**ANNUAL GENERAL REPORT 2022**



**Counselling for the Community**

## Connect Counselling & Therapy: Central Okanagan

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**Message from the Executive Director and The Board of Directors**

Every day we have the privilege of connecting with individuals, couples and families in an effort to improve mental health in our community. Virtual counselling has become mainstream, enabling us to make connections with individuals that otherwise might not have made connections with our services. COVID has helped to reduce the stigma of reaching out for support and shone a spotlight on mental health. This past year Connect provided 3334 counselling sessions to 679 individuals up from 541 last year.

We have all been impacted by this pandemic and the ongoing challenges continue to impact our lives. We all are working to deal with the new normal and uncertainty. What can be said with certainty is that Connect continues to work towards making mental health possible to all community members who reach out to us.

**Highlights:**

When long time counsellor Joyce Eng took well-deserved retirement from core programming, Connect faced a real challenge recruiting for a part time position in the Short-Term Counselling Program! Although it took some time, the program welcomed Bonnie Pontalti to the team in April. We’re thrilled to have Bonnie join our team. Our heartfelt thanks to Joyce for her years of service to Connect and our clients.

We have continued to build our social enterprise, offering our highly skilled services to individuals through ICBC, First Nations health authority and Autism BC. Our ongoing goal is always to provide more free counselling services to the community. This year the program provided counselling services to 355 individuals/families/couples up from 176 the previous year!

The Roots of Self-Discovery was once again offered with a grant through Civil Forfeiture. The group provides a safe place for men who have experience trauma to explore its impact and develop tools that promote a healthy relationship with self and others.

With support from Emergency Funding through the Central Okanagan Foundation we provided an online group for youth who were experiencing anxiety due to COVID-19. This funding supported 16 youth struggling to cope with the challenges of online learning and separation from peers and family.

The City of Kelowna provided funds for ongoing support to women who were at increased risk of intimate partner violence, by providing funds for a Domestic Violence Advocate and Navigator, with 65 women receiving support, helping to reduce women’s counselling waitlist time.

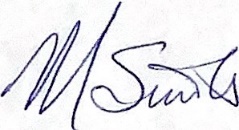
Somatic Experiencing Training continued online! Intermediate 1, 2 & 3 were completed. Faculty member Dea Parsanishi from the Somatic Experiencing Institute continued to inspire and challenge students attending the online training. We have expanded our trainings and will be providing 5 Somatic Experiencing courses next year.

It gives Roxie great pride to be the leader of this team! The team’s hard work and dedication continues to be inspiring. The success of the organization would not be possible without your contribution! The board is so grateful for the leadership Roxie has provided during this time of change and growth. None of our success would be possible without her.

We remain grateful for all of you who have supported us in whatever way you were able. We look forward to brighter days ahead!



Roxie Van Aller, Executive Director



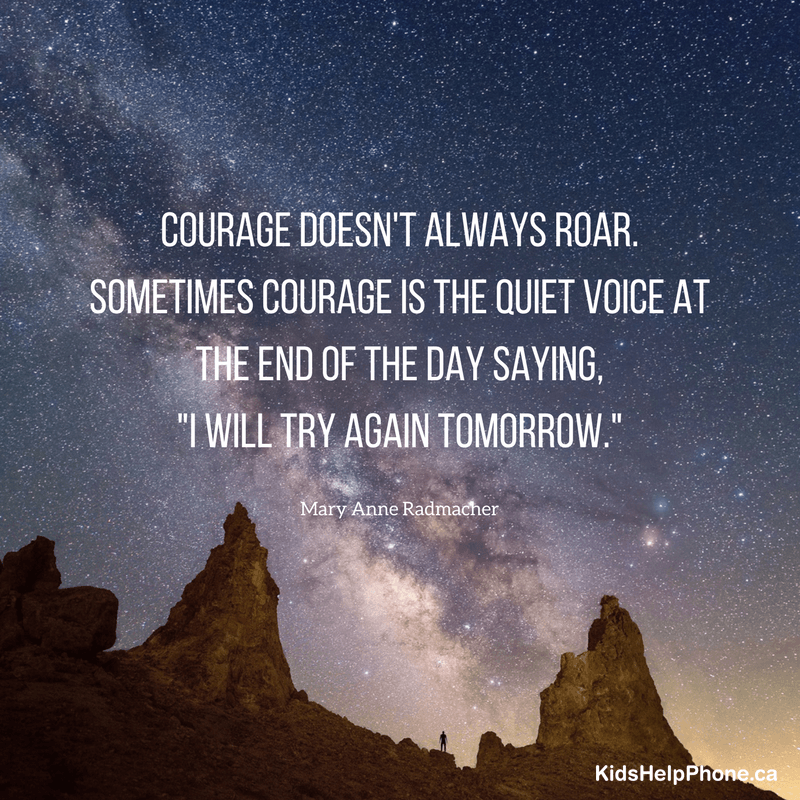
Michelle Sinotte, Board Chair

# WHAT WE DO

**Mission:** To offer affordable, high quality, non-crisis care to improve the mental health of our diverse clients, their families and their communities.

