

Quick Reference Guide



February 2019



Violence Against Women Community Services

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Description of Services

- **Crisis Response:**
Immediate one-time response or intervention to an urgent service request by a woman in a crisis situation. It consists of a counselling session in person or by phone, information if requested by the client, service options and a copy of the Safety Plan.
- **Crisis Support Services:**
The primary purpose is to ensure that the client is connected with the woman abuse service system in the community. The service consists of brief service intervention (1-6 sessions) until Friday Stage Counselling services can be provided.
- **First Stage Counselling:**
The focus is on safety and health issues, information on the rights of women and children, providing one-on-one support in accessing appropriate community resources, empowering women to take proactive actions most appropriate to their situation.
- **Second Stage Counselling:**
Counselling services for women who no longer live in abusive relationships or who choose to remain with their partners and learn to self-protect if future abuse occurs. The focus is on developing a more in-depth understanding of woman abuse and empowering women.



Alliance for South Asian AIDS Prevention
(ASSAP)

www.asaap.ca

Contact Information:

120 Carlton Street, St #315
Toronto, ON
M5A 4K2, Canada

Telephone: 416.599.2727

Email: info@asaap.ca

Mandate:

(ASAAP) provides HIV/AIDS, sexual health and support services for South Asian communities in the Greater Toronto Area.

Core Programs & Services

- HIV Prevention
- Living with HIV/AIDS
- Community Development
- SAFE Program

Language Services Offered

- | | |
|-----------|------------|
| • English | • Gujarati |
| • Tamil | • Bengali |
| • Hindi | • Arabic |
| • Urdu | • Nepali |



African Community Services
www.africancommunityservices.com

Contact Information:

10 Gillingham Drive, Unit 308
Brampton, ON
L6X 5A5

Telephone: 905.460.9514
Fax: +1 905.460.9769

Email: info@africancommunityservices.com

Mandate:

Our Mission is to improve the quality of life of members of the newcomer community in Peel by providing them with the support, information and services necessary for healthy integration into Canadian Society

Core Programs & Services

- Newcomer Settlement
- Employment Support
- Summer Youth Employment
- Youth Development
- Violence Abuse and Prevention
- Seniors Program
- Women and Families
- Health and Wellness
- Volunteer Training and Development Program
- Community Engagement
- Mental Health and Wellness



Armagh

www.armaghhouse.ca

Contact Information:

Armagh
PO Box 52581
1801 Lakeshore Road W
Mississauga, ON L5J 4S6

Telephone: 905.855.0299
Fax: 905.855.3189

Email: armagh@rogers.com

Mandate:

Providing women with a second-stage supportive housing program serving the Region of Peel. We offer a safe and supportive environment for women, with or without children. We believe that every person has the right to live without fear of physical, psychological, emotional, sexual, or financial abuse. We believe that women and men should have equal opportunities to develop their potential to live full and rich lives. We believe that all women have the right to decide for themselves the direction which their lives will take, according to their personal values and needs.

Core Programs & Services

Supportive Counselling

- Individual and Group Counselling
- Safety Plans
- Budgeting
- Life Skills
- Parenting/Active parenting
- Conflict Resolution
- Expressive Art Therapy
- Emergency First Aid and CPR
- Homework Assistance
- Paws to Read (Matches child who struggles to read with certified therapy dogs)
- Tools for Life (relationship-building interactive resources for children 3-13)
- Follow up support services for up to one year once the woman moves into the community.

Healthy Body, Healthy Mind

- Understanding your emotion
- How to channel anger
- How to help keep yourself less vulnerable
- Emotions: what to do with them
- Self-Esteem
- Yoga
- Laughter Yoga
- Self-Care
- Stress Techniques/Reflexology

Referral, Information and Advocacy

- Income Assistance
- Education Programs
- Counselling Services
- Legal Aid Ontario
- Parenting Support Resources
- Social and recreational programs for women and children



Brampton Multicultural Community Centre
www.bmccentre.org

Contact Information:

Brampton Locations

150 Central Park Drive, Suite 107
Brampton, ON L6T 2T9

Telephone: 905.790.8482
Fax: 905.790.8488

197 County Court Blvd., Suite 303
Brampton, ON L6W 4P6

Telephone: 905.790.8482
Fax: 905.874.6100

Email: services@bmccentre.org

ADDITIONAL LOCATIONS LISTED ON WEBSITE

Mandate:

To enhance the capacity of newcomers to participate more effectively in our communities. To partner with other service providers and organizations to strengthen the response capacity of the settlement sector. To work collectively with other community actors to facilitate better use of newcomers' knowledge and talents in Canadian workplaces.

Core Programs & Services

- Community Connections – Schools
- Community Connections – Library
- Employment Services
- Newcomer Settlement Services
- Mind your Health
- Seniors Program
- Volunteer Management

YOUTH SERVICES

- New Direction
(Gang Prevention & Intervention)
- Be the Change
- Peel Good Start



Canadian Mental Health Association
www.cmhapeeldufferin.ca

Contact Information:

Peel Location

Canadian Mental Health Association
7700 Hurontario Street, Suite 314
Brampton, ON L6Y 4M3

Telephone: 905.451.2123

Fax: 905.456.7492

Email: info@cmhapeel.ca

Mandate:

To provide a wide range of innovative services and supports to people who are experiencing mental illness and their families.

