



# COMMUNITY REPORT 2023-2024



LOOKING AHEAD  
*Where every person matters*



# Valoris - Where Every Person Matters



Valoris is governed by a board of directors made up of committed volunteers with varied expertise in different administrative and professional fields. These members meet regularly to ensure effective governance, to develop multi-phase plans around current realities, and to oversee the organization's financial health.

The theme of this year's report, *"Looking Ahead: Where Every Person Matters,"* illustrates Valoris' ongoing commitment to putting the individual and collective needs of the adults, youth, children and families of our communities at the forefront of our plans.

We look to the future and remain convinced that each person deserves personalized and tailored support. Valoris strives to provide services that meet the specific needs of each individual, with an approach based on collaboration, integrity and care.

Despite the challenges, this year has been marked by sustained efforts to strengthen our capacities for support and collaboration. The individual and collective successes detailed in this report are the direct result of this commitment.

Valoris continues to move towards a future where every person is valued and every voice counts. Community support is essential to pursue this mission and to promote the well-being and dignity of all. Thank you to all our employees, community partners and board members for their commitment, professionalism and spirit of collaboration.

**Paul Cadieux - President of the board of directors**

## Board of Directors at March 31, 2024

Paul Cadieux - President  
Gilles Clavelle - Past President  
Jo-anne Laviolette - Vice-President  
Isabelle St-Amour - Secretary  
Guillaume Racine - Treasurer  
Don Bouchard - Director  
Justin Bromberg - Director  
Simon-Olivier Péladeau-Houle - Director  
Tammy-Lee Martin - Director  
Rachelle Laforge - Director  
Suzanne Ouimet - Director  
Gabriel Rousselle - Director





# Overcoming Challenges Through Collaboration



The past year has been marked by unprecedented challenges, but also by moments of determination, resilience and innovation. At Valoris, we continued our mission to provide essential support services and resources to those who need them most.

Our dedicated team has worked tirelessly to adapt to new realities, ensuring that every child, adult and family we serve continues to receive quality support and assistance. Thanks to everyone's commitment and flexibility, we have been able to implement creative solutions to overcome obstacles and meet the emerging needs of our community.

This year, we also strengthened our partnerships with other community organizations, enabling us to extend our reach and improve our services. Together, we have created a stronger support network, offering opportunities for personal and social growth for all.

**Caroline Granger**  
**Executive Director**

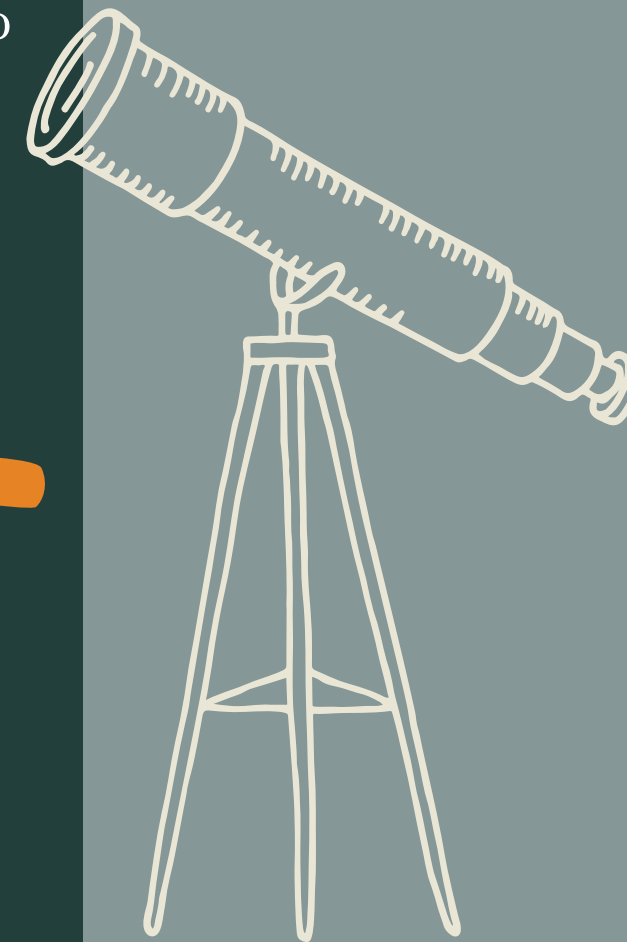
## Recognition From Partners

### **The Prescott-Russell Employment Services Centre's 40th Anniversary**

Valoris was recognized as one of the important partners of the year for its collaboration on an employability project for at-risk youth and people living with intellectual disabilities. This project aims to facilitate the inclusion, retention and development of the workforce in our communities.

