

Centre for Treatment of Sexual Abuse and Childhood Trauma
Annual General Meeting
Monday, January 29th, 2018
6:30pm
Billings Room, City Hall

Present: Lisa Mayhew, Gonnies de Witte, Susan McDonald, Katjana Biljan, and Sara Warren
Regrets: Mandy Paquette and Sandra MacInnis

1) Welcome and Opening Remarks

2) Approval of 2017 AGM Minutes

The Annual General Meeting minutes from 2017 were reviewed by the Board members, and approved by Gonnies de Witte and Lisa Mayhew.

3) Report from Chair of the Board of Directors: Lisa Mayhew

Chair Report:

The 2016-2017 fiscal year was another year of transition for the Centre. The Centre said goodbye to several associates, which is never easy, but also saw the arrival of many new associates and associate candidates. We also saw some transition among the community board members, and we welcomed the arrival of Dylan and Sandra to the team. We are very thankful for the expertise and energy that each of them bring to the table, especially in the areas of helping with fundraising, marketing and establishing our social media presence. They are great assets to the organization and we are so happy to have them on board.

During the year the Center moved to a new operating model which is intended to have much of the administrative burden carried by paid staff once the Centre is financially able to support this. We are very excited about this new model which will allow our valued associates and associate candidates to focus more time and energy on providing services to our community and fulfilling the objective of the Centre.

The new team of associates has taken on many new projects and initiatives, particularly in the areas of implementing the new operating model, programming and planning conferences, running groups, and in looking at new fundraising initiatives. We are very thankful for the energy and dedication that the group has shown. Being new to the Organization has not stopped them from jumping right in and taking on leadership roles and trying new things. I sense the positive energy and enthusiasm of this group every time I am in the Centre's office, it's such a great thing to see! While each and every associate has contributed much to the organization this year, I would especially like to thank Sara and Mandy for their leadership and hard work, much of it on a volunteer basis while we get the new operating model established. The Centre could not have accomplished everything that it has done this year without the two of you, thank you for everything that you have done and continue to do.

Despite the changes in the associate team, the Centre finished the year in a relatively good financial position, particularly due to the following reasons:

- The office was rented out at full capacity for much of the fiscal year; and
- The Centre benefited from having some administrative work done on a volunteer basis by some of the associates.

As we move into the 2017-18 fiscal year, one of our key initiatives will be to increase our fundraising presence, so that we can continue to move toward implanting the new operating model. Many of our associates continue to contribute many hours of volunteer time to run the Centre, and I believe that it is critical that we replace this volunteer time with paid positions, to enable the associates to focus on their practices and the clinical aspects of running the Centre.

In closing, we have had a successful year in 2016-17, and have started the new year off on a great foot, with new faces joining the Centre both as associates and also as community board members. We have much work to be done in the upcoming year as we move toward our goals. Thank you to everyone for all of your hard work in 2015-16, and I look forward to another great year to come!

4) Committee Reports:

Finance Committee Report 2016-17: Gonnice De Witte, Lisa Mayhew

Financial Year 2015-2016

The Centre had a relatively good year financially in Fiscal year 2016-2017 which can be contributed primarily to the following factors:

- The Centre operated at full capacity for most of the year. This resulted in having rental income which exceeded rental expense in the year;
- The Centre benefited from having more interns than in the previous year, which resulted in increased intern revenue.
- The Centre continued to benefit from having some of the administrative support work being done on a volunteer basis by several of the Associates.

The 2017-18 budget was reviewed and has been approved by the board. The Centre anticipates having a small operating profit during the 2017-2018 fiscal year.

The committee is in the process of reviewing the draft of the 2016-2017 Financial Statements and it 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 2016-2017 will be finalized for filing by the due date at the end of March 2018.

Services

During the year the Centre secured a new Bookkeeper (Michelle Taylor of Crossfoot Bookkeeping). Michelle has been a welcome addition to the Centre and has helped to simplify and standardize the transaction recording process, and has also helped the Administrative Director to implement new

processes to strengthen the Centre's internal controls. She has volunteered her services during the 2016-2017 year, and 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 2016–2017 and will be engaged again to prepare the statements for the current fiscal year.

Clinical Committee Report 2016-17: Sara Warren

Through recruitment of new Associate candidates to the Centre, we have been able to reach all of the referral needs internally, as well as offer some group therapy services such as the “Mindfulness-Based Relapse Prevention” group. During our new current fiscal year, we have already seen an increase in the groups being offered at the Centre. With the updates being made to the subsidy and group policy, our hopes are to continue to offer more low-fee and group services to the Ottawa community.

