



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



# *Growing Together*

**2022-2023**

**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.

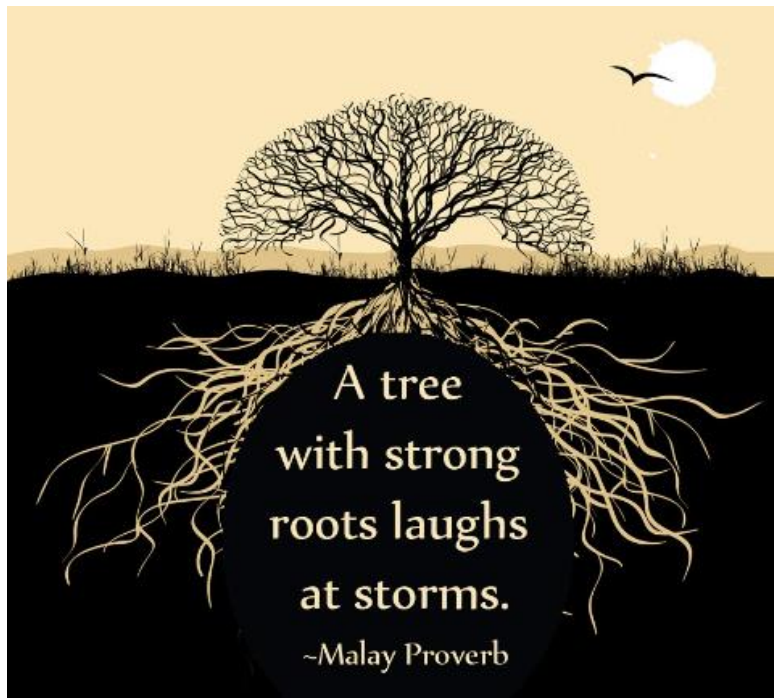
We would like to recognize and deeply appreciate First Nation's individuals' historic connection to the land we are on. We would like to recognize the contributions that the Metis, Inuit, and all other Indigenous people have made – both in shaping and strengthening this community and in strengthening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



# Our Roots

## OUR PRINCIPLES

Everyone has the right to be treated with dignity, integrity and respect.  
Everyone has the right to healthy and open communication.  
Everyone has the right to self-determination and choice.



## OUR VALUES:

Inclusion & Diversity  
Collaboration & Partnerships  
Accessibility  
Responsiveness  
Accountability & Effectiveness  
Care for Clients and Employees

# *We Care ... Always*

## MESSAGE FROM THE CHAIR, BOARD OF DIRECTORS

Report from the Chairperson,

When I think about our work as a Board of Directors and a small community organization with such an important mandate, I am reminded of a quote by Margaret Mead:

***“Never underestimate the power of a small group of committed people to change the world.”***

Each encounter I have in my role with the Board makes me more aware of the value of the work Resolve does in the community. Programs focusing on a mandate that is ever bettering the lives of our clients through assistance with mental health and connection. This is furthered in this year’s theme of ***Growing Together***. Our own Mayor declared a state of emergency with regards to the mental health crisis. More recently, the city declared an Intimate Partner Violence epidemic. The work we do at Resolve to provide support to individuals and families that wouldn’t otherwise have access to mental health professionals in a community setting is of tremendous importance. Creating a connection with someone experiencing crisis due to violence makes Resolve a light in an otherwise dark time.

There is tremendous leadership at resolve in Stafford as the Executive Director and the employees that are ever trying to do the most with the resources they have. With an increase in need and ever-increasing challenges in funding the team at resolve has worked hard to focus resources on how to continue to obtain funding. In an effort to ensure longevity of Resolve a greater focus has been placed on the importance of grants and bequests. As with any organization change and adaptation is ever present. We have had to weather the change of the loss of Credit Counselling from our budget and yet this loss has also provided the gift of focus. We are now profoundly an organization focused on the counselling of individuals seeking help with mental health challenges and those experiencing violence.

We completed several important tasks over the last year as an organization including Accreditation and bringing the Bylaws of the organization into compliance with the current rules under the Ontario Not-for-Profit Corporations

Act (ONCA). There are a few individuals that deserve special thanks for these projects. Sue Conway Williamson and the Policy Committee for the work on Accreditation and Trish Appleyard for her work on the By-laws.

