



Counselling Services Canada • Services-conseils Canada
Overcoming Challenges Together • Surmontons les défis ensemble

Annual Report 2017 - 2018

Providing quality counselling services to significantly
improve the social, emotional and economic well-
being of individuals and families.



Resolve Counselling Services Canada **Code of Ethics**

Resolve Counselling Services Canada (RESOLVE) strives to honour the public trust in its staff by setting forth standards for ethical practice as outlined in this Code. These standards are not meant to be exhaustive, but rather provide a framework to define professional/staff expectations. The absence of an explicit reference to a specific behaviour or situation in the Code does not mean that the behaviour is ethical or unethical. Staff who are uncertain about the ethics of a particular course of action are encouraged to confer with their Manager and/or the Executive Director of the Agency.

Principle 1

Everyone has the right to be treated with dignity, integrity and respect

The Resolve Staff Member shall:

- Regard the best interest of the client as the primary obligation
- Respect the intrinsic worth and dignity of the client
- Protect the client's right to privacy and confidentiality, except in cases where law mandates, where there is intent to harm, or danger to vulnerable persons

Principle 2

Everyone has the right to healthy and open communication

The Resolve Staff Member shall:

- Practice open and honest communication and keep communication lines open
- Follow-up on issues communicated and be open to further discussion
- Strive to improve knowledge and job skills and share expertise with colleagues
- Promote excellence by maintaining best practices within the agency

Principle 3

Everyone has the right to self-determination and choice

The Resolve Staff Member shall:

- Carry out their duties and obligations to both clients and fellow co-workers with a high level of competence and integrity
- Respect the right to self-determination of the client

In addition, the Resolve Counsellor shall:

- Maintain good standing with their professional association and follow their association's code of ethics, if applicable

Board Membership

Current Members

Susan Conway Williamson, *President*
Bruce Somers, *Vice-President*
R. Guy Ducharme, *Treasurer*
Jacqueline Bell, *Secretary*

Gail Fraser
Shirley Cornell
Sean Bambrick
Gary Earles
Dr. Hal Cain
Alicia Rogerson
Carol Weir

Outgoing Members

Stephanie Holmes
Dr. Frank Pinch

Staff Members

Abdalla, Gamila
Bagg, Laura
Baker, Cory
Beyret, Antoine
Bell, Sonia
Boven-Maclean, Johanna
Brett, Robert
Chamberlain, Tina
Charlebois, Isabelle
Davis, Roxanne
Dupras, Patricia
Earl, Sarah
Fisher, Amy
Forster, Donna
Gauthier, Anne
Gillis, Debbie
Gobby, Michael
Hanna, Dorota
Howell, Brian
Huntley, Mary
Irvine-Albano, Kim
Johnson, Michael

Khanverdi, Kaveh
King, Mandy
Konan, Johnson
Latimer, Pamela
Legacey, Nancy
Lennox, Lynda
Liggett, Sarah
Lorimer, Brendan
Mallen, Danielle
Marchenko, Natalie
McIntosh-Wales, Lisa
Melles, Mike
O'Reilly, Rachel
Orr, Dana
Pagé, Karen
Parsons, Melissa
Pearce, Sarah
Pearse, Janet
Peck, Ena
Peterson, Kerry
Quenneville, Danielle
Raison, Kevin

Scott, Maribeth
Silva, Sue
Simon, Latisha
Spoljaric-Sherwood, Tania
Stelmach, Chelsea
Stoness, Jillian
Thompson, Kathy
Utting, Tim
Verk, Kaleb
Watson, Carrie
White, Kathleen
Worsley, Jan
Brett, Robert
Whiting, Kelli
Whittle, Delima
Nike, Constance
Bagnell, Karol
Bittorf, Jeri
Foster, Norah
Latus, Olivia
Thompson, Bruce

Accreditation

Resolve Clinical and Credit Counselling programs are accredited by the Canadian Centre for Accreditation:



The Canadian Centre for Accreditation (CCA) is a national, not-for-profit organization offering accreditation specifically tailored to community-based health and social service organizations across Canada. The CCA was formed through the partnership of five Canadian associations of community service providers, bringing together a combined 100 years of accreditation experience.

Community and Government Partnerships

Resolve Counselling Centres relies on the funding support of many community and government partners including:



United Way of KFLA | City of Kingston | Ontario Trillium Foundation | Ministry of the Attorney General
Ministry of Children and Youth Services | Ministry of Community and Social Services
Kingston Military Family Resource Centre | United Way of Hastings & Prince Edward
Community Foundation for Kingston & Area | Anna & Edward C. Churchill Foundation
Generous Private Donors

President's Report

“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that has.” **Margaret Mead**

Well-acclaimed, Cultural Anthropologist, Margaret Mead, I believe, would agree with me, when I say that many of the challenges that faced Resolve Counselling Services Canada throughout the fiscal year of 2017-2018, were turned into successes thanks to the dedication, professionalism and collaboration that was demonstrated by staff members, management and Board members, with the support of community and government partnerships and very generous donors of Resolve Counselling Services Canada.

In June, 2017, we, collectively, had reason to celebrate as we proudly honoured present and past employees, Board members and donors of Kingston Counselling Centres (K3C) at the 50th Anniversary Celebrations and the Official Launch and Re-branding of K3C to Resolve Counselling Services Canada. At our celebrations in Kingston and satellite work sites of Whitby, Belleville and Ottawa, members from the Federal, Provincial and Municipal governments, community partners and the public gathered with Agency members to recognize and say thank you for 50 years of quality counselling that has made a difference in the lives of countless children, youth and adults in our communities. Our revised website is just one example of the way we now promote Resolve as a multi-service Agency, providing care and support for all individuals and families.

