

# Annual Report to Our Community 2017—2018



Chairperson & Executive Director	1
The Agency	1 - 3
Our Volunteers & Funders	3
Values, Vision & Mission	4
The People We Serve	4
Our Programs & Services	5 - 6
Financial Report	6
FCC Programs & Services 2017-2018	7
FCC Board of Directors	8
FCC Staff	8

## Chairperson & Executive Director Report

By Leanne Kember and Don Pitt

Family Counselling Centre is an established, client & community focused not-for-profit organization providing a number of different programs, supports, services and assistance in order to make the lives of Lambton County residents better.

The organization continues to be a pillar upon which community members and community partners can depend for professional, timely and compassionate service. The combined elements of a professional, dedicated staff; highly trained and committed volunteers; and the vision and leadership of the volunteer Board of Directors demonstrates that commitment to and belief in the clients and community can change lives for the better.

## The Agency 2017 - 2018

- Family Counselling Centre is an accredited agency, recognized as a local leader in addressing mild to moderate mental health issues; assisting youth at-risk; working with individuals and families dealing with a developmental disability, offering community supports and providing workplace educational workshops.
- With 20 funding streams covering multiple areas of service, strong relationships internally and with community partners, Family Counselling Centre continues to create economies of scale, strong referral options and multiple efficiencies while improving the lives of clients and their families.
- Following a 'buy, build, or lease' cost and benefits review by the Board and a local real estate agent, the Board signed a new five year lease to remain at the current Research Park location.
- Demand for services, especially counselling has been strong throughout the past year as more people acknowledge and access the benefits of professional counselling.
- Family Counselling is a member/partner with the national Family Service Employee Assistance Program (fseap), Family Service Canada as well as Family Service Ontario.

Member:  
Family Services Canada



A Funded Partner



**United Way**  
Sarnia-Lambton

## Our Board

As part of the ongoing accountability and accreditation structure, the Board monitors, reviews and directs agency planning, progress, governance and policies as appropriate.

In doing so, the Board recognizes and appreciates the exceptional work done by the dedicated staff and volunteers of Family Counselling Centre. On a daily basis, the staff and volunteers have a significant impact on those with whom they work and by extension the families and broader community.

At Board Meetings, the Board receives presentations from staff on the issues, challenges and activities of various Family Counselling Centre programs, new legislation and initiatives, as well as written updates from the Executive Director.

## Our Service Teams

- The **Community Support Services (CSS)** team provides and/or coordinates a range of services for: adults with a developmentally disability; family members caring for a person with a disability; youth at risk; youth in transition and individuals with Complex Special Needs.
- The **Family, Couple & Individual Counselling (FCI)** team provides professional, strength-based, solution-focused counselling services to community members in need of assistance to deal with life's challenges; support and strengthen families; and/or address issues relating to domestic violence.
- The **Business Team**, via reception is the first contact many people have with the organization. Team members also track multiple funding streams with different reporting and recording requirements to provide accurate financial information, program and service statistics for multiple funders.
- **Supervised Access Program Lambton (SAPL)** team members work out of their own, centrally located facility. The program offers a safe, neutral, child-focused, supervised setting

for visits and exchanges between a child and non-residential family member(s).

- The **Employee/Member Assistance Program (EAP/MAP)** team works with and supports employers investing in the mental health and wellbeing of their employees and the employee's family. This is done by providing contracts for employer funded, professional, confidential counselling services at no cost to the employee.

## Our Agency

Family Counselling Centre's fifth **Juke Box Challenge** fundraising event was held in March. The fun-filled evening has teams compete to



identify songs from different eras, genres and categories. Funds raised support Family Counselling Centre programs and services.

**Other:** Kids on the Block, multiple EAP and Wellness Workshops, community presentations and Critical Incident Responses (CIRs) enhanced the community's awareness of Family Counselling Centre's expertise and the many programs and services offered.

