

CCRC

Turning things around

ANNUAL REPORT

2025 - 2026

ccrc-ptbo.com



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CCRC
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Board of Directors

2025-2026

President
Ray Dart
Vice-President
Colleen Patterson
Treasurer
Stephen Whitnall
Secretary
Andrea Dunkley
Directors
Torri Balson
Andrea Dunkley
Sarah van den Berg
Jennifer Lacey
Marsie MacKay

Since 1956, CCRC (Community Counselling and Resource Centre) has provided **professional, caring services** that make a positive and **lasting difference** in people's lives and within the community.

CCRC is an accredited, community-based charity.



Land Acknowledgement

CCRC respectfully acknowledges that we live, work and provide services on the traditional territory of the Michi Saagiig Anishinaabeg, and in the territory covered by the Williams Treaty and Treaty 20. We give thanks to the First Peoples for their stewardship and teachings about this land.

We recognize the historical and ongoing oppression of Indigenous people in Canada and that the impact of this oppression will be felt by generations to come. We commit to learning from, listening to and building relationships with Indigenous peoples. We commit to taking action toward achieving the goals of allyship, reconciliation and decolonization.

Our Identity



Our Vision

Thriving individuals, thriving communities



Our Mission

We empower people and strengthen our community by offering counselling and housing support, nurturing personal growth and stability



Our Values

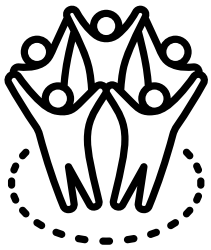
Responsiveness, Integrity, Inclusivity, Community, Compassion

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CCRC Strategic Priorities & Goals 2024-2028



1 Known Identity, Clear Access

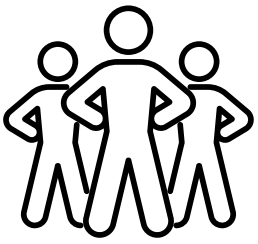


- Clarify our identity and enhance our visibility
- Strengthen communications across communities
- Engaging information that clarifies service pathways

Trusted Leader, Regional Provider 2

- Enhance partnerships and regional outreach
- Understand regional needs and respond with our strengths
- Expand with consistency and excellence
- Advocate for community advancement

3 Strong Team, Stable Organization



- Diversify our financial base and foster a culture of giving
- Strengthen our commitment to Equity, Diversity, Inclusion and Accessibility (EDIA)
- Invest in technology to enhance service access
- Foster team development and capacity to drive innovation and responsiveness

Executive Director & President Report

This past year has been one of both change and continuity at CCRC. As our community and the needs of those we serve continue to evolve, so too does our organization.

Within the Housing Resource Centre, the Community Mediation and Housing Unit Takeover programs came to an end this year. While these changes mark the conclusion of two important areas of work, the Housing Resource Centre continues to provide critical housing support and resources to people in our community.

At the beginning of this fiscal year, the Peterborough Domestic Abuse Network (PDAN) transitioned from CCRC to the YWCA. We are proud of CCRC's long association with PDAN and grateful to the many staff, partners and community members who contributed to this important collaborative work over the years. We wish the network continued success in its new home at the YWCA.

We also experienced changes within our team. After many years of supporting CCRC's fundraising and community engagement work, Sarah Bass left the organization. We are grateful for Sarah's many contributions to CCRC and wish her well. In response to this transition, we are trying a fractional fundraising model, drawing on specialized fundraising expertise as we consider how best to support CCRC's fundraising needs into the future.

I am especially grateful to our leadership team for their support, dedication and steady guidance throughout a year of change. Thank you to Lynda Terry for her leadership in Finance and Administration, Annie Hedden for her leadership of the Housing Resource Centre, and Laura Geffert and Adina Muskat for their leadership as Clinical Co-Team Leads. Their expertise, care and commitment help keep CCRC strong, and I am fortunate to work alongside such thoughtful and dedicated colleagues.

