Vanessa Aguiar
Past Chair

Executive Director, People, Wellness & Talent,
York Regional Police

Karen Wang
Member at Large

Adolescent Psychiatrist &
Assistant Professor of Psychiatry

Rubaiyat Karim
Treasurer

Registered Social Worker
and Faculty Professor

Priya Khalsa
Member at Large

JD/MSW
Faculty of Law Graduate | Medical Student

Juanita Nathan
Member at Large

Member of Parliament for Pickering-Brooklin
& Recipient of Queen Elizabeth II Diamond
& Platinum Jubilee Medals-Community Service

Our People

Management & Supervisory Team

Elisha Laker , MSW, RSW	Chief Executive Officer
Mariana Benitez , MEd, RP	Director of Clinical Services
Susan Warren , BA, RP	Director of Inclusivity & Community Development
Michael Prencipe , BA	Director of Operations
Adelle Volpone , MSW, RSW	Manager of Clinical Services
Reni Hunter	Financial Manager
Wendy Milwain	Manager of Data
Sarah Simms , MSW, RSW	Manager of Human Resources
Leena Nayyar	Manager of Outreach Services
Kerry Newman , RP	Clinical Supervisor
Melissa Tolman , MA, RP	Clinical Supervisor
Mahsa Ghayoumi , MA, RP	Outreach Supervisor
Stephanie McKellar , BA	Executive & Senior Management Assistant
Melena Carrassi	Management Assistant

Staff

Aileen Yu , MDiv, RP	Mateo Salazar , MDiv, RP
Aisha Noor Ahmed , MA, MBA	Monique Mathew , MSW, RSW
AJ Luo , BA	Nadene Whitefield
Amarjith Balakrishnan , RP	Nathalie Balakji , MDiv, RSW
Andrew Raya , MSW, RSW	Nazanin Abdollahzadeh , MA, RP
Angie Tsianos	Negar Jafari , MA, RP (Qualifying)
Awaiz Artani , MSc, RP	Nicole Bagshaw , MA, RP (Qualifying)
Carlotta Lau , MSW, RSW	Nishtiman Mokri
Cassandra Crawford , MSW, RSW	Poopeh Aravandi
Cynthia Salazar , BSc	Priscilla Joshi
Darby Crosby , MA, RMFT, RP	Raymond Lee , MDiv, RP
Deepshikha Swaroop , MCA	Rebekah Bakhshi , MA, RP (Qualifying)
Divya Ramaswamy , MA, RP	Richard Gomory , MA, RP
Erica Fuentes-Gallo , SSW, RSSW	Ruth Xie , MA, RP
Erin Briggs , RP, RCAT	Sam MacEachern
Farzaneh Yazdani , PhD, RP	Sandra Moulds
Hedieh Majidi Tehrani , MA, RP (Qualifying)	Sandy De Padua , BSW, RSW
Janice D'Amore-Cook , BA	Sarah Ammendolia , MEd
Jennise Fortner , OCT, MSW, RSW	Sarah Saeed , MA, RP, CCC
Kathleen Latimer	Siva Thilagarajah
Laila Rehou , SSW, RSSW	Tricia Ali , BA
Leigh-Ann Brunke , MC, RP	Vincenza De Maria
Linda Caron , BA	Wendy Russell , MC, RP
Linda Moradzadeh , MEd, PhD, RP	
Liway Coniega , BA	

Our People

Student Placements

- Gianluca Canaletti**, University of Toronto
SUPERVISOR: Cassandra Crawford, MSW, RSW
- Bailey Hussey**, Yorkville University
SUPERVISOR: Richard Gomory, MA, RP
- Stephanie Sauve**, Yorkville University
SUPERVISOR: Mateo Salazar, MDiv, RP
- Nikkita Hartwick**, First Nations Technical Institute
SUPERVISOR: Leena Nayyar, MSW, RSW

Our Investors

- Kaptyn Family
Endowment Fund
- Ministry of Children,
Community & Social Services
- Ministry of Health
and Long-Term Care
- MCYS Youth Justice Division
- Ministry of the
Attorney General
- Ontario Trillium Foundation
- Regional Municipality of York
- United Way Greater Toronto

Our Donors

- Costco
Richmond Hill
- Dawoodi Bohra Community
Richmond Hill
- Faces of the Heart
- Janice Chan
- Project Abrham
- Richmond Hill
Community Donors
- Sport Chek
Stouffville

TO OUR GENEROUS INVESTORS & DONORS

Your contribution goes beyond monetary value; it embodies a spirit of community that defines us. Your generous spirit resonates with the essence of our mission, reflecting a power of unity and shared commitment.

Thank you for being an integral part of our mission.





Tel: 905-895-2371
Toll Free: 1-888-223-3999

Main Office - Newmarket
1091 Gorham St., Suite 300
Newmarket, Ontario L3Y 8X7

Service Centres

Richmond Hill
10610 Bayview Ave., Unit 18
Richmond Hill, Ontario L4C 3N8

Georgina
25202 Warden Ave.
Sutton West, Ontario L0E 1R0

