



ANNUAL REPORT 2018-2019

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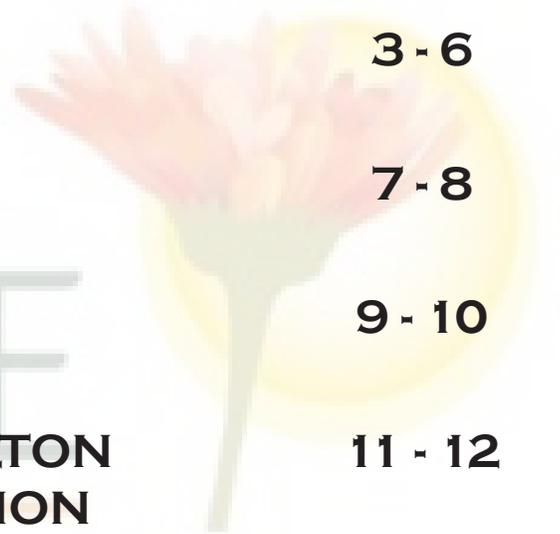
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THRIVE
counselling



OUR STORY

Thrive Counselling is pleased to present our 2018 -19 Annual Report to our stakeholders. From our deep history in the Halton community evolving into the 2015 merger, we have continued our commitment to improving the well-being of the individuals and families that make up our community.

Thrive is a proud family service organization and we are honoured to join in the work of our provincial network to support the growing and changing needs of individuals, couples, families and workplaces through a wide variety of services.

Thrive is very grateful to our funders for their support and recognition of the important services that are available for our community. The Ministry of Children, Community and Social Services supports the Violence against Women counselling services for women and their children as well as the work of the Halton Violence Prevention Council. The Ministry of the Attorney General supports the Partner Abuse Response (PAR) program as well as our Supervised Access program which provide family visiting and exchange centres which help keep children connected with their parents. The United Way of Halton/Hamilton supports our Individual Couple and Family counselling programs and the group programs such as Caring Dads and DBT which are part of these services. This year, we would particularly like to thank the Burlington Community Foundation for their support of staff training to launch our Walk-In Clinics, Callie Archer, a local artist who contributed several original pieces to help decorate our new office spaces as well as many of our long-standing individual, corporate and service club donors whose contributions help subsidize our services so they can remain accessible to as many people as possible. Together, we make a difference.

Our Vision: **STRONG PEOPLE**
STRONG FAMILIES
STRONG COMMUNITIES

Our Mission: We partner with you to manage **LIFE'S CHALLENGES..**

Our Values: **CARE AND COMPASSION**
RESPECT AND DIGNITY
PROFESSIONALISM AND QUALITY
INCLUSION AND SAFETY

OUR SERVICES


Individual Counselling


Couple Counselling


Family Counselling


Walk-in Clinics


Caring Dads Program


The Safety Zone


Employee Assistance Program


Violence Against Women Program


Supervised Access Program


Partner Abuse Program


**Professional Education
& Training**

Services available in Oakville, Burlington, Milton & Georgetown.

OUR EVENTS

A G M



Our yearly Annual General Meeting is an important opportunity where we celebrate our staff's career achievements and service. Our dedicated Board who volunteer their time and expertise through the year have a chance to meet with Thrive's staff, funders, and guests to celebrate the agency's work.



B O A R D

MENTAL HEALTH COMMUNITY RESOURCE FAIR

Oakville Trafalgar Memorial Hospital hosted the Mental Health Community Resource Fair where Thrive Counselling renewed our connections. This event took place during the Mental Illness Awareness Week, 2018. We joined others who serve the same purpose and truly care about making people's lives better.



Thrive enjoyed interacting with attendees and sharing about our services at “Women Changing the World”, a Company of Women event to support the United Way featured women leaders.

An active panel discussion featured women flourishing in the face of challenges to mental health.



HVPC

The Halton Violence Prevention Council hosted the Victims & Survivors of Crime Week event at the Region offices and were proud to launch the newly created Safety Planning Booklet to assist individuals experiencing abuse and violence in relationships.

MENTAL HEALTH FAIR



For the second straight year, Thrive Counselling attended the Mental Health Fair hosted by Abbey Park High School. We interacted with students and teachers about our services and answered important questions raised by students and addressed the social stigma around mental health.

