

Centre for Treatment of Sexual Abuse and Childhood Trauma
Annual General Meeting – Committee Reports
Monday, January 20th, 2020 – 6:30pm
Richmond Room, City Hall

Chair Report: Susan McDonald

I want to begin by expressing my sincere thanks and appreciation to the community and associate Board members for their support for the fiscal year of 2018-2019. I stepped into the role of Chair one year ago, in January 2019, joined by Vice Chair, Meghan Billings, and Treasurer, Gonnie De Witte. I continue to be amazed by the good will and efforts of the Board, as well as the associates and other volunteers at the Centre, such as Michelle who supports our financial team. They all must be recognized for their commitment to the mandate and the vision of the Centre for Treatment of Sexual Abuse and Childhood Trauma.

Reports from the Committees follow and will provide details. I only want to highlight a few of the achievements from the fiscal year 2018-2019. One of the definite highlights from this past fiscal year was the unexpected, but truly wonderful, support from Algonquin College. The passion and competitive spirit of the students, aided by their faculty, was infectious as they launched a great number of fund raising events. We are lucky to have recruited Carrie Pala, from amongst the student cadre, to join the Board as a community member, bringing her experience with her!

The Centre saw consistent growth in the number of calls, resulting in the need to revive the “Adjunct Associate Therapist” program, which shall move ahead in winter 2020. The addition of part-time administrative support from Jessica Lundy relieved some of that burden from Mandy Paquette and Sara Warren. Our huge thanks to these two who have both kept the Centre running on an even keel! Programming, with both a spring and fall event, continued successfully. The groups for both women and men have been stellar, with waiting lists, and limited attrition. Funds from fund raising efforts and from a grant from the City of Ottawa’s Community Development Fund have allowed these groups to take place with a more affordable fee structure in place.

The Centre has been able to host a number of students who continue to provide excellent services and flourish in the positive learning environment. In addition, progress continues on updating policies for the Centre.

Moving into fiscal year 2019-2020, there will be a focus on continued fundraising efforts, recruitment of new community Board members with accounting/financial experience, the development and implementation of the Adjunct Associate Therapist program, as well as documenting the curricula of the various groups. The Board also intends to move towards greener practices for all its meetings to support climate action.

My sincere thanks to all who make the Centre for Treatment a great place to learn and to grow!

Finance Committee Report 2018-19: Lisa Mayhew, Gonnie De Witte

The Centre had a strong Financial year in Fiscal year 2018-2019 which can be contributed primarily to the following factors:

- The Centre benefitted from the “Hope Heals Campaign”, which comprised of several fundraising events organized and put on by a class of students at Algonquin College in the Public Relations Program. This campaign resulted in raising approx. \$25K, of which \$15K was allocated to the Subsidy fund;
- The conferences were well attended and as a result the Centre made an operating profit of approx. \$14K on the events; and
- The Centre operated at full capacity for most of the year. This resulted in having rental income which exceeded rental expense in the year by approx. \$13K;

During Fiscal year 2018-2019, the Centre continued to closely monitor expenses, and generated some savings in certain office related costs due to renegotiating contracts.

The 2019-20 budget was reviewed and has been approved by the Board. The Centre anticipates having a small operating profit during the 2019-2020 Fiscal year.

The committee is in the process of reviewing the draft of the 2018-2019 Financial Statements and they will be submitted to the Board for approval in the upcoming weeks. On review and approval of the Financial Statements by the Board, the Financial Statements and Charity Return for the fiscal year 2018-2019 will be finalized for filing by the due date at the end of March 2020.

Services

Michelle Taylor of Crossfoot Bookkeeping has continued to provide high quality bookkeeping to the Centre on a pro bono basis throughout 2018-2019. We are very grateful for all of her contributions during the current year.

Frouin Group is in the process of performing a review of the financial statements for the year 2018-2019 and will be engaged again to prepare the statements for the current fiscal year.

Clinical Committee Report 2018-19: Sara Warren

In the 2018-19 fiscal year, the Centre saw a total of 276 intakes completed, which include low-fee, reduced fee and full fee referrals. There has been a continued increase in intakes over the last few years. The Centre has been working hard at expanding their referral source through more networking with other organizations, and attending more public awareness events in the Ottawa community. For the majority of the year, we have been able to reach all of the referral needs internally. However, due to the continued increase in intakes, we have now needed to create a waitlist for all services at the Centre. Over the past few months, we have been working hard in updating the membership program to assist in supporting the referral needs of the Centre and hope to have this up and running for this coming year.

