



VALORIS

COMMUNITY
REPORT

2022-2023

*Winds of
possibility*

A WORD FROM OUR EXECUTIVE DIRECTOR

A Major Change

The theme of this new Community Report says it all! The past year has seen both changes and new opportunities. The first change was the retirement of Ms. H  l  ne Fournier in October of 2022, following more than 30 years in the human services field and 8 years at the helm of Valoris. It goes without saying that she left a valuable legacy, and her leadership led to innumerable contributions to the organization and staff. Having stepped into my place as Executive Director, I pledge that as an organization, we will continue to recognize possibilities and seize all opportunities to innovate, for the good of the staff and the well-being of the people in the community who come to us for services.

Aligning for Success

In the spirit of participative leadership, several employees, leaders and members of the Board of Directors consulted staff, volunteers, community partners, individuals we support and members of the community to help us develop Valoris' new Strategic Plan in the spring of 2023. The plan contains some important changes which you will discover in this report! Our goal for the coming years is to demonstrate our new mission, vision and values by offering quality services which are adapted to the needs of each person. I want to highlight the passion and professionalism of all of the employees who rallied together to create our new vision, mission and values, all of which will align our future efforts.

Solidify Existing Relationships And Create New Connections

As with several other community organizations, the post-COVID season led to new financial constraints. In response to these pressures, we have undertaken multiple participative planning exercises with various teams within the organization, with the goal of performing a comprehensive assessment of the opportunities available to develop new approaches in order to further support our community. As always, every person's flexibility and willingness to innovate allows for new ideas and creative ways of doing things.

Always Looking Ahead

Valoris is grateful for all of the collaborations and partnerships it has established with the goal of improving how the needs of those who live in our region are met. Whether it be in the field of education, health, social services, justice or any other sector, each partnership is vital in order to build welcoming, inclusive and resilient communities.



Valoris - An Exceptional Team at the Service of Others!

Tending to the needs of our community is at the heart of Valoris. The commitment and dedication of staff members, volunteers, foster families, host families and board members makes all the difference! Each person actively contributes and participates in demonstrating our mission. Furthermore, each person makes a difference on a daily basis. Congratulations, and thank you!



Caroline Granger
Executive Director

A Diligent Board of Directors

Valoris is governed by a Board of Directors composed of dynamic volunteers who possess expertise in various administrative and professional sectors. They meet regularly and actively contribute to the agency's governance, the development of plans adapted to current realities, and the oversight of the organization's financial health.

The past year has seen changes and opportunities. We are proud of the leadership team as well as the frontline staff who, despite certain challenges, maintain a high level of quality service. Thanks to everyone's actions and cooperation, the organization continues to be of service, an ally in our community members' personal and social journey.

Thank you to all of the members of the Board of Directors for their commitment, their professionalism, their spirit of cooperation, and their concern for the needs of the community. Their compassion is demonstrated by the importance they place on Valoris' mandates and initiatives.

Paul Cadieux
President of the Board of Directors

Board of Directors at March 31, 2023

Paul Cadieux - President
Gilles Clavelle - Past President
Guillaume Racine - Vice-President
Isabelle St-Amour - Secretary
Jo-anne Laviolette - Treasurer
Justin Bromberg - Director
Simon-Olivier Péladeau-Houle - Director
Danika Bourgeois-Desnoyers - Director
Rachelle Laforge - Director
Suzanne Ouimet - Director
Gabriel Rousselle - Director



A NEW STRATEGIC PLAN 2023-2026

In addition to determining the direction of our winds for the next three years, this Strategic Plan highlights our fresh new vision, mission and values!



“Our new Strategic Plan is the result of an important collaborative effort. With input from our community and our employees, we have created something that represents us and that brings us together. We were able to create a plan that, from our perspective, is reflective of the people we support and collaborate with.”

Caroline Granger



Our Vision

Multiplying **opportunities**,
reaching **potential**.

Our Mission

To be of **service**, an **ally** in
your **personal** and **social**
journey.

Our Values

INTEGRITY

CARING

COLLABORATIVE

Check out our
Strategic Plan!



