



People. Inclusion. Collaboration. Accountability.

2021-2022 Annual Report



Compass
Community Services

**35th Annual
General Meeting**



“To heal a nation, we must first heal the individuals, the families, and the communities.”

—Art Solomon, Anishinaabe Elder*

Compass has grown since its inception in 1964 as a prevention-oriented program of the Children's Aid Society. As the needs of the community changed, the program incorporated itself in 1986 as an independent non-profit, community-based organization. Formerly Family Counselling and Support Services for Guelph-Wellington, the agency rebranded to Compass Community Services in 2021. The change reflects the evolution of the organization, its current vision, and its range of services. The name **Compass** captures the reliable, trusted direction, and support the agency brings to the community.

This past year, we experienced the continuation of COVID-19, the war in Ukraine, climate issues, rising inflation, and political events that all significantly increased the already fragile state of the community's mental health—from our kiddos to our elders. Increases in gender-based violence, suicidal ideation, suicide, self-harm, and youth aggression, as well as assessments for individuals with developmental challenges, those facing financial challenges, food insecurity, and homelessness, were significant. Every non-profit organization, if they didn't close due to funding losses, faced increased usage, reduction in volunteers, funding challenges, staff burnout, and the continuing complexity of working remotely or in a hybrid model.



"There comes a time when we must stop crying and wringing our hands and get on with the healing that we are so much in need of"

– Art Solomon, Anishinaabe Elder



It was a year to forget. However, it was also a year to remember because Guelph-Wellington rose to these challenges. We shared the burdens and raised our levels of collaboration, partnership, creativity, and ingenuity even further with the outcomes building up the reserves of resiliency in our community.

This annual report includes the usual data but, more importantly, tells stories. Stories of our clients, personnel, and events added to the melodiousness of local cooperation. We increased our program and service offerings, both on our own and in partnership with others, offering what we understood our community wanted and needed.

Compass also completed its two-year strategic plan and is about to embark on a new three-year plan focusing on organizational access and responsiveness, service excellence, financial stability, and strong governance.

Thank you to our 125 volunteers, interns, staff, community partners, stakeholders, donors, and funders. Your commitment and passion know no bounds “because everybody needs a little help now and then.”

**Art Solomon was the eldest of 10 children born to a French-Canadian mother and Ojibway father in the Killarney region of Georgian Bay and attended Roman Catholic residential schools.*



Ashley Timm
President



Joanne Young Evans
Executive Director



**37**

Staff Members

**125**

Volunteers

**>7K**

people served

**3**

Sites

Here are this year's programs and services.

People

- Supported community workplaces through our Employee Assistance Program
- Managed increasingly complex, challenging cases with pandemic-exhausted families and staff
- Received an unprecedented uptick in Access Information and Referral (AIR)
- Enabled faster and more efficient service delivery in the AIR intake process
- Based on client feedback, added texting feature into the LGBTQ+ support line launched in October 2021
- Incorporated a new volunteer management system for recruitment, training, and tracking of volunteers
- Implemented a new volunteer management system to more effectively recruit and train volunteers as well as enhancing the experience of those called to give of their time and energy in support of our community.

Inclusion

- Continued to support at-risk rural populations with fewer community supports through the quick-access therapy clinics in Fergus and Mount Forest
- Facilitated crisis debriefs in response to traumatic events impacting at-risk or marginalized members of the community
- Formed a partnership with Anishnabeg Outreach to support service delivery to Indigenous residents of Waterloo and Wellington
- Continued advocacy and funding search for specific LGBTQ+ mental health services
- Provided psychotherapy service to over 250 women experiencing gender-based violence
- Delivered service to over 100 persons charged with domestic violence through the Partner Assault Response (PAR) program



- Supported over 150 children who witnessed or experienced domestic violence
- Responded to ongoing pandemic needs by offering both in-person and virtual services and leveraging digital equity funding and resources where necessary
- Used one-time funding from the Ministry of Community, Children, and Social Services' (MCCSS) Rural Realities fund to:
 - pilot an early intervention program for youth at risk of engaging in violence in partnership with the Upper Grand District School Board and the Wellington Catholic District School Board.
 - offer transportation for rural women and their dependants to attend in-person psychotherapy.
 - provide Chromebooks for women and their dependants to access therapy and other needed healthcare services through virtual means.
- Worked to support and stabilize persons experiencing homelessness who struggled with additional mental health and addictions issues
- Hosted a workshop for staff and volunteers with presenter Renee Linklater - Shkaabe Makwa - Centre for First Nations, Inuit and Métis Wellness at the Centre for Addiction and Mental Health (CAMH) on the topic "Working in the Context of Trauma Strategies - Indigenous strategies for helping and healing"

