



*Helping People Grow  
Toward Peace and Wholeness*

# Annual Stewardship Report - 2019

## 2019 in Numbers

**↑ 12%**

Increase in hours of counselling and consultation provided by Shalom in 2019.

**83%**

The percentage of people receiving counselling at Shalom who benefited from a fee reduction.

**↑ 31%**

Increase in the number of new cases started at Shalom in 2019.

**23**

The number of groups who received education and training from a Shalom counsellor in 2019.

## The Impact of Change

*Executive Director Report: Wanda Wagler-Martin, MSW, RSW*

We live in a world of change. Amidst the many shifts happening on a global, national and local level, we also experience change in our homes and communities. Many changes are good, particularly when change results in positive shifts in people's well-being. However, at times change feels imposed, and this may result in challenging circumstances.

At Shalom this year, we have journeyed with people who have been impacted by unwanted changes in their lives. Whether it was a job loss, the death of a loved one, physical or mental health struggles, these unwanted changes can challenge a person's typical way of being in the world. Struggle often results from change, and struggle often prompts people to seek help.

Changes in our systems of service delivery also impact people. Ontario's proposed healthcare changes name the importance of services for mental health and addiction. While there is funding promised for services addressing mental health and addictions, we do not have clarity on how this funding will flow and which services will benefit from it.












At Shalom we have also experienced change this past year, as another long-term staff person moved to retirement. These shifts impact our team and we miss our valued colleagues. We are also grateful, that as seasoned counsellors retire, we are welcoming capable new counsellors to our team.

In the midst of ongoing change, Shalom is responding, by providing needed counselling services in our community. It is with gratitude that we thank you, our supportive community, for making accessible and affordable counselling services possible.

# Counselling Services

At Shalom we provide a safe, welcoming and non-judgemental environment for conversation and problem-solving. Our experienced, accredited counsellors support individuals, couples, families, and groups from youth to adult as they work through emotional and relationship concerns.

In the past year the primary reasons for seeking counselling at Shalom were:

Mental Health Concerns (Depression, Anxiety, etc.)	27%	
Relationship Challenges	19%	
Family & Parenting Concerns	14%	
Personal Growth, Spirituality, Self-Esteem & Sexuality	10%	
Stress Management	6%	
Grief & Loss	6%	
Abuse & Trauma	6%	
Work & School	5%	
Health, Aging & Other	3%	
Substance Abuse & Addictions	3%	
Anger Management, Communication & Conflict Resolution	1%	

## What we Value

Grounded in Christian faith, we value the following:

**Peace** - Peace as described by the word Shalom - peace with self, others and with God.

**Wholeness** - Counselling is a safe place for addressing any dimension of a person's experience - mental, emotional, physical, sexual, social or spiritual.

**Compassion** - Empathy and care for all persons.

**Respect** - Diversity of backgrounds and beliefs within our community is respected. We endeavour to be ethical, welcoming & inclusive in all aspects of our work.

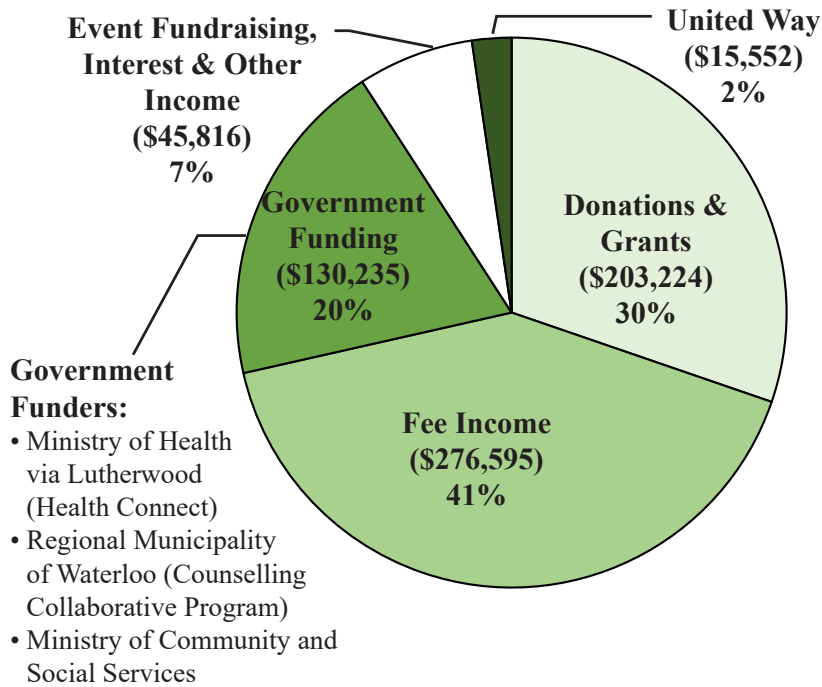
**Accessibility & Affordability** - All persons should have access to professional counselling services when needed. Cost should not be a deterrent to obtaining professional counselling.

