



# People. Inclusion. Collaboration. Accountability.

2020-2021 Annual Report



**Compass**  
Community Services

**34th Annual  
General  
Meeting**



# Will things ever go back to “normal,” the “before time,” “the way we used to be?” We hope not.

We all heard the phrase, “We’re all in this together.” No, we weren’t.

The pandemic gave us many lessons – may we learn from them.

Family Counselling and Support Services for Guelph Wellington, now Compass Community Services as of June 1, 2021, continued to endure change, challenge and offered choice during this past, unforgiving year.

Last year, in this same space, we wrote, “We worked with staff and volunteers to enable most personnel to work remotely, thus ensuring continuity of most programs and services...” It certainly is a time that most of us will never forget. Our personnel handled the crisis with the calm, rational professionalism that we are known for in the community. We applaud staff who came in every day to the office...We applaud staff who worked with clients from their homes while isolating themselves. Frontline healthcare workers — stressed and anxious — found support with our therapists, those clients and families facing developmental challenges were supported by our service coordinators and our intake and reception staff were the first responders for residents in isolation and alone, some in abusive situations or wanting to end their lives.

This year, we kept our offices open when allowed by order of public health, kept them open for face-to-face meetings with clients as it wasn’t safe for many to connect with us by phone. Our developmental service clients were seen frequently all through the pandemic for their needs. All while ensuring our staff, interns, and volunteers were safe and able to offer quality support to all our clients.

We were there for frontline healthcare workers. We were there for victims of domestic abuse. We were there seven days a week, 14 hours a day for those who were isolated, alone and those who wanted to end their life.

This annual report details the dramatic increase in calls, both inbound and outbound, and the thousands of voices that were listened to, heard, and assisted. Thank you to our incredible volunteers.

Our report also highlights all the new programs, services, and expansion we experienced to help keep our community as resilient as possible.

We received incredible support from our ministry funders, the United Way Guelph Wellington Dufferin, donors, grant providers, community partners, and more that trusted

*"The pandemic gave us many lessons – may we learn from them.*

*The pandemic normalized some issues that needed to  
be normalized – thank goodness."*

us to build the programs and services that were needed while pivoting to provide what was necessary to keep everyone as safe and supported as possible.

Will things ever go back to "normal," the "before time," "the way we used to be?" We hope not. The stigma of having mental health challenges is decreasing...it has become more acceptable to talk about it and this needs to continue. Our funders gave us more freedom and they saw that we did what we do best in our effective efficiency, meeting the needs of our community along with program outcomes. This needs to continue.

We also must continue with more training of our personnel relating to anti-racism, Indigenous learning and reconciliation, and LGBTQ+ work, all of which we currently have and will continue to provide.

We all heard the phrase, "We're all in this together." No, we weren't. From race, income,

and more, to people losing their jobs, homes, relationships, and for many, their dignity. Others continued to witness ongoing trauma, death and put their lives on the line every day to keep us safe.

The pandemic gave us many lessons – may we learn from them. The pandemic normalized some issues that needed to be normalized – thank goodness. The pandemic highlighted, again, where we need to make changes in our society – this time, we think we have a better chance at realizing lasting change. From accessibility, to equitability, to new and innovative ways of offering programs and services, to offering programs and services that had only been dreamed of, a better world is within our reach.

Thank you to our more than 100 volunteers, interns, and staff, for without you, our community would be in a more dire state. Your commitment and passion know no bounds.



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Mike Ruhl  
President



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Joanne Young Evans  
Executive Director



## Because everyone needs a little help now and then.

### Therapy Services

A failing relationship or marriage, trouble coping at school or work, or feeling depressed and alone — the problems of everyday life are sometimes overwhelming. Having an unbiased professional to speak with confidentially can provide relief with strategies to deal with an urgent issue or one that simply isn't going away.



Specialized psychotherapy services are available for:

- Individuals,
- Couples,
- Families and Children (0 - 12 years of age),
- Youth (12 - 18 years of age), and
- Groups.

One-on-one same day mental-health services are available through Quick Access Counselling in Mount Forest and Walk-in Counselling in Fergus and Guelph. Fee-for-service counselling programs in Guelph start at just \$15, depending on family size and income.

Abuse in any form leaves lasting harm on everyone it touches.

Healing from and changing abusive behaviours and the negative outcomes associated with physical, verbal, emotional, and sexual abuse begins with seeking help from skilled and regulated therapists who can assist in uncovering the root of the problem(s) and applying proven methods for addressing and stopping these behaviours.

