



2019-2020 ANNUAL REPORT



family
transition
place

Safety. Support. Hope.

WHO WE ARE: 35 YEARS LATER

Family Transition Place (FTP) opened its doors in Orangeville as Hillside House, in 1985. Since that time, the original shelter has expanded into the multi-service organization known today as FTP.

Although primarily known as an emergency shelter for women and their children, FTP provides support in many ways for those who have experienced gender-based violence and/or homelessness. Counselling programs help individuals work through the trauma associated with abuse, unhealthy relationships, sexual violence and substance abuse; clients also receive support with housing and legal matters.

FTP is also known as a leader in Healthy Relationship education for children and youth in Dufferin and Caledon schools, and is committed to developing skills and attitudes that will help the next generation understand that violence has no place in their relationships.

FTP's competent and compassionate staff work from an intersectional-feminist lens that accepts each individual where they are at on their journey, understanding that coping with trauma manifests in many ways. The safety and well-being of our clients has been, and always will be, the priority of those who provide service and support at FTP.



TABLE OF CONTENTS

Welcome Message	4
Our Mission, Vision and Values	6
Our Board of Directors	8
Our People	9
Our Values Initiative	10
Our Impact	11
Strategic Plan	12
Risks and Challenges	13
Our Partnerships and Collaborations	14
Our Volunteers	15
Fundraising	16
Year in Review	17
Financial Report	18
Connect with Us	19

W E L C O M E M E S S A G E

Board President, Nicole Hambleton and Executive Director, Norah Kennedy

For 35 years, Family Transition Place (FTP) has been a critical part of our community, being a leader and forward thinker in providing safety, support and hope—in particular to women and those who identify as women, and their children in Dufferin County and the Town of Caledon. The past year was one of challenges and triumphs. We moved our bold strategic plan forward, with our Pillars of Love, Nurturing, and Collaboration. This year we were presented with numerous opportunities to focus on the Collaboration Pillar, as we formed even stronger ties to our community through participation in the development of the Hills of Headwaters Collaborative Ontario Health Team and through creative initiatives like B Social: partnering with our long-time partners and friends, Dufferin Child and Family Services and Community Living Dufferin. These partnerships and many more like them, are key to our longevity and success.

FTP accomplished its second successful accreditation with Focus Accreditation Canada. We were awarded our second perfect score, setting another record—this time being the first agency ever to score 100% in all standards for two consecutive accreditations. With our first, we set the record for being the first agency ever to score 100%. While our goal is never to achieve accreditation for accreditation purposes, our success with it affirms our commitment to excellence for the benefit of our clients and staff.

At the end of this fiscal year, a new challenge emerged in the form of the pandemic virus Covid-19. Within weeks, this threat showed us the importance of our strong safety protocols and our commitment to both the safety and



well-being of our clients and our staff. It forced us to focus on what is truly important, and to adapt quickly to the changing world. It demonstrated quickly and clearly that our agency values—especially those of compassion, and continuous learning and innovation—were going to be critical to our sustainability. We continue to care for our staff, our clients and our community by showing kindness and compassion in all our interactions and adapting our approaches to fit the reality of the situation. We rapidly modified our program delivery models, evolved our strategies—especially around housing, sheltering, and virtual counselling—and are continuing to strengthen our commitment to unlearning paradigms of privilege so we may service our community in an accountable, inclusive, and respectful manner.

This dedication to excellence and our strong commitment to agency values of compassion, respect, inclusivity, integrity and continuous learning and innovation has allowed us to respond to the changing demands on our services, and is moving us closer to our vision of: “A community free of abuse where all individuals are treated with compassion, equity and respect, and live their lives in healthy relationships.”

With compassion and respect,

Nicole Hambleton
Board President

Norah Kennedy
Executive Director



Nicole Hambleton is retiring from FTP's Board of Directors after six years as a member, two of those as president.

I've had the honour of being a volunteer board member at FTP for the past six years. When I started on the board I was filled with awe, hope, and admiration for an organization trying to make a difference in an area of work that made me feel uncomfortable and vulnerable. Six years later, I still feel hopeful admiration, overwhelming awe for the fortitude of the human spirit, and recognize that vulnerability is our greatest protection.

