



# ANNUAL REPORT

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**2022**  
EDITION

# 2022 ICC STAFF

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Matthew Isert Bender, Executive Director

Leslie Allaby, Clinical Director

Amy Krug, Counsellor\*

Gail Roth, Counsellor

Irina Markovich, Counsellor

Rebecca Giroux, Counsellor\*

Wendy Lantz, Counsellor

Chip Bender, Counsellor

Jessica Pyc, Counsellor

Ainslie Martin, Counsellor\*

Jennifer Helmuth, Counsellor

Cathi Watson, Counsellor

Jamie Caskanette, Counsellor\*

## **Internships:**

Lauren Ramsay, MSW

Jessica Fernandes, BSW

Mikaela Cosman, MSW\*

## **Administration:**

Susan Cressman, Bookkeeper\*

Andy Kirkland, Bookkeeper

Kristin Oliver, Administrator

Derek St.Amour, Maintenance

\*These individuals concluded their role with ICC in 2022



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

## OUR MISSION

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

## BOARD OF DIRECTORS (2022)

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Debb Hoffman, Board Chair  
Sarah Harnach, Secretary  
Susan Schmitz, Treasurer  
Valerie Troy  
Sandra Delion  
Andrea Laughlin  
Amy Domitrovic

### **Concluded 2022**

Ashley Baer  
Sharon Leis  
Ryan MacMillan  
Meghan Hartman  
Amy Hori  
Andrew Clubine  
Janek Jagiellowicz





# DIRECTOR'S REPORT

## Matthew Isert Bender

EXECUTIVE DIRECTOR



I write this report grounded in the “Heart of the Matter - serving as stewards of the ongoing contribution that ICC has made to the health and well-being of the local community, building on ICC’s strengths, learning from ICC’s challenges, meeting the future that is coming towards us and nurturing a healthy and responsive organizational culture that is resilient and adaptable.” These words guided the formation of our current strategic plan, how we functioned throughout 2022 and into 2023.

In 2022, we continued with a hybrid model of counselling service including telephone, video, and in-person options. Approximately 25% of our service was offered virtually, in the coming years, this will remain an accessible and effective service delivery option for ICC. The return to more in-person events brought positive energy to us at ICC, for example, the November Mental Health Breakfast focused on Mental Health in the rural community was a highlight of the year. This event hosted at the Puddicombe Banquet Hall was a joint adventure with Wilmot Family Resource Centre a key partner of ours in serving Wilmot and surround communities.

A core ICC value is ensuring professional, affordable, accessible, and personalized care for all in our community. In 2021, we raised our counselling rate to \$110 which more closely aligns with our CCWR partner agencies and recognizes the professionalism of our services. The increase was important, and it accentuated the gap between those who can afford counselling and those we cannot. In 2022, I was able for the first time in my role to meet in-person with many Business, Church and Service club leaders to learn from them and to share of and invite them to be support our work in the community. We need grants and local community financial support to ensure that all can receive professional counselling services.

The bedrock of ICC remains our compassionate, skilled, and professional staff team. I appreciate the Board’s commitment to care for the staff through a plan to increase compensation by 6% and supporting staff training and team building activities. Like many workplaces, ICC has been impacted by staff transitions throughout 2022. A key focus in 2023 is grounding the staff in our identity, nurturing the staff team and revitalizing and creating new services.

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. In 2023, building on ICC strengths, I am filled with hope, in the words of Julian of Norwich,

All shall be well, and all shall be well, and all manner of thing shall be well”



# BOARD OF DIRECTOR'S REPORT

## **Debb Hoffman**

BOARD CHAIR



As I reflect on the success we have experienced at Interfaith Counselling Center in the past year, I feel a strong sense of pride knowing this agency continues to make such a meaningful impact in our community. We are emerging from the Covid Pandemic changed – some with new challenges and also a new awareness of how easy life is without masks & health restrictions. I know as a board of directors, we have a new appreciation for the privilege of working side by side and meeting face to face again. Our counselling service approach modified through out this past year – but our quick response and professional service has been consistent.

As the board chair, It has been very gratifying to see the organization and our board of directors live into the strategic priorities that were identified. The strategic roadmap we created for 2021 thru 2025 is guiding us well and keeping us focused on our Mission, Values & Identity. We are intentionally looking for ways to vitalize our service to clients & our community as we seek collaborative connections with other agencies, as we raise awareness in our community and as we take the lead on promoting Mental wellness & education. Knowing that Wilmot & surrounding areas have come to depend on the service we provide, we are working to ensure ICC's ongoing capacity to serve. This involves work to identify our strengths & assets, ensuring we equip staff to provide the best care and to ensure a sustainability plan is in place.