Kirsten Armbrust
Executive Director

Ray Dart
Board President

I am equally grateful to our entire Board of Directors for the time, expertise and thoughtful oversight they bring to CCRC. Under Ray Dart's leadership as Board Chair, the Board continues to provide invaluable guidance and stewardship to the organization. This year we also say goodbye to Patricia Donnelly as she concludes her Board service, with our sincere thanks for her many contributions to CCRC.

This year marks a remarkable milestone for CCRC: our 70th year of serving the community. Since our beginnings in 1956, the organization has changed in ways those early community volunteers could never have imagined, but the reason for our work remains remarkably consistent. For 70 years, people in our community have come together because they believe everyone deserves support, stability and the opportunity to thrive.

None of our work happens without the support of our community. To our funders, donors, community partners, sponsors and volunteers: thank you for your confidence in CCRC and your investment in the people and communities we serve. To our staff, thank you for the compassion, professionalism and commitment you bring to your work every day. Most importantly, thank you to the individuals and families who trust CCRC to support them during challenging times.

There is much to celebrate in that history, and much still to do. As we celebrate 70 years, I am deeply grateful to everyone who has been part of CCRC's story. It is a privilege to be part of this organization at such an important moment in its history, and I look forward to what we will build together in the years ahead.



2025-2026

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Turning things around

IMPACT REPORT



922

Inquiries

Number of people who called to inquire about Professional Counselling Services

MORE THAN

1989

Professional Counselling services provided in the 24/25 fiscal year



470

Unique Households

Received drop-in support to stabilize or improve their rental housing situation

1393

Supportive Interactions

Provided during drop-in hours at the Housing Resource Centre.



410

Intakes completed by the Professoional Counselling Team



293

Individuals and families at risk of homelessness were able to stay housed

269

Households received ongoing case management to stabilize their housing.



Professional Counselling

This past year, the work of the Professional Counselling (PC) team was defined by consistency, depth, and a continued commitment to meeting clients where they are. We continued to meet a wide range of client needs through individual, couples, and family counselling, alongside groups and workshops, while keeping our care trauma-informed, accessible, and responsive to each individual rather than taking a "one size fits all" approach. We continue to use Greenspace to support measurement-based care, helping clients and clinicians track meaningful progress over time. We have also continued to build on our use of Siy, an ambient clinical documentation tool that eases administrative demands and allows our counsellors to remain focused on the people in front of them.

This was also a year of developing new partnerships and extending our reach into the community, particularly in our work with older adults. CCRC holds its own funding to provide counselling services to seniors, and this year we identified opportunities to bring those services into community spaces where seniors are already gathering. Several local seniors' hubs, including the Asphodel-Norwood Active Senior Connection Hub and the McDonnel Street Recreation Centre, received funding through the province's Seniors Active Living Centres (SALC) program to expand their health-related programming. Partnering with these hubs has allowed us to offer workshops on mental health in older adults, caregiving and caregiver wellbeing, grief and loss, and navigating retirement and other life transitions. These partnerships have been mutually beneficial, strengthening our connections within the community while making mental health information and support more accessible to seniors.

