



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.

ICC is a proud member of



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



2018 Honourable Mention Donations

Waterloo-Oxford D.S.S, McDonads-Mc Happy Day proceeds, Wilmot District Soccer Club, Rob Esposito Auto Sales, SAF Drives, Kumpfort Zone Warehousing, Zion United Church, East Zorra Mennonite Church, Erb Group of Companies, Josslin Insurance, Bikefest in July, & TLC Pet Foods

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 Human Solutions, Shepell.fgi, Ceridian, Ontario Blue Cross, Arete Human Resources, Green Shield Canada
Family & Community Services & KW Counselling Services*

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.



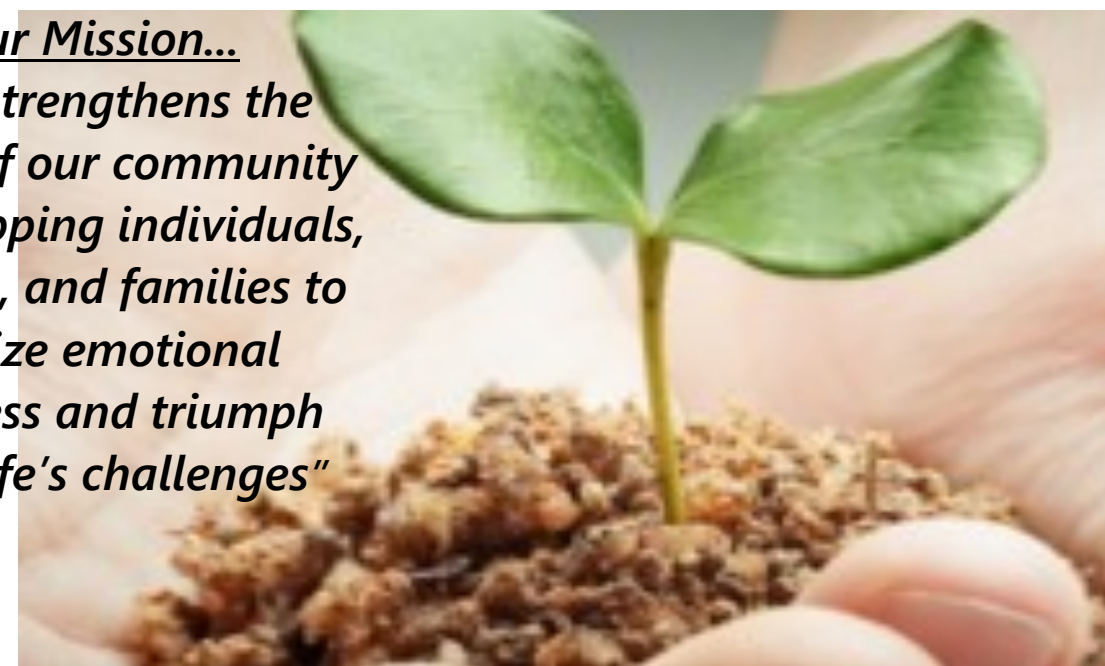
Interfaith Counselling Centre

2018 Annual Report

Celebrating 36 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 (2018)

Deborah Hoffman, Chair
Rebecca Murray, Vice Chair
Ted Soepboer, Treasurer
Carol Merner, Trinity Liaison
Elizabeth Austin
Kathryn Alexander, Secretary
Campbell Nisbet
Sharon Leis
Meredith Gillies
Vivian Ferguson— completed term in 2018
Lisa Wright—completed term in 2018

Current ICC Staff

Lisa Akey, Executive Director, Counsellor
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*

Internships:

Ashley Baldwin BSW Intern
Audrey Kao BSW Intern

Administration:

Susan Cressman, Bookkeeper
Kristin Oliver, Administrator
Courtney Miller, Office Clerk
Paula Clements, Silent Auction Co.
Esther Kennel—Office Volunteer
Derek St. Amour, Maintenance