I want to express thanks to Alicia Rogerson, our outgoing Chair, for her work through my first year with the organization in providing a wonderful example of how to be a Chairperson to the Resolve Board. I hope to continue to foster an open and inclusive environment in Board meetings where diverse ideas and opinions can exist and meaningful work gets completed. Thank you, Alicia. I am looking forward to working with the new members of the Board -- Kate, Mike and Carolyn that have joined us in the last 12 months. Further, I will continue to learn much from the tenured Board members that continue to dedicate their time and hold the history of this organization. Thank you Sue, Carol, Bruce, Michael, Hal, Trish and Constantin.

In Closing I want to extend a sincere and profound thanks to the dedicated Board, Staff and Volunteers that make the work Resolve Counselling Services does possible. We value and are grateful to you everyday.

*Jennifer Maloney*

## **BOARD OF DIRECTORS**

**(as of March 31, 2023)**

### **Executive:**

Alicia Rogerson, Chair

Patricia (Trish) Appleyard, Vice Chair

Jennifer Maloney, Treasurer

Susan Conway Williamson, Secretary

### **Directors:**

Bruce Somers

Carole Weir (leave)

Constantin Mugenga

Dr. Hal Cain

Michael Taylor

Tiffany Ching Huang

Kate Hall



## MESSAGE FROM THE EXECUTIVE DIRECTOR

The theme for last year's Annual Report was "Transitions"; appropriate given the significant amount of change that happened at Resolve during my first year as Executive Director. Many of those changes were prompted by the subsequent divestment of our Credit Counselling program which had been such a critical piece of Resolve's history and organizational identity.

With the departure of Credit Counselling and the revenue that it generated for the organization, Resolve was obligated to come up with a new path towards sustainability. While that path involved some focus on austerity and becoming more efficient, there was a conscious decision to prioritize a focus on **growing** Resolve as opposed to shrinking it.

As such, the Leadership Team actively sought out opportunities, initiatives and new sources of funding that would help Resolve **grow** and **evolve**. It is important to note that each opportunity was reviewed with a critical eye to determine if it aligned with our organizational roots, our Mission, Vision, and Values, and whether we had the capacity to ultimately deliver the service. Thankfully, the past 12 months have been very exciting for Resolve Counselling Services as we have added, or are in the process of adding, several new programs and/or funding sources (see the bottom of pages 11 and 13 of this report. We also cultivated a partnership with the Children, Youth and Family Services Coalition to provide "back office" support from our finance team. Further, we have benefited from some increases in provincial government funding specifically focusing on our Partner Assault Response (PAR) program and our Adult Protective Services (APS) program with a focus on housing.

None of this **growth** would have been possible without the hard work and dedication of the Leadership Team – Kim Irvine Albano, Tara Everitt and now, Sarah Earl. Kim and Tara were the authors of the assorted funding and grant applications that thankfully bore fruit. I would also like to acknowledge Kate Lett, Resolve's Finance Analyst, and Chelsea Raso, Corporate Administrator for their hard work and contributions to not only these unique funding and grant applications but to Resolve's day to day operations.

It is with mixed emotions that Resolve saw the departure of Kim from the Leadership Team and the organization as a whole. While her peers, friends and colleagues were disappointed with the loss of Kim from the team, there was also an appreciation and respect for Kim's decision to (finally) take some time for herself. On a personal note, I want to sincerely thank Kim for the hard work, passion and wisdom that she consistently brought to her role as Director of the Clinical team. She was such a valuable contributor to the organization on so many levels.

I want to also specifically thank Sarah Earl, the new Clinical Director, for stepping up and stepping in as Kim's replacement. The whole organization breathed a collective sigh of relief. I have the utmost confidence in Sarah's skills and abilities and look forward to her contributions to the Leadership Team for years to come.

I would also like to express my appreciation to our staff for their dedication and commitment to Resolve Counselling Services and the people that we support. 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 consistently demonstrated. This spirit was exemplified during the successful negotiation of a new Collective Agreement that had, at its core, a mutual desire to make Resolve an employer of choice in our community.

I would also like to extend my thanks to the Board of Directors for their support, counsel and encouragement over the past two years. Specifically I would like to acknowledge Alicia Rogerson, former Chair, who recently departed both our Board and the Kingston area for an exciting new career opportunity. I look forward to continue to work with Jennifer Maloney in her new role as Board Chair.

In my submission to last year's Annual Report, I concluded with, ***"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"***.