Visit  
[www.familycounsellingctr.com](http://www.familycounsellingctr.com)  
or find us on Facebook

## Partnerships

To promote strong community partnerships and relationships, staff and managers participate on various committees, as well as attending, hosting, or presenting at meetings and events. There remains an excellent spirit of positive, client-centered cooperation and collaboration between community agencies.

## Our Workplace

**Staff:** The staff of Family Counselling Centre are professional, caring and focused on benefits for the client and community. Working in a fast-paced, ever changing environment, their goal remains the well-being of the client and providing high quality support to those in our community who are in need.

## Our Work Environment

Family Counselling Centre encourages a positive, fair, supportive and healthy workplace. Staff are provided with both individual and group training opportunities, have organized opportunities to get together in relaxed, informal settings during our annual Spring, Fall and Christmas luncheons as well as at staff organized lunch-time and after-hours events.

Like other social service organizations, Family Counselling Centre operates in an environment of rapid changes in funder delivery models and increases in administrative requirements.

The organization must therefore be resourceful and adaptable in order to respond to these multiple challenges, continue to provide quality community services and remain open to new and innovative service opportunities.

To do so successfully requires that the Board, Staff, and Volunteers of Family Counselling Centre focus on the Mission, Vision, and principles of service to clients and the community. It is the commitment to these core beliefs and values by all involved that continues to sustain the organization in working effectively on behalf of the individuals, couples and families of Lambton County as we recognize and honour 63 years of community service.

## Staff Changes 2017 - 2018

Staff changes are normal and healthy for an organization. Throughout the year FCC has had some people leave to pursue new opportunities or when we were unable to renew a contract. We have also welcomed others to the Family Counselling team. Including full & part-time employees, there are currently 52 employees of FCC.

We will soon welcome two staff members back from maternity leaves and send our thoughts and best wishes to staff members currently on medical leave.

## Our Volunteers

**82** wonderful volunteers donated their time to various areas of Family Counselling Centre: Distress Line, Tel-Check, fundraising, Board of Directors, Kids On The Block and other activities.

## Our Funders

The many programs and services offered to the community by Family Counselling Centre are made possible through a number of different funding sources. Our thanks to our funders for assisting us in helping our community.

United Way of Sarnia-Lambton

Ministry of Community & Social Services

Ministry of Children & Youth Services

Ministry of the Attorney General

Erie St. Clair Local Health  
Integration Network (LHIN)

Employee/Member Assistance Contracts

Fee-for-Service Individuals and Contracts

Sexual Assault/Domestic Assault  
Treatment Centre

County of Lambton

Fundraising Sponsors & Donors

## Values, Vision and Mission

### We Believe:

- Every individual has the right to attain their full potential;
- The family unit, as defined by each individual, has the greatest potential to support each of its members in achieving personal fulfillment;
- Every individual and family has the right to excellence in service regardless of their economic status, gender, ability or system of beliefs and values;
- Each Board Member, staff and volunteer is vital to the Centre and equally valued for their contributions;
- Every individual and family has value, integrity and the right to privacy;
- Collaboration with other organizations is essential in maximizing community resources.

### Our Vision:

- Strong and supportive communities comprised of healthy individuals, families and relationships.

### Our Mission:

- To assist, educate and strengthen individuals, families and community through programs, partnerships and resources.

### The People We Serve:

In the fiscal year 2017-2018 the staff and volunteers of Family Counselling Centre assisted almost **1,800** people through a wide range of programs and services as well as providing approximately an additional **200** plus individuals with information and/or an appropriate referral.

- More than **800** individuals/families benefited from our various funded, United Way subsidized and fee-for-service Family, Couple and Individual counselling programs;
- Our Community Support Programs assisted almost **500** vulnerable members of our community and their family members;
- Our Distress Line Coordinator and trained volunteers handled over **1,500** Distress Line calls;
- The Employee / Member Assistance Program (EAP/MAP) assisted **560** individuals, couples and families through contracts with employers / unions.
- Our telephone support program Tel-Check, made almost **28,000** outgoing calls to ensure the safety, security and connectedness of vulnerable individuals;
- Our Critical Incident Response team responded with timely, professional support and assistance on an as needed basis to several businesses/organizations;
- Our Wellness Workshops, Information Sessions, Kids on the Block program and various Groups were attended by over **500** individuals in Lambton and Kent counties;



## Our Programs and Services

**Advocacy, Planning and Support Services (APSS)** is funded through the Ministry of Community and Social Services (MCSS) to provide a range of services to support individuals with developmental disabilities and their families achieve success in the client's self-determined goals.

