

A year of

**COURAGE,
CARE &
COMMUNITY**

annual report **2013**

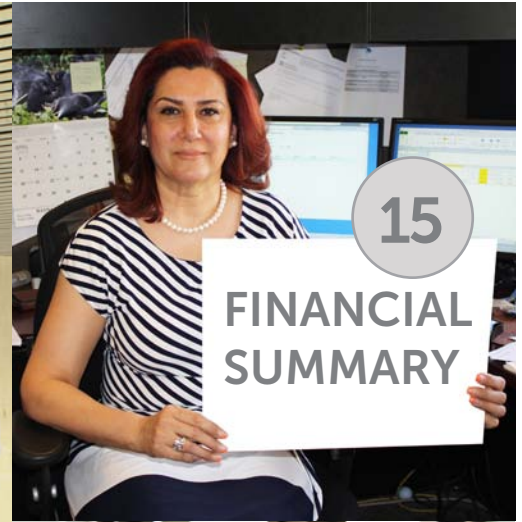


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INTRODUCTION



*Photo Credit: Calgary Flood. Photograph by: Stuart Gradon, The Calgary Herald - <http://www.calgaryherald.com>
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2013 was a year Albertans will not forget. It was a year that tested many of us, our resilience and our commitment to each other as a community. Many faced loss, uncertainty, despair, and many leaned on each other and in true Albertan style began to help. The floods showcased Mother Nature at her worst, but humanity at its best.

Albertans didn't just help clean up and rebuild houses; we all helped rebuild courage, hope and optimism. It was a year where many lost so much, but a year where our community came together like never before.

As a member of our community for over 50 years, Calgary Counselling Centre was there while the waters rose and have continued to provide support for the mental health needs of individuals and families. This spirit of care shown in our community in 2013 is a value that our Centre was founded on more than 50 years ago and is a value that guides us today.

We recognize the immense strength that is required by some to seek out counselling. We commend the hard work and dedication our clients put into their counselling journey. Our staff strives to stay true to our mission of providing compassionate counselling to anyone in need. It is their deep dedication to our clients that make us a leader in our industry.

Through the courage of our clients and the outstanding care from our staff we are able to continue to impact our community every day. Here, we will take you through 2013 highlighting the courage, care and community we witnessed during this year.

MESSAGE FROM THE BOARD

I am honoured to serve as Chair of such an esteemed group of individuals, who are genuinely committed to the well-being of our community and to excellence in counselling. We take great pride in being a part of an organization that is carrying out such impactful work.

After a monumental 50th anniversary in 2012, Calgary Counselling Centre embarks on its next chapter, continuing its relentless focus on providing the best outcomes to its clients through effective counselling backed by extensive research, education and training. This dedication and focus continues to solidify the Centre's position as a leader in mental health in our community.

It was nothing short of inspiring to see Calgary Counselling Centre's response to the 2013 Southern Alberta floods. The collaboration, adaptability, and assistance provided by staff and volunteers went above and beyond. This is a true testament to the Centre's commitment to its clients and the community. The board is proud to stand behind an organization that impacts so many people and never loses sight of its mission and vision.

The Centre's ability to identify and swiftly respond to the needs of the community either during a time of crisis or through the creation of new counselling programs, continues to change the landscape of mental health in Calgary.

I speak on behalf of all the board members when I say it is a true honour and privilege to be part of this great organization. We invite you to join us in the conversation and learn more about the Centre as it continues its journey.



Elizabeth Carson, Board Chair



Our vision

To be the pre-eminent Centre of Excellence boldly transforming counselling to inspire personal growth and social change.

MESSAGE FROM THE CEO

Our 50th anniversary celebration in 2013 inspired us. The outpouring support and appreciation we received further strengthened our sense of purpose and our commitment to our clients and community. Our focus remains on providing the greatest results for our clients. Through continued dedication to best practices in counselling and research, we can ensure our clients receive the best possible treatment based on solid, reliable evidence.

In June 2013, Calgary and surrounding area experienced some of the worst flooding to hit our community in history. A natural disaster not only takes a toll on the physical environment around us, but also the mental health of our community.

