

ANNUAL GENERAL MEETING  
REPORT FOR 2021-2022

**Catholic Family Services of Durham**  
**Services à la famille catholiques de Durham**



September 14, 2022  
In-Person and Virtual Event

*We're here for you*



An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

## **Mission Statement**

*We exist to provide help, hope and healing to individuals, couples and families, regardless of beliefs, through evidence-based clinical therapy, psycho-educational counselling and support. (November 14, 2018)*

## **Philosophy**

Catholic Family Services of Durham / Services à la famille catholiques de Durham intends to provide a community-based service that is accessible to everyone in both English and French, and to develop a service that addresses the needs of the Region. The service shall be done with regard for the inherent dignity, freedom, and equality of all persons. Catholic Family Services of Durham / Services à la famille catholiques de Durham has a special mission to those experiencing difficulties, to be in affiliation and solidarity with them and to collaborate with them in order to facilitate personal growth and well-being.

We are committed to serve in the spirit of our mission statement and according to the teachings of the Catholic Church.

## **Values**

In its work with the community, Catholic Family Services will respect the following values:

- Provide services with regard for the dignity, freedom and equality of all persons
- Serve with a spirit of compassion
- Serve with a commitment to excellence

## **Areas of Effort**

In achieving its Mission, Philosophy and Values, Catholic Family Services will:

- Develop services to address needs of the area;
- Strive for accessibility to all of its services;
- Provide a high quality counselling service to individuals, couples and families;
- Implement educational programs aimed at strengthening families and the interpersonal skills of individuals;
- Act as a resource to the parishes in Durham Region;
- Undertake community development work to strengthen the capacity of parishes to address social issues;
- Work with parishes and the community to reduce the incidence of family violence;
- Empower victims of family violence and sexual abuse in obtaining protection and in strengthening their lives;
- Provide a rewarding and supportive working and service providing environment;
- Be fiscally responsible;
- Work collaboratively/cooperatively with other social service organizations.

# Annual General Meeting Agenda

Wednesday, September 14, 2022

7:00 pm

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Welcome

Introductions

Secretary's Report

Audit Committee Report

Appointment of Auditors for 2022 - 2023

Governance Committee Report

Human Resources Committee Report

Annual Board Chair & Executive Director's Report

Ratification Resolution

Adjournment

# Secretary's Report

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## Catholic Family Services of Durham Annual General Meeting

Held via Zoom

Wednesday, June 23, 2021, 7pm

**In attendance:** Stan MacLellan, Chair; Kate O'Quinn, Vice-Chair; Kathy Skribe, Secretary; Marc Poupart, Audit Chair; Janine Bowyer; Alida Brydon; Fr. David Bollo; Monique Forster; Chris Leahy; Paula Raggiunti; Henry Remiz; Ann Marie Whitney; Elizabeth Pierce

**Absent:** none

**Guest:** Michael Fullan

**Note taker:** Tania McClean

### Handouts

Annual General Meeting Report for 2020-2021

#### 1) Opening of AGM and Welcome at 7:06pm

Stan MacLellan

**Opening Prayer:** Kate O'Quinn and Fr. David Bollo

#### **Acknowledgements & Introductions**

- Chair Stan MacLellan introduced our honored guest: Michael Fullan, Executive Director of Catholic Charities

#### 2) Approval of Agenda

- Addition of item #11 – Approval of Special Members Meeting Minutes of June 1, 2021

#### **MOTION to approve agenda as modified**

by Chris Leahy, seconded by Monique Forster. **Motion carried.**

#### 3) Review of Minutes of Annual General Meeting October 14, 2020

- Kathy Skribe called for a review of the minutes of the Annual General Meeting October 14, 2020

#### **MOTION to approve the Minutes of October 14, 2020**

by Kathy Skribe, seconded by Ann Marie Whitney. **Motion carried.**

#### 4) Audit Report: written report

- Chair Marc Poupart presented the Audit Committee Report

#### **MOTION to accept the Audit Committee Report for 2020-2021**

by Marc Poupart, seconded by Henry Remiz. **Motion carried.**

#### 5) Appointment of Auditors

#### **MOTION to retain Smith Chappell Marsh Vilander as auditors for 2021-2022**

by Marc Poupart, seconded by Monique Forster. **Motion carried.**

#### 6) Governance Committee Report: written report

- Kate O'Quinn presented the committee report on behalf of the Committee.

#### **MOTION to accept the Governance Committee Report as submitted**

by Kate O'Quinn, seconded by Janine Bowyer. **Motion carried.**

#### 7) Presentation of New Board Members

- Kate O'Quinn presented new Board members Monique Forster and Janine Bowyer.

**MOTION to ratify the appointments to the Board of Monique Forster and Janine Bowyer**

by Kate O'Quinn, seconded by Alida Brydon. **Motion carried.**

**8) Human Resources Committee Report:** written report

- Ann Marie Whitney presented the report on behalf of the Committee.

**MOTION to accept the Human Resources Committee Report as submitted**

by Ann Marie Whitney, seconded by Henry Remiz. **Motion carried.**

**9) Annual Report:** written report

- Elizabeth Pierce presented some highlights of the Annual Report, with reflections on the differences through the pandemic, such as: less unique clients being served yet with more time spent in direct service hours per client, including a 16.5% increase in support provided to woman abuse clients; similar number of referrals from community partners. The CFSD team pivoted quickly to the virtual model of service and the feedback over 2020-21 did measure that virtual work, with most clients expressing that they were satisfied with the service they received, and that they did not experience accessibility issues. Elizabeth expressed a special thank you to the Board – the agency couldn't have done this year without the Board's support and guidance.
- Stan MacLellan pointed out what an exceptional year it has been for the clients, the staff, and the partners. He expressed gratitude to the Board of Directors, each of whom had the same challenges as everyone else yet put their personal needs aside to step up and support the agency. The members' willingness to attend the extra meetings and work collaboratively to solve issues as they arose reinforced the importance of what CFSD does in the community. Special thank you to retiring Board member, Kathy Skribe, who has been a rock during her time on the Board, always focussed on problem solving and championing the agency's work. This year we also celebrate Elizabeth Pierce's twenty-five years with CFSD; Elizabeth is a beacon of light in the organization.

