



Interfaith Counselling Centre

2020 Annual Report

Celebrating 38 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 (2020)

Deborah Hoffman, Chair
Rebecca Murray, Vice Chair
Ted Soepboer, Treasurer
Sharon Leis
Meredith Gillies
Deborah Hecht
Olivia Miller
Amy Hori
Darlene Brubacher
Andrew Clubine

2020 ICC Staff

Matthew Isert Bender, Interim E.D.
Leslie Allaby, Clinical Director
Christine Bondy, Counsellor
Amy Krug, Counsellor
Fiona Roth, Counsellor
Gail Roth, Counsellor
Irina Markovich, Counsellor
Rebecca Giroux, Counsellor
Wendy Lantz, Counsellor
Rosemary Victor, Counsellor
Chip Bender, Counsellor

Internships:

Ailsa Kulikowski
Jessica Pyc

Administration:

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

Moved on from ICC in 2020

Lisa Akey, Executive Director (former)
Abby Becks, Counsellor (former)
Stephen Kuntz, Counsellor (former)



DIRECTOR'S REPORT

It is my privilege to write this report as the Executive Director of ICC, the role I accepted as of May 1, 2021, at the conclusion of my Interim ED role which began April of 2020. It is a joy to give witness to the work of our board, our dedicated staff and the resiliency of the clients we serve and the community as a whole.

Throughout the year we maintained our ability to schedule clients in a timely manner. We experienced a decline in direct counselling hours with less individuals reaching out for service especially during the first wave of the pandemic. In May, we closed our Kitchener satellite office at 65 Hanson Drive, relocating all face-to-face counselling to the New Hamburg office. Virtual service delivery created new opportunities for increased indirect hours to promote mental wellness through FaceTime and YouTube Wellness Wednesday videos, which were well received. In addition, regular Mental Health articles in local Newspapers, involvement on the Wilmot Youth Action Council and various workshops offered upon request provided us with expanded opportunities to promote Mental Health in our community. Special thanks to Nigel Gordijk for all his social media expertise in redeveloping our website and support with our increased social media needs.



Matthew Isert Bender
Interim Executive Director

The bedrock of ICC is the compassionate, skilled and professional staff team who ensure ongoing excellent clinical services in our community. 2020 tested all our abilities to adapt to change, thanks to the staff team we were able to smoothly transition to home office and virtual delivery of counselling, without a disruption to our delivery of counselling services. Covid-19 has impacted the mental health and wellness of all in our community. The staff have leaned on each other for support as they have personally adapted to pandemic realities of homeschooling and lockdown restrictions and other tragedies within their families. The team was excited to send Rebecca off on maternity leave as the summer began. This year was a challenge, but I am thankful for the staff's commitment to excellence, flexibility and supporting each other through this year. It is a pleasure to lead this team. Amidst the pandemic uncertainties, staff transitions continued to occur in 2020. In 2020, Chip and Rosemary (following her internship) joined our clinical team. In the spring of 2020 Lisa, Abby and Stephen concluded their employment with ICC. 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, Amanda Andreotte, Rosemary Victor, Jessica Pyc and Ailsa Kulikowski enriched our clinical team in 2020.

The pandemic has highlighted the need for, and the strong support ICC receives in our community. Thank you! Wilmot Stronger Together T-shirts. Donations from individuals, businesses, churches, and service clubs. Golf tournament. Thank you. It is this support which enables us to meet community mental health needs and plan and dream for the future guided by our dedicated board of volunteers.

I have heard some theorists describe this time as the Great Pause. The pandemic in a variety of ways has brought the world to a stand still and in this pause we have begun to ask difficult questions about race, economic injustice and what really matters in life. I hold onto the *hope* that out of this time of struggle that learning, needed social change and personal growth and resiliency will emerge that has the potential to strengthen our mental health as it reshapes our understanding of who we are as Canadians. ICC more than ever, remains committed to strengthen the fabric of our community by equipping individuals, couples, and families to realize emotional wellness and triumph over life's challenges. Even though third wave realities are draining, I am filled with hope, in the words of Julian of Norwich,

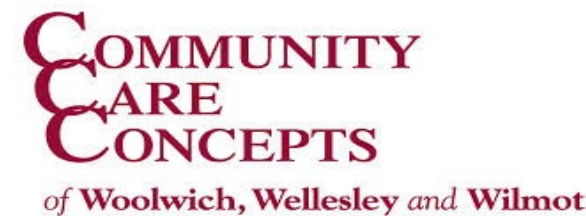
"All shall be well, and all shall be well, and all manner of thing shall be well"



ICC is a proud member of...



Strengthening our partnerships in the community!



Thank you to our funding partners!



