



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



# TRANSITIONS

2021-2022  
**ANNUAL REPORT**

## 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 wellbeing 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 people 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 that Ottawa is situated upon the traditional territory of the Algonquin Anishinaabe peoples.

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



## MESSAGE FROM THE PRESIDENT, BOARD OF DIRECTORS

***“Change your opinions, keep to your principles; change your leaves, keep intact your roots.” — Victor Hugo***

Resolve Counselling Services Canada provides quality counselling services to significantly improve the social, emotional and economic well-being of individuals and families. Throughout the many changes and transitions, Resolve Counselling Services has maintained strong roots and principles guided by the vision and mission. Regardless of transitions, serving the community through the various quality programs has remained an unwavering priority. The Board is grateful for the dedicated employees who bring to life the mission and vision of Resolve.

Change is the only constant to grow even stronger. The Board is steadfast in supporting Resolve as they transition and grow. Growing their EDII work and strong community presence, change becomes an opportunity in which Resolve will continue to blossom.

Respectfully submitted by:

Alicia Rogerson

## BOARD OF DIRECTORS

### Executive:

Alicia Rogerson, President

Patricia (Trish) Appleyard, Vice President

Jennifer Maloney, Treasurer

Susan Conway Williamson, Secretary

### Directors:

Bruce Somers

Carole Weir

Constantin Mugenga

Dr. Hal Cain

Michael Taylor

Tiffany Ching Huang

(as of October 2022)

## MESSAGE FROM THE EXECUTIVE DIRECTOR

Resolve Counselling Services Canada has bore witness to a variety of significant **changes** during this past year; **changes** in how we support our clients, **changes** in the programs that we provide, **changes** in how we strive for accountability and sustainability, and **changes** on a personal and/or personnel level.

The COVID pandemic necessitated a significant **rethinking** about how and where our employees might deliver the programs and services that we provide. “Work from home” initiatives, “virtual” communication and “mask mandates” gradually became representative of the **new normal**.

The Canada Revenue Agency informed our organization that we needed to retire our “credit-counselling” and “debt management” services. The credit-counselling program had been synonymous with Resolve’s identity for decades. Besides **learning** to live without a significant revenue stream, the organization needed to support those employees impacted by this change in course. Further, Resolve wanted to continue to offer some manner of counselling support to those individuals and families impacted by financial stress. As such, from the roots of the credit-counselling program, a new financial wellness program is **developing**.

The Residential Placement Advisory Committee has been part of Resolve's portfolio of services for almost 20 years. However, after much consideration and consultation, Resolve decided to end our contract with MCSS. As such, in July of 2021, the Kawartha Family Court Assessment agency took over the RPAC contract.

This fiscal year also saw the **introduction** of EMHware. EMHware is a cloud based agency, client, and case management software. Besides facilitating the **evolution** from paper to virtual client files, this software will also allow for the collection of quality data and the production of informative reports.

With all the **transitions** that have happened over this past year, there are so many people to thank.

First, I want to acknowledge our staff for their ability to adapt to the **changing times** and needs of those we serve. They have consistently demonstrated that supporting our clients has always been the number one priority. I also want to thank OPSEU Local 489 for the spirit of cooperation and collaboration that they have demonstrated since my arrival.

I cannot thank the members of our Leadership Team enough. Kim, Tara and Marion have been such invaluable resources to the organization as a whole, and me in particular, over this past year. I also want to extend a debt of gratitude to our Board of Directors. They have consistently demonstrated a commitment to Resolve's Mission, Vision and Values in their words and actions.

The fall leaves that are so dazzling at this time of year remind us that **change** and **transition** are a natural part of life. As an organization, we must aspire to continue to **evolve, mature, and grow**. Ultimately, the **better** that we become, the **better** we are able to serve all the individuals and families that we support.

Respectfully submitted by:

Stafford Murphy

Many speak of opportunities-  
"When one door closes, another one  
opens." But rarely about the hallway.  
The transition. The in between where  
you are and where you are headed.  
The hallway doesn't have to be a  
scary, dark, endless confusion- it can  
be a space of massive transformation,  
great memories, and peace.

## MEMBERSHIPS AND 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.

Accredited by  
Canadian Centre  
for Accreditation



Agréé par  
Centre canadien  
de l'agrément



fseap Now we're  
talking.



