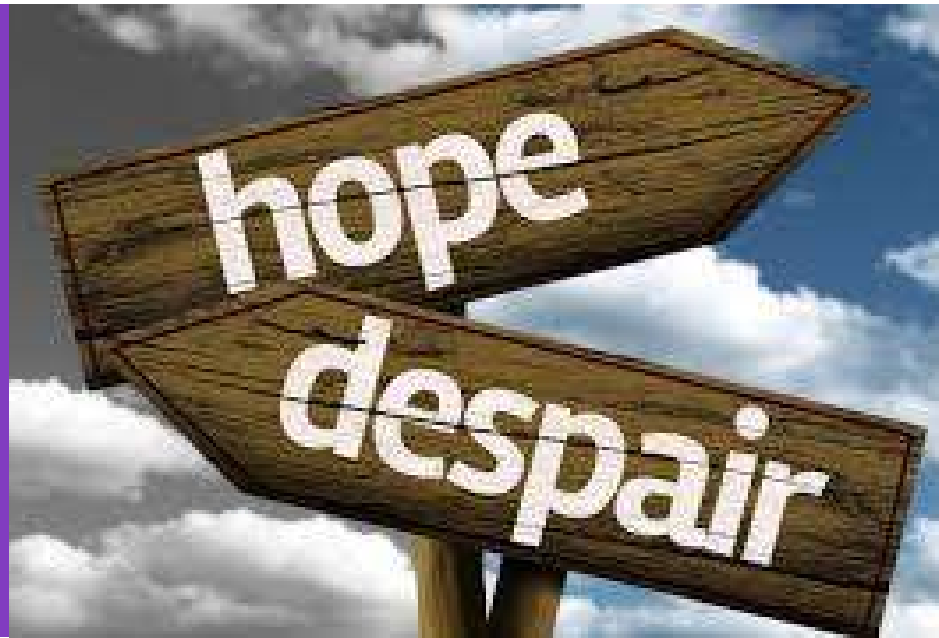


2020-2021 ANNUAL REPORT



“In a gentle way, you can shake the world.” – Mahatma Gandhi

Resolve Counselling Services Canada continued to gently shake the world in 2020-2021. Creating positive impact and hope at every opportunity, the dedicated team at Resolve Counselling Services Canada worked tirelessly shaking the world towards real life and real hope one moment, one opportunity at a time.

The world has continued to bring challenges. The uncertainty of the pandemic continued to impact many of us in the community fuelling the demand for a multitude of services particularly to meet our mental health needs. This year also marked change and uncertainty for the organization as Jane Fitzgerald, Executive Director announced her retirement. We are deeply grateful for Jane’s leadership over the last few years. She brought passion and vision that will continue to flourish as her impact on Resolve lives on. Thanks for gently shaking our world, Jane!

With the uncertainty of the future, hope has continued to grow, and Resolve Counselling Services Canada pursued opportunities creating triumphs during uncertainty and change. Success such as fundraising and partnership with Mood Disorders of Canada in the Defeat Depression campaign and grants through various funders to provide pivotal services are only a few examples of the innovation and persistence to fulfil the Resolve mission.

“Hope in the face of difficulty. Hope in the face of uncertainty. The audacity of hope!” (Barack Obama). The opportunities of the last year have poised us into the next one. Seeing the impact of hope, we must learn from this last year and bring even more of a rumble to the world. We will continue to create impact by learning what we must do as a board, employee group and human collective to act on Truth and Reconciliation, Equity, Diversity and Inclusion. While always aiming sharply on the mission to provide quality counselling services to significantly improve the social, emotional and economic well-being of individuals and families.

Respectfully submitted by:

Alicia Rogerson

MESSAGE FROM THE EXECUTIVE DIRECTOR

This has been a year without precedent, where so many in the community reached out to us for support and mental health counselling. Never before has our mandate “to significantly improve the social, emotional and economic well-being of individuals and families” had such resonance with staff, our board and partners in the community. Resolve responded to this call committed to maintaining services, while demonstrating resilience and passion for the work we do.

Reflecting on the many accomplishments over the past year there are many to thank. First, I want to thank OPSEU Local 489 who worked collaboratively with us through the pandemic. Together we ensured that our services continued while providing a safe and healthy workplace for all. Second, our staff are to be congratulated for their ability to adapt to the changing times and needs of those we serve. Third, I am appreciative to our dedicated management team who went “above and beyond” in service to the agency. Their collaborative and innovative responses over the course of the pandemic kept our doors open without a day of lost service. Finally, a debt of gratitude must be extended to our Board of Directors who steered us through the uncertainty of this year. Their support, commitment to our vision, advice and counsel provided a steady foundation upon which we relied.

