



**Helping People Grow
Toward Peace and Wholeness**

Annual Stewardship Report - 2020/2021

2020/2021 in Numbers

↑ 2%

Increase in counselling sessions provided by Shalom this year.

1 in 2

The number of people receiving counselling at Shalom for depression, anxiety, and other mental health concerns.

↑ 35%

Increase in counselling sessions provided to individuals below the low-income cutoff at Shalom this year.

50%

Half of the individuals receiving counselling at Shalom are between the ages of 15 and 36.

Bending and Not Breaking in the Storm

Executive Director Report: Susan Schwartzentruber, MSW, RSW

The storms of the COVID pandemic have continued to blow during our 2020/2021 fiscal year. New words and phrases have entered our common lexicon: resilience, wave, pivot, you're muted, languishing, new normal, and boosters. The most recent pandemic wave at the time of writing this report, has limited our in-person interactions once again. Shalom has returned to virtual counselling services after just a few months of resuming in-person sessions.

Resilience is a concept I hold with great awe and respect. According to Amit Sood, MD, the Executive Director of the Global Center for Resiliency and Well-Being, "Resilience is the ability to withstand adversity and bounce back and grow despite life's downturns." In the counselling journey as therapists, we continually bear witness to the stories of clients who live through painful, and tragic circumstances. These clients are normal people who may have deep inner scars and yet they are strong and flexible so that when the storms come, they bend and bend but do not break. We are all born with innate resiliency. Resilience is not a genetic trait that only a few "super-people" possess. We can work on it, and we can build it throughout our lives.

Charles Darwin said that the greatest predictor for resilience is collaboration and cohesiveness. To be resilient we need what sequoia redwood trees have: a root system that is intertwined, a broad system of connections, embraced with one another to withstand storms and dependent on each other for nurture. When the winds blow, they remain rooted because they hold each other up.












Shalom ended the fiscal year with a generous surplus and provided counselling services to many people. All this was made possible by the collaboration and support of our donors, grants and government subsidies. The Shalom staff has tremendous strength as a cohesive team and continued to "pivot" when needed amidst many changes.


Shalom continues to ground itself and deepen our roots into the values of peace, wholeness, compassion, respect, accessibility and affordability, accountability and excellence. These values help us to weather the storms and remind us of the need to provide high quality therapy to all people in our community.

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 following were reasons for seeking counselling at Shalom (please note more than one could be identified):

Mental Health Concerns (Depression, Anxiety, etc.)	56%	
Relationship Challenges	16%	
Family & Parenting Concerns	12%	
Personal Growth, Spirituality, Self-Esteem & Sexuality	8%	
Work & School Challenges	8%	
Health, Aging & Other	8%	
Stress Management	7%	
Anger Management, Communication & Conflict Resolution	6%	
Grief & Loss	6%	
Abuse & Trauma	5%	
Substance Abuse & Addictions	3%	



The percentage of people seeking support for depression, anxiety and other mental health concerns has increased by 7% in the past year.

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.

