

# ANNUAL REPORT

2023 EDITION



# 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

**WENDY LANTZ**, COUNSELLOR

**CHIP BENDER**, COUNSELLOR

**JENNIFER HELMUTH**, COUNSELLOR

**CATHI WATSON**, COUNSELLOR

**DANIELLE LANCASTER**, COUNSELLOR

**MANSHI PANDYA**, COUNSELLOR

**JOHN DINNER**, COUNSELLOR

**JAY JAKOBS**, GRIEF CARE SERVICES

**KIM WAGNER\***, COUNSELLOR

**JESSICA PYC\***, COUNSELLOR

### INTERNSHIPS:

**SYLWIA GEORGE**, BSW INTERN

**MARY MCDONALD-ROGERS**, MSW INTERN

### ADMINISTRATION:

**ANDY KIRKLAND**, BOOKKEEPER

**KRISTIN OLIVER**, ADMINISTRATOR

**SHEN DREER**, AWARENESS AND ENGAGEMENT  
COORDINATOR

**DEREK ST. AMORE**, MAINTENANCE

## BOARD OF DIRECTORS

ED JANZEN

VALERIE TROY

AMY DOMITROVIC

ANDREA LAUGHLIN

JENN PFENNING

CONCLUDED IN 2023

DEBB HOFFMAN

SUSAN SCHMITZ

SARAH HARNACK

SANDRA DELION

---

\*Individuals concluded their role with ICC in 2023



# DIRECTOR'S REPORT

Matthew Isert Bender, Executive Director



In 2023, we began our 40th anniversary celebrations which will culminate in a 40th Gala on June 19, 2024. ICC emerged as a movement of citizens coming together who recognized the need for affordable, professional mental health support for all people within the local rural community. These core values remain at the heart of who ICC is today.

A key focus of my work shifted in 2023 to the financial sustainability of ICC. This is crucial as in 2023 we had our second straight year of over a \$30,000 deficit. Through the government of Canada, Community Support Recovery Fund, ICC was able to hire an Awareness and Engagement Coordinator, expanding our capacity for social media and fundraising work. Connected to this we implemented the Canada Helps Donor Management System to help us track and communicate with our supporters. Fundraising revenue through internal events, third party events and through donations is essential to the sustainability of ICC.

Community partnerships and collaboration was and is at the heart of who we are as ICC. The group of leaders which met in 1982 and then became the Founding Directors in 1983, consisted of two local high school guidance counsellors, a local Elementary School Principal, Anglican, Lutheran and Mennonite Pastors (one from Tavistock, one from Wellesley and 4 from Wilmot), a medical Doctor, Naturopathic Doctor, a few dedicated business leaders and community members. ICC developed through the passion, hard work and coming together of the community. This continues, collaboration and partnerships were at the heart of work in 2023 and the final pages of this report give witness to this. Together with WFRC we promoted Mental Health and Relationship wellness through the Mental Health Breakfast, World Suicide Prevention walk, and In the Know, a mental health training for the agricultural community. Through creative partnerships, with Lutherwood, Community Care Concepts, Porchlight and Counselling Collaborative Waterloo Region we receive funding for counselling in our local community as we do our part to help support the whole Region. Trinity Lutheran Church continues to go above and beyond in their role as our landlords in supporting our work in the community. Collaboration and partnerships are key to our sustainability in 2024 and beyond.

The bedrock of ICC remains our compassionate, skilled, and professional staff team. I am inspired daily by their commitment to counselling excellence and their deep care for the individuals they counsel. This report gives witness to professional service delivered this past year. To find out more, check out our Website for counsellor profiles and our services offered.

In conclusion, I am humbled and awed daily in my role by the dedicated board, caring professional staff team, committed volunteers, generous donors, and the brave and courageous clients who seek healing and transformation through our services: healing, transformation and growth is hard work. It is a privilege as Executive Director to build upon our 40 year history, to guide the current work we do and to lead into who we are becoming as we collaborate with others seeking to meet the Mental Health and Wellness needs of our community.

# BOARD OF DIRECTORS REPORT

Ed Janzen, Board Chair



First off, a little introduction. Our family moved to Wilmot Street in 1999. The kids have their own places and now Kathy and I keep our garden, are busy with our hobbies (quilting for Kathy, making sawdust for Ed), summers we sail on Lake Ontario, and, we've been bit by the travel bug in our retirement. In my professional life, I was Chaplain at Conrad Grebel University College at University of Waterloo. Wilmot Street is a fun neighbourhood with generations from young to old and a good mix of different folks. It's also the shortest commute to Board meetings that I've ever had, 3 minutes around the corner.