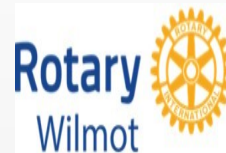


We wish to acknowledge how fortunate ICC is to have such an engaged and caring community of contributors. Thank you for supporting ICC to fulfill our mission.

- **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.
- **Common Sense Design**– Nigel Gordijk for developing and maintaining our website and social media accounts.
- **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– who donate not only financially, but provide hours of support to our fundraising efforts.

New Hamburg Lions, New Hamburg Lioness, Optimist Club of New Hamburg
Rotary of Wilmot and 100 Women who care-Wilmot



2020 Honourable Mention Donations

SAF Drives, Riverside Brass, M&M Transfers and Design, Hillcrest Service, TLC Pet Food, Plattsville & Area Bottle Drive, Nith Valley Mennonite Church, Steinmann Mennonite Church, and Zion United Church, Paul Poole, Joanne Snyder, Roy Bowman, Nancy Silcox, Jan and Mike Hallman, Marlene Steinacker, Sharon Bast, Dale and Cheryl Brubacher-Cressman, Naomi Witzel, and Hilary Purvis.

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!



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:

- | | |
|------------------------------------|--------------------------------------|
| <i>Ontario Drive and Gear Ltd.</i> | <i>Alloy Casting Industries Ltd.</i> |
| <i>Erb Group of Companies</i> | <i>PeopleCare Tavistock</i> |
| <i>Nachurs Alpine Solutions</i> | <i>Schlegel Homes Farm</i> |

ICC also provides counselling services to individuals of our community through affiliation with:
Homewood Health, Morneau Shepell, ComPsych, Arete, Family and Children's Services, FSEAP

BOARD OF DIRECTOR'S REPORT



As I reflect on the last year at ICC and across our region, I am filled with a renewed appreciation for the role we play in supporting our community. This pandemic has touched each of us, and the need for services and support to triumph over life's challenges is more critical than ever!!! Our team has responded extremely well and demonstrated adaptability and resilience as we modify how we provide service and leverage technology to meet our clients needs and promote emotional wellness within the community.



Debb Hoffman,
Board Chair

I'm so pleased to welcome Matthew Isert Bender officially to the role of Executive Director of ICC, and want to congratulate him on successfully leading our organization during a challenging year. The board values Matthew's dedication to the team at Interfaith, his focus on meeting our client's needs and his ability to collaborate well within our community and across the counselling collaborative of Waterloo Region. We are confident in and grateful for Matthew's leadership of ICC moving forward.

The board has had significant change in membership this past year. Through-out the year, we said farewell to Meredith Gillies, Deborah Hecht, Olivia Miller and Darlene Brubacher. Amy Hori and Andrew Clubine joined our board last year and more recently we have welcomed Henry Habib-Nayani, Ryan MacMillan, Megan Hartman, Sandy Delion, Ashley Baer and Valerie Troy. We have two long standing members who will be leaving this spring. Our treasurer, Ted Soepboer and our Volunteer Co-ordinator Rebecca Murray have each completed 3 full terms and made huge contributions to Interfaith during their time on the board. I thank you both for your commitment & dedication -you will be missed!!!

Looking ahead, our board is engaged in refreshing our Strategic Plan and busy organizing our first Online Silent Auction We are so appreciative of the ongoing support of our community businesses & contributors, our Service Clubs and Sponsors and our volunteers!!! It is through your support that we are able to fulfill our mission and strengthen the fabric of our Community.



TREASURER'S REPORT

Like so many organizations last year, 2020 is best summed up as a year of resilience for Interfaith as it experienced many significant changes. Through a global pandemic, a change in leadership, and transitioning to virtual counselling services, the team at Interfaith should be very proud of its financial position at the end of such a trying year. Thanks to continued community support, the ability to access COVID-19 related government subsidies, and careful management of operating expenses, Interfaith was able to further stabilize its financial position heading into the 2021 so that it can continue to provide whatever support is necessary to help the community through year two of the global pandemic and beyond.



Ted Soepboer
Treasurer

As my time on Interfaith's board comes to an end and I reflect on the six years I have been fortunate enough to be involved with them, I cannot help but feel a sense of pride at seeing how Interfaith has grown with the community over this time and how they have been there to support each other every step of the way. This relationship will be more important now than ever, as year two of the global pandemic will be just as, if not more trying than the first. Lisa Akey has done an Incredible job of growing both the ICC team and organization to where it is today, and I know Matthew will do a terrific job of guiding ICC through the uncertainty of a post-pandemic world. With a strong and cohesive team in place and the commencement of a strategic planning process, I look forward to seeing what the future holds for ICC. Thank you to the Interfaith team for allowing me to be part of your incredible journey and I wish you all the best.

FINANCIAL SUMMARY

For the year ending December 31, 2020

Revenue: \$ 637,557

Expenditures: \$ 554,482

2020 Operating Balance

\$ 83,075

*Complete reviewed financial statements are available upon request.