## FINANCIAL SUMMARY

<i>Revenue</i>	<i>2021-2022</i>	<i>% of Total Revenues</i>	<i>2020-2021</i>	<i>% of Total Revenues</i>
<b>Ministry Funding</b>	\$952,249	34.5%	\$986,432	27.8%
<b>United Way</b>	\$142,276	5.15%	\$127,902	3.6%
<b>Earned Income</b>	\$959,707	34.77%	\$927,568	26.2%
<b>Donations &amp; Non Government</b>	\$535,120	19.38%	\$693,790	19.6%
<b>Covid Relief &amp; Subsidies</b>	\$171,047	6.2%	\$807,184	22.8%
<b>Investment Income &amp; Other</b>	0	0	\$83	0
<b>Total Revenues</b>	<b>\$2,760,399</b>	<b>100%</b>	<b>\$3,542,149</b>	<b>100%</b>
<i>Expenses</i>		<i>% of Total Expenses</i>		<i>% of Total Expenses</i>
<b>Administration</b>	\$263,676	9%	\$304,609	10.2%
<b>Salaries &amp; Benefits</b>	\$2,141,705	73.7%	\$2,142,611	71.8%
<b>Program Delivery</b>	\$226,472	7.8%	\$223,816	7.5%
<b>Property &amp; Equipment Expense</b>	\$274,929	9.5	\$314,842	10.5%
<b>Total Expenses</b>	<b>\$2,906,782</b>	<b>100%</b>	<b>\$2,985,878</b>	<b>100%</b>
<b>Excess Revenue Over Expenses</b>	<b>\$(146,383)</b>		<b>\$556,271</b>	

Resolve Counselling Services Canada **2021-22 Audited Financial Statements** are available for public access online at [ResolveCounselling.org>About Us>Audited Financial Statements](https://ResolveCounselling.org>About Us>Audited Financial Statements).



## COMMUNITY AND GOVERNMENT PARTNERS

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

**Province of Ontario  
Ministry of the Attorney General &  
Ministry of Children, Community and  
Social Services.**



**United Way of KFLA**



**Community Foundation of Kingston &  
Area**



**Ontario Trillium Foundation**



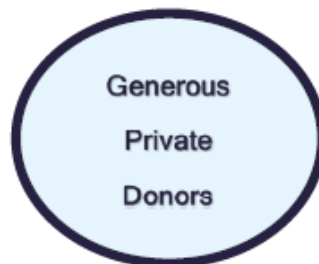
**City of Kingston**



**Women's Foundation of Canada**



**Mood Disorders Society of Canada**



## PROGRAM OFFERINGS

Our 2021-22 program offerings included -----

### Clinical Counselling Services

### Individual Clients Served

• Child and Youth	136
• Individual and Family	650
• Women's Counselling	439
• Family Court Support	96
• Family Services Employee Assistance Program (FSEAP)	816
○ Workplace Wellness Consulting	

### Total Served

2137

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### Community Services

### Individual Clients Served

• Adult Protective Services	69
• Credit Counselling	685
• Partner Assault Response	477
• Youth in Transition and Housing Support	42

### Total Served

1273

## NEW FUNDING!

At the end of the fiscal year, the Ministry of Children, Community and Social Services added additional funding for an APSW position. This position will focus on supporting individuals living at home with aging parents or who would like to live more independently in the community. This new funding was announced in February of 2022 by MCCSS and will be a welcome addition to the APSW program.



## SERVICE OUTCOMES

Overall in Clinical, our data shows that clients who fill out our self-assessment mental health measurements surveys are rating the connections they have with their counsellor at 94%. On average, clients tended to report an increase in clinical symptoms during the first month of counselling, and a decrease on each following month.

### EAP Client Satisfaction surveys

- 93% of clients felt that the situation that brought them to counselling had improved by the end of counselling.
- 65% reported that if they had not received counselling, their presenting issue would have caused them to be absent from work.
- 94% expressed satisfaction with their counselling.
- 99% expressed that they would recommend FSEAP to others
- The most common complaint was that EAP services were too short (this depends on what is purchased from us by the organization)

### Non-EAP Counselling

- All people shared that they felt welcomed by staff and attended to well. Everyone responded that their counsellor was respectful and courteous.
- All clients felt confident that their concerns were treated in a confidential manner.
- 100% felt satisfied with the counselling they received.
- 94% stated that the issue that brought them to counselling improved.
- 100% would recommend this service to others.
- Suggestions for improvement focussed on more awareness of our programs, and the ability to offer more subsidized sessions.

### Counselling Clinic

- 70% of those surveyed stated that it was their first time using the clinic.
- 100% would recommend the clinic to others.
- Suggestions for improvement focussed on improving the process. This has been already accomplished.

