

2025

ANNUAL REPORT

CONTACT US :

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www.interfaithcounselling.ca

23B Church St. New Hamburg, ON N3A1J1

Our Mission

Interfaith Counselling Centre strengthens the fabric of our community by empowering individuals, couples, and families to realize their emotional wellness and triumph over life's challenges.

ICC Staff

Matthew Isert Bender, Executive Director

Leslie Allaby, Clinical Director

Gail Roth, Counsellor

Irina Markovich, Counsellor

Jennifer Helmuth, Counsellor

Cathi Watson, Counsellor

Danielle Lancaster, Counsellor

Manshi Pandya, Counsellor

John Dinner, Counsellor

Vanessa Pierson, Counsellor

Jay Jakobs, Grief Care Services



Board of Directors

ED Janzen

Valerie Troy*

Jenn Pfenning

Jon Franchetto

Carol-Ann Hadland

Kim DeKroon

INTERNSHIPS:

Whitney Stone, MSW Intern

Emma Silcock, BSW Intern

Administration:

Andy Kirkland, Bookkeeper

Kristin Oliver, Administrator

Derek St. Amore, Maintenance

Reflecting on 2025 ... anticipating 2026!



At Interfaith Counselling Centre (ICC), we believe that human beings are wired for connection and meaning. Every day, we interpret the world around us—making sense of events and our inner reactions. This “sense-making” shapes the story we live by a story that can foster connection and hope, or one that deepens isolation and despair. Past hurts, disappointments, and trauma often leave a lasting impact on mental health, influencing how we see ourselves and others. Sadly, too many in our community feel alone and without hope. At ICC, we walk alongside individuals, offering professional mental health counselling that supports healing, growth, and transformation. Within the safe, confidential space of the counselling room, conversations help people reflect on their stories, discover new perspectives, and take steps toward change. This process can bring renewed hope, deeper connection, and a sense that “I am not alone” through a deepening of connection to self, others and the Universe (religions, cultures and belief systems name this reality in their particular way ‘divine’, ‘God’, ‘Mother Earth’, ‘Allah, to name just a few.)

Agency Updates

In 2025, ICC provided counselling to over 1295 individuals, totaling approximately 4500 hours of direct and outreach support. The most common issues remain relationship concerns, anxiety, depression, parenting support/child therapy, grief, and life transitions. Counselling was delivered by our caring, professional team through individual, couple and group sessions.

Community Engagement

ICC is committed to being present and connected in the communities we serve. In 2025, we continued publishing regular articles in the Wilmot-Tavistock Gazette and Embracing Change Magazine. We partnered with Community Care Concepts to offer monthly mental health workshops at senior centers in Wilmot and Wellesley, and we hosted a monthly Caregiver Support Group led by an ICC counsellor. These efforts create safe spaces for conversation, share practical tools for mental wellness, and help normalize talking about emotions—work that is vital for reducing stigma.

“We believe that human beings are wired for connection and meaning”



Accessibility and Sustainability

Accessibility remains a core value at ICC. Affordable counselling is essential, and we are deeply grateful for the generosity of our local community, which makes this possible. In 2025, our counselling fee was \$140/hour and this increased to \$145 January 2026. About 40% of clients pay the full fee, while 60% receive subsidized services through donations, fundraising, government programs, or partial payments. ICC's sustainability relies on the generosity of the community. In 2025, we surpassed our \$75,000 donation goal—a milestone worth celebrating! Looking ahead to 2026, our Board of Directors will continue to focus on growing our donor base and developing creative fundraising initiatives that both raise funds and build community.

In 2025, we chose not to host a second gala or the annual November Mental Health Breakfast. We hosted for the first time a Donor Appreciation gathering providing us an opportunity to thank our donors and talk together about our mission and the community we serve. In 2026 as we pivot away from a virtual silent auction we are energized by planning 7 Days of Wellness aligning with Canadian Mental Health Association's Mental Health week May 4 to May 10. We desire this to be an opportunity to raise funds, awareness of mental health and create opportunities for community connections.

Board of Directors

Our success as a not-for-profit agency is grounded in the dedication of our volunteer Board of Directors: Ed Janzen (Chair), Carol-Ann Hadland (treasurer), Jenn Pfenning, Jon Franchetto, and Kim DeKroon (began in 2025). In June 2025, we said goodbye to Valerie Troy, whose contributions were deeply appreciated. I am grateful for this energized, committed, and skilled team. We are always seeking new members who share a passion for community mental health—please reach out if you or someone you know might be interested.

Looking Ahead

ICC remains deeply committed to ensuring that everyone in Wilmot and surrounding rural communities has access to professional, affordable counselling that respects and values diversity. We cannot do this alone, we need you. Together, we are building a connected community.