Collaboration and community played a large role in the restoration and recovery efforts during the flood. We had the opportunity to join local and national organizations, offering mental health knowledge and assistance to the community. Initially, we responded by providing counselling services via phone and Skype. When the need was determined, the Centre was invited to open a satellite counselling centre in High River to support the mental health needs of that community. I am excited to announce that the new High River Counselling Centre opened in early 2014.

The High River Counselling Centre will facilitate the timely delivery of counselling to a population in need. Further proof of our commitment to client focus.

Calgary Counselling Centre reached an all-time high in demand with an increase of 14 per cent in requests for counselling services in July following the flood. Throughout this time of crisis and despite the increase in demand we ensured our commitment of no waiting lists was maintained. Calgary Counselling Centre is here to assist with the mental health needs of our community that can arise out of any situation, no matter the scale or magnitude.

Calgary Counselling Centre is immensely grateful for our own community filled with compassionate donors, community partners, funders, volunteers, courageous clients, and highly dedicated staff. Thanks to you, Calgary Counselling Centre provided over 24,000 counselling and group sessions with over 45,000 people in 2013 which helped many individuals and families in need.

I am filled with pride when I look back at our 50 years of service in the community and the direction Calgary Counselling Centre is headed as we move forward and continue to meet the needs of our community.



Dr. Robbie Babins-Wagner, CEO

Our mission

Improving the well-being of individuals and families and strengthening communities by delivering best practices in counselling, training and research.

OUR DIFFERENCE

We push boundaries, we strive for excellence, and we get results. Our focus and commitment is to our clients and their well-being. The year of 2013 brought challenges that we as a community and as an organization, rose above. The strength and resiliency our community displayed is something we will carry with us as we move forward.

Our industry-leading treatments combined with our dedication to education and training has propelled the success we see in our clients at the Centre.

Our counselling

For over 20 years we've conducted research and collected evidence, which has provided us with a deep understanding of mental health issues and the most effective ways to treat them. It is our client focus that drives our pursuit to excellence in all areas of counselling and our commitment to provide the best treatments and results accessible to all. We ensure access to our services by offering a sliding-fee-scale and no wait list, accommodating clients by opening in evenings and Saturdays, and offering translators for language barriers.

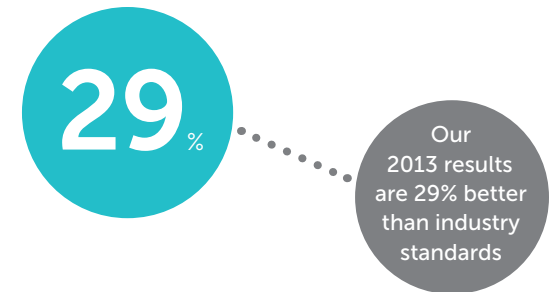
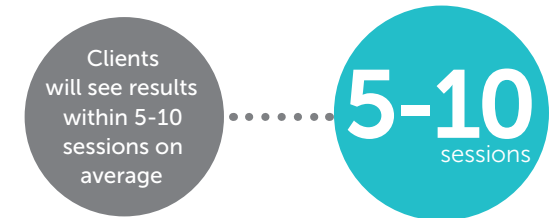
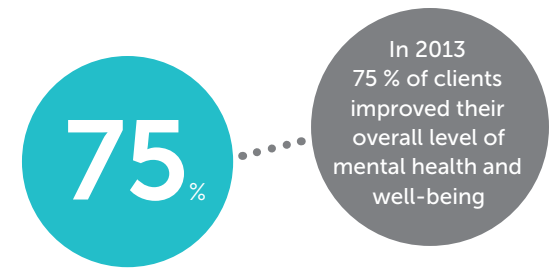
Counselling is offered to individual, couples, families and in group settings working in conjunction with our Feedback Informed Treatment model to obtain the highest client results. The results our clients receive continually exceed the industry standard, and 2013 was a prime example. In such a trying year, we saw a 14 per cent increase for service requests following the flood; the community reached to our Centre as their preferred mental health specialists, a testimony of the outstanding services we provide.

Our practice

Research is what drives our treatment. It grounds us, it informs us, and it propels us. Feedback Informed Treatment is the foundation for our success. Clients provide feedback before and after every session to inform our counsellors on the progress of their counselling journey. This cutting-edge process has allowed us to increase our client's overall well-being by 13 per cent since 2006. The strength we see in our clients, gives us courage to continue to grow and develop our treatment process and to push beyond industry norms.