This past year, under the strong leadership of Donna Forster, Executive Director, the management, OPSEU and staff representatives came to the table to work respectfully and collaboratively in order to negotiate Resolve's first collective agreement. Once again, it was demonstrated that when we work together and “always keep the main thing, the main thing”, that we can achieve success. Other successful initiatives, as a result of teamwork, were the revision of the Agency's Vision and Mission statements, Strategic Planning for 2018-2021 and preparation for the Accreditation process, that was to occur in May 2018.

Fiscal responsibility and oversight continued to be very important goals for Resolve's Board of Directors. As we worked collaboratively with Donna our ED, it is evident that analyzing and problem solving have become very important qualities in the skill set of management and staff in order to deliver our well recognized life enhancing quality counselling in the most efficient and effective way possible. The growing success of the Walk-In Clinic is an example of how we can serve the most vulnerable at the same time as honour established program objectives. The development and implementation of SMART Agency Annual Goals, including the review of our credit counselling and clinical programs and the continual updating of our business action plans and financial services are key to our sustainability and growth.

Since the AGM in November 2017 we have said farewell to two valuable Board members and have welcomed four new Board members. The range of expertise and experience around our Board table is so impressive and I thank Board Members for their commitment to support all in the Agency, through our policy model. The committee structure of the Board has enabled us to write and review policies and By-Laws, campaign for new members, oversee the Agency's finances, and begin to develop Risk Management protocols and become more active in fundraising.

Collectively, we are the strong VOICE of Resolve Counselling Services Canada. As we move forth, let us always RESOLVE to continue to use our collaborative skills and talents to make our Agency one that will support the changes needed, so that we can help others to RESOLVE issues with the invitation, “WE'RE HERE. LET'S TALK TOGETHER.”

Respectively submitted by | **Susan Conway Williamson** | President, Board of Directors

Executive Director's Report

2017-2018 was a year that saw the agency achieve a number of significant transformations. We launched ourselves as Resolve Counselling Services Canada in the late spring of 2017, with celebrations held across all our office locations from Whitby to Belleville, Kingston and Ottawa. Each office celebrated in its own unique way, bringing together community stakeholders, staff and clients to recognize our commitment to the community. During the summer and fall, we entered into the collective bargaining process and by January 2018, we had achieved our first collective agreement with OPSEU partners.

Although we wouldn't see the onsite Accreditation team until early summer of 2018, planning and preparation for our four-year Accreditation were well under way by the summer of 2017. In addition to our Accreditation planning, we entered into a strategic planning exercise during the summer of 2017 and engaged Rob Wood and associates to assist with the strategic plan. With feedback from community stakeholders, staff and Board members, we were able to develop a strategic plan which emphasized planning for the future with an emphasis on both adapting to technological changes while developing new business models while improving our human resources expertise.

Throughout these various activities, we launched our fundraising strategies and participated in Giving Tuesday as well as a Christmas Campaign for the first time in the Agency's history. We were fortunate to have had donations from several private donors. Throughout the past year, we nurtured our relationships with our donors, who provide much needed support to the clinical work we are doing every day. More specifically, we would not be able to offer our Healthy Relationships for High School Aged Males Counselling without the financial support of Janice Sutton.

Speaking of clinical work, in the past year, we continued to benefit from funding that we receive from the Kingston and Hastings Prince Edward Counties United Way programs. These two United Way programs assist us in our Family as well as Child and Youth Counselling programs in Kingston as well as our Belleville Trusteeship program offered in Hastings Prince Edward Counties. As with most not for profit agencies, we looked outwards to funding opportunities provided by community foundations and were thankful to receive funding from Community Foundations Kingston and Area (CFKA) for our walk in clinic which we offered once per week.

The agency joined the Child and Youth Services Planning Table this year and has also been an active participant in the One Roof Youth Hub in Kingston. Resolve Counselling Services Canada supported its provincial partnerships with Family Services Ontario, the Adult Protective Service Worker Association of Ontario as well as the Ontario Association of Credit Counselling Services.

This year has been a year filled with a variety of activities and we were at times unsure how we were going to get through all of it by year's end. However, with support from Board members, staff and community partners, we planned, strategized, negotiated and talked our way through what was an amazing year of growth for the agency.

Respectfully submitted by | Donna Forster | MSW PhD RSW

En Français

Au cours de l'année fiscale 2017-2018, Resolve Services-conseils Canada a continué de fournir des services en français dans le cadre de ses programmes financés par le gouvernement.

Nous continuons de faire partie du Comité des services en français de notre région et de participer au dialogue sur les services offerts en français dans la ville de Kingston et nous avons un membre francophone dans notre conseil d'administration.

Nous avons récemment complété le changement de nom de notre organisation ainsi que l'actualisation de notre site internet. Nous allons y intégrer la section française dans les prochains mois.

Our Programs | Clinical Counselling

Program Updates

The Clinical Program had another very busy year supporting the community with their mental health matters. We had many staffing changes, including Lynda Lennox moving from reception and part-time intake to full-time intake from October 2017 to January 2018 and Antoine Beyret taking on the full-time intake role in January 2018. Cory Baker started in December 2017 in the role of Program Support Admin.

Our agency continued to support students by offering practicum opportunities for both Social Services Worker Students and Masters of Counselling Psychology Students. Students in both these programs have an opportunity to see what working in a multi-service counselling agency is like, while gaining hands on experience in many different programs. We also had a volunteer this year who assisted with some administration tasks.

In addition, this year, Resolve took a role in supporting Syrian Refugees as they moved into the Kingston Area by offering mental health counselling in our Individual and Family Counselling Program, Child and Youth Program, and our Women's Program.

The Clinical Team also participated in some show segments on the CKWS Morning Show, discussing several mental health topics such as mental health of first responders, domestic violence, and supporting children through changes.

Finally, our commitment to the Kingston and Area Community continues to be expressed not only through our daily work with clients but also through the many committees our counsellors sit on including Youth Homelessness, Kingston Frontenac Anti-Violence Coordinating Committee (KFACC), Domestic Violence Community Coordinating Committees (DV3C), Rural Visions, and many others.