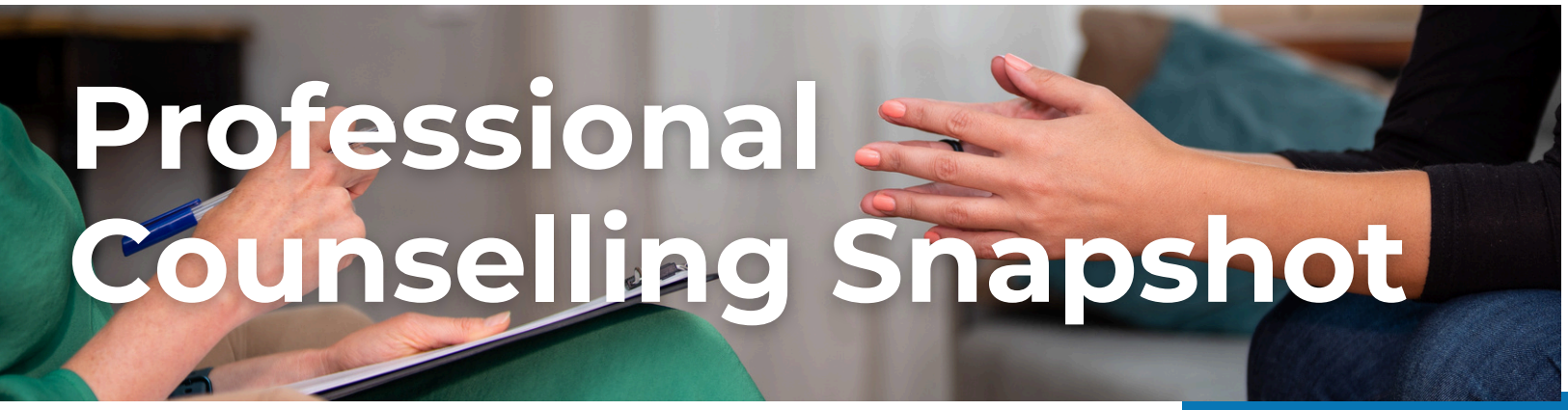
We also began a new and still-developing partnership with the John Howard Society, providing staff workshops and clinical supervision to their team. In addition, we were approved as a service provider for the new Men's Counselling Link program, funded by the Ontario Ministry of Children, Community and Social Services under the National Action Plan to End Gender-Based Violence. Through this program, men across Ontario can access free, confidential counselling and community supports focused on early intervention, prevention, and stronger family outcomes. Callers are connected through the 211 Ontario network to trained counsellors, including members of our PC team, expanding access to counselling for men across the province.

Alongside these new collaborations, we are grateful to continue our long-standing partnership with Peterborough Youth Services, delivering our Resilient Youth group twice a year for young people ages 10 to 15 who have witnessed conflict in the home. This group focuses on learning through experience, helping youth understand, express, and cope with their emotions while building practical skills they can carry with them beyond the group.

Within our own team, Adina Muskat returned from leave and served as co-Clinical Team Lead. We also said goodbye to Lori Montgomery and Viktoriia Moiseeva, and we are grateful for the contributions they made to our team and the clients we serve.

To the rest of our PC team, Diane Caldwell, Graham Petty, Jay Lehman, Emily Buckley, Quinlan Clark, Emily Rogers Nannarone, and Jimmy McIsaac thank you for another year of steady, compassionate work. This was a year of real transition for our team, and the steadiness and compassion they brought through it all is what made this work possible.

