



2025-2026 ANNUAL REPORT



Copyright © 2026 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			
Vision, Mission & Guiding Principles	4	Continuous Quality Improvement	12
Values & Strategic Objectives	6	Annual General Meeting	15
Programs	7	Financials	16
Report from the CEO	8	Community Collaboration	17
Report from the Chair	9	Our People	18
2025/26 Highlights	10	Our Investors	20
Poverty Prevention Impact	11	Our Donors	20

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

Strong, healthy, and connected communities where individuals, couples, and families thrive with resilience, belonging, and well-being.



Mission

FSYR delivers measurable improvements in individual, couple, family, and community well-being through high-quality, evidence-informed counselling and outreach. We strengthen individuals, and foster meaningful relationships and community connections through accessible, equitable, and responsive services.



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 worldwide.

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 due to an 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

Core Values



Integrity

We act with honesty, transparency and ethical leadership to build trust.

Respectful

We create and nurture inclusive environments, recognizing the inherent dignity and strengths of every person.



Client and Community-Centred

We keep individuals, couples, families, and communities at the centre of everything we do.

Excellence and Accountability

We strive for high quality, evidence-informed practice and hold ourselves accountable for outcomes, and continuous improvement.



Collaboration

We work in partnership with staff, clients, funders and community organizations to amplify collective impact.

Strategic Objectives 2026-2030

Exemplary Financial Health

Maintain strong financial stewardship that ensures sustainability, adaptability, and resilience in an underfunded sector.



An Inclusive and Engaged Team Culture

Foster a psychologically safe, inclusive, and engaged team that supports retention, performance, and service quality.



Responsive Programs and Services

To deliver timely, effective, client-centered programs that respond to community needs and demonstrate measurable impact.



Organizational Agility and Effectiveness

To adapt to evolving and emerging client and community needs and achieve intended outcomes.

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
- Virtual (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)

Student Placement Program

Community Cultural Support Services

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

Youth Justice Programs

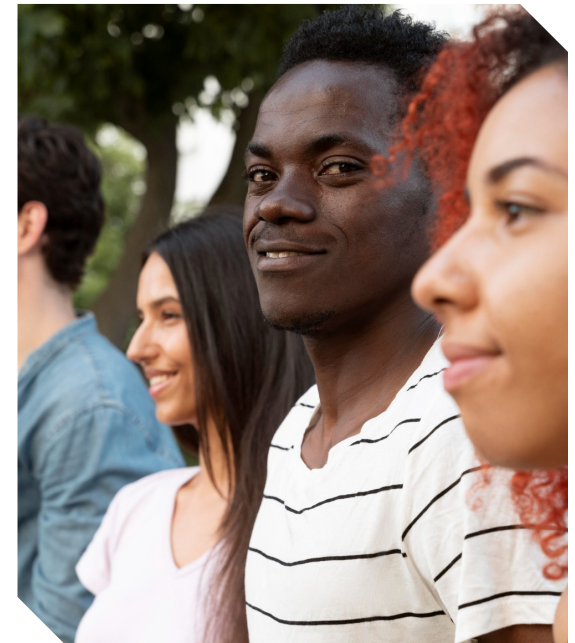
- Anger Management/Violence
- Attendance Centre (AC)
- Extrajudicial Sanctions Program (EJS)
- Healthy Intimacy for Adolescents (HIFA)
- Restorative Justice/The Fourth R

Court Mandated Counselling Services

- Direct Accountability Program (DAP)

York Rainbow Support

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



Family & Schools Together Program (F&ST)

- FASTWORKS

South Central Richmond Hill Community Action Table (SCRHCAT)

Report from the CEO

Elisha Laker MSW, RSW

If there is one theme running through this year, it is probably this: just when we think things might settle down, we find ourselves facing another wave of very difficult challenges, including some very uncomfortable financial pressures. This year included a significant drop in fees as the high cost of living affected the families and communities we serve; we also faced an unexpected downturn in funding intended to support some of the most marginalized people in our community. These pressures resulted in the loss of staff and months of crisis management as we worked to reduce costs and ensure that we continued meeting our targets. Throughout this stressful period, it was important to remain open and transparent with staff, to keep people informed and engaged as difficult decisions were made. I want to recognize the extraordinary support shown by both staff and the Board. I am truly grateful for the patience, trust, and commitment people brought forward during such a demanding time. I also want to particularly recognize Rishma Mirshahi from the Ministry of Health, whose steady and constant support was central to helping us manage through this crisis.