The Centre hosted a few practicum students throughout the year: Mandy Paquette, M.A. candidate from St. Paul University (now an Associate), Brianne Shea, M.Ed. candidate from University of Ottawa, Claude Tellier, M.Ed. candidate from University of Ottawa, and Betty Yeung, M.Ed. candidate from University of Ottawa. These 4 intern therapists have offered hours and hours of therapy to the client 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 fiscal year, all of the internships available have been filled. We have 3 starting in May, and 1 starting in September.

In the 2016-17 fiscal year, the Centre saw a total of 198 intakes completed, which include low-fee, reduced fee and full fee referrals. 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.

Administration Committee Report 2016-17: Sara Warren

In 2016-17, the Centre saw a number of changes administratively, largely with the administrative needs of the Centre being met by volunteers until May 2017. Susan Kim and Sara Warren have been doing the administration as volunteers. As of May 2017, Sara Warren was employed as the office coordinator. An additional office coordinator position was added in July 2017 to support the additional administrative work that needs to be completed to transition to the new operational model. Mandy Paquette has taken on this second office coordinator position.

In June 2017, Susan Kim presented an organizational model to the group of Associates at the Centre. From this organizational model, Mandy proposed an adapted organizational model based on the Associates feedback. This was presented and approved by Associates and Board members. The Centre is currently transitioning into this new organizational model.

In 2016-17, the Centre saw some changes in Associate Therapists with the resignation of Susan Kim, Dima Dupere, Allison Lavigne, and Anna Lepine. We were happy to invite several candidates over the course of the year: Mandy Paquette, Crystal Nash, Meagan Cumming, Catherine Godbout Picard, and Doha Moharram. The Centre currently has 3 Associate Therapists, 4 Associate Candidates, and has maintained therapists who rent on site. In early 2017-18, the Centre has recruited two more Associate

Candidates, Jessica Raven and Claude Tellier. Due to the number of Associate Therapists, Renters, and Interns, we are now at capacity in the office.

Policy and Planning Committee Report 2016-17: Sara Warren

In 2016-17, the Policy and Planning committee has had some changeover with its members, which has impacted progress being made on some of the prioritized policies. The drafts of the Code of Conduct, Conflict Resolution, and Recruitment Policy were presented to Associates and the Board. However, with a number of new members joining the Centre, we have not approved these drafts and will revisit them with the new group.

A proposed organizational model and restructuring proposal for the Centre was presented and approved by Associates and Board members. The Centre will be working hard in the next year to make the transition into this new organizational model that better suits the needs of the Centre, and the community.

Due to the changes in members of the Policy and Planning committee meeting, the Associates have started to review the Policy manual to identify the policies that need to be prioritized. A Strategic Planning meeting specifically for policies has been scheduled for January to identify the needs, and to create a template for the policies going forward. Associates and Board members who are interested in working on policy will continue to work in group sessions in order to make progress on these prioritized policies.

Programming Committee Report 2016-17: Sara Warren

During the 2016-17 fiscal year, Maggie Phillips provided a workshop on “Somatic Ego State Therapy” in May 2017 and had 60 participants registered. The workshop resulted in the profit of \$4592.

Martha Stark presented on “The Therapeutic Use of Optimal Stress to Provoke Recovery” in October 2017, and had 55 participants registered. This workshop generated a profit of approximately \$2500. This will be reflected in the current fiscal year due to the 2016-17 year ending in September.

The Centre also has two workshops planned for the current fiscal year: Kathy Steele – “A Practical and Integrative Approach to Treating Complex PTSD and Dissociative Disorders” in April 2018; and Deb Dana – “Polyvagal Theory and the Application to Working with Trauma” in October 2018. 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 2016-17: Susan MacDonald

The fiscal year 2016-17 included some important developments for the Centre in terms of its fundraising. The G&C Committee continued to hold regular monthly meetings by conference call which has proven very effective in terms of maintaining momentum on various projects. Overall, the Centre was operating with a minimal number of associates and limited or no budget for extra items. Over the fiscal year, the Centre gradually settled into its new premises.

Website & Social Media

The website was updated to reflect the new location and new associates. With the support of community Board member, Dylan Bridger, the Centre used its website and its Twitter and Facebook platforms effectively over the fiscal year 2016-2017 to advertise education events, Giving Tuesday, the Night in Vegas, as well as other smaller events of interest. We had a social media plan and were able to pre-program announcements via Sendibles.