Sincerely,
Laura Geffert
Clinical Team Lead



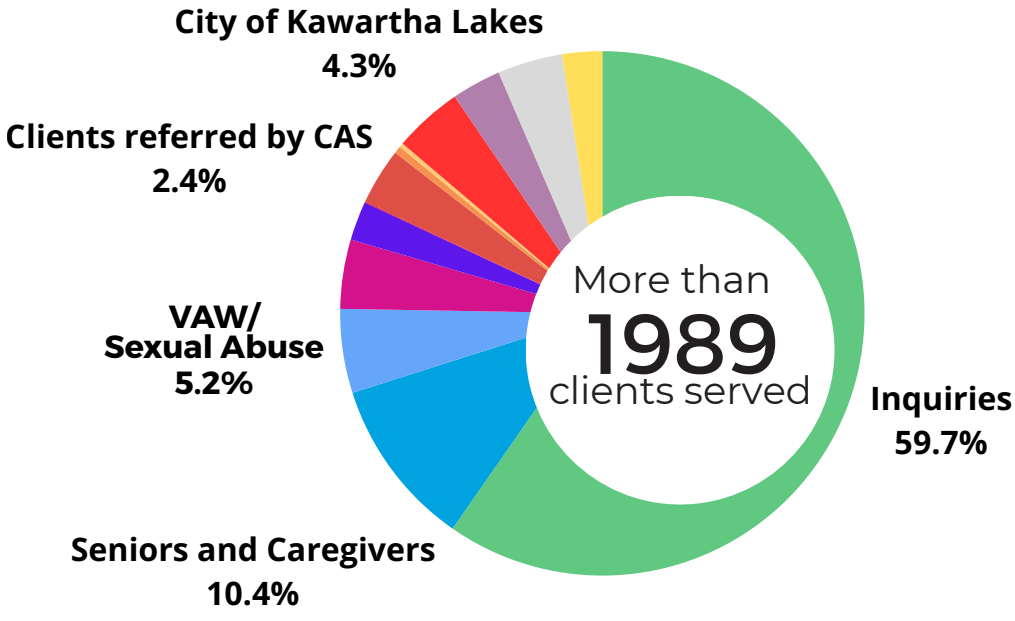
Professional Counselling Snapshot

Professional Counselling Services

Total Client Inquiries – 922
Intakes - 410
OH Funded – Seniors and Caregivers – 161
NIHB/IFHP Funded – Indigenous and Refugee Clients – 4
MAG Funded – Clients referred through Victims Quick Response – 1
MOH Funded – Children's Mental Health Counselling and Family Support – 54
MCCSS Funded – Men's Counselling Link – 50
MCCSS Funded – Clients referred by CAS – 37
MCCSS Funded – Men's Sexual Abuse – 37
MCCSS Funded – Violence Against Women/Sexual Abuse – 80

City of Peterborough – 44
Homeward Bound – 0
Full Fee/Self Funded Clients – 10
Employee Assistance Program (EAP) – 66

Satellite Offices
City of Kawartha Lakes – 66
Northumberland – 47



410
Intakes Completed

80
Violence Against Women and Sexual Abuse

161
Seniors and Caregivers

66
Employee Assistance Program

54
Children's Mental Health Counselling and Family Support



Housing Resource Centre

This past year has been one of growth, learning, and continued advocacy at the Housing Resource Centre. Grounded in our belief that housing is a human right, HRC continues to take a rights-based approach to helping tenants maintain their housing, navigate an increasingly challenging rental market, and access housing justice.

The Paralegal Project has been a significant success, and has demonstrated the value of combining housing counselling with legal expertise when supporting tenants to keep their housing. By connecting tenants facing complex housing and legal barriers with a Licensed Paralegal and Housing Counsellor, the project has helped tenants understand and assert their rights, meaningfully participate in Landlord and Tenant Board processes, resolve tenancy issues, and, most importantly, preserve their housing.

Alongside this work, our core Eviction Prevention and Housing Help Drop-In services have continued to respond to growing housing instability across Peterborough. Through advocacy, education, mediation, legal support, and practical housing help, HRC continues to work alongside tenants to protect their rights, preserve tenancies, and advance housing justice in our community.

Thank you to the amazing HRC staff: Leigh Carrod, Laura Greenwood, Amanda Pratt, Kristina Thirlwell, Hailey Snarr, and Tiffany Badour

Thank you to our incredible placement students: Lauryn Affleck, Katherine Brokenshire, Sara Hayes, Inderpreet Kaur, Kami Tam, Matt Barlow, Lyndsey Wrightley and Rose Baidoo



Sincerely,
Annie Hedden
Manager, Housing Resource Centre



Fundraising & Communications

Fundraising and communications continued to play an important role in strengthening CCRC's sustainability and connection with the community throughout the year.

Efforts to diversify CCRC's funding base included ongoing research and applications to government, foundation and community funding opportunities, as well as continued relationship-building with potential funders. Fundraising activities throughout the year included Jukebox Mania, seasonal appeals, sponsorship outreach and participation in local giving initiatives.