At the same time, Community needs keep growing, resources remain tight, and our teams continue to respond with skill, heart, creativity, and determination. If resilience were a funded program, we would probably still find a way to do more with less.

None of this happens alone. I am deeply grateful to our funders and system partners, including the Ministry of Health, MCCSS, Jyoti Atwal, Corinna Kitchen Criminal Law Division, United Way Greater Toronto, Julia Harbinson the Region of York, Sarah Turner, Jill Javelosa and the Town of Georgina, whose long-term lease support has been a major gift to our sustainability. Special thanks to UWGT for the Social Purpose Real Estate investment that helps us extend the life of our Georgina office. In a field where certainty is often in short supply, this kind of partnership means a great deal.

Our community partnerships continue to be one of our greatest strengths. We are grateful to our colleagues in children's mental health, our partners across violence against women sector, food, housing, policing, newcomer support, and the York Rainbow Network, as well as our collaboration with Chippewas of Georgina Island First Nation as we work to better serve Indigenous communities. This work is never a solo act, and thankfully we are surrounded by thoughtful, talented people who make the whole effort stronger and smarter.

Internally, I am especially proud of how our teams have adapted. Our integrated Service Access Team now acts as a calm and capable front door for thousands of inquiries and applications, helping people find a path instead of a maze. Our outreach and CAT teams continue to meet people where they are with compassion, speed, and practical support, whether families are facing poverty, homelessness, isolation, food insecurity, or mental health challenges.

Our counselling teams also continue to do exceptional work in mental health, intimate partner violence, and youth justice to name but a few of the issues that come to us. Their professionalism and care are reflected not only in what clients tell us, but in strong outcomes: client satisfaction remains at 95%, and 75 to 80% of clients consistently reach their service goals. Those numbers represent real trust, real progress, and real change.

I also want to recognize our leadership team, who have guided the organization through funding pressures, staffing changes, office downsizing, renovations, redesign plans, hybrid service delivery, and more than one spirited conversation about paint colours and furniture placement. Apparently, office planning is where strategic leadership and home renovation television finally meet.

Finally, my sincere thanks to our staff and Board of Directors. To Mariana, Susan, and Michael: thank you for your steady leadership during a year of significant change. To Sarah, Wendy, Leena, Jennise, Kerry, Melissa and Stephanie, we couldn't do it without you. To our Board: thank you for your trust, diligence, wisdom, and good humour. This year asked a great deal of all of us, but it also reminded us of what is possible when committed people work together with courage, care, and just enough humour to keep everyone moving forward.

Respectfully Submitted,



Elisha Laker, MSW, RSW
Chief Executive Officer

Report from the Chair

Debbie Kassirer MSW, MBA

I am pleased to share this Chair's Report for FSyr's Annual General Meeting. Serving on the Board is both rewarding and deeply meaningful thanks to the remarkable work happening across this organization every day and to the smart, capable and collaborative individuals who serve on the Board with me. Our role as a Board is to help keep FSyr grounded in its Vision, Mission, Values, and Guiding Principles while supporting the strategic direction that allows the organization to grow, adapt, and serve our communities well.

I am happy to report that FSyr continues to advance its Strategic Plan with innovation, creativity, and a genuine passion for improving the lives of York Region residents. One of the things that gives me great pleasure in serving on the Board is hearing directly from staff about the broad range of services being delivered to some of the most marginalized and at-risk members of our community. Time and again, we see an organization that pairs compassion with evidence-informed practice, an excellent combination that no strategic plan template can fully capture.

Our strategic priority of valuing and investing in a diverse workplace culture continues to be reflected in the annual Guarding Minds at Work Survey, which helps us understand staff engagement, organizational culture, and—most importantly—the health and psychological safety of our team. The results are encouraging: 80% of staff reported feeling part of a community at work, 90% said they are willing to give extra effort when needed, and more than 90% identified psychological protection, civility, and respect as strengths of FSyr's culture. These numbers reflect a healthy organization where people feel supported, valued, and able to do their best work.