Collaboration, nurturing, and love. These three strategic pillars have guided, and will continue to guide FTP until December 2023. The power of these pillars to help FTP flow during times of uncertainty has been a powerful thing to witness. FTP's willingness to forge symbiotic relationships with other social service agencies and stakeholders, has helped FTP build a deep rooted foundation that strengthens the community collective.

For a small organization, FTP has played a substantial role addressing the health equity gaps felt by victims of abuse and unhealthy relationships at the Hills of Headwaters Collaborative strategic planning sessions. The Headwaters Collaborative will usher in the unification of health services for Dufferin-Caledon. I have been honoured, along with FTP Board Vice-Chair, Carissa Burton, to represent FTP at this table.

The co-creation of the social enterprise B Social with Community Living Dufferin and Dufferin Child and Family

Services, exemplifies the power of organizations working together for the greatest good.

I'm proud of the way FTP nurtures our clients, staff, senior management, and board members with empathy and heart. The recent creation of the FTP Values Committee to cultivate the core values of compassion, integrity, respect, inclusiveness, and continuous learning and innovation encapsulates the positive and healthy environment FTP emulates inwards and outwards.

To be a valued part of a heart-centred, board-guided, community-minded organization like FTP has been an amazing and expansive experience. I'm honoured to have worked with a diverse group of committed individuals that have given their time, and the best of their human spirit to make our community kinder. I will deeply miss my esteemed board members and being part of organization that is brave enough to unlearn, have uncomfortable conversations, evolve, diversify, and amplify the voices of those silenced by fear.

They say that love builds bridges, and bridges unite the space between two points. FTP has built a bridge nurtured by collaboration and love. Meet us on the bridge. Our arms are open.

With deep love,
Nicole



OUR MISSION

Our Mission is to support the holistic well-being of those affected by gender-based violence and promote healthy relationships and community, through education.

Therefore, we commit to:

Providing **SAFETY**:

- Providing a safe shelter for those identifying as women and their children.
- Providing referrals and options to help ensure the safety of all individuals who reach out to us for help.
- Creating safe, welcoming and inclusive spaces.

Providing **SUPPORT**:

- Providing respectful and compassionate counselling and supports to those who have experienced trauma and/or abuse so that they are empowered as they move forward on their life journey.

Inspiring **HOPE**:

- Educating to promote healthy relationships and end the cycle of abuse.
- Advocating for systemic change; always learning and innovating to create positive impacts on the lives of the diverse individuals we serve.
- Living and promoting the values of respect, integrity, compassion and inclusivity at all times (within the agency and community).
- Providing responsible stewardship of resources and our community's goodwill through accountable and transparent processes.



“

OUTSTANDING PEOPLE HAVE
ONE THING IN COMMON: AN
ABSOLUTE SENSE OF MISSION.

~ ZIG ZIGLAR

OUR VISION

FTP primarily provides services to women and children who have experienced abuse. We know that abuse has wide ranging impact on peoples' lives in the community and society in general, so we aspire to:

A community free of abuse where all individuals are treated with compassion, equity and respect, and live their lives in healthy relationships.

OUR VALUES

COMPASSION: The human quality of understanding a person's strengths and vulnerabilities along with the authentic desire to offer acceptance and support.

INTEGRITY: Upholding the fundamental ethical, operational and institutional principles of FTP in a transparent, trustworthy, honest and consistent manner.

RESPECT: Recognizing, acknowledging and accepting people as individuals with their own lived experiences.

INCLUSIVENESS: Treating all people fairly, respectfully and equitably.

CONTINUOUS LEARNING & INNOVATION: The ongoing effort to stay current with trends and needs while recognizing and implementing opportunities to improve oneself, the team and the service to clients.



OUR BOARD OF DIRECTORS

Left to right: Nancy Mongeon, Denyse Horner, Norah Kennedy, Carissa Burton, Nicole Hambleton, Sheralyn Roman, Rapinder Kaur and Mary Rose.

Not pictured: Trish Keachie and Preeya Rateja (below)



FTP is governed by a volunteer board of directors comprised of individuals who have a broad range of experience and a commitment to ending violence in our community. Their strategic leadership focuses the efforts that support the agency to meet the changing needs of our community, while simultaneously ensuring that FTP's mission and values are front and centre. Board members, individually and collectively, evaluate their effectiveness and efficiency annually in order to identify areas for growth and development.

New board members are recruited by FTP's Governance Committee; a committee that is also responsible for reviewing the terms, expertise and diversity reflected in current members and identifying expertise gaps.