## FROM THOSE THAT WE SERVED

*"I entered this program and received service at an important juncture point in my life. It was one of the most important components to support meaningful healing and change within myself, which related to those around me."*

*"I have had the pleasure of receiving professional expertise in a conscientious manner. The knowledge that I have gained has helped me tremendously. I wanted to express to you, my appreciation for the excellent service which I have received and offer my good wishes to all during this very trying year of Covid 19 and its challenges"*

*"I enjoyed the program even if I had to be there I still took a lot out of it, you both make a very good team and I hope you continue to change and help people move forward, your work doesn't go unnoticed I am thankful for you both trying your best to make my life better."*

*"I was fortunate enough to have a positive experience with the services that were offered and given to me. As a result I would suggest that you keep and continue doing more of the same."*

*"I would like to take this opportunity to say thank you to the Resolve organization specifically "Women's Counselling" program. I want to thank (my counsellor) for her kindness and gentleness that came through as we discussed the questions with regards to the intake process for my personal situation. I have very much appreciated and feel fortunate to have been paired with (my counsellor). I was given the opportunity to tell my story, I felt heard and over time, I knew I had arrived and was confiding in a counsellor I trusted. I'm genuinely grateful for her guidance, insight and encouragement. As a result of our conversations, I feel empowered, validated, and not judged. It's so nice to find people who still take the time to be kind."*

*"I had the best review of the program I have heard in a long time! He is really enjoying it and is getting a lot out of it. It was nice to hear him talk about how he has applied things at home and is noticing positive changes in his relationship so just wanted to share that with you! "*

*"I was able to get a counselor very quickly and their availability for sessions worked well with my schedule. I loved (my counsellor), she was insightful, kind, caring and provided me with tools I will carry with me."*

*"The opportunity for face-to-face counselling was most important for me. The therapist was encouraging, professional and integral to my healing."*

*"(My counsellor) was very easy to talk to and had helpful recommendations and strategies to manage some of my stressors/anxiety/issues."*

*"The way she asked questions was very insightful and helped me dig deeper."*

*"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."*

*"I feel that your approach is phenomenal and it will actually make a difference in almost every person's outlook on life and relationships."*

## SPOTLIGHT ON EDII

In the fall of 2021, Resolve formed their very first Equity, Diversity, Inclusion and Indigeneity (EDII) committee to ensure equity, diversity and inclusion was engrained into the agency's values and organizational practices.

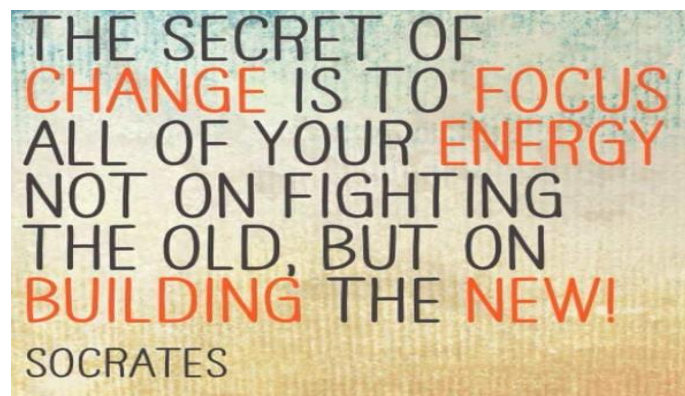
In December of 2021, Resolve signed a Workplace Inclusion Charter with KEYS and St. Lawrence College. The organization committed to creating and/or improving upon an inclusive and diverse workplace.

This was a very valuable experience for Resolve as the EDII committee worked with inclusion coaches on areas of improvement for the organization. The key recommendations from their assessment of Resolve was to focus on our recruitment and hiring practices so that we might engage candidates that are more diverse. The ultimate goal is to create an inclusive environment at the agency for all.

The role of the EDII committee is to lead the development and implementation of an Equity, Diversity, Inclusion, and Indigeneity policy and a corresponding work annual work plan. In addition, the committee will review both existing and new policies to ensure an EDII lens is entrenched throughout our organizational guidelines and practices. The EDII committee provides resources and recommendations to Resolve's leadership, Board of Directors and staff to foster an environment of cultural safety and humility.

### **Guiding Principles of the Committee:**

- Develop and promote a vision of Equity, Diversity, Inclusion and Indigeneity;
- Be committed to the learning process and acknowledge the work of EDII is a journey in which everyone will be at various stages;
- Be committed to operate meetings with effective, respectful and inclusive communication;
- Recognition that we all members will have conscious and unconscious biases;
- Create a safe place for members – where listening to one another is a priority, where it is safe to challenge ideas and not people, creating a climate of safety for all members where it is okay to disagree.



## THANK YOU AND UNTIL WE MEET AGAIN

2021-2022 saw important movement within our employee group, our management team and our Board of Directors.

- Resolve sadly bid adieu to long time employees **Norah Foster** (approximately 17 years), **Mary Huntley** (just shy of 20 years), and **Ena Peck** (just shy of 30 years). Their contributions to our organization will be missed.
- There was also a change at the Executive Director position with the departure of **Jane Fitzgerald** and the arrival of **Stafford Murphy**.
- Lastly, Resolve would like to recognize the contributions of **Jacqueline Bell**, **Ryan Nickel**, **Richard Tam**, and **Lincoln Wong** to our Board of Directors. Unfortunately, these Directors will not be returning for the next year.



