

## 2015 2018 STRATEGIC GOALS

**Our Mission:** To promote the well being and social inclusion of individuals and families through counselling, support, education and advocacy.

### BOARD OF DIRECTORS

**Priority One:** Create and support a resilient organizational culture. Seek input and engage staff in the process

**Priority Two:** Revisit and Renew the Building Plan

**Priority Three:** Develop a Succession Plan, exploring options and ensuring a smooth transition

### MANAGEMENT TEAM

**Priority One:** Focus on quality assurance in all that we do (client and program outcomes, regulations, standards)

**Priority Two:** Heighten community awareness about FCCB with our community profile and become the go-to organization in Brant

**Priority Three:** Maintain and enhance our core competencies and undertake mindful planning to respond to community needs

## 2016 2017 ANNUAL REPORT



# PRESIDENT’S AND EXECUTIVE DIRECTOR’S REPORT

Welcome to our 103<sup>rd</sup> Annual General Meeting – a time to share our achievements in the past year.

## BOARD OF DIRECTORS

- Gregory Grummett, President
- Michael Cole, Vice-President
- Sherry Paling, Treasurer
- Joseph Ernst, Director
- Andrew Oldroyd, Director
- Lesley Ann Bowen, Director
- Jamie Savage, Director
- Jennifer MacDougall, Director
- Jay Tulsani, Director
- Laura Collier, Director

**Accreditation:** We are proud to report that we received full re-accreditation status for another four years from the Canadian Centre for Accreditation and full accreditation status from Credit Counselling Canada. These two important processes, similar to an entire organizational audit, provide us with valuable feedback and confidence in our procedures. They confirmed that we are a strong organization with a committed Board of Directors, highly engaged employees working within a sound infrastructure and supported by the Brant United Way, the City of Brantford and the Province of Ontario. Also successfully completed were the Ministry of Community & Social Services Transfer Payment Risk Assessment and the Quality Assurance Measures Compliance of the Family Relief Services. The Early Learning and Parenting Centres participated in “Fostering Brant’s Growth in Early Learning”, an initiative designed to promote healthy education and quality care in early learning programs.

**Strategic Plan:** The Board of Directors continues to keep their plan meaningful. They are committed to ensuring all programs are outcome based and to that end each program is well on its way to having sound evidence for program delivery and measuring results.

The FCCB Board remains strong and continues to offer excellent governance and guidance. We wish to offer our gratitude to Joe Ernst, who is completing his six-year term. Joe has been a strong supporter of FCCB and as an elementary school principal is continually seeing the relevance of our services in relation to building healthy individuals and families. We are pleased to welcome three new Board members: Jamie Savage, Jay Tulsani and Laura Collier, who bring a good balance of different skill sets to this year’s Annual General Meeting.

We are privileged to have served those individuals, couples and families, who have agreed to share some of their experiences in this report, in the hope that others will take the chance to allow us into their lives to support them.

### Respectfully submitted:

Gregory Grummett  
President

Shelley McCarthy  
Executive Director

# PAST BOARD PRESIDENTS AND EXECUTIVE DIRECTORS

- August, 1914
- January 12, 1927
- August 23, 1956
- August 15, 1988

- Formed as the Brant Patriotic and War Relief Association
- Incorporated as the Social Service League of Brantford
- Name Change to Family Service Bureau (Social Service League) of Brantford and Brant County
- Name Change to Family Counselling Centre of Brant, Inc.

## PRESIDENTS

- 1914 Mr. F. Cockshutt
- 1938 Mr. A.M. Harley
- 1942 Mr. A. Hitchon
- 1943 Mr. F. Mann
- 1951 Mr. E.D. Vance
- 1956 Mr. R.N. MacLeod
- 1958 Mr. H.J. Orr
- 1959 Mr. D.G. Kilmer
- 1961 Mr. P. Read
- 1965 Mr. K.T. Howell
- 1966 Mrs. S. Stren
- 1968 Dr. R. Eddy
- 1970 Mr. R.L. Verity
- 1972 Mrs. W.E. Page

- 1974 Mr. D. Hawley
- 1977 Mr. R. Cowell
- 1978 Mr. J. Tubman
- 1981 Mr. D. O’Regan
- 1986 Mrs. J. Angus
- 1987 Mrs. P. Duern
- 1989 Mr. A. Fiszauf
- 1991 Lois Reansbury
- 1992 John Kane
- 1995 Marianne Karkkainen
- 1997 Alec Fiszauf
- 1998 Denise Austin
- 1999 Shannon McMannis
- 2003 Robin Butcher
- 2005 Ted Martin

