

**Family Services à la famille Ottawa – 312 Parkdale Avenue  
Celebrating Our 90<sup>th</sup> Anniversary  
(The 8<sup>th</sup> of 9 articles leading up to our Birthday Celebrations in May  
2005)**

***Expanding and Diversifying (1984-1994)***

In recognition of the agency's 70<sup>th</sup> anniversary, the agency commissioned a compilation of the agency's history as it evolved from a relief-giving organization in 1914 to a multi-faceted professional agency in 1984.

This decade was characterized by expansion of service programs to various client populations to meet emerging community needs, technological advancements within the agency, human resource development processes such as unionization and Pay Equity and initiatives to begin the process of stabilizing the agency's accommodation needs. Heightened public awareness of family violence and the agency's strong advocacy activities resulted in the agency's assuming a significant role in an expanding network of community services needed by survivors and perpetrators of family violence.

In 1986, senior leadership changed with Stephen Héder , Executive Director for 4 years, moving to the child welfare sector and Margaret Fietz becoming the Executive Director in September of that year.

New programs during this period included a Seniors Peer Counselling program; *You and Your Aging Parent*, a Family Education program; a pilot project to support the clients and staff at Bruce House, a residence for people with HIV; a special counselling program for former students abused at St. Joseph's and St. John's Ontario Training Schools; supervised access service for children and their non-custodial parents; advocacy services for Somali families and other refugee and immigrant families in the Ottawa area and links with Ottawa's aboriginal population through Masters of Social Work student placement at the agency.

Quality assurance was a major priority during this decade, with the agency achieving accreditation status through Family Service Ontario in 1985. The agency maintained strong ties with Universities and Colleges, Schools of Social Work for training opportunities and student placements, and participation in research projects. The Assistant Executive Director, Morley (Moe) Turner, instrumental in the agency's achievement of high quality service, retired in 1993 after 26 years of service to the agency.

Throughout the decade, the Board of Directors provided strong leadership through the employee unionization process, concluding with the first Collective Agreement with CUPE in 1992 , and with financial, strategic planning and governance matters, including the recruitment of a new Executive Director when Margaret Fietz assumed the leadership of our national organization, Family Service Canada.

**(Next issue, Decade #8, 1984-1994).**