Fundraising Report

Activities

Giving Tuesday – the last Tuesday in November (following American Thanksgiving) is deemed Giving Tuesday and the Centre had a dedicated webpage. Approximately \$500 was raised on this day through direct donations.

Gala Event in 2016-2017 (A Night in Vegas)

At last year's AGM, the Board voted to engage the services of Infiniti Events to plan and organize a gala fundraiser. The difference with 2015-2016 was that the Centre would be paying up to \$5,000 to Stacey of Infiniti Events to plan the event.

Unfortunately, sales of tickets by the Centre (associates and Board members) did not meet expectations to break even, let alone turn a profit. The event itself was held in early May, again at the Ukrainian Banquet Hall in Westboro. It was declared to be a fun evening, but for several weeks, there was fear that we had actually lost money on the event. In the end, Infiniti Events lowered its fee. Final accounting was \$174.00.

Over the summer, the G & C Committee looked at different fundraising models. This work was led by Sandra. The thinking is that we will not be able to turn a gala event into a huge financial success until we are able to sell the number of tickets required. Given the small number of associates and Board members, we foresee this as being difficult in the short to medium term. Less risk financially would be to commit to an existing event which support charities all around.

After reviewing multiple possibilities, Sandra proposed the Ottawa Race Weekend. Pros and cons were debated at the December board meeting with a decision to be made at the AGM.

Fundraising points of reference for next AGM reporting:

November 2017 – Giving Tuesday campaign

One event – Ottawa Race Weekend – May 2018

Paint night – March 8, 2018

Committee Membership

Board member and associate, Wes Moore, left the Centre in January 2017 and left the Board as a community member in June 2017. With a series of challenging events in the spring and the departure of several associates and Board members, the Committee recognizes the need to actively recruit additional

community board members. As of the writing of this report for the AGM, no further recruiting has taken place. This will be a priority for the second half of the fiscal year.

By-Laws

No further work was done on the by-laws. There has been no direction from the provincial government that the new legislation on non-profit organizations would come into force.

Without that deadline, and with some work going on in terms of a structural renewal of the Centre, this past fiscal year did not include work on the by-laws.

Priorities for 2016-2017

- 1) Board recruitment – both community members and associate members
- 2) Fundraising plan – to make the most of one large fundraising event; support smaller activities

5) Board Update and Election of the Board of Directors 2018

Recruitment will continue for Community Board members that best fit the needs of the Centre.

A nomination of Sara Warren as Secretary to the Board of Directors was proposed by Gonnies de Witte, and all Board members approved the nomination. All other positions have already been appointed: Lisa Mayhew as Chair, Susan McDonald as Vice Chair, and Gonnies de Witte as Treasurer.

6) Appointment of Auditor for 2017-2018

The Frouin Group has prepared the financial statements for the year 2016-2017, and will be engaged again in preparing the statements for the current fiscal year. As explored by the finance committee, the Centre will continue to complete a financial review until a financial audit is necessary. The Centre will be continuing to receive bookkeeping services from Michelle Taylor, of Crossfoot Bookkeeping on a volunteer basis. We are very grateful for Michelle's contributions to the Centre.

7) Closing Remarks from the Chair Person

8) Adjournment

Strategic Planning Meeting – June 2017

| Mandate | Current | Needs | Goals |
|--|---|--|--|
| Provide specialized and accessible trauma therapy services | -Provide low-fee services through our internship program and clinical supervision | <ul style="list-style-type: none"> - More accessibility - Increase funding/donations/ sponsorships | <ul style="list-style-type: none"> - Create more group therapy services to service a larger population - Update subsidy and group policies to better reflect the needs of the Centre and community - Contract someone and/or look for volunteers to submit grant proposals and search for funding/sponsorship opportunities - Increase networking with other agencies and organizations for collaboration opportunities |
| Offer Professional Training and Education | - Provide specialized trauma workshops twice a year | - Increase visibility in the community as a specialized trauma resource | <ul style="list-style-type: none"> - Associates providing on-going specialized trauma training in the community - On-going consultation groups based on Associate specialties (trauma-informed, yoga, DID, trauma, developmental delays and autism) - Continue to offer clinical supervision, and reach out to universities/colleges for practicum opportunities - Create partnerships in the community in the area of trauma and recovery |
| Promote Public Awareness in the Areas of Trauma and Recovery | - Involvement in public awareness activities when reached out too | - Increase visibility in the community and become more involved in awareness around trauma and recovery | <ul style="list-style-type: none"> - Become more involved in public awareness events in the Ottawa community - Create an annual calendar of the community events - Create a social media plan that includes public awareness important dates and events |