- 2007 Jamie Clark
- 2009 Laurie Tottle
- 2011 Paul Amey
- 2013 Susan Reid
- 2015 Gregory Grummett

## EXECUTIVE DIRECTORS

- 1945 – 1948 Mr. J.M. Anguish
- 1948 – 1967 Mr. H.M. Innes
- 1967 – 1974 Mr. H.G. Schulz
- 1974 – 1977 Mr. T. Alexander
- 1977 – 1984 Mr. G. Guthrie
- 1984 – 1994 Mrs. S. Pouyat
- 1995 – 2002 Robert Tansley
- 2002 – 2003 Catherine Pead (Interim)
- 2003 – Present Shelley McCarthy

# A YEAR IN REVIEW ↓

The community was shocked with the news that Mr. Paul Amey died suddenly on January 17, 2017. Paul was a committed FCCB board member from April 2007 to June 2013, serving as President of the Board for the final two years of his term. He was a prominent lawyer in Brantford and a proud partner of Waterous Holden Amey Hitchon LLP. Paul had a well-known passion for golf, skiing and attending jazz festivals near and far. He will be sadly missed by the community that he served so well.



# INDIVIDUAL, COUPLE AND FAMILY COUNSELLING

HOW OUR CLIENTS DESCRIBED US THIS YEAR:  
Compassionate, Friendly, Caring, Non-Judgemental, Professional, Knowledgeable, Flexible, Available, and Comfortable.

1,300+

individual, couples and families impacted by the counselling services provided

88%

of those we served had a high level of psychological distress

88%

of those we served had positive outcomes as a result of counselling – based on a pre and post test

100%

reported overall satisfaction with our services

## A common story of couple conflict

Ryan and Jennifer both experienced difficult childhoods. Ryan’s parents were alcoholics and Jennifer was sexually abused by both her brother and uncle. When they met, in their early 20’s, they immediately developed a close bond through their shared wounds. Both were committed to creating a new family, different from what they had experienced.

Shortly after having their first child, Jennifer felt their relationship change. Ryan seemed more distant, and for the first time in her marriage, Jennifer no longer felt supported by him. To Ryan it seemed like nothing he did was good enough for Jennifer, so he just gave up trying to please her. When they tried to talk about their relationship, it usually ended in conflict. After a while, it seemed easier to avoid conversations that they knew could turn into a fight.

The focus of their lives became the children, work and trying to manage their financial pressures. Their social life centered on activities involving alcohol. Drinking became routine and at first, it seemed to bring them closer together, however at times it ended in hurtful arguing.

When they arrived at the Family Counselling Centre of Brant, neither was sure if the relationship was salvageable. The counsellor focused on listening and understanding each of their stories. Jennifer and Ryan were surprised that the counsellor could see both of their perspectives as valid. Counselling helped them feel hopeful about their relationship and immediately reduce the fighting that had been so damaging. Over time, in the safety of counselling, they were able to listen to each other and develop a better understanding of the fears and hurts that had plagued each of them. They developed enough courage to ask for what they needed and enough compassion for each other to listen. Ryan and Jennifer soon began to focus not just on the kids, but also on each other and their relationship. Once again, Ryan felt like “a good husband and father” and Jennifer felt like Ryan “had her back.” It took time and emotionally, it was challenging. Their commitment to a healthy family life kept them going. Now they are also committed to each other.

## We heard you

Couple conflict is one of the most common reasons people call us for counselling. We have trained and experienced therapists to assist couples in developing healthy and satisfying relationships. In addition to our couple counselling, in 2016 we began offering “Rejuvenating your Relationship”, a two day workshop for couples.

# HAMILTON BRANT BEHAVIOUR SERVICES OUR 10TH YEAR

Difficult to believe it has been 10 years since Behaviour Consultation supports for adults with a developmental disability in Hamilton joined the pre-existing services for children and adults in Brantford to become Hamilton Brant Behaviour Services. Much has changed in Hamilton since the humble beginnings with a phone, four chairs, two card tables, six staff, a first time manager who was new to the area and 18 people on our waitlist. Over the years we have expanded our services to all Developmental Service providers in Hamilton and forged a new partnership with the Barrett Centre.

We recently moved into new offices at 220 Cranbrook Drive and are enjoying the extra elbow room. Needless to say, our waitlist has grown considerably as well.

In Brantford, things have remained more stable, with the same number of staff engaging with our community partners in Developmental Services, Education, and Health and our waitlist being relatively stable over the years.