MOVING DAY @ OAKVILLE OFFICE



Staff pitched in, worked hard and made the move from our long-time location a fun and productive event. We have settled in very quickly and have received great feedback on our new, refreshed space and free parking.

EDUCATION

Thrive Counselling values professional education and training as an important priority. We offer Masters level students opportunities to hone their clinical skills by completing their placements with us in addition to supervision and clinical hours for professional college requirements. We also welcome other post-secondary students with options to gain work experience under our training and supervision. Staff find themselves both energized and rewarded by supporting these talented individuals each year. We would like to thank our educational partners and students who contribute to our agency success and make these programs possible.

What our interns say..?

“

Working at Thrive has been pretty amazing. I love the right-next-door culture here with such friendly co-workers. When I ask for more clients, I get them and it's great to be in such a flexible environment.

- Arshdeep Sandhu

Pursuing Masters in Counselling Psychology @ Adler University

“

Thrive has provided me with an exceptional learning opportunity. Coming in, I wanted to work diverse cases and the exposure I have received has been fascinating. I am enjoying my time here as I get to meet people from all walks of life.

- Astrid Tsai

Pursuing Masters in Counselling @ Yorkville University

A HEARTFELT THANK YOU TO ALL OUR GENEROUS FUNDERS AND DONORS

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



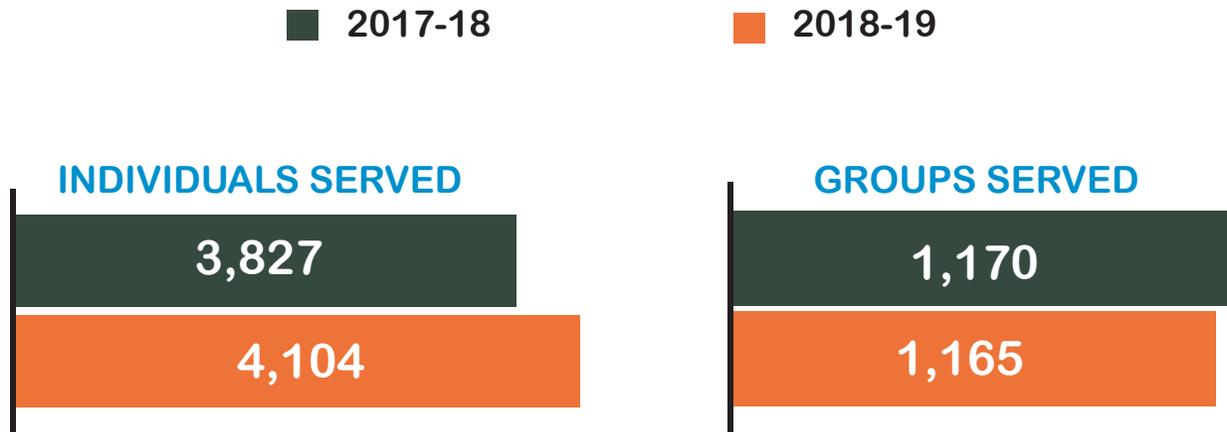
MINISTRY OF THE ATTORNEY GENERAL



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

OUR IMPACT

CLIENTS SERVED IN COUNSELLING

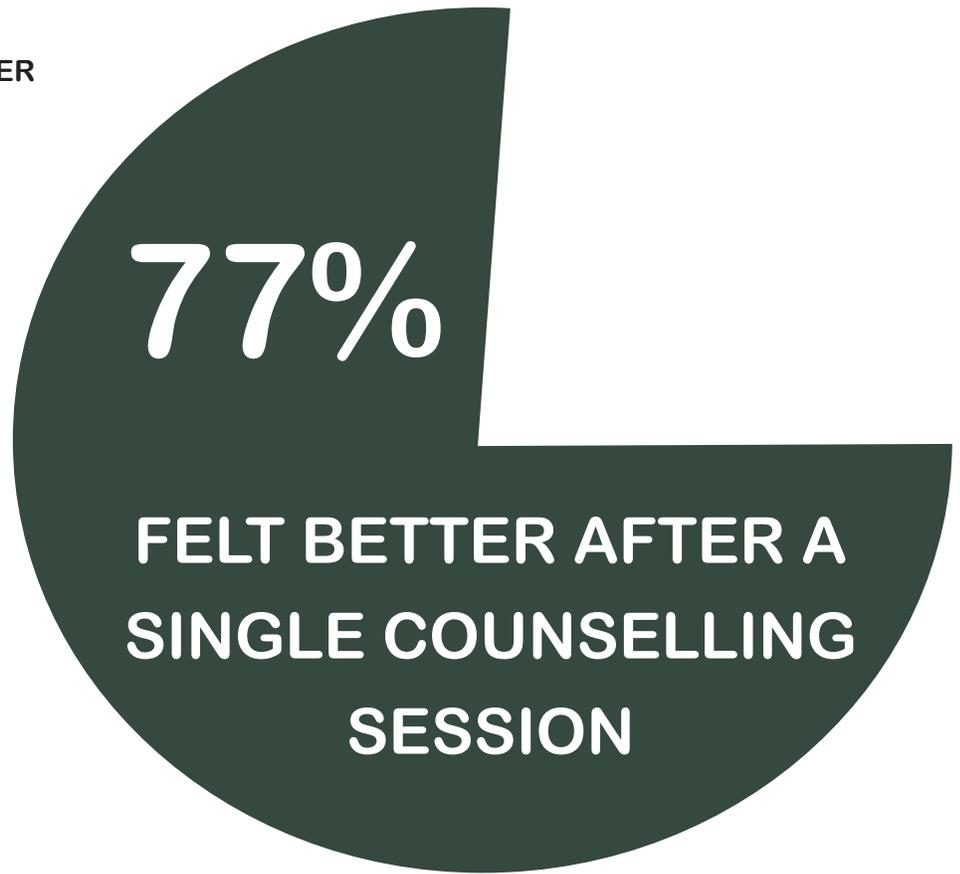
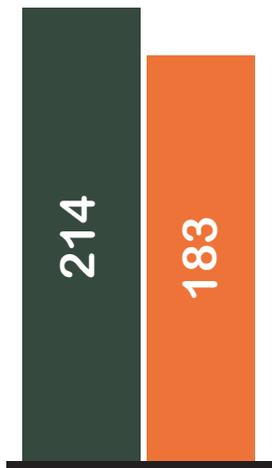


CLIENTS SERVED IN SUPERVISED ACCESS



WALK-IN SURVEY FEEDBACK

- WALKED IN DISTRESSED
- WALKED OUT FEELING BETTER



MORE RESULTS



Annual Report to the Community:

HALTON VIOLENCE PREVENTION COUNCIL

