

# COMMUNITY REPORT 2021 | 2022



Rooted in our community

VALORISPR.CA

# A WORD

## FROM THE EXECUTIVE



***Together, We Stand Tall*** summarizes in four words the strength of our organization. Although the past year continued to be marked by different inconveniences related to the pandemic, that did not slow down the initiatives overseen by the Valoris team. As always, we managed to face the challenges encountered and to shine while continuing to make a difference in our community and throughout the province.

### STRONG, EVEN DURING THE PANDEMIC

As soon as the pandemic hit, we set up a committee to manage all related information coming from different sources. This committee was redesigned into a revitalization committee that continues to think of new ways to operate in a world where remote and in-office work side by side. The Valoris team demonstrated vision and a take-charge approach in getting organized and continuing to be the innovative and resilient organization we know.



### A NEW STRATEGIC PLAN IN THE WORKS

As our strategic plan is being renewed, the past year gave us the opportunity to review our achievements and identify the benchmarks for our next exercise, which should culminate with a revamped plan in 2023.

In January 2021, we also launched our new service structure aimed at facilitating the offer of our integrated services. The integrated service model is our organization's added value and sets us apart from others across Ontario.

### SOLID PARTNERSHIPS

Valoris participates in the advancement of projects on several committees, including the Community Safety and Well-Being Advisory Committee, the Prescott-Russell Successful Aging Advisory Committee, the advisory committee on mental health, the intervention table and the regional planning committee for adult services.



We continue to work on getting the word out about our innovative service model. We had the opportunity to present our service model to representatives of the Ministry of Children, Community and Social Services as part of the initiative to reform adult services. We also participated in the advisory committees on welfare redesign and the adult services reform.

In 2021, the document titled *Valoris, une organisation avant-gardiste et bien alignée avec les initiatives provinciales de modernisation* was published to demonstrate the strength of our organization, and is a follow-up to the 2017 document titled *Valoris une organisation multiservice : modèle unique en Ontario*.

Valoris is a solid organization, supported by an outstanding board of directors. They are committed and remarkable ambassadors for Valoris in the community.

Our partners, including our foster families and host families, are key to our organization's success. Our affiliated agencies are also a source of pride for Valoris as they grow and become increasingly present across Prescott-Russell. They actively contribute to making a significant difference in our community.

Hélène Fournier  
Executive Director

Paul Cadieux  
President of the Board of Directors

In closing, I would like to extend a heartfelt thanks to every Valoris employee. What an extraordinary team! Despite the challenges faced over the past few years, they never ceased to be present and to keep delivering the important and essential services we offer to our community. Their commitment, perseverance, resilience and passion for our mission and vision are truly remarkable, and thanks to them, we can say "mission accomplished" and proclaim loud and proud: **Together, We Stand Tall.**

# NUMBERS

## WITH A PURPOSE

**3 605**

individuals received

**5 872**

services from Valoris and its affiliated agencies.

**375**

employees at  
March 31, 2022.

### FILES BY SERVICE CENTRE

Clarence-Rockland

**33%**

Embrun

**30%**

**37%**

Hawkesbury

**302**

children with special  
needs received  
adapted services.

**682**

children or youth  
received **797** mental  
health services.

**104**

adults with  
developmental disabilities  
benefited from our  
residential services.

**98**

requests for services  
related to gender-  
based violence.

**98**

children in care at  
Valoris at March 31,  
2022.

**141**

adults with developmental  
disabilities benefited from  
our community services.

### MISSION

To be of service to vulnerable persons in Prescott-Russell by supporting them in their families and by facilitating their integration in the community.

### VISION

Valoris is a professional integrated social service organization. It is recognized for its clinical performance and innovation among its clients and its community, and throughout Ontario.

# LEARNING TO GROW

Equity, diversity and inclusion (EDI) are at the heart of our organizational values, and Valoris is committed to being a partner in the effort to overcome inequalities in the community.