Compass Community Services offers trauma-informed, confidential, and non-judgemental counselling to men, women, children, and families. We provide group and individual counselling with no cost to clients.

*"My partner and I were dealing with what felt like too many issues to resolve. Now we feel so much better about our family and ourselves. We feel better equipped to deal with future issues."*

We also provide effective counselling programs related to altering abusive behaviour patterns such as:

- Partner Assault Response (PAR),
- Youth sexual offenders, and
- Breaking Free: Better Choices = Better Relationships – a program for youth.

There is also trauma counselling for those who have experienced:

- Violence Against Women,
- Child Witness to Abuse, and
- Childhood Sexual Abuse for men, women, and children.

### Workplace Wellness

Compass Community Services is the only non-profit in Guelph-Wellington offering customized Employee Assistance Programs (EAP), which also include critical incident services and corporate workshops and training.

These tailored services meet employers' needs with flexible plans to suit any budget and personalized confidential services for employees.

*"My therapist focused on my strengths to help me decide how to solve my problems."*



## Developmental Services

Developmental disabilities affect children, adults, and their families/caregivers. Understanding the complex support systems and knowing where to go for help and information can be daunting, especially when there may be complicating factors such as addictions, lack of housing, justice involvement, or, behavioural or mental-health issues.



Compass Community Services provides service coordination for individuals with developmental disabilities and Autism Spectrum disorder.

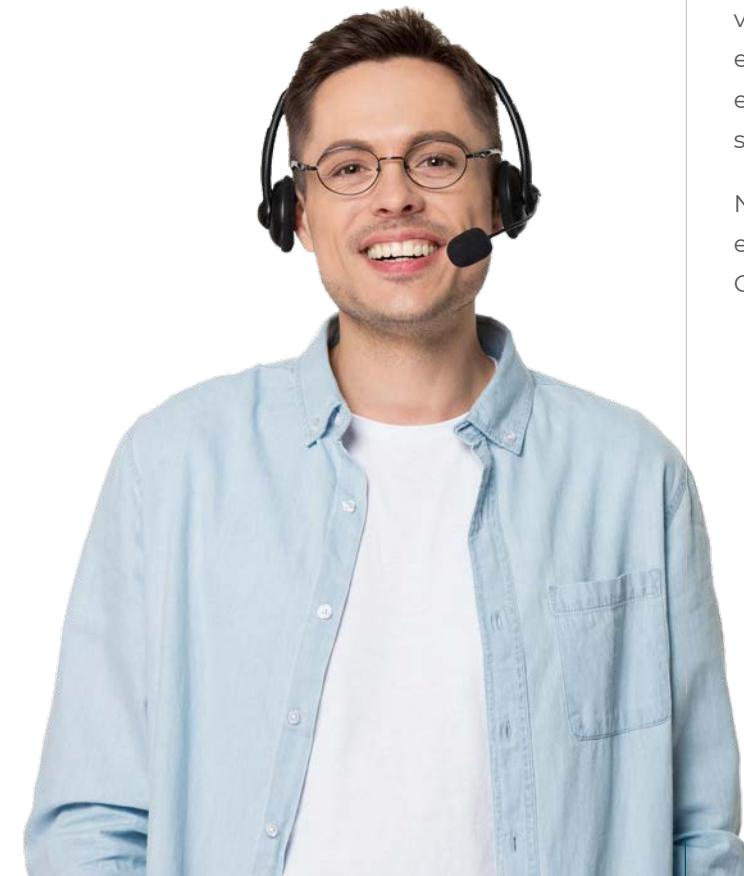
Service Coordinators can help navigate the developmental services system with:

- Information about services and resources,
- Service coordination with community and clinical supports,
- Case conferencing and collaboration among community partners, and
- Transitional planning as children become adults.

Compass Community Services also offers Intensive Behavioural Support for families with children who have a documented developmental disability. Individuals may also struggle with additional mental-health issues, attachment disorders, sexual abuse, trauma, and/or grief. Using a strengths-based approach, the Intensive Behavioural Consultant works with individuals, schools, and caregivers to create consistent coping strategies and approaches such as:

- One-on-one support,
- Parental coaching,
- The Guided Parent Support group,
- Wellness Group, and
- Consultations and training where needed.

Additionally, Compass Community Services houses Access Information and Referral (AIR). This is the centralized intake and referral point for all developmental disability services for infants, children, and youth in Guelph and Wellington County. AIR can help families access information needed by answering questions, determining eligibility for available developmental disability services, and making any referrals needed to the services and supports within the children's developmental services system.



## Telephone Support

### Distress Line

Trained volunteers provide emotional support through active listening and empathy at times when you may feel stressed, overwhelmed, and hopeless. This service is confidential and free to all residents.

