



**CHANGE IS ALWAYS POSSIBLE WHEN
RELATIONSHIPS ARE ENHANCED.**

KW
Counselling
SERVICES

ANNUAL REPORT 2016

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(as of December 2016)



MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

2016 was a challenging year. The Walk In Counselling Clinic continued to experience record numbers with an average of 77 visitors each Thursday. We continue to advocate for sustainable funds to allow us to meet the increasing demand for both walk in and regular counselling services.

We have been overjoyed at the support from the community that helps us to continue working to realize our vision of a community where no one is left behind.

Our clients have been deeply affected by the threats to the LGBTQ+ community, the Muslim community and newcomers both here in Waterloo Region and across the continent. In response, we have worked harder to make certain that those who feel

threatened, isolated or in pain have someone to turn to. Our annual GSA Conference for local LGBTQ+ students and their allies continues to expand and be a very rewarding event in our calendar. Elsewhere in these pages you will read about our new work with Arabic-speaking newcomers.

We said goodbye this year to our Family Outreach Workers as the Region's Community Outreach Program went through significant changes. We also made the difficult decision to divest ourselves of Youth Justice Counselling after reviewing its fiscal sustainability.

We were grateful to be one of the charitable recipients of Jeans 'n Scrubs again this year. This has become a crucial fundraiser in support of our Walk In Counselling Clinic. We celebrated our 5th annual Surprise Movie Night in October with a screening of the BAFTA-nominated *Denial* and we began a new partnership with the Waterloo Busker Carnival's Festival of Fools event.

We are deeply grateful to be receiving an Ontario150 Community Capital Program grant that will cover half the cost of the



\$270,000 bill to repair water damage in our Kids' Wing. This damage has meant we've had to relocate programs like Strong Moms, Safe Kids (which you can read about to the right). Watch for the renovations to begin in Spring 2017!

We have been overjoyed at the support from the community that helps us to continue working to realize our vision of a community where no one is left behind. We'd like to thank our generous funders, donors, sponsors, volunteers and community partners for helping us this year. We couldn't do it without you!

Cong-Rong Xie,
President

Leslie Josling,
Executive Director

Cong-Rong Xie Leslie Josling



STRONG MOMS, SAFE KIDS

Strong Moms, Safe Kids provides mothers and their children with education and support so they can begin to overcome the effects of abuse. Mothers become more emotionally attuned and connected to their children. To recover, children need the safety and security that comes from a strong relationship with a loving adult. In the program, children learn about abuse at an age appropriate level.

Strong Moms, Safe Kids provides mothers with education and support so they can begin to overcome the effects of abuse, and become more emotionally attuned and connected to their children. The program helps mothers to

understand their children's needs, and to realize how important their role is in helping their children heal. Moms who have left abusive relationships are incredibly strong – and we help them learn to value that strength.

Once aware of the effects of witnessing violence, mothers are empowered to effect change for themselves and their children. Mothers learn how to best develop a safe and nurturing parental relationship. This helps reduce the long term impact of trauma experienced by the child and fosters recovery.

We offer the 10-week group three times each year.





Exploring the Future of Parenting Education

**Parents have told us
that they learn best
through connection
with other parents**



LYLE S. HALLMAN
FOUNDATION

Throughout 2015 and 2016, thanks to a grant from our partners at the Lyle S. Hallman Foundation, we engaged in a large scale design project called *Exploring the Future of Parenting Education*. The project engaged parents and other caring adults in a dialogue about creating innovative methods for delivering parenting education in Waterloo Region. After connecting with over 650 parents and caring adults via workshops, interviews and an online survey, we learned first and foremost that parents learn best *through connection with other parents*, whether that connection happens in person (in groups or classes) or online (through Facebook, blogs, etc). Based on what we learned, we built and tested a

number of prototypes designed to make these connections happen.

At the beginning of this project, we set out to transform the way that we offer parenting education to the citizens of Waterloo Region. *Exploring the Future of Parenting Education* was our first step. We are now on the threshold of our second step as we get ready to launch a new approach to parenting education, *Parenting Now: Today. Tomorrow. Together*. This model is the culmination of our design process, bringing together three prototypes into a comprehensive approach to parenting education. Stay tuned for announcements about Parenting Now in 2017.

You can now read the Community Report for Exploring the Future of Parenting Education.

Look for it at www.kwcounselling.com/community-report-exploring-the-future-of-parenting-education

THE **NEW** MENTALITY

It's an amazing opportunity to have the youth voice heard while giving space for youth to work with other like-minded peers to reduce the stigma surrounding mental health.

In partnership with Lutherwood, we are proud to bring The New Mentality to Waterloo Region. The New Mentality is a network of youth led groups across Ontario that work together to reduce the stigma surrounding mental health through awareness projects in our community. Our local group has named themselves Ignite, to ignite the ideas, passion and community to end mental health stigma.

Ignite works to provide an opportunity for meaningful engagement for youth to empower them to influence change within the mental health system and our community. It's an amazing opportunity to have the youth voice heard while giving space for youth to work with other like-minded peers to reduce the stigma surrounding mental health.

Meetings are held every other Tuesday at KW Counselling Services on 480 Charles Street East between 5:30 and 7pm. (Transportation assistance is available). To date the youth have spoken to 12 different groups, sharing their unique stories and encouraging open conversations around the struggles of mental health with more than 1000 individuals. The youth go into both public and Catholic schools to share their stories and have had overwhelmingly positive feedback.



