

# ANNUAL REPORT



**2021**  
EDITION

# 2021 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

## **Internships:**

Vanessa Curry, BSW  
Azada Faez, MSW

## **Administration:**

Susan Cressman, Bookkeeper  
Kristin Oliver, Administrator  
Derek St.Amour, Maintenance

## **Moved on from ICC in 2021:**

Fiona Roth, Counsellor  
Christine Bondy, Counsellor  
Rosemary Victor, Counsellor  
Courtney Miller, Office Clerk



# CELEBRATING 39 YEARS!

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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 (2021)

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Debb Hoffman, Board Chair  
Sharon Leis  
Amy Hori  
Andrew Clubine  
Ashley Baer  
Ryan MacMillan  
Sarah Harnach, Secretary  
Susan Schmitz, Treasurer  
Valerie Troy  
Sandra Delion  
Megan Hartman

### **Concluded 2021**

Rebecca Murray  
Ted Soepboer, Treasurer  
Deborah Hecht  
Olivia Miller  
Darlene Brubacher  
Henry Habib Heyany  
Indira Banerjee



# DIRECTOR'S REPORT

## Matthew Isert Bender

EXECUTIVE DIRECTOR



It is a joy to author this report on behalf of the wonderful team I work with as we serve the mental health needs of our community.

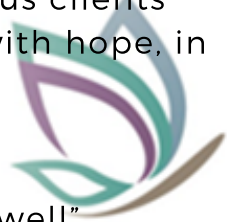
An energizing leadership activity of 2021 was developing a new strategic plan. A big thank you to Jeff Steckley from Threshold Commons who led this process, the dedicated board members and staff who engaged throughout the process. It is essential to pause and reflect on the past, who we are now and who we are becoming. The Strategic Plan 2021-2025 roots us in our mission, values and priorities positioning us well for the future that is coming toward us. I look forward to leading ICC grounded in this plan.

In 2021, ICC was impacted by the ongoing realities of covid, as public health directives impacted our service delivery and the heightened stress felt by clients and staff. Financially, CEWS (Canadian Employee Wage Subsidy) payments helped us to absorb the ongoing waves of the pandemic. Throughout the year a hybrid model of counselling service was embraced with telephone, video, and in-person options available. A core ICC value is ensuring professional, affordable, accessible, and personalized care for all in our community. Throughout 2021, we worked hard to meet client need, connecting them to best services available and doing so in a timely manner. ICC direct counselling hours remained consistent in 2021, meanwhile we increased our indirect hours, promoting mental wellness through videos, social media posts, regular Mental Health articles in local Newspapers, and various workshops offered upon request in the community. This work is grounded in a core ICC value of promoting preventive mental health and wellness education and support in our community.

The bedrock of ICC remains the compassionate, skilled, and professional staff team who deliver excellent therapeutic services in our community. Covid-19 continued to challenge us as ICC staff, I am so thankful for the staff's commitment to excellence, ability to adjust and care for each other as team. ICC greatest resource is its staff, in 2022, ICC compensation package will be reviewed together with an ongoing commitment to intentionally form and build the ICC staff team and culture.

ICC is strongly supported by our community, for this we are deeply grateful. I am acutely aware of the need for community support with a large 2022 deficit budget. It is this support which enables us to meet community mental health needs and live into our future guided by our new strategic plan.

ICC has a talented dedicated board, caring professional staff team, committed volunteers, generous donors, and most importantly brave and courageous clients who seek healing and transformation through our services. 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



It's such an honor to chair the ICC board, and this past year has been a year of responding and refreshing. As our community continues to respond to the Covid-19 pandemic, the team at ICC consistently steps up to meet these changing needs. We all want to believe it's coming to an end, but the ongoing waves of Covid outbreak have made it difficult to schedule and anticipate the best platform to deliver our service (virtual vs. in person). I'm always amazed at the ongoing commitment and responsiveness of our staff, which ensures we provide a quick response for each client, in a way that will serve them well and at a cost they can afford. This is what makes this agency so unique and incredibly valuable within our community.