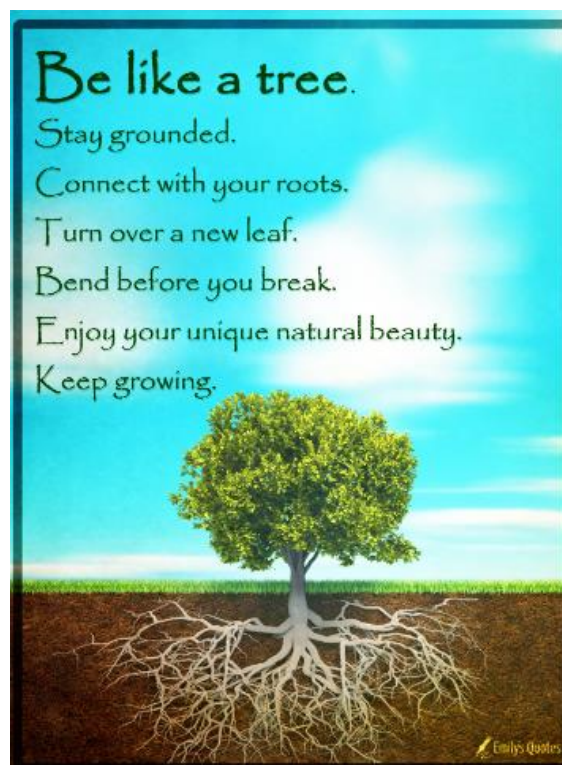
Those words are as appropriate today as they were 12 months ago. I look forward to seeing Resolve continue to evolve and reach its full potential.

*Stafford Murphy*

## MEMBERSHIPS AND ASSOCIATIONS

Resolve Counselling Services Canada is a member agency of Family Services Ontario, Family Services Employee Assistance Program, Family Services Canada, and the Children, Youth and Family Services Collaborative.

We are fully accredited by the Canadian Centre for Accreditation.





## FINANCIAL SUMMARY

<i>Revenue</i>	<i>2022-2023</i>	<i>% of Total Revenues</i>	<i>2021-2022</i>	<i>% of Total Revenues</i>
<b>Ministry Funding</b>	\$1,167,178	42.09%	\$952,249	34.5%
<b>United Way</b>	\$258,045	9.31%	\$142,276	5.15%
<b>Earned Income</b>	\$846,334	30.52%	\$959,707	34.77%
<b>Donations &amp; Non Government</b>	\$451,511	16.28%	\$535,120	19.38%
<b>Covid Relief &amp; Subsidies</b>	\$0	0%	\$171,047	6.2%
<b>Investment Income &amp; Other</b>	\$49,873	1.80%	\$0	0%
<b>Total Revenues</b>	<b>\$2,772,941</b>	<b>100%</b>	<b>\$2,760,399</b>	<b>100%</b>
<i>Expenses</i>		<i>% of Total Expenses</i>		<i>% of Total Expenses</i>
<b>Administration</b>	\$317,432	10.86%	\$263,676	9%
<b>Salaries &amp; Benefits</b>	\$2,124,362	72.7%	\$2,141,705	73.7%
<b>Program Delivery</b>	\$253,393	8.67%	\$226,472	7.8%
<b>Property &amp; Equipment Expense</b>	\$227,034	7.77%	\$274,929	9.5%
<b>Total Expenses</b>	<b>\$2,922,221</b>	<b>100%</b>	<b>\$2,906,782</b>	<b>100%</b>
<b>Excess Revenue Over Expenses</b>	<b>\$(149,280)</b>		<b>\$( 146,383)</b>	

Resolve Counselling Services Canada **2022-23 Audited Financial Statements** are available for public access online at <https://resolvecounselling.org/about-us/audited-financial-statements/>

## COMMUNITY AND GOVERNMENT PARTNERS

Resolve Counselling Services Canada relies on the generous funding support of many government ministries as well as a multitude of collaborative relationships with assorted stakeholders including local/provincial/national funders, and a variety of community partners.

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



**United Way of KFLA**



**Community Foundation of**  
**Kingston & Area**



**City of Kingston**



**Women's Foundation of Canada**



**CIBC Foundation**



**Trellis / Support Not Stigma**



Home Base Housing /  
Youth Wellness Hubs

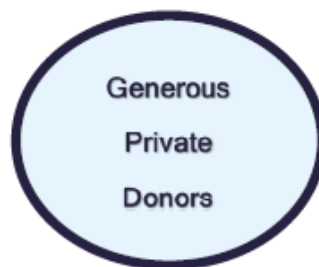
youth  
wellness  
hubs  
ONTARIO

carrefours  
bien-être  
pour les jeunes  
DE L'ONTARIO

Children, Youth and Family  
Services Coalition



Kingston Frontenac  
Anti-Violence Coalition



**NEW FUNDING!**

*Growing Together*



Contributing to this year's theme of ***Growing Together***, Resolve Counselling Services is happy to announce a variety of new funding and/or partnerships that were announced in 2023:

- Investing in Women's Futures
- Ontario Trillium Foundation Grant
- Increase to the base budget for the PAR program
- United Way Community Investment Fund & Community Recovery Fund
- Mood Disorders of Canada / Defeat Depression

## Remembering ....

### Janice Leone Sutton



Resolve Counselling Services Canada honours the life of service and “giving” of Janice Sutton.