Service highlights are many and include the introduction of an Equity, Diversity, Inclusion and Indigeneity (EDI) Committee to guide new conversations and paths forward to ensure that our agency is a welcoming place for all. We introduced a long-awaited new client information system; and participated in a “Women’s Financial Empowerment Program” with Ottawa Family Services. We partnered with the Union on a *Work from Home Task Force* that holds promise in further adapting our work to ensure continuity of service delivery.

In partnership with committed community partners we participated in the work of the: Ontario Health Team; Shared Care Task Force on Mental Health; Roadmap to Wellness Committee; Social Services Recovery Taskforce; KFL&A Child and Youth Services Collaborative; Kingston Housing and Homeless Committee; and the Anti-Violence Coordinating Committee to name but a few.

More than ever this year we were reminded that our ability to serve is reliant on the generous support of our funders – the various levels of government, community funders and our donors. With their ongoing support and moving from a position of hope, Resolve is well positioned to continue its dedicated service to the community.

Respectfully submitted by:

Jane Fitzgerald

OUR VISION

Resolve Counselling Services Canada is a recognized leader of life enhancing counselling services.

OUR MISSION

Resolve Counselling Services Canada provides quality counselling services to significantly improve the social, emotional and economic well-being of individuals and families.

LAND ACKNOWLEDGEMENT

We want to acknowledge that the offices of Resolve Counselling Services Canada are located on First Nations land that has been inhabited by Indigenous peoples from the beginning. In particular, we want to acknowledge that Kingston is situated upon the traditional territory of the Huron-Wendat, Haudenosaunee (Iroquois), and Anishinaabe peoples and Ottawa is situated upon the traditional territory of the Algonquin Anishinaabe peoples.

We would like to recognize and deeply appreciate First Nations individual's historic connection to the land we are on. We would also like to recognize the contributions that the Metis, Inuit, and all other Indigenous peoples have made— both in shaping and strengthening this community and in strengthening our province and our country as a whole.

PROGRAM OFFERINGS

Our 2020-21 program offerings included:

Clinical Counselling Services:

- Child and Youth
- Individual & Family
- Women's Counselling
- Family Court Support
- Family Services Employee Assistance Program (FSEAP)

- ❖ **Provided counselling services to over 2000 individuals**
- ❖ **Employed 14 staff**

Community Services:

- Adult Protective Services
- Credit Counselling
- Partner Assault Response
- Residential Placement Advisory Committee
- Youth in Transition and Housing Support

- ❖ **Provided counselling services to over 1400 individuals**
- ❖ **Employed 20 staff**

SPECIAL TRIBUTE TO 2020-21 WELLNESS COMMITTEE

A very special, heartfelt thank you to the 2020-21 Wellness Committee for their many efforts in acknowledging individual staff member occasions, hosting virtual staff events, organizing staff gifts, and boosting overall staff spirit during a very challenging pandemic year.

In 2020-21, the Wellness Committee hosted:

- Virtual baby and bridal showers
- Virtual staff wellness lunches
- “Personal Wellness Day” in lieu of “Staff Fun Day”
- Personalized staff wellness gift bags that included gift cards, crafts, board games, snacks, books
- Virtual “Holiday Party” with games and trivia

Thank you 2020-21 Wellness Committee. We are so grateful for all of your tireless efforts!

Left to Right: 2020-21 Wellness Committee Members Kevin Raison, Sarah Liggett, and Kaleb Verk.



PROGRAM SPOTLIGHT— VISION IN ACTION

Featured Program: Healthy Relationships for Adolescent Males

Healthy Relationships for Adolescent Males is a five to eight-week workshop for males ages 16-27. This program covers a number of important topics and themes about healthy and respectful relationships including:

- What is a healthy relationship?
- Beginning and ending relationships
- Communication in relationships
- Relationships in the day and age of technology
- Consent and boundaries in the context of relationships
- Strategies to resolve conflict
- How to manage difficult feelings like anxiety, jealousy, and low self esteem

This invaluable program has been provided in many local community organizations and educational institutions over the past decade. In 2020-21, due to COVID-19 restrictions and protocols, the program was completed through virtual meetings on an individual basis.