**MOTION to accept the Annual Report as presented**

by Stan MacLellan, seconded by Kate O'Quinn. **Motion carried.**

**10) MOTION to Ratify All Decisions and Actions taken by the Board in the Past Fiscal Year**

by Kathy Skribe, seconded by Paula Raggiunti. **Motion carried.**

**11) MOTION for the Minutes of the Special Members Meeting of June 1, 2021 be Approved**

by Stan MacLellan, seconded by Ann Marie Whitney. **Motion carried.**

**12) Meeting Adjournment**

**MOTION to Adjourn at 7:43pm**

by Stan MacLellan, seconded by Kathy Skribe. **Motion carried.**

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Henry Remiz, Secretary

Approved by the Board of Directors, at the Annual General Meeting, September 14, 2022

## Audit Committee Report

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The following summary comments are regarding the audited financial statements for the year ended March 31, 2022. A summary report of said statements is part of this report, and the actual detailed statements are available upon request. Some comments may refer to such detailed statements.

- ✓ The Audit opinion is same as previous years and mentions that “the financial statements present fairly, in all material respects, the financial position of the organization”. As mentioned in the report, the qualification is common with charities since some of the revenues (client fees and donations) cannot be verified for completeness.
- ✓ Year-end results were reviewed previously with the Board of Directors. The audited statements are more comprehensive and include notes which provide details on accounting policies and account details.
- ✓ One major event was the merger of Rose of Durham with CFSD. Many assets were transferred in this respect including significant cash.
- ✓ The following are summary comments on these statements and variations when compared to 2021:
  - Statement of Financial Position
    - Overall position is higher than last year in light of the Rose of Durham merger, and showing a very good financial position with net assets at \$975,079 compared to \$416,290 last year.
    - The agency also had a good cash position at \$837,938 which covers the \$292,014 of accounts payable and the \$221,426 of deferred revenues. Subsequent to year end \$350,000 of such cash is invested in short term GIC's.
    - Within such “Net Assets” of \$975,079, there are three components:
      - Invested in Capital Assets = \$402,864
      - Internally Restricted Funds = \$452,961
      - Unrestricted Funds = \$119,254

The restricted Funds are mostly from Rose of Durham and are to be used on the purchase of a building. So a good part of this will be used to pay down our mortgage.

The Capital Assets are detailed in the various elements of the Statement of Financial Position and are:

- Land and building \$3,134,725
- Deferred Contributions from MCSS ( 1,476,620)

- Mortgage including due within one year ( 1,105,241)
- Loan from Catholic Charities ( 150,000)
- Net equity \$ 402,864

The building and deferred contributions are being amortized over 30 years. MCCSS provides special funding annually for both the mortgage payment which includes principle and interest.

## ○ **Statement of Operations**

Overall the agency realized a profit of \$62,102 for the year (\$107,805 last year). Such profit includes the annual MCCSS subsidy of \$67,308 to pay our mortgage capital. Here are some highlights for the year:

### Revenue:

- The amount received from the Ministry of Children Community and Social Services (MCCSS) was similar to last year.
- Grants from Catholic Charities is higher than last year since they include the amounts provided for the Rose of Durham division.
- Our fundraising and donations total \$80,574, with the Heart to Heart virtual gala netting \$50,942, after expenses of 3,006.
- There is a rental income (\$61,040 for the year) from other agencies who are in our building but is reduced since Rose of Durham is now part of CFSD. These cover our expenses allocated to their space.
- United Way grant was higher last year as it included one-time COVID grants.
- Client fees were higher than last year in light of the Rose addition and is strictly in line with what clients can afford.
- We received grants from Ontario Trillium Foundation, Canadian Women's Foundation and Durham Children's Nutrition Program
- Amortization of the deferred contributions was for a full year.

### Expenses:

- Salaries and benefits are the main reason funders grant funds to enable the agency to provide services to its clients in need. Again, this has increased in light of the new Rose of Durham staff, a full staff complement and an increase in pension costs
- Rent and occupancy expenses include the Ajax office rent, property tax, elevator expense, utilities, repairs/maintenance and insurance.
- Mortgage interest is similar to last year.
- Amortization of the building (\$99,420) is partially offset by the amortization of the deferred contributions (\$55,716).
- Our fundraising expenses were again very well controlled this year and partially subsidised by donors.
- Other expenses are mostly in-line with last year.

✓ As mentioned previously, the detailed financial statements also include other information. Some additional comments:

- Statement of changes in net assets

This statement shows reconciliations of opening/closing balances and transactions during the year of the “Invested in capital assets”, “Internally restricted fund” and “Unrestricted net assets”. The “Internally restricted fund” now shows the playground fund and the capital donation fund.

- Statement of cash flow

- This statement shows the elements of the change in cash position from one year to the next, ending with a very good \$837,934 cash position.
- The biggest element is the asset transfer of \$496,688 from Rose of Durham which again will be used to reduce our mortgage and ensure our services to clients continue efficiently.

- Notes to financial statements

- In general, these notes provide good explanations of accounting policies and more details of elements of the financial statements.
- Note 2 includes the funds received for our playground, future capital required expenses and the Rose of Durham Fund
- Note 3 reflects mainly the building and annual amortization. It also reflects office furniture and computer hardware which are fully amortized since we were granted the money to get these.
- Note 6 discusses the pension plan and the merger of the DB part with the CAAT plan. The former DC plan through Catholic Charities was closed with members transferring to their personal RRSP.
- Note 10 is with respect to the no interest loan from Catholic Charities (\$150,000) which was obtained to help with the purchase of the building. This requires annual payments of \$50,000.
- Note 14 refers to the merger with Rose of Durham and specifies the holdback (\$306,984) which is for 3 years from the merger.
- Note 15 describes the effect of the COVID-19 pandemic on our organization which is similar to other organizations.