There has been a lot of hard work to ensure ICC is positioned well for the future, and while I am a bit sad to be winding down my time on the Board, I am also very confident in the successful future of ICC. It's been such a pleasure to work with a very committed & talented group of directors over the past 5 years and I know they will continue to direct & protect the critical services the ICC provide, along with the compassionate & committed leadership team & counsellors.



# TREASURER'S REPORT

**Susan Schmitz**

TREASURER



As stewards of ICC's resources, staff and Board members continued to navigate the pandemic with passion, commitment and expertise while continuing to serve the local community's health and wellbeing with professional and compassionate services. Remaining steadfast to ICC's mission, vision and values, and knowing government subsidies ended in 2021, ICC judiciously and responsively looked at operations. As a result, ICC ended 2022 with a smaller shortfall than initially forecast.

Looking forward, to balance the budget or close 2023 with a surplus, ICC will depend on increased community financial support and delivery of services as well as expanding the awareness of ICC throughout the community. This will ensure ICC's mission, to strengthen the fabric of our community by empowering individuals, couples, and families to realize their emotional wellness and triumph over life's challenges, will continue.

It has truly been a privilege to serve as Treasurer for such an important service in Wilmot and surrounding community.

Respectfully,  
Susan

## FINANCIAL SUMMARY

**For the year ending December 31, 2022**

**REVENUE**  
**\$517,771**

**EXPENDITURES**  
**\$560,988**

**YEAR END RESERVE**  
**\$221,452**

**RESERVE FUND GOAL**  
**\$300,000**

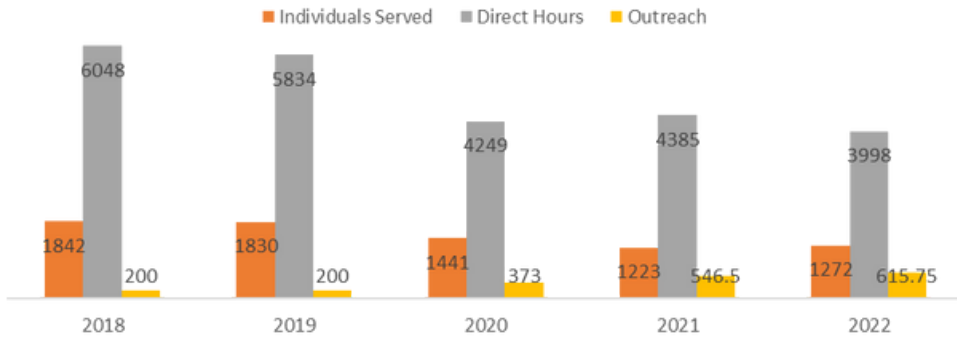
**2022 OPERATING BALANCE**  
**\$(43,217)**

