CFS
Counselling + Wellbeing

2025

Community Report

Healthy Families Healthy Communities

Providing Help,
Offering Hope &
Changing Lives

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FAMILY SERVICE ONTARIO

Catholic Charities of the Archdiocese of Toronto

ShareLife

Reflecting ~Board Chair

As the only Family Service Agency in the region, CFS Counselling + Wellbeing has a lot of ground to cover. Without unlimited funding, gaining ground requires a clear strategy and focused action.

This year we invested in sustainability. After pausing and taking stock, we restructured to ensure our programming was solidly backed by funding. Such change is no one's idea of fun, but I'm so proud of CFS's Board of Directors and staff team in working together to navigate the path forward. We are grateful to Catholic Charities and ShareLife in facilitating this shift.

With a sound infrastructure in place, we started building once more. Multi-year funding from Immigration, Refugees and Citizen Canada gave our Spark'd program the underpinning it needed. YouthCALL expanded throughout Simcoe County with the help of the County of Simcoe, the Ontario Trillium Foundation and community partners.

We're also excited at the new provincial investments in intimate partner violence and men's mental health. Internally and externally, CFS is moving forward supporting good health.

Michelle Cellucci

Projecting ~Executive Director~

CFS is well known for collaboration, innovation and pushing for systemic improvements. I am proud of this reputation and the support given to this end by our strategic Board of Directors, talented leadership team, and like-minded colleagues at the many community tables we attend.

These conversations enable partnerships that allow our front-line staff to help individuals heal and build hope. They allow parents to improve their communication skills and better manage their stress. They create spaces for newcomers to learn, adapt, and contribute to their new communities. They help older adults see their own value and reapply their skills – and remind youngsters to laugh.

As I look toward the next year, CFS is excited to continue developing the Simcoe County Integrated Youth Network, which has been recognized as a strategy within Community Safety and Wellbeing Plans across the County.

New on our event calendar is the Coldest Night of the Year, which we will be launching in Innisfil for the first time on February 28, 2026, to support Healthy Families. I hope you'll join us and earn a toque!

Michelle Bergin

Accredited by **Canadian Centre for Accreditation**

Agréé par **Centre canadien de l'agrément**

SAFER SPACES

LIVING WAGE CANADA

Who We Are

Our Mission

In the spirit of hope and compassion, CFS works in collaboration with community partners to provide professional counselling, education and advocacy to heal and strengthen family and individual life.

Our Vision

CFS envisions strong, caring, healthy communities where families and individuals can reach their potential in spirit, mind and body.

Service Philosophy

CFS is an accredited registered Canadian charity delivering inclusive and accessible counselling, psychotherapy, and psycho-educational wellness programming. CFS is committed to providing professional services to reduce emotional distress, enhance personal wellbeing and strengthen relationships. We recognize the unique needs and preferences of clients and work with them to develop a service plan based on consultation and best practice.

Photo: Executive director Michelle Bergin is flanked by Board Chair Michelle Cellucci (l) and outgoing Board Chair Steve McDonald (r) at CFS Celebrates 2024.

Who We Serve

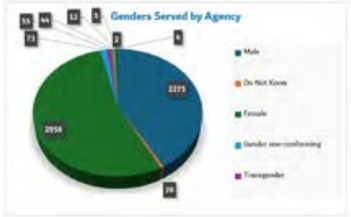
3,762 Unique Clients

14,898 Sessions Completed

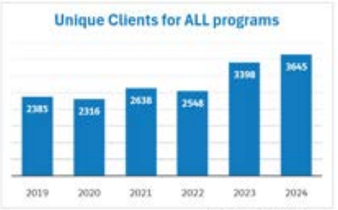
18,646:20 Service Hours

95% Satisfaction Rate

(31 Aug. 2025 - 1 Sept 2025)



Presenting Issues	Number
Family/Couple Relationship issues	895
Anxiety	797
Depression	619
Stress	457
Trauma	410



(Jan. 1-Dec. 31, 2024)

Counselling

CFS's clinical social workers and psychotherapists are experienced and registered with their professional colleges. They are trained in individual, couples and/or family counselling and may be accessed, by appointment, through our #ready2talk Counselling Clinics. A series of additional sessions may follow at the discretion of CFS counsellors.

What clients are saying:

"Thank you for a 2nd chance with this. Hope it works out."

"You are making a huge difference in my mental health"

"The sessions are helping me get better."

