

ANNUAL GENERAL REPORT 2023



Counselling for the Community Connect Counselling & Therapy: Central Okanagan

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Message from the Executive Director and The Board of Directors

In a world where the complexities of life can often feel overwhelming, it is with great pride and purpose that we present Connect Counselling Annual Report. As we reflect on the past year, we find inspiration in the stories of resilience and transformation that have unfolded within our walls. Guided by our unwavering commitment to mental well-being, this report stands as a testament to the profound impact of counselling on individuals and communities alike. Join us on a journey through the pages that follow, where we share not only statistics and achievements but also the heartfelt narratives of individuals who have found solace, strength, and hope through the power of therapeutic support."

Highlights:

Connect received a whopping 859 referrals this year and our amazing administrative team fielded 3,174 calls from for services and information. Up from 2,661 last year. We provided 3720 hours of counselling to our community this year, 1326 of which were online sessions as clients exercised the convenience of online therapy.

We 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 344 individuals/families/couples.

Connect continues on with partnerships with UBCO and Yorkville providing vital practicum placements for the next generation of counsellors. As we look into this next year, we are excited to be partnering with SOAR (Supporting Survivors of Abuse and Brain Injury through Research) to provide trauma therapy to women who have experienced brain injury in their intimate partner relationships.

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.

Somatic Experiencing Training continued! The first cohort of students graduated in February 2023! Faculty member Dea Parsanishi from the Somatic Experiencing Institute continued to inspire and challenge students. Our new cohort of students will begin training June 2023.


In conclusion our deepest gratitude to all who have played a role in making Connect Counselling a beacon of healing and growth. It is through the dedication of our skilled therapists, the courage of our clients, support of our partners, and the generosity of our donors that we continue to pave the way for brighter tomorrows.

As we look toward the future, we remain steadfast in our mission to provide compassionate care, break down barriers, and promote mental well-being for all. Together, we are not just writing a story of transformation; we are living it, one counselling session, one breakthrough and one life at a time.

Thank you for being an integral part of this journey!

A handwritten signature in blue ink, appearing to read "Roxie Van Aller".

Roxie Van Aller, Executive Director

A handwritten signature in black ink, appearing to read "Michelle Sinotte".

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.



"My counsellor is chill, a great listener and makes suggestions if you ask. I have been an on and off client for a few years and will continue. Office staff is great too".

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.

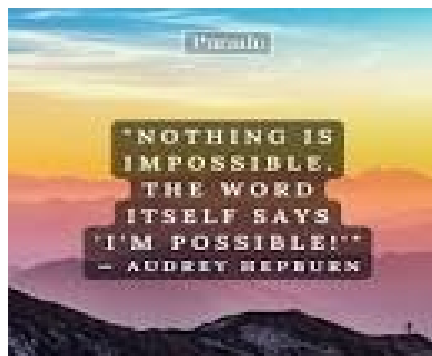
Couples Counselling

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 counsellor was very understanding and insightful. She gave me helpful tips and tools to help me on my journey".



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 behaviors 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 behaviors in children or teens.



The facilitator was fantastic! So much knowledge, excellent feedback and ideas”.

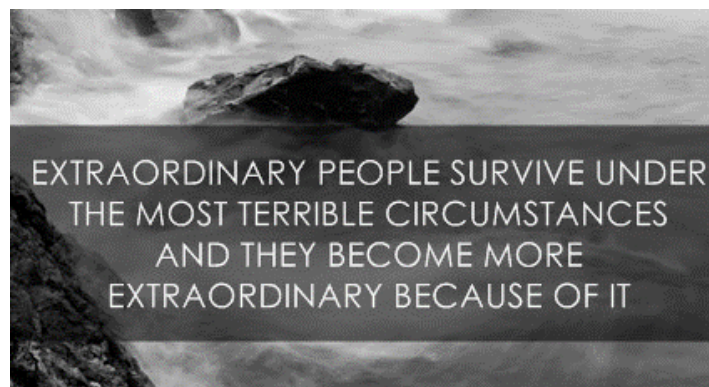
WHY IT MATTERS

"I was an attendee from the Thursday night Roots of Self-Discovery group since it started in September. I just wanted to say that what I experienced during that time was life changing in so many ways. First off, Jeff and Darcy did an awesome job facilitating the group! They were welcoming, passionate and informative amongst many other attributes. The informational side of things was great but what really blew me away was the connection, safety and vulnerability that we all developed in that room. I actually grieved when I realized that the group was coming to an end as that was the most safety and honesty I've felt in my whole adult life. Even though Darcy and Jeff were the facilitators of the group we all got a lot from the group in so many ways, it gives me goosebumps to think about it. I've made many strides since that group, improved my relationships and made many friends as well. So for that I'm very thankful as I'm feeling myself again for the first time in a long time! Thanks to connect counselling, Darcy and Jeff!"