Matthew Isert Bender
Executive Director



Board Chair Report



It's been a busy year since I wrote last year. Our staff have continued to serve the Wilmot area with care and excellence. The ICC culture and office is upbeat with a spirit of kindness and joy. This is quite amazing and evidence of the commitment of our staff to their work, to the clients who find their way through our doors and to the mission and values of ICC.

There have been some important points of growth this year. We have spent time reflecting on our mission, values and identity with a view to drafting a new strategic plan. It has been a good exercise and we hope to formalize a new mission, values and identity statement in conjunction with, or shortly after, this year's annual meeting. Along the way we affirmed the 'good bones' of ICC and the excellent foundation built up over the years by successive board and staff members. This is a vital part of our responsibilities.

Two significant changes grew out of this work: 1) our community events have evolved to focus more on Mental Health Week at the beginning of May; 2) we have gotten important help to communicate more effectively in our community. These changes feel like important aspects of sustainability of ICC. The board has engaged actively in these changes.

As always, we welcome our great Wilmot area community to partner with us in whatever way fits. We're happy to receive donations to help subsidize counseling and mental health programming. There is always space on our board if you would like to share your leadership gifts. Participating in our fundraising and learning events helps sustain ICC. If any of these interest you, be in touch with Matthew or Kristin for ways you might be able to help or contact me, my info is below.

On behalf of the Board,
Ed Janzen, Chair
board@interfaithcounselling.ca



Treasurer's Report



2025 was a successful year and we were able to reduce the amount of the annual deficit by over 40% to \$ 14,466.

Revenues for 2025 were up by 4%. The largest increase was in private donations. Fundraising revenue was down as we did not have the Annual Gala. Program revenue was up by 5%. This is largely due to an increase in the hourly rate for counselling.

ICC continues to be a very lean organization with over 80% of the expenditures being paid to our qualified and dedicated staff.

The Board of Directors were thrilled to host the first Donor Community event in the newly renovated Waterlot space in New Hamburg in November. We continue to work on building relationships with our donors in 2026.

Carol-Ann Hadland, Treasurer



Financial Summary



For the year ending December 31, 2025

Revenue
\$ 649,558

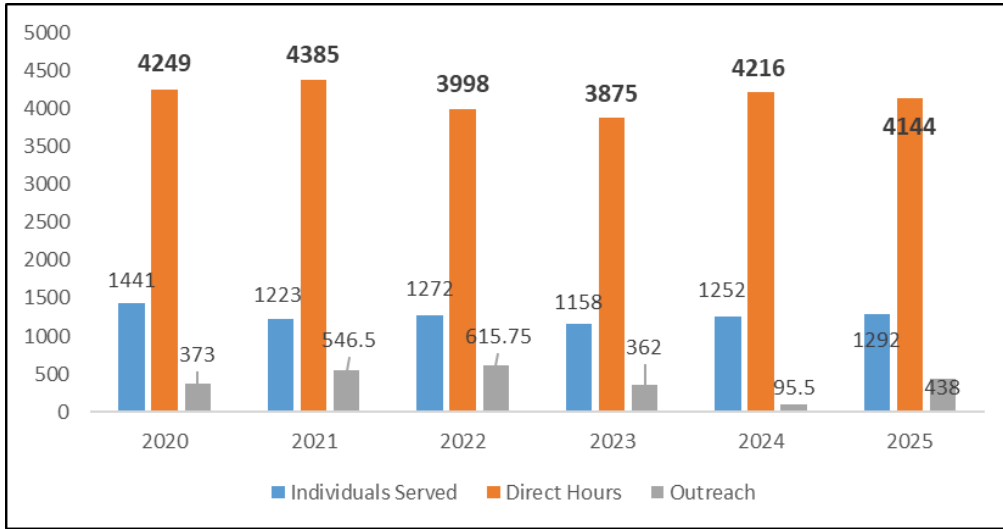
Year End Reserve
\$ 147,107

Expenditures
\$ 664,024

Reserve Fund Goal
\$ 300,000

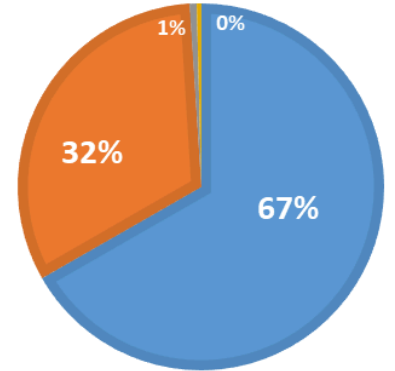
2025 Operating Deficit (\$ 14,466)