Core Programs & Services

Access

Intake, Information, Referrals

- 24.7 Crisis Support Peel Dufferin
- Systemwise

Education

- Wellness Now
- Wellness Works
- Displays

Brief Services

- Family Support
- Mental Health Counselling
- Substance Use

Individual Support Services

- Access to Recovery
- Assertive Community Treatment
- Team
- Early

Group and Peer Support Programs

- Concurrent Disorders Support
- Programs
- Recovery West
- Housing and Homelessness
- Mental Health and Justice
- Seniors
- Youth
- Client Rights



Catholic Cross-Cultural Services
www.cathcrosscultural.org

Contact Information:

Brampton Location:

8 Nelson Street West, Suite 302
Brampton, ON L6X 4J2

Telephone: 905.457.7740

Mississauga Location:

3660 Hurontario Street, 7th Floor
Mississauga, ON L5B 3C4

Telephone: 905.273.4140

Mandate:

Catholic Cross-Cultural Services (CCS) is a charitable organization providing services that assist in the settlement and integration of immigrants and refugees.

Core Programs & Services

- Crisis Intervention and Support
- Short-term solution focused one-on-one counselling including the development of transition and safety strategies
- Information on rights and options, advocacy and referral services
- Connection to services in the community that address legal, housing, financial and long-term counselling needs
- Language-specific support groups for women
- Transitional Housing Support to help find and maintain housing



Catholic Family Services of Peel-Dufferin
www.cfspd.com

Contact Information:

The Honorable William G. Davis Centre for Families
60 West Drive, Suite 201
Brampton, ON L6T 3T6

Telephone: 905.450.1608
Fax: 905.450.8902

Email: info@cfspd.com

Mandate:

Catholic Family Services Peel-Dufferin is a multi-service agency that services individuals, couples, and families who live or work in the Regions of Peel and Dufferin. We support the entire community, newcomers, immigrants and people of all faiths and backgrounds.

Core Programs & Services

Counselling Services

Walk-in counselling clinic

- Individual, Couple & Family Counselling and Psychotherapy

Violence in Family Relationships

Individual, Couple & Family Counselling and Psychotherapy

- Partner Assault Response
- HEAL network services
- Safe Centre of Peel

Group Support

- Wellness Groups
- Group Counselling



Trillium Health Partners
Sexual Assault/Domestic Violence Services – Chantel’s Place
www.trilliumhealthpartners.ca

Contact Information:

100 Queensway West
Mississauga, ON
L5B 1B8

Telephone: 905.848.7580 x 2548
Counselling: 905.848.7689

Mandate:

Medical, forensic and/or counselling services to recent sexual assault and/or domestic violence survivors.

Core Programs & Services:

- Acute medical care for survivors of sexual assault
- Acute medical care for survivors of domestic violence
- 24-hour services
- Forensic services
- Follow-up services (counseling and medical)
- Community resources



DisAbled Women's Network
www.dawncanada.net

Contact Information:

469, Jean Talon W. #215
Montréal, QC
H3N 1R4

Telephone: 514.396.0009
Counselling: 514.396.6585

Mandate:

DAWN is an organization that works towards the advancement and inclusion of women and girls with disabilities and Deaf women in Canada. Our overarching strategic theme is one of leadership, partnership and networking to engage all levels of government and the wider disability and women's sectors and other stakeholders in addressing our key issues.

Core Programs & Services:

- Girls Without Borders
- Do the Rights Thing
- Youth the Future



East Mississauga Community Health Centre
www.eastmississaugachc.org

Contact Information:

7-2555 Dixie Road
Mississauga, ON L4Y 4C4

Telephone: 905.602.4082

Fax: 905.602.5432

Email: mississauga@lampchc.org

Mandate:

We strive to improve quality of life by supporting people to reach their full potential.

Core Programs & Services:

Medical Services

- Primary Health Care
- Chiropody (Foot Care)
- Physiotherapy Program
- Diabetes Education
- Nutrition Counselling
- Dental Health Care

Community/Social Support Programs

- Health Promotion
- Seniors' Wellness
- LGBTTIQQ2S
- Mental Wellness
- Social Work
- Client Advocacy



Elizabeth Fry Society of Peel-Halton
www.efrypeelhalton.ca

Contact Information:

44 Peel Centre Drive, Suite 200
Mississauga, ON L9T 4B5

Telephone: 905.459.1315

Fax: 905.459.1322

Email: efry@efrypeelhalton.ca

Mandate:

We will be a tireless and strong champion within the Peel-Halton Region for the appropriate and non-discriminatory delivery of programs and services to women and youth who are

Core Programs & Services:

Youth:

- Girls in the Know
- Youth-NOW
- Female Mobile Support
- Attendance Centres
- Youth Resources
- Empowering Against Exploitation & Empowering Girls Against Exploitation
- Follow up & Aftercare
- Marjorie Armos Residence
- Court Support Services for Youth
- Building Resiliency in Girls
- CARDOW
- Intentional Sector Collaboration

Adults:

- CAROW
- International Sector Collaboration
- Vanier Centre for Women-Change Is a Choice Program
- Women's Transitional Residence
- Ellen House
- CSO Programs



- Pre-Disposition Community Services
- Alternative Measures
- Community Justice Worker
- Bonnie McPhee Residence
- Mother Child Program
- Intermittent Community Work Program
- Community Counselling
- Adult Court Counselling Service
- Drug Treatment Court, Diversion Program
- Direct Accountability Program
- Court Support Program



Family Services of Peel
www.fspeel.org

Contact Information:

Email: fsp@fspeel.org

Telephone:
Office: 905.459.1315
Intake: 905.453.5775

Mandate:

As a multi-service agency, we provide professional counselling, educational programs, employment support services, support for people with developmental disabilities and their families, as well as support for victims of violence and abuse.