## AN INTERNAL EDI COMMITTEE

The EDI Committee consists of employees who are solidly committed to a process of organizational cultural transformation regarding EDI. They want to help raise awareness and promote anti-oppressive practices. In March 2022, the committee took part in an exercise to target and prioritize EDI activities for the next year.

### Established priorities include:

- 1 Continuing to implement anti-oppressive practices.
- 2 Identifying EDI resources, including various tools and champions within the organization.
- 3 Developing new discussion forums, including one focused on the LGBTQ2S+ community.

## TACKLING THE REAL ISSUES

- Identity survey to establish a portrait of the ethnic and cultural identity of our employees and compare it to the identity profile of the residents of Prescott-Russell.
- Employees trained on insertion of pronouns in electronic signatures.
- Forums on various topics offered by the EDI Regional Director, César Ndéma-Moussa.
- EDI articles published for employees.
- Numerous meaningful days were celebrated.

## EVERY CHILD MATTERS

September 30, on the occasion of the Day of Truth and Reconciliation, Valoris paid tribute to the Indigenous residential school survivors, remembering their impact on families and communities. We had the privilege of welcoming Robert Lavigne, who marvellously set the record of history straight, and graced us with a smudging ceremony.

## NEW SRV AMBASSADORS AT VALORIS

In the fall of 2021, the latest graduates of the SRV team gathered to celebrate more than two years of development and training in Social Role Valorization (SRV), the core philosophy at Valoris.

Although the meetings were held virtually, the members worked on several projects including the first ever SRV Week at Valoris.

A special thank you to Valor & Solutions who enthusiastically supported the development of the SRV team.



**Congratulations  
to all the  
graduates!**

"At Valoris, we have the opportunity to get involved in various committees and work groups to support EDI projects.

I am currently the manager working with the First Nations, Inuit and Métis (FNIM) team at Valoris.

The discussions that take place in the group are truly enriching. I have the opportunity to learn about the cultures, traditions and needs of the FNIM communities in order to improve Valoris' interventions and services to better support them.

It is important for us to respect the cultural identity of every individual and its associated values."

**Marc Groulx**  
Supervisor





# OVERCOMING

## CHALLENGES

### CYBERSECURITY

**1** Given the current social circumstances, we have all had to make a digital shift more than ever. Valoris recognizes the importance of implementing robust cybersecurity policies and procedures to protect our information systems and the personal information of the people we support. Over the past year, we have increased our cyber vigilance by taking the following actions:



creating an internal cybersecurity committee;



developing mandatory employee training on various topics related to cybersecurity;



acquiring the Beauceron computer security platform to enhance employee vigilance;



rigorously maintaining our information systems to counter possible external threats.

## 2

### RETURN TO NORMALCY

After two years of constant change due to COVID-19, we finally began to find a new normal. We were excited to be able to resume our group services, as well as the Communities That Care activities and Triple P programs. The reopening of the Embrun Day Center was also a much anticipated moment!

In order to evaluate the impacts of the pandemic on the work of employees and the organizational culture, Valoris created a post-COVID committee. Several recommendations were made, including the continuation of the hybrid work model. Valoris offers the possibility of conducting face-to-face or virtual meetings with clients, whichever is more appropriate.

We remain prudent in our decisions to continue to protect the individuals we support and our employees. During the year, we implemented a vaccination policy for all staff and reinforced good hygiene practices, including N-95 mask fitting clinics.

## WE STAND BY EACH OTHER

During a particularly difficult period due to the pandemic, Valoris clinical and administrative staff helped their colleagues in the adult residences. Their visits to the homes provided much needed respite for their colleagues.

"There is a sense of family in the residences, people are welcoming, the atmosphere is positive. The residential staff are 100% committed to the well-being of the adults."

**Lyne Presseault**  
Quality  
Coordinator



## RETENTION & RECRUITMENT

A labour crisis is being felt across Canada. Valoris and its affiliated agencies are not immune to its impact. At Valoris, adaptation and innovation are our main strategies to counter this shortage.