"After my last appointment I felt so much better. Very happy to continue my therapy appointments. Talking to someone helps more than I could ever explain."

"[My counsellor] made the session very comfortable and she was very relatable even though there were racial & and cultural differences. She did a great job!"

"Wonderful service, I had doubts going in, but what a great counsellor [my counsellor] was."

"The therapist is incredible for healing. She is truly gifted."

"[My counsellor] is amazing"

"[My counsellor] was wonderful. Very compassionate and calm. She gave me good advice that I will implement."

"Exceptional service, thank you."

2,784
Single Session Clinic Sessions

2,125
Multi-Session Sessions

Photo: All ready for the doors to open - just add the humans!

Ontario

ShareLife

Catholic Charities of the Archdiocese of Toronto

MatureMinds

MatureMinds is committed to creating a future in Simcoe County where getting older is seen as full of possibilities and where we can age with a deep rooted sense of our intrinsic value.

Mature Minds
The Future is Old

STORY: GrandPals

"This program has so many layers of value for the students. It brought thought, consideration and curiosity of the world they live in. Each student came away with a great understanding of how generational bonding can be beneficial to them in their learning. Learning to communicate face to face without technology was a big idea as well.

I had many parents reach out about how they felt the program was positive for their children. One parent emailed to express that her son only talks about school on Tuesdays after Grand Pals. Such a win!

Thank you for introducing us to this great program and we look forward to doing it again and again. The value of compassion and learning to care for others is so valuable to students at this time."

***Jessica Cairncross,** Grade 8 Teacher*
Canadian Martyrs School
**abridged version*

Photo (l): 50+ participants sat to chat on the "Friendship Bench."

Photo: 2,300 Valentine cards were delivered to 23 older adult homes in Barrie during "Show the Love."

1,185 Ageism Learners

2,500 Volunteer Sessions

117 Group Sessions

30 Volunteers

Photo: "Everyone's Birthday" celebrated 70 older adults.

ShareLife

Catholic Charities
of the Archdiocese of Toronto

Spark'd

CFS's counselling programs welcome Simcoe Muskoka residents and employees who qualify as permanent residents, protected persons (formerly known as refugees), Ukrainian Nationals with CUAET designations, and international students.

Spark'd
Newcomer Counselling & Outreach

1,216
Support Sessions

14
Service Languages

5
In Person Communities

Photo (l): Participating in the anti-discrimination #ItStarts campaign led by the County of Simcoe. CFS is an official Community Champion.

Photo: Getting creative at Coffee & Craft Club.

Scrabble Club

Join the Word Wanderers and practice English-language skills and meet a friend or two!

Coffee & Craft Club

Meet & greet neighbours while enjoying fun activities, games, food, engagement, and a new sense of community belonging.

Conversation Cafe

Building community and English-language skills through cultural conversations.

Drop-In Supports

Need help finding what you need? Drop in to get connected, understand local customs, and learn your rights and options.

Photo: Newcomers Potluck Lunch (Summer 2025).

County of Simcoe

Funded by: Immigration, Refugees and Citizenship Canada

Financé par : Immigration, Réfugiés et Citoyenneté Canada

YouthCALL

YouthCALL is the front door to mental health and wellbeing services for local youth!

- Events, Drop-ins & Social Connections
- Counselling (virtual & in-person)
- Skill-building Groups & Wellbeing Workshops
- Referrals to Community Programs/Services

Youth's Story

When Julie was 17, she felt isolated and challenged by an unhealthy home life. She attended a YouthCALL Drop-in, where she had fun and learned more about mental health. She signed up for counselling and began to establish goals to increase self-confidence and reduce anxiety. She practiced new coping skills, learned to communicate her thoughts and feelings, and began a transition plan to safe housing.

A year later, Julie was in college pursuing a career in social work. Without YouthCALL, she said may not have left her unhealthy living situation, found stable housing or moved toward her goals and wellness.

> *...I really wanted to say how grateful I am for what you did and my life is so incredibly better because of you and I could not be more grateful! I am now out of that house and still in town. You made my life soooo much better and I never thought it would get this much better so a very very big thank you.*

2,450
Anonymous Clients

703
Counselling Sessions

Human Services Navigation

CFS supports on-site system navigation services in local libraries in Barrie, Innisfil and Midland making it easier for individuals and families to access the supports they need, right where they already feel comfortable.

What clients are saying:

"Ayesha helped me to file my EI report. She was very good and accurate and skillful."