Collaboration

- Partnered with Victim Services Wellington to deliver a quick-access, long-term psychotherapy program for 100 victims of interpersonal violence
 - Funded through the Canadian Women's Foundation
 - Supplied much-needed trauma therapy such as Eye Movement Desensitization and Reprocessing (EMDR)
- Partnered with Children's Foundation of Guelph Wellington to offer an LGBTQ+ support line
- Facilitated webinars and workshops throughout Guelph and Wellington County
- Extended the previous partnership with Victim Services Wellington through MCCSS funding to provide long-term trauma therapy to 30 more women who experienced intimate partner violence
- Coordinated full-time housing opportunities for community members with developmental diagnoses facing prohibitive rental increases and/or a lack of housing
- Continued working relationships with other Guelph, Wellington, and Dufferin developmental service agencies, especially the Service Resolution/Service Solutions mechanism, to support the most vulnerable/complex individuals with developmental disabilities and their families
- Partnered with the regional Violence Threat Risk Assessment (VTRA) committee with a Compass staff member achieving VTRA Level 1 trainer certification
- Functioned as a member of the provincial executive for the Adult Protective Service Association of Ontario and as chair of the Southwest Chapter
- Partnered with Children's Foundation of Guelph and Wellington for a three-year funding cycle focused on the LGBTQ+ support line and program development
- On-boarded students with training to extend the coverage of the telephone lines and provide Telephone Support experience in partnership with Durham College's 911 Emergency and Call Centre Communications Program
- Featured Telephone Support services in a United Way media campaign by spotlighting one client's story



DEVELOPMENTAL SERVICES

“...thank you for all that you do for our family; you are magic! You rock!”

After a traumatic and abusive upbringing, an incredible family fostered this individual. When this individual turned 17, the family made a referral for Intensive Behavioural Support where the focus was on reducing reckless and dangerous behaviours that manifested because of significant trauma, setting boundaries within the family unit, and successfully transitioning this individual to independent living upon turning 18.

After three months, this individual began to identify that their past was holding them

back and that they deserved better. Within six months, they got themselves a job and built healthy and nurturing relationships. Within eight months, this individual and their foster family had devised an independent living plan where they would be living in the parent's basement apartment.

Within one year, they had successfully transitioned to independent living in their parent's basements, and they significantly reduced their behaviours.

“Thank God for you!!! I am so excited to have you join our journey, you have given us hope and the end of the tunnel.”

“Also want to thank you so much for all of your help the other day, I feel much better as I was unsure about what steps to take to better support [X] but with your assistance, I feel better.”

“... thank you for... being so understanding and supportive with everything that my family and I have been going through, I really do appreciate it.”

*“Words cannot express the gratitude we feel for all of you who worked so diligently on ***’s behalf... We know it was a group effort and we will never forget it... He is a very lucky young man to have so many good people in his life.”*

MENTAL HEALTH SERVICES

Things that we have heard clients say this past year.

"Out of all of the agencies I have interacted with (throughout many years), Compass was the quickest to call back. I was incredibly pleased with the connections team and how quickly they responded. The therapy I received was life-changing!"

Feedback (Walk-In)

What clients have to say about our services (Survey Monkey)

"My therapist listened to my needs and gave validation. Communicated to me "on my level" and helped me realize where some of my emotions were coming from."

"I really felt my therapist was really listening to me. Validation. I felt supported."

"My therapist was very compassionate. Very positive. Comfortable presence."

"My therapist really motivated me, really listened, and understood me."

"Was very good [...] opened my eyes to different things, very easy to talk to."

What if Compass didn't provide walk-in counselling?

Survey results revealed four consistent response themes:

I would have done nothing and continued to suffer in silence.

I would have accessed more costly healthcare services (such as Emergency Room, Primary Care providers, Crisis Services).

I would have struggled and waited for other services (the wait can be three months to talk to a provider elsewhere!).

I would have searched the internet or social media but not found the support I really needed.

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

TELEPHONE SUPPORT

“I really appreciate the service. Every single person that has called me has been so kind and supportive. You’ve got so many great people volunteering there.”