The Centre hosted 5 practicum students throughout the past year: Sarah-Ann Gratton, M.Ed. candidate from University of Ottawa; Melanie Fuller, MACP candidate from Athabasca University; as well as Heather Ripmeester, Maryam Shirazi and Cassandra Lemos, all MACP candidates from Yorkville University. These 5 intern therapists have offered hours and hours of therapy to the clients on our waiting list for services who have limited resources to pay for therapy. We are incredibly fortunate to have them at the Centre. For this current year, we are continuing to interview and fill our internship positions. We had 2 start in January, 1 starting in May, and the hopes of 2 starting in September. We have also been fortunate to have external supervisors from the community who have been able to help us with our supervision needs – Amanda Telford, Sandra Neil and Joanna Olsen. Jessica Raven and Sara Warren have been assisting with the on-site supervision and will be working over the next few months to become certified with the CRPO to be able to offer full supervision onsite.

We have also been able to offer a few groups this past year including a women's and men's trauma processing group, which was funded by the City of Ottawa Community Project Funding and the Ottawa Community Foundation. We have seen a great success with these groups, and have been able to offer a much-needed service to the community. We have been able to receive funding through grants and fundraising initiatives that will be able to sustain these groups for 2 years. Our hopes over the next year will be to add an additional group for the LGBTQ+ population. We are also working on updating the manuals for the groups so that they are user-friendly and applying best practices for our clients. We have allocated \$5000 to update the manuals, and hope to be working on this over the next few months with Askhan Rahmani who has presented a proposal on what this process will entail.

Administration Committee Report 2018-19: Sara Warren

In 2018-19, the Centre continued to see an increase in the administrative needs required to uphold all of the initiatives being continued and developed. We have been fortunate to have Jessica Lundy as our Administrative Coordinator who has been a great asset to the Centre. Over the past year, we have been able to increase Jessica's hours to cover most of the responsibilities of the Administrative Coordinator. However, Mandy Paquette and Sara Warren have continued to volunteer many hours to cover the additional responsibilities that have not been able to be met with the paid hours approved for Jessica. Our hopes over the next year will be to update the job description of the Program Coordinator role outlined in the new organizational model and work on hiring for this position.

In 2018-19 the Centre was at capacity for Associates and Renters for most of the year. There were a few transitions throughout the year, but we were able to stay relatively stable with some Associates leaving – Megan Simpson, Crystal Nash, Amanda Telford, Rebecca Saab and Doha Moharram (who will be rejoining us in March); and some new Associates joining us - Ariele Jacobson, Emily Courtemanche, and Kevin Slater. At this time, we have space for one more Associate but will be continuing to look for specific requirements for this Associate in order to meet the current needs of the Centre. As mentioned, we are continuing to work hard in updating the membership program and have it up and running for this year to both support our referral needs, as well as provided increased revenue to the Centre to help compensate for possible transitions with Associates.

Policy and Planning Committee Report 2018-19: Sara Warren

In 2018-19, we are continuing to update our policies to reflect the new organizational model. We have an ongoing ad-hoc policy committee that has been working on updating these policies. Over the past year, we have been able to update the Membership policy and have it approved in August. The priorities for policies for this upcoming year are the Standards of Practice, Subsidy and Group policy.

We had a strategic planning meeting in January 2020 to discuss the focus of this upcoming year (see attached).

Programming Committee Report 2018-19: Sara Warren

During the 2018-19 fiscal year, Ashkan Rahmani provided a workshop on "The Neurobiology of Trauma" in October 2018 and had 20 participants registered. The workshop resulted in the profit of approximately \$1157.56. This workshop was to help supplement programming during this fiscal year as we had one of our speakers reschedule last minute. To ensure that this does not happen in the future, we have been working on updating the contract for our speakers.

Deb Dana also presented on "Polyvagal Theory and the Application to Working with Trauma" in March 2019, and had 65 participants registered. This workshop generated a profit of \$9997.50.

We also had the Narrative Therapy Centre – "Narrative Therapy: Responding to Trauma" in September 2019, and had 43 participants registered. This workshop generated a profit of \$3242.13. deb

We also tried to run in-house workshops at the Centre but were not able to run them due to lack of registration. We will be revisiting this for the upcoming year, and explore ways to improve this program and increase visibility within the community.