**Catholic Family Services of Durham**  
**Excerpt from Audited Financial Statements**

<b>Statement of Financial Position at March 31,</b>	<b>2022</b>	<b>2021</b>
<b>Assets</b>		
<b>Current</b>		
Cash	837,934	424,353
Accounts Receivable	55,977	76,921
Prepaid expenses	48,199	51,582
	<u>942,110</u>	<u>552,856</u>
<b>Capital Assets (net)</b>	<b>3,134,725</b>	<b>3,234,145</b>
<b>Trust Receivable - Rose of Durham</b>	<b>306,984</b>	
	<u>4,383,819</u>	<u>3,787,001</u>
<b>Liabilities</b>		
<b>Current</b>		
Accounts Payable	148,469	292,014
Deferred Revenue	221,426	196,521
Loan Payable	150,000	200,000
Mortgage Payable	60,831	1,149,840
	<u>580,726</u>	<u>1,838,375</u>
Deferred Contributions (Capital Assets)	1,476,620	1,532,336
Mortgage Payable (long term)	1,044,410	
Trust Liability- Rose of Durham	306,984	
	<u>3,408,740</u>	<u>3,370,711</u>
<b>Net Assets</b>		
Invested in Capital Assets	402,864	351,969
Internally Restricted Funds	452,961	29,966
Unrestricted	119,254	34,355
	<u>975,079</u>	<u>416,290</u>
<b>Balance</b>	<b>4,383,819</b>	<b>3,787,001</b>
	<u>4,383,819</u>	<u>3,787,001</u>
<b>Statement of Operations for the year ended March 31,</b>		
	<b>2022</b>	<b>2021</b>
<b>Revenue</b>		
Ministry of Community and Social Services	1,064,890	1,005,208
Catholic Charities of the Archdiocese of Toronto	729,989	549,416
Rental Income	57,170	61,040
United Ways	19,000	56,098
Client Fees	32,341	26,139
Donations and fundraising	80,754	89,971
Amortization of deferred contributions	55,716	55,716
Grants and other revenue	342,656	91,848
Interest	18	49
	<u>2,382,534</u>	<u>1,935,485</u>
<b>Expenses</b>		
Salaries and benefits	1,353,818	1,136,557
Rent and occupancy cost	177,855	351,234
Purchased services	170,273	103,204
Office	82,648	65,340
Mortgage interest	42,975	49,827
Amortization	99,420	99,420
Fundraising	3,006	2,047
Agency dues and fees	13,861	16,016
Training and education	7,565	1,042
Program and project	365,271	182
Transportation	980	2,417
Advertising and promotion	2,760	394
	<u>2,320,432</u>	<u>1,827,680</u>
Excess (Deficiency) of Revenue over Expenses	<u>62,102</u>	<u>107,805</u>

Please note the full 2022 audited financial statements are available on request

# Governance Committee Report

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Since the Governance Committee is responsible for the oversight of the governance processes of the Board, the merger of Rose of Durham and Catholic Family Services meant that all governance materials/documentation/processes needed to be reviewed to ensure that they are consistent with the new organization.

- In January 2022, the Board approved the revised Board By-Laws that had been reviewed by legal counsel to ensure consistency with the new organization and compliance with the October 2021 changes to ONCA (Ontario Not-for-profit Corporations Act).
- In April 2022, the Board approved the revised Board Self-Evaluation survey. The survey was completed by all Board members and the results were shared at the June Board meeting.
- In June 2022, the Board approved revised Terms of Reference for each of the Board's Standing and Management Committees.
- The Governance Committee began the process of reviewing all Board policies for completion and approval in the fall of 2022.

The Governance Committee is responsible for the maintenance of the Board's composition, including recruitment and orientation of new members, and professional development of all Board members.

- In February 2022, the Board welcomed two members Kim Sharpe and Natalie Albrecht as a result of the merger with Rose of Durham. Orientation of the two new members occurred in March 2022.
- In November 2021, the Board participated in a Board Development Day with Gary MacDonald from Clearview Training. Governance 101 was the theme of the Development Day. Some of the learning outcomes for the day included:
  - Governance culture and values
  - Clarifying board and staff roles
  - Three hats every board member wears
  - Governance function of a non-profit board
  - Role of the Board Chair, Executive Director and Board members
  - Non-profit committee effectiveness
  - Strategic planning processes
- In May 2022, the Board participated in Equity, Diversity and Inclusion training from Karen B.K. Chan of FluidExchange.org. Follow-up work happened at the June Board meeting and will continue in the fall of 2022.

Respectfully submitted,

Janine Bowyer  
Chair, Governance Committee

## Human Resources Committee Report

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The agency continued to provide high-quality services through a hybrid model of service over the past year. This model was decided upon in response to client preference and the continued uncertainty regarding the status of the pandemic. With a second year of experience in providing services virtually, the agency was able to tailor and fine-tune the virtual model of service delivery in such a way that it has become more streamlined and less cumbersome for both clients and staff. It has become clear that virtual services will need to remain an option on an ongoing basis, as it provides accessibility and access to a segment of the population who would otherwise remain unserved.

The agency did once again experience some staffing challenges as a direct result of the pandemic and consequent illness, however, the first year of the pandemic provided ample experience to draw upon to address these challenges, and CFSD was able to continue to provide services to the best of their ability despite the absences. CFSD worked hard during the pandemic to ensure that agency expectations and human resource expectations balanced the requirements of public health standards, HR best practices, and staff need to ensure that we remain a desirable place of employment.

This year, Rose of Durham Young Parent Support Services merged with the CFSD agency and now operates as a separate division under our director. The merger date was for February 11, 2022, and the previous 6 Rose of Durham staff were hired on as staff of CFSD effective that same date. The full new staff team participated in the February staff meeting together, and it was a positive, celebratory time.

The agency this year also reviewed and made appropriate changes to the HR Committee Terms of Reference to make them more efficient and effective.

Respectfully submitted,

Ann Marie Whitney, Human Resources Chair

## Capital Campaign Committee Report

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The pandemic has continued to pose challenges in the area of capital fundraising, primarily because the service needs of most charities have been so high, and donors are directing funds thusly. However, the agency remains very committed to raising the funds needed to pay off the mortgage it currently holds with RBC. The goal of raising the capital funds is to pay off the mortgage so as to redirect those occupancy dollars into front line service delivery, not just for the agency, but for its building partners as well.

While the decision has recently been made to become more active in seeking capital funds regardless of the state of the pandemic, the committee has productively used the “pause” created by the continued pandemic to create a “mailer” for prospective donors, which is being used in meetings and as a one time ask to the agency’s supporters, communicating the value of the Hub in our community. Specific funding asks have gone out to various corporations that have traditionally given to capital campaigns in the past, and staff have continued to give presentations about the Hub to various service groups and government officials.

Respectfully submitted,

Chris Leahy, Chair

## Communications Committee Report

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The Board struck the Communications Committee as a Management Advisory Committee to assist the Agency and the Executive Director to develop a strategy for a strong, intentional communications presence in the community.

