

ICC is a proud member of...



Strengthening our partnerships in the community!



Thank you to our funding partners!



Interfaith Counselling Centre

2019 Annual Report

Celebrating 37 years!



Our Mission...

"ICC strengthens the fabric of our community by equipping individuals, couples, and families to realize emotional wellness and triumph over life's challenges"

Primarily serving the Townships of Wilmot, Wellesley, Perth East, Blandford-Blenheim, East Zorra

Board of Directors (2019)

Deborah Hoffman, Chair
 Rebecca Murray, Vice Chair
 Ted Soepboer, Treasurer
 Sharon Leis
 Meredith Gillies
 Deborah Hecht
 Olivia Miller
 Carol Merner, (completed term in 2019)
 Elizabeth Austin (completed term in 2019)
 Kathryn Alexander, (completed term in 2019)
 Campbell Nisbet (completed term in 2019)

2019 ICC Staff

Lisa Akey, Executive Director,
 Leslie Allaby, Clinical Supervisor
 Matthew Isert Bender,
 Clinical Manager
 Abby Becks, Counsellor
 Christine Bondy, Counsellor
 Amy Krug, Counsellor
 Fiona Roth, Counsellor
 Gail Roth, Counsellor
 Brooke Willis, Counsellor
 Irina Markovich, Counsellor
 Stephen Kuntz, Counsellor
 Rebecca Giroux, Counsellor
 Wendy Lantz, Counsellor

Internships:

Amanda Andreotte BSW Intern
 Rosemary Victor MSW Intern

Administration:

Susan Cressman, Bookkeeper
 Kristin Oliver, Administrator
 Courtney Miller, Office Clerk
 Esther Kennel-Office Volunteer
 Derek St. Amour, Maintenance

DIRECTOR'S REPORT

It is my joy and responsibility in my role to provide a written report on the invaluable work of ICC in our community in 2019. It is important to name that I write this report because leadership change occurred in April of 2020. At this time, Lisa Akey concluded her role as Executive Director at ICC transitioning into the permanent Director of Counselling role at Carizon. Lisa led ICC through much growth and change since 2012 and I look forward to the ongoing opportunities to work together with Lisa within the Counselling Collaborative of Waterloo Region (CCWR).

ICC has a skilled professional team providing excellent clinical services in our community. Transitions were again apart of 2019, early in 2019, Stephen and Irina joined our clinical team and in the fall Wendy and Rebecca joined the clinical team. Also, in the fall Brooke Willis concluded her full time clinical position moving to a clinical role in Ottawa. We remain committed to offering clinical internships, as a place of learning we seek to foster the growth of students as they develop their professional skill and identity, Ashley Baldwin, Audrey Kao, Amanda Andreotte and Rosemary Victor enriched our clinical team in 2019.

Throughout the year we were committed to developing and working with our partners in the region. Most specifically we worked closely with Carizon which involved the sharing of staff, of clinical and administrative resources, this working together highlighted that we are stronger when we collaborate together. A key component of this partnership was Lisa acting as Carizon's Director of Counselling and giving direction in this role to the implementation of a shared clinical management platform among the CCWR. This shared platform positions the CCWR to efficiently serve the needs of funders and clients throughout the region. Another partnership which emerged in 2019, was with Hope Spring Cancer Support Centre as ICC was contracted to provide a Cancer Care Counsellor, onsite two days a week.

ICC is fortunate to be supported by a strong community network of service clubs, businesses, churches and individuals. The dedicated board of volunteers guides the overall strategic vision and plan of ICC, it is a joy to work with them. In 2020, I strive to continue to develop our unique identity as we serve our rural community. It is essential to be committed to working together with other organizations, as we seek to promote wellness in Wilmot, throughout Waterloo region and beyond.

This report on the year 2019 is written during these pandemic times. These are unprecedented times for ICC, our community and the worldwide community. Over the past months I have returned often to this quote:

'I wish it need **not** have happened in my time, said Frodo. So do I, said **Gandalf**, and so do all who live to see such times. But that is **not** for them to decide. All we have to decide is what to do with the time that is given us" --- J.R.R. Tolkien

These 'pandemic times' are difficult, as we endure physical distancing, mask wearing and restriction and changes to the delivery of counselling services. These are isolating and challenging times leaving many people wishing they would not have happened, however this we cannot control, what we can control is how to live, lead and counsel well within these times. This is ICC's ongoing commitment to do the best that can be done with the time that is given to us, to this end I am deeply grateful for all those who have given leadership in the past and for community partners, the current board and staff of ICC as we live 'in these times' committed to strengthening the fabric of our community.



Matthew Isert Bender
Interim Executive Director

We wish to acknowledge how fortunate ICC is to have such an engaged and caring community of contributors. Thank you for supporting ICC to fulfill our mission.