Once a new board member is recruited, they are included in the slate of directors put forth for election at FTP's Annual General Meeting held each June. New members are given a comprehensive orientation as dictated by FTP's Board Policies and Procedures. Board meetings are held monthly throughout the year and require a five-person quorum for decisions that will affect the operation of the agency.

OUR PEOPLE

The strength of FTP is its people. From the Governance and Leadership teams to the client services staff; from the people who make the meals and manage the facilities to those who run the payroll and do the books, every single person at FTP brings with them the attitude that nothing short of excellence is good enough.

The following is an excerpt from a letter sent in by a woman who has used many of FTP's services over the years. She tells, in her own words, the impact that the staff at FTP have had on her—and so many others.

“

Twenty-one years ago, I arrived at the shelter with my 6-month-old son. I was almost 19 years old.

During my stay, I was given court support. I got a restraining order against my son's father (one that stated he could not be within Orangeville for two years), help with filing custody papers and a worker came with me to court when I had to appear to testify in the assault trial. A letter was also written on my behalf in support of receiving priority status for government housing, which I received within four months. I never knew if my son's father would be bold enough to attempt to get to us and that is why the safety planning that the staff helped me put in place provided me with some comfort.

When I entered the shelter, they connected me to other community resources. The referral for priority status for government housing was such a blessing. They came to court with me which helped me to feel strong enough to testify. They arranged for me to speak with Orangeville Police, who reassured me that a flag had been placed on my address and that in the event of a 911 call coming in, they would respond quickly. I have seen FTP staff provide services from outside the box, during some very unique situations, where other agencies gave up or said “that client doesn't fit our agency.” What I am trying to say is, they don't just focus on what their agency does, and there is no tunnel vision. They want to ensure that every aspect of their client's lives are being supported and they will go the extra mile.

The staff are truly compassionate and empathic. I have found them to be very knowledgeable and continually learning. Many times, I have heard about the newest discovery/information that has been discovered about trauma and its effects on the brain or the newest therapy technics. I appreciate that FTP finds value in continually learning. I also appreciate that I have been able to reach out even when I was not presently receiving services. Having the ability to have a quick 15-minute, grounding conversation with a (crisis) counsellor during times of crisis has helped me to be able to plan and move through the crisis in a healthy/safe way. That has never been my experience with services outside of FTP.

I have been receiving services for 20 years and have had three counsellors (two are current employees). Trauma is very intimate and deeply personal. Trauma often involves shame or guilt, not things we easily talk about to even those closest to us. Many survivors have had at least one negative experience of attempting to tell their story (being told not to talk about it, not being believed, etc.). For these very reasons, plus many more, it is hard to sit down with a stranger and discuss these things. There needs to be a certain level of trust established before you can open up about the darkness. Any trusting relationship requires time for it to develop. Many agencies that offer counselling services have very high staff turnover.



Each of my relationships with the FTP Counsellors took time to build up and become what they were/are. The ability to continue my recovery journey at any time, even three years later, and pick up right where I left off is a blessing that I cannot explain. I believe it has been so vitally important in my recovery. I also wish to acknowledge that many of the staff in other roles are the same staff that have been there for years as well.

As soon as you walk in the building it feels warm, nurturing, and inviting. The energy in the building is positive. You can feel that the staff like their jobs and working for the agency. The energy of a place is important, especially when working on recovery.

I tell everyone FTP saved my life because it gave me the gift of recovery.

OUR VALUES INITIATIVE

During the last year, FTP has devoted a great deal of time to the identification and development of the agency's core values. It was felt that an agency that supports, promotes and educates about healthy relationships needs to be the living embodiment of healthy relationships at the highest possible level. As a result the Values Initiative was born.