**Accountability & Excellence** - Ongoing monitoring and implementation of best practices in all aspects of our work.

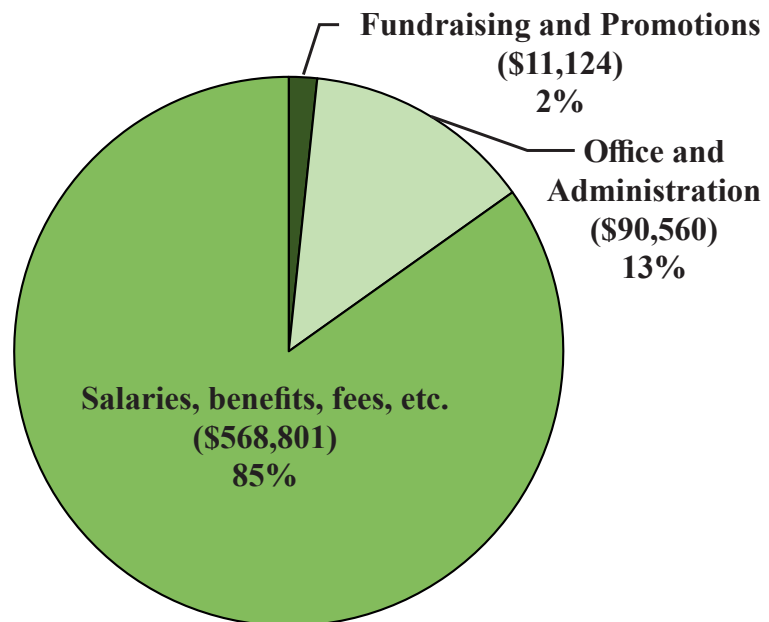
# Financial Update

(Year Ending September 30, 2019)

## Operating Income



## Operating Expenses



**2019 Operating Surplus: \$937**

\* Complete audited financial statements are available upon request.

## Our Staff

Name and Credentials	Start Date	Name and Credentials	Start Date
Jeanne Kelly, MA ( <i>AAMFT, Registered Psychotherapist</i> )	1988	Julie Campion, BA, <i>Administrative Secretary</i>	2017-2019
Wanda Wagler-Martin, MSW, RSW	1997	Dan Good, MSW, RSW	2018
Rod Miller, MSW, RSW	2001	Peter Boulatta <i>(Psychotherapy Intern)</i>	2018
Brian Laverty, M. Th. <i>(AAMFT, Registered Psychotherapist)</i>	2003-2019	Mark Gedcke, MA <i>(Registered Psychotherapist)</i>	2018
Susan Schwartzentruber, MSW, RSW	2010	<b>New Staff:</b> Katie Cowie-Redekopp, BA, <i>Administrative Secretary</i>	2019
Paula Quarrie, MSW, RSW	2012	Kaitlyn Jantzi <i>(MSW Intern)</i>	2019
Melody LeClair, MA <i>(Registered Psychotherapist)</i>	2014	<b>Coverage Receptionists:</b> Gladys Brubacher June Lichti	
Steven Reesor Rempel, MBA, <i>Business &amp; Operations Administrator</i>	2014		
Joëlle Martin-Root, MSW, RSW	2016		

### Board of Directors (2019)

- Brenda Leis (*Chair*)
- Kaye Rempel (*Vice-Chair*)
- Fred Loganbill (*Treasurer*)
- David Gingerich  
*(Secretary)*
- Barry Roth
- Chris Brnjas
- John Lougheed
- Margaret Andres
- Susan Doerksen Castro
- Andrew Yantzi
- Amanda Geiger

## Upcoming Events



**Shalom Spring  
Breakfast**  
May 2, 2020



**10,000 Steps for  
Mental Health**  
September 21, 2020

## Thanks to our partners

Regional Municipality  
of Waterloo's



**United Way**  
Waterloo Region  
Communities



9 Avondale Ave. S.,  
Waterloo, ON N2L 2B5  
(519) 886-9690  
[www.shalomcounselling.org](http://www.shalomcounselling.org)