The Halton Violence Prevention Council has continued to advance its mission to end violence in our community through a variety of awareness initiatives and collaborative activities. The Council continues to be represented by a broad consortium of individuals from a variety of sectors including police, shelter, counselling programs, sexual assault service providers, mental health and addictions, CAS, public health, victims' services, the legal community and very importantly survivors of violence. Together, we are able to consider strategies to improve the safety of our community.

I am pleased to share some select highlights of this year's work.

The Council was extremely happy to launch a newly designed Safety Planning Booklet for those experiencing Intimate Partner Violence. As there has been much change in available resources as well as new risks, particularly technology driven, it was clear that a new plan needed to be created. The new booklet contains information that would be widely needed by most survivors as well as customisable handouts for those with issues requiring additional considerations. The Council was awarded a grant for Victims and Survivors of Crime Week through Justice Canada. An open community education and awareness event occurred in June and we were proud to launch this new resource. Accompanied by training and orientation for agency users, the Safety Planning Booklet has received very positive feedback and we have quickly gone through our initial print. Fortunately, due to support from the Ministry of Children and Community Services and Victims' Services, funds were obtained for the printing of more booklets.

Members of the Council have focussed considerable attention on the issue of responding to sexual violence. The Sexual Assault Advisory Committee, in collaboration with the Halton Regional Police, has been actively examining ways to improve our community response.



Members of this committee have reviewed sexual assault cases from 2016 to the present. Numerous recommendations have both been made and acted upon including training for all officers about the impact of trauma on victims, consent, and rape myths. The work of the committee has also been identified as an action table for the Community Safety and Well Being committee.