**Brief Trauma Work (BTW)** provides immediate, short-term counselling services to male and female victims up to age 18 who have been sexual assaulted and to their families. This program is funded by the Bluewater Health Sexual Assault/Domestic Assault Treatment Centre.

**Children's Autism Spectrum Disorder Respite** funding from the Ministry of Children & Youth Services (MCYS) provides temporary relief for the physical and emotional demands involved with caring for children with Autism Spectrum Disorder and / or enhances the respite services that families may already receive.

**Partner Assault Response (PAR)** is an educational group program offered to individuals who have abused their partner. The program is offered on a fee-for-service basis, with additional funding support from the Ministry of the Attorney General.

Partners of the *Partner Assault Response* program participants also receive concurrent services such as: follow-up telephone contact and individual counselling.

**Critical Incident Response** is a structured intervention provided by a team of highly trained counsellors that help individuals cope with emotional reactions and concerns associated with a traumatic event. It is provided on a fee-for-service basis, usually purchased by an employer to help employees.

**Distress Line Sarnia** is a telephone contact service for people in Sarnia Lambton who are in crisis and need information, support and referral. This service is provided through United Way funding.

**Employee/Member Assistance Programs (EAP/MAP)** provide employer/union funded counselling services to employees / members and their eligible family members. These services are provided through a fee-for-service contract.

**Family, Couple and Individual Counselling Program (FCI)**, primarily funded through United Way the program provides counselling services to

individuals who are experiencing various forms of personal and relationship difficulties (except those with a severe mental illness). The FCI team has a wide range of expertise and is skilled in both assessment and ongoing counselling. There are free, subsidized and fee-for-service options available.

**Family Court Support Worker:** This Ministry of the Attorney General (MAG) funded program provides supports for victims of domestic violence who are involved in the family court process.

**Kids on the Block Program (KOB)** provides community education about a variety of subjects through the use of life-sized puppets and volunteer puppeteers. It is supported through donations.

**Self-Managed Supports** provides local information, funding administration and support on a fee for service basis for families and individuals enrolled in the Provincial Passport program.

**Sexual Assault Outreach (SAO)** provides counselling services to women fifty (50) years of age and older in Lambton County who have experienced sexual abuse at some time in their life. It provides safe, confidential counselling in the privacy of the woman's home, Family Counselling Centre's Sarnia office, or other safe, neutral place. SAO is funded through the LHIN.

**Special Services At Home Program (SSAH)** provides funding that makes it easier for children under 18 years of age with a developmental or physical disability to live at home with their families. The service is funded through the Ministry of Community and Social Services and administered locally by Family Counselling Centre.

**STARRting Point** provides information and referrals for all children's services in Lambton County and provides a single point of access for all children's residential placements. Funded by MCYS it can help families take advantage of more than one program the community has to offer and can help families with children with complex needs develop a coordinated plan for the services they require.

## Our Programs and Services ... cont'd

**Supervised Access Program Lambton** When parents separate, access visits with children may be a problem. Funded by the Ministry of the Attorney General, Supervised Access provides a safe, neutral setting where visits and exchanges can take place under the supervision of trained staff and volunteers.

**Tel-Check Program** provides a daily telephone call to seniors and persons with disabilities who live alone. It offers emotional support and ensures the individual's safety. Calls are made 365 days a year. There is no fee for this service as the Sarnia-Lambton United Way and the Erie St. Clair Local Health Integration Network (LHIN) provide the financial support.