Sensitive to cultural and social diversity, Family Services of Peel is a community-based agency that works to strengthen families, couples and individuals through guidance, coaching, mentoring, education and support.

Core Programs & Services:

- Counselling
- Drop in group and counselling for women experiencing violence
- Drop in, peer to peer, group and counselling for men who have experienced early childhood abuse
- Abuse prevention programs (men's program, PAR, seniors, VAW)
- Program for people with Developmental Disabilities – SIL / APSW / at risk of being homeless
- Employment (for youth and adults)
- Families and Schools Program
- Human trafficking
- Research (Syrian refugees and trauma)



Family Transition Place
www.familytransitionplace.ca

Contact Information:

20 Bredin Pkwy
Orangeville, ON L9W 4Z9

Telephone: 905.584.4357
Fax: 519.942.8243

Mandate:

Since 1984, Family Transition Place (FTP) has been providing critical services to women and their children who have experienced abuse and unhealthy relationships. Inside FTP's doors, women find a warm and welcoming place where their safety and well-being is the most important thing in the world.

Core Programs & Services:

- Emergency Shelter
- Second Stage housing
- Transitional, Legal and Housing Program
- Counselling
 - Individual and Group Counselling for Women
 - Caring Dads
 - Sexual Assault Counselling
 - Mothers Changing Paths
 - Child Witness Program
 - Rural Response Program
 - Workshops for Women, Men, and Children



Fem'aide
www.femaide.ca/english

Contact Information:

Telephone: 1.877.FEM.AIDE
ATS: 1.866.860.7082

Mandate:

Fem'aide offers French-speaking women who have experienced gender-based violence, support, information and referral to appropriate front-line services within their communities, 24 hours a day, 7 days a week. Fem'aide can also respond to requests for information made by family and friends of women who are victims of violence. The helpline's main focus is to assist women who have experienced violence in an intimate relationship and women who have been sexually assaulted. Fem'aide uses a feminist approach empowering women to identify their own needs and to make their own informed decisions.

Core Programs & Services

- Provides non-judgmental, high quality intervention that is grounded in a feminist framework of violence against women.
- Offers services that integrate an anti-oppression analysis.
- Offers French language services that recognize the regional and ethnocultural diversity of the Francophone community in Ontario.
- Advocates equality and accessibility to French Language Services regardless of location within Ontario.
- Partners with other service providers that offer services for prevention of violence against women and with other organizations that serve the Francophone community.



HEAL Network
 (Helping End Abuse for Life)
www.healnetwork.org

Contact Information:	
	Telephone: 905.450.1608 x119
Mandate:	
Dedicated to helping children in the Region of Peel heal from their exposure to woman abuse, strengthen family and stop family violence.	
Core Programs & Services:	
<ul style="list-style-type: none"> • Helping Mothers and Children Survive Abuse Together (HMCSAT) <ul style="list-style-type: none"> ○ This is a ten-week closed group for women, and their children, ages newborn to 12 years, who have been impacted by their exposure to woman abuse. The focus of the group is to empower women in becoming the experts in helping their children learn how to lead violence-free lives. Multicultural and Cultural/Language specific groups are available. • Alternative Intervention Program: <ul style="list-style-type: none"> ○ This is a program intended for families who require additional support. Families may be referred to this program when there is help needed with: <ul style="list-style-type: none"> ○ Acute Trauma ○ Managing impacts of trauma ○ Relationship building between the caregiver and the child ○ Enhancing parenting skills ○ Developing conflict resolution skills 	



Hope 24/7
www.hope247.ca

Contact Information:

10 Gillingham Drive, Suite 305
Brampton, ON L6X 5A5

Telephone: 905.792.0821
Fax: 905.792.1567

Crisis Line: 1.800.810.0180

Mandate:

Hope 24/7 is a charity organization that offers psychotherapy services for all persons 12 & older who have been impacted by relationship & sexual violence. We are the provincially designated Sexual Assault Centre (SAC) for the Region of Peel, and serve a population of more than 1.4 million people. Our aim is to assist those individuals who have experienced traumatic interpersonal violence through evidence-based treatment and prevention programming so that we can actualize our vision of a community without relationship and sexual violence.

Core Programs & Services:

- Clinical Services
- Crisis Services
 - Individual, Couple & Family Psychotherapy
 - Psychotherapeutic Groups
 - Psychoeducational Workshops
 - Critical Incident Debriefing
 - Trainings
 - Clinical Supervision
- Fee-Based Services
 - In-person 1-on-1 and Family Psychotherapy
 - Therapeutic Groups
 - Psychoeducational Workshops
- Crisis Line



Indus Community Services
www.induscs.ca

Contact Information:

3038 Hurontario Street, Suite 206
Mississauga, Ontario L5B 3B9

Telephone: 905.275.2369

Fax: 905.275.6799

Email: info@induscs.ca

Mandate:

We are committed to supporting our growing communities to manage change through quality, client-centred social and health services and responsive public education.

