



St. Leonard's Place Peel

Annual Report 2019-2020



ST. LEONARD'S
PLACE

it's how we care

President's Report

2019-2020 has been a year of growth and change for St. Leonard's Place Peel (SLPP).

The most significant impact on our programs and services this year was responding to the COVID-19 pandemic. SLPP developed a detailed community response and infection control strategy in February and instituted strict protocols. We have adapted our programs in response, and I'm proud to report that to date SLPP has not had a single case of COVID-19. I would like to thank the entire SLPP staff for their hard work, diligence and commitment to the safety of our residents and to our community throughout this crisis.

Partnerships were essential to SLPP's capacity to respond to COVID-19, and we are thankful to our funders and partners for their invaluable support and consultation. Partnerships with Corrections Canada, the Region of Peel and the United Way of Greater Toronto continue to be vital in achieving our mission and our successes over the past year. In particular, they have been exemplary in their support of our infectious disease control plan and overall care of our community.

Over the past year, SLPP has focused on strengthening its capacity as an organization. We have moved ahead with the Accreditation process with Imagine Canada. Accreditation ensures excellence in the sector and adherence to best practices that demonstrate accountability, transparency and effective stewardship. The Accreditation covers the areas of Board Governance, Financial Accountability and Transparency, Fundraising, Staff Management and Volunteer Involvement. We continue to work to ensure the highest standards in each

of these areas, with a goal of submitting our application in September, 2020.

SLPP has also made progress in implementing our 2019-2022 Strategic Plan. This has included making progress in four key areas: enhancing our existing support services; developing our niche and expertise to fill the gap in serving men with complex medical and psychiatric needs, geriatrics and palliative care; efforts to attract and retain top talent to support the providing of excellence in client-centred care; and operationalizing a three-year fundraising, brand awareness and operational efficiency strategy. These activities will help to position SLPP as a leader in the delivery of housing supports for highly vulnerable populations.

What has not changed throughout all of these developments is our commitment to our residents and to enhancing their lives through innovative programming. We continue to adapt, enhance, and build our ability to support individuals in their efforts to rebuild their lives, maintain their wellbeing and integrate back into the community. Thank you to everyone who has supported our efforts over the past year - you have made a difference!

Thank you for the honour of serving on the Board for the past seven years and I extend my sincere wishes for continued success, growth and the capacity to better serve our vulnerable clients.

Best regards,



Diane Doherty
Board President, St. Leonard's Place Peel

2019-2020

Impact



168

Residents served



350

Meals served each
day of the year

75

Beds provided for
reintegration

75

Residents
participated
in recreational
therapy

22

Men received
housing through
the Graduate
Residential
Program

274

Plans of Care
created by SLPP's
Care Coordinators

52%

Of New Leaf
residents
graduated by
moving onto
stable housing

Our Mission

We are dedicated to supporting our clients, building their capacity and enabling the development of key life skills through evidence-informed holistic programs and services that optimize quality of life.

Our Vision

We are an innovative leader committed to building safe and healthier communities of inclusion that care for and value each and every individual.

Residential Programs

Federal Community Residential Program

SLPP operates a 75 bed Community Residential Facility program for men exiting the prison system. This past year, 121 men began their reintegration back into society at SLPP. Six percent were men living with severe mental health or complex medical conditions. Our supportive housing and wraparound resources provided each new arrival with a full orientation to the agency, a customized care plan centred on their safe integration back into the community, as well as on-site medical and psychiatric supports and daily access to capacity building programs.

New Leaf Residential Program

New Leaf is a program that offers 18 beds to men in the community coping with situations of homelessness due to mental illness or addictions. Over the past year, SLPP worked on filling vacancies and improving the assessment process for New Leaf residents. In 2019-2020, the New Leaf program was accessed by 25 men. Fifty-two percent of the residents graduated successfully by moving on to stable housing. The New Leaf program is generously supported by funding from the Region of Peel.

Rotary Resolve House Residential Program (Graduate Residential Program)

The Rotary Resolve House (RRH) program is for New Leaf graduates aged 50 years and older in need of assisted living. The program builds the capacity of these individuals to eventually live independently and with confidence in the broader community. RRH provided housing to 22 men this past year. The program has a capacity to house and support 24 individuals for up to five years.



