

# 09

Annual Report



## Family Education Centre

Enriching the quality of life for families through community based parent-to-parent education, support and training since 1974



## Message from the Chair

The Family Education Centre exists to help parents, children and families. We assist parents so their children can blossom into their full potential, and so families can be more positive, happy, caring, and loving, so the world we are leaving will be respected, cared for and loved.

In 2009, the Family Education Centre went through the process of developing our first vision statement. Our new vision statement is our inspiration, it describes the impact we want our programs to have on families, children, our community, our country, our world.

Nurturing families raising responsible, caring and successful children.

As we struggled through the word-smithing process we purposely decided to allow our statement to provide readers with two perspectives. One perspective reflects our desire to nurture, encourage and support families along their parenting journey of raising responsible, caring and successful children, and the other reflects our vision of a community of families who are, themselves, strong, supportive and nurturing while raising responsible, caring and successful children.

We also envision our work, and this vision, as contributing to an overall community vision and collaborative effort to build and support strong and resilient children, parents, families and vibrant communities.

Thanks to Many

Bringing democratic parenting to more and more people in our society requires contributions from many people and organizations.

On behalf of the Board of Directors I would like to acknowledge and thank all our staff and contractors for their commitments and contributions to improving the lives of so many people in Peel Region and beyond. Over the past year we strengthened our staff and contractor team by welcoming Kolleen McIlveen. Sadly we said goodbye to Gay Routhier-Paige and wish her well in her future endeavours.



As Chair, I would also like to thank all the members of our Board of Directors for the time and effort they contribute. This year the capacities of our Board of Directors were enhanced through the elections of Kirstin Carruthers, Kashmira Dave, Mayer Elharar, Hyder Hassan and Shivanker Sivanathan, who joined Gyanna Cyrus, Hasan Halloum, Shamim Junejo and Sandy Kang-Gill to form an excellent team.

Also, the work of our Directors who retired in 2009 helped the Family Education Centre to develop and grow as an organization. Thank you to Patricia Fantauzzi, Grace He, Subagini Sivaptham, Harry Qi and Ellen Zhang.

This year the impact of our work completed through the Strengthening Organizational Effectiveness Funding enabled us to build six strong and effective committees which include Board and Community Members. Thank you all for your dedication to the organization.

Also, thank you to our Ad Hoc Vision Statement Committee who finalized a vision statement that provides us with direction and inspiration.

Finally, all of us at the FEC want to thank our funders, without whom we could not assist so many parents, children and families:

- United Way of Peel Region
- Region of Peel
- Ministry of Children and Youth Services
- Ministry of Safety and Corrections
- Ontario Trillium Foundation
- Lusogolf
- The Geoffrey H. Wood Foundation
- The Catherine and Maxwell Meighen Foundation
- Brampton Community Service Foundation- Hall Charity Association-Rutherford Bingo
- Rotary Club of Bramalea
- Rotary Club of Mississauga-Airport
- Peel Youth Violence Prevention Network
- Member Donors

Sincerely,

A handwritten signature in black ink that reads "Cameron Beheshti". The signature is written in a cursive, flowing style.

Cameron Beheshti  
Chair and President

The Family Education Centre has been committed to parent education, information and support since 1974, receiving Charitable Status and formal incorporation in 1984. The Family Education Centre is the only organization in Peel that provides a variety of programs to help deal with the challenges of parenting through:

- Parent to parent education
- All stages of parenthood
- Continuous training and support to our diverse team of Parent Educators

In the past 36 years, the Family Education Centre has grown from serving 28 parents in two workshops to serving more than 2000 parents and children/youth in 2009 in over 300 series of workshops and 29 courses. We continue to see the benefits our collaborative approach of reaching parents by partnering with community organizations and serving families where ever they are.