Year End Reserve

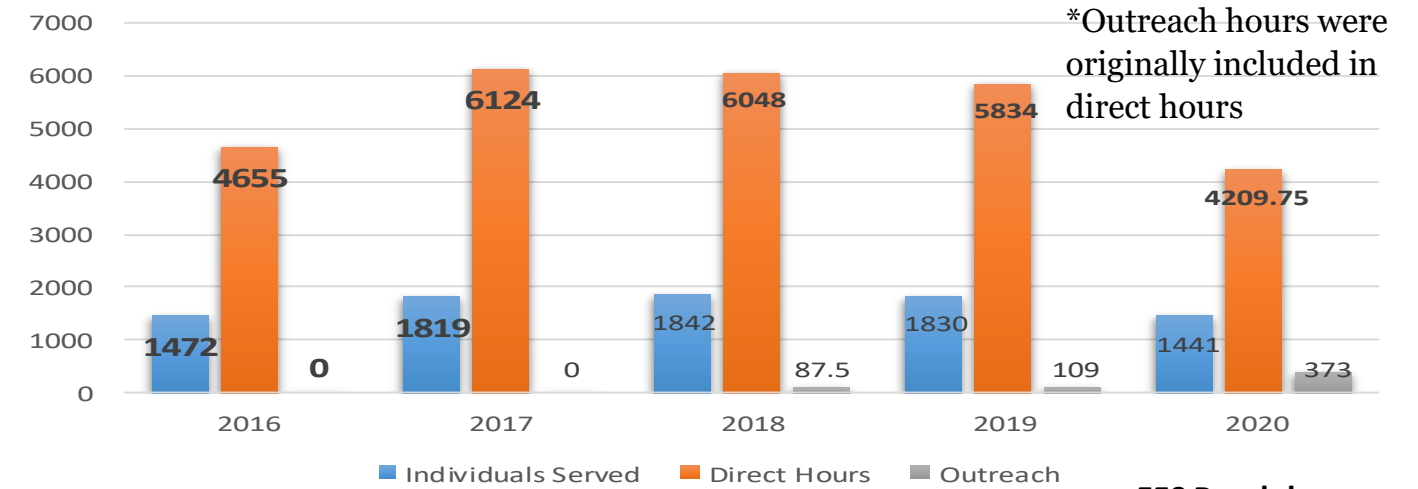
\$ 241,903

Reserve Fund Goal

\$ 300,000

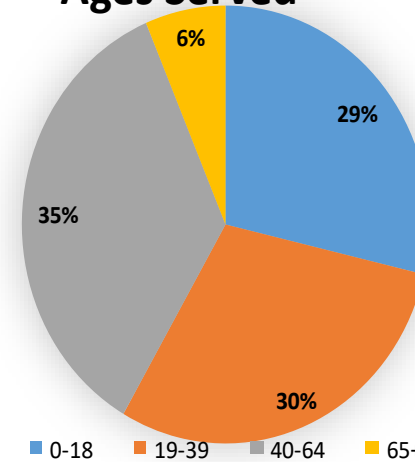


Annual Service Details

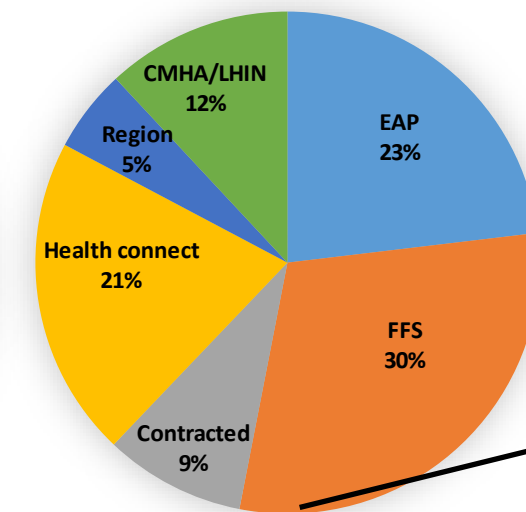


♀ = 65% ♂ = 35%

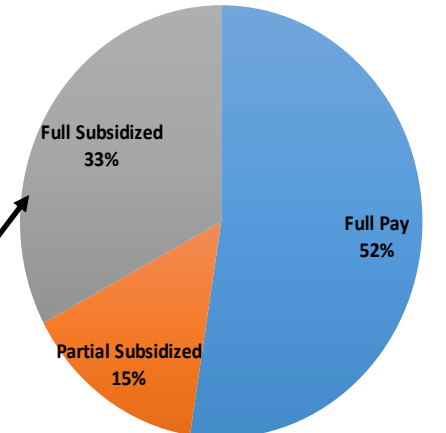
Ages Served



2020 Funding Source



FFS Breakdown



Communities Served