Key Donor and Supporter Profile— Janice Sutton Healthy Relationships for Adolescents Males Program

Born and raised in Alberta, Canada, Janice Sutton joined the Canadian Diplomatic Service in 1956 and served in six postings. During that time, she completed four postings as a single woman in New York, U.S.A., Sri Lanka (formerly Ceylon); Bogota, Columbia; and Saigon— at the height of the Vietnam War.

In 1974, Janice won a scholarship offered by her employer, the Department of External Affairs, which enabled her to attend the University of Ottawa for two years to complete her BA. Upon completing her degree, Janice returned to the Department of External Affairs where she met and married Franklin Wiebe, also a Foreign Service Officer. Together, they were posted to Djakarta, Indonesia for two years during which time Janice achieved the rank of Counsellor. After returning to Ottawa for four years, Janice was posted to New Delhi, India, at which time she assumed the rank of Acting High Commissioner (Head of Post).

After serving more than 30 years in the Foreign Service, Janice retired and she and her husband moved to a farm property near Moscow, Ontario. There, she authored and published three books, pursued classical singing lessons, performed upwards of 100 times in her “One-Woman Benefit Show,” and sold organic garlic that her husband produced. After 25 years on the farm, Janice and her husband returned to Kingston.

Janice has served on many boards and committees including the Professional Association of Foreign Service Officers, Lennox and Addington Historical Association, the YWCA of New Delhi India, and the Board of Elders of the United Church of Canada.

One-to-One Conversation with Janice Sutton

When did your interest in supporting mental health services develop?

Janice: I first became aware of the need to help younger boys and men after thinking about the “giving” situation in Kingston. It occurred to me that Kingston is a relatively prosperous city and that there are various causes that solicit support— many of which are well known. I wondered, “Where would my money provide the most bang for the buck?”

I could see that there was a lack of support for younger men and boys in violence avoidance and it occurred to me that I could help by funding an education program for that category of males.

How did you learn about Resolve Counselling Services Canada?

Janice: I don't recall where I first learned of Resolve but I remember speaking with a knowledgeable person in the community who advised me to contact Donna Forster (former ED) at Resolve to discuss opportunities to support educational programs for younger men and boys.

What prompted you to support of the Healthy Relationships for Adolescent Males Program?

Janice: When I first met with Donna, we spoke about the Healthy Relationships for Adolescent Males program; which seemed to be a strong fit to my interest in supporting a program for younger men and boys. Interestingly, as part of this meeting, Donna asked me where my interest in this program area was coming from— the same question Jane Fitzgerald (current ED) also asked me at a recent lunch. My interest in providing support to the Healthy Relationships for Adolescent Males program is the result of reaching an "Aha!" moment of identifying where need exists and the type of program that could benefit strongly from my financial support. Both confirmed for me that this fills a gap in programs for this age group.

"Using some of my financial resources to bring needed changes to the world was, and continues to be, my motivator."

- Janice Sutton



Janice Sutton presents a cheque for \$10,000 to Kathleen White, former Therapist at Resolve Counselling Services Canada.

Janice Sutton's generous financial contribution has provided invaluable support to the **Healthy Relationships for Adolescent Males program** on several occasions.

FROM THOSE WE SERVED

- “An objective environment that helped me to better understand my relationship with my feelings.” (FSEAP client)
- “During our sessions, my counsellor was able to put my scrambled thoughts into words and make things clear for me. She helped me so much, and is a big part of reframing the way I see myself now.” (Women’s Program client)
- “Thanks for the new and virtuous experience! What was helpful about the group was by using life experiences and real-life scenarios (my situation) was easier to understand. The facilitator was very understanding and I learned a lot more than I was truly expecting to. I’m a better person for knowing what I know now, and thankful for the experience. I’ll actually miss this group. Thank you kindly.” (PAR client)
- “Half of our participants have made budgets for themselves! They found your presentation very helpful. One participant remarked that she normally hates talking about money but felt comfortable with you as she felt you were non-judgmental and supportive.” (Credit Counselling client)
- “All I can say is WOW! Thank you so much for the positive feedback. I am so grateful to have had the opportunity to be in your program. Between both your thorough teaching styles, I was able to grasp everything you taught.” (PAR client)

There were times that this program was challenging but being exposed to this material was very valuable! The passion and depth you go into was/is greatly appreciated, especially when referring to your own life experiences. Bottom line is thank you! Thank you for being fabulous facilitators - mentors to me - who I will always think highly of. I'm so glad we crossed paths!" (PAR client)

PROGRAM SPOTLIGHT:

Youth in Transition

Our Youth in Transition program has been successful in providing ongoing support and guidance for youth in our community. The pandemic has brought a unique set of challenges over this past year including service disruptions from many community partners that would usually support youth. However, youth have proved to be resilient and have continued to engage with the Youth in Transition program. The increase in community outreach has had a positive effect on youth being served. Through outreach, youth have been able to learn valuable life skills and move forward to reach their goals.

