



## **THE WEBLC "INNOVATIVE COLLABORATION AWARD"**

Presented to Joyce Zuk, Executive Director of Family Services Windsor-Essex

Tonight, we are pleased to recognize an outstanding community leader and advocate – Joyce Zuk. The "Innovative Collaboration Award" – is an award honoring innovation, partnership, and excellence – qualities that Joyce exemplifies. Joyce has devoted her career to helping others live their best lives. And as Executive Director of Family Services Windsor-Essex, Joyce has demonstrated Exceptional Leadership and Devoted Community Service.

In 2013, Joyce recognized a need in the community for a better and more coordinated approach to providing social services. In her unique style and approach, Joyce began to change the conversation – with colleagues, community partners, and politicians. Joyce's vision was to create the most client-oriented and cost effective Hub in Ontario where health, mental health, legal, and financial social services could be provided under one roof. Within a matter of months, Joyce laid out a plan for the development of one of the first independently owned and operated "Social Service Community Hubs" in Canada. While other "Community Hubs" were housed in government owned and operated facilities, Joyce had a different model in mind.

In 2014, under Joyce's leadership, Family Services purchased an existing building at 1770 Langlois, a building large enough to invite other partner agencies with similar values and complimentary services to co-locate, share office space, and to integrate their services to better serve their clients. Joyce is known for her unwavering commitment to any project she takes on and this project was no exception. An unstoppable force, wearing many different hats at once, Joyce even took on the role of Project Manager during the construction phase of the building's renovation. The "Langlois Community Hub" opened its doors in the fall of 2014, bringing together Family Services Windsor-Essex, Sexual Assault Crisis Centre of Essex County, Financial Fitness, Victoria Order of Nurses (VON), and the Windsor-Essex Bilingual Legal Clinic as 'Complimentary Community Hub Partners'.

With funding provided by Legal Aid Ontario (LAO), the Hub's executive leadership team were able to develop a Memorandum of Understanding (MOU), Strategic Management Plan, and Policies and Procedures to support the future growth of the "Hub". These documents would become the cornerstone foundation and commitment for the five agencies to further collaborate and integrate their services in the best interest of their clients and the community.

Five years have now past since we began this journey together. And Joyce's passion for innovation, partnership, and excellence continues to burn brightly. Just last week, we announced the collaboration between Family Services, the Windsor-Essex Bilingual Legal Clinic, and St. Clair College – for a new organization known as "Community Mediation Windsor-Essex". A free mediation service, it will help members of the community to resolve a conflict without the need for litigation. The creation of this new community clinic has been a lengthy but rewarding process. No other free service like it exists in the region.

Joyce, the past five years have been an incredible journey for the Bilingual Legal Clinic. Our partnership has benefited not only our agency but most importantly our clients. But we know the journey doesn't stop here. We know your vision for the future of our community will continue to change and grow. We look forward to being on that journey with you.

So, it is with gratitude that we thank you for your Exceptional Leadership and Devoted Community Service. Please join me in congratulating Joyce Zuk, the recipient of "The Innovative Collaboration Award" for innovation, partnership, and excellence.