



THRIVE COUNSELLING

Annual Report, 2017-18

Excellence & Evolution



New Oakville Office



ACCREDITATION SUCCESS



Family Service Day at Queen's Park :

With the Premier



with Minister Michael Coteau



Community Engagement – Children’s Mental Health Awareness Week Community Fair at Abbey Park School



Thrive

Agency Fun! Celebrating the holidays together at a staff luncheon



THRIVE COUNSELLING is proud to share our annual report to the community outlining our activities and accomplishments for the year.

We are particularly thrilled to share our recent accreditation by the Canadian Centre for Accreditation (CCA) in December 2017. Thrive staff and Board members worked exceptionally hard to have a successful accreditation outcome. We were motivated and challenged by the need to create strong new processes across our recently merged organization on a highly accelerated schedule. A special expression of gratitude to our mighty accreditation team whose hard work, humour and attention to detail made this possible.

Only two weeks past our major Burlington office move at last year's Annual General meeting, we are very comfortably settled into our beautiful new space and have been warmed by the positive feedback from clients and our community about our welcoming and accessible new space. We are only two weeks away from our final office relocation, our Oakville office. With access and rejuvenation in mind, we will be relocating to a more central Oakville location. Newly renovated in our Thrive decor, the new space continues to be accessible by public transit and now provides free on-site parking and attractive meeting space. We look forward to welcoming our community into our new home and providing inviting and accessible spaces for our clients and staff. We would be extremely remiss not to particularly thank Tricia Varey our Business Manager who has, in addition to her usual financial duties, been responsible for much of the extensive coordination, organization and renovation skills required to make these large physical property changes possible.

We have accomplished so much in such a short period to build a new Thrive Counselling while retaining the best of our joint histories of excellence and community service.

Our Service to the Community

**Clients Served in Counselling
2017/18**

# of individuals served	3,827
# of group sessions	1,170

Clients Served in Supervised Access 2017/18

Average # of families served each month	79
# of visits	621
# of exchanges	524

“I learned a lot how behaviours from parents can affect all aspects of children’s development and their future relationships”

Caring Dads group member

“I have gained so much self-awareness & can handle my down moments better with the tools given.”
Counselling Client

“I’m feeling centred. I know when I have anxiety, I have tools to ride the wave.”
DBT Group Client

PAR group member

“Excellent...It enriches & allows & encourages self-reflection & development. Very empowering

“Options were explained clearly in a friendly non-judgmental manner”

Credit Counselling Client

THRIVE COUNSELLING'S SERVICES

Individual, Couple and Family counselling

Counselling for women and their children who have experienced abuse, violence in their relationships

Group programs for women and children who have experienced abuse in the home

Caring Dads- a program for fathers who have used abuse with their family

Partner Abuse Response Program – Program for partners who have been abusive

Supervised Access Programs – Support for visits with non-custodial parents

Credit Counselling & Financial Fitness- Counselling and programs to assist individuals with their financial issues

Employee Assistance Programs

Dialectical Behaviour Therapy Skills Group – For individuals to increase their skills in managing emotions

Thrive Counselling continues to create expansions in the availability of our hours and variety of programs across our 4 sites. Of particular note, we have added a weekend Saturday PAR program in Milton, a Spanish language Women's group program and added Thursday evening counselling hours to our Oakville site. Our continued goal is to increase the availability of services across our Halton Region. We continue to have programming to the community 7 days a week, including 5 evenings .

Services offered in Oakville, Burlington, Milton and Georgetown.

EDUCATION

Thrive Counselling continues to be proud of our commitment to training and development through offering Master level clinical placements at our agency, supporting internships for clinicians needing to acquire practicum hours post-Masters and creating summer job opportunities for university students considering work in the field. We have been pleased to both increase the number of clinical placements offered and expand into new program placement opportunities for students. A sincere thanks to our educational partners and our students who energize our services.

A HEARTFELT THANK YOU TO OUR GENEROUS FUNDERS AND DONORS

The Board and staff of Thrive would like to thank our funders for their continued support and understanding of the services we have provided to the many families in Halton.

Ministry of Community and Social Services

Ministry of the Attorney General

United Way Halton -Hamilton

Halton Region Community Investment Fund

Burlington Community Foundation

We would particularly like to thank our generous individual and business donors who have been so committed in their support of our agency.



HVPC's Annual Report to the Community:

2017/18 has been very productive for the Halton Violence Prevention Council. Our coalition of 20+ agencies has worked collaboratively to address issues related to all forms of gender-based violence and abuse in the Halton region. Thrive Counselling has continued as the lead agency for the council and is pleased to share some highlights for the year:

Safety Planning Tool – Council has created a new, modernized tool to assist with safety planning. In our digital age, new risks and strategies emerge and we recognize the importance of responding and planning effectively for different groups of women who may face specific risks or challenges. The Council secured funding through a Justice Canada grant to print this valuable new tool which is also available electronically through the HVPC website.