Capacity Building Programs

SLPP's residential programs are supported by capacity building programs that provide residents with the tools required to make prosocial changes permanently. These programs aim to build positive community integration and poverty prevention. Topics addressed through these programs include: personal care; consequential thinking; goal setting; nutrition and healthy living; positive communication; prosocial problem solving and decision making; and personal leadership and making change.

A number of new programs were initiated this year to support residents in the Federal Community Residential program, including an art therapy program and music group drop in as well as programs focused on topics such as relapse prevention, mindfulness, mental health disorders, and coping skills. Several new programs were also initiated for New Leaf residents including life skills and cooking classes, and workshops on topics such as cyber bullying.

Recreational Therapy Program

SLPP's Recreational Therapy program utilizes functional intervention, education, and recreational programming to enable clients with physical, cognitive, emotional and social limitations to acquire the skills, knowledge, and behaviours that will allow them to function optimally and participate as fully as possible in society. The program targets four domains: physical health; mental health; addiction cessation; and prosocial behaviours.

In 2019-2020, the program was accessed by 75 residents, who showed marked improvement in the following areas:

- * Improved physical and cognitive abilities
- * Increased confidence and self-esteem
- * Greater involvement in the community
- * Strengthened interpersonal living skills and relationships
- * Realized the benefits of a healthy leisure style

SLPP's Recreational Therapy program underwent a number of changes over the past year. A new Coordinator was hired in September, 2019 who has a background in exercise and fitness as well as experience working with clients with mental illness. She has worked over the past year to help residents achieve their fitness goals. A Multi-Service worker was also hired to assist with the program.

Over the past year, the Recreational Therapy program has placed a greater emphasis on teaching life skills for independent living. Several new groups were initiated which focus on holistic wellness. There was also an increased focus on mental health, and a greater emphasis on being out in the community. Other initiatives included instituting seasonal based programming, continuing the horticultural group, and revamping reporting procedures to better assess the impact of the programs.

Meal Program

Each day, 117 residents are provided nutritious, freshly cooked meals geared to meet the requirements for optimal physical and mental health. Hot breakfasts, lunches and dinners are served to all SLPP residents. Over this past year, more than 350 meals were provided on average each day. All meals are diabetic friendly, while following Canada's Food Guide standards.

COVID-19 Community Response



The novel coronavirus (COVID-19) outbreak has had a significant impact on SLPP's residents and staff. SLPP developed a detailed community response and infection control strategy in February, 2020 and instituted strict protocols. The strategy included: staff and client education and training; social distancing measures; active screening protocols; and procedures for suspected cases. SLPP also enhanced and increased the frequency of cleaning in each residence, including the cleaning of high touch surfaces and common areas as well as using additional protective gear. Signage was placed at both entrances advising that all visitors defer their visit to SLPP if they were feeling unwell, and floor stickers and signage were added to encourage individuals to observe physical distancing. There were also additional key risk mitigation measures that included the suspension of communal dining and group programming in addition to restrictions on non-essential outings and visitors. For suspected cases, four isolation rooms were set up onsite. Group meetings, including Alcoholics Anonymous and Narcotics Anonymous were also cancelled.

The Region of Peel Public Health conducted a site visit in June, 2020 and SLPP received a very favourable review. The auditor was impressed by the processes and protocols that were in place. This included the fact that SLPP had a Nurse Practitioner on staff, a resource that most Community Residential Facilities do not have.

The COVID-19 strategy was led by our medical team

comprised of a Nurse Practitioner and three healthcare professionals who have been instrumental in guiding the implementation of the strategy across the organization. The policies and procedures developed by this group have proven effective as evidenced by the fact that the residence has not had a single positive case of COVID-19 among the clients. These successes are also due to the commitment and diligence of the entire SLPP staff to ensuring the protocols were followed.

Thank You!

Throughout the COVID-19 pandemic, SLPP received generous donations of Personal Protective Equipment (PPE) from a number of organizations and community partners. At the peak of the pandemic, SLPP received cloth masks and donations of gloves and disinfectant wipes from the Region of Peel. In August, SLPP received an in-kind donation of Health Canada approved Alcohol-based hand sanitizers from Seaford Pharmaceuticals located in Mississauga. Additionally, the "Conquer COVID-19 team," a grassroots, volunteer-driven organization that facilitates access to priority products that are in short supply during the pandemic, generously supported our organization with a donation of 4,000 face masks.