The Family Education Centre knows that positive, democratic parenting provides a family life which includes encouragement, love, respect and boundaries that contributes to reducing the cycles of abuse, poverty, involvement in crime and increases each person's opportunities to become contributing – socially and economically – members of society. Our parenting programs are based on the works of psychiatrist Alfred Alder. His holistic approach focuses on democratic principles, individual strengths, a sense of community and the importance of contribution, encouragement, mutual respect, personal freedom and responsibility. Adler's parenting approach connects families together and improves relationships providing children with the sense of belonging, social equality and social interest required to prepare them to positively contribute within their families, communities and world with greater cooperation, peacefulness and care of others.

In 2009 the Family Education Centre concentrated on maintaining current partnerships and projects, seeking new partnerships, reviewing and testing our evaluation processes, training and supporting 12 new Parent Educators, reviewing and

improving our Parent Educator recruitment, training and support program and developing and implementing our three year Business Plan.

It is very unusual for the Family Education Centre to have a staff or project contractor leave the organization, however, in late 2009, with mixed emotions we said goodbye to Gay Routhier-Paige. Gay has been a dedicated and inspirational leader of the Family Education Centre for 25 years!! We all thank you Gay for your work and involvement with the Family Education Centre as a Board Member, Committee Member, Fundraising Coordinator, Executive Director and, most recently, in your role leading FEC's Corporate and Community Development initiatives. Gay is moving on to pursue her previous career and passion in the area of Gerontology. She hopes to upgrade her education and then move into a management position in the field. We wish Gay all the best and thank her for all her time, wisdom, dedication and work in the area of parent education and support. Thank you Gay!!

With good-byes there are also hello's. In 2010, we welcomed Kolleen McIlveen to the Family Education team as the lead for Community Development. Welcome Kolleen.

Maintaining the success of current programs while growing and expanding occurs due to the vision, competencies and dedicated work of the Family Education Centre's Staff, Contractors, Parent Educators, Board of Directors, Committee Members, Bingo Volunteers, Community Partners, Funders and many other key volunteers. The Family Education Centre values family and families working together. This value translates from home into our daily work lives and allows us to maintain our strong foundation. We all enthusiastically and tirelessly work together, as a family, to ensure the Family Education Centre continually and successfully enriches the quality of life for families in Peel.

*We recognize the importance of respectful and responsible parenting in raising resilient children.*

Kindest regards,  
Diane, Fathima, Jacqueline, Kolleen, Lorie Ann, Lorry, Lynn, Phil, Paula, Rosemary and Supa

## Message from the Staff & Contractors

# Committee Reports

## Governance and Planning Committee

The purpose of the Governance and Planning Committee is to enhance FEC's organizational capacity to perform its mission by assisting the Board with governance and strategic planning for FEC as a whole, and other planning required for Board and Board Committee functions.

In 2009, this Committee, through the support of a Strengthening Organizational Effectiveness Grant, created a three year Business Plan, a vision statement and supported all the committees to develop their Committee Charters which included three year action plans related to our strategic priorities and annual cycles.

Committee Members: Cameron Beheshti,  
Shamim Junejo  
Sandy Kang-Gill  
Diane Myers  
Marlene Van Esch (Chair)

## Human Resources & Nominations Committee

The purpose of the Human Resources & Nominations Committee is to ensure effective human resources management at the Board level, and to oversee and support the Executive Director in her operations management of all HR functions.

In 2009, the Committee strengthened the Board recruitment strategy by reaching out to a wider and more diverse recruitment market that reflected the Region of Peel's diverse community and Board competency requirements. Improved operational effectiveness through the use of staff score cards and contractor quarterly reports.

Committee Members: Kashmira Dave  
Diane Myers  
Harry Qi  
Ellen Zhang (Chair)

## Program Committee

The Program Committee ensures effective delivery of Adlerian/Democratic parenting skills, knowledge and philosophy to Family Education Centre's (FEC) clients, ensures consistent use of the Adlerian/Democratic parenting style and philosophy by Parent Educators in FEC's courses and workshops, and oversees the delivery and continuous improvement of programs.

