

ANNUAL GENERAL REPORT 2018



Counselling for the Community

Connect Counselling & Therapy Society: Central Okanagan

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It has been a transformative year for The Kelowna Family Centre. Longtime Executive Director Lisa Binnie retired, and after 32 years of operations the staff and board came together to rename and rebrand the Centre. However, our unwavering purpose remains: to bring free and or low cost professional counselling services to adults, seniors, children and families to Central Okanagan communities.

Other Notable Moments:

- * A successful one-day introductory Somatic Experiencing trauma workshop was held for service providers in the Central and South Okanagan. Dea Parsanishi, Dr. Michael Ocana, Lois Hansen and Kirsten Vinge shared the latest information on brain research, and working with trauma.
- * An increase in funding from the Ministry of Public Safety and Solicitor General to better support women who have experienced intimate partner violence/childhood abuse.
- * A new partnership with the Family Resource Military Centre of the Lower Mainland to provide counselling services to military families who are in the Reserves.
- * Good-byes to long time staffers Mona Ferguson, Linda Hancock, Cheryl Bramble, as well as Board Member Darlene LaPlante. We thank them for their many years of outstanding service!

I am proud of what Connect Counselling & Therapy Society: Central Okanagan has accomplished in 2017-18, and I am excited about the future. I am eager to build upon the legacy of this organization.

As we look forward, we cannot do this without the unwavering commitment from our volunteers, donors and advocates – we would not be reaching these milestones without you.

On behalf of our dedicated staff, Board and the individuals we serve, I thank you for your support. Your belief in our work makes it possible to effect positive change in our community!

Roxie Van Aller
Executive Director



MESSAGE FROM THE BOARD CHAIR

As an organization we have undergone many changes this year. We have welcomed Roxie as our new executive director and rebranded as Connect Counselling and Therapy Society. We have expanded our reach in the community with new partnerships and programs, and have been fortunate to see many new faces on our staff and board.

More than anything I want to thank you for taking these changes in stride. Change is hard for any organization, but the patience, flexibility and enthusiasm shown by everyone in this room has made for a smooth transition.

I also want to thank the board members who lend their skills and expertise every month to help Connect Counselling and Therapy Society grow.

As we look forward to the holiday season, let's remember the role we have in our community. Poverty, homelessness and drug addiction are common in Okanagan Valley. Hundreds of thousands of dollars annually are poured into programs to help alleviate hunger and pull people out of homelessness when in reality, a healthy community begins with healthy families and individuals. You are helping build that healthy community with every client you see and group you run.

Thank you for the honor of being board chair, and I look forward to seeing our organization flourish in the coming year.

Sincerely,

Caitlyn Harris
Board Chair

WHAT WE DO

To fulfil its mission to respond to community needs by fostering well-being and healthy relationships through skilled counselling services, Connect Counselling & Therapy currently focuses on 5 broad service areas, which include:

- Individual counselling for Women, Children/Youth & Men
- Groups for Women, Children & Men
- Couples Counselling
- Fee for Service
- Parenting Education

The ultimate aim of Connect Counselling & Therapy is to positively affect the lives of our community members by, promoting healthy relationships, supporting families and seniors.



**The past cannot be changed.
The future is yet in your
power.**

Unknown

Counselling for Women, Children/Youth & Men

Women's Counselling,

- Individual and group counselling to women over the age of nineteen who have experienced childhood abuse, abuse in adult relationships and/or sexualized violence.
- Short term counselling for balancing the demands of family, struggles with life transitions or losses, relationship conflicts.

Children & Youth Counselling

Services for children, youth and their families who may be experiencing challenges with difficult behavior, separated or blended families, parent/child conflicts, parenting, grief, loss and sexual intrusive behavior.

Men's Counselling

Provides individual (short term) and/or group counselling based on the needs of men who would like to improve their relationships, reduce stress and manage conflict.

"By going to Connect Counselling (Kelowna Family Centre), I have been able to better understand, and conquer my anxiety. I have felt happier, healthier, and more in control, thanks to the care I have received". Women's Counselling Program

"This program has helped me change the way I look at many things. It has also helped me reduce my anger and understand some of my frustrations and adjust my attitude". Men's group

Couples Counselling

Provides a safe place where couples can explore relationship difficulties and work to resolve interpersonal conflict, improve communication and increase intimacy.

Fee for Service

Fee for service is available for individuals who wish to pursue counselling issues not already covered by regularly funded programs.

"My life has improved so much after attending Connect Counselling. It has helped make me a better person and husband. My marriage would not have survived without the support I received here. Thank you." Couples Counselling Program

Groups for Women, Children, Men and Families

Lowering Anxiety through Self-Regulation Group for Children

- A course to support children aged 6-12 to reduce anxiety.

Children & Change Group

- A group for children aged 6-12 whose parents have separated or divorced.

Parenting Skills Class

- Supports parents in developing skills to address challenging behaviours in children or teens.

Reaching Older Women (ROW) Group

- For women 50+ who have experienced historical or current abuse.

Rebuilding For Adults

- A psycho-educational group for adults to who would like information and support after a relationship ends.