Our staff

The highly trained, professional, and dedicated staff are at the core of what Calgary Counselling Centre stands for. Our team of experts includes practitioners, students: psychologists, social workers, marriage and family therapists, and pastoral counsellors. The Centre's counselling professionals guide clients in all areas of counselling, and with a focus in five main areas: depression, children and youth, relationships, domestic abuse and eating disorders. Our team is the driving force to continue to provide the best counselling services possible and achieves the highest results for our clients.



I thought the routine of the feedback was really powerful. Each time I attended, I knew what to look for, and was more conscious of the areas in my life that I needed to nurture and attend to (work, relationships, and interpersonal)."

– Katherine, Client

I get to work with a diverse population of clients. Most agencies focus on specific populations, whereas ours likes to focus on the fact of being so open and accepting of people from all walks of life."

– Amy Banga, Counselling Resident

OUR PILLARS - Counselling

The water has receded and time has passed, but for many the trauma still exists. With the proven link between natural disasters and mental health issues, our services were needed this year more than ever. Our community was reminded of how mental health issues can affect anyone and can come at any time. And when they do, we are ready with a dedicated team of experts, the most effective treatments and no wait list and accessible counselling for all.

One thing we are consistently proud of, year after year, is our diligence to feedback. The feedback from our clients to their counsellors, feedback from our supervisors to their students, and feedback from our community to our organization all allow us to push industry boundaries and provide outstanding counselling service. Through continual feedback our clients have improved by 13 per cent since 2006, significantly outpacing sector averages, which have remained stagnant world-wide for over 35 years.

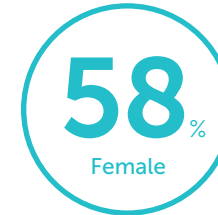
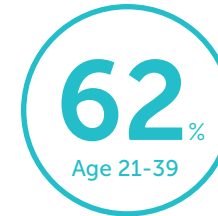
In 2013, depression, stress, domestic abuse, couples and family were the most demanded areas of counselling.

Following the floods we received 692 requests for service in July 2013, compared to 608 in 2012, making this a 14 per cent increase – the highest we have ever seen in all of 2013. As a result of the floods, we offered Skype and phone counselling sessions to accommodate the immediate needs of our clients and ensure they received the help they needed in the time of crisis.

The floods magnified new themes in our counselling approaches, bringing more attention on areas of safety, security, and predictability. We saw first-hand the importance of our counsellors' being equipped with critical incidence training and were humbled to witness the growth of support among our team as they worked to successfully guide their clients through a time of grief.

Months following the floods, the need for mental health support is far from over. As a response to the need for counselling services in High River, we opened a satellite counselling centre in High River in January of 2014.

AN OVERVIEW OF OUR CLIENTS 2013 (Range in age from 3-89 years old)



TOP REASONS FOR REFERRAL 2013

- 1 Couple/Marital Problems
- 2 Depression
- 3 Anxiety/Panic
- 4 Stress
- 5 Family Relations
- 6 Spouse Abuse
- 7 Separation/Divorce
- 8 Self-Esteem
- 9 Personal/Functioning
- 10 Parent-Child Conflict

I was really down, and having someone to understand and not judge me was huge. It's important to know that you're not alone, but also that there is something out there, someone out there who is willing to hear you and guide you to recovery."

– Heather, Client

OUR PILLARS - Education & Training

In 2013, Calgary Counselling Centre had 26 intern and 18 resident positions throughout the year. The Centre continues to be recognized as a national leader in professional training in counselling, specifically in the fields of psychology, social work, and marriage and family therapy.

The **Haskayne Learning Centre for Graduate and Post-Graduate Counselling Studies** provides students with fully accredited Post-Graduate and Graduate training programs building experience in both individual and group counselling best practices.

We focus on creating a collaborative workplace that allows students to learn from each other and receive feedback from their supervisors while working with clients through a broad range of emotional, social psychological and interpersonal issues. The fast-paced training environment gives interns and residents the opportunity to be trained in leading counselling techniques providing a professional edge as they move into the workforce.

To achieve the best results for our clients and our community Calgary Counselling Centre offers a wide variety of professional development. In 2013, we continued to offer training for staff and students with Dr. Scott D. Miller, renowned author and founder of the International Center for Clinical Excellence, and co-creator of Feedback Informed Treatment practiced at the Centre.