### **Victims and Survivors of Crime Week 2023**

Valoris received a certificate of recognition from Victim Services of Prescott-Russell in appreciation of its ongoing collaboration. This meaningful recognition highlights the many meetings, discussions and exchanges between the two organizations, all aimed at enhancing the services offered to people in the community.





# Our 2023-2026 Strategic Plan

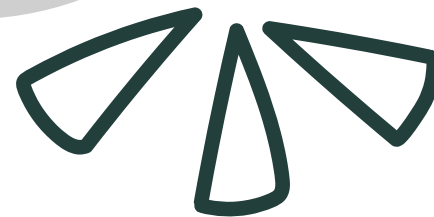
## The Beacon That Guides Us

### April 4, 2023 - The Big Launch!

Valoris employees attended the launch of the new strategic plan. It was a great opportunity for everyone to learn about the new mission, vision and values that will guide our work in the years to come.

### Showcasing our Colours

Valoris wanted to proudly display its new mission, vision and values in its service centres. Reception areas have been decorated to reflect our strategic plan, serving as a daily reminder of the principles that guide us!



### OUR VISION

Multiply **opportunities**, reaching **potential**.

### OUR MISSION

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

### OUR VALUES

Attentive  
Integrity  
Collaborative

"The strategic plan allows our organization to move forward. We are all looking in the same direction to help our community flourish."

France Anik C.  
Director of Clinical Services





# A Successful Collective 2nd Annual General Meeting!

Valoris continues to work closely with its affiliated agencies (Valoris Foundation, Valor & Solutions and Groupe Convex) to identify favourable opportunities for collaboration. Our ultimate goal remains to offer services adapted to the needs of the people in our community.

**Caroline Granger**  
Executive Director

Over 100 people were present to network and to learn more about the different projects of Valoris and its three affiliated agencies.





# Valoris In Numbers

Data at March 31, 2024

Files per  
service centre

Clarence-Rockland 32%

Hawkesbury  
35%

Embrun  
33%



157 adults  
with intellectual  
disabilities benefited  
from our community  
services

4,148  
people  
received

6,648  
services

361 active  
employees  
at March 31, 2024



407 children  
with special  
needs received

528 adapted  
services

106 adults  
with intellectual  
disabilities benefited  
from our residential  
services

307  
participants  
took part in  
various support  
groups offered  
by Valoris



153 women  
received support  
related to gender-  
based violence



764 children  
received 1,013  
individual services  
226 children  
received counselling  
and therapy services



# Families We Can Count On

## 62 foster families and host families

provide a loving home for children and youth, as well as adults living with an intellectual disability in Prescott-Russell.

"They are more than just foster families; they are pillars on which we can rely. Their contributions are essential and invaluable. We are deeply grateful to be able to count on such dedicated and committed people. Thank you for all you do!"

Nadia B. and Chantal C.  
Clinical Supervisors

## Equipped to Enhance Support

In response to new ministry standards, foster and host families participated in several training courses over the past year covering subjects such as trauma, indigenous culture as well as in-depth first aid courses.

## Always Seeking for New Foster Families

Above all, we continue to seek support within the child's or youth's family network as the primary option for care. However, when this is not possible, we turn to our foster families.

Valoris is always seeking foster and host families. In the Prescott-Russell region, children, youth and adults living with an intellectual disability are looking for a warm home and people ready to welcome them!

**Want to make a difference in  
the lives of others in your  
community?**

**Become a  
foster family.** 



## From Innovation to Support

Like many organizations in Ontario, Valoris is also concerned about budget allocations in the human services sector. We do everything we can to innovate and do things differently, so that we can continue to offer high-quality, essential services to the people who rely on us in the community. It is with determination and flexibility that we adapt to new realities in order to guarantee access to essential and important services.