We also tried something new this year! In January, CCRC participated for the first time in the BEL Rotary Polar Plunge fundraiser. Our brave participants took the plunge in support of CCRC, making for a memorable — and very cold — addition to our fundraising year. We are grateful to BEL Rotary for the opportunity to participate and to everyone who supported CCRC through the event.

Donor stewardship remained an important focus. Monthly donors, event sponsors and supporters were recognized throughout the year, and CCRC continued to build relationships with long-time and legacy donors. We are grateful to everyone who chose to support CCRC through a donation, sponsorship, event participation or other contribution. Their generosity helps ensure that counselling, housing supports and other services remain available to people in our community.

Communications efforts supported both fundraising and greater awareness of CCRC's programs and services. Work continued to strengthen the consistency of CCRC's public-facing materials, social media and website, while outreach through community events, newsletters and other communications helped us stay connected with the communities we serve.

The departure of Sarah Bass during the year also brought a transition in this area of CCRC's work. We are grateful for Sarah's contributions to fundraising, communications and community engagement during her time with CCRC. Moving forward, CCRC is piloting a fractional fundraising model, providing access to specialized fundraising expertise while we explore the approach that will best support the organization's long-term sustainability.

Sincerely,
Kirsten Armbrust
Executive Director







Financial & Administration Manager Report

We're happy to share a snapshot of CCRC's finances for the year ending March 31, 2026. Thanks to careful stewardship, we closed the year with a surplus of **$42,195,** while continuing to direct our resources toward supporting our community and delivering high-quality programs and services.

We're deeply grateful to all of our funders, whose support makes our work possible. Funding from the Province of Ontario and the City of Peterborough continues to provide an important foundation for CCRC's services. We are also grateful to the City of Kawartha Lakes for its continued investment in Professional Counselling services, helping ensure people in the region can access timely and skilled support.

We are grateful to the Ontario Trillium Foundation for its continued investment in our work, and to Northumberland County, Cameco and United Way Northumberland for helping us continue to provide accessible Professional Counselling services in Northumberland County. We also appreciate the many other funders, foundations, donors and community partners whose contributions help us respond to emerging needs and fill important funding gaps.

Behind the scenes, none of this work could happen without our dedicated Finance and Administration team. Thank you to Humay Narimanova, our Finance and Administration Coordinator who helps keep our finances on track, our staff paid and the organization strong. This past year we said goodbye to Caitlin Wilkins who moved on from her role as Program and Administrative Assistant. We are grateful for Caitlin's contributions to CCRC.

We are also deeply thankful to our Finance Committee — Emma Bellegham, Charlie Martin, Kirsten Armbrust, Stephen Whitnall and Ray Dart — whose thoughtful guidance and oversight help ensure CCRC remains financially responsible and sustainable.

To everyone who supports us — thank you. Together, we're building a stronger, more connected community.

Sincerely,
Lynda Terry
Manager of Finance and Administration



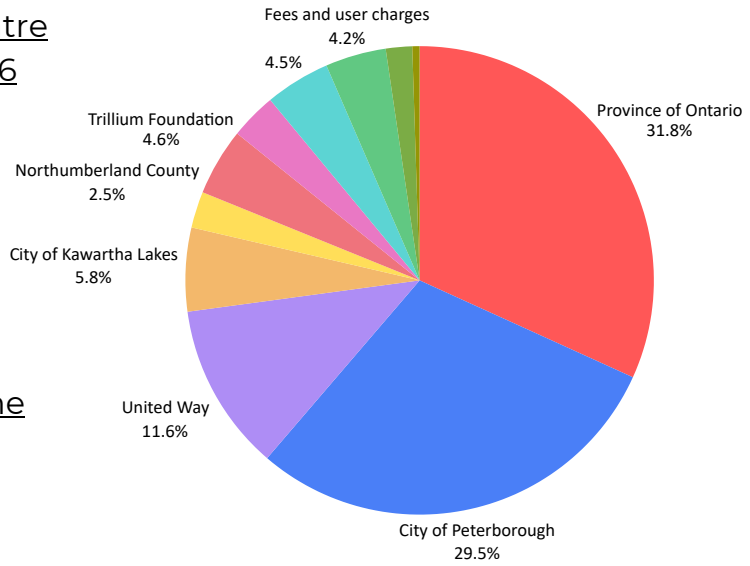




Revenue & Expenses

Community Counselling and Resource Centre
Revenue for the Year Ending March 31, 2026