**Recruitment:** Knowing who to talk to, targeting pools, staying connected with employees, anticipating potential and rethinking the service offer.



**Retention:** Recognition of experience for career advancement, review of job requirements for certain positions, and most recently, the use of the Predictive Index (PI) platform to help build lasting interpersonal relationships.



**Hiring:** Changes and flexibility in hiring processes to achieve in 2021-2022 a comparable number of recruits as last year. The alignment of communication strategies with recruitment strategies has also greatly paid off.

## A POSITIVE OUTCOME TO NEGOTIATIONS

The trust established between the employer and the union allowed for fruitful discussions during the negotiation of the collective agreement renewal. The outcome was a tailored conclusion with key topics related to retention, hiring, and terms and conditions of employment. The result: greater flexibility and an attractive job and career offer.



# INNOVATING

## FOR EFFICIENCY

### THE NEW STRUCTURE SHINES THROUGH

In 2021, Valoris implemented a new internal structure to simplify and standardize the service path, and to make its integrated service offering more accessible to community members.

One year later, the positive effects of this new structure are being felt. Using validated assessment tools in various service areas, we are seeing an improvement in the process of matching a person to the right service and to the right professional. We also noticed an increase in integrated services provided by a single professional. This makes the journey of a person receiving services easier and promotes a relationship of trust.

### VALIANT: A SMART APP

Funded by the Ministry of Children, Community and Social Services and in collaboration with a private company, we introduced the Valiant smart app in November 2021.

Knowing that legislative requirements in child welfare services contribute to the administrative burden of frontline staff, this innovative platform allows employees and their managers to better plan and capture their daily activities. The back-end data collection will be used to concretely analyze the administrative burden of employees in order to increase the amount of direct time they could spend with individuals they support.



### PASSPORT PROGRAM: NO LIMITS!

Participants in the Passport Program experienced extraordinary moments over the past year, including a dog sledding outing, a helicopter tour, and a trip to Niagara Falls. Staff also accompanied an individual to obtain his driver's licence, the realization of a long-time dream. The program's main objective is the social inclusion of people with developmental disabilities in their community.

# STRONGER TOGETHER

## YOUTH WELLNESS HUBS

The Eastern Champlain Youth Wellness Hubs continue to evolve to meet the needs of the youth in our community. In addition to being an active member of the steering committee, Valoris contributes to the mental health services offered at the hub.

Our Communities That Care youth facilitator stands out by mobilizing youth leaders and offering prevention groups in the community. In addition, we continue to train professionals to develop local capacity for walk-in mental health services in Prescott-Russell.

 [www.youthhubs.ca](http://www.youthhubs.ca)

## KIDS COME FIRST

Valoris continues its work with the Kids Come First Health Team. In particular, we are involved in a committee focused on early childhood and infant mental health in order to develop a regional approach.

In addition, as a Francophone agency, we are involved in the Francophone Committee where we contributed to the results of the report entitled *Portrait des besoins en matière de services de santé pour enfants et jeunes francophones et leurs familles*. We helped mobilize local youth and facilitated consultation groups. As a result, the portrait of services that was drawn up is a good representation of the realities and needs of Francophone youth and their families in our community.

 [www.kidscomefirst.ca](http://www.kidscomefirst.ca)

## PRESCOTT-RUSSELL COALITION TO END VIOLENCE TOWARDS WOMEN

Valoris remains a partner on the coalition's steering committee, where we continue to build strong community relationships to improve access to services for victims of violence.

 [www.coalitionviolencepr.ca](http://www.coalitionviolencepr.ca)

# AT THE HEART

## OF OUR COMMUNITY

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### CATCH THE ACE!

The Embrun Communities That Care (CTC) team worked hard throughout the Catch the Ace fundraising campaign, initiated by the Kin Club of Russell, to raise over \$226,000 for the Valoris Foundation. The CTC team, a few members of Valor & Solutions and the Foundation's Fundraising and Charity Committee met twice to plan the allocation of funds to various youth projects. These projects, which will enrich the lives of people in our communities, will be implemented in the coming months.