### Revisiting How We Offer Services

The financial context has led us to review and evaluate how we offer our services, one of which being targeted prevention for youth. Although we have ended the *Communities That Care* program, we continue to support young people through the offerings of our various groups. Other services are offered in collaboration with our community partners committed to supporting the youth of Prescott-Russell.



## Sharing Spaces to Strengthen Our Partnership!

**In February 2024, the Prescott-Russell Employment Services Center (CSEPR) joined Valoris at its Embrun service centre.** Sharing space allows us to strengthen our relationships and offer a more direct and rapid access point to services.



“We are delighted to strengthen our partnership with Valoris, by sharing office space at their Embrun service centre.

This proximity facilitates access to our services for the local population and those benefiting from Valoris support, while consolidating our long-standing collaboration.

Together, we join forces to serve and support our community with compassion and integrity. Many thanks to Valoris for its warm and gracious welcome.”

**Caroline Arcand**  
Executive Director, CSEPR





# Committed to Diversity, Equity and Inclusion (DEI)



## Being Intentional in Our Actions

In November 2023, members of the Valoris DEI Committee met to carry out collaborative planning, putting forward initiatives on diversity, equity and inclusion. The plan includes awareness-raising activities for staff and opportunities for collaboration with our community partners.



The DEI Committee's main objective is to mobilize several members of the Valoris team to help make the transition to an organizational culture that deliberately acts according to inclusive best practices.



## Pride Month

Valoris took part in the Pride Flag Raising Ceremony in Embrun. This event demonstrates the extent to which Prescott-Russell is committed to building an inclusive community.

## National Day of Truth and Reconciliation

This is an opportunity to remember the impact that residential schools have had and continue to have on First Nations, Inuit and Métis survivors, families and communities. To mark this day, Valoris employees took part in the screening of a documentary, followed by rich discussions and reflections.

## National Indigenous Peoples Day

Valoris invited its employees and members of the community to visit an exhibition by Legacy of Hope Foundation, hosted at our Embrun service centre.

**Mélanie S-D.**  
Clinical Supervisor

"It's important for us to re-examine our practices and educate ourselves on issues that affect our communities and the people in our region. Our desire is always to offer quality services that respect each person's identity, culture and needs."






# Commitment

## Valoris creates its first Family Advisory Council

Families are included in processes as active decision makers. They provide insight and advice on mental health and addiction services, drawing on their collective experience and expertise in supporting loved ones facing these challenges.



"This initiative contributes to our efforts to offer quality services that are centred on the person and their needs. We aim to be accessible and participative, all the while innovating to adapt to current realities."

**Caroline V.**  
Clinical Supervisor


The advisory council has held two meetings to analyze Valoris' processes, operations and policies. The council then issues recommendations.

# Onboarding for Success



Valoris received a \$50,000 grant to coach and train new employees providing services to adults living in residential settings. This funding will strengthen their ability to provide quality, individualized French-language services.

Detailed orientation manuals, welcome and coaching sessions, supervision, training cohorts and on-the-job coaching have been put in place to support new members of the Valoris team.



"We have noticed great improvements since implementing the new staff onboarding process. Employees are well supported and equipped, which increases the quality of services offered to each person."

**Geneviève D.**  
Residential Supervisor



# Mental Health Services That Live Up to Our Values

## Valoris Is Once Again an Accredited Organization

In November 2023, Valoris successfully renewed its accreditation with the Canadian Centre for Accreditation (CCA) for a period of four years. Valoris is the only accredited agency offering children's mental health services in Prescott-Russell.

"CCA accreditation is a true seal of approval for our structure, services, management and governance. It is a validation process that demonstrates that we operate responsibly and provide quality, responsive services. Thank you to everyone involved."

**Catherine D.**  
Director of Clinical Services

Valoris took part in North America's largest conference on child and youth mental health to promote a Francophone training project!

## Enhanced Suicidal Distress Crisis Response for the Prescott-Russell Community

Valoris has signed an agreement with the Youth Services Bureau to ensure that youth in the Prescott-Russell region who call the crisis line (613.260.2360 or 1 877.377.7775) can access support more quickly.