This year, despite the ongoing pandemic restrictions, the Committee achieved significant deliverables, including:

1. Overseeing the development and implementation of a new website, which is now active.
2. Procuring a volunteer social media assistant to create and post messages to the CFSD social media accounts, pursuant to a set schedule.
3. Supporting the Capital Campaign Committee Chair in a direct mail campaign, which is ready to launch.
4. Developing a strategy for communications related to the merger of CFSD and the Rose of Durham.

Respectfully submitted,

Alida Brydon, Chair

## Fundraising Committee Report

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Catholic Family Services of Durham held its 17<sup>th</sup> Annual Heart to Heart Gala on Saturday, February 26, 2022. Although the continuing pandemic had made it necessary to pivot to a virtual delivery of the gala for the second consecutive year, it was a tremendous success.

Our community demonstrated its great commitment and support for our work yet again this year, resulting in a profit of \$50,942. Our 18<sup>th</sup> Annual Heart to Heart Gala is expected to be an in-person event, to be held at the newly renovated Deer Creek Golf and Banquet Facility in Ajax on Saturday, February 25, 2023.

Having recently merged with the Rose of Durham Young Parent Support Services, we at Catholic Family Services of Durham are also looking forward to hosting another important fundraiser. This fundraising effort will support vital work with young parents in our community and their children. The renowned Victorian Tea will be held this year on Tuesday November 15<sup>th</sup>, 2022, at St. Joseph the Worker Parish Hall. Our committee is excited to add this event to our portfolio and we look forward to its success.

Respectfully submitted,

Monique Forster, Chair

## French Language Services Committee Report

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The agency continues to provide an active offer of service in French to the community. The agency's French Language Supervisor continues to be a source of support to the community and active on community tables representing the French population.

The agency is working with other French organizations across the Province, to develop robust and sustainable access to psychotherapy for the French community, in response to a growing need for qualified and competent French speaking psychotherapists. This project will likely take the majority of the next service delivery year to accomplish and will be ground breaking for the French community upon completion.

With the merger early in February of 2022, we were able to add Natalie Albrecht not only to the Board of Directors, but also to this committee. Natalie brings a valuable perspective to the work done by the agency, due to her previous experience on the Rose of Durham Board of Directors and her employment within the French Catholic School Board.

Respectfully submitted,

Marc Poupart, Chair

# Annual Report

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## **Message from the Board Chair and Executive Director**

Despite the continuation of the pandemic into the 2021/22 service delivery year, Catholic Family Services of Durham (CFSD) maintained their commitment to providing high quality, evidence-based services to the Durham community.

### **Accomplishments:**

The most significant accomplishment to highlight in this report, is the agency's merger with Rose of Durham Young Parent Support Services in February of 2022. Consideration of a merger began in the summer of 2020, at which time both agencies' Boards of Directors struck a joint committee to review the prospect and eventually lead the process. The agencies have been long standing community partners, and since 2018 have shared space in both the Oshawa and Ajax offices. The intent of the merger was to streamline back-office support, reduce duplicated costs for two smaller charities, and to ensure that the impact on client service delivery was positive. CFSD now has 2 divisions – a Psychotherapy Division (which contains the programming previously ascribed to CFSD), and a young parent support division, called the Rose of Durham Young Parent Support division (containing all programming previously offered by the Rose of Durham Young Parent Support Services). All staff employed by the Rose at the time the discussions began in the summer of 2020 remain employed by the newly merged agency.

The outcomes achieved during this service delivery year, reflected in the 2021-2022 evaluation report are another accomplishment worth noting. The goal of intervention is to improve client outcomes related to wellbeing, relationships and coping, as well as reducing the severity of the concern(s) that brought the client for help. Based on the analysis of the client ratings and comments during evaluation, 86% reported more overall well being after therapy, compared to just 9% reporting overall well being at the beginning of therapy. Similarly, 88% of clients reported feeling overwhelmed at the beginning of therapy, compared to only 17% at the end of therapy. Furthermore, 84% of clients report having more coping strategies after therapy, versus only 21% feeling they could cope when starting therapy. These are just a few outcomes that demonstrate the significant impact CFSD intervention has on the lives of the clients it serves.

The agency continues to be known in the community for the high quality, professional therapy clients receive, and remains a service provider of choice for many as a result. It is a testament to the agency's outstanding staff that we have maintained this reputation during a time in which staff were also dealing with their own personal stressors and illness related to the pandemic.

## **Challenges:**

The most obvious challenge, not unique to CFSD, was the continuation of the pandemic, and the consequent impact on service delivery. There were many public health changes to adapt to, which created uncertainty and flux in an already tenuous time. CFSD staff and clients were not immune to these stressors and their accompanying implications.

Due to the pandemic, the agency's staffing compliment continued to be impacted. Since the pandemic began, there has not been one month of service where the entire staff was all working full time at the same time. Constantly dealing with illness and absence due to illness, either personally or amongst family members, created significant service delivery challenges, as clients had to be rescheduled, reassigned or put back on the waiting list with increasing frequency.

Year after year, the agency experiences a demand for our services that outpaces our capacity to respond. With the negative impact of the pandemic on mental health, the agency experienced even more demand for services. As such, the wait list for ongoing services has remained at an all-time high of 12 months since the last report. Due to the staff illnesses noted above, the agency was never able to "catch up".

## **Looking Forward:**

The agency looks forward to continuing to serve the community with excellence. This goal is made possible because of the group of highly effective, qualified, and professional staff employed by CFSD, and is also made possible because the agency is governed by a Board of Directors who have given tirelessly of their time and expertise, ensuring we are able to be the presence we are in this community.

With the new merger now firmly in place, CFSD also looks forward to enhancing our presence in the community within the Young Parent sector, and the new opportunities to strengthen our community in this way.

We look forward to another year of success.

Sincerely,



Stan MacLellan, Board Chair



Elizabeth Pierce, Executive Director

## **STATISTICAL REPORT ON DIRECT SERVICES**

Starting in February of 2022, CFSD grew to be an agency with 2 divisions: A psychotherapy division, and a young parents support division (referred to as the Rose or the Rose of Durham Young Parent Supports). The following report includes numbers for the psychotherapy division for the full service delivery year, followed by the numbers for the Rose of Durham Young Parent Support Division from the time of the merger until the end of the service delivery year.

### **A/ Psychotherapy Division**

Our Psychotherapy Division staff ensure that the Agency is able to provide high quality psychotherapeutic support to the entire community, regardless of beliefs. We provide individual, couple, family and group psychotherapy programs. All programming is available in both English and French, and approximately half of our work in this division is concentrated in the area of Gender Based Violence.