This year also brought a significant milestone for FSyr: the successful completion of our accreditation process with the Canadian Centre for Accreditation. Accreditation within our sector is a meaningful mark of excellence, accountability, and continuous improvement.

I am pleased to share that the final report confirmed the following results:

- We met 100% of mandatory standards (51/51)
- We achieved 96% of leading practice standards (27/28)

These results reflect the dedication of our staff, the strength of our leadership, and the Board's ongoing commitment to good governance. They also reinforce what many of us already know: FSyr is an organization that leads with integrity, responds with care, and continues to evolve in ways that strengthen both service quality and community impact.

On behalf of the Board of Directors, I extend sincere thanks to our staff, students, volunteers, community partners, funders, stakeholders, and clients. Your trust, commitment, and support make this work possible. In a year that demanded both resilience and responsiveness, FSyr continued to show what is possible when dedicated people come together with a shared purpose. For that, we are deeply grateful.

Thank you for your continued confidence in FSyr and for being part of the community that helps this organization thrive.

Respectfully Submitted,



Debbie Kassirer, MSW, MBA
Chair

2025/26 Highlights



Delivered in-person and virtual services in **12** different languages to over **2,243** clients in York Region.



Booked **4,561** counselling sessions and provided **4,102.5** direct service hours to clients.



Delivered **40** outreach, parenting and emotional support groups to over **269** participants.



Engaged **70,742** residents through the South-Central Richmond Hill Community Action Table participating in outreach initiatives.



Delivered **5** cycles of FAST to **256** participants and **67** families, with **1,013** clients participating in the FASTWORKS follow up program.



Had over **46,000** visits to our website and **4,987** phone calls were answered for people looking to access services.



3 student placements involved with FSyr contributed over **1,600** hours to the agency.



41 volunteers were involved with FSyr and contributed over **1,459** hours to the agency.



Provided **789** people 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 **35** presentations and workshops on parenting, coping with stress and supporting children's mental health to over **591** participants.



Completed **680** psycho-social needs assessments with over **1,258** hours of direct service to navigate clients to the appropriate service.

Poverty Prevention Impact

Improving mental health and strengthening family stability through counselling and outreach support.

Community Connection

Connecting clients with services, resources, and ongoing practical supports, including care packages and Good Food Boxes.

Mental Health

Supporting individuals experiencing stress, anxiety, depression, and life challenges.

Family Stability

Helping families improve communication, relationships, and overall well-being.

"The support I received helped me feel more confident and gave me the tools to move forward during a difficult time."



Continuous Quality Improvement

Families & Schools Together (F&ST)



- 97%** of parents reported they are more confident on how to support their child/children.
- 97%** had a positive experience and would recommend this program to a friend.
- 96%** of children benefitted from a mentoring relationship with a caring adult and/or youth.
- 95%** overall satisfaction rating.
- 94%** developed positive social friendships and community connections.

- 94%** of families feel communication within their family has improved.
- 92%** feel more knowledgeable and aware of resources in their community.
- 92%** of parents are better able to cope with stress within their family.
- 90%** feel more optimistic about their future.
- 89%** feel more confident in their parenting skills.

What Our Clients Like Best About the Program

"Positively, it brought us together in a different environment than we're used to. Brought us out of our comfort zone and put us in a place to make new friends and connections. It was nice to have this time away from home together."

"It gave me space to meet other parents and connect with them over similar parenting struggles and be vulnerable and open up to other families."

"I really do think you are accomplishing what you set out to do. Thank you for your heart in the purpose of this program and I'm 1000% behind you! We need community connection and you've created a space for that and a space for our children to feel connected and safer."

Thank you!"

"We learned a lot about parenting skills and engaging in activities with my child. We were new to the area, and the program helped him feel at home. The people were caring and kind and made us feel like they knew us from before. This helped him adjust to his new school and environment. He was always looking forward to the sessions, and that motivated him throughout the week. He liked both the in-person and online sessions, but especially the in-person sessions."

"It gave me a better sense of community and others to reach out to or at least have more familiar safe faces in the community."

"Enjoyed the program a lot and also got to meet people who are in the community who go to same daycare with my kids. Got to know them in the program so that we can connect and keep meeting up."