## Adapting to Current Realities

In 2022, Valoris received a \$400,000 grant from the Ministry of Health to set up a provincial project for Francophone training around youth mental health services. The grant helped equip French-speaking professionals through **three provincial symposiums** and **24 virtual training sessions**.





# The Well-Being of Every Youth at Heart

## Community Involvement

331 youth  
participated in  
30 targeted  
prevention groups

A record  
number of  
participants!



Manon P.  
Community  
Facilitator

"My work with youth is very rewarding. It enables me to offer them practical tools for healthy growth. Targeted prevention groups create positive opportunities for their self-development. We're helping future leaders in our region."

### Girls on the Run Group

"Thank you for helping me gain self-confidence and staying in shape!"  
- Young participant

"Girls on the Run was my favourite camp ever! Thank you for the experience!"  
- Young participant



Valoris organized a **bilingual career day for youth and young adults interested in skilled trades**, in collaboration with Skills Ontario and the Children's Aid Society of Stormont, Dundas and Glengarry.

Valoris, a member of the Prescott-Russell Coalition to Eliminate Violence Against Women, took part in the **December 6 vigil** in tribute to women victims of femicide.



Valoris took part in the **International Day of the Girl** event organized by Maison Interlude House.

Nearly 40 young girls attended!





Thanks to the Christmas Elves Campaign coordinated by the Valoris Foundation, **714 children and teens** woke up on Christmas morning to find presents under their tree.

Jean L.  
Principal Manager  
Valoris Foundation



"It's a real pleasure to collaborate with Valoris and the community in implementing the Christmas Elves Campaign. This initiative demonstrates our shared commitment to the well-being of families and children in our region."



**Dress Purple Day**  
A number of schools, school boards, daycares and partners joined Valoris in reminding us that together we can ensure the safety and well-being of the children and young people around us.



# More Proficient in Our Approaches

## Social Role Valorization (SRV) Week

At Valoris, the SRV influences everything we do to help our community. To celebrate and highlight the benefits of using SRV, Valoris employees held a SRV Week in February! Videos, tools and fact sheets were offered so that they could continue to use the SRV daily.

Over 30 Valoris employees received training and participated in consultations with an expert, linked to the ARC intervention model. This approach aims to support the rehabilitation of children and adolescents aged 3 to 17 who have experienced trauma and present after-effects in their emotional, social or behavioural functioning.

"The approach has enabled a parent we support to experience enormous success with his teenager. Their relationship has evolved and I can see positive changes in their lives. It enabled me to build a relationship of trust and equip them to overcome a challenge."

**Nathalie D.**  
Interpersonal Collaborator

## What is SRV?

Social Role Valorization (SRV) is a theory developed by Wolf Wolfensberger. It highlights how assigning valued roles to a person can open the door to valuable opportunities and access to the good things in life.

"We remain committed to innovating to meet the evolving needs of our community. We continue to provide high quality, people-led services. Together, we can build a stronger and more prosperous future for all."

**Beverly R.**  
Director of Clinical Services



# Our Affiliated Agencies

The project management team facilitated 12 strategic planning activities.



264 people received services from the Valor & Solutions clinical team.



Over \$175,000 donated to local organizations.



Valor & Solutions  
[VIEW THE REPORT](#)

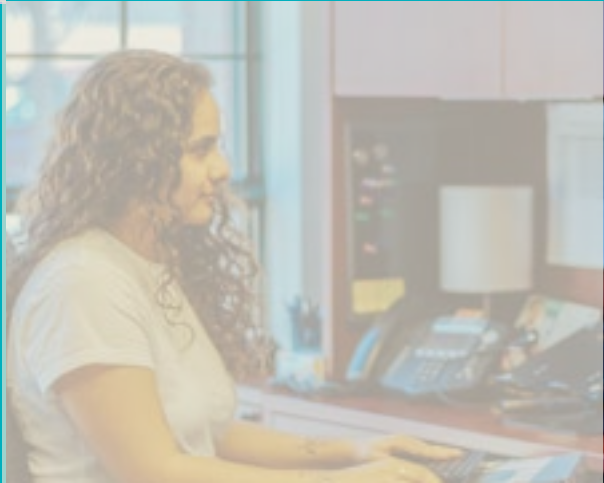


138 people worked at Groupe Convex.  
22 people received employment support.