The committee has been engaging in reviewing our strategic objectives. A primary aim has been expanding the Council's goals into our broader public community to both increase awareness and mobilize community action to ensure safety for every citizen. Key to these initiatives are plans to include businesses into our membership, rebrand our logo as well as a continued enhancement of our social media presence.

The survivors group SAFE has continued to be very active in their speaking and advocacy endeavours. Innovative programs, such as free survivor self-defence classes have been well received by the community. Input and feedback from this group is key to our confidence in our initiatives.

Message from the Board Chair:

AL ALBANO

The 2018-19 year period brought a degree of change to our Board and its membership and we have been pleased to recruit new talent and maintain a strong complement of committed individuals to lead the agency. While further change lies ahead, we are confident that we are well-positioned to our path forward.

The Board has been highly involved in the development of our new strategic plan. As a team, we spent time analyzing our strengths and challenges, as well as the risks and opportunities that tend to abound in the rapidly changing environment within which Thrive operates. We emerged confident that we have developed some key strategic directions into which we can direct our energy and resources in the upcoming years.

The Board is pleased to end this fiscal year on strong financial footing despite numerous challenges to our budget and the need to adapt to a number of changes affecting employment standards and the legislative environment.

We are also very pleased to announce Thrive completed labour negotiations in the fall resulting in a two-year collective agreement which will take us through until 2020. Thank you to everyone who contributed to successful negotiations.

Finally, I wish to extend my appreciation to my fellow Board members for their contributions to the governance process and to all the agency staff who work hard to bring such important and needed services to the Halton community. I am very happy to play a part in the work of this organization.

Message from our Executive Director:

CHONDRENA VIEIRA-MARTIN

It is hard to believe that with the 2018-19 year, we have completed three years as Thrive Counselling. Looking back on our journey this year, there is much to be proud of and thankful for during this time.

We have been worked positively through the many phases of integration since the merger as we all came together to embrace the new change. With the completion of our move into the new Oakville office space, it truly feels that the tasks of this significant change are completed and that our new identity has its roots firmly in the ground and securely in our consciousness. We have been able to more fully turn our collective attention towards expanding our range of services and positioning ourselves as an essential service for the delivery of quality psychotherapy for mental health issues.

This has been a landmark year as we successfully launched our brand-new walk-in clinic. Recognition of the value of this service model had long existed in our anchor agencies and we are delighted to bring this venture to fruition. Since the clinic's inception in September 2018 for Burlington and March 2019 in Oakville, we have welcomed hundreds of clients who have benefitted from our services. I cannot emphasize enough the hard work that our teams have put in to operationalize the clinics and adapt to the ever-changing needs each week. Luckily, I get to observe all of the action and witness people getting help in their time of need.

One of our biggest collaborations this year has been within our Family Service Ontario network. Including Thrive, there are 38 agencies that are working together to improve current mental health services using a formal feedback and outcome measurement system. Taking advantage of technology and a sophisticated online platform called Greenspace, we have been able to track the psychological progress of thousands as well as their functioning and their relationship with their therapists.



Initial results provide strong support for the quality of our therapists and the benefits of psychotherapy with Thrive and family service organizations. Through this collaboration with our provincial sister agencies, we have been able to raise the profile of our sector and position ourselves positively in a rapidly changing fiscal environment. A continued focus on our government relations and the changes occurring through public sectors will be key in the coming year.

As these doors have opened, we have been saddened to see another window close. After many years of providing exceptional services to our Halton residents experiencing financial problems, we have wound down our credit counselling program. Despite the high quality of this service, and the overwhelmingly positive feedback from clients, legislative changes which closed revenue and referral streams made it untenable to maintain the program.

This year brought us to the close and launch of our strategic plan. We were gratified to review our previous plan which had arisen from the goals of the merger and be able to say that we had more than met our objectives and were well-placed to set fresh goals. Our new strategic goals emphasize growth in both services and revenues, demonstration of the quality and impact of our work, and the importance of ensuring sound agency infrastructure to support the work. We are excited to be entering this next five year phase and our confident that many achievements are ahead of us.

I would particularly like to thank our Board that had stood by us every step of the way. Your support and guidance has meant a lot to me personally and made it possible to move forward with priorities. I would also like to thank our brilliant clinical and administrative teams who provide excellent service and exhibit such genuine dedication. We are extremely excited about what we can achieve in the years to come.

We look
forward to
another great
year!!