Lowering Anxiety through Self-Regulation for Adults

- A skill building course to help adults to reduce their anxiety.

“Thank you, I draw on the “power” of a group support system. The information I learned refreshed the fundamentals for empowering myself, while continuously growing as an individual. The group reminded me of the power of connections”. Row group participant

Ongoing Drop-in Groups

Finding Our Voices Drop-in Group

- A group for women impacted by childhood and/or relationship abuse.

Men in Change

- A process group for men who are interested in learning how to manage emotions and conflict. Themes include: unfairness, boundary work, respectful communication, family conflict, solution-focused work, managing anger, emotional intelligence, shame and resiliency.

Men in Relationship with Self and Others

- A group for men striving to improve their communication or relationship skills, conflict resolution skills, and who may be struggling with separation or divorce.

“This program has helped me change the way I look at many things. It has also helped me reduce my anger and understand some of my frustrations and adjust my attitude. I could not afford to pay more for this service”. Men’s Group

Parenting Education

Parenting Skills Class

- Supports parents in developing skills to address challenging behaviours in children or teens.

Thriving and Surviving Blended Families (coming fall of 2018)

- Discover how to make your marriage work in sometimes tough terrain. Learn to navigate the challenges of blending two existing families into one cohesive whole. Explore how different parenting styles, finances, relationships with ex-spouses and legal matters can chisel away at your union if you don't make your marriage a priority.



"As a result of attending the Parenting Skills, I have seen a tremendous change in my home and family, thanks!"

"Connect Counselling is a central agency with tremendous credibility in our community for the quality and extent of services it offers. These critical services are not being offered by other agencies." Agency feedback

WHY IT MATTERS

As I write this I'm filled with deep gratitude and a new found joy, in the tranquil comfort of my new home. I credit this transformative development to Connect Counselling & Therapy Society, where I was skillfully guided in the direction of this happy pursuit.

The 'Finding Your Voice' group empowered me to do precisely that, and experiencing the support and encouragement of others in abusive situations motivated me to make the often difficult but necessary changes I needed to bring this about. Other groups offered and provided insight into behavioral patterns I had developed for coping within an unhealthy relationship and helped to identify alternative responses.

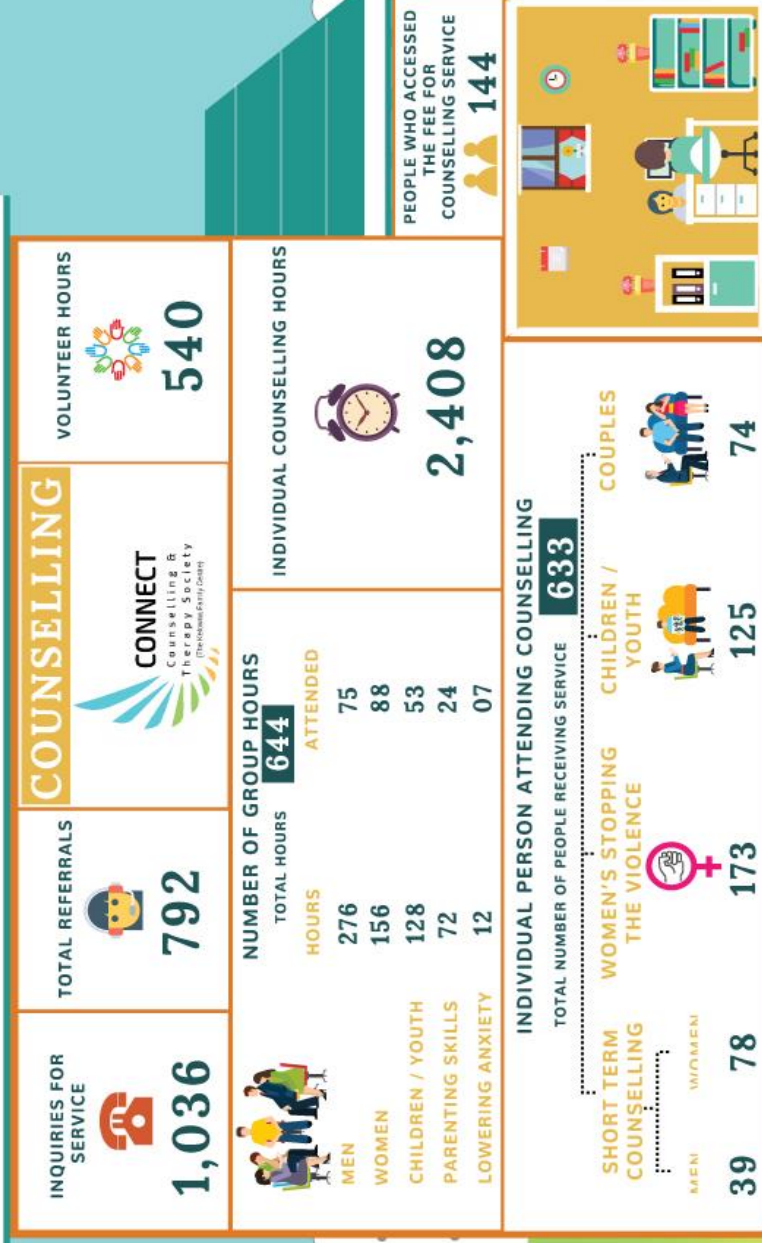
Ultimately, though, it was the individual counselling I received from a highly skilled therapist that set everything in motion. I was encouraged to look at life as it 'could be' rather than continue to immerse myself in the seemingly hopelessness of the day to day struggle I had endured for almost 30 years! With a step by step approach, we were able to plan a practical course of action which I embarked upon with conviction. Being handicapped - (yes handicapped), I knew I had to stick to that plan and not falter, or perhaps not have the strength to make this attempt again. Before discovering Connect Counselling & Therapy Society, in retrospect, the task seemed insurmountable, and I confess at times, looked so bleak, that I was considering the 'ultimate' escape. I have no doubt that they provided the life raft I needed in an increasingly turbulent current. I am happy and independent today, living a stress free, creative and purposeful life.