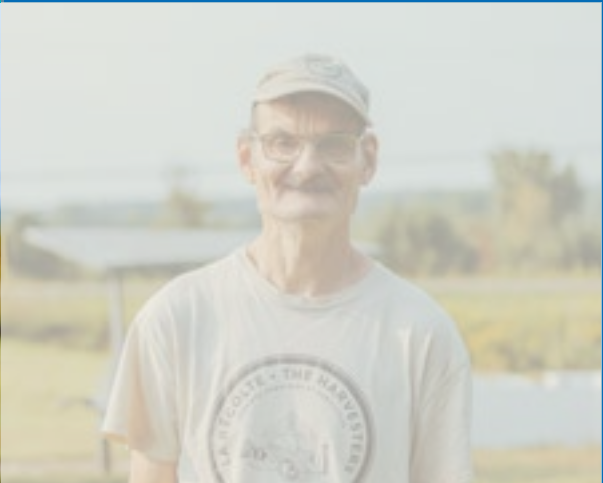


GROUPE CONVEX  
Prescott-Russell  
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99 training sessions were offered to Valoris staff and foster families.



15,2% of clinical services were offered in Prescott-Russell.



25% of Groupe Convex employees were supported by Valoris.



FONDATION  
Valoris  
FOUNDATION  
de/of Prescott-Russell

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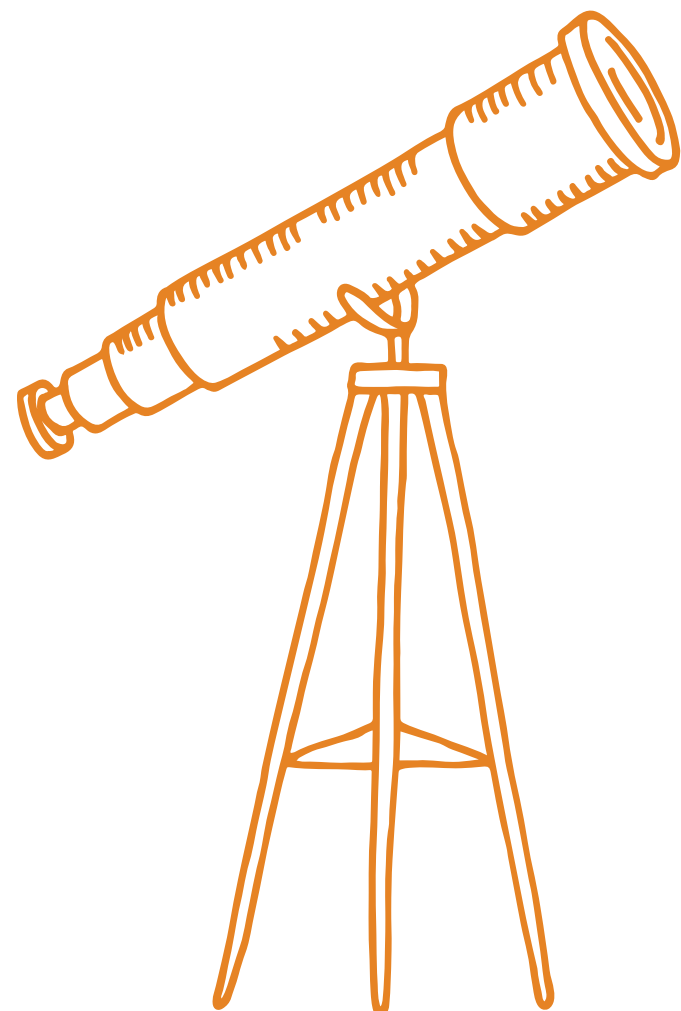


39 staff members, a team bigger than ever.  
Supported 35 projects of personal and social inclusion.