- **Trinity Evangelical Lutheran Church (TELC)** for your partnership in allowing us to utilize and update our counselling space and annual financial assistance from the TELC Endowment Fund.
- **The Family Centre** for providing subsidized rental space to allow for a satellite location that expands our services to those in need. Thank you to Family and Children's Services of Waterloo Region for this partnership.
- **Waterloo Region District School Board** for partnering to ensure that all local youth have access to counselling services on site at local schools as needed. The School-Aged Counselling program would not be possible without the generous funding from United Way Waterloo Region Communities and The New Hamburg Optimist Club.

The Generous Service Clubs— who donate not only financially, but provide hours of support to our fundraising efforts.

New Hamburg Optimist, New Hamburg Lions, New Hamburg Lioness
Rotary of Wilmot & Optimist Club of Baden



2019 Honourable Mention Donations

SAF Drives, Shantz Mennonite Church, New Hamburg Optimist, Riverside Brass, Faye Mayer, McDonalds-New Hamburg, Hillcrest Mennonite Church, New Hamburg Lioness, Bikefest in July, Nith Valley Mennonite Church, Kumpfort Zone Warehousing, Erb Group of Companies, Steinmann Mennonite Church, East Zorra Mennonite Church, St. George Anglican Church, Dean Jutzi, Zion United Church, Susan Cressman, Tri County Mennonite Homes

To all the individuals and businesses who donated their time and financial resources to ICC... WE THANK YOU!
You are truly the reason that subsidies are available for our services.

To our valued Employment Assistance Program partners...thank you for assisting your employees to achieve emotional wellness by entrusting ICC to serve your counselling needs:

Ontario Drive and Gear Ltd.
Erb Group of Companies
Nachurs Alpine Solutions

Alloy Casting Industries Ltd.
PeopleCare Tavistock
Schlegel Homes Farm

ICC also provides counselling services to individuals of our community through affiliation with:

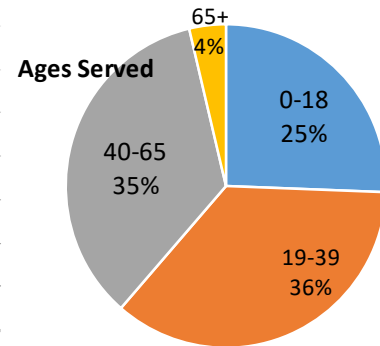
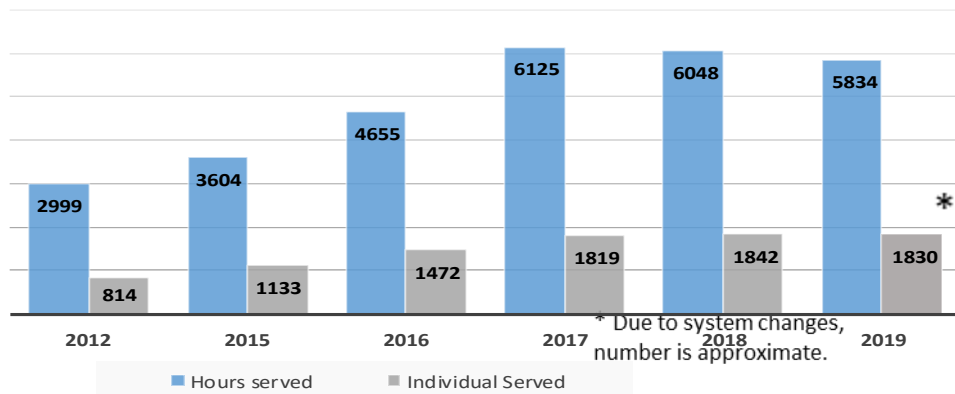
Homewood Human Solutions, Morneau Shepell, Lifeworks, Arete, ComPsych, Family & Community Services



Due to system change over, the images below pertain to statistics from January –August 31, 2019.



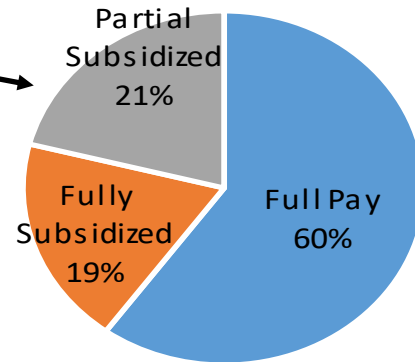
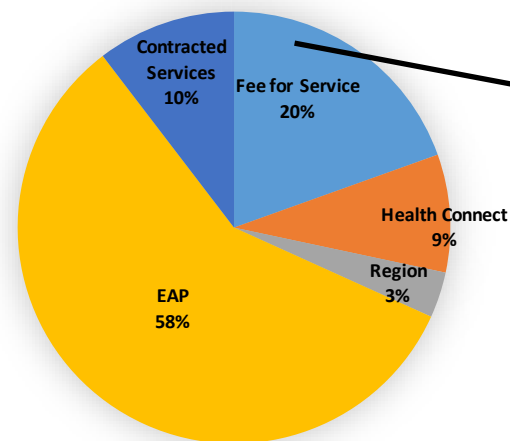
Client Served and Direct Counselling Annual Comparison



