

Our Regional Committee (2010)

Gladys Bender, Chair
Andrew Roth, Vice Chair
Robert Shantz, Treasurer
Ed Nowak, Secretary
Lynne Blake-Dickson
Gary Knarr
Marilyn Leis
John Rempel
Nelson Scheifele
Gloria Shantz

New Board Member

Jim Erb

Our Staff (2010)

Start Date

Jeanne Kelly	1988
Wanda Wagler-Martin	1997
Karen Huehn	1999
Rod Miller	2001
Cynthia Cober	2003
Brian Laverty	2003
Pauline King	2009
Susan Schwarzentruher	2010

Evening Receptionists (2010)

Mimi Hollinger-Janzen
Meghan Lankin
Adrienne Schellenberg

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 & Parenting Struggles
- Trauma, Abuse
- Anxiety, Depression, Other Mental Health Concerns
- Health Concerns, Disabilities
- Suicidal Thoughts or Self-Harming Behaviours
- Adjustment to Aging & Aging Parent Concerns
- Personal Growth & Direction, Life Transitions
- Spirituality/Life Meaning Questions
- Self Esteem, Body Image
- Work/Career-Related Challenges
- Substance Abuse/Addictions
- Anger Management
- Communication, Conflict Resolution

Other Services:

- Groups, training programs, in-services, and presentations on topics pertaining to mental health and well-being
- Consultations to pastors, congregations, employers, etc.
- Employee Assistant Program (EAP) Counselling
- Critical Incident Stress Debriefing (CISD) following a traumatic event



*Serving Waterloo Region
and Beyond Since 1983*

**A Report to Our
Supporters
2010**



Reflections on the Past Year

It has been a year with a marked increase in requests for counselling. While there are many possible reasons to explain this increase, it is clear that people are struggling. Whether it be relationship challenges, mental health concerns, family struggles, or the many other reasons that people seek counselling, it has been a full year.

And we are grateful that we have been able to respond to those in need of counselling, without having to turn away anyone based on their ability to pay. Shalom's commitment to providing affordable and accessible counselling is a big commitment. This is particularly true in light of the fact that the more counselling we provide, the more money we actually lose; not a very good business model. This reality, in light of a financial surplus this year, underscores the gift of grace that continues to make the work of Shalom possible.

People seeking counselling at Shalom represent an incredibly diverse range of backgrounds, belief systems, life experiences, and areas of struggle. As the language in our new brochure reads:

We honour and respect the diversity of persons, backgrounds and beliefs within our community. As Christian professionals, Shalom counsellors are receptive to conversations of faith/spirituality when initiated by the client in the counselling process.

By this language we are communicating that we are indeed a faith-based organization, whose special niche would be sensitivity to and understanding of the importance of faith or the spiritual component of people's lives. However we are also a community agency that responds to people from all walks of life, with a focus on providing trusted counselling intervention regardless of a person's beliefs or affiliations. This continues to underscore Shalom's uniqueness as a service provider.

Thank you for continuing to stand with Shalom staff and board as we endeavour to provide services that reflect our mission:



In 2010:

- We provided 3,333 hours of counselling, consultation and resourcing.
- 1,342 people received service in the form of counselling, consultation, education or resourcing.
- 87% of counselling hours required fee subsidy this year.
- 48% of counselling fees were from those with family incomes below the poverty line.
- Critical incident stress debriefing was provided 3 times this year.
- People from 22 businesses and organizations have come to Shalom this year for counselling through Shalom's Employee Assistance Program.

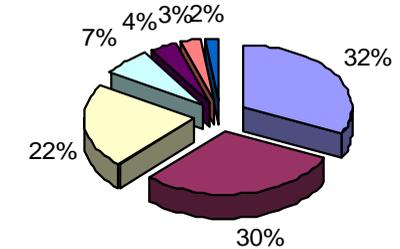
Primary Reasons for Seeking Counselling

- ♦ 27% Relationship Difficulties
- ♦ 25% Mental Illness (Depression, Anxiety, Other)
- ♦ 12% Family & Parenting Concerns
- ♦ 6% Grief & Bereavement
- ♦ 6% Medical/Health Concerns.
- ♦ 5% Personal Growth & Direction, Self-Esteem
- ♦ 5% Anger Management, Communication, Conflict Resolution
- ♦ 4% Work/School-Related Challenges
- ♦ 4% Abuse & Trauma
- ♦ 3% Stress Management
- ♦ 2% Addictions/Substance Abuse
- ♦ 1% Sexuality



We ended our 2010 fiscal year (Oct. 1/09 to Sept 30/10) with a small surplus of \$11,425.00. This is gratifying in a year when we have provided an increased number of counselling hours. Our commitment to affordable and accessible counselling, and the fact that 87% of clients required fee subsidy this year, makes this surplus an incredible gift.

Sources of Income
(Year Ending September 30, 2010)



	32%	Donations (\$119,208)
	30%	Fee Income: Counselling, Education Programs, Consultation, Supervision (\$110,590)
	22%	Ministry of Health (Lutherwood) (\$79,620)
	7%	United Way (\$27,241)
	4%	Fundraising, Interest, Other, Work for SCS Inc. (\$12,693)
	3%	Regional Municipality of Waterloo (\$12,606)
	2%	Ministry of Community and Social Services, Pay Equity (\$6,782)

With gratitude for your donations this year. The work of Shalom is only possible because of the community of care that supports it. Thank you!

Sincerely,

Gladys Bender, 2010/2011
Regional Committee Chair

Wanda Wagler-Martin
Executive Director