"We enjoyed being part of the community and family, spending quality time doing arts and learning more about life skills such as emotion regulation and ways to encourage child to communicate better."

"Helped me to become more social and has given me an interest in making connections with others in the community. The staff were truly amazing and personable, I will miss seeing them every week."

Continuous Quality Improvement

Cultural Outreach Group Services

- 100%** would recommend this program to a friend.
- 95%** are better able to cope with problems and stresses in their lives.
- 95%** overall satisfaction rating.
- 95%** feel their family life has improved.
- 94%** feel the program meets their needs.
- 92%** feel better about themselves and have an improvement in their overall well-being.

- 91%** increased their knowledge and confidence in navigating and accessing support and services.
- 90%** of participants have developed new social and/or community-connections.
- 90%** feel that areas of their life have improved in a positive way.



What Our Clients Like Best About the Program

"I can manage my stress better than before! I learned how to deal with nature, sounds, beauties, weather, tastes and many more things to get better feelings and stress reduction."

"I appreciate the team for their support and hard work for making our community more respectful, happy and healthier!"

"I made good relationships and tell people about this program and very good solutions to help."

"That was so helpful, especially because it was Farsi (my first language) I understand more and I could learn more. Thank you so much for this opportunity."

"I have noticed significant positive changes in the way I think, feel, and act since joining the group."

"The most beneficial aspect of the group for me was the opportunity to share experiences and learn from others in a supportive environment."

"This support gave us comfort and reduced a lot of stress during a hard period. I am deeply thankful for the kindness and generosity shown to our family. We sincerely hope this support can continue for families like ours who are still struggling."

"It is a very good group. I like it to attend it virtually as I don't drive due to my health issues. I want to say thanks for this very good opportunity. We need more discussion about health and stress."

Continuous Quality Improvement

Individual, Couple and Family Counselling

- 91%** were satisfied with the counselling received.
- 89%** felt that counselling helped them to develop skills/strategies to cope with their situation better (i.e. communication skills, decision making, coping skills).
- 86%** were able to make progress towards their goals.
- 85%** felt their overall sense of well-being improved as a result of counselling.
- 85%** felt better connected to community resources.
- 75%** felt their experience connecting virtually was excellent or above average.



"The help I received from the therapist was unbiased, compassionate, genuine and caring. I felt very comfortable and safe to speak openly."

What Our Clients Like Best About the Program

"Services are accessible to low income families, that I was matched to a therapist that was a good fit for me, that the sessions felt secure and judgement-free, that we were able to schedule sessions at a pace that worked for me."

"It is accessible financially, which I appreciate deeply. My counsellor is helping me see my strengths and different ways to approach things that I face."

"I found that service is truly helpful for people who went through stressful situations like abuse. I would recommend to everyone to seek the service."

"I would like to express my sincere gratitude to FSyr and my counsellor for the positive support and guidance that I received. Although my sessions have ended, I can see the positive changes in my personal and family life as a result of the support and guidance I received. I feel very empowered. Thank-you so very much FSyr."

"I have always felt safe and comfortable throughout the entire process, from the initial consultation call to discussing pricing for the services and starting my sessions. I always felt like my needs were addressed and taken into consideration. When I initially started these services, I was unemployed, and I was worried that I wouldn't be able to afford the sessions. The FSyr team made it a priority to determine a price point that would be affordable for me and wouldn't compromise the care/help I needed. Even when I was waiting to be matched with a therapist, I got a call from the FSyr team, checking in to see how I was doing. I never once felt left in the dark; the entire process was transparent and organized. I was well informed about what I could expect from the FSyr, as well as the services they offer (i.e. drop-in sessions while I was waiting to be matched with a therapist)."

"I cannot thank you enough for all the help. My therapist was amazing. He has helped me navigate my life in a different way. He is truly great and has helped me with a different path and way of handling my loss. I thank everyone at the FSyr for all their help and kindness and expertise."



Feedback Informed Therapy Outcomes

YTD 2025—2026 (Completed Clients Only)

81%

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).*

Annual General Meeting

Keynote Speaker: Kalea Kirsh

Kalea Kirsh (she/her) is an esteemed AuDHD/C-PTSD neurodiversity educator and advocate reshaping how systems understand and support neurodivergent people.