PROGRAM SPOTLIGHT:

Youth Housing Support

The Youth Housing Support program is one of few youth-centered programs that focuses specifically on 16 and 17-year old youth. This program allows youth who may be waiting an extended period of time for case management and mental health support to receive intermediary services and support. Limitations on housing and supportive housing in the KFLA area has become an increasing problem as more youth are requiring transitional housing for additional support. Working alongside our transitional housing service providers helps to navigate some of these barriers.



Resolve Counselling Services Canada

presents \$3,787.00 in staff proceeds raised in support of the United Way KFL&A 2020 Campaign.

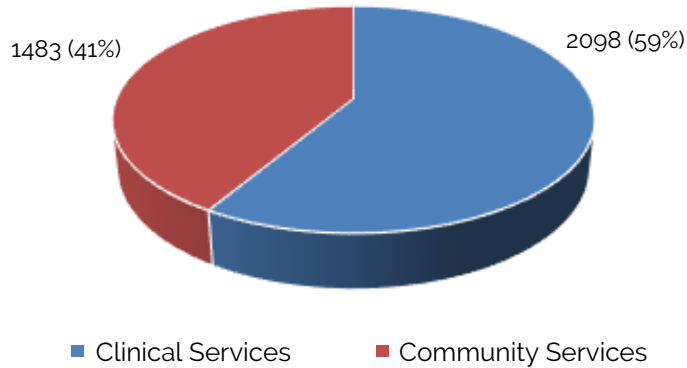
Left to Right:

Kevin Raison, PAR Coordinator, Sarah Liggett, Family Court Support Worker, and Sue Silva, Receptionist, Resolve Counselling Services Canada.

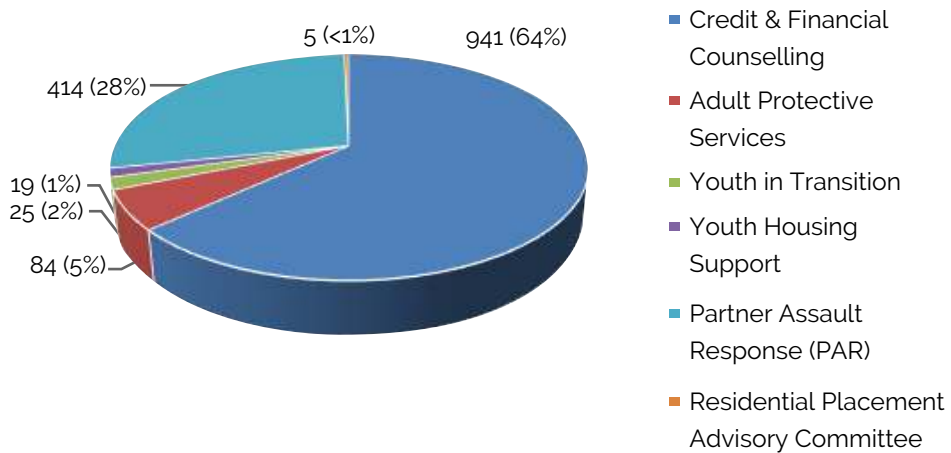
Did you know?

During the 2020-21 year of the pandemic, Resolve Counselling Services Canada offered phone, video, and in-person counselling. Several clients have expressed appreciation for the availability of remote services and have expressed hope that we will continue to offer remote counselling following the pandemic.

