



DAYA COUNSELLING CENTRE

Annual Report 2019-20



Building a new home for Daya: A community success story!

Daya Counselling Centre began 2019 comfortably at home in the offices we had occupied for almost 20 years. We served thousands of clients, met with community partners, and enjoyed support and connection with our neighbours and landlord for two decades at The SkillCentre on Dundas Street.

The previous years had seen substantial growth within Daya as we worked to respond to the level of need in our community, and this growth reached a point that required us to look beyond our familiar home. In January 2020 we moved to our new home at 333 Dufferin Avenue.

As anyone who has ever moved will know, a move of this magnitude asks a lot of everyone involved, and we were so proud of the way Daya's staff, counsellors and board of directors stepped forward to contribute. But we did not do this alone! The move had significant costs (as all moves do) and—in order to avoid the costs having a negative impact on service—we appealed to our community for support. Though this was the first time Daya has made such an appeal, our community responded with over \$40,000 in donations, grants, and sponsorships to help us create a new, larger space for healing!!!

We have been delighted to share this space with the clients attending sessions pre-COVID and we hope to resume in-person sessions in the very near future. And as soon as conditions allow, we will be hosting an Open House to share our new home with the community that helped us build it!

Lisa Bitacola
Chair, Board of Directors

Rebecca Machado
Executive Director

With deepest thanks to the community who created a New Home for Mental Wellness in London, Ontario!

Agape Foundation
Abe Oudshoorn
Andrew Kaszowski
Anna Hendrikx
Bethany McLachlin
Bonnie Williams
Carole Echlin
Cathy Walsh
Corrine Rahman
Darcy Harris
Dawna Perry
Doreen & Mark O'Brien
Doug Wallace, Wallace Smith LLP
Gail Piper
Nancy & Garry Dodman
Heather Loedige
Heidi Reynolds
Jared Dalton
Jeff Coombes & Fran Harrett
Jen Denys
Jennifer Halliday
Jennifer Jackson, CIBC Wood Gundy
Jennifer Sutton
Jeremy McCall
John and Donna Rietschlin
Julie Maltby
Julie Stewart

Kelly Greene
India Taylor & Ken Fair
Lindsay Reid at Royal Lepage
Lisa Bitacola
Lori Da Silva
Louise Mauffette-Leenders
Marg McGill
Meg Lewis & Mike Miletich
Melissa & Adam Jean
Michael Menear at Menear Worrada and
Associates
Michael Murphy
Michelle Baldwin
on behalf of Dr. Moira Mahendran
Paul Liebau
Paul Seale
Rebecca & Jeff Machado
Shauna McCarthy
Shawna Lewkowitz
Sigmar Martin
Christine Smith and Stephen King
Susan Abercromby
Susan Becker
Susan Ziegler
TA Thomason
Willy Van Klooster

Our thanks also to the many donors who requested to remain anonymous!!

We acknowledge that we were unable to reach several kind donors when confirming permission to celebrate your support by name. If you are among those, please know you have our thanks as well!

Financial Statement 2019-2020

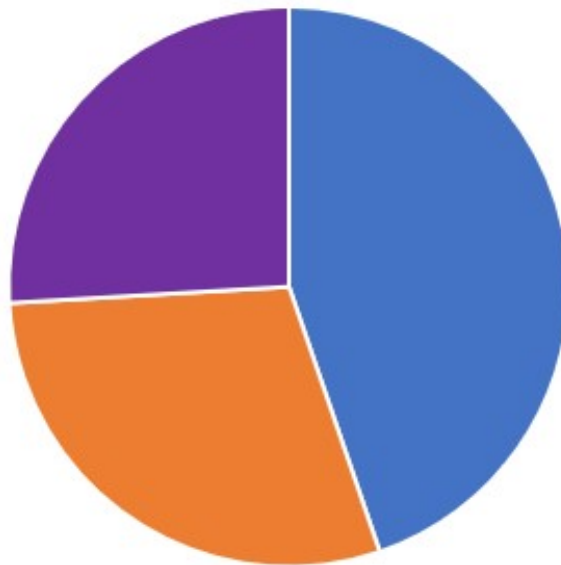
Revenue	2019-20	2018-19
Purchase of Service (Funded Referrals)	\$328,090	249,303
<small>*2019-20 includes flow-through funds rec'd for partner agency in a shared service contract</small>		<small>*partner agency fees not previously noted</small>
Client Fees	243,591	\$215,672
United Way Elgin Middlesex	113,660	121,741
Fund Development & Donations	45,908	21,826
CEWS subsidy	6227	n/a
Bereavement Services	5,815	5,688
Deferred contributions	5,237	n/a
Special projects and events	3,025	5,068
Interest	2,634	1,422
TOTAL	\$754,187	\$620,720
 Operating Expenses		
Salaries, counsellor fees, benefits	\$517,517	\$510,653
Fees disbursed to service contract partner	123,299	<small>*not previously noted</small>
Rent	53,815	48,029
Program delivery (<i>*inc some moving costs</i>)	55,531	28,215
Fund development	0	0
Professional fees	4,967	18,375
Bereavement services	5,815	5,688
Professional development	4,018	7,681
Other	4,410	6,427
TOTAL	\$769,372	\$625,068
 (Deficit) Surplus	 (\$15,185)	 (\$4,348)