It is with a positive outlook that the entire Valoris team envisions the future. New projects, challenges and innovations will be undertaken whole-heartedly, with diligence and care.

A FEW STATISTICS

Data at March 31, 2023

3,827

persons received

5,966

services from Valoris and its affiliated agencies.

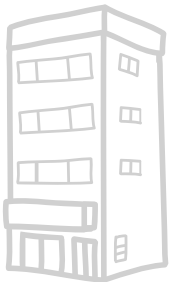
409

employees at March 31, 2023.

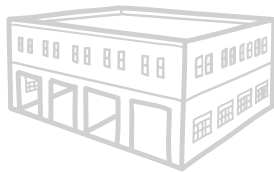


Files per Service Centre

Clarence-Rockland
36%



Embrun
30%



Hawkesbury
34%



341

children with special needs receive adapted services.

781

children or youth received 953 mental health services.

246

people participated in Triple P groups offered by Valoris.

104

adults with a developmental disabilities benefited from our residential services.

141

adults with a developmental disabilities benefited from our community services.

140

new requests for services related to gender-based violence.



EACH PARTNERSHIP IS IMPORTANT

Breaking out of the mould - Our first collective Annual General Meeting

Valoris, the Valoris Foundation, Valor & Solutions, Recycle-Action and Groupe Convex Prescott-Russell met for their very first collective Annual General Meeting! It was an opportunity for the organizations to present respective projects completed over the course of the year, as well as new initiatives on the horizon.



Collaborating with our Community

Our goal is to provide the best possible client experience and seize every opportunity to improve our services. In 2022, we began conducting satisfaction surveys with those who come to us for support. Survey results enhance our ability to make informed decisions regarding innovative ideas, and assist us in adapting to the real needs of our community.

Networking Breakfast

Valoris and Maison Interlude House work hand in hand in order to improve services connected to gender-based violence in the Prescott-Russell area. The past year has given staff from both organizations time to get to know each other through scheduled luncheon meetings, the goal being to work in close collaboration on new projects!

"In Their Eyes, the World is Us" Community Awareness Campaign

Members of the Early Childhood Community Partners' Network of Prescott-Russell, of which Valoris is a member, get together to discuss the services and needs of the members of their community. In 2022, members of the working group proposed a community-based action plan in order to fill the gap created by the region's lack of early childhood services and resources.

The network decided to launch a promotional campaign named *In Their Eyes, the World is Us*. The objective of this campaign is to create awareness, educate, and provide resources for families and all members of the community on topics linked to child development and mental health. This campaign has its own **Website containing a wealth of resources!**

ALIGNMENT AND COHERENCE THROUGH **TRAINING**

Social Role Valorization (SRV) Our philosophy at Valoris

In September, 2022, **38 employees formed a new team** in order to become **SRV experts**. Through monthly meetings, they increase their knowledge and learn to master the SRV principles. The ultimate objective is for them to apply what they have learned daily with the people they support.

“Training equips us to give our best to the people who come through our doors. Those being trained experience the benefits of the training as much as the person who receives services. I am proud to work for an organization that offers quality training to its staff.”

Linda Lefils, Supervisor of Residential Services



Adapting to Changing Realities

We want to be an organization that is present in the community and adapts to the various realities of our region. It is important for us to stay informed regarding the topics that affect the people we support, and to adapt our internal practices in order to be able to provide quality services that are focused on each person's needs!

1 Confidentiality and Privacy Training

The privacy and confidentiality of the people we support is a priority. These training sessions enable staff to establish real-life practices and utilize the tools in their daily work to ensure that privacy and confidentiality are protected.

2 Interactive Cybersecurity Workshop

Maintaining the security of our data is vital. In March, the Valoris technology team created a cybersecurity workshop for employees to increase awareness regarding phishing techniques.

3 Human Trafficking Workshop

It may surprise some to know that human trafficking is a growing concern in Prescott-Russell. Several workshops were offered to staff in 2022 and 2023 around this topic.

OUR EMPLOYEES: OUR TRADEMARK



We Aim for Excellence!