# Financial Information

Non-consolidated statement of operations (summary) for the year ended **March 31, 2024**



## Revenue

Grant - Province of Ontario	41,935,133
Expense Recovery	5,929,114
Other Grants	1,318,687
Family Allowances and Benefits	223,469
Rent Collected from Residents	791,731
Interests	164,096
Other Revenue	741,809
Amortization of Deferred Contributions	280,404

## Total Revenue

**51,384,443**

## Expenses

Adult Development	23,830,724
Child Welfare	14,229,407
Mental Health	4,221,709
Childhood Development	3,214,773
Gender-Related Violence	340,576
Infrastructure Reorganization	13,900
COVID-19	-
Common Program Services	5,252,950
Amortization of Fixed Assets	280,404

## Total Expenses

**51,384,443**

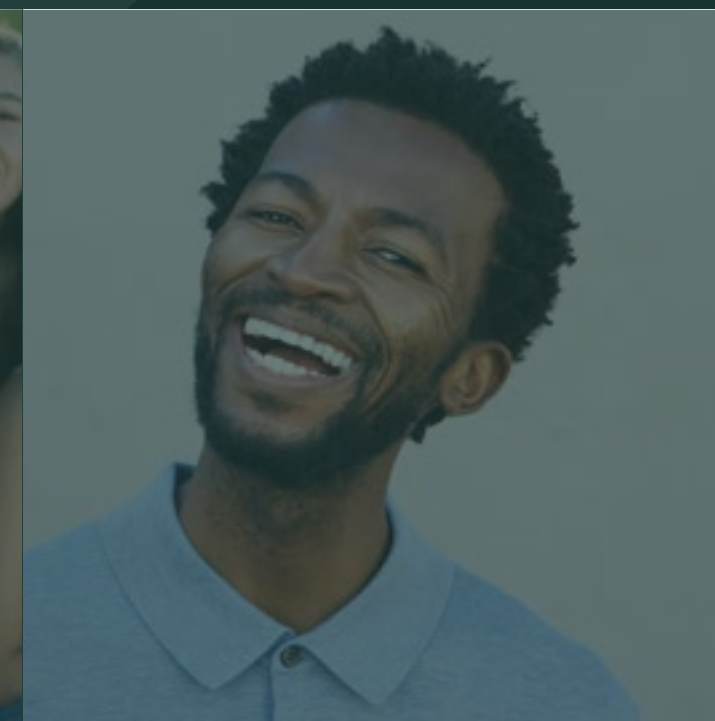
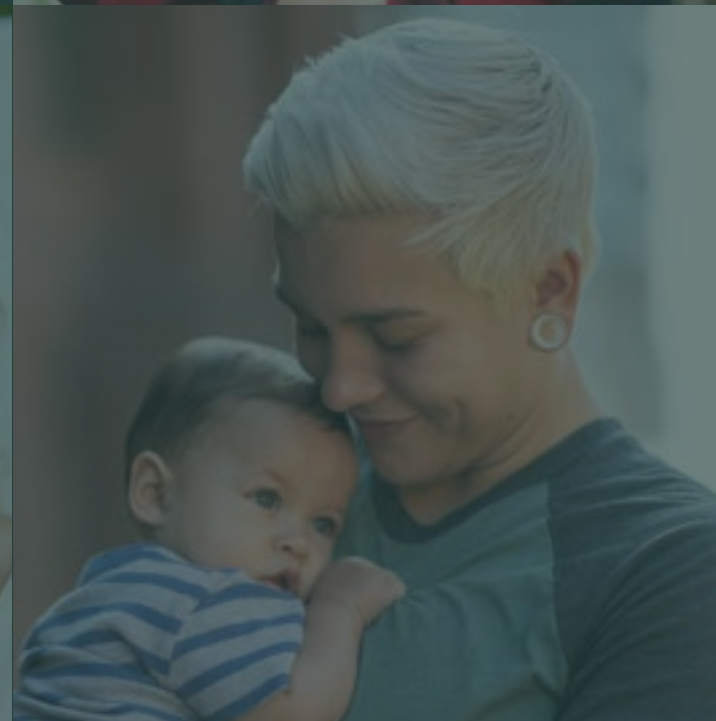
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 **ValorisPR.ca**  
1 800 675.6168

Multiplying opportunities,  
reaching potential.



**CLARENCE-ROCKLAND**  
860 Caron Street



**EMBRUN**  
8 Valoris Street



**HAWKESBURY**  
411 Stanley Street

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