

Thank You for Taking us Over the Top



Some of the Centre's biggest fans gather at a yeah-us! celebration that was generously hosted by a donor

Our Face-to-Face matching fund exceeded its \$40,000 target.

Friends of the Centre, both old and new, donated a total of \$45,363. We wrapped up the campaign, originally slated to last a year, in less than five months.

As Brenda Wilson, Executive Director of Citizens' Counselling Centre stated, "We were gratified to see the level of support in the community. It was the first time we had conducted a major fundraising campaign and the first time we had a \$20,000 matching donation. Donors told us the matching aspect was a motivator."

Paula Carey, who along with her group of yoga practitioners provided the \$20,000 in matching funds, observed, "A good idea attracts support. It's easy when you have the right idea and the right people asking at the right time." She also thinks that there are impacts that go beyond the monetary,

"We were honoured to help make so many local people feel good: the donors, the counsellors, the board, the staff and all the clients. This kind of giving keeps on giving...."

The success of the campaign meant that our highly regarded counsellor training program was able to carry on after a one year hiatus. The program costs about \$40,000 to run, mainly to pay for the cost of the trainer, supervisors and course materials. Participants in the ten-month program do not pay a fee, rather they pay back by providing a minimum of 250 hours of counselling services to the Centre.

Another group of big-hearted volunteers will be starting in the program this fall, ready to learn about themselves and develop the skills needed to be fully present and empathic with our clients. We ask you to consider donating to the volunteer counsellor training program again this year. You will not only be promoting mental health, you will be building individual and community capacity.

(See More Gratitude – page 4)

"Over the years I have found that Citizens' has been increasingly helpful in filling the gap.."

See Dr. Mike Miles, page 3


Citizens
COUNSELLING
CENTRE



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

Meet Nancy Issenman

A participant in our volunteer counsellor training program

Nancy is a semi-retired acupuncturist who has been working in the field since the mid-1980s. She has taught acupuncture and run a private practice.

As a person with a strong spiritual side and good listening skills, she has always been interested in counselling. She has been on both the receiving and giving end. In the course of her acupuncture work, she often provided counselling to her clients.

As Nancy neared retirement, she started thinking about what else she would like to do. She knew she wasn't interested in setting up a counselling practice or pursuing a graduate program at UVic. Citizens' Counselling Centre offered a ready-made clientele and its mission fit with her values. She strongly believes in accessible, affordable counselling.



Nancy Issenman

When asked about some of the highlights from her experience in the training program, Nancy listed three things. The first was the environment of total acceptance that trainer Cheryl MacKinnon created in the classroom. It made it easier to connect with other participants in the program, regardless of background, age, or experience. Nancy knows that learning about compassionate acceptance will be valuable when working with clients.

The second highlight was a guest speaker, Allan Wade, who talked about trauma in a broader social context. He made her more aware of language. For example, sexual assault has nothing to do with sex. It is violence.

The third significant thing she learned was to resist the urge to give advice. She has learned to stand back to allow clients to find their way. Her role as a counsellor is to shine a light on their experiences.

Nancy is looking forward to working with clients. She feels her many years of working on the front line will stand her in good stead.

Would Nancy recommend the counsellor training program? Absolutely. She thinks it is a great opportunity for personal growth, giving back and connecting with different people.

Buy your groceries at Thrifty's and help the Centre

Now you can really smile when you are at the checkout at Thrifty's. By using a SMILE card, you will be putting money into the Centre's hands. Last year, we successfully raised



\$2500 through this program and Thrifty's has kindly increased our level to \$3,000 this year. All you have to do is load your Centre SMILE card with the cashier and use your SMILE card to pay for your groceries. You will still be able to collect Thrifty points on your purchases. Remember—the SMILE card costs you nothing extra. We receive 5% of whatever amount you load onto your card. Call or drop by our office to pick up a card.

Centre Welcomes its 2012/13 Board Members

- Chair: John Gawthrop
- Vice-Chair: Chris Hoyer
- Treasurer: Lisa Underdown
- Secretary: Gillian Roach
- Arla Sinclair
- Derek Collins
- Linda Saunders
- Sara Comish
- Carla Smart (new)
- David Hume (new)

Counsellor Reps

- Meg Kapil
- Brandy Nielson (new)
- Maria Stella (new)

Citizens' Attracts Stellar Supervision Team

With all direct service at Citizens' offered by volunteer counsellors, a strong, hands on Supervision Team is necessary to ensure quality counselling is offered to our clients. And with clients coming to work on such a wide range of issues, our counsellors need a lot of expert guidance to support them while they are supporting our clients. Our supervisors do an amazing job 'behind the scenes' contributing to the ongoing development of well over 100 volunteers and students each year.

With two of our Supervisors, Sherri Hohert and George Bielay, retiring recently, our remaining Supervisor Sonya Boya, has very happily welcomed Cheryl MacKinnon (our Trainer), John Caulder, and Lilli Rosenberg to the team.



Cheryl MacKinnon, MA



John Caulder, MA

Cheryl has a Master's Degree in Social Work and works as a Psychiatric Social Worker at the Psychiatric Emergency Services at the Jubilee Hospital. She joined the Centre last year as the Trainer in our volunteer counsellor training program and now becomes one of our Supervisors as well.