In 2009 the Program Committee's focus was on creating a Committee Charter, an Annual Cycle and workplan to fulfill our strategic priorities. Surveys were created to gather information to help build and support FEC's Parent Educator team to reflect FEC's values and passion for democratic parenting. A parenting course evaluation form was completed, tested and approved for use. The Recommended Reading list was updated. The Committee members continued to work on policies and procedures by reviewing the Parent Educator Continuing Education Credit policy and alternative ways for Parent Educators to acquire their training credits, creating the Mentor policy "Becoming a Mentor" and drafting the "Mentor Experience" policy. Twelve Parent Educators in Training completed the second stage of training and were encouraged to move on to co-facilitation with a Mentor. Four Parent Educators and four Parent Educators in Training were mentored.

Committee Members (Rotating Chairs):  
Lorie Ann Chapman  
Patricia Fantauzzi  
Rosemary Hood  
Pam Maddock  
Jacqueline Stanton  
Marlene Van Esch

## Marketing Committee

The purpose of the Marketing Committee is to enable FEC to effectively market itself to achieve its strategic goals in a manner that reflects its values. The Committee plans, facilitates and evaluates the promotion of the FEC throughout the Region of Peel.

In 2009, we reviewed and updated FEC promotional material, initiated a volunteer and membership drive, and developed a new Power Point presentation to be used for future drives. In addition, we supported the Fund Development committee to prepare and launch collateral for the first annual FEC golf tournament.

Committee Members: Ana Paula Biscaia  
Sandy Kang-Gill (Chair)  
Kirstin Carruthers  
Diane Myers

## Finance & Audit Committee

The Finance and Audit Committee provides guidance for the organization's financial matters. Specifically, the committee assures internal controls, independent audit, and financial analysis for the organization.

The committee oversees the development of the budget; ensures accurate tracking, monitoring, and accountability for funds; ensures adequate financial controls; reviews major grants and associated terms. The Committee reviews all financial statements and reports on financial activity to the Board.

Committee Members: Gyanna Cyrus (Chair)  
Hasan Halloum  
Lynn Hand  
Diane Myers

## Fund Development Committee

The Fund Development Committee, formed in 2009, generates unrestricted funds to help support FEC to succeed in carrying out its mission, by developing and implementing annual fundraising plans. As a secondary objective if easy opportunities present themselves, the Committee may also generate restricted funds or program funding. The Committee has a defined charter and workplan. The Committee would like to thank the Staff and Volunteers for all their support in fulfilling the workplan.

This year the Committee has taken the gigantic task of organizing FEC's 1st Annual Golf Tournament to be held on August 28, 2010 at Lionhead Golf & Country Club. The committee has also worked on other activities to raise unrestricted funding for FEC.

Committee Members: Ana Paula Biscaia  
Phil Gallant  
Lynn Hand  
Robert Harvey  
Grace He  
Shamim Junejo (Chair)  
Kay Setaram  
Diane Myers



# Family Education Centre Programs

## Parenting Courses & Workshops

FEC offers parenting courses and workshops on a variety of topics presented through community partnerships and core services throughout the Region of Peel. Programs are also provided to the general public who wish to host a parenting course or workshop in their home or office.

## Parent Educator Training

The Family Education Centre's Parent Educators are trained and supported on an ongoing basis. New Parent Educators are trained on an as-needed basis. This training provides our Parent Educators with a strong background in Adlerian Psychology, current parenting research, adult education and group leadership skills.

## Parent Information and Support

Telephone support for parents seeking information, support and referrals.

## Changing Family Patterns (Shelter Programs)

These comprehensive parenting and self-esteem programs are offered at various shelters for abused women in Peel, including Interim Place I & II, Armagh House, Angela's Place, Peel Family Shelter and the Family Life Resource Centre.