#### **Unique Clients:**

In 2021/2022 a total of **1,310** unique persons participating in our various programs. This is up from 1,166 in 2020/2021 and also up from pre-pandemic numbers of 1,269 2019/2020 which demonstrates the increased demand on services that the pandemic has caused. Given the number of new unique clients seen as part of our intake process (discussed below), **314** clients were not *new* unique clients at the start of the service delivery year.

#### **Hours of Direct Service:**

The clients that were served received **5,357.22** hours of direct service, which is slightly above last year's amount of 5321.11.

#### **Number of Sessions:**

There were a total of **5,157** phone, video and in person sessions over the past year, up from 4,653 phone and video sessions over the course of the previous year.

#### **No Shows and Cancellations:**

Another factor contributing to the inability to serve as many unique clients, was the high no show and cancellation rate for clients receiving ongoing therapy. This phenomenon has a significant impact on the agency's ability to serve new clients. It is presumed that this is due to the impact of juggling working from home and virtual school, along with the fact that many clients were living with the abusive person whose treatment and behaviour was the cause of their need for therapy, thereby making it unsafe to have a session. There were a total of **449** no shows and **511** appointment cancellations in 2021/2022, as compared to 375 no shows and 519 cancellations in 2020/2021. This represents 960 sessions that could have accommodated many new unique clients, were the above noted mitigating factors not present.



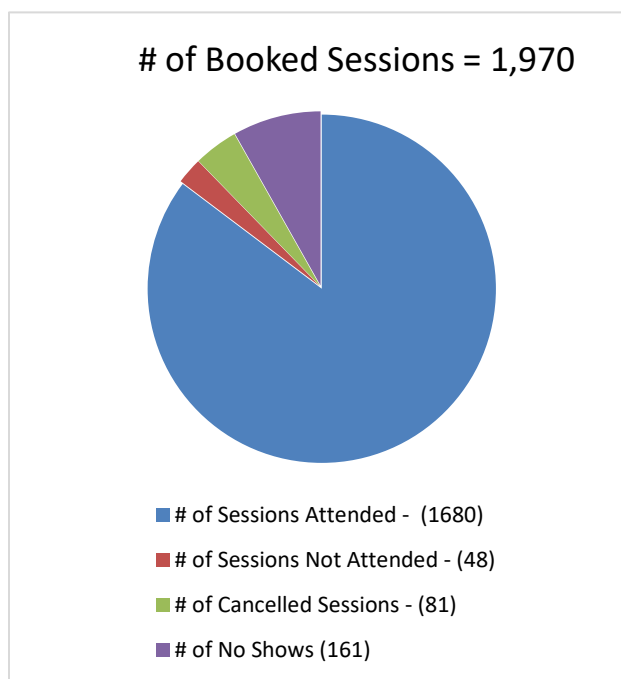
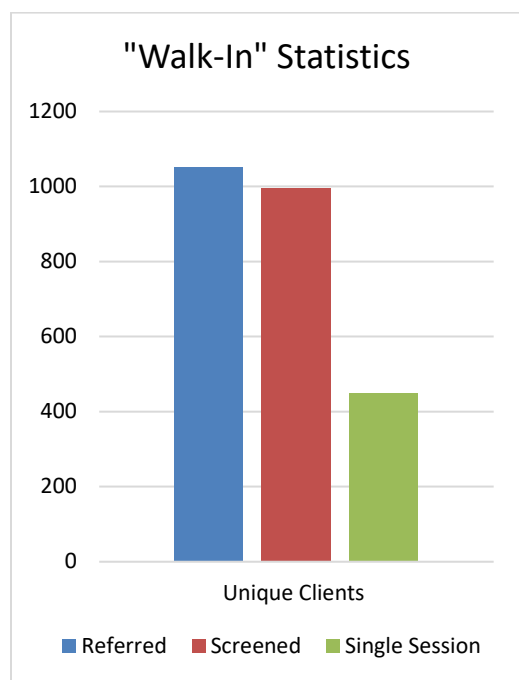
The following charts summarize the number of people served and the services they received. Please note that a client will be counted in both the walk in numbers as a new client as well as the specific program they do their ongoing work in (such as family therapy or group therapy, for example) may be served in more than one program area):

**“Walk In” Model of Intake:**

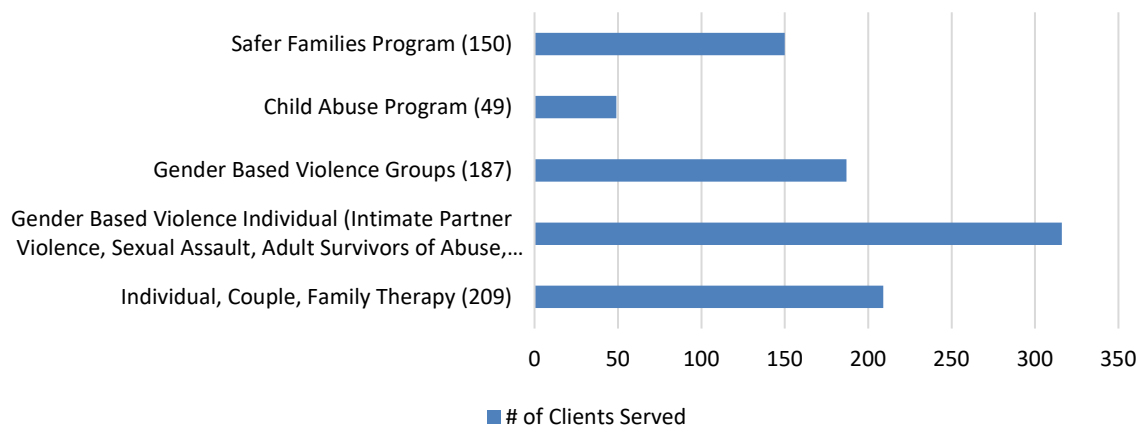
The agency employs a “walk in” model of intake, which requires every client who is interested in receiving service with the agency to participate a screening to ensure the client is appropriate for the agency’s services, and a single session of therapy.

Clients who are screened as not appropriate are referred to the right service in the community. **1,051** clients were referred to our agency for service during this service delivery year. Of the total referred clients, **996** clients actually followed through on the participating in a screening, and of those clients, **194** did not get a single session.