We also offered workshops with Dr. Michal Yapko, esteemed clinical psychologist, author and expert in the areas of depression, family therapy, and hypnosis; the workshops included themes of "Treating Depression Strategically" and a 100-hour comprehensive training program in clinical hypnosis and strategic psychotherapy.

Moving forward into 2014, we will continue our commitment to provide innovative and leading-edge education and training opportunities to our staff, residents and interns. In 2014, we will hold a research conference, which was originally intended to be held in 2013, but due to the flood it was rescheduled for 2014.

18
Post-graduate residents

26
Graduate interns

3
Summer students



Dr. Michael Yapko presenting on "Treating Depression Strategically"

I love the variety of clients and experience the Centre offers, along with the support from the staff to grow and develop as a professional."

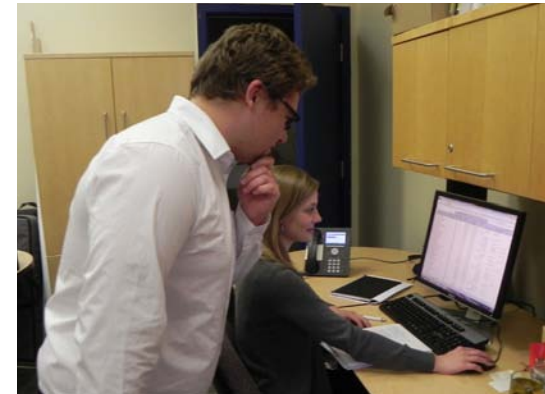
– Bryanne Miller, Counselling Intern

OUR PILLARS - Research

Research is the foundation of our services and programs offered at Calgary Counselling Centre. It grounds us, informs us, and it propels us. Our research allows us to measure the success of our counselling services through Feedback Informed Treatment (FIT) and to analyze effective treatment options and strategies.

In 2013, we initiated a long-term outcome follow-up program for all counselling clients. We conducted in-depth follow-up outcome studies with clients from our domestic abuse programs; a comprehensive analysis of our depression and child and youth programs; and analyzed the Social Return on Investment (SROI) for our family violence programs.

Calgary Counselling Centre received a significant investment in 2013 that provided funds in staffing and technology for our research department. Support like this allows the Centre to continue to provide the most effective evidence-based services and programs and continue to be a leader in mental health in our community.



Tiffany Beks, Research Assistant & Shylo Cliffe, Counselling Intern

PRESENTATIONS 2013



PUBLICATIONS 2013



“Without good data we don’t know if we are making a difference or not for our clients.”

– Sandy Berzins, Research Manager

OUR PILLARS - Community

The floods of 2013 showed Mother Nature at her worst, but our community response showed humanity at its best. Feelings of hopelessness were combated with acts of extreme compassion, sincere kindness and the strongest sense of coming together. Our city became one. And we, at the Centre, feel very fortunate to have supported many people in need.

With over 50 years experience, we were able to swiftly respond when our community needed us the most and we believe this experience only strengthened us for what the future holds. This past year our Centre had the opportunity to be a part of many exciting activities in our community, including: presentations and interviews on mental health and well-being, attendance at resource fairs, members on community committees, celebrated amazing milestones, and most importantly, gave back.

Below are some of our significant milestones from 2013:



Southern Alberta floods

Calgary Counselling Centre played an integral role in providing flood assistance to Calgary and surrounding areas. We quickly adapted our services to provide online and phone counselling sessions to ensure we were accessible. The waters have receded since, but many are still struggling with the aftermath. We are committed to continuing to provide support to those affected by the flood.

"The Centre received 692 requests for service in July, compared to 608 in 2012," says Dr. Robbie Babins-Wagner, Chief Executive Officer, Calgary Counselling Centre. "This is a 14 per cent increase compared to last year and the highest we have ever seen in July and in all of 2013."

(Photo courtesy: The City of Calgary)



50 years of service

The Centre was thrilled to celebrate 50 years of being a driving force in the community. The celebration was more than we could have ever expected. We were overjoyed and astounded to see so many come to our celebration. Our sincere thanks to all who made our 50th anniversary so incredibly special.

"For all of these decades Calgary Counselling Centre has displayed vision, commitment and a strong spirit of innovation," states Jackie Sieppert, Dean, Faculty of Social Work at the University of Calgary. "I view the Centre as a hub for research excellence."