Connect Counselling & Therapy currently focuses on 6 broad service areas, which include:

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



**Impact:**

Improved overall mental health and well-being of all residents of the Central Okanagan who seek support, leading to measurably stronger, healthier communities.

**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.

***“I was a participant in group and wanted to give you some feedback on the group.  I found the group extremely helpful and informative, the facilitators were fantastic in their kind and compassionate approach.  I was so happy to have in-person groups resume again, and I truly appreciate your efforts in making that happen.  Every member found some benefit to the group, and all of us made some great strides towards a healthier mental state.  Thank you again for providing an open, safe place for us to discuss our issues, and begin to move on from our pain”. Men’s Group Participant***

***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.



**Groups for Women, Children, Men and Families**

***SOOTHE for Children***

* A course to support children aged 6-12 to reduce anxiety. A parenting component included.

***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 their children or teens.

***Reaching Older Women (ROW) Group***

* For women 50+ who have experienced historical or current intimate partner violence.

***Rebuilding For Adults***

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

**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.

***What Clients are Saying:***

***Amazing to get to talk about “it” and learn how to get through one problem”. Individual therapy client.***

***“Very helpful to rethink how reacting to him and the pain he’s going through and practicing one of not getting drawn in”. Couple’s Counselling Client***

**Parenting Education**

***Parenting Skills Class***

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



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| --- |
| ***“When I first started this class, I thought you were going to tell me how to fix my kid. But then I realized that it wasn’t my kid that needed fixing. It was me! When I changed the way I parented my kid, my kid changed, I changed, and so did our relationship”. Parenting Group Participant*** |

**WHY IT MATTERS**

“Where do I even begin to start to explain how much the Men’s Trauma Group has truly helped me to overcome a lot of obstacles. When I first started - I struggled with the idea of spending time with other men who hesitate to talk about their issues.

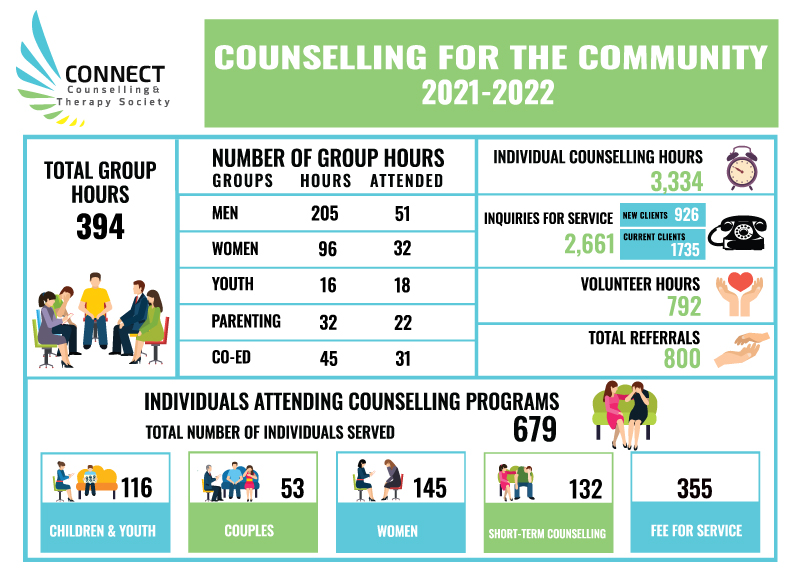
After a couple of meetings, I became pleasantly surprised to see that we all shared the same symptoms as related to our PTSD.  I now realize if it hadn’t been for this group - I would have never even guessed how deeply one event can alter the quality of one’s life - after the fact. I wouldn’t have developed mechanisms to deal with this situation.

Through many sessions of mindful introspection led by wonderful sincere counsellors - through moments of watching others open up - I was able to open up and walk away from this experience with a great satisfaction of realizing that big changes can truly last when they happen in small increments.

These are humbling statements from a guy whose friends are a little befuddled as to how I ended up here? I’m happier now, easier-going, and even less fearful than a few months ago. I am actively involved with many other wonderful support mechanisms.