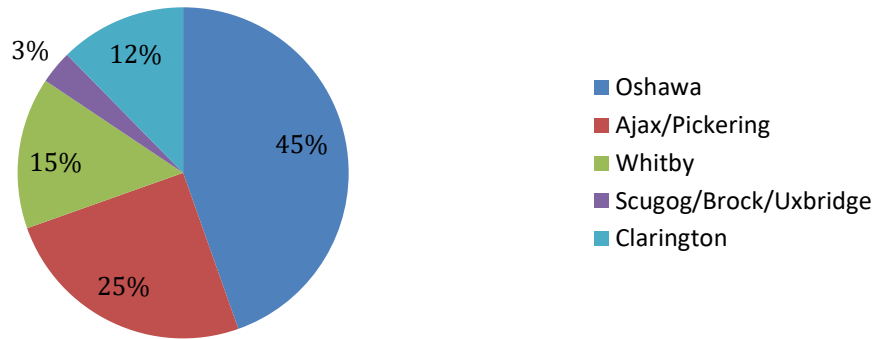
Clients who are screened appropriate are provided a single session of therapy. The client and therapist may decide the single session of therapy is all that is needed, and file is closed. This client can return to walk in as needed for additional single sessions of therapy, once in a 4 week period. Lastly, the result of a single session may be a decision to put the client on the wait list for ongoing therapy. While on the wait list, a client may also access the walk-in process again for additional single sessions, once in a 4 week period, to assist them with coping and staying stable until their name comes up on the wait list. The utilization of this stabilization tool is seen in the number of unique clients served in a single session (**802**) versus the number of single sessions attended by said unique clients (**1,680**).



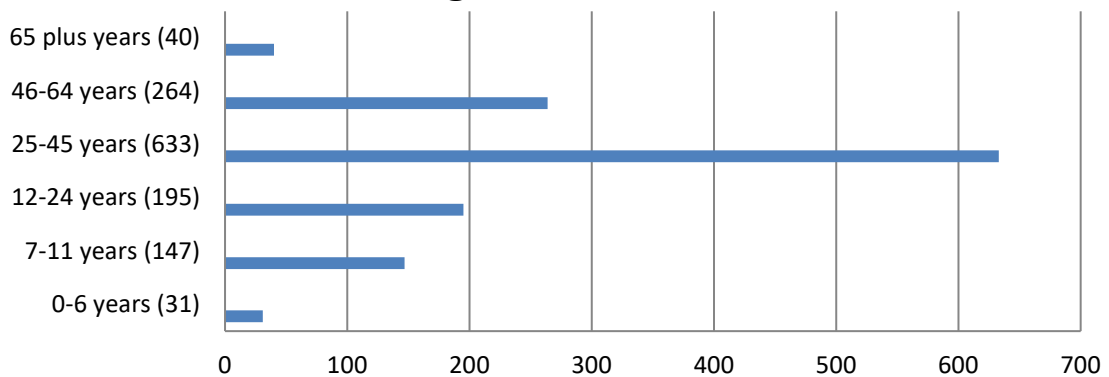
### Clients by Program



### Place of Residence



### Age of Clients



## PROGRAM DESCRIPTIONS

### General Psychotherapy Programs

#### INDIVIDUALS

Psychotherapy is offered to support and improve individual adjustment, social and emotional functioning and safety. Services are offered to individuals experiencing difficulties in areas such as coping with grief and loss; managing transitional changes; work related difficulties; struggling to overcome the effects of past abuse and/or trauma; managing stress, anxiety, depression or other mild to moderate mental health concerns; and affect management.

#### COUPLES

Psychotherapy is offered to couples to reduce the level of conflict and distress in their relationship, improve communication and to assist them to achieve a greater level of emotional intimacy and connectedness.

#### FAMILIES

Family therapy is offered to improve family relationships and family functioning, to assist families to better manage transitions such as separation, loss or blended family issues, or to help families to deal with the special needs of one or more members. Sometimes family work involves parent-child relationship issues/behavior management strategies, whereas at other times the work is assisting the family to adjust to a new developmental stage in life that they do not feel adequately prepared for, such as adolescence or young adulthood. At times, the work is reunification work, wherein families have been apart for various reasons (mental health issues, domestic violence, physical and/or sexual abuse by a care giver to a child, incest/sibling sexual abuse or some other type of safety or boundary breach for a child) and are needing professional assistance to reunify and navigate the adjustments and/or challenges potentially awaiting them during the reunification.

## Gender Based Violence and Child Abuse Programming

### COUNSELLING AND TRANSITIONAL SUPPORT FOR ABUSED WOMEN

To assist abused women or women at high risk of abuse to gain safety and protection for themselves and their children;  
To facilitate healing from trauma;  
To empower women with the skills and abilities necessary for a violence free future.

### GROUP PROGRAMMING FOR MOTHERS AND THEIR CHILDREN

To offer support and parenting techniques for mothers of children who have been exposed to violence in the home, while concurrently offering support to their children who have witnessed the violence, to enable them to process their traumatic experience and address any unresolved

### CHILDREN EXPOSED TO VIOLENCE PROGRAMMING

To enhance the social and emotional functioning of children/youth ages 4 to 18 years of age who have been exposed to a significant level of violence in their homes;  
To support positive self-care and safety;  
To assist the children to develop social skills and abilities which will promote a violence-free future.

### SAFER FAMILIES PROGRAM

To provide a differential response to families at the front end of their involvement in the child welfare system when domestic violence is an issue;  
To ensure that families desiring counselling and support for domestic violence are engaged in those services from the point of crisis, to reduce unnecessary involvement in

### CHILD ABUSE PROGRAM

To improve the emotional, social and relational functioning of children and youth ages 4 to 18 years who have been impacted by their experience of physical, emotional and/or sexual abuse.

## **B/ Rose of Durham Young Parent Support Division**

Staff at the Rose ensure that every client who walks through the door feels supported, cared for and safe. As the only service in the Region with the sole mandate to provide these crucial services to young parents and their children, the Rose is uniquely positioned to strengthen the mental health of every infant who attends the Rose with his or her parent. With an attachment focus embedded into everything offered at the Rose, infants and young children are offered the best possible start to life through the support and life skills offered to their young parents.