Caring Dads

Amy Fisher and Kaleb Verk facilitated two Caring Dads Programs this year, with funding support from Community Foundations of Kingston and Area. Further funding applications were submitted to Trillium and Safe Communities, however, they were not successful. Resolve values this program and is continuing to seek funding sources that will enable us to continue this program.

Women's Program

The Women's program continues to support hundreds of women in our community with healing after experiencing trauma. The program continues to run a drop-in group, and a Managing Powerful Emotions group. In addition to the Verona and Sydenham outreach support that is offered, the Women's team is now providing outreach services to women at Family and Children's Services of Kingston, Frontenac, Lennox and Addington, one day a week. This work provides safety planning and counselling to women who are connected with Child Protective Services and who have experienced domestic violence. This partnership has facilitated a warm hand-off to clients, offering ongoing support when needed. Thank you to Kathy Thompson for initiating and implementing this partnership with Family and Children's Services of Frontenac, Lennox and Addington (FACSFLA). Danielle Mallen is also offering outreach services at One Roof Youth Hub through the Women's Program. Danielle meets with young women who have experienced abuse, at an environment that is familiar and comfortable to them.

Our Women's Program Team helped to organize and participated in our annual Violence Against Women (VAW) training. This year's topic was on harm reduction and additions. Amanda Rogers HIV AIDS Regional Services (HARS) and Ashley O'Brien (Street Health/One Roof Youth Services) spoke to the group in the morning, while in the afternoon, Michele Brandt, Jessica MacDonald and Thrive service users from Kingston Community Health Services (KCHC) shared their stories. This meeting gathers approximately 80 women throughout eastern Ontario who work in women's shelters and counselling centres.

Adult Male Sexual Abuse Survivors

We have continued to offer support to adult male survivors of childhood sexual abuse. The Adult Male Sexual Abuse Survivor (AMSAS) program continues to run through Clinical Counselling and offers one-on-one counselling for men who are not "group ready" or who are waiting for the next group to begin. Resolve will be busy promoting the group and connecting with community partners for program referrals.

Child and Youth Program

Resolve received funding to help subsidize its Child & Youth Program from the Churchill Foundation, allowing us to offer more subsidized counselling to clients. A private donor has continued to help fund the Healthy Relationships for Adolescent Males Program, which allowed time for Kathleen White to provide this program at One Roof Youth Hub. We also applied for some funding from Community Foundations Kingston and Area (CFKA) to increase the amount of youth outreach counselling we offer. Counsellors currently go to RISE, Pathways to Education, and to One Roof Youth Shelter, to offer counselling on-site to youth.

Youth in Transition

The Youth in Transition Program continues to be a busy and much needed program for youth who have been connected with the Children's Aid Society (CAS), and are transitioning from children's services to adult services. In August of 2017, Sarah Liggett moved from the role of full-time Intake Worker to that of Youth in Transition Worker. Sarah has a solid presence at One Roof Youth Hub, and has offered her services very creatively there, including cooking classes.

Resolve also responded to an expression of interest and submitted an application to provide the services of a Housing Support Worker at the Agency. This position is being created by the Ministry to help support 16 and 17-year-old youth who have entered into a Voluntary Youth Services Agreement with Family and Children Services to find and maintain adequate housing.

Family Court Support Worker

This program continues to be a very busy and much needed program in both Kingston and Napanee. This program provides support and advice to victims of domestic violence as they make their way through the domestic violence court system.

Dana Orr continues to offer her expertise in this program, and Chelsea Stelmach took on a permanent position for one day a week in the Family Court Program.

Partner Assault Response

The Partner Assault Response (PAR) program has continued to be a very busy service at Resolve. PAR Coordinator, Kevin Raison, and program staff Lisa McIntosh-Wales, Maribeth Scott, Brendan Lorimer, Dana Orr and Kathleen White have worked steadily over the course of 2017-2018 to accommodate twenty-one groups—sixteen of which take place in Kingston and five of which are offered in Napanee.

The PAR program assists hundreds of clients each year who come through the domestic violence court process for a variety of different criminal offenses ranging from assault, harassment, uttering threats, domestic mischief (i.e. damaging a partner's property), to other related charges.

The program is offered four times a week in Kingston with one group specifically dedicated to women perpetrators. The program is also offered in Napanee one time per week to men and at least one time per year to women. In addition to the typical group setting format for PAR participants, individual counselling may be arranged for participants who struggle with learning disabilities and/or mental health issues which may affect their overall propensity for positive gain within a group-like setting. Although the vast majority of clients are on probation, PAR also assists several clients each year who are on peace bonds or who qualify to pursue an early intervention program. Weekly intakes take place at the probation office as well as at Resolve, for individuals coming through the system who are not on probation.

Another big function of PAR is the partner contact component which involves contacting all of the victims of a domestic violence offence as well as those who are in a new relationship with the perpetrator of an offence to offer safety planning and referrals when necessary. The role of Partner Contact staff is filled very capably by Kathy Thompson. Kathy has been quite involved in a safety planning initiative in the broader violence against women sector as part of an initiative to ensure that safety planning is done with any partner of the perpetrator who may require it.

The PAR Program runs smoothly thanks to the organizational skills of the Administrative Assistant. Tina Chamberlain took on the role of PAR admin this year, and has the program running like a well-oiled wheel. Tina inputs the client information into the data base and also does the quarterly statistical reporting for the Ministry of the Attorney General.

Adult Protective Service Worker

The Adult Protective Service Worker Program (APSW) continues to work with a significant number of adults with development disabilities who live independently in the community. A number of our clients have now successfully accessed Passport funding through the local Developmental Service Ontario office. This source of funding allows qualifying individuals to explore new avenues for community inclusion. Community inclusion initiatives may include art classes, memberships to Artillery Park Centre and several other options.

