



**Helping People Grow
Toward Peace and Wholeness**

Annual Stewardship Report - 2019/2020

2019/2020 in Numbers

↑ 4%

Increase in hours of counselling and consultation provided by Shalom this year.

82%

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

↑ 17%

Increase in the number of people receiving counselling at Shalom this year.

0 days

Shalom counsellors did not miss a single day of service delivery in the transition to remote counselling due to COVID-19.

Resilience writ large

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

2020 has been a year that we will remember. As the pandemic rippled through our world, our country, our province and our community, we had a growing awareness of the impacts that would affect each one of us. The immensity of change that we have navigated has been astounding, and the resilience of the human spirit has been underscored.

Writer, Alice Miller, has long framed for me our ability to move beyond struggles, tragedy and pain. This has been witnessed repeatedly in the stories of those who seek counselling at Shalom, and has been evidenced writ large in how society has responded to this pandemic: “For the human soul is virtually indestructible, and its ability to rise from the ashes remains as long as the body draws breath.”

In this marker year, the work of Shalom has continued. By mid March we had redesigned our services for a remote context, and counsellors were providing counselling by phone or online video. Together we designed protocols and procedures to ensure that best practices were in place. Staff are to be commended for their incredible commitment to ensuring that our service-delivery continued as smoothly as possible. And remarkably, in this year of immense change, we experienced a 4% increase in service-delivery hours.












As you will note, we also ended the fiscal year with an unprecedented surplus. This was made possible by the generosity of our supporters and the granting and governmental initiatives made available through this pandemic year.

As I prepare to leave Shalom in June, I am aware that this is the last annual report I will write. Words cannot express the immensity of my gratitude for the community of care that surrounds this work and has made it possible all these years. Your support has ensured Shalom continues to be able to serve people from all walks of life, regardless of ability to pay full cost. This is a needed service in our community. Thank you for your ongoing partnership with Shalom!

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.)	34%	
Relationship Challenges	13%	
Family & Parenting Concerns	11%	
Grief & Loss	9%	
Abuse & Trauma	6%	
Stress Management	5%	
Personal Growth, Spirituality, Self-Esteem & Sexuality	5%	
Work & School Challenges	5%	
Health, Aging & Other	5%	
Anger Management, Communication & Conflict Resolution	5%	
Substance Abuse & Addictions	2%	

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.

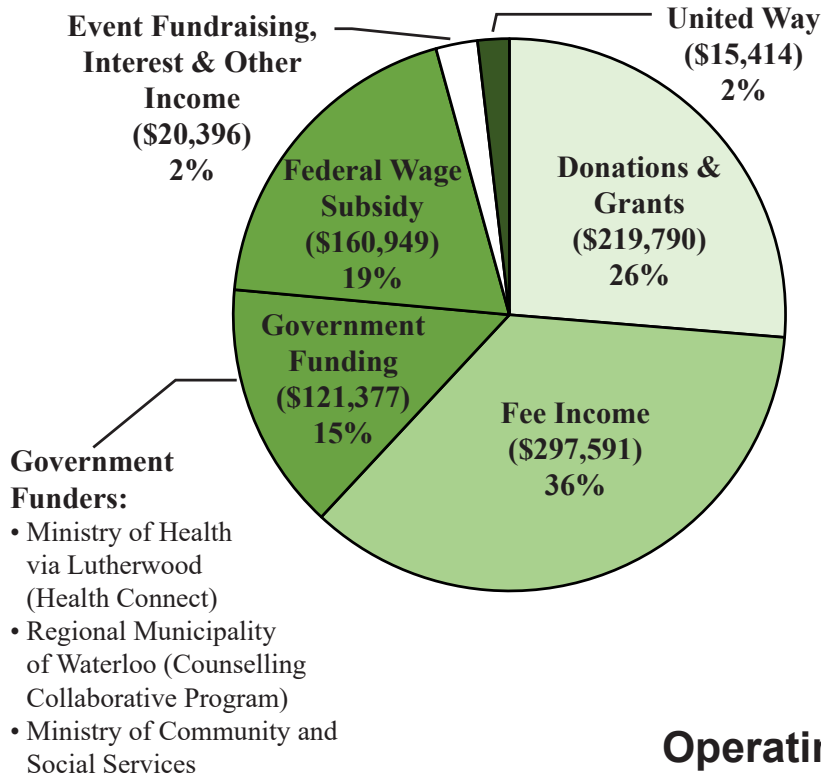
Accessibility & Affordability - All persons should have access to professional counselling services when needed. Cost should not be a deterrent to obtaining professional counselling.