We would like to extend a special thank you to all donors and community partners who continue to support us during these unprecedented times.

Resident Success Stories

▶ *SLPP helped me adjust and re-establish myself back into the community and gain support. The support here is very good. SLPP provides me with nutritious meals each day including providing a packed lunch for work each day. I am grateful that I am able to stay here and get myself back into the community.*

~ Anonymous ~

◀ *SLPP has impacted me positively because it has helped with maintaining my daily routine. From the onset of my stay at SLPP, I have always felt safe and respected by all staff and residents. I also felt like it was a really caring environment with supportive and nurturing staff. The health team and my care-coordinator helped me develop structure, skills in taking care of myself and every day routine and also helped me with my problem-solving skills. I am positive that I will have the skills needed to live independently and responsibly in the community.*

~ Ryan ~

▶ *St. Leonard's Place was way better than what I expected. When I came in, I didn't expect to receive all the care and support that was given to me. The NP, PSW's and my care co-ordinator were amazing and fantastic people. I couldn't thank them more. I was able to get a job the first week I was released from the federal system to SLPP. During my residency at SLPP, I had a comfortable experience and my mental health significantly improved because of the care I received. The weekend passes I received helped me form better connections with my family. Thank you SLPP!*

~ Anonymous ~

◀ *My name is Laurent, and I have been at St. Leonard's for 6 months. I have type 2 diabetes. Prior to arriving at St. Leonard's I was haphazard with regards to checking my blood sugar levels and taking my insulin. I performed these vital activities approximately 3 times over a two-week period. As a result, my blood sugar levels, when I did check them, averaged 17. However, since arriving at St., Leonard's I have averaged 6-8. What a triumph, what a success!! It is thanks to Osahon and his team that I am much healthier!!! Thank you St. Leonard's!!!*

~ Laurent ~

Partnerships

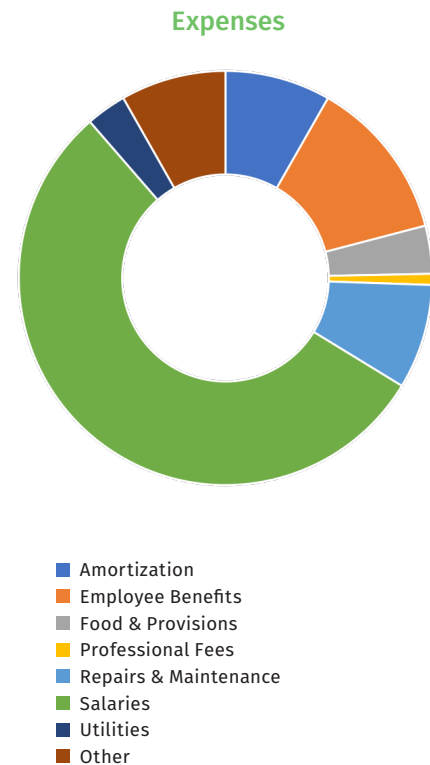
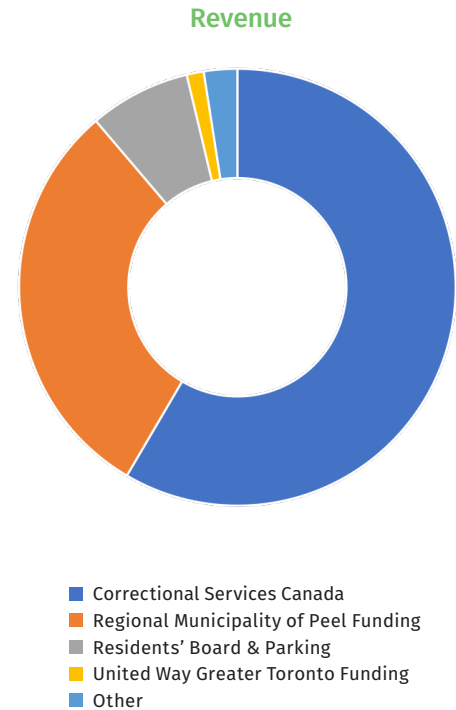
- * SLPP is an active member of the Region of Peel Community Advisory Board (CAB) which is the local organizing committee responsible for guiding Peel's "Homeless Partnering Strategy." CAB works to develop and implement plans for coordinated access to housing for homeless populations across the Region. As a member of the CAB, SLPP worked with a consultant on defining what Coordinated Access for homelessness should look like for the Region. The consulting work was completed in May, 2019 and the Region has moved into the next stage where community consultations are occurring with the area's providers. SLPP's front line and middle management were invited to contribute in a half day workshop on July 10, 2019 to garner their input on Coordinated Access.
- * SLPP is an active member in the Peel Alliance to End Homelessness and in May, 2019 adopted the Region of Peel's Housing Technology Integrated System. Participation in both initiatives has helped keep SLPP in alignment with the Region's Homeless Prevention Plan.
- * SLPP successfully submitted award applications for two frontline staff who each received \$3,000 through United Way's Bhayana Family Foundation Awards. SLPP's Registered Practical Nurse won the Innovation and Creativity award and our Intake Worker won the Partnership award.
- * SLPP participated in the planning and implementation of the International Community Correction Association's (ICCA's) second annual conference in Kingston, Ontario. The conference was a success, engaging approximately 70 attendees.
- * SLPP received in-kind support through a TD Give to Grow grant to develop a three-year fundraising strategy and tool kit.
- * SLPP partnered with the Ontario Telemedicine Network (OTN) to enable patient consultations and therapies virtually for specialist appointments, increasing residents' access to quality healthcare.