- Province of Ontario
- City of Peterborough
- United Way
- City of Kawartha Lakes
- Northumberland County
- Trillium Foundation
- Other grants and miscellaneous income
- Donations and Fundraising
- Fees and user charges
- Interest
- Amortization of deferred capital contributions

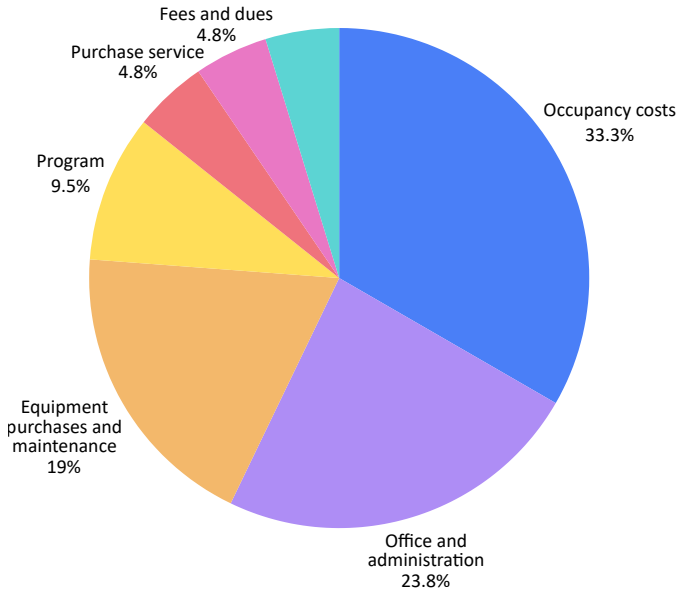


Total Revenue: $1,993,198

Community Counselling and Resource Centre
Expenses for the Year Ending March 31, 2025

- Salaries and benefits
- Occupancy costs
- Office and administration
- Equipment purchases and maintenance
- Program
- Purchase service
- Fees and dues
- Amortization

Promotion and publicity
Recruitment and education



Total Expenses: $1,951,003

Community Counselling & Resource Centre



STATEMENT OF OPERATIONS
For the Year Ended March 31, 2026

	2025 $	2026 $
Revenue		
Province of Ontario	637,201	633,596
City of Peterborough	580,340	587,908
United Way	269,143	230,754
City of Kawartha Lakes	153,331	115,008
Northumberland County	25,000	50,000
Trillium Foundation	100,480	92,625
Other grants and miscellaneous income	37,774	63,931
Donations and Fundraising	122,670	89,539
Fees and user charges	76,254	83,610
Interest	46,505	36,234
Amortization of deferred capital contributions	7,134	9,993
	2,055,830	1,993,198
Expenses		
Salaries and benefits	1,565,486	1,529,449
Occupancy costs	154,142	145,045
Office and administration	105,121	96,103
Equipment purchases and maintenance	75,028	73,899
Program	39,388	31,764
Purchase service	29,873	26,400
Fees and dues	23,795	27,535
Amortization	13,805	16,665
Promotion and publicity	4,639	611
Recruitment and education	21,949	3,3,532
	2,033,226	1,951,003
Excess (deficiency) of Revenue over Expenses for the Year	42,195	22,606

Treasurers Report

CCRC's Finance Committee is pleased to share the financial results for the fiscal year ending March 31, 2026. Notably, CCRC achieved a surplus of $42,195, reflecting the organization's continued commitment to responsible financial management and long-term sustainability.