A lot of work has gone into refreshing our Strategic Plan in 2021, and I want to thank Jeff Steckley and all staff & board members who participated. I'm very proud of the outcome and believe this work will support and empower the organization for years to come. The Identity of ICC is founded on being Client Centered & Community Rooted. Our values and guiding commitments after near 40 years serving our community is to create welcoming and safe space where personalized, professional care is provided for all clients & families. We are very intentional about meeting the current and emerging needs across a diverse community and have identified a broad set of actions that will support our growth in two key priorities: Vitalizing the Services We Provide and Ensuring Our Ongoing Capacity to Serve. Focus on these areas will ensure that when you need our support, ICC will be here with professional services, meaningful programs and the encouragement you need!!!

I'm very grateful for the enthusiastic and caring ICC board members that volunteer their time to direct & protect this vital organization along with me. We are excited to be back in the community to raise funds and awareness of who we are and how we can help. I hope to see more community members join us as we support the good work ICC is doing. Together we can shed light on the need and continue the conversation that will strengthen Mental Health & Wellness across our community.



# TREASURER'S REPORT

**Susan Schmitz**

TREASURER



As the incoming Treasurer in 2021, in the midst of a pandemic, I deeply respect the expertise, passion and commitment of the leadership, staff and fellow members of the Board. Through 2021, ICC continued to weather the global pandemic with resilience, professionalism and compassion as they navigated and met the challenges COVID - 19 presented. With community support, government subsidies and prudent management of finite financial resources, ICC ended the year with a small surplus. This leaves ICC in the favourable position to continue providing support to the surrounding community in 2022 and beyond.