Core Programs & Services:

- Risks Assessment
- Local and International Safety Planning
- Crisis Intervention and supportive counselling (short term)
- Parenting and youth counselling
- Facilitate direct referrals to Short Stay Crisis Support Program (SSCS and Supportive Housing of Peel centralized intake)
- Settlement and Immigration services
- Direct support to understand the family court system by debriefing outcomes of court appearances and lawyers appointments
- Assistance in documenting the history of abuse
Accompaniment during Family court proceedings where appropriate
- Monthly legal clinics for legal matters (i.e. Immigration, tenant rights, employment rights)
- Assistance applying for Legal Aid Certificates
- Commission of Oath



Interim Place
www.interimplace.com

Contact Information:

24 Hour Crisis Lines:

Tel: 905.403.0864.
905.676.8515

TTY:905.403.0453
905.676.0284

Toll-Free: 1.855.676.8515

Community Support & Outreach Central Intake Lines:

Tel: 905.676.0257
TTY: 905.676.1413
Toll-Free: 1.855.676.0257

Mandate:

To provide shelter, support, counselling and advocacy to help abused women and their children break the cycle of violence. We are women-centered, anti-racist, anti-oppressive, non-profit organization serving the diverse population of the Region of Peel.

Core Programs & Services:

Agency Programs:

- Two Emergency Shelters for women experiencing violence. The 24-hour Emergency Shelters provide up to 54 beds in two confidential locations. Women with or without children can stay up to 4 months.
- Two 24 hour Crisis Lines for women to access crisis supports who have experienced violence giving in the community.
- The Community Support and Outreach Program provides support to women living in the community who have experienced violence or transitioning from the shelter to community.
- The Central Intake Line operated through our Community Support and Outreach Program provides coordinated access to Transitional Housing Supports in Peel Region.

- Our Public Education program provides free workshops, training and education opportunities for schools, organizations, and workplaces across Peel. Workshops are tailored to the needs of the organization and topics covered include: healthy and unhealthy relationships, bullying and harassment, gender and self-esteem, consent and sexual violence, empowerment skills for girls and women.

Services provided:

- Individual counselling supports for women and children.
- Risk assessment & individual safety planning for women and children.
- Case management supports.
- Transition planning and assistance (from home to shelter, shelter to community, shelter to shelter).
- Advocacy services includes; legal assistance and court support, family, immigration, criminal and civil matters.
- Information and referrals to community supports and services.
- Accompaniment to legal, housing, Ontario Works and other appointments as required to support women and children.
- Support/educational groups for women and children.
- Support for women to locate safe, affordable and permanent housing accommodations.
- Practical supports to obtain food, clothing, identification, healthcare and day care.
- Harm Reduction Supports.
- Services are provided in woman's first language.



Malton Neighbourhood Services
www.mnsinfo.org

Contact Information:

3540 Morning Star Drive
Mississauga, ON

Telephone: 905.677.6720

Fax: 905.677.6281

Email: info@mnsinfo.org

Mandate:

Dedicated to supporting the creation of connected, safe and strong communities by offering and engaging in activities that recognize and respect the diversity of the neighbourhoods it serves.

Core Programs & Services

- **Newcomer Support:**
 - Settlement Workers
 - Settlement in Schools (MSEP)
 - MNS IRIS
 - Notary Public & Commissioner
- **English Classes:**
 - Language Bench Marks
 - Computer Skills
 - Conversation Circles
- **Community Support:**
 - Job finding Services
 - Free Legal Clinic
 - Community Computers
 - Women's Services
- **Family Programs:**
 - Early Years
 - Youth
 - Seniors
 - Lion
 - Free Dental Clinic for Children
 - Spanish Speaking Group



Metis Nation of Ontario
www.metisnation.org

Contact Information:

Metis Nation of Ontario
500 Old St. Patrick St. Unit 3
Ottawa, ON
K1N 9G4

Telephone: 613.798.1488

Fax: 613.722.4225

Mandate:

We, the Metis Nation, have the inherent right of self-determination and self-government; We, the Metis who live within the Metis Homelands of Ontario, desiring to bind our people together to collectively promote our common cultural, social, political, and economic well-being, have founded the Metis Nation of Ontario, to be our representative body with the following aims and objectives:

to research, publish and promote the genealogical documentation of the Metis, and to establish and maintain a registry of the Metis Citizens of Ontario;

to establish democratic institutions based on our inherent right of self-government;

to encourage the full participation of all Metis in the Metis Nation;

to promote and foster community development;

to re-establish land and resource bases;

to develop prosperity and economic self-sufficiency within the Metis Nation;

to provide care and support necessary to meet the fundamental needs of the citizens of the Metis Nation;

to promote the improved health and wellness of the individual, the family and whole Metis community;

to establish effective means of communication for the Metis Nation

to encourage academic and skills development and to enable citizens of the Metis Nation to attain their educational aspirations;
to promote the history, values, culture, languages and traditions of the Metis Nation and to create an awareness of our proud heritage;

to promote Metis artistic and cultural achievement;

to ensure that Metis can exercise their Aboriginal and Treaty rights and freedoms and in so doing, act in a spirit of cooperation with other Aboriginal and non-Aboriginal people;

to establish good relations and maintain our historic alliances with all Aboriginal peoples for the pursuit of our common interests and goals;

to continue our affiliation with the Metis National Council for the representation of the interests of the Metis Nation in Ontario at the National and International levels;

to gain the recognition and respect of the Metis as a Nation and a people;

to protect and preserve the land and waters within our homelands for future generations.