After a great deal of discussion, and consultation with staff, board members and management it was determined that the core values (as referenced on page 7) of FTP would be:

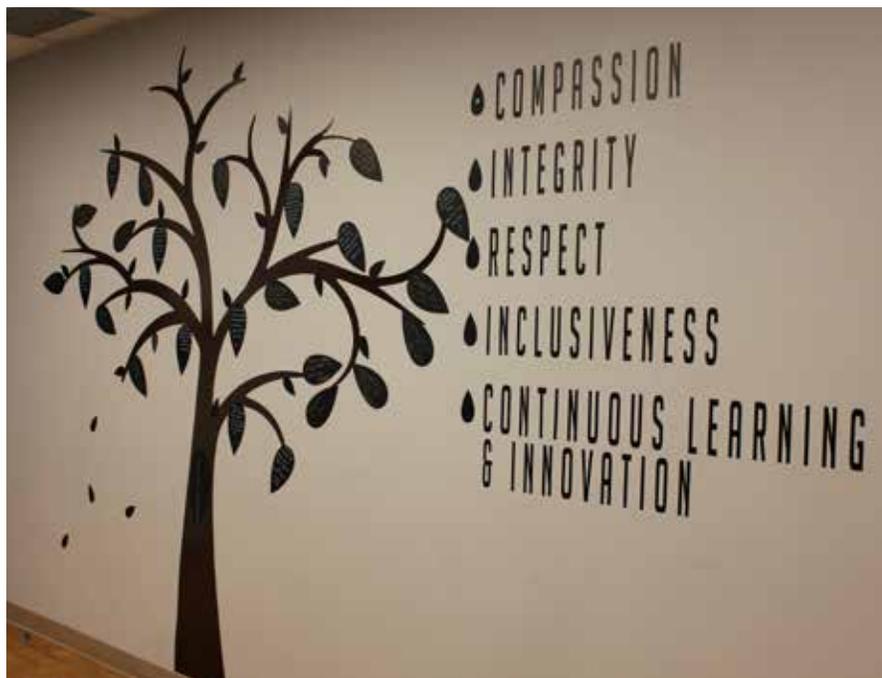
- Respect
- Compassion
- Inclusiveness
- Integrity
- Continuous Learning & Innovation

These values, along with carefully selected supporting behaviours built upon an already strong agency culture, began to inform the work done at FTP in a more intentionally focused manner. The values and behaviours now act as a guide to the daily interactions with clients, staff and community. Our values provide a foundation for decision making and creating a healthy and more accepting culture.

To continue the values-based work, FTP created a dedicated Values Team that meets regularly. The Values Team works to find and implement ways to make the core values a part of the everyday lived experience at FTP. This team includes representation from every department in the agency to ensure the messaging and communication remains consistent for everyone involved.

More than a year has passed since the Values Initiative started and with the benefit of time, it would seem that the agency values are more relevant than ever. Our current environment requires continuous learning and innovation to navigate the uncharted waters of a global pandemic. We have also been provided with countless sad and horrific examples of why our society needs to be more compassionate, respectful and inclusive. And with funding now more uncertain than ever, our fiscal management needs to continue to be conducted with the utmost integrity.

FTP has been providing service to the Dufferin and Caledon communities for 35 years, and we are needed now more than ever. Our services have always been delivered with many of the things we now call our core values. The difference today is that these core values are now at the centre of how FTP operates and works to build healthier communities, one relationship at a time.



FTP's Values Tree

OUR IMPACT

“ THIS ORGANIZATION SAVED MY LIFE IN MANY WAYS. I COULD NEVER BEGIN TO TELL YOU HOW THEY MADE ME FEEL HUMAN AGAIN.

~ FTP CLIENT

In the 2019-2020 fiscal year, over 1,000 individuals accessed our shelter, housing and counselling programs.

The intersection of domestic violence, homelessness and housing insecurity is the basis of our work at FTP. The lack of safe and affordable housing is often a primary barrier that women face when they choose to leave an abusive partner. Our services are provided on a continuum, from education and prevention to safety and housing security.

We are dedicated to addressing all of these issues to support a life free from abuse.



- ▶ EMERGENCY SHELTER **79** WOMEN AND **78** CHILDREN
- ▶ SECOND STAGE HOUSING **9** WOMEN AND **11** CHILDREN
- ▶ SUPPORT WITHIN HOUSING/OUTREACH **62** WOMEN
- ▶ CRISIS/INFO LINE **3,570** CALLS



- ▶ WOMAN ABUSE COUNSELLING **408** WOMEN
- ▶ SEXUAL ABUSE COUNSELLING **123** WOMEN AND **17** MEN
- ▶ CHILD WITNESS PROGRAM **47** WOMEN AND **44** CHILDREN
- ▶ TRANSITIONAL SUPPORT SERVICES **316** WOMEN AND **1** MAN



- ▶ ADDICTIONS AND OUTREACH **77** WOMEN
- ▶ RURAL RESPONSE PROGRAM **92** WOMEN
- ▶ YOUTH EDUCATION PROGRAM **1,915** STUDENTS
- ▶ CARING DADS PROGRAM **7** MEN
- ▶ HOUSING ALLOWANCE PROGRAM **22** WOMEN/FAMILIES

STRATEGIC PLAN

PILLAR 1: LOVE



We embrace and celebrate with a watchful eye and a firm hand on our heritage. We tend to the foundation of LOVE that we have built over the life of the agency and over the last three years.