### GIFTS THAT GO A LONG WAY

During the holiday season, the Hawkesbury Communities That Care (CTC) youth joined together to thank frontline workers for their commitment to the community during the pandemic. The youth painted words of encouragement on 125 decorative stones for police officers, prepared 125 decorative balls for paramedics and teachers and baked numerous cookies for local pharmacists. These gestures certainly touched the hearts of many!



# FINANCIAL REPORT

Non-consolidated statement of operations (summary) year ended **March 31, 2022**

	<b>2022</b>	<b>2021</b>
<b>Expenses</b>		
Adult Development (Schedules 1 to 5)	21 187 048	20 444 589
Child Welfare (Schedules 6 to 8)	14 236 317	14 299 398
Child and Youth Mental Health (Schedules 9 and 19)	3 595 744	3 497 755
Child Development (Schedules 10 to 15)	2 436 771	2 168 683
Gender-Based Violence (Schedules 16 and 17)	309 897	311 133
COVID-19 (Schedules 20 to 29)	980 084	1 941 439
Common services to programs (Schedule 30)	5 116 459	4 177 067
Amortization of capital assets	331 176	330 336
	<b>48 193 496</b>	<b>47 170 400</b>
Recovery of expenses	5 993 219	4 992 436
Other grants	707 549	596 969
Family allowances/Benefits	516 905	664 866
Rent from residents	763 871	763 601
Interest	22 170	23 008
Transfer to deferred contributions (Note 8)	-	(126 618)
Other revenues	56 617	552 785
	<b>8 060 331</b>	<b>7 467 047</b>
Net expenses	40 133 165	39 703 353
Financing of net expenses		
Grants - gross amounts	39 675 937	39 773 321
Current year - Province of Ontario		
Transfer from deferred revenues	131 899	124 267
Contributions to Valoris Foundation of Prescott-Russell for minor capital	-	(37 346)
Transfer to deferred contributions (Note 8)	(5 847)	(32 670)
Amortization of deferred contributions related to capital assets (Note 8)	331 176	330 336
	<b>40 133 165</b>	<b>40 157 908</b>
Excess of financing over expenses before other items	-	454 555
Reimbursement due to the Ministry	(26 008)	(132 549)
<b>(Deficiency) excess of financing over expenses</b>	<b>(26 008)</b>	<b>322 006</b>

The accompanying notes and schedules are an integral part of the non-consolidated financial statements.

# OUR AFFILIATED AGENCIES

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Valor & Solutions

**3,828 Valoris participants** in training and events.

**30 new customized training courses** created for Valoris on the Didacte platform.

**323 training courses** offered internally and externally, including **259 in French**.



**READ THEIR FULL REPORT.**

FONDATION  
**Valoris**  
FOUNDATION  
de/of Prescott-Russell

**\$76,000** raised through several fundraising events.

**\$90,000** distributed in the community through multiple donations.

**\$15,000 in scholarships** awarded to young people pursuing postsecondary education.



**Property Management Committee:** manages 22 properties and rental spaces.



**READ THEIR FULL REPORT.**

GROUPE CONVEX  
Prescott-Russell

**A record! 145 individuals** with disabilities simultaneously working for Groupe Convex.

**152 people with barriers to employment** were employed by Groupe Convex.

Acquisition of **Cayen Laundry** in Hawkesbury to convert it into a social enterprise.



**READ THEIR FULL REPORT.**





# TOGETHER, WE STAND TALL.

## **CLARENCE-ROCKLAND**

860 Caron Street

## **EMBRUN**

8 Valoris Street

## **HAWKESBURY**

411 Stanley Street

## **HEAD OFFICE (PLANTAGENET)**

173 Old Highway 17

**VALORISPR.CA**

 **@VALORISPR**

**in** **LINKEDIN.COM/COMPANY/VALORISP-R/**