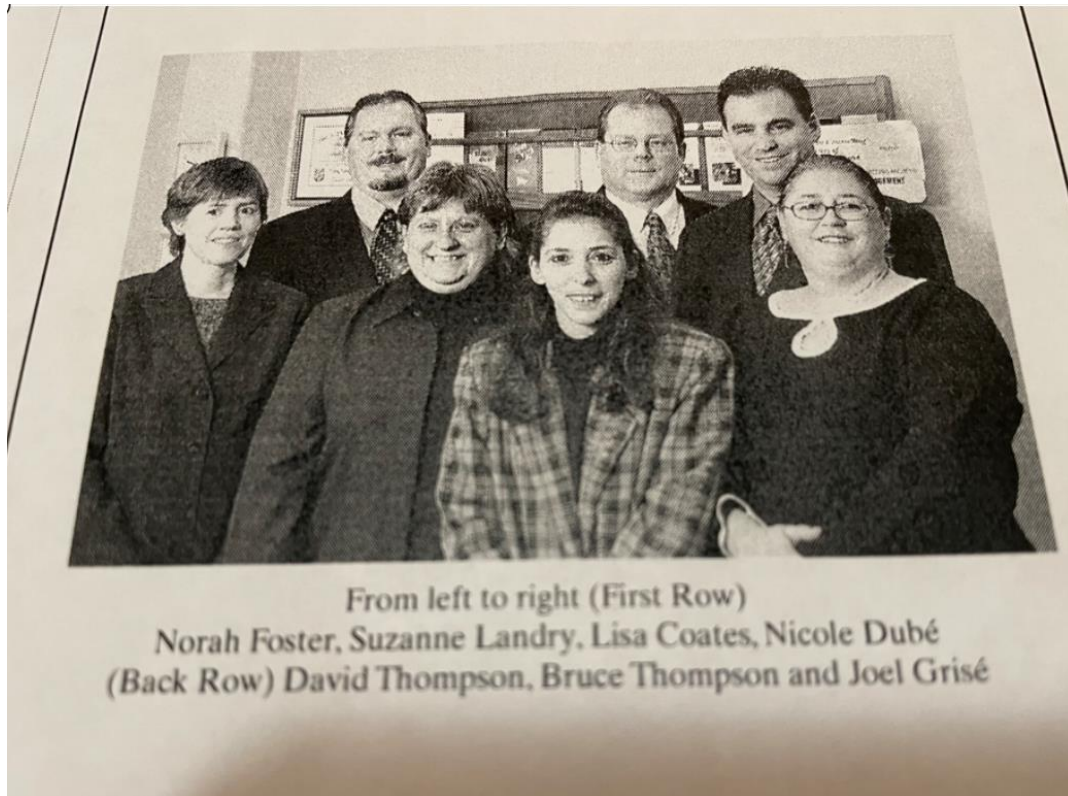
## SPOTLIGHT ON NORAH FOSTER --

**Position:** Credit Counsellor

**What was your fondest memory?:** *I don't have one fondest memory as I had so many wonderful clients. I loved working as a credit counsellor. I loved meeting with clients from all walks of life to work out a reasonable payment plan to settle their debts. For clients who set up a Debt Management Program, I found it interesting being the liaison between the client and creditor, working out a budget, and helping them stay on track to successfully complete their program. Besides the hugs, I found it very rewarding to be able to improve the quality of my clients' lives by reducing their financial stress and helping them take control of their finances.*

*My work as a credit counsellor also provided me other rewarding opportunities: For example, Co-chairing the Gambling Harm Reduction Committee through*

*Ottawa Public Health, preparing and facilitating a budgeting workshop for Ottawa University medical school, being a guest on CBC radio call-in show Ontario Today, and writing a fun article, "Santa Claus is Coming to Town", to caution people about overspending at Christmas. I believe these opportunities came my way due to the excellent reputation of Resolve Credit Counselling.*



A copy of a photo from the Ottawa Sun dated October 20th, 2004.

**What are you up to now?:** *I've been retired for a year now and I don't know where the time goes! Last winter I skated quite a bit and took up cross-country skiing and can walk to a groomed trail. My garden keeps me busy in spring and the bike paths in Ottawa are excellent. My daughter treated me to a trip to Paris in August, which was fabulous. I just started back curling (4 times a week - yikes!). I now have more time to read and have recently started listening to podcasts. Most of all, I'm very fortunate to have my family close by, including my five grandsons.*