An organization that is marked by (companionate) LOVE is also typically associated with the following attributes:

- Trust
- Tenderness, compassion, caring
- Respect for diversity and difference
- A freedom to express affection and affirmation
- Careful listening, thoughtful, mindful speech
- Affirmation and connection
- High levels of emotional intelligence, consciousness, self-/bias-awareness
- High levels of job satisfaction and engagement
- Low levels of absenteeism
- Collaborative teamwork
- Forgiveness
- Innovation, creativity, high productivity
- High levels of both commitment to the organization and a mutuality of accountability
- A flexibility in work hours, sick and compassionate leave

It's clear. This foundational pillar names what is obvious and true and lifts it up for intentional attention, to be embraced, celebrated and re-inforced.

PILLAR 2: NURTURING/GROWING INTO OUR GROWING EDGES



We nurture, tweak, alter as needed, those aspects and attributes of our work and our teams that make us who we are—to keep them at optimal levels of function and well-being, while stretching for excellence where our edges need growing.

The Strategic Objectives undergirded by this pillar are familiar territory for FTP staff:

- Increasing access to/quantity of services in all sites
- Advocacy with and for clients and beyond
- Communication within, communication without

- Education, training, capacity building for both staff and clients
- Collaboration with community partners
- Counselling and Groups
- Youth Education
- Funding diversification
- Housing, housing, housing
- Legal services
- Mental Health services, addictions, sexual violence, trauma
- Primary care gaps
- Figuring out rurality and what needs to be done to bridge those gaps
- Harm reduction
- Residential living-together
- Trans-inclusion
- Wrap-around, social determinants-informed care
- Understanding, getting with the shifts already under way

PILLAR 3: COLLABORATIVE ACTION LEADING TO COLLECTIVE IMPACT



We will forge community partnerships to a new level of ground-breaking consensus-building, planning and collaboration that will enable us all to work together for the common good of those in our community most in need.

This Strategic Pillar is all about collective impact that is the result of action together. It is all about dreaming big across shared and overlapping mandates, acknowledging that no one group can do it alone. Collective Impact, as a body of research and learning, proposes a way.

It identifies the five phases:

1. Assess Readiness
2. Initiate Action
3. Organize for Impact
4. Begin Implementation
5. Sustain Action and Impact

—and offers resources along the way.

RISKS AND CHALLENGES

The **Executive Director (ED)** presents a “risk assessment dashboard” quarterly to the board to identify any potential risks to the agency. Risk mitigation strategies are also presented. Current areas for mitigation include having a current succession plan for the ED and senior leadership position. FTP’s ongoing accreditation plan also allows us to examine policies and procedures with an in-depth focus to ensure that risk management is in place.

Once a year, FTP’s ED uses a Ministry of Children, Community and Social Services risk assessment tool to help determine the level of risk for the agency.

AGENCY RISK: LOW LEVEL

Each year, FTP scores a very low level of risk, determined by an in-depth risk assessment tool. Factors that are considered risks to the agency include, but are not limited to, the overall risk score, environmental factors, program level risks, the ED’s experience with the agency, the appropriateness of the risk mitigation strategies, and/or estimates of likelihood and the impact of the risks materializing.

GOVERNANCE RISK: LOW LEVEL

The Governance and Organizational risk structure scored low risk for various reasons, one being the regular ED interaction with the board of directors. The board consists of nine community members who reflect a variety of diverse skills and experience. They meet monthly and review financial statements and projections regularly, and help guide a strategic planning process every three years.

SERVICE DELIVERY RISK: LOW LEVEL

Service delivery also scored low in risk management due to the regular review and processes currently in place. Staff sit at numerous community planning and advisory tables to ensure we are meeting the needs of our community and our service users. The low risk score is also due to good service delivery processes that include an internal complaints process and emergency protocols.