"I have been attending the men's group for years now and I continue to come regularly because it has so much to offer men who can find little opportunity in everyday life to express personal issues, feelings and emotions hard to share with a spouse, family or friends. It is a totally safe environment where I discovered I was not alone in my struggles and I could say anything I needed to without fear of judgement or reprisal. Its amazing to be truly listened to in the "check-in" and also to learn how to listen deeply to others without judgement.

Whether it is an issue with a spouse, child, friends, work or yourself I always find support and a feeling I am not alone in facing any of these. I feel no one is the expert with the answer, because most times there is no answer, and I really do not need or want an answer, I just need to be heard. There is no advice giving only sharing of one's own experience so I feel I can get out shame and guilt- just to feel it out. Listening to others shame and guilt makes me feel compassion for others as I get their complete situations and the hardship they face, like me.

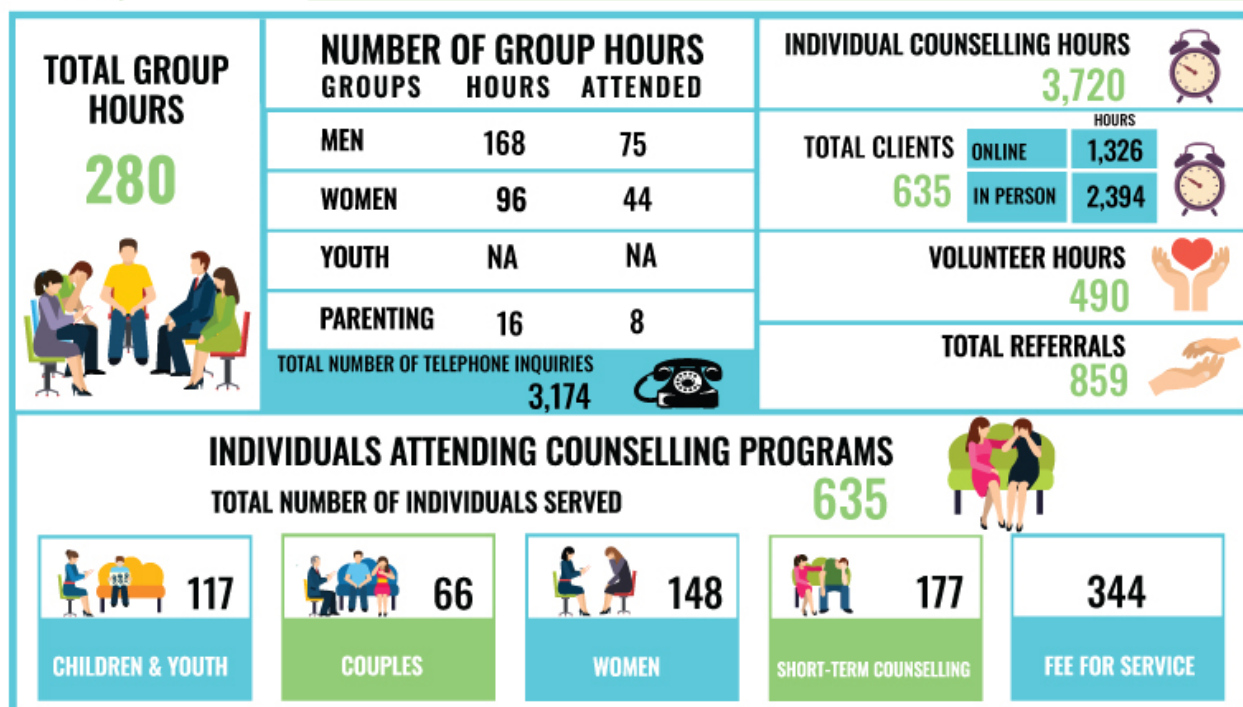
Why do not more men come? Well they might if they understood what it is really like – scary at first, yes, but so accepting in the end. I can think of no book, video or discussion self-help focus group that could have the impact I experience each and every week. It has helped me grow, feel and accept myself and I do not know how I would have coped without it. I am so grateful that connect counselling provides this opportunity for men".