## Vanier Centre for Women

This program provides 6 seven-week parent education programs for women incarcerated in the Vanier Centre for Women.

## Family Futures

In partnership with Peel Children's Aid Society, Boys and Girls Club of Peel and two Ontario Early Years Centres, this program provides free parenting courses and child development programs to parents referred by Peel CAS in Mississauga and Brampton.

## Parent Education in Schools

This program supports the implementation of parenting programs within schools. It provides a series of three Parenting workshops, and may also include corresponding children's workshops, at a variety of schools in the Region of Peel. Funding application support is provided to School Councils, if required.

## Community Staff Training - Promoting Positive Parenting

As part of FEC's holistic view of support, FEC provides staff training to community organizations on how to support and promote democratic parenting to their clientele.

## Volunteer Support and Appreciation

Volunteers are a key component to the success of all of our programs. The Family Education Centre provides ongoing communication, support and appreciation to all of our Volunteers. An Annual Volunteer Appreciation Night celebrates the contributions of our wonderful team of Volunteers.



## Afghan Women's Organization Project

To support the identified needs of newcomer parents using the services of the Afghan Women's Organization and the Family Education Centre's direction of reaching parents where parents are, this collaborative project provides the women of the Afghan Women's Organization with parenting support, information and training through the support of the Geoffrey H. Wood Foundation.

## Malton Community Building Project – Phase 1

In partnership with The Malton Early Years Advisory Committee (MEYAC) and the Ontario Trillium Foundation the Malton Community Building Project – Phase I, is a community leadership and engagement project for youth and adults with the Black Community in Malton. The project facilitates an enhanced sense of individual and community connectedness and well-being and promotes greater civic engagement and community development by focussing on collaboration, parent education, health, literacy, recreation, support and training.

## Middle Years Parent and Youth Program

The Middle Years Parent and Youth Pilot Program was developed in collaboration with the Families and the Education Working Group of the Peel Youth Violence Prevention Network and is funded through the Region of Peel. The program aims to support parents and youth in developing strategies to make responsible, moral choices by improving parent and youth relationships. This was achieved by building sessions that increased opportunities for communication, character development, mentorship and problem-solving. The program was promoted in the community to families with youth between the ages of 7 and 12 years.

## Special Projects



## 2009 Successes

### Participant Feedback

"I feel more confident with my role as a parent. I am able to reason and discuss with my daughter instead of yelling."

"Yes, my relationship with my daughter has improved for the best. We now talk to each other instead of yell and also communicate much better"

"I am now more patient and understanding as a parent. New skills that I've learned helped me a lot on how to deal effectively with my children's misbehaviour and actions"

"Definitely not yelling as much and I haven't spanked them at all since I started the course."

"Less yelling, more engaging cooperation"

### Course Outcome Impacts:

91% of respondents indicated a positive improvement in their relationship with their children

50% of respondents indicated they increased their confidence in their parenting decisions

32% of respondents indicated they experienced a decrease in conflict with their children

### Percentage of course participants who experienced an increase in the following skills:

- 91% Encouragement
- 89% Offering Choices
- 88% Reflective listening/I-messages
- 84% Engaging Cooperation
- 83% Problem Solving
- 83% Talking With their Children
- 74% Natural and Logical Consequences
- 72% Change in expectations

### Percentage of course participants who experienced a decrease in the following skills:

- 57% Threats (21% indicated "not applicable" and therefore the assumption is they do not threaten their children)
- 29% Spanking (57% indicated "not applicable" and therefore the assumption is they do not spank their children)
- 77% Yelling or Shouting
- 35% Punishment/Rewards (11% indicated "not applicable" and therefore the assumption is they do not punishment/rewards)

### Parent Educator and Content

93% of course respondents considered the Parent Educator to be "Excellent"

88% of course respondents considered the content to be "Excellent"



## Our Story

My name is Parveen, I think I am a good candidate to tell my story. I have a family by cultural choice and Education is my passion. No, I am not a teacher.