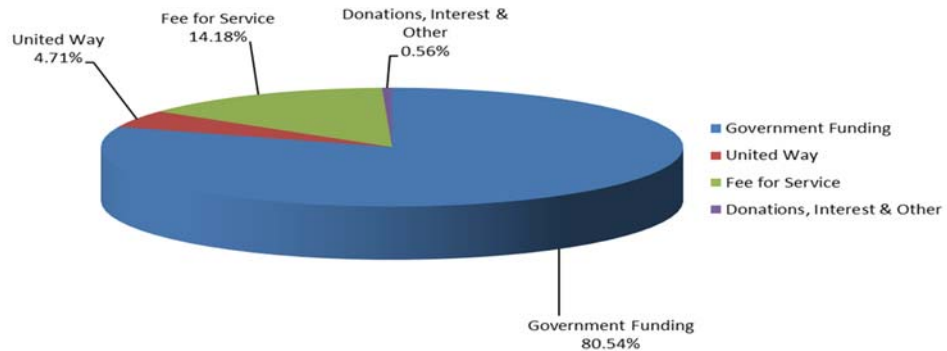
**Trusteeship Services** provides trusteeship services in the community to prevent homelessness due to non-payment of rent, inability to budget, poor problem-solving skills, addictions and/or mental health issues. Participation in this service is strictly on a voluntary basis with the intent of the program being to provide supports to individuals so that they can eventually live independently without supports. Trusteeship Services is funded by the County of Lambton for referred clients.

**Violence Against Women Program (VAW)** provides no-cost, ongoing counselling support for women who have experienced physical and/or emotional abuse in an intimate relationship. The program is funded through the Ministry of Community and Social Services.

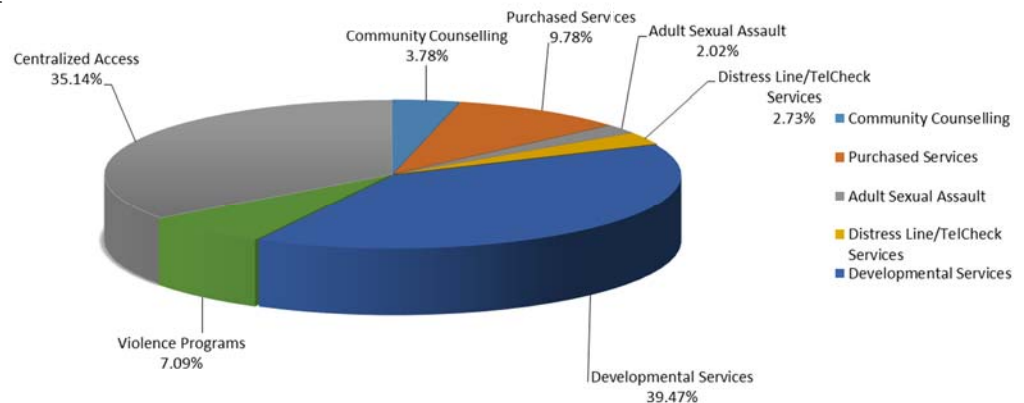
## Financial Report

For April 1, 2017 - March 31, 2018

### 2017/2018 Revenue



### 2017/2018 Expenditures





## Programs & Services 2017 - 2018

### Family Couple & Individual Counselling (FCI)

1. United Way – Subsidized Counselling
2. Purchased Services
  - a. Employee Assistance Program – 14 contracts plus nationals
  - b. Fee-for-Service Clients
  - c. Victim Quick Response Program (VQRP)
  - d. Medical Services (Federal)
  - e. Brief Trauma Work (Hospital)
  - f. Ontario Works Counselling
3. Ministry Programs
  - a. Sexual Assault Outreach (SAO) – LHIN
  - b. Violence Against Women (VAW) – MCSS
  - c. Partner Assault Response (PAR) - MAG