We have had a number of staff changes over the years and proud that three have been tracking towards Ph.D. designation and no doubt will make a mark in our sector. We have been very fortunate to continue to recruit and retain very talented, passionate professionals who add diverse skills and perspectives to the original ‘Magnificent Seven’.

Our sector has seen dramatic changes over the last decade as well, with new legislation, regulations coming into play, and recent injections of funding to address the increasing number of individuals and families involved



Aubrey Mosher and Jo-Anne Kens, Behaviour Consultants meet in the new Hamilton office.

in more complex and challenging situations. There is an unprecedented necessity to collaborate with diverse programs and sectors to create meaningful and sustainable improvement in people’s lives.

I have been in the field for over 40 years, so unlikely to see the 20th anniversary of Hamilton Brant Behaviour Services. However, for as long as I am privileged to be associated with this team, we will continue to respond and adapt to the people who challenge and inspire us everyday

Keith Anderson, Manager  
Hamilton Brant Behaviour Services



FCCB had a booth at the Canadian Association of Retired Persons (CARP) Fair held at the Civic Centre in Brantford. FCCB program information and promotional pieces were handed out to the over 3,000 seniors in attendance.



Sue Davey and Diane Cunha, Credit Counsellors at the FCCB display.

Our staff enthusiastically participated in the annual Brant United Way 2016 campaign, raising \$8,994 through fundraising and payroll deduction. We also participated in the United Way Car Rally to provide members of the Brant United Way Cabinet and the general public information about our services.



Terri Gilroy and Sandra Moctezuma are all set up to greet car rally participants!





# INTENSIVE CASE MANAGEMENT

Our Intensive Case Management program focuses on supporting adults who have complex needs and a developmental disability, dual diagnosis, or multifaceted medical needs. Our focus is on service coordination and collaboration across a broad service system. We bring the individual, service providers from a wide range of sectors, and the individual's support staff together to creatively find solutions to support and resolve complex situations. Our Intensive Case Management program works across our larger region supporting individuals in Brant, Haldimand, Norfolk, Hamilton and Niagara.

# CASE MANAGEMENT: COMMUNITY INTEGRATION & FAMILY SUPPORT

Our Community Integration Service provides supports to adults who live independently in the community, while our Family Support Service provides support to families of children with developmental disabilities. Both services assist with connecting individuals to services and supporting their varied goals to learn, grow and participate fully in their community.

WHAT OUR PARTICIPANTS ARE SAYING

“

I love the opportunity of volunteering at the Wish Closet.

.....

I like participating in our Yoga group.

.....

I love making friends and having friends to do fun things with.

”

# TRANSITIONAL AGED YOUTH PLANNING

Our Transitional Aged Youth Planner has assisted many youth with a developmental disability and crown ward status to transition from children's services to adult services in the Hamilton community.

Our focus is on creating an opportunity for youth to smoothly transition into adulthood. Many of the youth supported, transitioned into continued group care or supported independent living, and are successfully moving forward to achieve their goals as an adult.



# EARLY LEARNING AND PARENTING



The Early Learning and Parenting Centres continue to provide an inviting, caring and engaging drop-in program for children and their caregivers.

This year our focus has been on using available early years research to enhance the supports

to children and their families. Our Centres are moving toward incorporating learning through play using the concepts of “How Does Learning Happen?” A Pedagogy for the Early Years. Our staff are busy learning and integrating this concept to help families and caregivers increase their confidence and understanding of the important role they play in their child's life.



Accreditation Year! The agency received accreditation through the Canadian Centre of Accreditation in our Family Counselling program and Employee Assistance Program (EAP). Accreditation was also achieved through Credit Counselling Canada for the Credit Counselling program. Family Relief Services underwent a Compliance Inspection by the Ministry of Community and Social Services to assess our compliance with Quality Assurance Measures (QAM) in Developmental Services. The Early Learning and Parenting Centres participated in, 'Fostering Brant's Growth in Early Learning', an initiative designed to promote healthy education and quality care in early learning programs.

Pat White, Executive Director of Credit Counselling Canada (CCC) presents the CCC Certificate to Greg Grummett, President of the Board.



Canadian Centre for Accreditation  
Centre canadien de l'agrément

Family Counselling Centre of Brant is the service agency for the Ontario Electricity Support Program (OESP). This Ontario Energy Board program lowers electricity bills of low-income households. OESP provides a monthly credit to eligible customers based on household income and household size. Our Credit Counselling team works directly with clients to help them apply to the program.



Family Relief Services Respite Program participants and staff went on a field trip to the beautiful Dunfield Theatre in Cambridge. A good time was had by all!