When I was new in Canada, I used to check out flyers that came from school and feel happy to be in a country where feelings like anger and issues like its management are discussed and parent and teen workshops are done. Issues regarding family problems and the effects are brought out in the open. At that time I thought, well, there is help if I don't know how to handle a situation with my children and teenagers or if I have to brush up on my so-called DIY parenting skills.

Well friends, my time came in 2007, when I was at the Family Life Resource Centre (FLRC), by choice with 4 children, who differed in age, personality and outlook. However, at that time I was dealing with so many other issues in life that I could not see or appreciate the uniqueness of my own children. There I was Doing It Myself, and thankfully there was Family Education Centre - FLRC's best mandatory program. The facilitator was great! There were so many other ladies going through their own issues and circumstances but the parenting program was what made us feel a sense of togetherness.

I learned that aggression is NOT assertion. I got the skills, confidence and knowledge to raise a family by myself and learned about talking about problems without the blame game. I also learned to recognize, appreciate and enjoy my children's unique characteristics. I also learned about the many great insights of Barbara Coloroso. After dealing with 4 children and having an ECE and Child Psychology diploma, people (friends) thought I would be an expert but I didn't think that. Well

I do sometimes, but only when they ask me questions about their children's behavior and I can refer back to the stuff I have learned from the FEC

After leaving the shelter I took another course, Parenting Teenagers, which was, again, a great experience. I felt encouraged and more competent about my parenting when the facilitator asked the group to add up the ages of all of our children. She then reminded us of all the experience we have already and that we can depend on that experience. To tell you the truth, my kids and my trouble really seem very small as I look back at that time. I have become a bigger person ever since my involvement with FEC. Change from within is better than changing the world. Thank you FEC.



# 2009 Numbers

## Statistically Speaking

Numbers of Workshops	333
Number of Courses	29
Number of Parents, Children and Youth Served	2115
Number of Community Staff & Parent Educators Supported/Trained	59
Number of Information, Support and Follow Up Calls	1628
Number of Volunteers	55
Number of Volunteer Hours	2665
Malton Community Building Project (2008-2010)	
Community Peer Leaders Trained	35
Number of Volunteer Hours by Community Peer Leaders	4152
Family Education Workshops/Courses	6
Number of Parents Served through Family Education Workshops/Courses	182

## Community Peer Leader's Experience

Inspired by S.W.O.L.E. ( Self-Respect, Work Hard, Overcome Adversity, Lead by Example, Excellence) impacted me because I feel I can be myself and feel like I am not the only person with problems. Being in this program is very beneficial to me because I can use the advice and my own experiences in the program, to help me get through life.

Being here and experiencing this opportunity is heart warming and life changing to me. When I first came to this program, I was shy and I only talked to the students that went to my school, but now I have opened up and I really enjoy being in their presence. This program is my second home, and with their guidelines of how to be leaders by my side, I believe I can do anything. To me Inspired by S.W.O.L.E. is not just a program or a word, to me its many words like happy, family, friends, peace, fun, care, love, devotion, change. Etc... Being told that you, one individual, can make a difference of any ages, any race and any culture, makes me feel that finally there is a group of people that can relate and make strong understandable connections to youth and our society. This program screams hope, change and many more words and I am grateful for being a part of it.