Second, the second page of the Annual Report is among my favourite. It identifies the heart and soul of ICC: the staff (administrative and clinical), the Board members and our mission. These are the folks who carry a spirit of care for the Township of Wilmot. Their service strengthens the fabric of our communities. The townships of Wilmot, Wellesley, Perth East, Blandford-Blenheim and East Zorra are better for the care of mental health and the resources to meet life's challenges that ICC provides.

Third, just in case you haven't heard; this is a special year in the history of Interfaith Counseling Centre. It's our 40th. Last fall we hosted an Afternoon Tea for past Board members. Since 1983 (our founding year) there have been at least 108 people who have served on our Board. Not all of them could make it, but all of them deserve our gratitude for supporting such a fine community institution. This spring (you may have heard) we're hosting a Gala to celebrate these 40 years. This is our way of saying thank you (and doing a little fundraising). I hope to see you there. These events are a complement to our tried-and-true fundraising efforts: the annual calendar lottery and the Silent Auction. We've had so much support over the years. The last pages of this report are also my favourites. (Well, the middle pages are pretty good too.) These pages list the organizations, businesses and friends who are part of the donors' network, truly, a fantastic example of 'it takes a village...' Our fervent hope and pledge is to be worthy of your continued support and goodwill.

There are three things on my mind as I think of the year and years ahead for the Board. The 21-25 Strategic Plan will be reviewed and revised as we look to where ICC will be by the end of the decade. A big piece of this will include further development of our fundraising capacities. A great institution relies on the amazing generosity of its community to serve and support mental health needs. We want to do this well. And if you'd like to be part of such a great work; be in touch with Matthew or Kristin for ways you might be able to help.

On behalf of the Board,  
Ed Janzen, Chair  
April 2024



# TREASURER'S REPORT

Every financial statement tells a story of the mission and passion of an organization. The statements of Interfaith Counseling Centre tell a story of an efficient and effective organization supporting and caring for its community. Andy Kirkland and Matthew Isert Bender keep a good set of books that make it easy to see and understand the financial challenges and health of ICC. Their skill serves the Board's fiduciary vigilance very well. This year's statements build on the stability of previous years and are a good foundation to support our continued commitments for the year ahead.

There are two things to note for the year ahead. First, in this year of service we have increased counseling fees in an effort to maintain parity with other agencies. Without attention to this, we might easily fall behind and lose our ability to provide caring service. This is part of what helps us remain competitive and responsible in the wages and salaries we can offer our staff. Second, another part of our fiscal strategy is to give continued attention to growing our donor base. We have seen an increase in some individual and organizational donations. We're excited to continue finding ways to help caring people in our community make care more accessible and available in our community.

Finally, if you have gifts of financial oversight and are interested in serving on the ICC Board as Treasurer, we gladly welcome your interest. Please be in touch with Matthew Isert Bender to indicate your interest.

Respectfully,  
Ed Janzen, Board Chair.