This year, the APS program said goodbye to a long time staff member, Nancy Legacy, who retired in June of 2017. Danielle Quenneville, formally working in the Youth in Transition program, was hired as the new Adult Protection Services Worker.

Family Services Employee Assistance Program

The Family Services Employee Assistance Program (FSEAP) Kingston has had a busy and transitional year. Kaveh Khanverdi took on the role of Employee Assistance Program (EAP) Manager in April 2017.

This year, we supported some local community agencies by offering Peer Support Training, in addition to providing workshops, Critical Incident Debriefings and Management support. This year, we lost two contracts, and gained three. Our strategy is to reach out to small and medium sized businesses to offer both EAP and Consulting services to these companies.

EAP Management and Administration hosted a Pricing Strategy Training, provided by Janet McClellan where we sharpened our skills to be able to provide pricing in a more competitive market. National EAP rebranded with a new look, which is more modern and attractive to our contracts.

Consulting Services

To expand our Consulting Services, Resolve Counselling Services Canada now offers training and workplace wellness to non-EAP companies. We created a budget for this program, and began to reach out to companies to inform them of our service. Kaveh Khanverdi is managing this program alongside the EAP portfolio. We have had some success in offering local companies some consulting services. Several members of our team received training on how to conduct Workplace Harassment investigations, which also positioned us well to offer training on Workplace Harassment legislation.

Kingston Military Family Resource Centre

We are continuing to receive referrals through the Kingston Military Family Resource Centre (KMFRC) for couples and individuals needing longer term therapy due to a Post-Traumatic Stress Disorder (PTSD) diagnosis. As a result, the partnership between the KMFRC and Resolve has strengthened and developed much further. Kaleb Verk continues offering services onsite at KMFRC once a week. Several other counsellors offer support for KMFRC clients at the Kingston Resolve office.

Walk-in-Clinic

We have been able to offer our Walk-in-Clinic again this year with some funding from the Community Foundations of Kingston and Area. This allowed us to provide the clinic, free of charge to clients from January 2018 to December 2018. We also adjusted the staffing for this program, providing services from noon to 6 pm, with some staffing overlap. In addition, all of our Individual and Family Program counsellors take turns at working in the clinic, which contributes to more balance in their ongoing caseloads. The clinic continues to be a very good option to offer services to clients, rather than placing them on a waitlist, and it also reduces the number of no shows in the program.

Credit Counselling

The Credit Counselling Industry has been through a number of changes in the past year and even more changes inside our agency. Between our rebrand, changes in legislation and staff we needed to adapt to new circumstances.

Our rebrand was a large area of focus in the early part of the year. Creating new jingle and commercial along with revising forms and editing new brochures took many hours. I would especially like to thank Ena and Mary for their input and dedicated energy to this project.

We were able to secure a sponsorship of \$2,500 for rebranding events and held open house events at all of our office locations. A big thank you to Karol, Ena, Melissa, Mary, Del, Kelli and Constance for all that you did to decorate, welcome our guests and provide a testimonial. It was also nice to have Board members attend the events and spend time at our satellite offices.

Our agency worked closely with our Association regarding the changes the Office of the Superintendent of Bankruptcy is implementing regarding the Directive for bankruptcy counselling. There have been meetings and discussion for quite some time and both Credit Counselling agencies and Trustee offices have been preparing for the change. Unfortunately, some of the preparation included trustees hiring Certified Credit Counsellors from several agencies across the province including ours.

We had several changes in staffing this year. Thank you to Bruce, Norah, Karol and Olivia for holding down the fort while Jeri was away and enjoying her new baby boy. Thank you to Constance for taking on the role of Acting Manager in Jeri's absence. Melissa and Rachel transitioned into their new role as Credit Counsellors and their experience in admin gave them a good base for the role. Thank you to Rachel for her time training Sarah and Kerry; this was a lot of change at one time. Delima decided it was time to enter a new stage of her life and retired at the end of March. When we celebrated the milestone it was easy to see how respected she was in her community.

We were fortunate to receive more than \$76,000 in grants, donations and sponsorships in our program. This funding came from CFKA Youth Financial Literacy Grant, Homelessness Partnering Strategy Grant, Canada Summer Student grants, COJG grants, private donations and sponsorships.

It seems each year the annual report describes the challenges inside the program and this year was no different but with dedicated staff and intentional use of resources we have the best chance to succeed.

Services at a Glance

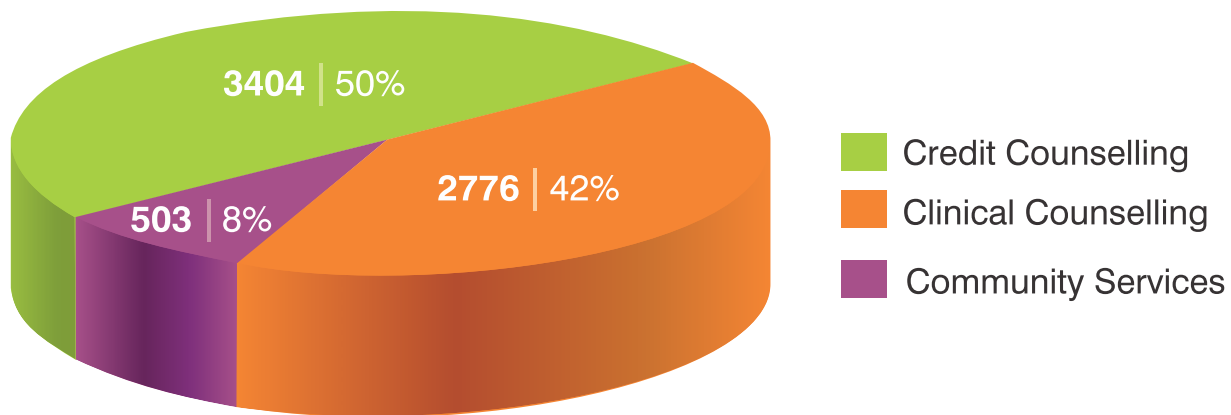
Clients served by Resolve in 2017 - 2018 have been categorized into the following three service areas and visually depicted in the chart below:

Credit Counselling: Includes all satellite locations

Clinical Counselling: Comprises Employee Assistance Program (EAP), Family Counselling, Child and Youth Counselling, and Women's Counselling

Community Services: Comprises Residential Placement Advisory Committee (RPAC), Adult Protective Services (APS), Partner Assault Response (PAR), Belleville Trusteeship, Student Trusteeship, Youth in Transition Worker, and Family Court Support Worker.