The organization continues to explore opportunities to diversify its funding and strengthen its financial sustainability. CCRC is deeply appreciative of the support of government and community funders, donors and community partners. Their contributions are vital to sustaining CCRC's programs and services and ensuring we can continue to respond to the needs of our community.

I would like to thank Lynda Terry, Manager of Finance and Administration, and the entire Finance and Administration team for their dedicated work throughout the year. I would also like to thank my fellow Finance Committee members and the Board of Directors for their continued oversight, guidance and commitment to CCRC.

Sincerely,
Stephen Whitnall
Treasurer







PDAN

Peterborough Domestic Abuse Network

The Peterborough Domestic Abuse Network (PDAN) continued to bring organizations and survivors together this year to strengthen our community's response to domestic, intimate partner and gender-based violence. Thirty community organizations representing a broad range of sectors participated in the network, alongside five survivors whose perspectives helped inform the work.

Throughout the year, PDAN focused on strengthening coordination, increasing community knowledge and identifying ways to improve how survivors navigate local systems. Highlights included work to improve navigation of the justice system for people experiencing intimate partner violence; the development of a Community Snapshot bringing together local domestic violence, intimate partner violence and sexual assault statistics; and a community research partnership with the Trent Community Based Research Centre exploring how bystanders can help stop domestic violence.

PDAN also continued its important role in community education and awareness. In December, PDAN collaborated with the Canadian Federation of University Women and the City of Peterborough on the December 6 Vigil at City Hall, which included participation from elected officials and a mayoral proclamation. The network also updated *Out of the Shadows*, its resource handbook for survivors. The revised resource is available digitally, and one-time funding supported the printing of 315 copies for use in the community.

Behind the scenes, PDAN continued to strengthen the connections that make an effective community response possible. The network contributed to the Community Safety and Well-Being Plan and formalized a steering committee made up of sector leaders to strengthen local coordination and ensure PDAN remains responsive to community needs.

This year also marked an important transition. At the beginning of the new fiscal year, PDAN moved from CCRC to the YWCA Peterborough Haliburton. We are proud of the role CCRC has played in supporting and fostering the network and deeply grateful to the survivors, community partners, committee members and staff who contributed to PDAN's work during its time with CCRC. We look forward to seeing this vital collaborative work continue and grow in its new home.

Sincerely,
Kirsten Armbrust
Executive Director



Grants

Often, we rely on grants and donations to fill gaps in funding and allow us to meet the needs of people who turn to us for help.

As is the case with many charities, government funding doesn't keep pace with demand, inflation and, rising costs.

Thank you to the foundations and other funders who make it possible for us to to fill gaps in funding and continue to serve the needs of our communities

THANK YOU!

Peterborough Foundation

Funding to support the advancement of our technology and computer resources.

Cameco

Funding to support Professional Counselling Services in Northumberland.

Ontario Trillium Foundation / Fondation Trillium de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

Funding to support the Paralegal Program through our Housing Resource Centre

cfgp Community Foundation of Greater Peterborough

Funding to improve and expand our IT support services.

United Way Peterborough & District

Reaching Home

Funding to support people affected by Housing Unit Takeovers.

Government of Canada

Canada Summer Jobs

Funding for Canada Summer Jobs students to support CCRC operations.

The Wiseman Hamilton Foundation
Thinking Globally - Acting Locally

Funding to support Professional Counselling Services in Northumberland.

Funders & Benefactors

- Cameco - Step up for Mental Health
- Canadian Federation of University Women
- City of Kawartha Lakes
- City of Peterborough
- Community Foundation of Greater Peterborough
- Emmanuel United Church
- Ministry of Children, Community & Social Services
- Ministry of Health
- New Canadians Centre
- Northumberland County
- Ontario Health
- Ontario Trillium Foundation
- Service Canada
- United Way Haliburton Kawartha Lakes
- United Way Northumberland
- United Way Peterborough & District
- United Way Simcoe Muskoka (LEAP Program)
- Victim Services of Peterborough and Northumberland
- Ontario Energy Board (OESP Program)
- 100 Women Who Care Northumberland
- 100 Women PTBO

Partnerships and collaboration are fundamental for community organizations to succeed. We are so grateful to our partner organizations & funders for their ongoing support of CCRC's programs and services.