Annual Service Details



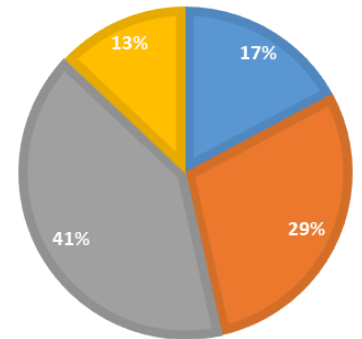
GENDER SERVED

■ Female ■ Male ■ Other ■ Unknown

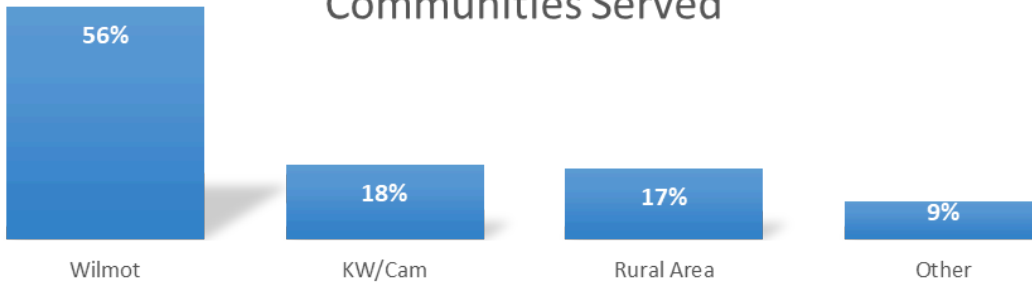


AGES SERVED

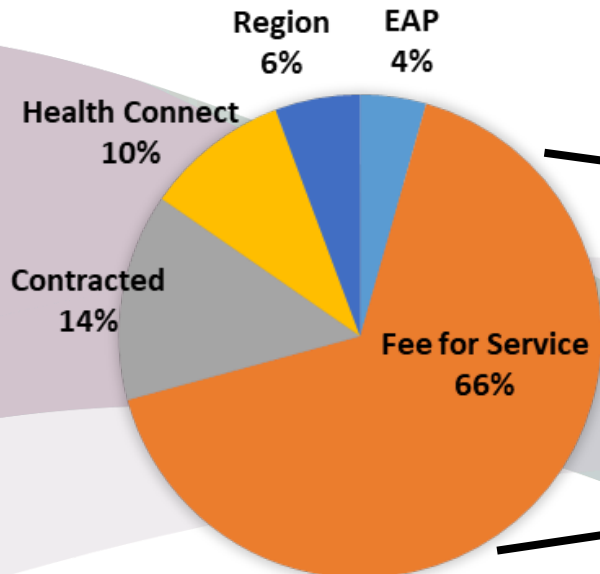
■ 0-18 yr ■ 19-39 yr ■ 40-64 yr ■ 65+ yr



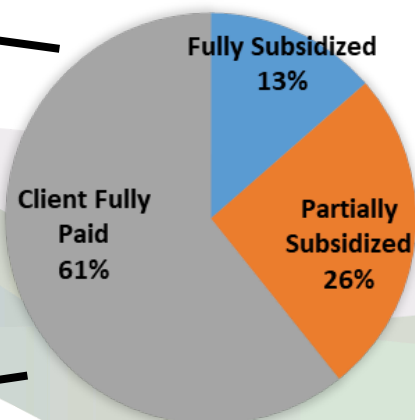
Communities Served



FUNDING SOURCES



FEE FOR SERVICE BREAKDOWN



Complete financial statements are available upon request

2025 Honourable Donations

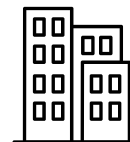


INDIVIDUALS



Ervin & Erma Steinmann (Estate)
Kevin & Janet Cressman
Marie McNabb
Gail Roth
Colin Wiebe
Greg Leis
David & Ingrid Pfrimmer
Howard & Kim Dolman
Poole Electric
Andy Kirkland
Lydia McGhee
Dee Radke
Dale & Elane Leis
Ed Janzen
Steven Martin
Norma Lichti
Randall Thomson
Susan Hammer
Rosemary Plummer
Norm Harrison
Tracey MacLaurin
David Seyler
Kim Lichti
Susan Cressman
Lois Smith
Valerie Troy
Dale and Cheryl Brubacher-Cressman
Gary McNeil

BUSINESSES



Coleman Equipment
Kindred Credit Union
BW Feed & Supply
Josslin Insurance
SchlegelHome Farms Inc.
Baden Outlook
Expressway Ford
TLC Pet Food
New Hamburg Home Hardware
Waterloo Running Series
New Hamburg McDonalds

SERVICE CLUBS



Rotary Wilmot
St. Agatha Community Association
Wilmot Lions/Lioness Club Inc.

LOCAL MINISTERIAL



Trinity Lutheran Church
Zion Phillipsburg Lutheran Church
Zion United Church Women
Steinmann Mennonite Church
Nith Valley Mennonite Church
Tavistock and Area Ministerial

Proud Member of



Community Partners

ICC continues to be supported by the following community partners. Thank you for helping us fulfill our mission.