FINANCE RISK: LOW LEVEL

In the finance category, FTP scored very low risk because the agency has no outstanding loans, has clean financial audits, and follows all Ministry, Canada Revenue Agency, and accounting guidelines for financial policies.

CHALLENGES:

This year, we were challenged by increasingly complex client needs and longer stays in the shelter, along with longer wait lists in counselling. Shelter stays are longer due to the lack of affordable housing, and wait lists are longer because women need more sessions to deal with their complex trauma.



YOU CAN'T GET TO COURAGE WITHOUT WALKING THROUGH VULNERABILITY.

~ BRENE BROWN



OUR PARTNERSHIPS AND COLLABORATIONS

FTP is committed to collaboration and investment with community partners. Our partnerships include, but are not limited to, the following agencies, foundations and services:

- | | |
|--|---|
| Bethell Hospice | Hills of Headwaters Collaborative |
| Caledon \ Dufferin Victim Services | Métis Nation of Ontario |
| Caledon OPP | Ministry of Children, Community and Social Services |
| Canadian Mental Health Association Peel-Dufferin | Morningview Foundation |
| Community Living Dufferin | North Dufferin Wellness Centre |
| Catholic Family Services Peel/Dufferin | Ontario Early Years Centre |
| Central West Local Health Integration Network | Orangeville Food Bank |
| Choices Youth Shelter | Orangeville Police Service |
| Compass Community Church | Services and Housing In the Province |
| County of Dufferin | Shelburne Police Service |
| Dufferin Area Family Health Team | Soup Sisters/Lavender Blue Catering |
| Dufferin Child and Family Services | Theatre Orangeville |
| Dufferin County Cultural Resource Circle | The Klein-Panneton Foundation |
| Dufferin OPP | The Salvation Army |
| Good Friends Fellowship Church | Victim Witness Assistance Program |
| Habitat for Humanity | White Owl Native Ancestry Association |
| Headwaters Health Care Centre | |

OUR VOLUNTEERS

Our volunteers help us with anything from mopping floors to preparing for major fundraising events. They are all very much involved with the success of our work. In conjunction with Volunteer Appreciation Week, we host an annual appreciation event to celebrate our volunteers. Due to the Covid-19 pandemic, we were not able to celebrate in person this year, but we did make sure to recognize their incredible contributions.



Many of our volunteers have been with us for several years. This year, we celebrated the following major milestones:

5 YEARS

Kevyn Bois
Trish Keachie
Lisa Post

10 YEARS

Paulene Deifel
Andrea Stewart



Photo taken at 2019 Volunteer Appreciation Event.

THANK YOU TO OUR DEDICATED VOLUNTEERS:

Paulina Bertoia-Vrozos
Jessica Beukema
Kevyn Bois
Carissa Burton
Stacey Coupland
Paulene Deifel
Danielle Gray
Nicole Hambleton
Sheila Harris
Denyse Horner
Jennifer Innis
Manda Jones
Rapinder Kaur
Trish Keachie
Melyssa Kerr
Brenda Laird

Stephanie Lefebvre
Judy MacNeil
Jaymie Marlow
Tony Maxwell
Jeanette McCurdy
Jodi McKenzie
Nancy Mongeon
Paul Nancekivell
Lenora Netzke
Lisa Post
Preeya Rateja
Lori Robertshaw
Adriana Roche
Sheralyn Roman
Brian Rooney
Mary T. Rose

Blair Russell
Andrea Stewart
Jill Sutherland
Carol Terentiak
Amy Weston
Cory Williams
Jamie Van Horsen
Gillian Vanderburgh
Debbie VanWyck
Blaze Vrozos
Leisa Way
Karen Webster
Tabitha Wells (Venasse)
Christina Zurowski

FUNDRAISING

Fundraising events provide us with a source of revenue that is used to cover shortfalls in our program budgets and to support the running of our in-school Youth Education programs; programs that are largely unfunded. Our school programs educate youth about the importance of respect, self-esteem and non-aggressive behaviours. We believe that these programs can influence the next generation of families to break the cycle of violence.

Our fundraising program is monitored by FTP's Executive Director and Finance Committee. FTP's reputation is dependent on the efficiency, transparency and efficacy of donor dollars. Traditionally, FTP hosts two major fundraisers: the *International Women's Day Celebration* luncheon and *The HOPE Project* luncheon. These two events comprise a significant percentage of FTP's fundraising revenue, and are complemented by other year-round activities, which include (but are not limited to): direct-mail communications, community-held third-party event fundraisers, the *Wrapped in Courage* purple scarf campaign and online solicitations.