### **Statistics from February 11 – March 31, 2022**

<b>Individual program sessions held: 36</b>
<b>Client attendance at programs: 210</b>
<b>Individual client contacts: 348</b>
<b>New counselling clients: 12</b>
<b>Total clients served: 157 Total children served: 166</b>
<b>Layettes provided: 7</b>
<b>Students enrolled in Young Parent School Program: 44</b>
<b>Total volunteer hours: 9.5</b>

## **Programs & Services**

### **Individual Counselling for Young Parents**

Supportive counselling is available for all young parents. Within an attachment-focused framework, counsellors support young parents to build on their strengths and reduce their risks ensuring optimal outcomes for their children and healthy families. Client led sessions allow clients to access individual parenting sessions, advocacy and referrals when needed.

### **Prenatal Classes**

Prenatal classes are offered in collaboration with Durham Region Public Health.

### **Young Parents School Program**

Offered in collaboration with the Durham Catholic District School Board, core academic courses are offered in a child-friendly environment with support for re-entry into the mainstream education system.

## **Educational Parenting Groups**

All of our educational parenting groups have an attachment focus, which promotes positive infant mental health. The groups are specific to the individual needs and challenges of young families.

- **Me, My Baby, Our World** – An interactive evidence-informed 12- week group that explores the attachment relationship between parent and child through interactive time, parent discussion, scrapbooking and videotaping.
- **Early Connections** – A prenatal attachment group that celebrates pregnancy and supports healthy attachment while the child is in utero.
- **Basic Connections** – An attachment program focusing on the fundamentals of parenting a child under the age of 1. Core principles of attachment are addressed for parents that may have experienced separation from their child.
- **Make the Connection** – This program helps parents interact with their babies in ways that promote secure attachment, positive communication and healthy brain development.
- **Nobody's Perfect** – Designed to strengthen positive parenting skills. Helps parents to recognize their strengths in order to raise healthy and happy children.
- **Toddler Dayz** - A 12 - week interactive program focusing on toddler behaviours and development and the impact on the parent-child relationship.
- **What a Difference a DAD Makes** – A program just for dads that emphasizes the important role a positive male can play in a child's growth and development.
- **Partners in Parenting** – A co-parenting group that facilitates an understanding between two people who are committed to parenting a child together to foster a healthy and nurturing environment to raise their child.

## **Interactive Play Groups**

These groups are designed to include hands on experiences and activities that strengthen the parent- child relationship. Weekly we host **Mommy and Me** and **Family Play Time**

## **Social and Life Skills Groups**

These groups are designed to meet the needs identified by the young parents (such as weekly cooking class and infant massage) but also to remove the barriers to social inclusion and support the building of peer support networks.

# Board of Directors

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## **Stan MacLellan – Chair**

Stan MacLellan is the Chief Administrative Officer of Durham Regional Police Services. Stan has also been a part-time faculty member of the University of Ontario Institute Of Technology (UOIT), teaching within the Faculty of Criminology, Justice and Policy Studies, focusing most of his teaching energy in the areas of Leadership and Ethics. Stan joined the Board of Directors of CFSD in May of 2011, became Vice-Chair in 2013, and is currently serving as Chair of the Board of Directors. In his spare time, Stan volunteers as a soccer coach for his local community.

## **Janine Bowyer – Vice-Chair**

Janine Bowyer – Vice-Chair

Janine is a retired Durham Catholic District School Board Superintendent of Education. Janine is currently a part-time instructor at Trent University and Ontario Tech University in the Faculty of Education. She is a member of Holy Family Parish in Whitby. Janine has volunteered with many community organizations and joined the Catholic Family Services Board in 2020. She is a member of the Human Resources Committee and the Communication committee and became Vice-Chair of the Board in June 2021.

## **Henry Remiz – Secretary**

Henry is a Chartered Professional Accountant with over thirty years of experience in finance, presently doing so at CRCS DKI in Oshawa. He has been an active volunteer in his community for over 20 years and has a long involvement in musical leadership at his parish. Henry joined the Board in 2017, was named Secretary in 2021, and is a member of the Governance and Audit Committees.

## **Marc Poupart, CPA, CA – Audit Committee Chair**

Marc was an experienced, bilingual (English / French) senior financial executive for over 40 years in a public (and private) company environment, moving through a series of different and progressive roles, recently retired from his position as Vice President, Pension and Retirement Programs at Hudson's Bay Company (HBC). Marc was also a Board member of two foundations within the HBC group, a charitable and a history foundation.

Marc joined the Board of CFSD in 2007 and is currently Chair of both the Audit Committee and French Language Services Committee and an Officer. He is also a member of the Governance Committee. Marc is also a member of the Catholic Charities' Pension & Benefits Committee where he provides his expertise to all associated agencies.

## **Reverend David Bollo**

Fr. David is a Roman Catholic priest of the Archdiocese of Toronto and presently pastor of St. Mary of the People Parish in Oshawa. Fr. David is Spiritual Advisor for the Durham Region Catholic Women's League. Father David joined the Board of Directors of CFSD as Bishop Vincent Nguyen's representative in September 2012.

### **Natalie Albrecht**

Natalie is currently working as a head secretary at ESC Saint-Charles-Garnier in Whitby. She had been on the Board at Rose of Durham for a few years, with her prior experience as a Board member on Durham Parents of Multiples (DPOM) where she held most roles including president for four years. Natalie is excited to continue supporting the Rose of Durham as a member of the CFSD Board.

### **Alida Brydon**

Alida is a lawyer at a financial services and insurance company, and a mother of three boys. She is also an instructor at Durham College. She is an active member of the Baptism ministry at St. John the Evangelist parish in Whitby. Alida has volunteered with many community organizations and joined the CFSD Board in February of 2019. She is the chair of the Communications Committee.

### **Monique Forster**

Monique is a Faculty Member at Durham College. She is the Finance Chair and serves on the Board of Trustees for the Durham Catholic District School Board. Monique is a Corporate Trainer. She is the President of the Canadian Hispanic Congress. Monique is also a Member of the Executive of the Board of Directors of the Canadian Hispanic Latin American Virtual Museum. Monique is a Member of the Board of Directors of Catholic Family Services of Durham where she also serves as Fundraising Chair. She is the Past President of the St. Francis De Sales Catholic Women's League and she has also served on the Executive of the CWL Durham Region. She has served on the Executive Committee of the Board of Directors for the College of Respiratory Therapists of Ontario and has also served on the Board of Directors of the YWCA Durham. She regularly presents on various topics including Ending Violence Against Women, Women's Rights, and Global Warming and its Disproportionate Effect on the Poor. Monique joined the CFSD Board in May of 2020.