Resolve Clients Served in 2017 - 2018



In addition to counselling services, the staff of Resolve host community education events, workshops, group programs, Lunch'N'Learn sessions, and attend community service fairs. Members of our counselling staff are often called upon by local and national media to provide commentary and insight on timely topics of interest concerning mental health, family violence, and debt and money management. Combined, these events and media coverage reach thousands of individuals in the communities we serve.

Service Outcomes

Over a number of years, our stakeholders have become exceedingly interested in the outcomes of our programs. As part of our clinical assessment, counsellors use a standardized outcome tool—the Outcomes Questionnaire 45 or OQ-45. This tool provides a brief self-report measure of the initial state of clients' mental health and well-being; and through comparison with responses from the same survey completed in follow-up, provides a measure of any changes in mental health following counselling. The tool is statistically valid and has been used extensively in research and clinical applications. The survey itself is a standardized instrument including 45 questions with a scaled response. Clients complete the survey at their first session and following completion of counselling.

In the Credit Counselling Program, we reported on the Ontario Association of Credit Counselling Services (OACCS) Accumulative Statistical Report that 87% of cases closed in the fiscal year were successful or partially successful. Resolve distributed in excess of \$5.0 million to creditors to repay consumer debt.

In the Individual & Family Counselling Program, our findings show that approximately 50% of clients report improvements while 41% report no significant change, and about 9% report that the situation became slightly worse.

In the Women's Counselling Program, our findings show that approximately 44% of clients report improvements while 50% report no significant change, and about 6% report that the situation became slightly worse.

In the Family Services Employee Assistance Program (FSEAP), our findings show that approximately 45% of clients report improvements while 49% report no significant change, and about 6% report that the situation became slightly worse.

From the People We Serve

Resolve clients are provided with evaluation questionnaires on the agency program that was accessed. They are asked to voluntarily and anonymously evaluate their counselling experience. Year after year, clients rate their level of satisfaction as high to very high. They are encouraged to provide comments on their overall experience, which in turn we share in our Annual Report.

All of our staff take pride in the quality service they provide to clients at Resolve Counselling Centres and receive overwhelming feedback from clients. The following comments are therefore a snapshot, and not a complete reflection, of all the positive and encouraging feedback received by our team at Resolve.

Clinical Counselling Comments

Individual & Family | Child & Youth | Women's Program

"The counsellor was knowledgeable, experienced and compassionate. She also directed me to outside reading material that was very helpful."

"Thank you so much for everything. You all provided such a safe place for me to vent and problem-solve."

"I would highly recommend Chelsea as a counsellor. She is very helpful, resourceful, compassionate, kind, lovely, understanding and puts extra effort to make sure of the well-being of her client."

"I want to come back because my counsellor is very helpful and helped me a lot. I am very thankful."

"Jan is a wonderful counsellor and has helped me through many issues. I've grown from her counselling sessions. I can't thank her enough."

"Very comfortable with Amy. I'm practicing the things I learned and they are helping a lot. I'm more at peace with myself."

"I'm very impressed with the service offered here and I am definitely benefitting from the counselling."

"The counsellor and the counselling is everything that I hoped for, expected and received."

"I can't thank Janet or the staff enough for their kindness and compassion during this difficult time. I'm so grateful!"

"I had to switch counsellors at the beginning and had an incredibly smooth transition. Everyone has been so great."

"I found these sessions opened my mind to other ways of doing things. I will return if I am feeling overwhelmed. This is a safe place for me, where I can truly state my thoughts and feelings."

“Services is good and a noticeable improvement since my first visit.”

“I felt my counsellor was professional. She is meant for her position. She helped me so much it allowed me to see things differently.”

Walk-in Clinic

“Very good session – helped a lot to focus on my problem and find solutions.”

“The counsellor cared about what I was saying.”

“Attentive and knowledgeable counsellor.”

“Practical advice and attentive – allowed me to speak and followed up with questions that enriched discussion.”

“Focusing on the now, not the past or future when stressed.”

“Very interesting methods to deal with trauma at home.”

“Clinic and counsellor was extremely helpful.”

“Counsellor was great at explaining the steps I should take. I love how they can let you express yourself and can calm you down when you are getting worked up.”

“Resources provided were excellent.”

PAR

“The sessions were polite, courteous, kind, insightful and informing.”

“Thank you Kevin. You have no idea how helpful you've been to me always in my life ever since I first met you. You never ever judged me and accepted me, the good and the bad. I've always been 100% honest with you. You do amazing work!”

“The most helpful about the groups was how calm and inviting it was. Very easy to be open and share. This needs to be taught to every teenager. This program changes lives. Thank you Kevin and Lisa.”

“I found many things helpful but mainly some of the ideas about helping me realize how to make things better before they got worse.”

“What was most helpful was how in depth each topic and nights was very helpful. How both teachers took time before and after to deal with issues.”

“The facilitators were very helpful to me—listening and patient with me. I feel so lucky to have come to this and I feel like I much enjoyed it.”

“Facilitators were amazing! They made it very easy and painless considering the circumstances. There was no judgement.”