### Community Support Services (CSS)

1. Ministry Programs
  - a. Ministry of Community & Social Services (MCSS)
    - i. Special Services at Home (SSAH)
    - ii. Advocacy Planning & Support Worker (APSW)
    - iii. Supported Independent Living (SIL)
    - iv. Group Living
    - v. Trusteeship Services (not annualized)
  - b. Ministry of Children & Youth Services
    - i. STARRting Point
    - ii. Complex Special Needs
    - iii. Transitional Supports
    - iv. Autism Spectrum Disorder
  - c. Ministry of the Attorney General (MAG)
    - i. Supervised Access Program Lambton (SAPL)
    - ii. Family Court Support Worker
2. Kids on the Block Program – donation funded

### Other Programs & Services

- a. Distress Line – United Way
- b. Tel-Check – LHIN / United Way
- c. VAW Survey – MCSS

## Our Family Counselling Centre Board of Directors



*Leanne Kember*  
 Chairperson



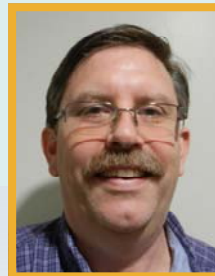
*Joel Szaefer*  
 Vice Chairperson



*Christine Jerrett*  
 Secretary



*Judy Arton*



*Mike Elliott*



*Julie Acker*



*Carey Wagner*



*Madhu Baker*



*Lareina Rising*

## Our Family Counselling Centre Staff

Don Pitt, Executive Director

Support Services	Community Support Services	Family, Couple & Individual Counselling		EAP/Business Development
<p><b>Charlotte Beer</b>  <i>Business Manager</i></p> <p>Diane Wigchert                      Jacquelynne Smith                      Jessica Egan</p> <p>-Contract Workers-                      Mary Teft                      Megan Sygrove                      Denise Lillee                      Debra Gingrich</p>	<p><b>Doug Darrach</b>  <i>Programs Manager</i></p> <p>Amber Arnold<sup>3</sup>                      Amber Guthrie                      Emily Cosford<sup>3</sup>                      Jackie Jamieson                      Jane Racher<sup>4</sup>                      Karen Hart<sup>4</sup>                      Krystal Jacques                      Lindsay Paget<sup>1</sup>                      Sarah Biligot<sup>3</sup>                      Scarlett Mroczek<sup>4</sup></p> <p>-Contract Workers-                      Cara McCormack<sup>1</sup>                      Eryn Darling                      Sharleen Stock</p>	<p><b>Melinda Elson</b>  <i>Clinical Manager</i></p> <p>Cathy Leaper                      Diana Hewett                      Ellen Keyser                      Ian Mayo                      Katlyn Joosten<sup>4</sup>                      Kerry Dykes                      Liz Moore                      Sandy Taylor</p> <p>-Counselling Affiliates-                      Breanna King                      John Flesher                      Megan Lemak                      Pawan Singh</p> <p>-Workshops-                      Andrew Ferguson                      Ashley Leizert                      Dan Rusu                      Hannah Galler                      Lisa Hodgins                      Ted Claeys</p>	<p><b>Doug Darrach</b>  <i>Programs Manager</i></p>	<p><b>Jennifer Hayes</b>  <i>EAP/Business Development Coordinator</i></p>
<p><b>Distress Line/                      Tel-Check</b></p> <p><b>Donna Martin</b>  <i>Coordinator</i></p> <p>55 Current Volunteers</p>				<p><b>Supervised Access</b></p> <p><b>Lorrie Werden<sup>4</sup></b>  <i>Coordinator</i></p> <p>Christine Steeves                      Emily Cosford<sup>3</sup>                      Jamie Holmes<sup>3</sup>                      Jodi Jarvis<sup>3</sup>                      Jillian Coleman<sup>4</sup>                      Kerry Dykes                      Krystal Jacques                      Krystal Thomson                      Lisa Williams<sup>3</sup>                      Maureen MacSorley</p>

<sup>1</sup> Resigned during fiscal year

<sup>2</sup> Retired during fiscal year

<sup>3</sup> Hired during fiscal year

<sup>4</sup> Leave