### **Chris Leahy**

Chris Leahy BA, MBA, is a father of 3, and an experienced marketing professional. He currently sits as a regional councillor for the Town of Whitby. As a former Chair of the DCDSB and Trustee for Whitby, Chris has seen firsthand within the community the great need for the services of CFSD. As a resident within Whitby for over 36 years, Chris has been very active within the community. He is a member of the Knights of Columbus council #4895 at St John's parish, volunteer coach with Whitby Iroquois Soccer Club, volunteer with the Heart & Stroke foundation, Whitby Roadwatch, Whitby Public Library Trustee, and a founding member of the DCDSB's Children's Foundation. Chris joined the Board of Directors of CFSD in 2013 and during that time has been involved with the Audit and Fundraising Committees, and is Chair of the Capital Campaign Committee.

### **Kate O'Quinn (retired June 2022)**

Kate O'Quinn is a retired Catholic School Principal who spent over 30 years in her teaching vocation with the Durham Catholic District School Board. Kate and her husband Manny have two sons, a daughter-in-law and one grandson. Kate is very active in her parish, St. Joseph the Worker Catholic Church, in Oshawa. Kate is involved in the Music Ministry. She is also actively involved in the Catholic Women's League at the Parish, Regional and Diocesan levels. Kate has been President of the CWL



at both Parish and Regional levels and is currently Spiritual Development Chair on the Toronto Diocesan Council Executive.

Kate joined the Board of Directors of CFSD in June 2009. She held the position of Board Vice-Chair from 2017 until 2021, has chaired the Fundraising, Governance and Capital Campaign Committees, and assisted with Masses for our Board AGM's.

### **Paula Raggiunti**

Paula is a Registered Nurse with her Masters of Health Science who has worked for over 28 years in the health sector in the areas of quality assurance and patient care. Paula is an active member and volunteer at St. Francis de Sales Parish.

Paula joined the Board in September 2017 and is a member of the Human Resources and Capital Campaign Committees.

### **Kim Sharpe**

Kim is an educator with many years of professional service both in the classroom and in an advising role. Kim holds a diploma in Early Childhood Education and a Bachelor of Human Services. As a lifelong resident of Oshawa, Kim has a vested interest in supporting the community, especially as related to building the capacity of children and their families. Kim has accomplished international volunteer mandates in Nepal and in Ghana, providing training, developing programs and fostering the empowerment of marginalized groups. In her spare time, you can find Kim in the garden, foraging in the forest, crafting or reading just about any type of book...but baking delicacies with her five-year-old granddaughter "takes the cake".

### **Ann Marie Whitney**

Ann Marie moved from Alberta to Oshawa in 1985 and raised her family locally. She retired as a Peace Officer from the R.C.M.P., with over 30 years of service. She is an active member of St. Mary Of the People Parish where she is a member of the Catholic Women's League and on the Finance Committee. She has served on Parent Advisory Boards for St. Christopher Elementary School and Paul Dwyer High School in Oshawa. In the past, she has volunteered at St. Vincent's Kitchen in Oshawa and through her employer, with Bethesda House in Bowmanville and the Ontario Special Olympics in Durham. Ann Marie currently serves as Secretary on the Executive of The Board of Directors Of The Auxiliary at Lakeridge Health Oshawa.

Ann Marie joined our Board in January 2017, and serves as the Chair of the Human Resources Committee, as well as being a member of the Fundraising, Capital Campaign, and Communication Committees.

## Staff Members 2021 - 2022

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### MANAGEMENT

Elizabeth Pierce	Executive Director
Anna Aitchison	Clinical Manager
Renee Ash	Clinical Program Manager
Joscelyn Henderson	Clinical Program Manager
Steve Burnett	HUB/Facilities Manager
Sue Talmey	Director of Finance

### ADMINISTRATIVE SUPPORT

Tania McClean	Executive Assistant
Deneen Nolte	Program Support & Volunteer Coordinator
Wendy Sachs	Client Care Navigator

### PROGRAM STAFF

Rachel Ball	Intake Worker
Tracey Camacho	Safer Families Program Supervisor / Clinical Therapist
Paige Hewie	Counsellor
Catherine Hill	Senior Counsellor
Tracey Karsten	Early Literacy Specialist
Susan Koshie	Clinical Therapist
Michelle Laxamana	Clinical Therapist
Julie Marquis	Clinical Therapist (contract)
Jenny McAlpine	Clinical Therapist
Nicole McElwain	Clinical Therapist
Chandra Murdoch	Counsellor
Krystal Olejko-Qaqish	Clinical Therapist
Matthew Robertson	Clinical Therapist
Janelle Small	Counsellor
Katherine Stork	Family Navigator
Lynette Temmerman	Transitional Support Worker
Sebastian Tirovolas	Clinical Therapist
Mimma Tolfo	Group Program Supervisor / Clinical Therapist
Cindy Zamiska	French Language Services Supervisor / Clinical Therapist

### GROUP PROGRAM CHILD MINDERS

Alora Baltkois

# Thank you for your support!

We are truly grateful to those individuals and organizations who support our programs financially, as well as those who provide gifts in kind or a donation of their time.

Many of those who most need our services are in difficult financial circumstances and are unable to pay fees of any kind. Donations help us to extend our services to those in most need.

You can know that your gift is making a difference in the lives of those who come to us for service, and assists us in building a stronger, healthier community in the Region of Durham.

Yours Sincerely,

Elizabeth Pierce, BSW, MSW, RSW  
Executive Director

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I would like to make a contribution of:

\$20                       \$50                       \$100                       Other \_\_\_\_\_

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Postal Code: \_\_\_\_\_

Email Address: \_\_\_\_\_

Payment Options:

Online at <https://www.zeffy.com/en-CA/donation-form/b3027104-f8ce-475b-bf86-ce398f217b2b>

Cheque – please make cheques payable to Catholic Family Services of Durham

E-Transfer to [fundraising@cfsdurham.com](mailto:fundraising@cfsdurham.com) Please include your full name and address in the message section so that we are able to receipt your donation

Catholic Family Services of Durham/Services à la famille catholiques de Durham  
707 Simcoe Street South,  
Oshawa, ON L1H 4K5

Charitable Registration No. BN106880057 RR0001

Catholic Family Services of Durham /  
Services à la famille catholiques de Durham

We're here for you / Nous sommes là pour vous

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