“It was helpful hearing the other men's stories and thinking more about my behaviour.”

EAP

“EAP is there to support employees and their families when they need it.”

“Mike is great; after each appointment I am satisfied with the progress we've made.”

“I like the care and promptness of getting a first appointment, follow through and the range of counsellors.”

“Jan was wonderful and professional. She made me comfortable with her at all times. Thank you Jan.”

“Empathetic counsellor with a feeling of picking up where we left off at each appointment. An insightful and supportive approach.”

“EAP counselling motivated me to do what I needed to do to improve my situation at home.”

“No judgement, solid strategies, easy to book, rebook and cancel if needed.”

“Comfortable private counselling room, flexible appointment hours and a client centered approach.”

“I thoroughly enjoyed it. It helped me out a lot and has been extremely helpful.”

“Being able to talk, having my feelings validated.”

“My counsellor has given me great new skills, thank you.”

“Thank you Sarah – you helped me tremendously and I'm now on a back to work schedule.”

“My counsellor has been easy to talk to and I have felt very comfortable sharing my personal life with her.”

“It has saved my life.”

Credit Counselling Comments

“Thank you Bruce for what you and Resolve have already done for me and what you continue to do for me and my situation. I know this program works and am thankful for it.”

“I had many options, there was stress lifted off my shoulders.”

“I am able to pay off my debts in one easy monthly payment.”

“I recommend this service to everyone I see that is struggling. You are all great!!”

“Not having access to credit makes decisions more important.”

“The counsellor was excellent and thorough, we should have gotten credit counselling years earlier.”

“It helped me get off me debt roller coaster.”

“Counsellor was so very kind and yet to the point and had a nice manner.”

“Incredible and manageable help getting out of debt.”

“My counsellor was so friendly and helpful. It made everything so inviting. She was also very thorough with updating my information and made sure to give me valuable.”



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INDEPENDENT AUDITORS' REPORT

To the Members of Resolve Counselling Services Canada

We have audited the accompanying financial statements of Resolve Counselling Services Canada, which comprise the statement of financial position as at March 31, 2018, the statements of operations and changes in fund balances and cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.



We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Basis for Qualified Opinion

In common with many charitable organizations, Resolve Counselling Services Canada derives revenue from fees for service, donations and other miscellaneous activities, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the entity and we were not able to determine whether any adjustments might be necessary to revenue, excess of revenue over expenses, current assets and fund balances.

Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of Resolve Counselling Services Canada as at March 31, 2018 and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

A handwritten signature in black ink that reads 'KPMG LLP'. The signature is written in a cursive, stylized font. Below the signature is a single, long, horizontal stroke.

Chartered Professional Accountants, Licensed Public Accountants

Kingston, Canada

June 20, 2018

RESOLVE COUNSELLING SERVICES CANADA

Statement of Financial Position

March 31, 2018, with comparative information for 2017

	Operating Fund	Family Life Enrichment Fund	Capital Fund	2018	2017
Assets					
Current assets:					
Cash and cash equivalents	\$ 440,149	\$ 32,894	\$ 283,862	\$ 756,905	\$ 971,814
Accounts receivable (note 2)	192,786	-	1,469	194,255	138,792
Prepaid expenses	12,036	-	-	12,036	9,797
Due (to) from other funds	508,759	-	(508,759)	-	-
Investments and marketable securities	-	-	170,000	170,000	-
	1,153,730	32,894	(53,428)	1,133,196	1,120,403
Capital assets (note 3)	-	-	604,582	604,582	650,224
Trust assets:					
Cash	223,091	-	-	223,091	209,129
	\$ 1,376,821	\$ 32,894	\$ 551,154	\$ 1,960,869	\$ 1,979,756
Liabilities and Fund Balances					
Current liabilities:					
Accounts payable and accrued liabilities (note 4)	\$ 187,420	\$ -	\$ 7,440	\$ 194,860	\$ 137,088
Current portion of long-term debt (note 5)	-	-	8,385	8,385	8,013
Deferred revenue (note 6)	45,179	-	-	45,179	65,106
	232,599	-	15,825	248,424	210,207
Long-term debt (note 5)	-	-	115,723	115,723	124,106
Deferred capital contributions (note 7)	-	-	32,931	32,931	34,807
Trust liability:					
Client funds	223,091	-	-	223,091	209,129
Fund balances:					
Investment in capital assets (note 8)	-	-	447,543	447,543	483,298
Internally restricted (note 9)	884,131	17,877	(60,868)	841,140	866,192
Internally restricted - EAP Contingency	37,000	-	-	37,000	37,000
Internally restricted - endowment	-	15,017	-	15,017	15,017
	921,131	32,894	386,675	1,340,700	1,401,507
Commitments (note 12)					
Contingent liabilities (note 13)					
	\$ 1,376,821	\$ 32,894	\$ 551,154	\$ 1,960,869	\$ 1,979,756

See accompanying notes to financial statements.

On behalf of the Board:

Director

Director

RESOLVE COUNSELLING SERVICES CANADA

Statement of Operations and Changes Fund Balances

Year ended March 31, 2018, with comparative information for 2017

	Operating Fund	Family Life Enrichment Fund	Capital Fund	2018	2017
Revenue:					
Kingston and District United Way	\$ 119,147	\$ -	\$ -	\$ 119,147	\$ 137,640
Quinte United Way	15,000	-	-	15,000	21,000
Provincial government	864,685	-	-	864,685	849,033
Donations	963,684	-	-	963,684	1,057,254
Municipal grants and subsidies	16,941	-	-	16,941	10,420
Grants	105,472	-	-	105,472	35,386
BIA fees	108,545	-	-	108,545	107,440
Fees for service	524,300	-	-	524,300	602,372
Contract revenue	644,182	-	-	644,182	454,814
Interest	5,891	-	2,037	7,928	7,659
Miscellaneous	114,689	-	1,158	115,847	93,718
Rental income	-	-	70,590	70,590	68,097
Amortization of deferred capital contributions	-	-	1,876	1,876	3,543
Recovery of bad debts	12,726	-	-	12,726	-
	3,495,262	-	75,661	3,570,923	3,448,376
Expenses:					
Salaries	2,107,536	-	-	2,107,536	2,120,624
Benefits	304,156	-	-	304,156	258,427
Equipment maintenance	190,922	-	-	190,922	217,733
Purchased services	241,424	-	-	241,424	164,490
Rent	163,847	-	-	163,847	149,347
Advertising	136,200	-	-	136,200	126,740
Professional fees	88,488	-	-	88,488	83,315
Dues	50,876	-	-	50,876	55,361
Travel	61,147	-	-	61,147	50,198
Telephone	58,241	-	-	58,241	48,382
Supplies	48,056	-	-	48,056	44,671
Training	37,932	-	-	37,932	32,501
Bank charges	22,053	-	-	22,053	18,431
Bad debts	-	-	-	-	17,856
HST expense	15,917	-	-	15,917	15,119
Utilities	7,380	-	-	7,380	7,301
Miscellaneous	1,312	-	-	1,312	61
Rental expenses - operating	-	-	50,601	50,601	52,945
Rental expenses - amortization	-	-	16,623	16,623	16,621
Amortization of capital assets	-	-	29,028	29,028	34,998
	3,535,487	-	96,252	3,631,739	3,515,121
Excess of expenses over revenue	(40,225)	-	(20,591)	(60,816)	(66,745)
Fund balances, beginning of year	961,356	32,894	407,257	1,401,507	1,468,252
Fund balances, end of year	\$ 921,131	\$ 32,894	\$ 386,666	\$ 1,340,691	\$ 1,401,507

See accompanying notes to financial statements.

RESOLVE COUNSELLING SERVICES CANADA

Statement of Cash Flows

Year ended March 31, 2018, with comparative information for 2017

	2018	2017
Cash provided by (used in):		
Operating activities:		
Excess of expenses over revenue	\$ (60,816)	\$ (66,745)
Items not involving cash:		
Amortization of capital assets	45,651	51,619
Amortization of deferred capital contributions	(1,876)	(3,543)
Change in non-cash operating working capital:		
Accounts receivable	(55,463)	61,381
Prepaid expenses	(2,239)	5,804
Accounts payable and accrued liabilities	57,772	(33,353)
Deferred revenue	(19,927)	41,211
	(36,898)	56,374
Financing activities:		
Repayment of long-term debt	(8,011)	(7,657)
Increase in deferred capital contributions	-	-
Investing activities:		
Purchase of capital assets	-	(36,317)
Purchase of investments and marketable securities	(170,000)	-
	(170,000)	(36,317)
Increase (decrease) in cash and cash equivalents	(214,909)	12,400
Cash and cash equivalents, beginning of year	971,814	959,414
Cash and cash equivalents, end of year	\$ 756,905	\$ 971,814

See accompanying notes to financial statements.

RESOLVE COUNSELLING SERVICES CANADA

(OPERATING AS K3C COUNSELLING CENTRES)

Operating Fund Statement of Revenue and Expenses by Program

Year ended March 31, 2018, with comparative information for 2017

(Unaudited)

	Agency Services	Family Counselling	Employee Assistance Program	Residential Placement Advisory Committee	Women's Counselling	Credit Counselling Services
Revenue:						
Kingston District United Way	\$ -	\$ 79,445	\$ -	\$ -	\$ -	\$ -
Quinte United Way	-	-	-	-	-	-
Provincial government	12,482	-	-	37,549	249,448	-
Donations	6,982	2,465	-	-	-	935,637
Municipal grants and subsidies	-	-	-	-	-	-
Grants	9,243	23,963	-	-	-	31,033
BIA fees	-	-	-	-	-	108,545
Fees for service	-	13,239	-	-	-	466,829
Contract revenue	-	-	644,182	-	-	-
Interest	5,891	-	-	-	-	-
Miscellaneous	30,805	54,793	11,510	-	420	13,237
Recovery of bad debts	12,726	-	-	-	-	-
	78,129	173,905	655,692	37,549	249,868	1,555,281
Expenses						
Salaries	365,305	152,809	252,476	26,505	189,329	623,930
Benefits	44,494	22,718	36,565	3,646	25,863	99,326
Equipment maintenance	141,742	-	1,014	-	-	33,205
Purchased services	35,515	1,840	184,020	673	691	12,955
Rent	13,457	6,587	10,537	3,600	12,600	72,547
Advertising	54,399	277	2,795	-	899	71,549
Professional fees	68,987	-	-	-	-	8,301
Dues	1,066	839	1,139	402	2,361	41,286
Travel	10,565	560	3,515	1,292	7,311	22,261
Telephone	52,449	-	995	-	600	81
Supplies	11,275	200	1,101	329	1,163	26,574
Training	942	307	459	-	582	5,238
Bank charges	10,216	-	-	-	-	8,004
Bad debt expense	-	-	-	-	-	-
HST expense	15,917	-	-	-	-	-
Utilities	(992)	-	-	-	-	3,600
Miscellaneous	1,149	-	73	-	-	55
	826,486	186,137	494,689	36,447	241,399	1,028,912
Excess of revenue over expenses (expenses over revenue) before transfers	(748,357)	(12,232)	161,003	1,102	8,469	526,369
Program recoveries	700,026	-	-	-	-	170,845
Departmental transfers	-	(53,533)	(140,856)	(1,791)	(8,880)	(443,337)
DMS transfers	-	-	-	-	-	(170,845)
	700,026	(53,533)	(140,856)	(1,791)	(8,880)	(443,337)
Excess of revenue over expenses (expenses over revenue)	\$ (48,331)	\$ (65,765)	\$ 20,147	\$ (689)	\$ (411)	\$ 83,032