(Photograph by: Michael Chan)



Her Excellency Visits our Centre of Excellence

The Right Honourable David Johnston, Governor General of Canada, and Her Excellency Sharon Johnston on their trip to Calgary wanted to recognize organizations who gave back to their communities during the flood. Calgary Counselling Centre is extremely honored we were chosen as one of the organizations to visit. Her Excellency's visit to the Centre was an honour and a great highlight in 2013.

"Thank you for the work you do. It's truly amazing," said Her Excellency. "Organizations such as Calgary Counselling Centre make a significant difference in the lives of many. It is important we continue to reduce the stigma around mental health in order for more people seek support."

Left to right: Elizabeth Carson, board chair, Her Excellency, Sharon Johnson, Dr. Robbie Babins-Wagner, CEO

(Image by Monique de St. Croix - facebook.com/upppimage)

SPECIALTY AREAS - Depression

Nearly a decade ago, the World Health Organization predicted that depression would leap from the fourth to the second greatest cause of human suffering and disability by the year 2020. Unfortunately we have already reached that milestone.

Depression and anxiety are one of the most requested areas for counselling at our Centre, with 28 per cent of clients seeking help for depression in 2013. Through individual and group counselling, we are able to achieve high client results for those seeking help with depression.

Our 2013 results show that depression does not discriminate; it affects people of all cultures, genders, socio-economic backgrounds, and age. It is estimated that the annual cost of depression on the economy is \$7.9 billion. Depression is a workplace and community issue that we must address.

Since 2005, Calgary Counselling Centre has hosted National Depression Screening Day (NDS) to address the stigma surrounding depression in our community and encourage individuals to seek help. NDS is a yearly event that raises awareness of depression by providing free and anonymous screening for depression through a short online questionnaire.

Through community partnerships with organizations like the Calgary Chamber of Commerce, post-secondary education institutions and corporate partners, Calgary Counselling Centre is able to spread further awareness and reduce stigma.

Take the test on October 9, 2014 and help us defy depression.



TAKE THE TEST ON
October 9, 2014
NATIONAL DEPRESSION SCREENING DAY
www.test4depression.com

The amazing counsellors at Calgary Counselling Centre showed me a way out [of depression] and with their help and guidance I finally felt like I got my life back."

– Lihi, Client

SPECIALTY AREAS - Children & Youth

Calgary Counselling Centre offers support to children and youth through individual, family and group counselling. The Centre offers two children's groups - Responsible Choices for Children and Children of Divorce. Our group counselling programs are unique as they include the children as well as their parents or guardians. Working with both the children and parents results in a better assessment of the cause and in more significant positive client results.

In 2013, we saw great success in both our children's programs with over 140 children and parents participating in either our Children of Divorce or Responsible Choices for Children programs.

We continue to be one of leading organizations in Calgary to incorporate play therapy, a specialty in the psychology industry, into our counselling techniques and will continue to use this effective method for years to come.

In 2013, the Centre was part of an exciting fundraising initiative to raise awareness for adolescent mental health. This garden party event was held by one of our dedicated supporters, W. Brett Wilson and was an outstanding opportunity to connect with individuals in the community who are in need. Thanks to W. Brett Wilson for bring attention to this crucial area in mental health.

For 2014, we plan to grow our wealth of expertise in the area of children and youth by encouraging close collaboration between staff leaders and students to polish skills and spark innovation. This area continues to produce impressive results and we believe the change we see now will only flourish in the future.



I really liked the environment at Calgary Counselling Centre. I knew everything was confidential and I felt extremely valued."

– Matthew, Client

SPECIALTY AREAS - Relationships

Couples counselling is one of the top reasons clients visit us at the Centre. Calgary Counselling Centre has been helping couples have deep, meaningful, and healthy relationships through couples counselling and marriage workshops since 1962.

Couples seek counselling for a variety of reasons and often individuals within the couple have different expectations for their relationship. The Centre help couples manage these expectations and provide an opportunity for couples to work on specific needs and issue areas.

Our Marriage Workshop engages couples at any stage in their relationship in important conversations about expectations, communication skills, conflict resolution and more. In the 2013, 96 couples participated in our Marriage Workshop. The workshop provides couples with insights and tools to set the foundation for a supportive and healthy relationship for years to come. Through pre-and post-workshop surveys, couples are able to identify relationship strengths and growth areas, setting them up for long-term success.