I will be eternally grateful to Connect Counselling & Therapy Society for saving my life.



DONATIONS AT WORK

2017-2018



FINANCIAL STATEMENT

**Connect Counselling and Therapy Society
(Kelowna Family Centre)
Statement of Financial Position
March 31, 2018
(Unaudited)**

	2018	2017
Assets		
CURRENT		
Cash (Note 3)	\$ 37,927	\$ 36,733
Accounts receivable	3,489	4,870
Prepaid expenses	2,989	6,747
GST recoverable	769	813
	<u>45,174</u>	49,163
Property, Plant & Equipment (note 5)	8,264	10,506
RESTRICTED CASH (Note 4)	<u>24,178</u>	<u>38,791</u>
	\$ 77,616	\$ 98,460
 LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 4,308	\$ 3,968
Wages payable	16,155	15,127
Employee deductions payable (Note 6)	-	5,716
Deferred revenue (Note 7)	26,666	26,640
	<u>47,129</u>	<u>51,451</u>
NET ASSETS		
Net assets invested in capital assets	\$ 8,264	\$ 10,507
Restricted net assets (note 4)	24,178	38,791
Unrestricted net assets	(1,955)	(2,289)
	<u>30,487</u>	47,009
	<u>\$ 77,616</u>	<u>\$ 98,460</u>

Connect Counselling & Therapy Society
(Kelowna Family Centre)
Statement of Revenues and Expenditures
Year Ended March 31, 2018
(Unaudited)

	2018	2017
REVENUE		
Grants-Provincial Government	\$ 329,404	\$ 335,356
Counselling	49,230	40,186
Grants-Other	32,000	37,922
Grant-Community Gaming (Note 3)	25,786	20,759
Donations and Fundraising	7,325	18,126
Interest	434	534
	<u>444,179</u>	<u>452,883</u>
DIRECT COSTS		
Salaries and benefits	330,522	316,860
Contract services	15,549	25,395
Program supplies	3,503	3,603
Travel	2,976	2,342
GROSS PROFIT (20.63%;2017-23.12%)		
EXPENSES		
Advertising and fund raising	\$ 2,896	\$ 11,689
Amortization	2,374	2,806
Communication	4,494	4,524
General and board meetings	1,348	1,121
Insurance	3,984	3,984
Office and general	15,715	12,521
Professional development	6,586	4,732
Professional fees	4,401	3,536
Rent	34,683	37,495
Repairs and maintenance	4,329	3,600
Salaries and wages	26,157	20,944
Security	484	3,155
	<u>107,451</u>	<u>110,107</u>
DEFICIENCY OF REVENUE OVER EXPENSES FROM OPERATIONS	<u>\$ (15,822)</u>	<u>\$ (5,423)</u>
OTHER INCOME (EXPENSES)	(700)	(480)
DEFICIENCY OF REVENUES OVER EXPENSES	<u>\$ (16,522)</u>	<u>(5,903)</u>

HOW YOU HELP

VOLUNTEERS

Our volunteers help in many ways, from becoming a board member, administrative support, fund development and fundraising.

DONATIONS

We rely on the generosity of the community and grants in order to provide the programming and do what we do. The support we receive from fundraising events, donations and third party events makes all the difference!



This year we are adding an additional way to make a difference, through **Planned Giving** in the form of a direct bequest in your will. For more information or to request a package contact our office at 250-860-3181.

WHO WE ARE

ADMINISTRATIVE TEAM

Executive Director: Roxie Van Aller

Office Manager: Joanna Shaw

Administrative Support: Bonnie Williams

Finance Coordinator: Lynda Fillion

COUNSELLING STAFF

Suzanne Harrington

Joyce Eng

Lois Hansen

John Downes

Kim Wardman

Angela Kazmierczak

CONTRACTORS

JB Cole

Liz Sage

Jeff Goreski

Lisa Binnie

BOARD

Board Chair: Caitlyn Harris

Secretary: Richard Swanson

Treasurer: Scott Bowen

Ann Haymond-Hill

Lisa Howard

Sandi Fryer