## Financial Overview

Peel Family Education Centre Statement of Operations

For the Year Ended December 31	2009	2008	2007
<b>Revenues</b>			
United Way	85,340	81,064	74,418
Ontario Trillium Foundation	75,000	56,250	-
Ministry of Children and Youth Services	65,275	54,000	51,781
Fund Development and Grants	25,267	29,184	33,526
Vanier	25,857	23,217	24,551
Bingo	26,108	25,924	14,304
Programs	53,173	22,770	16,296
Region of Peel	17,637	27,329	12,028
Interest	307	1,162	1,951
Membership	740	660	1,065
Other	36,629	37,036	229
<b>Total</b>	<b>\$ 411,333</b>	<b>\$ 358,596</b>	<b>\$ 230,149</b>
<b>Expenditures</b>			
Program	182,251	148,310	140,117
Salaries and Benefits	178,337	151,473	96,488
Administration	47,099	45,778	38,203
Marketing	3,250	3,497	562
<b>Total</b>	<b>\$ 410,937</b>	<b>\$ 349,058</b>	<b>\$ 275,370</b>
<b>Excess Revenues over Expenditures</b>	<b>\$ 396</b>	<b>\$ 9,538</b>	<b>-\$ 45,221</b>

## Current Board of Directors and Terms

The Board of Directors of the Family Education Centre is a group of dedicated, hard-working volunteers who enthusiastically guide and support the work of the corporation through board meetings, committee meetings and community involvement. Thank you all so very much!

Cameron Beheshti (Chair)	2009-2011
Shamim Junejo (Vice Chair)	2009-2011
Gyanna Cyrus (Treasurer)	2008-2010
Sandy Kang-Gill (Secretary)	2009-2011
Kirstin Carruthers	2010-2012
Kashmira Dave	2009-2011
Mayer Elharar	2010-2012
Hasan Halloum	2008-2010
Hyder Hassan	2009-2011
Shivanker Sivanathan	2010-2012

### Directors Who Served in 2009/2010 (now retired from Board)

Patricia Fantauzzi	2008-2010
Grace He	2009-2011
Subagini Sivaptham	2009-2011
Harry Qi	2007-2009
Ellen Zhang	2008-2010

## 2010 Staff and Contractors

The Staff and Independent Contractors of the Family Education Centre are a committed, generous, highly passionate team of individuals. We appreciate and acknowledge their endless energy and enthusiasm.

NAME	TITLE	EMAIL ADDRESS	EXTENSION
Fathima Butool	Program Administrator and Volunteer Coordinator	fathima@familyedcentre.org	223
Lorie Ann Chapman	Program Coordinator	lorieann@familyedcentre.org	221
Lynn Hand	Bookkeeper	lynnhand@rogers.com	300
Supa D.A. Meikle	Malton Community Development Coordinator	supa@familyedcentre.org	304
Diane Myers	Executive Director	diane@familyedcentre.org	224
<b>Contractors and Volunteers</b>			
Paula Nunes-Haggett	Program Coordinator, Special Projects – Family Futures	pnuneshaggett_fec@yahoo.ca	225
Rosemary Hood	Parent Educator Trainer	rosemary@familyedcentre.org	
Kolleen McIlveen	Community Development	kolleen@familyedcentre.org	301
Lorry Seabourn	Middle Years Parent and Youth Coordinator	lorry@familyedcentre.org	303
Jacqueline Stanton	Parent Educator Specialist	jacqueline@familyedcentre.org	226
Phil Gallant	Volunteer Fundraising Coordinator	philatford@hotmail.com	302

## Board of Directors, Staff and Contractors



## Our Generous Supporting Partners

A Special Thank You to Our Generous Supporting Partners

United Way of Peel Region  
Region of Peel  
Ministry of Children and Youth Services  
Ontario Trillium Foundation  
Ministry of Safety and Corrections  
The Catherine and Maxwell Meighen Foundation  
Brampton Community Service Foundation, Hall Charity Association, Rutherford Bingo  
The Geoffrey H. Wood Foundation  
Lusogolf  
Rotary Club of Bramalea  
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Peel Youth Violence Prevention Network  
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### Family Education Centre

4 Sir Lou Drive, Suite 102, Brampton ON L6Y 4J7

Phone: 905-452-0332 Fax: 905-452-0717

[www.familyedcentre.org](http://www.familyedcentre.org)

Family Education Centre Charitable Numbers: 754606-59, 10783 0648 RR 0001