Sexual Assault Advisory Committee and Case Review - HVPC members have participated in the regional response to the sexual assault “unfounded” series by working with our regional police and the police services board to establish protocols, policies and practices that improve the response to sexual assault survivors in our region.

Sexual Violence Community of Practice – Following the successful multi-regional signature conference on Sexual Violence that occurred in May 2017, a two day follow-up Community of Practice event occurred in February. Participants had an opportunity to converge around leading concerns and strategies regarding Human Trafficking, Sexual Assault Case Reviews, Indigenous Experiences and Vicarious Trauma.

NEW WEBSITE – HVPC Social Media – HVPC has launched an updated and revamped new website to provide vital information and resources to the community and increase awareness of the issues affecting our community safety. Visit us at hvpc.ca & Twitter @HVPC_Halton

November's Woman Abuse Awareness Month Event- Community and media came together to recognize and continue to raise awareness of this issue. We particularly appreciate the support by Halton Police, the Halton Region and our elected officials for their contributions to this event.

We continue to support our survivor-lead advocacy group SAFE and wish to particularly express our gratitude for their input and support to the collaborative.

Report From the Chair of the Board and Executive Director

Al Albano – Board Chair

The 2017-18 year cycle brought in several new members to our Board and we have transitioned smoothly into a strong working relationship. Our Board work on accreditation and our detailed evaluation of our Board policies and processes have strengthened and affirmed our confidence in our functioning.

We have been very pleased to see Thrive continue to enact the revitalization that was envisioned in the merger and to see the agency functioning as a united whole. As we move into the final stages of our strategic plan, we are proud to see that we are on track in achieving our goals and we will be ready to start envisioning our next changes.

The Board has continued to provide oversight for the physical site strategy and rebranding and had offered guidance and support as Thrive navigates an ever changing fiscal landscape. We feel confident that we are continuing to move in a sustainable direction with opportunities for growth and development.

My thanks are extended to my committed board members who offer up their time and talents to be part of this Board. I would also like to thank the management team and each staff member for their hard work and dedication in making Thrive Counselling the strong agency it is today.

Al Albano,

Board Chair, Thrive Counselling

Chondrena Vieira-Martin, Executive Director

Once again, the 2017-18 year has gone by rapidly with so much activity, it is difficult to encapsulate it all.

Certainly, preparing and achieving Thrive's accreditation was the major focus for this year. This top to bottom exercise that operationalized everything that it means to merge organizations and operate in excellence was a significant feat. We are proud to have come through this process confident in our new and revised operational, human resource and governance policies. We can feel

confident that we have designed our procedures to align with our policies and daily practices. These activities allow Thrive to operate with integrity, knowing that we are doing what we have said we will do in the manner that we have laid out.

The physical changes in our premises have also been a major focus as we take the major, tangible steps in becoming a new entity. We are excited about our Oakville office move, even as we will miss our historic location. Each action in this regard moves us further into our new identity and helps it become something that we have co-designed and share. We are pleased to see our physical surroundings convey more closely the messages we wish to send about our organization.

Management has invested significant energy in the work of our provincial organization Family Service Ontario. FSO have been taking a leadership role in defining a space and a path forward to greater stability and growth for family service organizations such as Thrive. Thrive has supported their work to raise the profile of our agencies and our unique value proposition for the health sector through initiatives such as our social media strategy and Family Service Day at Queen's Park. We look forward to the upcoming year and exciting developments in program development.

The fiscal landscape has been very unsettled this year with changes related to employment laws, financial laws, governmental strategies and elections as well as changes within the donor landscape. Thrive has worked hard to keep abreast of these changes and navigate their potential impacts. Both challenges and benefits will flow into the upcoming year and we will continue to monitor these situations and make any necessary adjustments.

We have been pleased to continue to expand our agency accessibility with extended hours in our Oakville location, Saturday Partner Assault Response groups in Milton and increased group programming across sites.

I would like to thank the Board for their solid support of the agency and personally in my role, and particularly for their diligence in working through our Board evaluation plan. We have kept eyes on the Board which is reassuring as we strive to meet standards of excellence. I would also like to thank all of the staff for their dedicated, quality service to our clients and their ongoing flexibility as we

continue to change and grow. I would express another special thank you to the accreditation/policy team for their exceptional work and well-deserved result.

Joint

The up-coming year will focus on continued good governance and new program initiatives that will further both service innovation and excellence. We look forward to these changes and planning for the next steps in the agency development.

Board of Directors 2017-2018

President: Al Albano
Vice President: Susan Biggs
Secretary: Carmen Harvey
Treasurer : Chris Jasiewicz

Directors:

Loraine Fedurco
Kate Graham
Celso Mata
Tanya Hall
Hans Reitknecht