Rather than centring “fixing” individuals, Kalea works to dismantle the structural, cultural, and attitudinal barriers that limit neurodivergent self-actualization. Her expertise spans neuroinclusion, disability, accessibility, advocacy, education, and peer empowerment, positioning her as a respected and sought-out voice within the neurodiversity movement.



Combining a wealth of both professional and lived experience, Kalea offers a unique perspective fuelled by her deep commitment to cultivating an inclusive world where diverse individuals thrive, free from the limiting expectations shaped by dominant cultural norms and those with the most social privilege.

Image credit: Kalea Kirsh

Annual General Meeting

6:30-8:00 PM
Wednesday, June 24, 2026

Statement of Operations

Family Services York Region

Statement of Operations

For the year ended March 31, 2026 2025

Revenue		
Ministry of Health Child and Youth Mental Health	\$ 1,618,512	\$ 1,556,612
Ministry of Children, Community and Social Services	1,135,085	1,135,085
United Way Greater Toronto	774,171	795,546
Region of York	447,079	534,048
Other grants and funding (Note 9)	218,766	226,215
Counselling fees	179,729	203,398
Ministry of Attorney General	51,000	51,000
Other revenue (Note 10)	14,482	62,472
	<u>4,438,824</u>	<u>4,564,376</u>
Expenses		
Salaries and benefits	3,606,641	3,650,507
Rent, utilities and taxes	291,939	285,201
Office and general	191,752	189,033
Program supplies and operations	117,731	289,449
Insurance	41,651	29,163
Telephone	33,405	33,513
Bank charges, service fees and interest	30,078	29,799
Travel	24,984	31,635
Equipment lease and maintenance	23,907	22,664
Office maintenance	17,420	18,504
Dues and fees	10,847	13,338
Staff supervision and development	3,929	36,160
Bad debts	431	-
	<u>4,394,715</u>	<u>4,628,966</u>
Excess (deficiency) of revenue over expenses before other items	<u>44,109</u>	<u>(64,590)</u>
Other items		
Amortization	(4,480)	(28,674)
Amortization of contributions towards capital assets	3,577	23,466
	<u>(903)</u>	<u>(5,208)</u>
Excess (deficiency) of revenue over expenses for the year	<u>\$ 43,206</u>	<u>\$ (69,798)</u>

Statement of Financial Position

Family Services York Region

Statement of Financial Position

For the year ended March 31, 2026 2025

Assets		
Current		
Cash (Note 3)	\$ -	\$ 139,670
Accounts receivable (Note 4)	279,208	174,721
Prepaid expenses	26,285	74,885
	<u>305,493</u>	<u>389,276</u>
Capital assets (Note 5)	<u>16,161</u>	<u>20,641</u>
	<u>\$ 321,654</u>	<u>\$ 409,917</u>
Liabilities		
Current		
Bank indebtedness (Note 3)	\$ 14,284	\$ -
Accounts payable and accrued liabilities (Note 6)	67,383	206,772
Deferred revenue (Note 7)	6,400	9,187
	<u>88,067</u>	<u>215,959</u>
Deferred capital contributions (Note 8)	<u>14,308</u>	<u>17,885</u>
	<u>102,375</u>	<u>233,844</u>
Net Assets		
Invested in capital assets	1,853	2,756
Unrestricted	217,426	173,317
	<u>219,279</u>	<u>176,073</u>
	<u>\$ 321,654</u>	<u>\$ 409,917</u>

Commitments (Note 11)

Contingencies (Note 12)

On behalf of the Board

Debbie Kassirer Chair

Debbie Kassirer

Jun 24 2026 14:32 EDT

Community Collaboration

- 360° Kids
- Abuse Hurts
- Addiction Services Central Ontario
- Agincourt Community Services
- CAYR Community Connection
- 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
- Community Church of Richmond Hill
- Crescent Village
- Domestic Violence Court Advisory Committee
- EarlyON Child and Family Centre
- Family Service Canada
- Georgina Public Libraries
- Help a Girl Out
- Hospice – Richmond Hill
- Human Endeavour
- 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
- Play Forever
- Probation and Parole
- Richmond Hill Public Library
- Routes Connection Communities
- Sandgate Women's Shelter
- Social Services Network
- Southlake Regional Health Centre
- 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
- YRRCS York Region Centre for Community Safety
- York Region Children's Aid Society
- York Region Chinese Mental Health Initiative
- York Region Department of Public Health
- York Region District School Board
- York Catholic District School Board
- 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

