



Thrive Counselling Annual Report

2021-22





BOARD OF DIRECTORS

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Al Albano

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Treasurer
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Sue Biggs

Director
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Andre Rodrigues

Director
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OUR VISION: Strong People Strong Families Strong Community

OUR MISSION: We partner with you to manage life's challenges

Our mission is achieved by offering exceptional counselling services and programs to individuals, couples and families for issues concerning emotional, physical, social, spiritual and relational well-being.

OUR VALUES: Care & Compassion

Respect & Dignity

Professionalism & Quality

Inclusion & Safety

Thrive is committed to inclusion, diversity and equity and embedding these principles in all of our policies and practices. We strive to operate in a manner that ensures cultural safety which we interpret as an environment which is physically, spiritually, socially and emotionally safe for people and where there is no assault, challenge or denial of their identity of who they are and what they need.

YEAR IN REVIEW

- ❖ **CHANGING CLIENT NEEDS**
- ❖ **ACCREDITATION PREPARATION**
- ❖ **EQUITY, DIVERSITY AND INCLUSION DEVELOPMENT**
- ❖ **PANDEMIC RESPONSES CONTINUE**
- ❖ **EXPERIMENTING WITH HYBRID GROUPS**
- ❖ **RESPONDING TO FUNDING CHALLENGES**
- ❖ **PROGRAM FUNDER CHANGES**
- ❖ **PLANNING FOR A CHANGING WORLD**

CHANGING CLIENT NEEDS

- ❖ Violence against Women, Individual Couple and Family, Partner Assault Response and the Supervised Access Programs all experienced increased demands for service.
- ❖ Client acuity has increased. Individuals are presenting with an increased number and often severity of difficulties.
- ❖ Clients are requiring increased amounts of service to meet their needs.
- ❖ Clients have embraced virtual counselling and group services and the majority are still choosing virtual even where in-person is available.

ACCREDITATION PREPARATION

- ❖ Thrive reviewed and revised all of our agency, Human Resources and Governance policies in preparation for accreditation.
- ❖ Thrive submitted almost 300 documents responding to 334 elements of accreditation standards as well as narratives and other evidence.
- ❖ Thrive's Board, staff, clients and stakeholders successfully responded to the Accreditor's information requests.
- ❖ Thrive had a virtual site visit at the end of March from the accreditation team.
- ❖ Spoiler Alert 2022-23 –Thrive was successful in our accreditation!!!

Equity, Diversity & Inclusion

- ❖ Thrive has created an Equity, Diversity and Inclusion Plan to facilitate the agency's actions in furthering commitments to improve EDI.
- ❖ Thrive's Board and staff have all received training and have opened into examination of our agency culture, practices and experiences.
- ❖ Thrive has reviewed and revised all agency policies through an equity lens.
- ❖ Thrive has began a collaboration with Grandmother's Voice, a local Indigenous organization to infuse our organization with Indigenous wisdom and better support our Indigenous community.

Pandemic Responses

- ❖ Thrive has navigated our operations between fully virtual and hybrid services successfully through the frequently shifting pandemic environment.
- ❖ Thrive has developed and adapted policies and practices to maintain the health and safety of our clients and staff.
- ❖ The agency has actively identified and responded to the widespread impacts of the pandemic on our programs and agency operations and staff.

Hybrid Groups

- ❖ Thrive has purchased video equipment to pilot video groups and meetings.
- ❖ Thrive has piloted offering our PAR program in a hybrid and partially hybrid model
- ❖ Thrive plans to expand our hybrid program as we further our expertise in this area.

Response to Funding Changes

- ❖ Thrive has adapted our staffing levels to reflect funding losses through staff attrition while maintaining our ability to offer comprehensive services.
- ❖ Thrive has secured several grants through Ontario Trillium Foundation, the Canadian Women's Foundation, the United Way Halton Hamilton Emergency Fund to assist in operations and plan for future financial strategies.
- ❖ Thrive received assistance through Canada Emergency Wage Subsidy and Canada Emergency Rent Subsidy as well as through government programs providing PPE and Rapid tests

Supervised Access Program

- ❖ The Supervised Access program has changed ministries from the Ministry of the Attorney General to the Ministry of Community, Children and Social Services.
- ❖ Thrive has been active in onboarding processes in the program's new home.
- ❖ The Supervised Access Program has returned to primarily in-person operations but maintains its capacity to deliver virtual services.