Core Programs & Services

- Economic Development
- Education & Training
- Healing & Wellness
- Infinity Property Services
- Intergovernment Relations
- Lands, Resources & Consult.



Muslim Community Services
www.muslimcommunity.org

Contact Information:

304 - 150 Central Park Drive
 Brampton, ON L6T 5S9

Telephone: 905.790.1910

Fax: 905.460.9769

Mandate:

MCS is a group of diverse professionals dedicated to enhancing newcomer community engagement. We offer a wide range of services and learning opportunities to connect newcomers to be better future in the ever-changing Canadian Society.

Core Programs & Services

- **LINC (Language Instruction for Newcomers to Canada):**
 - Free English Classes & free Childcare for eligible participants
- **Family Support Program:**
 - Supportive Counselling
 - Support for women and children exposed to family violence
 - Prevention
 - Education
 - Information and Referrals
 - Settlement and Integration Services with collaboration of sister organization Brampton Multicultural Community Center offering
 - Orientation
 - Information
 - Translation and Interpretation
 - Job Board & Job Placement
 - Resume Preparation & Assistance
 - Interview & Job Search Techniques
- **Senior Program:**
 - Cultural and Linguistic Support; Peer Support
 - Monthly Guest Speakers on different topics of interest
 - Recreational and Social Activities



Newcomers Centre of Peel
www.ncpeel.ca

Contact Information:

165 Dundas Street West, Suite 116
 Mississauga, ON L5B 2N6

Telephone: 905.306.0577
 Fax: 905.306.1275

Mandate:

Touching the lives of people by providing quality, customized and innovative settlement services in a safe, confidential and respectful environment.

Core Programs & Services

- **Counselling:**
 - Civic Rights, Responsibilities and Canadian Values
 - Canadian Law and Justice
 - Employment
 - Continuing Education
 - Finances and taxation processes in Canada
 - Mental Health
 - Trauma Support Counselling
 - Parenting
 - Nutrition, health and physical wellness
 - Community participation and volunteerism
- **Services:**
 - Translation, interpretation and document certification
 - Community service referrals and bridging programs
 - One-on-One and group sessions/workshops
 - Various Community Activities for Youth, Adults and Seniors

Language Services Offered

- | | |
|---------------|------------|
| • English | • Hindi |
| • French | • Mandarin |
| • Arabic | • Polish |
| • Belarussian | • Punjabi |
| • Farsi | • Russian |
| • Hebrew | • Spanish |
| • Ukrainian | • Tamil |
| • Urdu | |



OASIS Centre Des Femmes
www.oasisfemmes.org

Contact Information:

French Crisis Line: 1.877.336.2433

Telephone: 1.877.336.2433

TTY: 1.866.860.7082

Mandate:

To support and provide services to women in a space where they will be listened to without being judged, and where a woman's perspective of her abuse or assault is the focus.

Core Programs & Services

- Workshops
- Counseling
- Momentum: Preparation for Dynamic Life
- Family Court Support
- Transitional Support and Housing
- Individual Support for Immigration and Refugee



Our Place Peel

<http://www.ourplacepeel.org/>

Contact Information:

3579 Dixie Road
Mississauga, ON
L4Y 2B3

Telephone: 905.238.1383

Fax: 905.648.4046

Email: info@ourplacepeel.org

Mandate:

At our Place Peel, we're investing in the future of our community and country by providing homeless and disadvantaged youth the confidence and skills to obtain housing, overcome problems of their past and become financially independent.

Core Programs & Services

- Emergency Youth Shelter
- Resource Room
- Transitional Housing Program
- H.Y.P.E. (Helping Youth Prepare Effectively)



Peel Aboriginal Network

<http://www.peelaboriginalnetwork.com/>

Contact Information:

208 Britannia Road East, Unit 1
Mississauga, ON L4Z 1S6

Telephone: 905.712.4726

Fax: 905.712.9803

Email: pan.info@icloud.com

Mandate:

In 2009 PAN opened as a Cultural Center to provide a social setting to foster cultural awareness and education and provide services and support to the Aboriginal community in the Region of Peel.

Core Programs & Services

- Aboriginal Housing Services
- Food and Clothing Bank
- Employment Counseling
- Traditional Healing and Wellness
- Aboriginal Legal Services
- Aboriginal Family Mediation
- Aboriginal Youth Services
- Indigenous Alternative School
- Drum Workshops
- Drumming Circles
- Music Lesions
- Movie Nights
- Traditional Arts & Crafts
- Dream Catcher Workshops
- Beading
- Regalia Workshops
- Nutritional Bingo
- Full Moon Ceremonies
- Talking Circles
- Community Education



Peel Children's Aid Society
www.peelcas.org

Contact Information:

6860 Century Avenue
Mississauga, ON
L5N 2V8

Telephone: 905.363.6131
Fax: 905.363.6133

Email: mail@peelcas.org

Mandate:

To ensure the safety and well-being of children and strengthen families through partnership.