The Centre also has two workshops planned for the current fiscal year: Linda Graham – "Resilience and Post-Traumatic Growth" in May 2020 and registration has just opened for this workshop; as well as Frank Anderson "Treating Complex Trauma with Internal Family Systems" in October 2020. We are very excited for these upcoming workshop as they are a much-needed resource in the Ottawa mental health community.

Growth and Communications Committee Report 2018-19: Susan McDonald

The goals for the Growth and Communications Committee for fiscal year 2018-19 were established recognizing the limited resources that the associates and community board members have. The Board approved a fundraising plan at its December 2018 meeting to focus on the Ottawa Race weekend and the Great Glebe Garage Sale as the two key activities for the year.

Unexpectedly, the Centre was extremely fortunate as Algonquin College students chose the organization to be the recipient of its fundraising efforts. These efforts, described in more detail below, added a completely new level of fund raising for the Centre. We express, once again, our appreciation to the students and their professors for all their amazing energy and support.

Website & Social Media

The website, Facebook and Twitter accounts continue to be updated with help from community Board member, Dylan Bridger, and also from Jessica Lundy, who joined the Centre to provide administrative support in a part-time capacity. The Centre used its website and its Twitter and Facebook platforms with some effectiveness over the year to advertise education events, Giving Tuesday and other smaller events of interest. We had a social media plan and were able to pre-program announcements via Sendibles.

Fundraising Report

Algonquin Charity Campaign

The Centre partnered with the Algonquin College Public Relations program during their Hope Heals Campaign. Hope Heals raised over \$22,000 in donations for the Centre. Students held 14 different events from March to April, all of which had zero dollar budgets. Hope Heals also increased the Ottawa community's awareness of the Centre and its mission. Some events included: a high tea, murder mystery dinner, games night, and trivia night.

Activities

Giving Tuesday – the last Tuesday in November (following American Thanksgiving) is deemed Giving Tuesday and the Centre had a dedicated webpage. Only a small amount (\$300) was raised.

The Ottawa Marathon/Race Weekend

Mandy took on the leadership to organize this event for the Centre. A team was registered, fundraising began, some training began (☺) and the weekend arrived before we knew it. A number of Centre associates and community board members both worked at the garage sale AND ran in the race.

At the June 2019 board meeting, the board reviewed what worked and what did not work for this event.

Ultimately, the Centre raised \$2145. A decision to participate in the 2020 Race Weekend was made in September.

The Great Glebe Garage Sale

The event was hosted at Susan McDonald's home again, setting up a table on the front lawn. Items were dropped off the evening before. A limited amount of effort went into the event, most on the day of when we set up before 8am and took down the table and un-sold items by 2pm. The GGS asks that 10% of proceeds be donated to the Ottawa Food Bank. With that taken from total proceeds, about \$1378 was raised.

Everyone volunteering wore a white T-shirt with the Centre's name on the back. We also had a raffle for a small gift basket and a jelly bean and gum ball raffle which drew in a lot of kids, and gave us the opportunity to talk about the work of the Centre.

At the June 2019 board meeting, the board reviewed what worked and what did not work for this event. It was agreed that we would do it again in 2020, but add on: snacks and water for animals; additional tables; better preparation for rain (since it rained in both 2018 and 2019); and drop off of items farther in advance at Susan's house.

Thank you to all who helped out. It was a great day, and a good way to get to know community Board members and associates!

Fundraising Plan for 2019-20

At the October (the September meeting held later) board meeting, the fundraising plan for fiscal 2019-20 was presented. With limited resources, the recommendation was to put efforts into the Ottawa Race Weekend and the Great Glebe Garage Sale, in addition to a couple small activities such as a yoga/spa evening or game night. The plan is available through the Centre.

Board and Committee Membership

Fiscal year 2018-19 included Carrie Pala from Algonquin College join the Board. Carrie comes with her great fund raising experience. A number of other community members expressed interest through the website and several attended board meetings. At this point, the Centre is actively looking for community board members with accounting/financial experience to eventually replace Gonnice De Witte who has announced her intention to step down (no date).

Finance experience

We welcome and thank both community and associate board members for their time.

The G&C Committee continues to recruit for new community board members.

By-Laws

As in the previous fiscal year, there was no further work done on the Centre by-laws in 2017-18. There is a new provincial government, but there has been no direction that the new legislation on non-profit organizations is a priority. Work has moved forward with a re-structuring of the Centre. It is recommended that the by-laws are reviewed with the new structure.

Priorities for 2019-2020

- 1) Board recruitment –community members with accounting/financial experience
- 2) Fundraising plan – to make the most of large fundraising event; support smaller activities