Respectfully,  
Susan

## FINANCIAL SUMMARY

**For the year ending December 31, 2021**

**REVENUE**  
**\$574,044**

**EXPENDITURES**  
**\$568,863**

**2021 OPERATING BALANCE**  
**\$5,181**

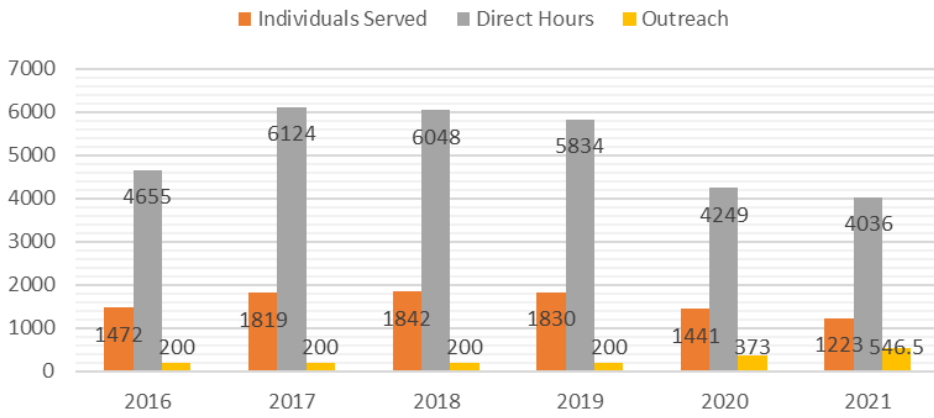
**YEAR END RESERVE**  
**\$260,188**

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

\*Complete reviewed financial statements are available upon request



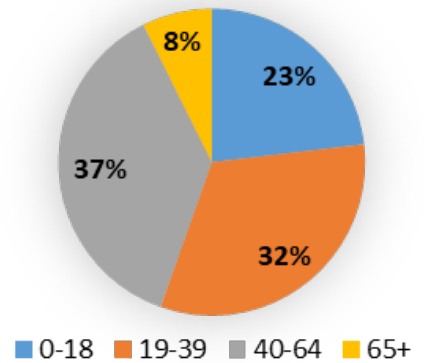
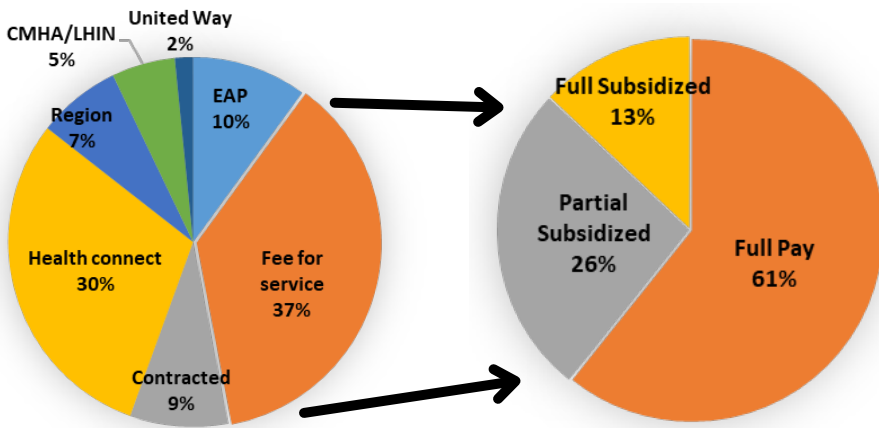
# ANNUAL SERVICE DETAILS



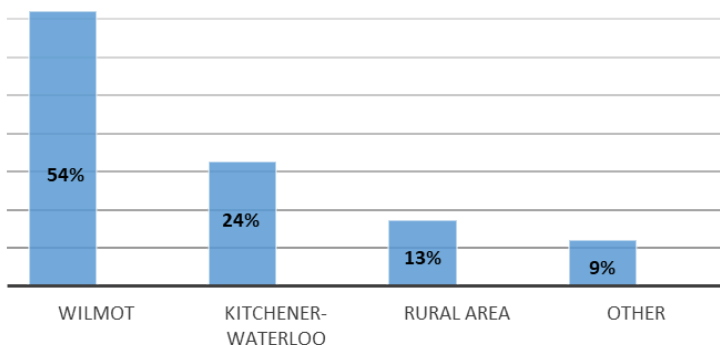
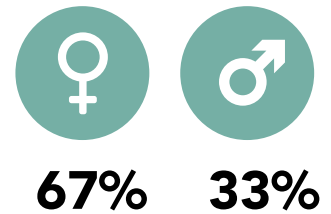
## 2021 REFERRAL SOURCE

## FFS 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 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

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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!**

**THANK YOU**

**You are truly the reason that subsidies are available for our services"**

## **2021 HONOURABLE MENTION DONATIONS**

- Raymond James Canada Foundation
- Lyndon & Kerrie Cober
- Josslin Insurance
- Kumpfort Zone Warehousing Inc.
- Riverside Brass
- Dee and Kit Radke
- East Zorra Mennonite Church
- Susan Hammer
- Wellesley Mennonite Church
- Coleman Equipment Inc.
- Greg Leis
- Dale and Cheryl Brubacher-Cressman
- Hilary Purvis
- St. Agatha Mennonite Church
- Steinmann Mennonite Church
- Willard and Sheila Bretz
- Nith Valley Mennonite Church
- Zion United Church
- Dirt Cheap

## **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**



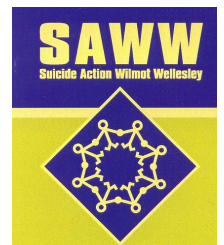
# PROUD MEMBER OF...

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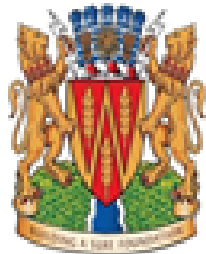
# STRENGTHENING OUR PARTNERSHIPS IN THE COMMUNITY

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# 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