John Caulder has an M.A. in Marriage, Family and Child Therapy and is an approved Supervisor for both AAMFT and BCMFT. He currently works in the Trauma Survivors program with Correction Services of Canada, with Health Canada in various First Nations programs, and with City University.

Dr Lilli Ruth Rosenberg has both a Master's degree in Counselling Psychology and a PhD in Leadership and Educational Psychology. In addition to an active private practice she is currently an Adjunct Professor at both City University and Gonzaga University. Her special interests include EMDR, Appreciative Inquiry, Emotionally Focused Therapy, Cognitive Behavioural Therapy, and Reality Therapy.

We are incredibly fortunate to attract such amazing people to work with our volunteer counsellors. They come with great qualifications for the work but more than that, they come with open hearts, eager and excited to join the CCC community.



Dr. Lilli Ruth Rosenberg

Why Dr. Miles supports Citizens'



I have been in general practice in Victoria for 27 years. During that time I have noticed a steady erosion of mental health care services despite the best efforts of VIHA and other public and volunteer organizations.

It has become much more challenging to find appropriate counselling services for those in need, especially for people with limited resources.

Over the years I have found that Citizens' Counselling has been increasingly helpful in filling the gap. The feedback from my patients has been quite positive and they have been grateful for the services rendered.

I believe that there continues to be a great need for the type of help that Citizens' Counselling provides and hope that they will be able to maintain their mandate.

Sincerely,
Dr. M H Miles

Look for us on



We acknowledge the financial support of



United Way
OF GREATER VICTORIA
COMMUNITY PARTNER

The Province
of British
Columbia
Gaming
Commission



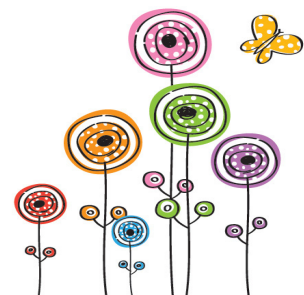
**THRIFTY
FOODS**

And caring
community
members,
like you

Month-by-Month

Row-by-row, that's the way your money grows!

By becoming a monthly donor to the Centre, you will make your life easier and help us demonstrate to funders that we have committed supporters. And, at the end of the year, making an annual donation is one thing you can cross off your do-list!



It's easy to become a monthly donor:

1. **Call our office** (250-384-9934) and let us know that you'd like to start donating monthly.

OR

2. **Go to our website** and click on the DONATE button. This will connect you to Canada Helps, a non-profit organization that processes donations on behalf of charities like ours. Simply fill out their secure donation form and check off monthly donation. You'll receive a tax receipt at the end of the year, whatever method you choose.

Your donation grows a long way!

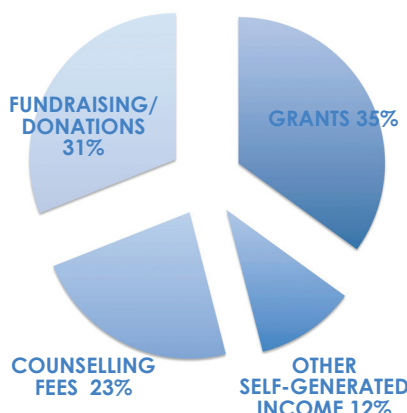
100% of direct service to clients is provided by our trained volunteer counsellors.

\$1,000,000 is the market value of counselling services provided by trained volunteers

FOR FISCAL 2011/12

- over 8,000 HOURS OF SERVICES
- over 900 CLIENTS SERVED
- over 100 VOLUNTEER COUNSELLORS
- 1 EFFICIENT AGENCY

CITIZENS' REVENUE SOURCES



For everything
you ever
wanted to
know about
Citizens' ...

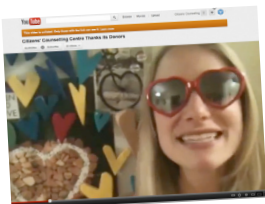


This year's annual report was just released at our AGM in June. If you missed it, you'll find all the fun facts about how Citizens' Counselling Centre is contributing to the mental well-being of our community.

citizenscounselling.com/about.html

More Gratitude & Big Hearts!

As you read on page one, we surpassed our Face-to-Face fundraising goal! To say thank you to our donors in a creative face-to-face way, a talented volunteer stepped forward and created a short video. Thank you, Nick



Wemyss, for making this fun video for us.

Check it out - you'll see some of our volunteer counselors' smiling faces!

<http://youtu.be/NdRHmehqfHs>

Another big shout-out (and a huge batch of Citizens' counsellor-baked cookies) goes out to the Heart Function Clinic and Cardiac Rehabilitation program at RJH who donated \$500 to the Centre.

The program held their staff 'Christmas party' in February where program lead Dr. Swiggum asked the staff to pick a single charity to be the beneficiary of this year's fundraising efforts. Citizens' was very fortunate to be their charity of choice choice and the grateful recipient of \$500.

Thanks to the generous staff at RJH!



Gathered for the cookie presentation are Gill Roach (Citizens'), Fiona Gough, Sandy Hoole, Natalia Richardson (Citizens'), Dr. Elizabeth Swiggum, Susan Kerr, Sarah Neil, Sonya Rinzema, Linda Saunders (Citizens'), Nancy Kidd (Citizens'), and kneeling is Jordan Dusting.

Friends of the
Centre
is published
twice per year



Greater Victoria Citizens' Counselling Centre

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