# RESPITE

Our day respite program for children and adults with a developmental disability continues to focus on program development.

This year we moved to a fully individualized program where participants show increased confidence by planning their own meaningful day. We provide a variety of ways to participate in the community and continue to look for unique experiences to enhance the lives of our participants. We now have a music therapist and yoga instructor providing groups. We can see in the faces of those attending the program that they very much enjoy and look forward to their day.



Shannon and Joan are shown collecting money from the art show sales.

## Rose's FRS Story:



Meet Rose who began coming to Family Relief Services in May 2016. When Rose began attending the program, she would isolate herself and would have frequent emotional outbursts that would often lead to aggression. The staff were able to use Rose's love of music and humour, to assist her in feeling more at ease in the program and building connections with staff through her interests. When Rose began, her preference was to be in areas of the program where she could be alone or with no more than one other person. A year later Rose is able to be in the same room with others and feel comfortable enough to regulate her own emotions with minimal support. Rose has made many gains this year and we look forward to supporting her to participate fully in all aspects of her day with us.

# PASSPORT

The passport program is an individually funded support program for adults with a developmental disability to participate fully in their communities. We offer opportunities for individuals to participate in our respite program, and now are offering a variety of groups to assist individuals in creating social connections in the community.



Wendy, Richard, Nicky and Reba participated in Community Safety Day.



Hamilton Brant Behaviour Services moved offices this year from Upper Wentworth Street to Cranbrook Drive in Hamilton. The bright and newly renovated space was purchased and restored by Rygiel Supports for Community Living. We are very excited to have found a home for HBBS in this lovely refurbished building.

# CREDIT COUNSELLING PROGRAM

In September, 2016 the Credit Counselling Program underwent a successful accreditation review with Credit Counselling Canada. Congratulations to Diane, Sue and Terri on a job well done!

The Credit Counselling Program provides a continuum of services to our clients, from general information in our workshops and presentations to comprehensive debt repayment programs. Our client John's story (not his real name), demonstrates the range of services and the impact they have on people's lives.

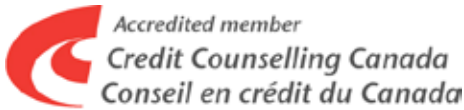


John attended one of our community workshops, in which he was provided with general information on budgeting, credit use, and credit reports. After the workshop he realized that we could provide him with assistance in managing his financial situation and he contacted our office to make an appointment. When he met with the credit counsellor, he reported that he had no idea what debts he had, nor did he know how to deal with those debts.

We started by helping him obtain his credit report from the two Canadian reporting agencies (Trans Union and Equifax Canada). His reports were mailed to him directly from the reporting agencies. Once they were received, John came back for a second appointment and we assisted him in reading the reports, which are quite lengthy and complicated to interpret.

After going through his credit reports and completing a comprehensive assessment of his financial situation, the credit counsellor realized that John was eligible to participate in a Debt Management Program (DMP). This program enabled him to repay all his debts in a reasonable timeframe, and with an affordable payment. In the following two years, John attended budget counselling sessions as well as an annual review of his DMP. During his annual review session, John was able to see, for the first time in a long while, that his debts were shrinking. He is currently half way through his program and plans to complete it earlier than the scheduled 4 years by paying a little extra each month. He is able to make the additional payments because he has put into practice the budgeting skills he acquired in his counselling sessions.

John is well on his way to financial stability and has told us that he is very grateful that both the initial workshop he attended, and the credit counselling he received, were free of charge. He stated that he had been in such a financial crisis that he would not have made those initial steps if he had to pay for them.



As you can see from John's story the services we provide work together to enable clients to re-establish themselves financially. Furthermore, working with us over a meaningful period of time gives clients the support they need to help them put into practice the skills and financial literacy that they acquire.

During this fiscal year we conducted 518 in person appointments (159 counselling sessions, 85 DMP sessions and 274 bankruptcy counselling sessions.) In addition, we held 21 community workshops and presentations, which were attended by 305 participants. We also participated in the annual CARP (Canadian Association of Retired Persons) Fair, which had 5000 visitors.

In our energy assistance programs we provided emergency funding to 89 households, with an average payment of \$453.94. These payments were made directly to clients' electricity or natural gas accounts, ensuring that their utilities were not disconnected. In addition, we assisted 469 individuals with enrolment in the Ontario Electricity Support Program, thus providing them with a rebate on their electricity bill each month.