Planning for a Changed World

- ❖ Thrive has several projects underway to help us emerge from current challenges and promote our mission to *thrive*.
- ❖ Thrive is developing and implementing plans for ongoing service delivery in a hybrid world, using data to drive change and revitalizing our funding model. Stay tuned!

By the Numbers

Thrive Counselling

2687 unique agency
counselling clients
435 group sessions

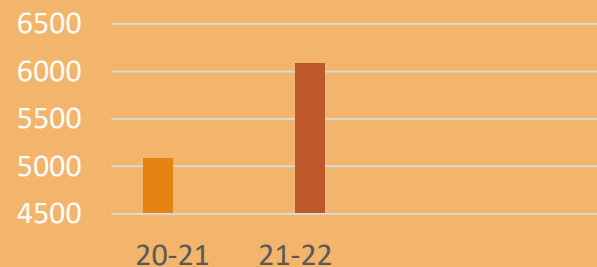
PAR

342 referrals ↑15% (20-21)
284 Assessments ↑ 125%
221 Group starts ↑46%
167 completions ↑ 56%

Supervised Access

Families served – 46
In-person visits – 273
Virtual visits - 176

Counselling sessions



Violence Against Women

765 –Unique women served
3445 –Counselling Hours
delivered

Caring Dads

Group Counselling sessions-77
Fathers served –57
Mothers/Current Partners served
- 64



HVPC
HALTON VIOLENCE PREVENTION COUNCIL

- ❖ Reached out to our community with a refreshed website HVPC.ca, enhanced our social media presence, and successfully increased our following. Activities have included Facebook Live events and campaigns for November Women Abuse Prevention Month and May Sexual Assault awareness month.
- ❖ Launched the Survivor's Voices survivorsvoices.ca through the Sexual Assault Advisory Committee and their HRCIF grant to provide resources to survivors and an opportunity to share their experiences.
- ❖ Council members have researched the possibility of an IPV/SV hub for survivors in Halton. A formal report will be presented in 2022-3
- ❖ Increased public awareness of domestic violence through media outlets with SAFE, the survivors voice of the HVPC.
- ❖ Offered a free Self Care Virtual Art Therapy workshop for Sexual Assault Awareness Month for over 50 registrants.
- ❖ Safety Planning Booklet is currently being updated and revised to be ready for new distribution as well as a review of current risk assessment tools

Message from Board Chair, Al Albano

As the Chair of the Board of Directors for Thrive Counselling, I am pleased to have this opportunity to speak about the work of the agency over the past year.

Thrive has successfully navigated another pandemic year flowing smoothly between virtual and hybrid services as needed to ensure the safety and needs of their clients. The importance of Thrive's services continues to be grow in the face of the impacts of the pandemic.

The Board of Directors have been busy ensuring that we are well-positioned to continue to lead Thrive's strategy by ensuring that we are equipped with the most recent guidance in governance leadership including receiving specialized training which include components on the important issues of Equity, Diversity and Inclusion.

We are in the process of refreshing the strategic plan to better reflect the landscape and environment created by the events of the recent years. The Board is highly impressed by the dedication of the staff and their professionalism as they have worked through the accreditation process.

I would also like to commend my fellow Board members for their ongoing commitment and work throughout the year and express how the Board values being able to contribute to the success of the agency and its work.

Message from Executive Director Chondrena Vieira-Martin

I would like to take this opportunity to express my deep appreciation to all of the staff and our Board of Director's for all of their dedication and work over the past year. Your continued commitment has allowed us to continue our pandemic recovery.

We have continued to be in testing times, with change and uncertainty the only constants, and firm plans frequently being replaced "pivots" and flexibility.

Despite these ongoing challenges, Thrive has had a very successful year. We have continued to provide excellent and caring service to our clients who frequently are in greater than ever need. This has placed increased demands on our teams as they continue to deliver compassionate programs and services while managing the pressures of our current existence.

The process of accreditation demanded considerable resources, particularly from administration and our policy and procedure team. We can certainly stand confident in the high quality and professionalism of our organization and are very grateful for each person's contributions to this process.

I can say that I am approaching our current year with renewed confidence and optimism despite ongoing clouds. This is in large part because of the faith I have in our Thrive team to continue to give their best to ensure that we can continue with the important services we provide to our community.

Our Sincerest Thanks to All of Our Funders and Donors

Ministry of Children, Community and Social Services

Ministry of the Attorney General

United Way Halton Hamilton

Canadian Women's Federation

Ontario Trillium Foundation

All of our corporate and individual donors whose personal commitment to Thrive means so much!