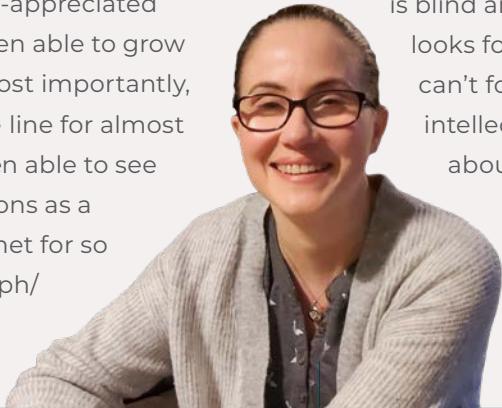
One of our newest service users has memory loss due to experiences of violence and sexual abuse. They struggle to the point where they forget what day and time it is. This has been an incredible challenge for them to live independently while taking medication four

times per day. They were granted limited access to other resources, so their physician referred them to Telephone Support recognizing the multiple and daily supports the service offers. This service user now has frequent contacts with volunteers throughout the day.

A volunteer's reflection

“...Volunteering for TeleConnect and the Distress Line has not only complemented my studies but has also given me real-world experience and confidence in my Social Work skills, and through much-appreciated staff feedback, I have been able to grow and refine these skills. Most importantly, after volunteering on the line for almost three months, I have been able to see how this program functions as a rock, anchor, and safety net for so many people in the Guelph/Wellington community.

Through this volunteering position, I have met so many wonderful people! I am especially fond of an older woman who is isolated but ‘loves smiley voices,’ and an older man who is blind and lives with diabetes, but always looks forward to a good laugh. And I can’t forget the client who lives with an intellectual disability and loves to talk about her pet fish Dory. These are the people that Compass helps every day, and they are also the people who inspire me....”



LGBTQ+ support line

The LGBTQ+ support line launched in the fall of 2021 to support LGBTQ+ community members who may struggle to find immediate and safe support. Children and youth, especially those in the rural areas of Wellington County who have limited access to resources, were the priority of the program. Initially, telephone services were provided, but a texting option was soon established after recognizing that the

youth accessing the service would feel better served by text versus verbal conversations. This support line provides emotional support and assistance with system navigation to people who may feel isolated and hopeless. The service helps people come to terms with their sexual orientation, express who they are, connect with appropriate resources, and truly feel like valued members of the community.

THE REALITY

Our Telephone Services saved lives and government money in 2021.



~2,000 calls/mth



~125/mth diverted 9-1-1 calls



~\$700 per 9-1-1 dispatch*



~\$1M+ saved



*Average 9-1-1 dispatch call doesn't include offloading delays in ED.

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

Facts and Figures



Service Interactions

MH	Therapy Services & Workplace Wellness	2683	35%
TS	Telephone Services	3447	46%
DS	Developmental Services	1418	19%
Total			7548

Revenue By Source

SE	Social Enterprise	\$300,221	12%
MF	Ministry Funding (base + one-time)	\$1,536,974	64%
UW	United Way	\$239,500	10%
OTF	One-Time Funding	\$284,865	12%
DON	Donations	\$58,276	2%
Total			\$2,419,836

Expenditures

PERS	Personnel Expenses	\$1,955,504	80%
OPER	Operating Expenses	\$245,448	10%
BLDG	Building Expenses	\$205,727	9%
PGM	Program Expenses	\$27,589	1%
Total			\$2,434,268

Did you know?

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



Compass provides psychotherapy **free of charge to frontline healthcare workers** overwhelmed due to the demands of the pandemic.



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



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

96%

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



35%

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

FUNDERS



**United Way Guelph
Wellington Dufferin**

**Canadian Women's
Foundation**

Ontario Ministry of Children,
Community, and Social Services

**Public Health
Agency of Canada**

**Children's Foundation of
Guelph and Wellington**

Ontario Ministry of the
Attorney General

**The Guelph
Community Foundation**

**Integrated Youth
Services**

Ontario Health West –
Southwest Region

**Centre Wellington
Community Foundation**

**CMHA Waterloo
Wellington**

DONATIONS

**Canada Helps Partner
Giving Program**

**In memory of
Scott Bergman**

**Toyota Motor
Manufacturing Canada**

**Carolyn Sheprak birthday
fundraising campaign**

Loblaw Inc.

**Individual
private donations**

Cody Sheppard Project

**PayPal
Giving Fund**

**Guelph Wellington Chapter of
the Shoebox Project**

Ted Michalos



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

Board of Directors 2021-2022

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Jason Hingston

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Charmaine Sheahan



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Cassia Shugg



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Incoming

PIN Young Professional on Board program



Tammi Winchester

Friends of Compass

Mark Waddell

The Grand River Booster Magazine

Mission

To provide responsive and professional resources, fostering well-being 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







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