The Centre helps couples, both individually and together, work through a range of issues including: stress, depression, grief, sexuality, self-esteem and separation or divorce.



Many people come to the Marriage Workshop to make sure their marriage is perfect, but there is no perfect, so we focus on giving them a more realistic expectation when they leave."

– Amy Banga, Counselling Resident

SPECIALTY AREAS - Domestic Abuse

Calgary Counselling Centre is an international leader in the field of domestic abuse with one of the largest databases in North America. The Wilson Centre for Domestic Abuse Studies (named for W. Brett Wilson) has developed groundbreaking programs in the area of domestic abuse for both individual and group treatment and has achieved results for our clients.

Over a third of our client requests for service in 2013 were for domestic abuse; this area remains an important focus for the organization.

Our continuous research and community involvement have led to cutting-edge treatments and high client results in the area of domestic abuse.

For three years, the Centre has run the Strengthening Families pilot project, which offers counselling to couples, impacted by both domestic abuse and substance abuse. The pilot projects' high-level of success resulted in the Centre continuing to offer of this specialized service. This specialized couples counselling treatment area has allowed us to extend the results and learnings farther than the walls of our Centre. Several educational webinars for others in the industry were presented by our staff on our Strengthening Families program.

As we look forward to 2014, we see many outstanding successes to be celebrated, but we also recognize the community need and the importance for continued growth in this area. Our focus will be on providing webinars, expanding our community outreach, continue to maintain our successful program outcomes.



W. Brett Wilson

To ensure our counsellors are fully-equipped with the necessary tools to provide outstanding treatment to our clients, we have increased the opportunity for case consultation, planned more speaking engagements from individuals in the legal system and focused on providing more guidance from clinical leaders in this area."

– Chris Berry, Director-Family Violence Prevention Initiatives

SPECIALTY AREAS - Eating Disorders

Eating disorders can affect anyone, male or female, at any stage throughout their life and often times, many suffer in silence. Developing a healthy relationship with food is important to maintain both mental and physical health.

Calgary Counselling Centre offers individual support to clients, both male and female, with eating disorders such as anorexia, bulimia, binge eating and preoccupation with weight. We also offer our clients the opportunity to join group programs focused on two separate areas of eating disorders, Towards Healthy Eating, for clients struggling with risky dieting including food restriction, binging and purging; and Towards Balanced Eating, for those struggling with overeating, binge or compulsive eating.

The Centre recognizes the courage needed to seek help and the importance of involving the support of family and friends for the well-being of our clients. To that end, Calgary Counselling Centre offers a workshop for family and friends of those suffering with eating disorders. The workshop provides a better sense of understanding and gives them the tools to offer support to their loved ones through this challenge.

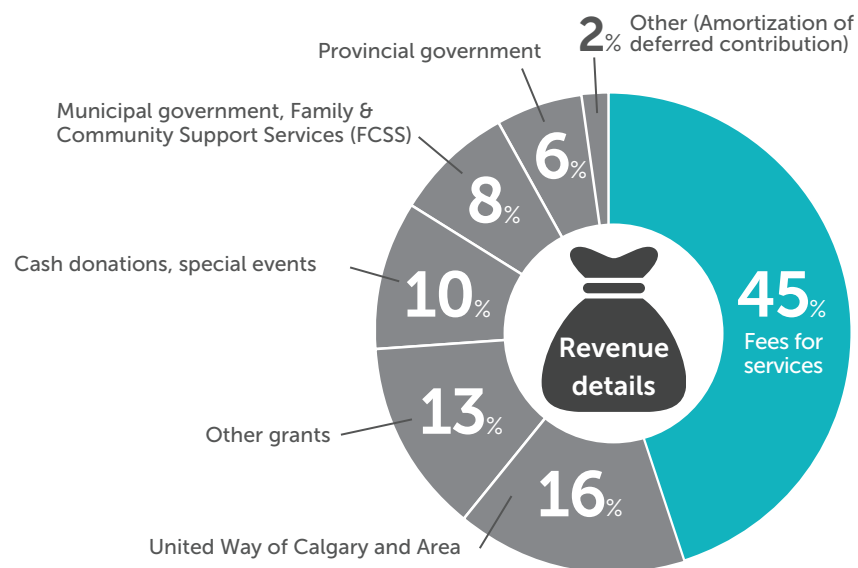


We worked on my body image issues. So I went from looking in the mirror, and hating what I saw. To looking in the mirror and feeling pretty. I have a different way of approaching how I look, and my insecurities. Do I still have off days? Yes. But I am not controlled by them"