Memberships and Affiliations

- Family Services Employee Assistance Program
- Family Service Canada
- Family Service Ontario
- Canadian Centre for Accreditation

Thank you to our Jukebox Mania 2025 Sponsors!



Community Partners & Supporters

- Campbellford Memorial Hospital
- Canadian Mental Health Association
- City of Peterborough Social Services
- City of Peterborough Housing Division
- County of Peterborough
- Community Care Peterborough
- Community Resilient Action Network
- Consent at Trent
- Curve Lake First Nation
- Diversity Equity & Inclusion Network
- Elder Abuse Prevention Network of Ontario
- Emmanuel United Church
- Five Counties Children's Centre
- Fleming College
- FourCAST
- Hospice Peterborough
- John Howard Society of Peterborough
- Kawartha Family Court Assessment
- Kawartha Food Share
- Kawartha- Haliburton Children's Aid Society
- Kawartha Sexual Assault Centre
- Kinark Child and Family Services
- My FM Cobourg/Go Northumberland
- New Canadians Centre
- Niijikiwendidaa Anishnaabekwawag Service Circle
- Nogojiwanong Friendship Centre
- Northumberland United Way
- One City Peterborough
- Peterborough Area Fundraisers Network
- Peterborough Community Legal Centre
- Peterborough Domestic Abuse Network
- Peterborough Planning Table for Children and Youth
- Peterborough Public Health
- Peterborough Police Victim Services Unit
- Peterborough Regional Health Centre
- Trent Community Research Centre
- Trent University
- Tyndale University
- Victim Services Peterborough Northumberland
- Victorian Order of Nurses for Canada
- Watton Employment
- Yorkville University
- YWCA Peterborough Haliburton



Volunteers, Students & Interns

At the heart of every thriving charity is **a group of passionate people** who give their time, energy, and compassion - not for recognition, but for impact. Our volunteers, students, and interns bring fresh perspectives, new ideas, valuable skills, and a strong commitment to helping others. They support our team in countless ways, from working directly with clients and members of the community to helping with programs, events, administration, and projects behind the scenes. Their dedication allows us to reach more people, strengthen our services, and create a welcoming environment where everyone feels supported and valued.

Practicum Placements & Interns

Lauryn Affleck
Katherine Brokenshire
Sara Hayes
Inderpreet Kaur
Kami Tam
Matt Barlow
Lyndsey Wrightley
Edward Smit
Tyler Kwalik
Caitlin Bragg
Mackenzie McIlwain
Rose Baidoo
Sofia Malamut



Thank you to every single person who has given us their time over the past year, whether that's greeting clients with kindness, or lending skills and insight behind the scenes. You have made it possible for us to reach further and do more to serve the people in our communities who need us.

Your Support Means People Can **Thrive**

HOLD A FUNDRAISER It could be a portion of sales from a small business or asking people for donations in lieu of birthday or other holiday gifts.

SPREAD THE WORD about what we do. A simple phrase like, '**I've heard they help with...**' can be the first step on someone's path to a stronger, more hopeful future for themselves and the people they love.

DONATE Whether it's one-time, monthly, or a gift in your Will, **donations to CCRC are investments** in a better tomorrow for people in our community.

LIKE and follow us on Instagram, Facebook, and LinkedIn to stay up-to-date with our latest news and program offerings.

@ccrc_ptbo

@CCRC.Peterborough

CommunityCounsellingandResourceCentre

QUESTIONS? Give us a call at 705-743-2272 or visit our website: ccrc-ptbo.com

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ccrc-ptbo.com
ccrc@ccrc-ptbo.com

