

Board of Directors (2012)

Gladys Bender, Chair
Andrew Roth, Vice Chair
Robert Shantz, Treasurer (completed term)
Marilyn Leis, Secretary
Lynne Blake-Dickson
Jim Erb
David Gingerich
Gary Knarr (completed term)
Gloria Shantz (completed term)

New Board Members (2013)

Larry Martin (Treasurer)
Brenda Leis
Fred Loganbill

Our Staff	Start Date
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
Paula Quarrie	2012

Evening Receptionists (2012)

Mimi Hollinger-Janzen
Amy Davison
Adrienne Schellenberg
Ellery Penner (new 2013)



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
2012**

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

2012: The Year in Review

Requests for counselling grew in 2012 and we experienced a 14% increase in overall service delivery. This increase can be understood in various ways:

1. Multiple stressors in people's lives are prompting the need for counselling.
2. As the stigma decreases, people are increasingly comfortable seeking help when they are in difficulty.
3. Shalom has become known as a trusted provider of counselling services, and more people are calling Shalom when in need of counselling.
4. As fully funded services decrease their availability for treatment, people are increasingly seeking help at community counselling agencies, like Shalom.

We have worked hard to respond to the upsurge in requests for counselling. We have added to Shalom's counselling team in response to the increased need for service. We have also had longer wait times than we would have wished this year.

A visioning and strategic planning process was held in October and November, 2012. Board and staff considered many things in this process, including our programs and services, partnerships, finances and fundraising, and our space needs.

This process has clearly identified that we are a service much in demand and growing. We have taken a thorough look at how big can Shalom grow and still remain financially viable. We have clarified our commitment to moderate growth, which allows us to respond to the needs in our community, while not growing too quickly that we lose sight of our core values and mission. We will roll out the details of our strategic direction in 2013, and we will keep you posted as further steps evolve.

As we look to 2013, our 30th anniversary year, we name our continued commitment to the mission of Shalom:

Helping People Grow Toward Peace and Wholeness

In 2012:

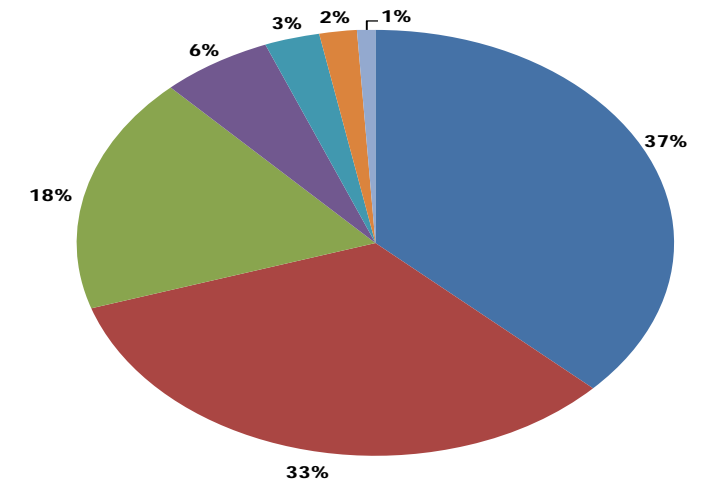
- 3918 hours of counselling, consultation & resourcing were provided
- 1,860 people received service
- 85% of counselling hours required fee subsidy
- 42% of counselling fees were from people with family incomes below the poverty line
- Employees from 26 businesses and organizations received counselling through Shalom's Employee Assistance Program
- Shalom facilitated three "Pastors and Counsellors in Consultation" groups.

Primary Reasons for Seeking Counselling

- 44% Mental Illness (Depression, Anxiety, etc.)
- 19% Relationship Difficulties
- 11% Family & Parenting Concerns
- 4% Abuse & Trauma
- 4% Grief & Loss
- 4% Personal growth, Spirituality & Self-Esteem
- 4% Work & School Challenges
- 3% Stress Management
- 3% Health, Aging & Other
- 2% Substance Abuse & Addictions
- 2% Anger Management, Communication & Conflict Resolution

Counselling Recipients: 32% Males, 68% Females

Sources of Income (Year Ending September 30, 2012)



37%	Donations (\$165,224)
33%	Fee Income: Counselling, Education Programs, Consultation, Supervision (\$147,905)
18%	Ministry of Health (Health Connect Program) (\$79,615)
6%	United Way (\$27,000)
3%	Regional Municipality of Waterloo, (\$14,228)
2%	Fundraising Events, Interest, Other (\$10,996)
1%	Ministry of Community and Social Services, Pay Equity (\$6,782)

We ended our 2012 fiscal year with a surplus of \$23,384. This is a significant gift in the context of our current economic climate, and provides a solid base of support for the year ahead.

We wish to express immense thanks for your support this year. Shalom's commitment to providing accessible and affordable counselling services is only possible because of the caring community that supports this work.

Gladys Bender
Board Chair

Wanda Wagler-Martin
Executive Director