### TeleConnect Line

A unique service where local community members can improve their social connection by receiving a daily phone call from a trained volunteer. Calls may focus on providing emotional support, casual conversation, or establishing reminders and prompts that support the needs of the individual.

No referral required. This is a free service and enrollment is voluntary for all residents of the Guelph-Wellington community.

# Here are the new programs, services, and initiatives as they relate to our Values:

## People

- Modified communication and contact methods with clients during the pandemic to ensure continuity of service
- Managed increasing demands for intake for services for the intensive behavioural program, parent coaching, and developmental service coordination
- Created community awareness of Telephone Support with flyers, advertising, and fridge magnets in Guelph Food Bank's outgoing care packages and food pantries
- Added a Distress Line follow-up feature for those without a traditional support network
- Increased suicide awareness and assistance through Telephone Support with funds from the Public Health Agency of Canada



## Inclusion

- Offered a Walk-In Clinic and Brief Therapy program in Harriston
- Adapted psychotherapy services during the pandemic to offer safe, flexible access to secure phone/video for groups, individual services, and in-person appointments, when necessary
- Donated \$7K in services to local businesses to support their employees' mental-health needs during the pandemic
- Offered a trauma program for men with one-time funding from United Way Community Services Guelph Wellington Dufferin that reduced distress and improved emotional functioning with a decreased risk of perpetration
- Supported developmental services clients' mental health through the Telephone Support initiative with funds from the local planning table
- Enabled remote access to Telephone Support for all volunteers with new menu options
- Increased the number of Telephone Support lines to expand capacity

## Collaboration

- Supported service delivery to Indigenous residents of Waterloo and Wellington in working alongside Anishnabeg Outreach and through funding from Ontario Health West
- Partnered with Big Brothers Big Sisters of Centre Wellington for new rural youth programming:
  - Group programs: *Go Girls!, Game On!, and Adulting 101*
  - Peer to Peer Support Program: training for youth to be equipped in supporting their peers
- Collaborated with Guelph Community Health Centre, Guelph-Wellington Women in Crisis, and Ontario to deliver 'Get Connected'
- Provided clients with donated cell phones

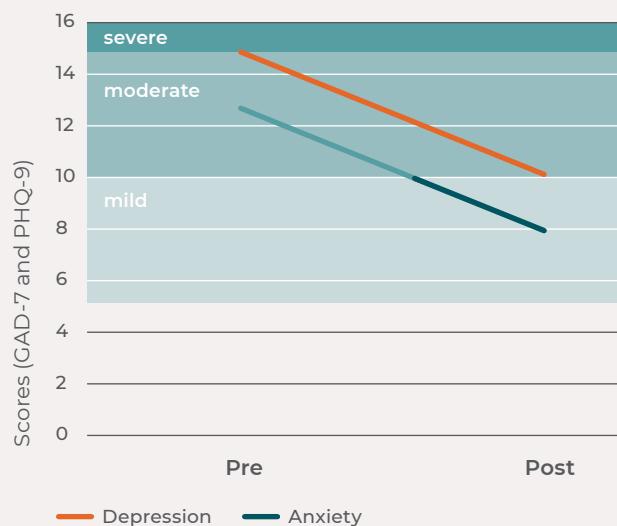
and talk and text plans to connect socially, with community and support programs, to access education, healthcare, and social worker appointments/counselling, and to look for employment or to work

- Recognized volunteers for their achievements through The People and Information Network
- Teamed up with Developmental Services Ontario, Upper Grand District School Board, Passport facilitators, and others in a child-to-adult transition video for families
- Provided education about Fetal Alcohol Spectrum Disorders in partnership with community agencies
- Established community partnerships with Family Health Teams, hospitals, a paramedicine program, Here 24/7, and others

## Efficacy of Therapy (Therapy Services)

After one 1-hour therapy session, clients report a reduction of 38% anxiety symptoms (measured using the Generalized Anxiety Disorder questionnaire) and 31% depression symptoms (measured using the Patient Health Questionnaire 9-item). The changes are considered statistically significant improvement in symptoms.

Impact of Walk-In Mental Health treatment



## Did you Know?

Over 250 women find support each year through our Violence Against Women programs.



Compass Community Services provides over **1,000 low-cost psychotherapy sessions per year**, thanks to funding through the United Way Guelph Wellington Dufferin.



# 96%

of clients who attend our walk-in services **left with a helpful plan** to address their concerns.



**Men experience abuse, too.** Compass Community Services offers a program for men who have been sexually abused as youth.