Core Programs & Services

Peel Children's Aid protects children from abuse and neglect and helps parents and caregivers build healthy families. In addition to protecting children, which is done with the support of our Peel community, Peel CAS works with families who may be facing challenges such as poverty, unemployment, ill health, domestic violence, mental health issues, or caring for a child who has serious physical, emotional or developmental difficulties. Some families also just need parenting support. The best way to deal with child abuse and neglect is to prevent it. If there is a concern – please call.

By working together with families, we can often stop or change circumstances which may lead to a child being abused or neglected. We encourage families who need help to contact our agency before problems escalate so we can help you care for your children in a more positive way.



Peel Children's Centre
www.peelcc.org

Contact Information:

85A Aventura Court
 Mississauga, ON L5T 2Y6

Telephone: 905.795.3500

Mandate:

To enrich the lives of children and youth who experience social, emotional and/or behaviour challenges by providing a continuum of high-quality mental health services.

Core Programs & Services

- Arson Prevention
- Child Witness
- Concurrent Disorders (Mental Health and Substance Use)
- Connect
- Counselling Services
- Court Clinic
- Crisis Response
- Day Treatment
- Echo Treatment
- Group Services
- ICF (0-6) & (7-17)
- Intensive Supports and Resource Coordination Program
- Parent-Operated Residential
- Peel Inclusion Resources Services
- Peel Infant-Parent Program
- Peel Wraparound Process-Children's Mental Health
- Peel Wraparound Process-Developmental Services
- Peel Wraparound Process-Adolescent Team
- Psychiatric Services
- Psychological Services
- Residential Treatment
- Respite Services
- School-Based Services
- Sexual Abuse Treatment
- Tangerine Walk-In Counselling



Peel Elder Abuse Network
<http://www.peapn.ca/>

Contact Information:

60 West Drive, Suite 204
Brampton, ON L9T 3T6

Telephone: 905.459.7777
Toll Free: 1.877.299.1011

Seniors Safety Line: 1.866.299.1011

Mandate:

To promote the optimal Quality of Life for older adults in Peel Region.

Core Programs & Services

- Peel Elder Abuse Support Program
- Elder Abuse Prevention
- Elder Abuse Protocol
- Safe Housing Program
- Scams and Fraud Prevention



Peer Family Mediation Services
www.peelfamilymediation.org

Contact Information:

A. Grenville & William Davis Courthouse
Room 250 (second floor, near courtroom 201)
7755 Hurontario Street
Brampton, ON L6W 4T1

Telephone: 905.456.4700 ext. 5662
Fax: 905.453.7796

Mandate:

To meet the demand for accessible quality family law mediation and public education services in Peel.

Core Programs & Services

- On-Site Mediation
- Off-Site Mediation
- Mandatory Information Programs



Peel HIV/AIDS Network (PHAN)
www.phan.ca

Contact Information:

Peel HIV/AIDS Network
601-7700 Hurontario Street
Brampton, ON L6Y 4M3

Telephone: 905.361.0523
Fax: 905.595.1443

Email: info@phan.ca

Mandate:

Working together to improve the health and prosperity of communities in Peel.

Core Programs & Services

- Living with HIV: Employment ACTION
- Harm Reduction
- African, Caribbean & Black Health Promotion
- GBTQMSM Men's Health: Totally Outright
- Women's Health: Sex Worker Drop-In



Peel Institute of Violence Prevention
<https://fspeel.org/peel-institute/research-development/>

Contact Information:

Telephone: 905.270.2250

Mandate:

Peel Institute on Violence Prevention (PIVP), the research arm of Family Services of Peel was established as a collaborative initiative focusing on the prevention of all forms of violence in Peel. Grounded in an anti-oppression, anti-racism framework, PIVP operates from a data-driven, evidence-informed, impact evaluation model. It includes the combined perspectives of the diverse population of Peel, clients, survivors, service providers, community agencies, and academia.



Peel Regional Police
www.peelpolice.ca

Contact Information:

7150 Mississauga Road
Mississauga, ON L5N 8M5

Emergency: 911

Non-Emergency: 905.453.3311

Mandate:

Peel Regional Police is committed to our Vision of “A Safer Community Together”. Everything we do is driven by our Mission, Vision and Values and we pride ourselves in being accountable to our community

Core Programs & Services

- Peel Regional Police currently has 5 operational Divisions, operating 7 days a week, 24 hours a day, to meet the needs of victims/families dealing with domestic/family violence. In addition, the Square One Community Station is also available with reduced hours of operation. Officers will respond to complaints of domestic/family disputes, and documents same. In all situations a comprehensive investigation will be conducted. The safety needs of the victim/family will be addressed and where reasonable grounds exist to believe an offence has occurred, the appropriate charges will be laid.



Punjabi Community Health Services
www.pchs4u.com

Contact Information:

2980 Drew Road
Unit #241
Mississauga, ON
L4T 0A7

Telephone: 905.677.0889

Mandate:

To provide health, settlement and social services to improve the quality of life of individuals, families and diverse communities.