Each year, employees have the opportunity to participate in *Valoris reconnaît*, an event where staff members are recognized for their distinctive contributions, as well as years of service. Retirees are also acknowledged on this occasion! Excellence awards are given to employees whose performance was exceptional throughout the year. Congratulations to this year's 2022 excellence award recipients : Kim Pageau-Dopelhamer, Sophianne Thériault, Nadya-Lee Ringuette, Sophie Bourbonnais, Caroline Labelle and Manon Parent, who were deserving of an excellence award for their commitment, dedication and professionalism.

Recruiting Using Videos

In 2022, a number of employees participated in a professional film shoot with the goal of creating promotional videos. These videos provide insight into their daily work life, and demonstrate the different ways the work they do can make a positive difference in their community.

You can view the video clips on our YouTube page at YouTube @ValorisPR!

Getting Equipped for Success

Since the fall of 2022, Valoris utilises the Predictive Index (PI). This tool enables us to optimize teamwork, enhance communication between teams, adapt professional development methods, and better understand the needs and strengths of the employees. We have experienced the benefits of the positive impact of this tool at Valoris since we began using it.

The Makeshift App

The goal of the Makeshift App is to improve communication and simplify scheduling! This technological tool has allowed us to increase our organizational efficiency and greatly simplify managing the availability of staff members employed in our residential facilities.

A PRESENT, ACCESSIBLE AND PARTICIPATIVE ORGANIZATION

Searching for Truth

In order to mark the **National Day for Truth and Reconciliation**, Valoris arranged for the viewing of a documentary film, followed by a group discussion where employees had the opportunity to share their ideas about the documentary. It was an enriching and educational experience through which participants were able to connect with others in their professional practice.

It is by knowing the past that we can collectively put words to action toward reconciliation, and offer improved services adapted to the cultures and traditions of the First Nation, Inuit and Métis people.



A Booklet Adapted to the Needs of Youth in Care

Our desire is to always provide relevant services and to respect the cultural identity and values of each person. Valoris has developed a booklet for children and youth of First Nation, Inuit and Métis communities who are in the care of Valoris, that explain their rights and responsibilities.



View the video clip on our YouTube page @ValorisPR.



Your Right to Safety and Well-Being!

All children and youth have a right to safety and well-being. With a view to educating children on their rights and to solidify our partnership with the elementary schools in the region, we have developed an informative video addressed to elementary school-aged children. The video was viewed in schools in a large number of classes on Dress Purple Day in 2022!

SUPPORTING OUR COMMUNITY

Anticipating the Needs

In April 2022, a **new report** was produced by the Francophone Committee of the Kids Come First Health Team, of which Valoris is a member. The Committee has completed an analysis of the current state of health services for francophone children and youth in the Champlain region, and is working to implement recommendations with the goal of improving the active offering of services in French.

New Program Launched

In partnership with the *Conseil scolaire de district catholique de l'Est ontarien (CSDCEO)*, Valoris has developed a **new French program** for the purpose of offering more support to youth with special and complex needs.

Staying One Step Ahead

Valoris, the Ontario Provincial Police and the Hawkesbury and District General Hospital work together to offer quick access to services in times of crisis. This partnership expedites **access** to care, enhances the **quality** of services, and improves the **experience** for the youth of Prescott-Russell who face various challenges.

Another Way to Connect

In order to simplify access to our services, members of our community can now submit a request for services online on our website, for themselves or for a friend.

Responding to the Demand

Valoris is working with several other community partners on developing an emergency protocol in order to better respond to requests for access to child psychiatry services and to primary health care providers, for assessment or medication.

Improving the Quality of Services

Thanks to a grant from the Knowledge Institute, CHEO and Valoris are working jointly to develop a single session clinic to support youth struggling with mental health challenges and addiction. This clinic will open in the fall of 2023.

French Language Training for Mental Health Professionals in Ontario

Valoris has received a \$400,000 grant from the Ministry of Health to establish a training program in French for mental health professionals working in the province of Ontario.