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

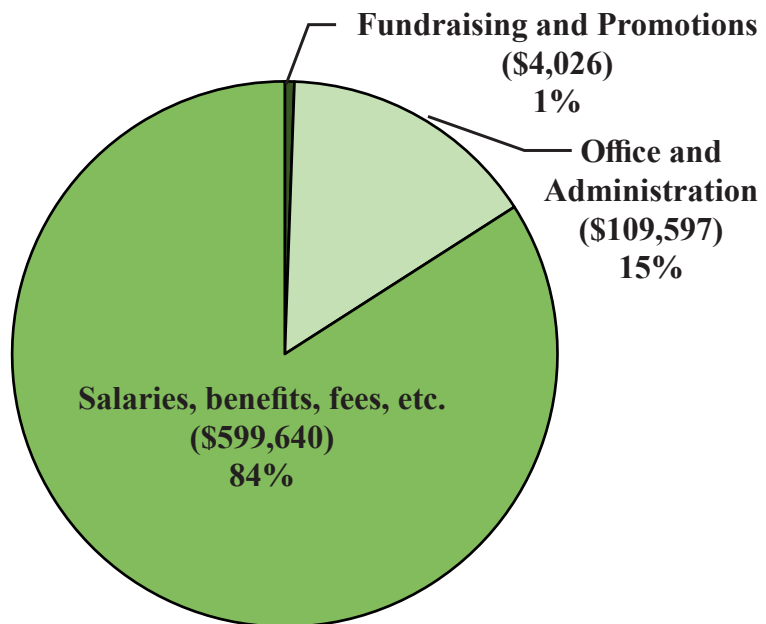
Financial Update

(2019/2020 Fiscal Year Ending September 30, 2020)

Operating Income



Operating Expenses



2019/2020 Operating Surplus: \$122,254

\$70,000 of Surplus transferred to Reserve Fund.

* Complete audited financial statements are available upon request.

Our Staff

Name and Credentials	Start Date	Name and Credentials	Start Date
Jeanne Kelly, MA (AAMFT, Registered Psychotherapist)	1988	Dan Good, MSW, RSW	2018-2020
Wanda Wagler-Martin, MSW, RSW	1997	Peter Boulatta (Psychotherapy Intern)	2018
Rod Miller, MSW, RSW	2001	Mark Gedcke, MA (Registered Psychotherapist)	2018
Susan Schwartzentruher, MSW, RSW	2010	Kaitlyn Jantzi, MSW, RSW	2019-2020
Paula Quarrie, MSW, RSW	2012	Katie Cowie-Redekopp, BA Office Manager	2019
Melody LeClair, MA (Registered Psychotherapist)	2014	Coverage Receptionists:	
Steven Reesor Rempel, MBA, Business & Operations Administrator	2014	June Lichti	
Joëlle Martin-Root, MSW, RSW	2016	Ingrid Regier	
		Zoe Andres	
		Cassie Wagler	

Board of Directors (2019/2020)

- Kaye Rempel (*Chair*)
- John Lougheed (*Vice-Chair*)
- Fred Loganbill (*Treasurer*)
- David Gingerich (*Secretary*)
- Brenda Leis (*Past Chair*)
- Chris Brnjas
- Margaret Andres
- Andrew Yantzi
- Amanda Geiger
- Allan Sauder

Upcoming Events



Shalom Spring Event
June 6, 2021



10,000 Steps for Mental Health
September 18, 2021

Thanks to our partners



Thanks for supporters, congregations and foundations who make the work of Shalom possible.



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