Core Programs & Services

- Mental Health
- Addictions
- Settlement
- Geriatrics
- Better Families Program
- Community Development & Social Enterprise



Rapport Youth Services
www.rapportyouth.com

Contact Information:

71 West Drive, Unit 37
Brampton, ON L6T 5E2

Telephone: 905.455.4100

Mandate:

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

Core Programs & Services

- Youth Counselling
- Counselling for Families at Risk
- ECLYPSE Youth Centres
- ECLYPSE After School Program
- Group Services
- Youth Arts Against Violence



Region of Peel – Ontario Works
www.peelregion.ca/help

Contact Information:

10 Peel Centre Drive
Suite A and B
Brampton ON, L6T 4B9

Toll-free: 1.888.919.7800
Telephone: 905.791.7800

Mandate:

The Region of Peel provides financial help for people in need.

Core Programs & Services

- Apply for Ontario Works
- Get Help Paying for Funeral Arrangements
- Apply for a Discounted MiWay Monthly Bus Pass
- Get Help for Paying Past-Due Bills or Rent



Region of Peel - Housing
www.peelregion.ca/housing

Contact Information:

10 Peel Centre Drive
Suite A and B
Brampton ON, L6T 4B9

Toll-free: 1.888.919.7800
Telephone: 905.791.7800

Mandate:

The Region of Peel offers several programs to help if you need to: Receive housing subsidy, find shelter if you are homeless, renovate your home to make it more accessible.

Core Programs & Services

- Apply for Housing Subsidy
- Find a Shelter
- Get help Paying for Home
- Renovations and Repairs
- Keep your spot on the Housing Subsidy Centralized Wait List
- Get Help Paying for Renovations for your Second Unit
- Resources for Peel Living Tenants
- Appeal a Decision



Regional Diversity Roundtable
www.rdrpeel.org

Contact Information:

28 Village Centre Place, Suite 107
Mississauga ON L4Z 1V9

Telephone: 905.232.7371

Mandate:

The Regional Diversity Roundtable is committed to being a leader in supporting organizations and institutions to be diverse and equitable in order to provide services that are fair, inclusive and culturally appropriate.

Core Programs & Services

- Consulting Services
- DEI Education
- DEI Initiatives/Project
- Tough Questions Café
- Centering Diversity for Workplace Equity



Safe Centre of Peel
www.scopeel.org

Contact Information:

The Honourable William G. Davis Centre for Families
60 West Drive, Suite 110
Brampton ON, L6T 3T6

Telephone: 905.450.4560

Mandate:

The Safe Centre of Peel is a safe and welcoming space where many agencies work together in one location. We offer support and compassionate care to adults, children and youth affected by abuse and violence in Peel. Our collaboration consists of 10 onsite agencies, 9 offsite partners, and a multitude of community partners serving hundreds of individuals every year in 12 languages.

Core Programs & Services

- Wrap Around Service for Adult Who Have Experienced Violence and Abuse
 - Safety planning
 - Housing support
 - Legal clinic
 - Counselling
 - System navigation
 - Settlement support
- Child minding available



Salvation Army – Honeychurch Family Life Resource Centre
www.peelregion.ca/housing

Contact Information:

Email: help@flrc.ca

Telephone: 905.451.4115

Mandate:

The Salvation Army Family Resource Centre (FLRC) is an emergency short term shelter in the Brampton area for women and their children escaping partner violence.

Core Programs & Services

- Counselling
- Children's Services
- Outreach
- Legal Support
- Housing
- Intake
- Groups
- Activities for Children and Youth



Spectra Helpline
www.spectrahelpline.org

Contact Information:

Mailing Address:

7700 Hurontario Street
Unit 402
Brampton, Ontario
L6Y 4M3

Brampton & Mississauga
Telephone: 905.459.7777

Caledon: 1.877.298.5444

TTY: 905.278.4890

Mandate:

When you call Spectra Helpline, you can expect your call to be treated with the strictest confidentiality. You will be invited to share whatever is upsetting you, at your own pace, and in your own words. You will connect with a kind, caring and empathetic listener. We understand when others can't.

Core Programs & Services:

- Helpline (English) - 24/7
- Multilingual Helplines - Monday to Friday, 10am - 10pm
- Peel Elder Abuse Support Line - 24/7
- Telecheck for Seniors Program (55+) - outbound support service
- Touching Base (16+) - outbound support service

Spectra Helpline offers its programs and services, (i.e., crisis and suicide assessment and intervention, emotional support, and outbound check-in calls) in 8 languages: English, Cantonese, Mandarin, Portuguese, Spanish, Hindi, Punjabi and Urdu.

- In Crisis or Suicidal
- Stressed
- Anxious
- Sad
- Depressed
- Isolated
- Lonely
- Overwhelmed or
- Just having difficulty coping with life

The Telecheck Seniors Program (55+)

The TeleCheck Seniors Program (55+) provides ongoing telephone support for isolated seniors. Our regular calls provide safety check-ins, medication reminders, or social calls. We also focus on offering clients a chance to be heard by providing emotional support, companionship and a sense of community. We work together to reduce feelings of isolation and loneliness, provide positive coping skills, offer referrals to community services, and keep people safe.

To register for this service please call:

- English: 289.569.1201
- Cantonese or Mandarin: 289.569.1203
- Portuguese or Spanish: 289.569.1202
- Hindi, Punjabi or Urdu: 289.569.1204

Touching Base Program (16+)

Whether dealing with a mental health issue, preventing or de-escalating a crisis situation, or relieving loneliness and isolation, Spectra is here to support and listen whenever needed. Touching Base is a transitional support program for individuals 16+. Our program is available for 3-6 months during client crisis or transition, (e.g. hospital to home, between services, etc.). We provide medication reminders, safety checks, and/or emotional support. We work together to reduce feelings of isolation, provide positive coping skills, encourage recovery, and keep people safe.