Ignite
Youth Voices Together As One

COUNSELLING FOR **ARABIC-SPEAKING** NEWCOMERS

Since November 2015, more than 26,600 Syrian refugees have arrived in Canada. Around 1,800 have settled in Waterloo Region. Thanks to a grant from the Immigration Partnership Fund for Syrian Newcomers, we were able to hire an Arabic-speaking therapist to help serve these families as they adjust to life in Canada. We have been able to support these newcomers in their transition and adjustment by offering outreach, parenting and counselling services that help our new neighbours manage the trauma they have experienced in Syria and through the immigration process. The grant allowed our new therapist to see clients referred to any of the seven local counselling agencies.

We have been able to build positive relationships with our new neighbours as we all strive to create a caring, welcoming community



“
***Thank! For help peoples
like me in our own language***
”

KW
Counselling
SERVICES
**Walk In
Counselling
Clinic**
Thursdays Noon - 6 pm

Many Thanks!

To our generous donors and supporters

KW Counselling Services gratefully acknowledges the very generous support of our individual, corporate and foundation donors. With your continued support we are able to serve more individuals, couples and families in the Waterloo region.

OUR 2016 PROGRAM FUNDERS AND SPONSORS

100 Men Who Give a Damn
Anonymous
Astley Family Foundation
Children's Aid Foundation
CIBC Wood Gundy
COPP Marketing + Design
Fairmount Foundation
Family & Children's Services of the Waterloo Region
Jeans 'n Scrubs
KW Community Foundation

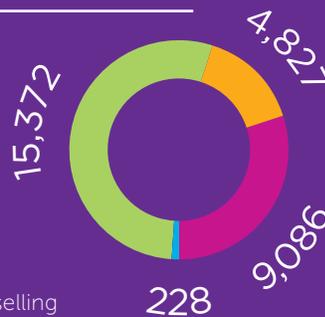
Lyle S. Hallman Foundation
Ministry of Children and Youth Services
Ministry of Community and Social Services
Ministry of Health and Long Term Care via Lutherwood
Ontario Trillium Foundation
RBC Foundation
Region of Waterloo
United Way of Kitchener-Waterloo and Area
Waterloo Region Record

We also thank our many sponsors and volunteers for all their help with our 2016 fundraising events: Jeans 'n Scrubs, Festival of Fools and Surprise Movie Night. We're also deeply grateful for the funds raised by the WLU Harry Potter Alliance and the 100 Men Who Give a Damn.

Visit kwcounselling.com for a detailed listing.

IN 2016, KW COUNSELLING SERVICES HELPED 29,513 PEOPLE IN WATERLOO REGION:

- 15,372** people benefited from Therapeutic Counselling
- 4,827** benefited from our Outreach Programs
- 9,086** benefited from our Family and Community Solutions programs
- 228** benefited from our Temper Taming Together program



Financial Statement of Operations

For the year ended
DECEMBER 31, 2016

AUDITED 2016 AUDITED 2015

	AUDITED 2016	AUDITED 2015
REVENUE		
United Way	420,871	439,350
Government contract services	1,061,874	1,091,575
Fees for services and other contracts	835,834	772,308
Fundraising: donations and special event(s)	571,639	575,821
Interest	16,853	21,948
Amortization of deferred contributions related to capital assets	109,346	111,144
TOTAL REVENUE	3,016,417	3,012,146
EXPENSES		
Salaries, wages and benefits	2,232,606	2,271,745
Program, office and other administrative costs	384,531	389,437
Occupancy costs	169,436	142,739
Special event(s)	11,138	1,794
Amortization of capital assets	139,117	139,778
Endowment Contribution to KWCF	25,000	--
TOTAL EXPENDITURES	2,961,828	2,945,493
EXCESS (Deficiency) of revenue over expenses	54,589	66,653



Design Courtesy of
COPP Marketing + Design

PROGRAMS & SERVICES

COUNSELLING

- Walk In Counselling Clinic
- Individual, Couple and Family Therapeutic Counselling
- Healing from Violence and Abuse
- Multicultural Counselling
- OK2BME for LGBTQ+ People and their Families
- Health Connect Counselling
- Trauma and Attachment Counselling
- Roads to Recovery (after a motor vehicle accident)
- Counselling for Seniors and their Families
- Family Services Employee Assistance Programs (**fseap**)

GROUPS

- Temper Taming Together (for children and parents)
- Strong Moms, Safe Kids
- OK2BME for LGBTQ+ Youth (13-18)
- Spanish-Speaking Group for Newcomers

COURSES & SEMINARS

- Parenting with Passion programs
- Parenting in Two Cultures
- Cultural Competency
- LGBTQ+ Issues
- Organizational Development

COMMUNITY SERVICES

- Multicultural Leadership Development and Outreach
- OK2BME LGBTQ+ Consultation and Outreach

TRAINING

- Bachelor and Graduate Practicum Placements

WEBSITES

- www.kwcounselling.com
- www.ok2bme.ca
- www.moneyandmakingitonyourown.ca

EVENTS

JEANS 'N SCRUBS

Saturday, May 13, 2017

66TH ANNUAL GENERAL MEETING

Tuesday, May 23, 2017

FESTIVAL OF FOOLS

Wednesday, August 23, 2017

SURPRISE MOVIE NIGHT

Thursday, September 28, 2017

PARENTING NOW LAUNCH EVENT

Saturday, October 21, 2017



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kwcounselling.com



CONNECT WITH US ONLINE!