DIRECTOR'S REPORT

Each and every day, the staff at ICC continues to be inspired by the many individuals and families that place their trust in our services. 2018 marked another year of significant growth and evolution of ICC's core services. In the spring of 2018, ICC expanded their office space to include the undertaking of a community wellness room on the second floor at Trinity to ensure that groups, workshops and training could be supported on site. ICC is very fortunate to have the dedicated long-term professionals that devote their careers to our mission and the consistent core team of Matthew Isert Bender, Leslie Allaby, Abby Becks, Fiona Roth, Kristin Oliver, Courtney Miller, Gail Roth and Amy Krug are the heart of the agency. ICC celebrated two retirements in 2018, Nancy Gingerich and Joan Cook, whom both contributed greatly to the enhancements and growth achieved at ICC in the past decade. Counsellor's Hendrike Isert Bender, Alexa Stovold and Nada Slager moved on to new opportunities in the social service field and Brooke Willis joined the team following her internship completion. ICC continues to offer training and internship opportunities and appreciated the dedication and contributions of Lauren Hird, Kalysha Feltz, Audrey Kao and Ashley Baldwin. The guidance and contributions by our volunteer Board of Directors has been essential to the success of ICC. We are fortunate to have such a dedicated and skilled group of volunteers guiding the agency. 2018 was a paramount year for the board and staff team to revise the strategic plan in light of unexpected funding shortages and were highly successful in engaging in significant partnerships within the community that assisted in ensuring that the agency continues to be relevant and sustainable in the future.

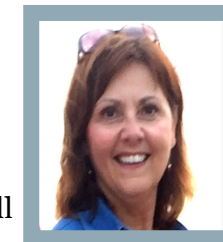


Lisa Akey,
Executive Director

At the end of each and every day I continue to be humbled when I reflect on the amazing community that supports ICC's efforts. The services clubs, churches, businesses and individual donors that continue to support ICC's mission and vision in so many ways is overwhelming and together we have most certainly made this community a better place to reside!

BOARD OF DIRECTOR'S REPORT

This past year has been all about collaboration & change. The government is changing how they provide funding for counselling services and agencies that provide those services are looking at how they can collaborate better in response to those changes. What does not change is our commitment to providing great service to the families, couples and individuals who need us.



Debb Hoffman,
Board Chair

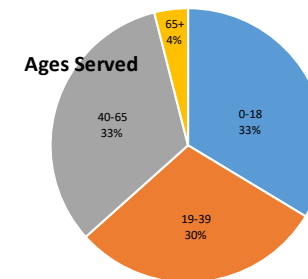
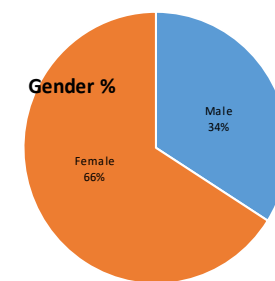
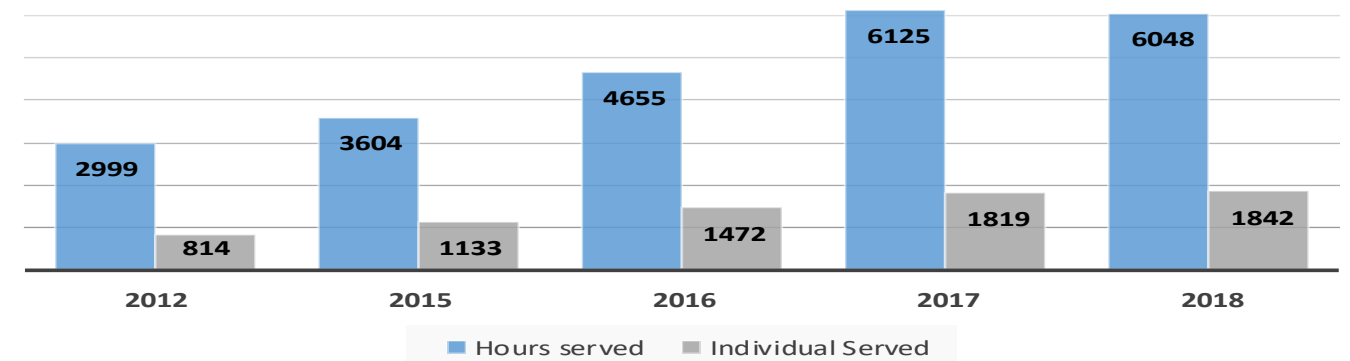
We've recently announced that we are advancing our partnership with Carizon. This will allow us to explore a wide range of possibilities as we further develop our relationship and learn from each other. We look forward to strengthening our individual agencies as we journey together over the coming months while providing the BEST service possible to our clients.