To register for this service please call:

- English: 289.569.1302
- Cantonese or Mandarin: 289.569.1203
- Portuguese or Spanish: 289.569.1202
- Hindi, Punjabi or Urdu: 289.569.1204



The Salvation Army – Women’s Counselling Centre
www.salvationarmyerinmills.ca/wcc.html

Contact Information:

2460 The Collegeway
Mississauga, ON
L5N 6K3

Telephone: 905.820.8984 ext.870
Fax: 905.820.2050

Mandate:

The Women’s Counselling Centre is a client centered therapeutic environment providing holistic counselling from a feminist perspective. Our clients are women in Peel Region who have experienced any form of abuse.

Core Programs & Services

- Counselling
- Psychoeducational Groups
- Legal Support
- Client Advocacy



Victim/Witness Assistance Program

Contact Information:

7765 Hurontario Street, 2nd floor
Brampton, ON
L6W 4S3

Telephone: 905.456.4797
Telephone: 1.866.788.5678

Mandate:

To provide information, assistance, and support to victims and witnesses of crime throughout the criminal court process in order to improve their understanding of, and participation in, the criminal court process. This is achieved by enhancing victim/witness understanding of and participation in the criminal justice system, assisting the victim/witness to regain a sense of well-being and to provide coordinator of community support structures to assist victims of crime.

Core Programs & Services

- Information about the criminal justice system and client role in court
- Information about client rights under the Ontario Victims' Bill of Rights and Canadian Victims Bill of Rights
- Referrals to community agencies for counselling and other services
- Information about a private waiting area that may be available to client should they attend court
- Help to give information to the Crown Attorney
- Assistance to prepare for court (for trials, preliminary hearings)
- Preparation of Victim Impact Statements when required
- Updates about when client is required to be at court
- The latest information about other court dates at the request of the client.
- Assessing your accessibility needs and assisting with coordinating services to meet those needs



Victim Services of Peel
www.vspeel.org

Contact Information:

Crisis: 905.568.1068

Telephone: 905.568.8800

Email: info@vspeel.org

Mandate:

To provide 24-hour crisis support to persons victimized by crime or circumstance.

Core Programs & Services

- Crisis Intervention
- South Asian Family Enrichment (S.A.F.E.)
- Transitional & Housing Support
- Community Information Sessions
- Victim Quick Response Program



La Maison
www.lamaison-toronto.org

Contact Information:

Shelter: 647.777.6433

Telephone: 647.777.6419

Email: info@lamaison-toronto.org

Mandate:

To provide a safe environment for Francophone women in all their diversity, with or without children, who are struggling with domestic and family violence in order to support them in the recovery of their autonomy. The House is also involved in social strategies aimed at reducing women's vulnerability and asserting their rights.

Core Programs & Services

- Accommodations and Support
- Accompaniment
- Program of activities
- Community Liaison



Vita Centre of Peel
www.vitamanor.org

Contact Information:

73 Watline Avenue, Suite 101
Mississauga, ON L4Z 3E5

Telephone: 905.502.7933

Fax: 905.502.7868

Email: info@vitacentre.org

Mandate:

Vita Centre is dedicated to excellent support, education and counselling for pregnant and parenting youth.

Core Programs & Services

- One-to-one counselling
- Group Programs
- High School Completion



United Achievers Community Services
www.unitedachievers.org/

Contact Information:

36 Queen Street East, Lower Level
 Brampton, ON

Telephone: 905.455.6789

Email: uacs@unitedachievers.org

Mandate:

To provide culturally-relevant programs and services to inspire residents in the Region of Peel, primarily from Black and Caribbean communities, to make positive changes in their lives and within their communities.

Core Programs & Services

- **Fresh Start for Women** – for women and their dependent children who are suffering the effects of abuse
- **Building Healthy Families** – in which we receive referrals from the Peel Children’s Aid Society to counsel parents whose children are involved with the society.
- **Healthy, Active & Wise Seniors** – provides seniors with outlets to reduce their feelings of loneliness and isolation, promote healthy lifestyles and participate in activities to build relationships
- **Arts, Literacy & Tutoring Club** – an after-school program for children ages 6 to 13 where they engage in civic activities while developing skills in subjects they are struggling with in school
- **Summer Day Camp** – for ages 6 to 14 where children are kept active through the summer vacation with various arts, crafts and other learning opportunities
- **Youth Entrepreneurship Mentorship Program** – this program, which is offered through the Services for Black Children, Youth & Families, is geared toward youth 16 to 24 years who are entrepreneurs or aspire to own their business.



WellFort Community Health Services
www.wellfort.ca

Contact Information:

WellFort Community Health Services
7205 Goreway Drive
Mississauga, ON L4T 2T9

Telephone: 416.869.0893

Mandate:

WellFort's Vision is a Healthier Community where everyone belongs. Members of the WellFort family include Bramalea Community Health Centre, Four Corners Health Centre, Bloom Clinic, Diabetes Education Program, and Health n' Smiles. WellFort is committed to providing inclusive, accessible and sustainable care.

Core Programs & Services

- **Health Promotion & Programs**
- **Primary Health Care**
- **Oral Health Care**
- **Diabetes, HIV & HEP C Education**