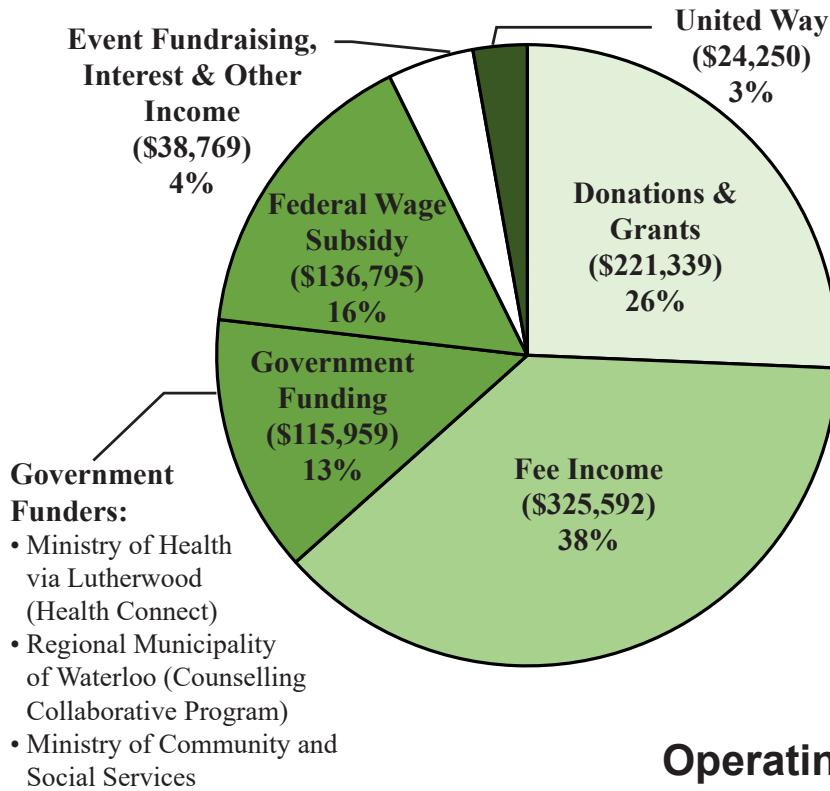
Accessibility & Affordability - All persons should have access to professional counselling services when needed. Cost should not be a deterrent to obtaining professional counselling.

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

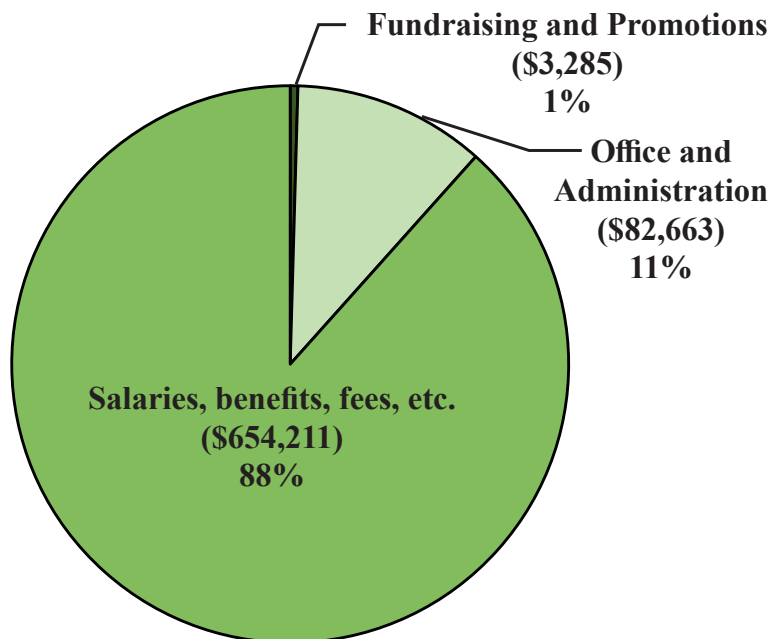
Financial Update

(2020/2021 Fiscal Year Ending September 30, 2021)

Operating Income



Operating Expenses



2020/2021 Operating Surplus: \$122,545

\$50,000 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 (<i>AAMFT, Registered Psychotherapist</i>)	1988	Peter Boulatta (<i>Qualifying Psychotherapist</i>)	2018
Wanda Wagler-Martin, MSW, RSW	1997-2021	Mark Gedcke, MA (<i>Registered Psychotherapist</i>)	2018
Rod Miller, MSW, RSW	2001	Katie Cowie-Redekopp, BA <i>Office Coordinator</i>	2019
Susan Schwartzentruher, MSW, RSW	2010	Maria Geleynse, MSW, RSW	2021
Paula Quarrie, MSW, RSW	2012		
Melody LeClair, MA (<i>Registered Psychotherapist</i>)	2014		
Steven Reesor Rempel, MBA, <i>Business & Operations Director</i>	2014		
Joëlle Martin-Root, MSW, RSW	2016		

Coverage Receptionists:

Ingrid Regier
Zoe Andres

Board of Directors (2020/2021)

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

Upcoming Events



**Shalom Spring
Breakfast**
May 7, 2022



**10,000 Steps for
Mental Health**
September 17, 2022

Thanks to our partners



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



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