## Financial Summary



For the year ending December 31, 2023

Revenue  
**\$558,269**

Year End Reserve  
**\$185,550**

Expenditures  
**\$597,310**

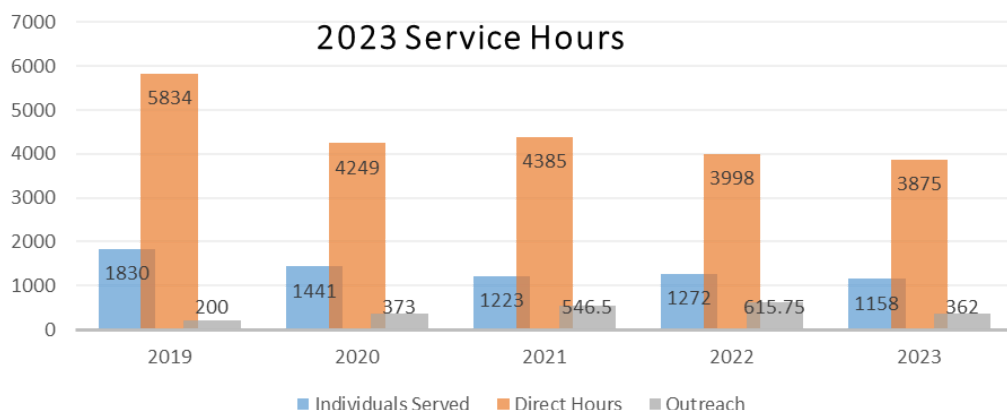
Reserve Fund Goal  
**\$300,000**

**2023 Operating Balance**  
**(\$39,041)**

Complete reviewed financial statements are  
available upon request

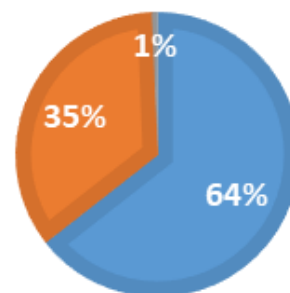


# ANNUAL SERVICE DETAILS



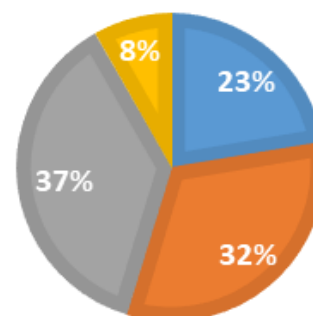
## GENDERS IDENTIFIED

■ Female ■ Male ■ Other

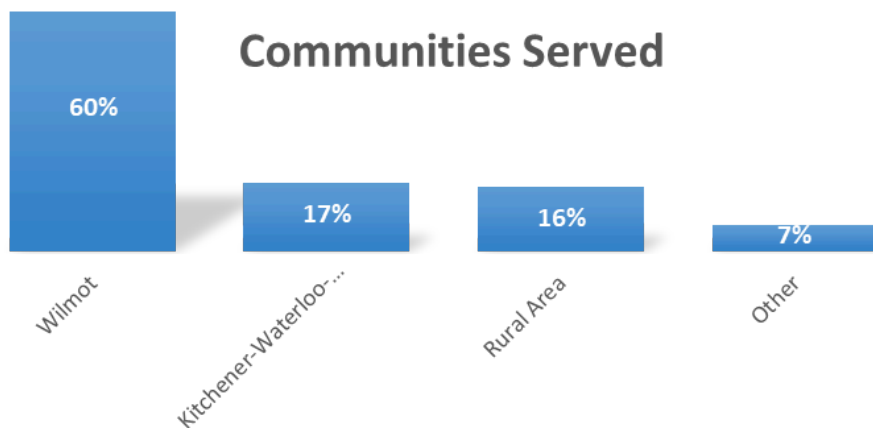


## AGES SERVED

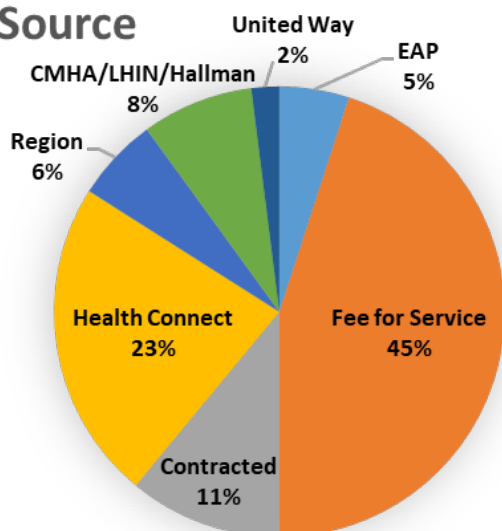
■ 0-18 ■ 19-39 ■ 40-64 ■ 65+



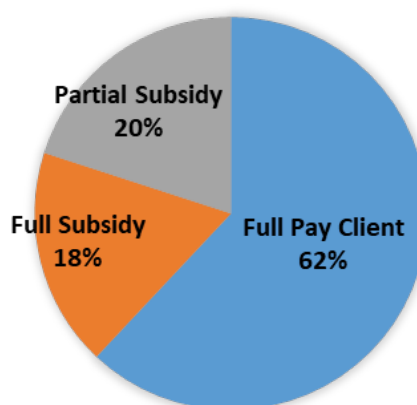
## Communities Served



## Funding Source



## FEE FOR SERVICE BREAKDOWN





# COMMUNITY PARTNERS



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

Trinity Evangelical Lutheran Church  
Waterloo Region District School Board  
Wilmot Family Resource Centre  
Community Care Concepts  
HopeSpring Cancer Support Centre  
Camino Wellbeing + Mental Health  
Bereaved Families of Ontario

Thanks to the local service clubs for their support both financially and through volunteer hours

Optimist Club

Lions/Lioness Club

Rotary Wilmot

100 Women of Wilmot

## 2023 HONOURABLE MENTION DONATIONS

Daniel Cressman

Sandra Roth (In memory)

Dee Radke

Petersburg Holdings (Warren Bechthold)

Mark Jutzi Funeral Home

Kevin & Janet Cressman

Susan Hammer

Coleman Equipment Inc.

Promark Window Film

Ed Janzen

Dale & Cheryl Brubacher Cressman

Bikefest in July

Zion United Church

Greg Leis

Michael Mehring

Ron Montgomery

John & Linda Wagner

Josslin Insurance

TLC Pet Foods

Riverside Brass

NH Home Hardware-Sheila Walker

ERB Group of Companies

Andy Kirkland

Nith Valley Mennonite Church

Steinmann Mennonite Church

St. George Anglican Church

# PROUD MEMBER OF....



**Counselling  
Collaborative**  
WATERLOO REGION



## FUNDING PARTNERS