245
Outward Referrals

798
Client Sessions

County of Simcoe

Midland Public Library

Barrie Public Library

Innisfil idealAB & Library

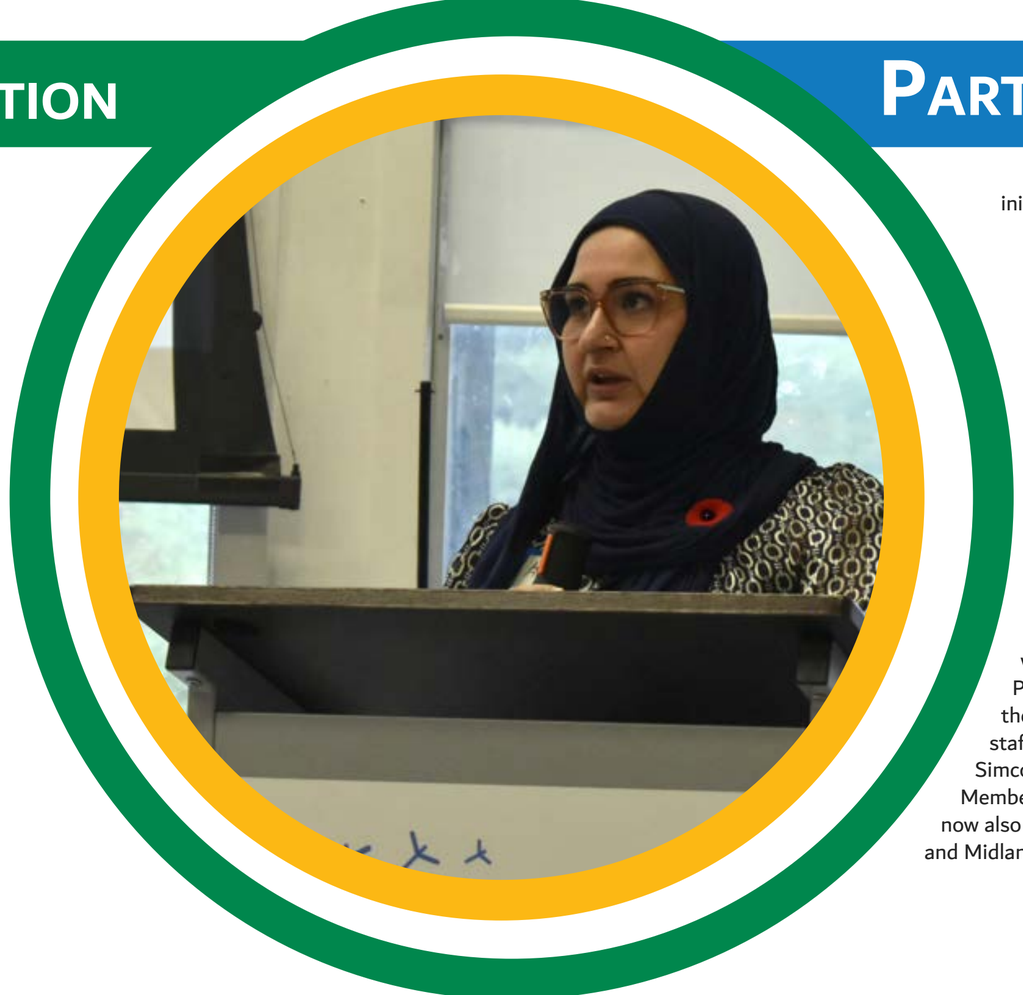


Photo: Community Navigator Ayesha Karim-Mian, who works at the Barrie Public Library, was the first of 3 CFS staffers embedded in Simcoe County libraries. Members of our team are now also in Innisfil and Midland.

Partner Assault Response

The Partner Assault Response (PAR) Program is a Domestic Violence Court initiative that delivers a specialized 12-week community-based group education/ counselling program to offenders who have been mandated by the court to attend the PAR program in response to a criminal charge involving domestic violence. PAR is a Domestic Violence Court initiative that delivers group education and counselling to court-mandated offenders.

CFS also offers support to victims and current partners.

What clients are saying:

"The sessions gave me a lot of information. Knowledge I wasn't aware of before I attended the program. For example, why children are violent. Also, what marriage is all about."

770
Unique clients

482
PAR Victim Contacts

Ontario

Financial Statements 2024

CFS
Counselling + Wellbeing

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