Janice, a woman of action, identified a lack of support and programming for young males in the area of healthy relationships and violence prevention. Over the years, Janice’s very generous contributions allowed Resolve Counselling Services to provide much needed services to address these gaps.

Janice’s friendship and generosity of spirit were truly appreciated.

## PROGRAM OFFERINGS

Our 2022-23 program offerings included -----

### Clinical Counselling Services

### Individual Clients Served

- Child and Youth **181**
- Individual and Family **361**
- Women's Counselling **516**
- Family Court Support **77**
- Family Services Employee Assistance Program (FSEAP) **1177**

### Total Served

**2312**

### Community Services

### Individual Clients Served

- Adult Protective Services **110**
- Partner Assault Response **584**
- Youth in Transition & Housing Support **69**
- Financial Wellness \* **228**
- Family Repair (Q4 only) **12**
- Youth Peer Support\*\* **22**

### Total Served

**1025**

\* Financial Wellness also provided workshops to approximately 1100 individuals

\*\* 8 Youth Peer Support Workers, 290 participants in YPS training sessions

## NEW PROGRAMS!

*Growing Together*

- APS Housing
- Family Repair
- Youth Peer Support
- Financial Wellness
- Investing in Women's Futures
- Mothers in Mind (coming in 2023)



## THANK YOU AND UNTIL WE MEET AGAIN

2022-2023 saw important movement within our employee group, our management team and our Board of Directors. Some highlights:

- Kim Irvine Albano, Clinical Services Program Director, left us in the summer of 2023. Kim's contributions to the organization were immeasurable. She is missed by her friends and colleagues.



- Resolve would like to recognize the contributions of **Alicia Rogerson** and **Tiffany Ching Huang** to our Board of Directors. Unfortunately, they will not be returning for another term. Alicia's hard work and dedication as Board Chair was greatly appreciated. While we congratulate her on her exciting new career path out of town, her departure is a loss for Resolve, its Board and our community as a whole.

## Remembering ....

**David Schmidt**



David Schmidt, long time IT support for Resolve Counselling Services, passed away peacefully at Kingston General Hospital (KGH) due to complications from a heart attack on October 19, 2023. He was 49 years young.

Besides being a computer and Information Technology genius, David will be remembered for the kindness and patience that he showed while supporting our staff and Board alike.

David's hard work and decency will not soon be forgotten.

## The Last Word(s)

*"I just wanted to let you know that this was and is an amazing thing ... are doing and I thoroughly enjoyed my experience with you. Guys may you continue to help everyone who needs it the way you did with me. Honestly, the program is a blessing and you two are amazing. Thanks again my friend."*

*"What was most helpful was having a safe environment to fully discuss and understand why and what brought me here. "*

*"Zach has been providing peer support to a youth in the drop-in for 2 weeks now re: substance use. Today, this youth was quite ill (experiencing withdrawal symptoms). Zach advocated to Detox Centre, and supported him through the pre-screening process. The young person was successfully admitted. With consent, Zach then made a referral to AMHS and collaborated with external service providers to schedule a GAINS assessment upon this young man's release from Detox, in order to get him on a waitlist from treatment.*

*Peer Support in action - WAY TO GO ZACH!!!!!!!!!!!!!!!!!!!!!!" -from One Roof staff*

*"Everything was well explained. Leaders were thoughtful, kind and non-judgmental. "*

*"I felt comfortable speaking and partaking in discussions in group, with everyone else sharing and speaking."*

*"Everything was an eye opener and everyone, man or woman should know this. It needs to be in high school."*

When I decided to come to Resolve full time it should have been a tough decision, I am pausing my HOOP pension, 7 week's vacation a year and unlimited paid sick days. But truth is it wasn't a hard decision. I love my job, but more importantly, I love the people I get to work with and under every day, it truly feels like family. Everyone is so kind and supportive. I love it when a co-worker walks into my office to share something great they accomplished and I love that I can do the same. To feel valued and appreciated was foreign to me until I walked through these doors. When I get these emails and articles (about preventing burn out), it just reinforces everything I feel about Resolve. I have no regrets as I have gained so much more then I have given up. I haven't felt excited or inspired in my career for sooo long. I am grateful for the opportunity. -- **Courtesy a new member of the Resolve team**