Strengthening our partnerships in the community!

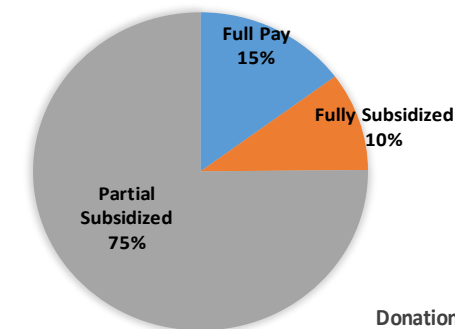
Thank you to our funding partners!



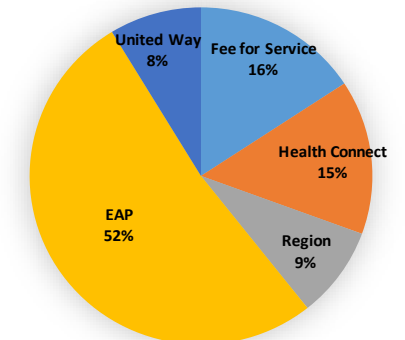
Client Served and Direct Counselling Annual Comparison



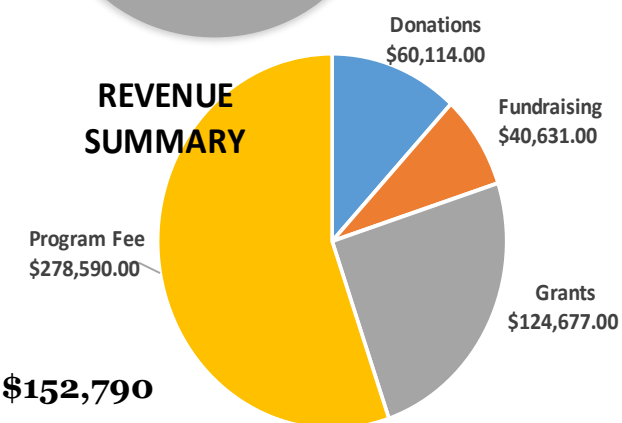
FEE FOR SERVICE



REFERRAL SOURCE

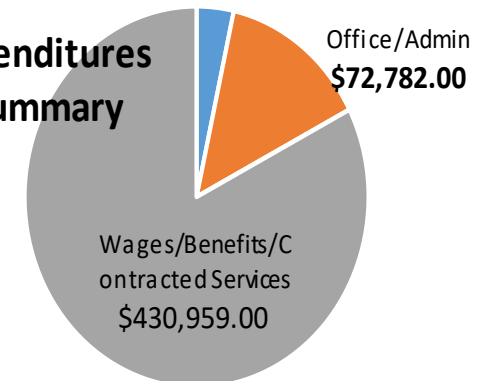


REVENUE SUMMARY



Fundraising Expenses \$18,173.00

Expenditures Summary



Year End Reserve \$152,790

Reserve Fund Goal \$180,000

2018 Operating Deficit (17,902)

TREASURER'S REPORT

Throughout the past year, Interfaith experienced both external and internal challenges. Changes in the government funding landscape and increased counselling costs resulted in Interfaith finishing the year in a deficit position. The support of the local community greatly helped to offset these unanticipated changes, as Interfaith received over \$100,000 in support.

Due to uncertainties around the future of government funding and increasing costs required to meet the current demand for counselling services, Interfaith has explored various opportunities and relationships to better manage these challenges. This has resulted in a partnership with Carizon. With the continued support of the local community, the experience and opportunities that can be leveraged from the relationship with Carizon, and \$68,000 in deferred revenue to support services in the upcoming year, Interfaith has positioned itself well to continue to provide the best service possible to the local community when they need it most.