MONTHLY DONORS:

Monthly donations provide us with a consistent and reliable source of income. We are continually working on ways to grow our monthly donor program, but were able to count on over \$27,000 in monthly donations this year.



ANNUAL FUNDRAISERS:

As mentioned above, our two major annual fundraisers, the *International Women's day Celebration* luncheon and *The HOPE Project* luncheon provide a large source of revenue to support our programs and services. In conjunction with these onsite events, we also publish two publications: *Celebrating Women* magazine and *HOPE magazine*. These publications provide an additional source of revenue through ad sales, but also provide us with an opportunity to reiterate our messaging and stimulate discussion.



THIRD-PARTY FUNDRAISING:

The generosity of our community and their efforts to raise funds on our behalf through third-party events makes up a large portion of our annual revenue. In fact, third-party events contributed almost \$55,000 in revenue this year.



YEAR IN REVIEW

ACCREDITATION



After a three year process that involved board members, staff, service users and community members, we successfully maintained our accreditation status with FOCUS Accreditation for another four years. We were not only the first agency to score 100% when achieving accreditation in 2016—we were the only agency to score 100%, two times in a row!



CONGRATULATIONS
TO THE ENTIRE
ORGANIZATION FOR
ITS DEDICATION TO
THE PRINCIPLES AND
PRACTICES OF QUALITY
IMPROVEMENT.

~ CHERYL WHITEMAN
FOCUS EXECUTIVE DIRECTOR

COMMUNITY COLLABORATION IN ACTION

In partnership with Dufferin Child and Family Services and Community Living Dufferin, FTP launched B Social Dufferin Enterprises. B Social provides job training to those looking to enter or re-enter the workforce in an environment suited to their needs. B Social operates four concession stands and cafes located on campuses, recreational centres and arenas in Orangeville and its surrounding area. It is a for-profit enterprise that does not rely on government funding. The three partners are guided by a business model and a board of directors that is made up of local business owners.



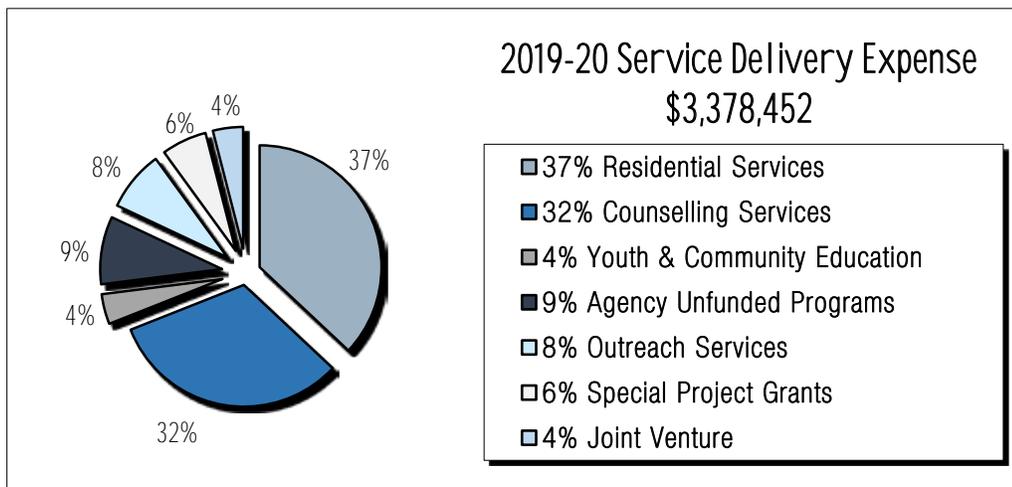
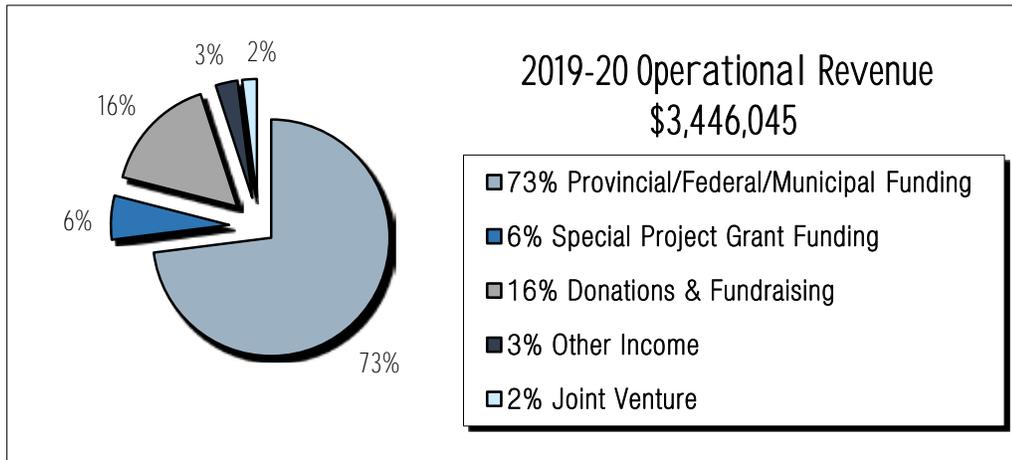
Photo credit: Community Living Dufferin