RESOLVE COUNSELLING SERVICES CANADA

(OPERATING AS K3C COUNSELLING CENTRES)

Operating Fund Statement of Revenue and Expenses by Program (continued)

Year ended March 31, 2018, with comparative information for 2017

(Unaudited)

	Adult Protective Services Program	Student Trusteeship	Children & Youth	Belleville Trusteeship	Partner Assault Program (Kingston)	Partner Assault Program (Napanee)
Revenue:						
Kingston District United Way	\$ -	\$ -	\$ 39,702	\$ -	\$ -	\$ -
Quinte United Way	-	-	-	15,000	-	-
Provincial government	181,380	-	-	10,270	190,328	59,478
Donations	-	-	18,600	-	-	-
Municipal grants and subsidies	-	16,941	-	-	-	-
Grants	-	-	15,667	18,786	-	-
BIA fees	-	-	-	-	-	-
Fees for service	-	-	5,800	9,920	20,851	7,661
Contract revenue	-	-	-	-	-	-
Interest	-	-	-	-	-	-
Miscellaneous	210	-	355	-	-	-
Recovery of bad debts	-	-	-	-	-	-
	181,590	16,941	80,124	53,976	211,179	67,139
Expenses						
Salaries	130,206	4,235	71,005	18,789	139,631	50,749
Benefits	17,660	524	9,868	1,918	21,698	7,356
Equipment maintenance	2,100	-	-	-	9,775	1,000
Purchased services	-	-	-	-	240	155
Rent	11,400	-	4,177	3,079	15,000	1,800
Advertising	940	-	102	-	1,994	-
Professional fees	-	-	-	-	11,200	-
Dues	1,100	-	786	-	1,557	211
Travel	4,170	-	77	374	2,727	3,613
Telephone	1,200	-	-	-	1,500	700
Supplies	1,379	-	240	3,719	1,550	527
Training	1,440	-	27	20,381	413	113
Bank charges	-	-	-	1,433	2,400	-
Bad debt expense	-	-	-	-	-	-
HST expense	-	-	-	-	-	-
Utilities	700	-	-	-	1,500	950
Miscellaneous	-	-	-	-	-	-
	172,295	4,759	86,282	49,693	211,185	67,174
Excess of revenue over expenses (expenses over revenue) before transfers	9,295	12,182	(6,158)	4,283	(6)	(35)
Program recoveries	-	-	-	-	-	-
Departmental transfers	(10,095)	-	(24,588)	(6,180)	-	-
DMS transfers	-	-	-	-	-	-
	(10,095)	-	(24,588)	(6,180)	-	-
Excess of revenue over expenses (expenses over revenue)	\$ (800)	\$ 12,182	\$ (30,746)	\$ (1,897)	\$ (6)	\$ (35)

RESOLVE COUNSELLING SERVICES CANADA

(OPERATING AS K3C COUNSELLING CENTRES)

Operating Fund Statement of Revenue and Expenses by Program (continued)

Year ended March 31, 2018, with comparative information for 2017
(Unaudited)

	Family Court Support Worker Kingston	Family Court Support Worker Napane	Youth in Transition Worker	Consult & Educational Services	2018 Total	2017 Total
Revenue:						
Kingston District United Way	\$ -	\$ -	\$ -	\$ -	\$ 119,147	\$ 137,640
Quinte United Way	-	-	-	-	15,000	21,000
Provincial government	32,500	16,250	75,000	-	864,685	849,033
Donations	-	-	-	-	963,684	1,057,254
Municipal grants and subsidies	-	-	-	-	16,941	10,420
Grants	-	-	-	6,780	105,472	35,386
BIA fees	-	-	-	-	108,545	107,440
Fees for service	-	-	-	-	524,300	602,372
Contract revenue	-	-	-	-	644,182	454,814
Interest	-	-	-	-	5,891	4,765
Miscellaneous	-	-	105	3,254	114,689	93,509
Recovery of bad debts	-	-	-	-	12,726	-
	32,500	16,250	75,105	10,034	3,495,262	3,373,633
Expenses						
Salaries	21,929	10,499	44,125	6,014	2,107,536	2,120,624
Benefits	3,567	1,782	7,171	-	304,156	258,427
Equipment maintenance	-	-	2,086	-	190,922	217,733
Purchased services	-	-	5,335	-	241,424	164,490
Rent	2,700	1,944	4,200	218	163,846	149,347
Advertising	384	538	325	1,998	136,200	126,740
Professional fees	-	-	-	-	88,488	83,315
Dues	82	47	-	-	50,876	55,361
Travel	-	382	4,198	102	61,147	50,198
Telephone	-	-	716	-	58,241	48,382
Supplies	-	-	-	-	48,057	44,671
Training	-	490	236	7,304	37,932	32,501
Bank charges	-	-	-	-	22,053	18,431
Bad debt expense	-	-	-	-	-	17,856
HST expense	-	-	-	-	15,917	15,119
Utilities	622	350	650	-	7,380	7,301
Miscellaneous	-	-	-	35	1,312	61
	29,284	16,032	69,042	15,671	3,535,487	3,410,557
Excess of revenue over expenses (expenses over revenue) before transfers	3,216	218	6,063	(5,637)	(40,225)	(36,924)
Program recoveries	-	-	-	-	870,871	768,874
Departmental transfers	(3,217)	(215)	(6,086)	(1,248)	(700,026)	(581,111)
DMS transfers	-	-	-	-	(170,845)	(187,763)
	(3,217)	(215)	(6,086)	(1,248)	-	-
Excess of revenue over expenses (expenses over revenue)	\$ (1)	\$ 3	\$ (23)	\$ (6,885)	\$ (40,225)	\$ (36,924)

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