

friends of Centre

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Yes! we're Alive & Kickin'

Despite losing one third of our budget when the Vancouver Island Health Authority (VIHA) terminated our contract in October '09, we continued to offer our community quality, accessible counselling services.

You, the community, stepped up to let us know how important our services are to our most vulnerable citizens. With the support of you, our volunteers and board, we protected our core services and provided counselling support to over one thousand clients in this past year.

Look inside this edition of *Friends of the Centre* for a snapshot of how we are managing and where it is that you can help.

Winter 2010 • Issue 3

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Assisting adult community members in attaining socially and psychologically satisfying lives by providing quality, accessible, volunteer counselling services.

**Citizens
COUNSELLING
CENTRE**



our resiliency

Upon receiving notice of the VIHA contract termination the Board and staff immediately set about planning for the Centre's future. In short order we:

1. Reviewed all revenue and expense items.
2. Revamped our fee structure for counselling and practicum placements.
3. Cancelled our counsellor training program for 2010.
4. Rejected failure and refused to shut our doors.

Our number-one priority was to continue to deliver our mission in a manner that is consistent with our values and vision.

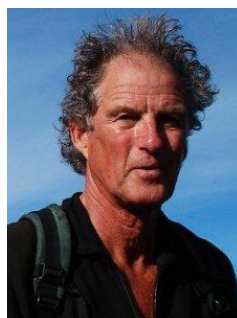
The Board is now focussing on three more priorities:

- to identify and develop alternate funding sources to create sustainable funding for the Centre;
- to increase, attract and sustain the number of volunteer counsellors active here which includes a commitment to offering a training program in 2011;
- to raise the Centre's profile and public image.



why i support citizens'

Ian Brown – Trail Builder and Community Builder



Ian Brown

Over fifteen years of donating is a strong testament to Ian Brown's belief in Citizens' Counselling and its mission. A "dollop" each year, according to him, but a consistent contribution that has funded needed supplies and learning materials.

Ian began his relationship with Citizens' Counselling over thirty years ago. He went through the counsellor training program in 1977-78, and stayed involved by sitting on the board, and later chairing it. As a clinical counsellor himself, Ian has a special appreciation for the services provided by the Centre.

According to Ian, "The Centre provides an essential service to the community that isn't offered elsewhere. It fills a niche for people

who need counselling services, but can't afford to pay very much." Ian also believes that because the Centre has trained hundreds of volunteers who use their sophisticated listening skills at home, school and work, its positive influence is spread far and wide in the community.

Ian's generous spirit has touched other organizations. He followed a similar path at the Need Crisis line by volunteering, sitting on the board, and providing financial support until its services were absorbed by the Vancouver Island Crisis Line.

Retired for the last seven years, Ian continues to be active in the community. He sits on a parks and recreation advisory committee in View Royal, and he builds hiking trails in the forests outside of Victoria. He's a keen cyclist, walker, and gardener. He's also found more time to explore spirituality.



GVCCC facts at a glance for the 2009/2010 fiscal year

Number of clients served	1080
Active counsellors	101
Hours of service	8554

Who We Serve

Female	62%
Male	38%
Age 18-29	33%
Age 30-39	29%
Age 40-49	19%
Age 50+	19%
Employed full time	29%
Income Assistance or Pension	40%
Employed part-time or on EI	31%
Lives in Victoria	52%
Lives in Saanich	19%
Paid \$12 or less per session (earned \$15,000 or less annually)	59%

Presenting Issues

Stress, Anxiety, Depression	>55%
Relationship, Self-Esteem, Loss	>40%
Medications for emotional issues	>33%
Suicidal ideation – past/present	>33%

Results

Percentage of clients who reported experiencing moderate to significant change	86%
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miracle on kings street

An amazing thing happened at the Centre one sunny morning in August of this year. A former volunteer counsellor, gone from the Centre for many years, walked in and presented a surprised Brenda Wilson, ED, with a cheque for \$5,000. She had been very upset to learn of VIHA's termination of the contract with the Centre and wanted to help out. She and Brenda had a lovely catch up and off she went wishing to remain anonymous.

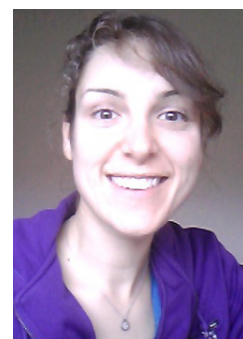
It's actions like this that keep our faith in what we are doing and give us hope that a few other miracles might come our way



We wish to extend warm thanks to our individual donors. For your privacy we have not included your name but we would not be able to offer our service to the community without your generous support.

the centre is making a difference

by Annie Banks



I have benefited so immensely from the services offered at Citizens' Counselling Centre and I feel that the services that you provide are crucial.

I am a student and I work part-time. I could not afford to see a private counsellor when I felt the many issues that I have struggled with come bubbling up to the surface. They threaten not only my emotional and mental well-being, but

my relationships, work, school, life, and survival, as the many things that we all struggle with tend to do.

I have struggled with depression, self-harm, and an eating disorder, as well as the death of my mother in recent years, when I was twenty-two years old. Anxiety invades my life and limits my ability to do the things that I love.

With the help of a very compassionate and dedicated Centre volunteer counsellor, I was able to lay some of those anxieties to rest and found a balance in my life that I had not known for many years. Just knowing that there was someone that I could share these worries, fears, and

their repercussions with each week, who did not judge but instead, as a gentle guide and witness, enabled me to sort through all of this, made such a difference in my well-being.