# OUR PROGRAMS AND SERVICES

## FAMILY COUNSELLING

Individual, Couple and Family Counselling  
Domestic Violence Counselling  
Employee Assistance Program

## CREDIT COUNSELLING

Debt Management  
Mind Your Own Budget  
Bankruptcy Counselling  
Union Gas Energy Assistance Program (UGEAP)  
Low Income Energy Assistance Program (LEAP)  
Ontario Electricity Support Program (OESP)  
Educational Workshops

## EARLY LEARNING AND PARENTING CENTRES

## GROUPS

Women Initiating New Growth and Self Esteem (WINGS)  
Soaring Above the Turbulence  
Flying Together in Healthy Relationships  
Dialectical Behaviour Therapy  
Zones of Regulation

## DEVELOPMENTAL SERVICES

### Hamilton Brant Behaviour Services:

Behaviour Consultation and Clinics  
Deafblind Behaviour Consultation and Outreach  
Educational Workshops

### Child and Family Support Services:

Community Integration  
Family Support  
Intensive Case Management  
Transitional Aged Youth (TAY)  
Family Relief Services  
Passport Program

The FCCB Audited Financial Statements for the year ending March 31, 2017, prepared by Millards, Chartered Accountants, are available at 54 Brant Ave, Brantford, Ontario.

## FINANCIAL REPORT April 1 2016 - March 31 2017

## REVENUE

Ministry of Community and Social Services	2,536,002
City of Brantford	140,658
Brant United Way	147,900
Fee for Service and Other Revenue	204,719
Donations	44,813

**Total 3,074,092**

## EXPENDITURES

Salaries and Benefits	2,242,319
Non-Salaried Expenses	530,449
Centrally Allocated Administration	300,717

**Total 3,073,485**

**Excess (Deficiency) of Revenue over Expenditures 607**

# STAFF LIST

April 2016 - March 2017

Shelley McCarthy  
Executive Director

Nina Power  
Director, Business Operations

Keith Anderson  
Manager, Hamilton Brant Behaviour Services

Susan Wells  
Clinical Services Manager (Contract)

Laura Bergeron  
Manager, Child and Family Support Services

Charlene Embling  
Manager, Administration Services

## FAMILY COUNSELLING

Mary Ann Burbank  
Lori Hensen  
Shelley Jonathan  
Joanne MacNeil  
Paul Polito

## CREDIT COUNSELLING

Sue Davey  
Terri Gilroy  
Diane Cunha

## ADMINISTRATION

Sandra Moctezuma  
Sarah Hammond  
Tania Kluge

## DEVELOPMENTAL SERVICES

### Hamilton Brant Behaviour Services

Tara Kurgaunker  
Lisa Kemp  
Jo-Anne Kens  
Blain Marr  
Brad McIntosh  
Mary Mullen  
Laurie Redpath-Rolfe  
Lisa Whittingham  
Heather Gravel  
Margaret Elson  
Christine Blocki  
Courtney Bishop  
Paige Panetta  
Christie Bowick  
Aubrey Mosher  
Kadir Ibrahim

### Deafblind Intervention and Outreach

Christine Nowlan  
Corene Jonat

## CHILD AND FAMILY SUPPORT SERVICES

### Family Relief

Marilyn Ward  
Melissa Elbourn  
Shanah Hayes

### Early Learning and Parenting Centres

Stacey Fraser  
Kim Verberk

### Community Integration and Family Support

Heather Mordue  
Joanne Towers  
Joanna Pugsley  
Jackie Thompson  
Alisha Thornton  
Lyndsey Dickson  
Edie Mous  
Jenny Poplar  
Amanda Downs  
Melissa Kuzler

## STUDENT PLACEMENTS

Jarred McCall  
Taye Adeniyi  
Alyssa Mervin  
Sarah Nafziger  
Natasha Gordon  
Jackie Vaerewyck  
Hope Stevens  
Mike Beal  
Kayla Church  
Ashley Hankinson  
Melanie Postma  
Amanda Danville

Family Counselling Centre of Brant again participated in the planning of Mental Health Week events in Brantford. Laurie Redpath – Rolfe was the staff representative on the planning committee. FCCB co-sponsored the 2017 Mental Health Week Art Show with RPlace Transition Centre. The event showcased local artist works and was held at the Starving Artist Café. Let's keep the conversation going!



Family Counselling Centre of Brant, along with Brant Family and Children's Services and Ontario Early Years Centre – Brant, hosted the Annual Kids Summer Celebration Day. This free event is held at Mohawk Park and is attended by hundreds of parents and children in the community. Children enjoy many activities and games, prizes and giveaways.