COMMUNITY NEED



COUNSELLING FOR THE COMMUNITY 2022 - 2023



Connect Counselling & Therapy

Usage	Year: 2022-23	Year: 2021-22
Inquiries for service	3174	2661
Referrals	859	800
Counselling hours	3720	3,334
Online/In-Person Hours	Online: 1326/In-Person 2394	NA
Group hours	280	397
Fee for Service	344	355
Volunteer Hours	490	792
Total Clients Served	635	679

STATEMENT OF Financial Position

Connect Counselling and Therapy Society
(Kelowna Family Centre)
Statement of Financial Position
March 31, 2022
(Unaudited)

	<u>2023</u>	<u>2022</u>
	\$	\$
ASSETS		
CURRENT		
Cash	456,597	272,093
Accounts receivable	5,430	5,508
Prepaid expenses	<u>6,979</u>	<u>8,528</u>
	469,006	286,129
PROPERTY AND EQUIPMENT (Note 4)	24,618	10,252
RESTRICTED CASH (Note 3)	<u>25,268</u>	<u>25,192</u>
	<u>518,892</u>	<u>321,573</u>
LIABILITIES		
CURRENT		
Accounts payable	20,385	7,471
GST payable	5,970	1,768
Wages and deductions payable	27,446	30,123
Deferred revenue	<u>148,625</u>	<u>79,990</u>
	<u>202,426</u>	<u>119,352</u>
NET ASSETS		
Unrestricted net assets	266,580	166,777
Restricted net assets (Note 3)	25,628	25,192
Net assets invested in capital assets (Note 4)	<u>24,618</u>	<u>10,252</u>
	<u>316,466</u>	<u>202,221</u>
	<u>518,892</u>	<u>321,573</u>

Revenues and Expenditures

Connect Counselling & Therapy Society
(Kelowna Family Centre)
Year Ended March 31, 2021
(Unaudited)

	2023	2022
REVENUES		
Counselling	\$ 143,374	\$ 98,1066
Donations and Fundraising	10,620	15,319
Grant - Community Gaming (Note 3)	42,363	14,703
Grants - Other	149,321	102,003
Grants - Provincial Government	443,074	442,923
Somatic Experience course fundraiser (Note 7)	181,081	106211
Intake Fees	11,999	10,536
Interest	1,199	499
	983,031	790,300
COST OF SALES		
Contract services	70,131	54,563
Program supplies	3,431	2,490
Salaries and benefits	501,806	438,258
Travel	2,906	792
	578,274	496,103
GROSS PROFIT	404,757	294,197
EXPENSES		
Advertising	1,853	2,013
Amortization	7,396	2,682
Communication	7,537	5,647
Fundraiser expenses	120	4,107
General and board meetings	2,108	1,653
Insurance	5,189	4,932
Office and general	24,298	24,508
Professional development	7,844	6,429
Professional fees	11,124	5,349
Purppl community enterprise	3,417	9,601
Rent	48,388	38,842
Repairs and maintenance	4,749	3,831
Salaries and wages	31,632	32,604
Somatic Experience course expenses (Note 7)	134,346	70,750
Security	511	560
	290,512	217,508
EXCESS OF REVENUES OVER EXPENDITURES OPERATIONS	114,245	76,689
Loss on disposal, plant and equipment	(1050)	(1,050)
EXCESS OF REVENUES OVER EXPENDITURES	\$ 114,245	\$ 75,639

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!



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
Roxie Van Aller
Bonnie Pontalti
Jodie McDonald

COUNSELLING CONTRACTORS

JB Cole
Jeff Ouimet
Angela Kazmierczak
Lisa Binnie
Michael Patzer
Joyce Eng
Tamara Aspell
Darcy Kuhl

BOARD

Chair: Michelle Sinotte
Co-Chair: Caitlyn Harris
Secretary: Mark Smed
Treasurer: Cinda Carlston
Terry Smith
Ann Haymond Hill
Nancy Guy