**COMMUNITY NEED**



**Connect Counselling & Therapy**

|  |  |  |
| --- | --- | --- |
| **Usage** | **Year: 2021-22** | **Year: 2020-21** |
| Inquiries for service | 2661 (926 New & 1735 current) | 1190 |
| Referrals | 800 | 778 |
| Counselling hours | 3,334 | 3,114 |
| Group hours | 397 | 485 |
| Fee for Service | 355 | 176 |
| Volunteer Hours | 792 | 730 |
| **Total Clients Served** | **679** | **541** |

**FINANCIAL STATEMENT**

##### Connect Counselling and Therapy Society (Kelowna Family Centre)

###### Statement of Financial Position March 31, 2022

***(Unaudited)***

**2022** 2021

##### Assets

CURRENT

Cash **$ 272,093** $ 193,966

Accounts receivable **5,508** 7,752

Prepaid expenses **8,528** 3,067

**286,129** 204,785

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| --- | --- | --- |
|  |  |  |
| Property, Plant & Equipment (Note 5) | **10,252** | 7,542 |
| RESTRICTED CASH (Note 4)  **25,183** 25,043 | | |
| **LIABILITIES AND NET ASSETS** | **$ 321,573** | **$ 237,370** |
| CURRENT  Accounts payable | **$ 7,471** | $15,848 |
| Goods & services tax payable | **1,768** | 1,187 |
| Wages payable | **29,968** | 34,531 |
| Employee deductions payable | **155** |  |
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|  |  |  |

Deferred revenue (Note 6) **79,990** 51,533

**119,352** 110,788

##### NET ASSETS

|  |  |  |
| --- | --- | --- |
| Unrestricted net assets | **166,777** | 93,997 |
| Restricted net assets (note 4) | **25,192** | 25,043 |
| Net assets invested in capital (note 5) | **10,252** | 7,542 |
|  | **202,221** | 126,582 |
|  | **$321,573** | $237,370 |
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**STATEMENT OF REVENUES & EXPENDITURES**

#### Connect Counselling & Therapy Society (Kelowna Family Centre)

###### Year Ended March 31, 2021 (Unaudited)

**2022** 2021

|  |  |  |  |
| --- | --- | --- | --- |
| **REVENUES**  Counselling | **$ 98,106** | $ 49,866 | |
| Donations and Fundraising | **15,319** | 15,147 | |
| Grant - Community Gaming *(Note 3)* | **14,703** | 28,524 | |
| Grants - Other | **102,003** | 125,093 | |
| Grants - Provincial Government | **442,923** | 428,585 | |
| Somatic Experience course fundraiser *(Note 7)* | **106,211** |  | 88,720 |
| Intake Fees | **10,536** |  | 1,725 |
| Interest | **499** | 411 | |
|  | **790,300** | 738,071 | |
| COST OF SALES |  |  | |
| Contract services | **54,563** | 43,649 | |
| Program supplies | **2,490** | 2,390 | |
| Salaries and benefits | **438,258** | 426,617 | |
| Travel | **792** | 487 | |
|  | **496,103** | 473,143 | |
| GROSS PROFIT | **294,197** | 279,473 | |
| **EXPENSES**  Advertising | **2013** | 2,146 | |
| Amortization | **2,682** | 1,865 | |
| Communication | **5,647** | 4,893 | |
| Fundraiser expenses | **4,107** | 1,079 | |
| General and board meetings | **1,653** | 1,650 | |
| Insurance | **4,932** | 4,670 | |
| Office and general | **24,508** | 27,736 | |
| Professional development | **6,429** | 7,349 | |
| Professional fees | **5,349** | 5,176 | |
| Purppl community enterprise | **9,601** | 19,165 | |
| Rent | **38,842** | 38,842 | |
| Repairs and maintenance | **3,831** | 3,600 | |
| Salaries and wages | **32,604** | 25,052 | |
| Somatic Experience course expenses *(Note 7)* | **74,750** | 60,218 | |
| Security | **560** | 954 | |
|  | **217,508** | 204,395 | |
| **EXCESS OF REVENUES OVER EXPENDITURES OPERATIONS** | **76,689** | 60,533 | |

Loss on disposal, plant and equipment \_ (1050)\_\_\_\_\_\_\_\_\_ (1,786)\_

**EXCESS OF REVENUES OVER EXPENDITURES $ 75,639**  $ 58,747

# 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 fund-raising events, donations and third-party events makes all the difference!



**Dream Rally**

# WHO WE ARE

#### ADMINISTRATIVE TEAM

Executive Director: Roxie Van Aller Office Manager: Joanna Shaw Administrative Support: Bonnie Williams Finance Coordinator: Lynda Fillion Gabrielle Smith-Lee (Volunteer)

**COUNSELLING STAFF**

Suzanne Harrington

Michelle DeVies John Downes Kim Wardman

Angela Kazmierczak Roxie Van Aller

**COUNSELLING CONTRACTORS**

JB Cole

Jeff Goreski

Lisa Binnie

Michael Patzer

Joyce Eng

Tamara Aspell

Darcy Kuhl

Shirin Abtahie

Alysha Punnett

**BOARD**

Chair: Michelle Sinotte

Co-Chair: Caitlyn Harris

Secretary: Mark Smed Treasurer: Cinda Carlston Terry Smith

Ann Haymond Hill Nancy Guy

Lakatie Naka