Referral Source

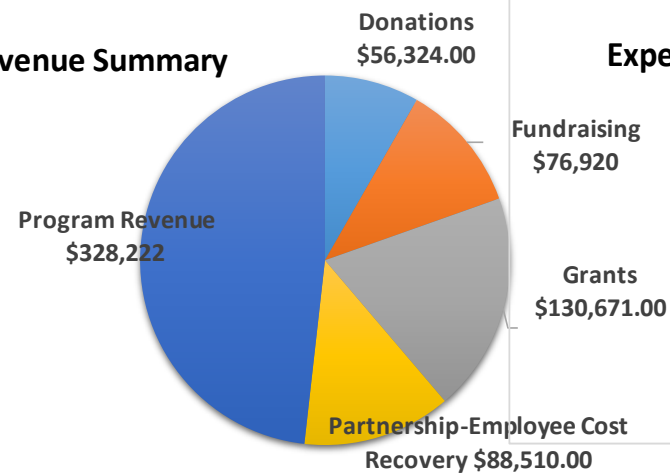
Fee for Service Breakdown

♀ = 65%
♂ = 35%

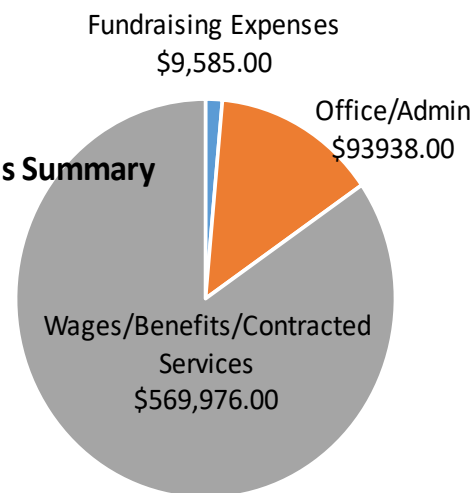


Revenue and Expenditure summary reflective of full 2019 year. Full financial statement available on ICC website.

Revenue Summary



Expenditures Summary



2019 Operating Balance \$13,063

Year End Reserve \$158,273 Reserve Fund Goal \$180,000

BOARD OF DIRECTOR'S REPORT

2019 was been a very exciting year for Interfaith. The partnership with Carizon was a great collaboration between our two agencies on many fronts. We are very proud of the expertise our staff brought to implement a common intake platform and supporting many aspects of the partnership while maintaining minimal wait times and excellent service for our clients. The ongoing commitment and support from our community is so appreciated, and encourages us to aspire to the vision of emotional wellness and triumph over challenges for those we serve.



Debb Hoffman,
Board Chair

Writing this report in 2020, I need to acknowledge the significant amount of change the organization has undergone. We are so grateful to have had Lisa Akey's leadership at ICC and wish her much success in her new role. The resilience and strength of our team has been evident as they have responded

amazingly well to the unprecedented challenges of the pandemic. Matthew Isert Bender has assumed the Interim ED role, and under his leadership our team quickly and successfully adapted to many changes. We appreciate their commitment to those they serve and the flexibility that's been demonstrated as they look for new ways to reach those in need of our support. We will continue toward our mission of strengthening the fabric of our community in these challenging times, working toward our vision and collaborating well across our region. For all who have supported ICC in anyway this past year, I extend a heart felt thank you from the entire Board of Directors! ICC could not do the important work we do without you.

TREASURER'S REPORT

2019 was another great financial year for Interfaith, as it finished in a surplus position. Due to the partnership with Carizon and year-over-year increases in both fundraising and program revenue, Interfaith experienced a year-over-year revenue increase of approximately 30%.



Ted Soepbr
Treasurer

With the growth that Interfaith has seen over the past few years, in Fiscal 2019 it transitioned from having an annual review of its financial position to a full audit. An audit reviews both the overall financial position, as well as the processes that lead to these outcomes. This transition requires a significant amount of time and effort and the Interfaith Board is thankful to the both Interfaith team and its audit partners Charles Seebach Professional Corporation for all of the hard work that went into this transition over the summer months. Through the development of key partnerships and a continued commitment to enhancing its operations, Interfaith has positioned itself well to manage the challenges of 2020, while continuing to provide support when the community needs it most.