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Gladys Bender, Chair
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Robert Shantz, Treasurer
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Lynne Blake-Dickson
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<u>Our Staff</u>	<u>Start Date</u>
Jeanne Kelly	1988
Wanda Wagler-Martin	1997
Karen Huehn	1999
Rod Miller	2001
Cynthia Cober	2003
Brian Laverty	2003
Susan Schwartzentruber	2010
Brian Hunsberger	2010
Marianne Wiens	2011

Evening Receptionists

Mimi Hollinger-Janzen
Adrienne Schellenberg
Amy Davison



Shalom Can Help

Shalom’s mission is “Helping People Grow Toward Peace and Wholeness”. We seek to fulfill this mission through the provision of individual, couple, family and group counselling and consultation. The following areas of concern might prompt you to seek counselling or consultation:

- Couple/Relationship Challenges
- Premarital Counselling
- Family and Parenting Struggles
- Anxiety, Depression. Other Mental Health Concerns
- Trauma, Abuse
- Stress Management
- Suicidal Thoughts or Self-Harming Behaviours
- Grief and Loss
- Personal Growth and Direction, Life Transitions
- Spirituality/Life Meaning Questions
- Self Esteem, Body Image
- Work/Career-Related Challenges
- Substance Abuse/Addictions
- Anger Management
- Communication, Conflict Resolution
- Sexuality
- Adjustment to Aging and Aging Parent Concerns
- Health Concerns, Disabilities

Other Supportive Services

- Consultation to faith leaders or employers who are dealing with a challenging situation
- Speakers/Resource Persons
- Employee Assistance Program (EAP)
- Critical Incident Stress Debriefing (CISD)
- Spiritual Direction
- Referral to community resources as needed



***Helping People Grow
Toward Peace and Wholeness***

***Serving Our Community
Since 1983***

**A Stewardship
Report to Donors
2011**

9 Avondale Ave. S., Waterloo, ON N2L 2B5
519-886-9690
www.shalomcounselling.org

2011: The Year in Review

This has been a year marked by struggle in the lives of those seeking counselling at Shalom. The depth of pain evidenced in people's lives is profound. Approximately 30% of our clients battle with mental illness, most typically in the form of anxiety or depression. The weight of these struggles can, at times, cause people to question whether life is worth living. Shalom counsellors walk with our clients through the valleys of doubt and discouragement, offering perspective, encouragement and hope. Our counsellors also work in collaboration with medical professionals, who prescribe needed medications to assist in stabilizing the symptoms of mental illness, so that people can address their concerns in counselling.

At times counsellors "hold the hope" for those who cannot feel hopeful.

Another 28% came for counselling because of difficulties in their primary relationships. The pressures of day to day life impact couple connections. People seek counselling to repair, to heal, and to consider whether a relationship can continue. Shalom counsellors are there to problem-solve, to challenge, and to encourage couples to consider what needs to be done to build or restore their connection.

At times counsellors identify destructive patterns and prompt couples to make needed change.

There are many other reasons why people seek counselling. These include family and parenting challenges, the pain of grief and loss, coping with stress, facing an addiction or healing from past abuse, to name a few. The complexity of life circumstances can overwhelm, and people choose counselling as one avenue to make sense of their lives, to understand what may need to change, and to find energy to move forward.

At times counsellors help people work through painful experiences, identify present obstacles, and learn to listen to their lives.

To be present to the pain and challenges in people's lives is to enter into sacred space. We have been privileged to offer a safe space for reflection and healing for many people this year. Thank you for making it possible for us to offer counselling that is affordable and accessible, and for being a partner in our mission: *Helping People Grow Toward Peace and Wholeness*

In 2011:

- 3449 hours of counselling, consultation & resourcing were provided
- 1,590 people received service
- 85% of counselling hours required fee subsidy
- 48% of counselling fees were from people with family incomes below the poverty line
- Critical Incident Stress Debriefings were provided to 11 groups
- Employees from 22 businesses and organizations received counselling through Shalom's Employee Assistance Program

Primary Reasons for Seeking Counselling

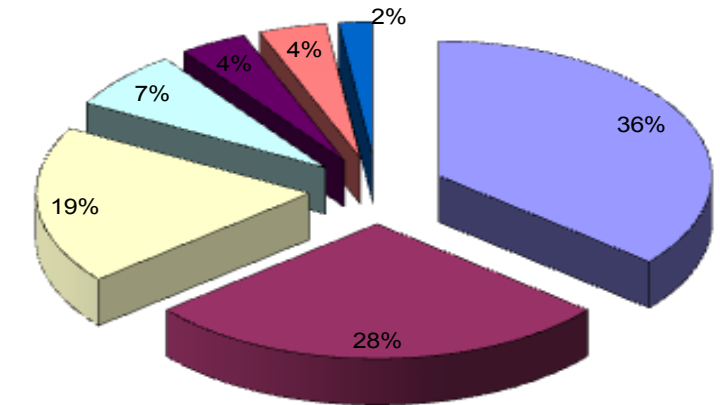
- 30% Mental Illness (Depression, Anxiety, etc.)
- 28% Relationship Difficulties
- 9% Family & Parenting Concerns
- 5% Abuse & Trauma
- 5% Anger Management, Communication, Conflict Resolution
- 5% Personal Growth & Direction, Self-Esteem
- 4% Grief/Bereavement
- 4% Stress Management
- 4% Work/School Challenges
- 3% Medical/Health Concerns
- 2% Addictions/Substance Abuse
- 1% Sexuality
- Clients served were 34% Males 56% Females

We ended our 2011 fiscal year (October 1, 2010 to September 30, 2011) with a small surplus of \$6119. We are grateful for this surplus in light of the fact that we provided increased counselling hours this year and 85% of clients were not able to cover the cost of this service.

Gladys Bender
Board Chair

Wanda Wagler-Martin
Executive Director

Sources of Income (Year Ending September 30, 2011)



- 36% Donations (\$148,489)
- 28% Fee Income: Counselling, Education Programs, Consultation, Supervision (\$115,647)
- 19% Ministry of Health (Lutherwood) (\$79,615)
- 7% United Way (\$27,000)
- 4% Fundraising, Interest, Other, (\$17,569)
- 4% Regional Municipality of Waterloo (\$14,992)
- 2% Ministry of Community and Social Services, Pay Equity (\$6,782)