Karen Wang Member at Large

Adolescent Psychiatrist &
Assistant Professor of Psychiatry

Vanessa Aguiar Vice Chair

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

Juanita Nathan Member at Large

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

Ira Teich Treasurer

Author, Marketing Consultant
& Nation-Building Development/Strategist

Mark Lau Member at Large

Inspector, Community Services,
York Regional Police

Management & Supervisory Team

Elisha Laker, MSW, RSW

Mariana Benitez, MEd, RP

Susan Warren BA, RP

Michael Prencipe, BA

Adelle Volpone, MSW, RSW

Reni Hunter

Wendy Milwain

Sarah Simms, MSW, RSW

Leena Nayyar, MSW, RSW

Kerry Newman, RP

Melissa Tolman, MA, RP

Jennise Fortner, OCT, MSW, RSW

Mahsa Ghayoumi, MA, RP

Stephanie McKellar, BA

Melena Carrassi

Chief Executive Officer

Director of Clinical Services & Organizational
Development

Director of Inclusivity & Community Development

Director of Operations

Manager of Clinical Services

Manager of Finance

Manager of Data

Manager of Human Resources

Manager of Outreach Services

Clinical Supervisor

Clinical Supervisor

Clinical Supervisor

Outreach Supervisor

Executive Assistant

Management Assistant

Our People

Staff

Aileen Yu, MDiv, RP
Aisha Noor Ahmed, MA, MBA
AJ Luo, BA
Amarjith Balakrishnan, RP
Andrew Raya, MSW, RSW
Angie Tsianos
Ashifa Champsi
Awaiz Artani, MSc, RP
Bailey Hussey, MA, RP
Carlotta Lau, MSW, RSW
Cassandra Crawford, MSW, RSW
Cynthia Salazar, BSc
Damian Mellin
Darby Crosby, MA, RMFT, RP
Deepshikha Swaroop, MCA
Erica Fuentes-Gallo, SSW, RSSW
Erin Briggs, RP, RCAT
Farzaneh Yazdani, PhD, RP
Gianluca Canaletti, JD, MSW, RSW
Hedieh Majidi Tehrani, MA, RP (Qualifying)
Janice D'Amore-Cook, BA
Kathleen Latimer
Laila Rehou, SSW, RSSW
Linda Caron, BA

Liway Coniega, BA
Maryam Esmailzadeh, MC
Mateo Salazar, MDiv, RP
Monique Mathew, MSW, RSW
Nadene Whitefield
Nathalie Balakji, MDiv, RSW
Nazanin Abdollahzadeh, MA, RP
Negar Jafari, MA, RP (Qualifying)
Nicole Bagshaw, MA, RP
Nishtiman Mokri
Poopeh Aravandi
Priscilla Joshi
Raymond Lee, MDiv, RP
Rebekah Bakhshi, MA, RP
Richard Gomory, MA, RP
Ruth Xie, MA, RP
Sandra Moulds
Sandy De Padua, BSW, RSW
Sarah Ammendolia, MEd
Sarah Saeed, MA, RP, CCC
Siva Thilagarajah
Tricia Ali, BA
Vincenza De Maria

Student Placements

Brooke Kalverda

Canadian International Institute of Art Therapy
 SUPERVISOR: Cassandra Crawford, MSW, RSW

Alexis Furlan

Yorkville University
 SUPERVISOR: Richard Gomory, MA, RP

May Khaled

University of Lethbridge
 SUPERVISOR: Mateo Salazar, MDiv, RP



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

Abuse Hurts

Costco Richmond Hill

humanKIND Toronto

Janice Chan

Project Abraham

Richmond Hill Community Donors

Riza Crosby

Robin Hood Army Canada

Sport Chek Stouffville

Vicki Manner

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

Georgina Head Office

25202 Warden Ave.

Sutton West, Ontario L0E 1R0

Richmond Hill Office

10610 Bayview Ave., Unit 17A

Richmond Hill, Ontario L4C 3N8