This is a summary of details in the 2019-20 financial statements audited by Ford Keast CPAs, LLP

SERVICE SNAPSHOT

- 1,248 individuals, couples or families attended counselling at Daya in 2019-20
- 9,855 appointments were offered
- 4,410 sessions were fully or partially subsidized by donations and grants
- 2,890 appointments were funded by a referring agency
- 36% of our clients were 29 years of age or younger.
- 61% of clients worked to address conflicts in relationships or to resolve troubling family dynamics
- 41% of service focused on helping clients cope with the effects of trauma, abuse or neglect
- 67% of Daya's clients asked for help with depression, anxiety or another diagnosed mental illness

Community Supported Counselling



- Community Subsidized (grants, donations; 45%)
- Funded referrals (referred/funded by another service provider; 29%)
- Client/self-funded (26%)

OUR PEOPLE

Counsellors

Anne Toth	Antonia Marroquin	Ashley Elsie-McKendrick	Carey Main
Da Qing Wang	Elizabeth Hardy	Helen Butlin	Jennifer Carscadden
Jim Madden	Katy Harold	Kelly Appleby	Kevin Elliott
Laura Béres	Leah Brown	Leanna Zeyl	Marietta Minett
Marnie Wedlake	Mia Pintus	Nidaa Khalil	Ramona Fernandez
Rebecca Pschibul	Robin Koop-Watson	Scott Stire	Shelley Myer
Susan Abercromby	Ty Nguyen	Vanessa Eyre	

Administration

Andrea Cole	Emily Carrothers	Kelly Greene
Jeff Coombes	Rawaa Shubbar	Rebecca Machado



BOARD OF DIRECTORS

Lisa Bitacola—*Chair*

Jennifer Wall—*Vice Chair*

Melissa Jean—*Treasurer*

Greg Smith

Jaclyn Cairns

Julie Maltby

Lindsay Reid

Mary Jansenberger

Meg Lewis

Tayfun Atasoy

VOLUNTEERS

Our dedicated team of reception volunteers create a welcoming experience at Daya when our reception staff are away from the desk. These committed volunteers also make reminder calls, helping clients to keep track of scheduled appointments in the midst of other challenges.

We offer deep thanks to Farha, Iqra, Lauren, Shivani, Marisa, Hend and Radhika for hundreds of hours of client-centered support!

INTERNS

Daya welcomed thirteen graduate students and six post-graduate interns in 2019-20.

Daya's internship program helps novice clinicians to hone their skills under expert supervision while simultaneously supporting individuals in need and contributing to community wellbeing. We know that Alex, Alyson, Chris, Corrine, Eden, Erin, Gillian, Jackie, Kalysha, Kathryn, Katie, Lindsay, Mariah, Martha, Melbin, Natalie, Rebecca, Sabrina, and Teri will go on to do great work in our community and beyond!

THANK YOU TO OUR COMMUNITY OF SUPPORT!

Thank you to the donors and funders supporting subsidized counselling in our community, including Extended Sessions for Complex Trauma and expanded service during COVID-19:

Bell Let's Talk Community Foundation

City of London Community Grant

MacDonald-Pierce Foundation at London Community Foundation

Paul & Suzanne Manders Family Fund at London Community Foundation

United Way Elgin Middlesex

Westminster College Foundation

And many anonymous donors

REFERRING PARTNERS

Across Languages

ATN

Church of Jesus Christ of Latterday Saints

City of London/Ontario Works

Fanshawe Community Employment Services

Goodwill Career Centre

Hutton House

Ministry of the Attorney General

Youth Opportunities Unlimited

DONOR FAITH COMMUNITIES

Calvary United Church

Chalmers Presbyterian Church

Congregation of the Sisters of St. Joseph in Canada

St. George's Presbyterian Church

Valleyview Mennonite Church



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