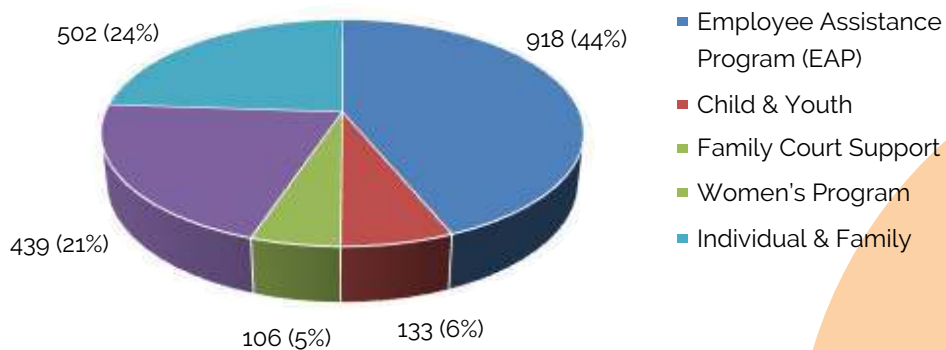
2020-21 Total Clients Served



2020-21 Clients Served: Community Services



2020-21 Clients Served: Clinical Services



SERVICE OUTCOMES

In 2020, Resolve Counselling Services Canada implemented Greenspace— a new program for tracking client assessments. This tool offers a choice of assessments based on the presenting issue, which is emailed to the client on a basis determined by the counsellor. Clients are also able to see their results, which supports client engagement.

In Greenspace, counsellors and clients can compare responses from the same survey and provide measures of any changes in mental health during the counselling process. The tool is statistically valid and has been used extensively in research and clinical applications. Many other Family Service Ontario (FSO) organizations also use this tool, which helps us to compare data across the province in addition to positioning FSO to advance province-wide initiatives.

Satisfaction surveys are given to clients to measure several aspects of the client experience. These are provided to all clinical program clients at the time of service completion.

Credit Counselling:

79% of cases closed in the fiscal year were successful or partially successful. Resolve distributed in excess of \$2.8 million to creditors to repay consumer debt. The Belleville Trusteeship program (which was transferred to another organization in March 2021) served as monetary trustee for 53 individuals each month.

Individual & Family Counselling:

75% of clients report an improvement after receiving service.

Child & Youth Counselling:

71% of clients report an improvement after receiving service.

Women's Counselling:

100% of clients report an improvement after receiving service.

Family Services Employee Assistance Program (FSEAP):

94% of clients report an improvement after receiving service.

FINANCIAL SUMMARY

Revenue	2020-2021	% of Total Revenues	2019-2020	% of Total Revenues
Ministry Funding	\$986,432	27.8	\$999,603	33.4
United Way	\$127,092	3.6	\$126,648	4.2
Earned Income	\$927,568	26.2	\$1,084,503	36.4
Donations & Non-Government	\$693,790	19.6	\$775,714	25.9
COVID Relief & Subsidies	\$807,184	22.8	\$0.00	0.0
Investment Income & Other	\$83	0.0	\$3,410	0.1
Total Revenues	\$3,542,149	100%	\$2,989,878	100%
Expenses		% of Total Expenses		% of Total Expenses
Administration	\$304,609	10.2	\$313,725	10.3
Salaries & Benefits	\$2,142,611	71.8	\$2,212,593	73.0
Program Delivery	\$223,816	7.5	\$198,860	6.6
Property & Equipment Expense	\$314,842	10.5	\$306,624	10.1
Total Expenses	\$2,985,878	100%	\$3,031,802	100%
Excess Revenue Over Expenses	\$556,271		\$(41,924)	

Resolve Counselling Services Canada 2020 - 2021 Audited Financial Statements are available for public access online at ResolveCounselling.org > [About Us](#) > [Audited Financial Statements](#).

BOARD OF DIRECTORS*

Board Executive:

Alicia Rogerson, President
Patricia (Trish) Appleyard, Vice President
Richard Tam, Treasurer
Jacqueline Bell, Secretary

Directors:

Susan Conway Williamson
Bruce Somers
Michael Taylor
Dr. Hal Cain
Carole Weir
Ryan Nickel
Lincoln Wong

*Board of Directors' representation as at October, 2021.

MEMBERSHIPS & ASSOCIATIONS

Resolve Counselling Services Canada is a member agency of Family Services Ontario, Family Services Employee Assistance Program and the Ontario/Canadian Association of Credit Counselling Services. We are fully accredited by the Canadian Centre for Accreditation.



COMMUNITY & GOVERNMENT PARTNERS

Resolve Counselling Services Canada relies on the generous funding support of many community and government partnerships:



SPECIAL FUNDING ACKNOWLEDGEMENT

Our sincere thanks and appreciation to the Ontario Trillium Foundation for its three-year Grow Grant funding of our Caring Dads program that commenced January 2019.