In addition to our Guelph location, Compass Community Services has **office spaces across Wellington County.**



# >30%

of clients who attend our walk-in services **are in critical need.**

## Words of hope and healing

What clients have to say about our services (pulled from Survey Monkey response for Walk-In)



## Things that we have heard clients say this past year:

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"I loved the service I got at Compass Community Services, from the receptionist to the therapist, I can tell everyone cares."

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"I love the welcoming environment at Compass Community Services."

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"I was surprised by how helpful therapy has been in my life, my therapist listens to me and has given me hope for the future."

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## What did your therapist do that was helpful?

(pulled from Survey Monkey response for Walk-In)

techniques well Care able suggested time things listened really well  
good advice plan situation made validated helped  
Listened work feelings coming gave use  
understanding ideas great Focus talking think asked  
questions



## THERAPY SERVICES

## **"I am a parent of two children. I came to Walk-In for the first time at Compass Community Services."**

"I had no idea what to expect but I knew if I didn't get some help things would not be good for me and I didn't have anywhere else to go.

"I work as a frontline healthcare worker, which has been extra hard through this pandemic, and I have been having thoughts of ending my life. These thoughts scared me and I love my kids so I was so confused. I just couldn't take the stress anymore, I was exhausted and no matter how hard I worked, it was never enough. The intake staff at Compass Community

Services were kind and guided me through the process to setting up my video session.

"Once I met my therapist they helped me develop a plan for how I can sort through the thoughts and emotions I was experiencing. I did not feel judged and for the first time in a long time felt hope for how I can get through this hard time in my life. I will be okay...thank you to the staff at Compass Community Services for saving my life."

## **For several years, an individual was living at home with their parent and was presenting many challenging behaviours.**

The individual was not able to attend school for several years due to being a risk to themselves and others. The parent worked tirelessly to support the individual, and private behavioural agencies were contracted to help in the home.

Ultimately, due to the level of risk, the individual was accepted into a treatment program where they participated in intensive behaviour management and coping skills. Within days, the individual learned new skills, and the challenging behaviours subsided. This individual successfully completed treatment

over the course of 12 months and transitioned to a group home when they turned 18. Since living in the group home, their behaviours have significantly decreased, they have moved twice internally, and shown immense resilience while continuing to successfully follow their daily activity schedule. The individual was supported 2:1 in the community, has now successfully transitioned to 1:1 while out in the community, and is starting to develop friendships among their peers. They even have a weekly paper run.

We are all so proud!

## TELEPHONE SUPPORT

### **A new caller to the Distress Line stated that they felt they had tried everything to fix their mood, and nothing had worked.**

After listening, volunteers and staff worked with the caller to connect them to more appropriate mental-health supports that the caller didn't even know existed.

They reported that the Distress Line helped them feel heard, and they were so grateful for the referral.

### **A client who struggles with addictions told the volunteer operator that they were upset because their friend didn't acknowledge their 20-year sobriety anniversary.**

The volunteer took it upon themselves to not only acknowledge the caller's achievement, but to celebrate it with them on the phone.

At first, the client was shocked because they didn't realize the significance of the milestone themselves and was then elated that the volunteer acknowledged their tremendous achievement through an impromptu celebration.

## **A Volunteer's Reflection.**

"I joined Compass Community Services Distress Line Program as a volunteer just before the pandemic started. Volunteering with Compass Community Services has been an invaluable experience. I feel very fortunate that I've been able to safely volunteer from the comfort of my own home and still make an impact within my community..."

"When the Distress Line Training began, I wrote in my notes 'Why would I ever do this?'



What if I fail someone when they're at their most vulnerable?... I am amazed that I'm now equipped to ask callers in distress if they're having thoughts of ending their life. I'm humbled by the courage and honesty of the callers and honoured that they've allowed me to support them in their times of need...

"I am proud and honoured to be part of this organization and to be able to contribute as a volunteer."