 <https://www.sm-jeunesse-on.ca>



PRESENT IN AND FOR OUR COMMUNITY

Groups that Impact Youth and Families

Valoris organizes a number of tested and approved groups for parents and youth, such as the *Positive Parenting Program (Triple P)*, *Go Zen*, *Emo G* and more! Several parents bear witness to the changes they are experiencing, confirming how these groups are making a difference in the lives of their children.

“

“My child loves *Go Zen* and I can see the positive impact the group is having on his life. He puts into practice certain tools learned in the sessions on a daily basis, such as breathing techniques. Go Go Zen!”.

Parent in the community

“Thank you for the quality groups you organize. The group has been a source of inspiration for my daughter, and she looks forward to attending each week. She’ll be able to continue using the techniques she learned in the future!”

Parent in the community

”

In action in Prescott-Russell!

Two employees were present at the **Russell Community Christmas Market** to promote the services Valoris offers. **More than 150 people visited the Valoris booth!**

At the virtual inter-service breakfast in **May 2022** organized by the United Counties of Prescott and Russell, Valoris presented its efforts and challenges with respect to the recruitment of resource families to **more than 60 partners!**

Valoris had the opportunity to promote its services at the **Russell Fair** in August 2022. It was another wonderful occasion to **meet people from the area**, and introduce them to our organization.



DEVENEZ
famille
D'ACCUEIL

ValorisPR.ca
1 800 675.6168

Russell
Community
Christmas
Market 2022

ACTIVITIES FOR YOUTH



Future Leaders

What a time of adventure at the August 2022 Leadership Camp for **29 youths!** It was the perfect opportunity to develop new friendships, gain knowledge and acquire leadership skills in a peaceful environment conducive to creativity! **We want to encourage our future leaders!**



Groups That Make us Move

Valoris organized its first **Girls on the Run** group! This *Fondation Ottawa Sports and Entertainment Group* program was created to improve girls' social, psychological and physical skills, through running and physical activity. The goal is to better equip them to face various life experiences successfully.



— “ —

“My work is so rewarding; it helps me support future leaders in their development! I have the possibility of creating rich and positive learning opportunities for the youths of Prescott-Russell!”.

Carole Granata
Community Facilitator

Valoris organized **22 targeted prevention groups**. More than **220 youths** participated!

OUR AFFILIATED AGENCIES

Provided paid employment opportunities to **190 people**.



Offered employment support services to **144 people**.



Convex incurred approximately **\$1,860,000 in employee payroll** expenses.



[Read our full Report!](#)

GROUPE CONVEX
Prescott-Russell

FONDATION
Valoris
FOUNDATION
de/of Prescott-Russell



In the past year, **68 volunteers** have generously supported the Valoris Foundation with their time and energy!

More than **\$65,000 in donations!**



More than **\$25,000 in scholarships** were awarded to support youth in our region pursuing post-secondary education.



A new **President** for the Valoris Foundation! **Marc-André Amyot** occupies that role on the Board of Directors since December 2022.

[Read our full Report!](#)

116 individuals received services from the clinical team.



We offered **247 trainings** to clients and organized **32 events**.



Valor & Solutions now operates under a **co-management structure** following some organizational changes.

Valor & Solutions

[Read our full Report!](#)

FINANCIAL INFORMATION

Non-consolidated Statement of Operations
(Summary) for the Fiscal Year ended **March 31, 2023**

\$

Revenue

Grant - Province of Ontario	41 054 170
Expense Recovery	5 253 340
Other Grants	1 156 549
Family Allowance and Benefits	502 008
Rent Collected from Residents	771 743
Interest	94 621
Other revenue	498 725
Amortization of Deferred Contributions	306 492

Total Revenue

49 637 648

Expenses

Adult Development	23 354 398
Child Welfare	14 210 459
Mental Health	3 907 014
Child Development	2 990 302
Gender-Related Violence	345 411
COVID-19	102 540
Common Program Services	4 447 009
Amortization of Fixed Assets	306 492

Total Expenses

49 663 655

Deficit

-26 007





Multiplying Opportunities, Reaching potential.

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HAWKESBURY
411 Stanley St

EMBRUN
8 Valoris St

HEAD OFFICE (PLANTAGENET)
173 Old Hwy 17

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  @VALORISPR

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