I felt comforted and safe, I felt supported and cared for, and I felt hopeful as I experienced the healing power of a committed and caring person and an organization that exists to support this healing.

I am saddened that funding cuts may limit the amount of support and training that Citizens' Counselling Centre can provide and I am worried for all of the people who benefit so much from their services, myself included.

connecting with 18-29s

Delayed marriage, multiple career transitions, delayed parenting help create the phenomenon of Young Adults – a product of current trends in North American culture. It is a time of identity exploration, self-focus, and new roles and relationships. For some it is also a time of high anxiety and feelings of despair.

Generation Y, individuals between 18-29, grew up digitally. They grew up communicating the same things as previous generations, but in different ways. With computers in the home, the Internet, instant messaging, and texting, they are unlike any generation before them. For them, the world truly is smaller. And yet this

tech-savvy generation still faces a lot of the same problems as people from previous generations – relationship issues, unemployment and under-employment, stress, trauma, substance abuse, bullying and the ever present 'what should I do with my life' issue. All these issues and more continue to challenge these young adults.

In the past two years Citizens' has undertaken the task of tailoring services to this unique group of people. The services we deliver to this generation try to specifically accommodate some of their preferences for communications.

On average, about 35% of the Centre's clients are between 18 and 29. In 2007, the Centre obtained funding from the United Way, and launched

our 1829 initiative to begin to better address the unique needs of these clients.

it is a time of identity exploration, self-focus, and new roles and relationships.

"Graduate trainings for volunteers with a special interest in working with GenY's, changes to our intake and client feedback processes, and

several exciting web improvements are all contributing to making the Centre more user friendly for 1829's," says Executive Director Brenda Wilson.

"We have had really encouraging feedback from our clients in this age group. We are making a difference in the lives of Young Adults".

our board

Sharon Hume - Chair
Arla Sinclair - Vice Chair
Lisa Underdown - Treasurer
Gillian Roach - Secretary
Chris Hoyer - Special Adviser
Andy Wachtel
Bev Regan
Cathy Brown
Derek Collins
Doug Magnuson
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John Phillips
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Ellahae Keshmiri
Michelle Gay
Sarah Flynn

staff & consultants

Brenda Wilson - Director
Darcy Ambler - Office Admin
Debra Diehl - Admin
George Bielay - Supervisor
Linda Cooney - Office/
Volunteer Coordinator
Sherri Hohert - Supervisor
Sonya Boya - Supervisor



Tip a Fool

A Gala EVENING OF
CELEBRITY FOOL-MAKING



Mark your calendar - we're up to no-good again.
For the most fun you'll have this year, join local celebrities as
we have much-needed fun, raising much-needed funds for CCC.

Saturday March 26, 2011 • Union Club of BC • \$125 per ticket • \$1000 per table

Buy a ticket, buy a table, sponsor the dessert, the wine, the dinner, or donate an auction item.

There are lots of opportunities to support the Centre here.

See www.tipafool.com or email tipafool@shaw.ca for more information

a message from our board chair



Sharon Hume

I am inviting you to join me in donating to the Greater Victoria Citizens' Counselling Centre's first ever, sustained fundraising campaign. Our goal is to replace the \$80,000 annual funding that we lost when the Vancouver Island Health Authority cancelled our contract, along with those of several community mental health serving agencies in Victoria.

We have rejected failure and refused to shut our doors. In the year since we learned of the devastating funding cancellation, we have taken several measures to improve our bottom line through cutting costs and increasing self-generated income.

While the financial gap has narrowed, we need your help. An immediate priority is to reinstate our annual volunteer counsellor training program that we cancelled for one year in order to reduce costs and save our core services.

As you know, this highly regarded training program is the primary means of recruiting volunteer counsellors and volunteers provide ALL the counselling services at Citizens'. When volunteers are accepted into this ten-month training program they commit to completing a minimum of 250 hours of volunteer service at the Centre once they graduate. It is not unusual for our volunteer counsellors to provide many more than their initial 250-hour commitment. As well, for many, this training is a stepping-stone to graduate school and a career in counselling.

I am asking for your support to ensure that we offer this training on an annual basis. We must replenish the ranks of our volunteer counsellors so that we can continue to serve those in need of support and counselling.

On behalf of the Board of Directors and the staff, I wish you a happy holiday season, and the very best in 2011.

Sharon
Board Chair

PS: We provide tax receipts for all donations. You have the option to make a one-time donation or to spread your donation throughout the year through monthly deductions on your credit card.



We acknowledge the financial support of the Province of British Columbia and



United Way
MEMBER AGENCY

VICTORIA FOUNDATION

Friends of the Centre is published twice per year



here's how you can help - [click here](#)

Donate online at www.citizenscounselling.com or call our office at 250-384-9934 and donate by Visa or MasterCard. Send a cheque to: Citizens' Counselling Centre, 941 Kings Road, Victoria BC V8T 1W7

Visa or MasterCard donation: (please include mailing address for your receipt)

☐ \$25 ☐ \$50 ☐ \$100 ☐ \$150 ☐ \$250 _____ Other ☐ monthly ☐ one-time

Name on Card: _____ Phone _____

Number: _____ Expiry _____

Donations must be received by December 31st to qualify for an income tax receipt for 2010.

Greater Victoria Citizens' Counselling Centre
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