FTP proudly became a member of the Hills of Headwaters Collaborative (HHC)—Ontario Health Team. The HHC is made up of health and social care organizations and providers working together to improve the overall well-being of Dufferin-Caledon. It includes family physicians, long-term care facilities, home and community care providers, Headwaters Health Care Centre and a long list of other health and social service providers, together with patients, families and caregivers within our community.

FINANCIAL REPORT

Audited financial statements are available upon request.



FTP's program and service delivery is made possible by the stable funding and continued support of:

- Ministry of Children, Community and Social Services
- Central West Local Health Integrated Network
- The County of Dufferin
- Ministry of Attorney General
- Headwaters Health Care Centre
- The Department of Women and Gender Equality
- Region of Peel
- Service Canada

FTP THANKS OUR FUNDERS, DONORS, AND SUPPORTERS FOR HELPING ENSURE THE ONGOING FINANCIAL VIABILITY THAT IS NECESSARY IN ORDER TO DELIVER CRITICAL SERVICES IN OUR COMMUNITY.



OUR SUPPORT LINE IS AVAILABLE 24-HOURS A DAY

519-941-4357 | 905-584-4357

1-800-265-9178

SUPPORT OUR WORK

Are you interested in donating, sponsorship or fundraising events?

Contact:

Kelly Lee

Community Engagement & Development Specialist

kelly@familytransitionplace.ca or ext. 243

VOLUNTEER INQUIRIES

Do you want to get involved and make a difference?

Contact:

Kelly Lee

Community Engagement & Development Specialist

kelly@familytransitionplace.ca or ext. 243

BOARD OF DIRECTORS

Do you want to join a progressive team of forward-thinking individuals?

Contact:

Bonnie Waterfield

Executive Assistant

bonnie@familytransitionplace.ca or ext. 222

FEEDBACK ON OUR REPORT OR ANYTHING ELSE

We would love to hear from you.

Contact:

Norah Kennedy

Executive Director

norah@familytransitionplace.ca or ext. 255



Send mail to:
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Orangeville, ON L9W 4Z9

YOU CAN ALSO FIND US ONLINE:



[@familytransitionplace](https://www.facebook.com/familytransitionplace)



[@ftplace](https://twitter.com/ftplace)



[@familytransitionplace](https://www.instagram.com/familytransitionplace)

WWW.FAMILYTRANSITIONPLACE.CA

CONNECT WITH US

DO YOU NEED SUPPORT?

DO YOU NEED INFORMATION

ABOUT WOMAN ABUSE
COUNSELLING, SHELTER,

OR HAVE GENERAL

INQUIRIES ABOUT HOW

TO HELP SOMEONE,

INCLUDING YOURSELF?

“

FTP HAS THE MOST COMMITTED AND DEDICATED TEAM OF PEOPLE I HAVE EVER MET OR HAD THE PRIVILEGE TO WORK WITH. THEIR POSITIVE ATTITUDE AND COMMITMENT TO THE WOMEN, CHILDREN AND MEN THEY WORK WITH CAN'T BE COMPARED.

~ DEDICATED FTP SUPPORTER

OUR COMMITMENT

Family Transition Place will remain steadfast in our work to educate and advocate for healthy relationships and violence-free lives to help make our world a better place.

