

ANNUAL GENERAL REPORT 2019



Counselling for the Community

Connect Counselling & Therapy: Central Okanagan

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**Optimism is the faith that leads
to achievement. Nothing can be
done without hope and
confidence.**

Helen Keller

 BrainyQuote

Despite being more physically active, eating more fruits and vegetables, and having generally healthier lifestyles, our provincial health officer Dr. Bonnie Henry reports that mental health issues in BC are on the increase. Connect Counselling is working hard to support individuals and families effected by mental health issues by continuing to offer high quality, free counselling and groups. Therefore, we are pleased to announce that we are moving forward with a number of significant initiatives in collaboration with our community partners to help address mental health issues in our community! One initiative with the Kelowna Women's Shelter has led to programming that will help to provide support to men effected by early childhood trauma. Treatment will work to resolve issues of post-traumatic stress which contributes to addiction, homelessness, depression, and intimate partner violence. Another key project underway supports UBCO students who are struggling with anxiety by providing onsite groups that offer strategies to lower anxiety.

Additional Note Worthy Moments:

- * A successful two-day workshop for therapists who work with children who are sexually intrusive. Lois Hansen shared information on the latest brain research, and working with activation in the nervous system.
- * 15,000 from 100 Heroes and another \$10,000 from an anonymous donor in support of men's programming. This supports the operation of the Men in Change drop-in for a year and has resulted in two new initiatives for men: Rebuilding When Your Relationships Ends and 100 hours of trauma counselling for men.
- * A partnership with The Kelowna Curling Club called "Curl for a Cause". This past year money was raised to provide groups for children who experience anxiety and men who are working to create healthier relationships.

On behalf of our staff, Board and the individuals we serve, we 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
Caitlyn Harris, Board Chair

WHAT WE DO

To fulfill its mission to respond to community needs by fostering well-being and healthy relationships through skilled counselling services, 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

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



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.

"Connect Counselling provides free one on one counselling as well as group counselling such as ROW, and I have participated in both. Connect Counselling has benefited the quality of my life immensely, and I, like most of the others, could not afford such help otherwise, and would continue to live out the cycle of abuse, not knowing any better and without support to change". Women's Counselling Program

"I really appreciate the counselling I have received. I found everyone at Connect To be respectful and welcoming. I would recommend to anyone, definitely! Thank-you! Men's counselling program.

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.

"Our couple's counsellor was amazing and helped us greatly!" 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. 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 to who would like information and support after their relationship ends.

Lowering Anxiety through Self-Regulation for Adults

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

"Very welcoming and helpful in an area that a lot of people struggle with- Mental Health. It is encouraging that Kelowna has such an awesome resource". Individual and 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.

"I don't have a lot of guy friends who I can talk with about this stuff, things that matter. Either they want to act like everything is perfect or they avoid it altogether. But here it is like hitting Ctr+Alt+Del and I can re-set every week." Men's group participant

Parenting Education

Parenting Skills Class

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

Thriving and Surviving Blended Families

- 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.



"I feel I had a good relationship with my little people before taking this class, but not only has my relationship with them improved but a lot of my other relationships have improved too!"



"Incredible resources here! These critical services are not being offered by other agencies."

Agency feedback

WHY IT MATTERS

"I hope this group is here for a long time."

"I have been coming to group for 3 ½ months and haven't missed a meeting yet (and hope to never miss one). When I first came to Men in Change, I had just been kicked out of the house that I had lived at for 8 years with my wife, 5 year old daughter and 10 year old son.

Since coming to group I have learned a lot about my feelings and how to work through them in a positive way.

I love coming to this group and tell so many people how much it has benefited me. I am overwhelmed at the amount of support and encouragement received from not only the men that attend, but also the two counsellors, who are amazing. It is so beneficial to see how other men are doing and really encouraging to see how they cope with problems similar to mine.

I am now happy to say that I have not smoked weed or drank alcohol in over 100 days and I owe this entirely to the support and encouragement of this group. This group has made me a better father, husband, son and employee.

I hope this group is here for a long time because of all the counsellors and groups I have gone to- this is the best one.