**Your continued support has given people and communities hope for a brighter future.**

## Accountability



Ontario



CENTRE  
WELLINGTON  
COMMUNITY  
FOUNDATION



### Service Interactions

MH	Therapy Services & Workplace Wellness	7729	25%
TS	Telephone Services	15649	50%
DS	Developmental Services	8113	26%
<b>Total</b>			<b>31491</b>

\* newly introduced this year

### Revenue By Source

SE	Social Enterprise	\$205,900	7%
MF	Ministry Funding (base + one-time)	\$1,537,440	53%
UW	United Way	\$239,500	8%
OTF	One-Time Funding	\$859,990	30%
DON	Donations	\$45,158	2%
<b>Total</b>			<b>\$2,887,988</b>

### Expenditures

PERS	Personnel Expenses	\$1,720,019	66%
OPER	Operating Expenses	\$544,059	21%
BLDG	Building Expenses	\$201,647	8%
PGM	Program Expenses	\$139,887	5%

### Total

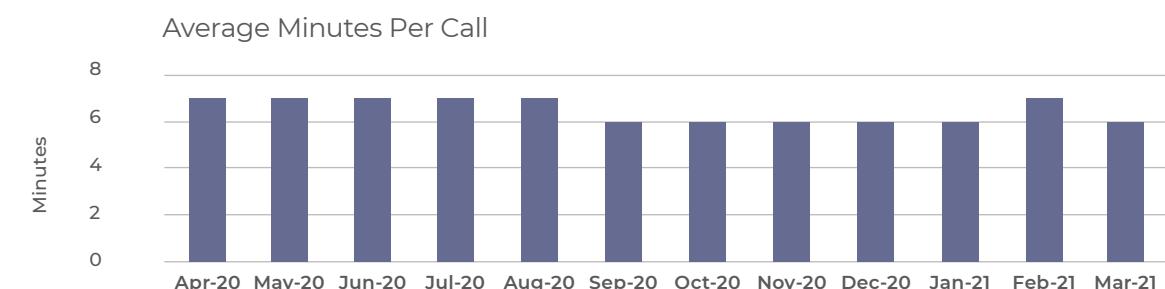
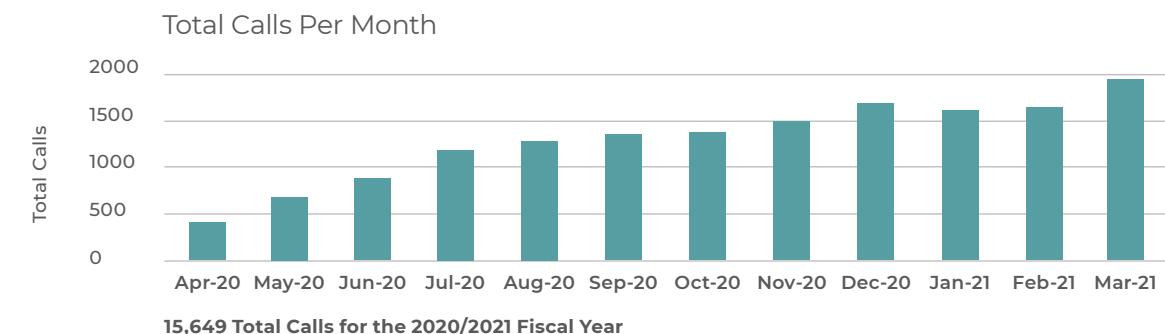
**\$2,605,612**

**We hear you.**

## Telephone Services Stats

(Distress Line Program Annual Report)

### 2020/2021 CALL STATISTICS



**Average Call Time was 6.5 minutes per call**

\*This stat includes wellness checks and med reminder calls that are 1 minute on average

FUNDERS



Ontario



CENTRE  
WELLINGTON  
COMMUNITY  
FOUNDATION



**PayPal**  
Giving Fund



DONATIONS

Human Endeavour, Inc.

LaidLaw Foundation

Ted Michalos

Innovation Health

Listowel Cyclones

Xthetica, Inc.

Intrigue Media

Rotary Club of Guelph  
Wellington

Numerous individuals

We are proud of our people  
and will continue to invest  
in developing their skills  
and capabilities.

**Board of Directors 2020-2021**

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Secretary-Treasurer

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Starr Lofrancio

Frank Ricci

Charmaine Sheahan

Cassia Shugg

Ashley Timm

Tammi Winchester

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# Mission

To provide responsive and professional resources, fostering wellbeing in our communities



# Vision

A resilient and supported community



# Values

## People

An individual, innovative, and responsive approach to care that creates the conditions for personal growth

## Inclusion

Offering inclusive and accessible resources that meet the unique needs of the people we serve

## Collaboration

Working in partnership with individuals, staff, volunteers, and community partners

## Accountability

Accountability across all levels of the organization



-  20 Shelldale Crescent  
Guelph, ON N1H 1C8
-  Phone:  
(519) 824-2431
-  Fax:  
(519) 824-3598
-  Distress Line:  
(519) 821-3760
-  TeleConnect:  
(519) 824-2431 ext. 27
-  Email:  
[info@compasscs.org](mailto:info@compasscs.org)
-  Website:  
[www.compasscs.org](http://www.compasscs.org)
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