– Laura, Client

FINANCIAL SUMMARY

REVENUE	2013	2012
Fees for services		
Counselling	\$1,677,046	\$1,780,797
Workshops and conferences	152,995	163,488
Fundraising revenue		
Donations	157,143	251,130
Special events	67,584	6,066
Annual campaign	46,167	48,492
United Way of Calgary and Area donor choice	40,710	31,795
Membership fees	420	535
Other	75,845	20,493
Grants	1,783,281	1,800,548
Amortization of deferred contributions related to property and equipment	96,928	111,034
	\$4,098,119	\$4,214,378



EXPENSES	2013	2012
Salaries and benefits**	2,347,905	\$2,195,443
Bursary and residency payments	503,624	435,699
Consultant fees	468,883	580,957
Occupancy costs	458,503	329,142
Amortization	176,647	160,837
General and administrative**	146,197	205,644
Bank charges	32,088	24,753
Printing**	31,364	36,758
Equipment lease and maintenance	31,231	17,652
Advertising and promotion	30,458	36,827
GST expense	27,064	29,311
Audit fees	22,996	21,000
Contract employees	15,533	40,755
Workshops and conferences	14,984	2,031
Legal and other professional	2,056	1,189
Special program	-	3,048
Fundraising*	-	1,459
Bad debts	-	78,370
	\$4,309,533	\$4,200,875
Excess (deficiency) of revenue over expenses	\$(211,414)	\$13,503



* \$47,646 in fundraising expense are captured in the above expense categories(**). For more information, or to receive a copy of the 2013 audited financial statement, please contact Calgary Counselling Centre.

OUR DONORS

It's through your courage, care and compassion that we experienced another successful year at Calgary Counselling Centre. We are grateful for the support we received this past year.

When you support our Centre the impact is profound.

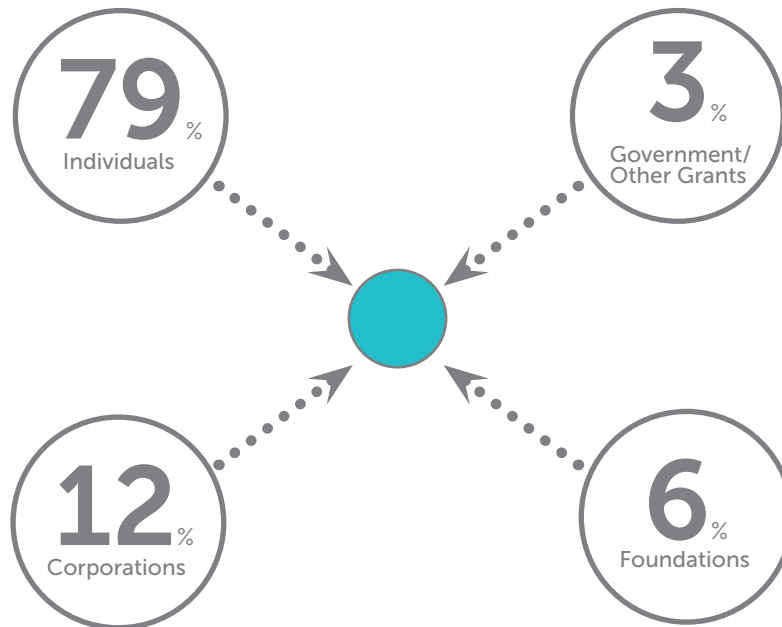
Your support ensures every client is seen regardless of their financial status. Your support ensures our students are trained in leading counselling techniques. Your support allows us to provide the most effective evidence based services and programs. Most importantly, your support changes lives and changes your community for the better. You help to lift the veil of depression, bolster self-esteem, and give individuals the tools they need to face life's many challenges.