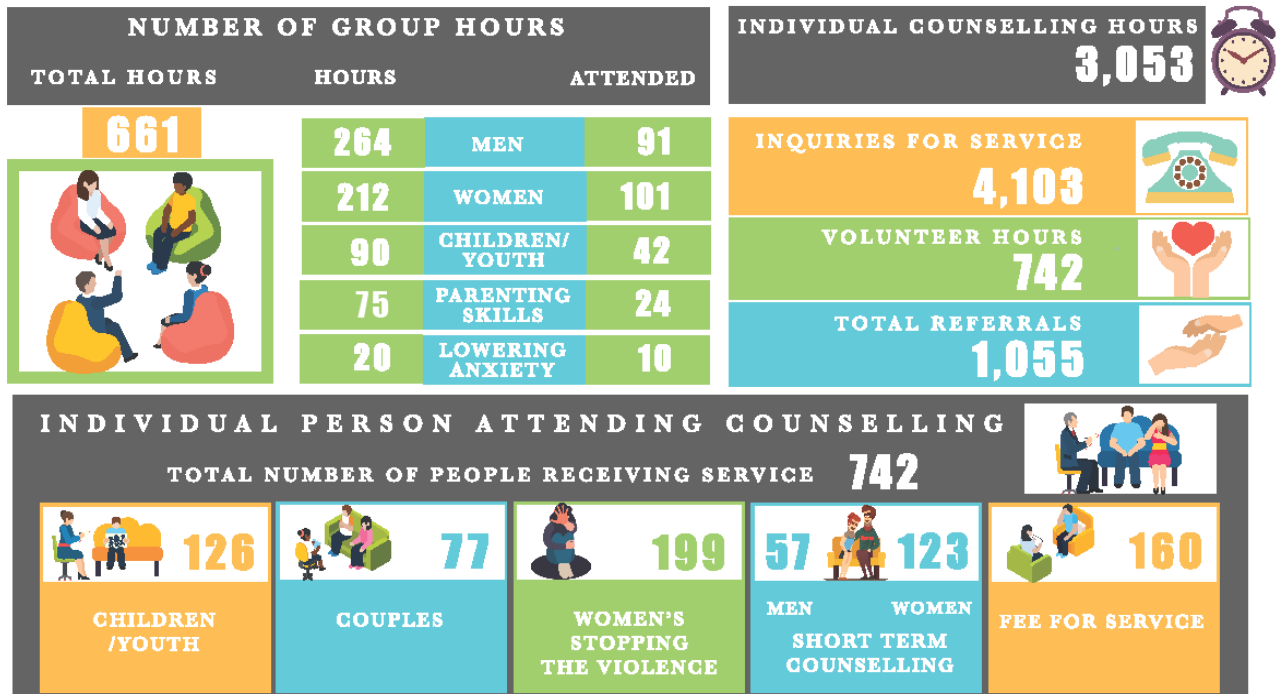
The people I have met here, the ideas and thoughts will last a life time."

I am very grateful for this group and thank you so much for supporting it!





DONATIONS AT WORK 2018-2019



TRENDS IN SERVICE

Connect Counselling & Therapy

Usage	Year: 2018-19	Year: 2017-18
Inquiries for service	4103	1036
Referrals	1055	792
Counselling hours	3053	2408
Group hours	661	644
Fee for Service	160	144
Volunteer Hours	742	540
Total Clients Served	742	633

FINANCIAL STATEMENT

Connect Counselling and Therapy Society
(Kelowna Family Centre)
Statement of Financial Position
March 31, 2019
(Unaudited)

	2019	2018
Assets		
CURRENT		
Cash (Note 3)	\$ 76,008	\$ 37,927
Accounts receivable	4,229	3,489
Prepaid expenses	5,482	2,989
GST recoverable	1,716	769
	<u>87,435</u>	45,174
Property, Plant & Equipment (note 5)	6,958	8,264
RESTRICTED CASH (Note 4)	<u>24,341</u>	24,178
	<u>\$ 118,734</u>	\$ 77,616
 LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 4,922	\$ 4,308
Wages payable	14,129	16,155
Deferred revenue (Note 7)	47,492	26,660
	<u>66,543</u>	47,129
NET ASSETS		
Net assets invested in capital assets	\$ 6,958	\$ 8,264
Restricted net assets (note 4)	24,341	24,178
Unrestricted net assets	20,892	(1,955)
	<u>52,191</u>	30,487
	<u>\$ 118,734</u>	\$ 77,616

STATEMENT OF REVENUES & EXPENDITURES

**Connect Counselling & Therapy Society
(Kelowna Family Centre)
Year Ended March 31, 2019
(Unaudited)**

	2019	2018
REVENUE		
Grants-Provincial Government	\$ 392,380	\$ 329,404
Counselling	65,315	49,230
Grants-Other	33,478	32,000
Grant-Community Gaming	15,269	25,786
Donations and Fundraising	21,439	7,325
Interest	343	434
	<u>528,224</u>	<u>444,179</u>
DIRECT COSTS		
Salaries and benefits	375,386	330,522
Contract services	20,415	15,549
Program supplies	4,129	3,503
Travel	3,174	2,976
	<u>403,104</u>	<u>352,550</u>
EXPENSES		
Advertising and fund raising	\$ 9,835	\$ 2,896
Amortization	2,074	2,374
Communication	4,347	4,494
General and board meetings	1,293	1,348
Insurance	4,084	3,984
Office and general	11,352	15,715
Professional development	2,749	6,586
Professional fees	4,499	4,401
Rent	35,916	34,683
Repairs and maintenance	3,728	4,329
Salaries and wages	23,032	26,157
Security	507	484
	<u>103,416</u>	<u>107,451</u>
DEFICIENCY OF REVENUE OVER EXPENSES FROM OPERATIONS	<u>\$ 21,704</u>	<u>\$ (15,822)</u>
OTHER INCOME (EXPENSES)	-	(700)
DEFICIENCY OF REVENUES OVER EXPENSES	<u>\$ 21,704</u>	<u>(16,522)</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 fund raising events, donations and third party events makes all the difference!



Thank you for your support!

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

Michelle DeVies

John Downes

Kim Wardman

Angela Kazmierczak

Roxie Van Aller

COUNSELLING CONTRACTORS

JB Cole

Liz Sage

Lois Hansen

Jeff Goreski

Lisa Binnie

BOARD

Board Chair: Caitlyn Harris

Secretary: Richard Swanson

Treasurer: Scott Bowen

Terry Smith

Ann Haymond-Hill

Nancy Guy

Sandi Fryer