\*Complete reviewed financial statements are available upon request

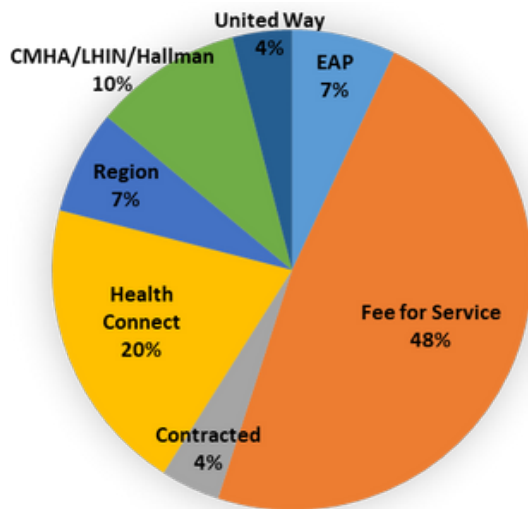


# ANNUAL SERVICE DETAILS

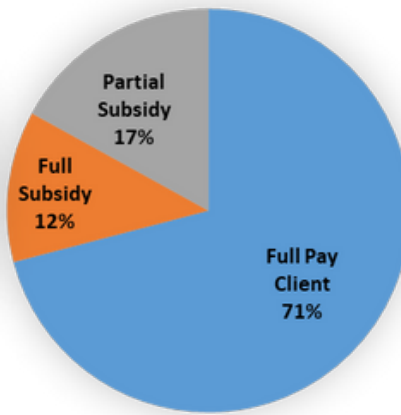
## Service Hours



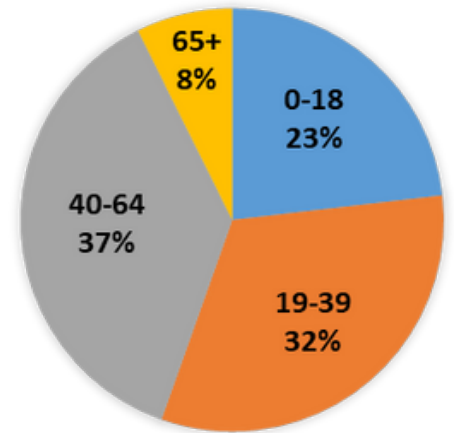
## 2022 REFERRAL SOURCE



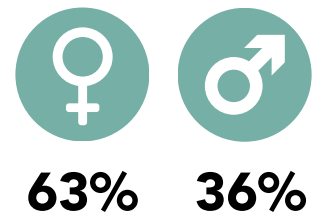
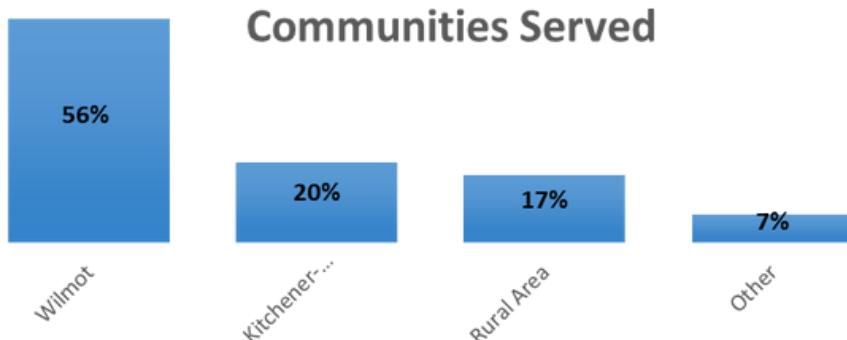
## FEE FOR SERVICE BREAKDOWN



## AGES SERVED



## COMMUNITIES SERVED



"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 counselling space and annual financial assistance from the TELC Endowment Fund.
- **Commonsense Design** and **Baer Leadership**– for maintaining our social media accounts and guidance around our marketing strategies.
- **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 GENEROUS SERVICE CLUBS

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Thank you to those who donate not only financially, but provide hours of support to our fundraising efforts





**"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"**

*Thank You*  
*Thank You*  
*Thank You*  
*Thank You*  
*Thank*

## **2022 HONOURABLE MENTION DONATIONS**

- East Zorra Mennonite Church
- Dale and Cheryl Brubacher-Cressman
- Colin Weibe
- Andy Kirkland
- Nith Valley Mennonite Church
- Paul Poole
- Zion United Church
- Lynn Yantzi and Nancy Steinmann
- Wellesely Mennonite Church
- Hilary Purvis
- Coleman Equipment
- Stewart and Miriam Schneider
- Stenimann Mennonite Church
- Josslin Insurance
- Erb Group of Companies
- Bikefest in July
- TLC Pet Food
- Riverside Brass
- Bechthold Home Improvements
- Susan Schmitz
- Dee Radke
- SAF Drives
- New Hamburg Home Hardware
- Susan Hammer-Jigsaw Puzzle Alley

## **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.
- Alloy Casting Industries Ltd.
- Erb Group of Companies
- PeopleCare Tavistock
- Nachurs Alpine Solutions
- Schlegel Homes Farm

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

**Homewood Health, Lifeworks, ComPsych, Arete, Family and Children's Services, FSEAP, Inkblot**



# PROUD MEMBER OF...

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**Counselling  
Collaborative**  
WATERLOO REGION



# STRENGTHENING OUR PARTNERSHIPS IN THE COMMUNITY

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**CARIZON**  
Inspiring Hope + Wellness in Our Community

**Waterloo Region  
Suicide Prevention Council**

 **Wilmot Family  
Resource Centre**

 **HopeSpring**  
CANCER SUPPORT CENTRE

  
**PORCHLIGHT**  
COUNSELLING + ADDICTION SERVICES

**COMMUNITY  
CARE  
CONCEPTS**  
*of Woolwich, Wellesley and Wilmot*

 **Bereaved Families of Ontario**  
MIDWESTERN REGION



# THANK YOU TO OUR FUNDING PARTNERS!

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TOWNSHIP  
OF WILMOT



United Way  
Waterloo Region  
Communities

Counselling  
Collaborative  
WATERLOO REGION



HEALTH-CONNECT  
COUNSELLING PARTNERS



Government  
of Canada

Gouvernement  
du Canada

Canada

