



MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

This past year was unlike any other that we have experienced in our lifetimes. As we reflect upon the many challenges brought about by COVID-19, we are deeply grateful to the community partners and donors who strengthened Daya Counselling Centre's service offerings through their financial support. It was because of this generosity that we were able to respond to heightened need for mental health services within our community.

In 2020, we found new ways to connect with clients, expanding our service delivery models and hours of operation. We began offering counselling over telephone and video, supporting clients while staying at home. For those unable to participate virtually, we adapted in-person counselling to ensure that we remained physically distanced and safe. We also began offering weekend service to meet the needs of our clients for whom the traditional Monday to Friday counselling schedule presented a barrier to participation.

It is with pride that we share that visits to Daya Counselling Centre continue to grow. This year, a total of 8,284 counselling sessions were offered! Of these, 5,276 were at no cost to our clients. We have invested our time, energy, and resources to support our clients when they need us most. As we look toward 2021, we remain committed to advancing our mission of fostering a culture of wholeness, health, and mental wellness within our community.

On behalf of the Board of Directors, our team, and the clients that we serve, thank you for supporting Daya Counselling Centre.

Jennifer Wall, Board Chair
Kate Stewart, Executive Director

Daya 2020-21 ANNUAL REPORT
Counselling Centre

BOARD OF DIRECTORS

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Mary Jansenberger

Jared Dalton, Vice-Chair

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TREASURER'S REPORT

It is my pleasure to report the financial statements of Daya Counselling Centre, audited by Ford Keast Chartered Professional Accountants. This year was marked by great uncertainty; however, we closed our year on March 31, 2021 in a surplus position.

Throughout the COVID-19 pandemic, we have seen a growing need for mental health services within our community. Meeting this need has proved challenging; although our dedicated team pivoted to offer counselling via telephone and video call, our service levels dipped this past year. Despite a reduction in our overall service capacity, our provision of no- or low-cost counselling remained high. Indeed, we offered a greater proportion of subsidized counselling to full fee or contract funded counselling than in any other year in recent history. We are grateful to the support of our funding partners which allowed us to increase the availability of affordable mental health services in our community. We are also thankful to have received a substantial level of COVID-19-related funding from the federal government, totaling approximately \$215,000, which allowed us to adapt to the changing landscape of the non-profit sector during the pandemic. This non-recurring funding significantly contributed to this year's surplus position.

As always, our surplus funds will support Daya Counselling Centre's financial stability, especially as we embark on another year of operations in a global pandemic. These funds will allow us to mindfully explore new opportunities to serve our community while maintaining the high quality of our existing programs. We remain dedicated to sound fiscal management, and this year's surplus will be used to enable intentional investment into ongoing operations.

Jaclyn Cairns, Treasurer

2020-21 FINANCIALS

REVENUE

Client Fees	\$ 280,128
United Way	255,426
Purchase of Service/ Funded Referrals	231,483
Government Assistance	92,315
Fund Development & Donations	67,808
Deferred Contributions	10,008
Bereavement Services	5,596
Interest	<u>1,514</u>
TOTAL	\$ 944,278

EXPENSES

Salaries, Counsellor Fees & Benefits	\$ 578,733
Rent	87,435
Fees Disbursed to Service Contract Partner.....	69,133
Program Delivery.....	70,655
Amortization of Capital Assets	13,125
Insurance.....	4,835
Professional Fees.....	4,715
Banking Fees	2,809
Bereavement Services	<u>5,596</u>
TOTAL	\$ 837,036

SUPRPLUS/DEFICIT \$ 107,242

WHO WE ARE



COUNSELLORS

Ana Barrientos, RP(Q), MA, CCC

Anne Toth, MSW, EdD, SAP, SEP

Antonia Marroquin, MSW, RSW

Carey Main, BSW, Med, RSW

Da Qing Wang, RP, MA

Elizabeth Hardy, BSW, MSW, RSW

Emily Carrothers, MSW, RSW

Helen Butlin, RP, PhD

Jennifer Carscadden, MSW, RSSW,
RSW

Katherine Dimoff, RP(Q), MA

Katy Harold, RP, BA

Kevin Elliott, RP, MC

Larissa Webb, MSW, RSW

Laura Beres, MSW, PhD, RSW

Marietta Minett, MSW, RSW

Nidaa Khalil, RP, PhD

Ramona Fernandez, RP(Q), MEd,
PhD, CCC

Rebecca Machado, RP, MEd, CCC-S

Rebecca Pschibul, RP(Q), MA

Robin Koop-Watson, MSW, RSW

Sheila Linseman, RP, MA

Susan Abercromby, RP, MEd, CCC

Ty Nguyen, MSW, RSW

Vanessa Eyre, RP(Q), MA

STAFF

Andrea Cole

Da Qing Wang

Emily Carrothers

Jeff Coombes

Kate Stewart

Kelly Greene

Marisa Penninga

Rawaa Shubbar

Rebecca Machado

INTERNS & STUDENTS

Aaron W.

Alex R.

Andree S.

Athir J.

Chris S.

Jamie B.

Joelle L.

Jordyn B.

Julia H.

Kalysha F.

Lisa P.

Mandy D.

Mariah K.

Megan L.

Nelia A.

Rachelle A.

Sara K.

VOLUNTEERS

Adia M.

Andrew V.

Farha M.

Jessica V.

Nadin M.

Vida G.-L.

2020-21 SERVICE HIGHLIGHTS



1,213 Unique Clients Served



8,284 Total Hours of Counselling Offered



4,676 Sessions Fully or Partially Subsidized by Donations and Grants



1,425 Sessions Funded by a Community Partner Agency/Referring Agency



2,183 Sessions Funded by Clients Out of Pocket or Through Private Insurance



In any given year, one in five Canadians experiences a mental health problem (Smetanin et al., 2011). However, barriers including cost, limited availability of service, and stigma can make it difficult to access services. Daya Counselling Centre is proud to have provided mental health counselling to support over **1,213** individuals, couples, and families in 2020.

55% of Clients Addressed Experiences of Depression/Anxiety



54% of Clients Addressed Relationship/Family Challenges



29% of Clients Addressed Recent or Historical Trauma



TESTIMONIALS

“At the advice of my counsellor, I decided to formulate a plan with clear steps detailing what I needed to do to achieve my goals. I am going back to school and [am] taking a program that will serve as a meaningful steppingstone.”

“The results of the counselling I have received have been: improved self-awareness, improved self-esteem, an understanding of how my thoughts can be a major factor in depression, an untangling of my past and its influence on my life today, and a kinder self-talk and awareness.”

“I have been unemployed for an extended period of time. My anxiety has kept me from following through on employment. I now feel, for the first time in a long time, excited by the idea of becoming employed and functioning on a level that I have wanted to for a long time.”

COMMUNITY PARTNERS AND DONORS

We are sincerely grateful to the generosity of our donors and supporters, all of whom enable our provision of expanded mental health supports in our community.

Anonymous Donors
Audrey Mae Procnier
Bell Let's Talk Community Foundation
Calvary United Church
Canada Helps
Canada Helps Donors
Carol M. Richardson
Chalmers Presbyterian Church
City of London Community Grant Program
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Harrison Pensa LLP
Helen Butlin
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Jeff Coombes & Frances Harrett
Jeff & Rebecca Machado
Katherine Stewart
Lindsay Reid
London Defeat Depression, Mood Disorders Society of Canada
Lutheran Social Services of London
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Ontario Works, City of London
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Thank you!