The impact you helped make in our community allowed us to provide the best possible treatment to our clients. **We want to take this opportunity to thank you.**



Dick and Lois Haskayne

WHERE OUR DONATIONS CAME FROM



We (RBC) hope to impact children and ensure every child that needs and seek helps will receive it and hopefully, we can reduce the stigma in the process."

–Jerilyn Daniels, Senior Manager of Community Investment and Marketing, RBC

OUR DONORS - Donor Profile

Kids are our future. A value Calgary Counselling Centre shares with our partner the Royal Bank of Canada (RBC). Since 2008, RBC has been supporting Calgary Counselling Centre specifically in the area of children's mental health.

"The decision to partner with the Centre and why we continue our relationship is for two reasons," says Jerilynn Daniels, Senior Manager of Community Investment and Marketing, RBC, "the Centre is a leader in the space of counselling and secondly, because of our shared passion to impact children's mental health in our community."

With 70 per cent of mental health issues occurring during childhood or adolescence it is important to intervene early so children can receive help and to go on to live healthier lives. As a result of this, RBC has decided to focus their programs on early intervention and reducing stigma.

Since 2008, RBC has donated over \$16 million to community based organizations and recently has made a \$100 million commitment to improve the well-being of kids and youth.

"We (RBC) hope to impact children and ensure every child that needs and seek helps will receive it and hopefully, we can reduce the stigma in the process," says Daniels.

The Centre is privileged to have a close and lasting relationship with RBC where our Chief Executive Officer, Dr. Robbie Babins-Wagner can share advice and insight in the community surrounding counselling. RBC will often contact Dr. Babins-Wagner for advice on programs, which is initially what led to RBC increasing their donation for flood relief this year.

"When I spoke with Robbie in regards to natural disasters, like the Southern Alberta floods, she knew the immediate needs were being met, however, the long term assistance can easily be missed. Through research, Robbie explained the impact and was able to help direct where RBC should invest their energy," says Daniels.



Dr. Robbie Babins-Wagner, CEO (left), Lori McLaren, RBC



We appreciate RBC's long standing commitment to CCC. They have been a great partner and truly understand the importance of mental health in our community. We are honoured RBC has continued to work with us over the years."

– Dr. Robbie Babins-Wagner, CEO

OUR PEOPLE

At the heart of Calgary Counselling Centre, you find our people. Our people are passionate, dedicated and creative individuals, who not only believe in our values, but also live them. Whether it is at the Board level setting our strategic direction, a counsellor meeting with a client, a greeting from reception, a student in training or a volunteer in the Call Centre, these people represent who we are. It has been the people who have kept our doors open for more than 50 years and for that we will be ever grateful.

BOARD OF DIRECTORS

Elizabeth Carson (Chair) <i>Community Volunteer</i>	Mary Lougheed <i>Alberta Health Services</i>	Bill Smith <i>William E. Smith Professional Corp.</i>
Dr. Robbie Babins-Wagner <i>Calgary Counselling Centre</i>	Rod McKay <i>Community Volunteer</i>	Richard (Rick) Whitley <i>KPMG LLP</i>
Roman Cooney <i>NATIONAL Public Relations</i>	Dr. Jeanette Nicholls <i>Nicholls Consulting Ltd.</i>	Barbara Zach <i>B.A. Zach & Associates Inc.</i>
Bruce Edgelow <i>ATB Corporate Financial Services</i>	Dilan Perera <i>Perera Consulting Group Ltd.</i>	
Nancy Laird <i>Community Volunteer</i>	Damian Rigolo <i>Osler, Hoskin & Harcourt LLP</i>	

OUR TEAM

31
Full-time staff

3
Part-time staff

23
Full-time counsellors

3
Summer Students

44
Students

7
Consultants

OUR VOLUNTEERS

123
Total Volunteers

26,777
Total Volunteer Hours



Our staff at the 50th Anniversary Celebration

“My favorite part of working at CCC is being a part of a vibrant group of people who are all dedicated to making the world a better place.”
- Cathy Keough, Director-Counselling Initiatives

“My time at the Centre has been uplifting to the soul, joyous, and a learning experience; a very positive one.”
- Violet, Volunteer

“Lots of organizations do good things and care deeply about the people who need their help. Lots of organizations aren't afraid to set the bar high and push the boundaries. I joined CCC's Board because it's rare to see both. Pretty amazing, really.”
- Roman Cooney, Board Member

CALGARY
counselling
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