Financial Report

For the year ended March 31, 2020

Revenue	2020	2019
Correctional Services Canada	2,953,063	3,207,693
Regional Municipality of Peel	1,604,935	1,664,032
Residents' board and parking	390,111	411,280
United Way Greater Toronto	69,185	69,185
Other	150,132	135,611
	5,167,426	5,487,801
Expenses		
Amortization	403,988	413,119
Employee benefits	535,078	633,220
Food and provisions	180,739	186,967
Professional fees	116,734	43,205
Repairs and maintenance	322,782	408,830
Salaries	2,791,860	2,743,410
Utilities	156,289	157,674
Other	367,923	411,521
	4,875,393	4,997,946
Excess of revenue over expenses	292,033	489,855



Financial Position at March 31, 2020	2020	2019
Assets	2,759,563	2,105,408
Capital assets	6,455,984	6,569,163
Liabilities	897,873	548,917
Deferred contributions	1,850,213	1,950,226
Net Assets	6,467,461	6,175,428
Excess of revenue over expenses	292,033	489,855

Primary Funders



Funders

Bell Canada
J.P. Bickell Foundation

Community Partners

- * Services and Housing Alliance Round Table In Peel (SHARP)
- * Region of Peel Community Advisory Board (CAB)
- * International Community Corrections Association
- * Peel Addiction Assessment And Referral Centre
- * Peel Alliance to End Homelessness (PAEH)
- * Region of Peel Police
- * Correctional Service of Canada
- * Narcotics Anonymous
- * Alcoholics Anonymous

Board of Directors

April 1, 2019 to
March 31, 2020

Diane Doherty, President
Rizwan Hassan, Vice-President
Ifraan Hassan, Treasurer
Joshua Grant, Secretary
Judy Labelle

Gumti Raghunauth
Sylvia Kucinska De Ocampo
Mike Maclellan
Shane Guadeloupe
Sum Yee Man



STRATEGIC DIRECTIONS 2019-2022

VISION

We are an innovative leader committed to building safe and healthier communities of inclusion that care for and value each and every individual.

MISSION

We are dedicated to supporting our clients, building their capacity and enabling the development of key life skills through evidence-informed holistic programs and services that optimize quality of life.

VALUES

CLIENT-CENTRED

We believe in the resiliency of our clients, their voice, their right to human dignity and care that is integrated, coordinated and accessible.

EXCELLENCE

We are committed to excellence in all aspects of our work through evidence-informed practice and an unwavering commitment to our mission.

COLLABORATIVE

We take pride in working cooperatively with a broad range of community partners towards the goal of creating a healthy and safe community.

INNOVATIVE

We strive to meet the ever-evolving needs of our clients through new and innovative approaches to client-centered care.

ACCOUNTABLE

We take seriously our obligation to provide the highest quality of care to our clients, and will be transparent in all areas of work, performance, outcomes and deliverables

1. Enhance existing supports and services for men with a history of conflict with the law, homelessness, addictions and mental health

Key Elements

- Development of 3rd stage housing for long-stay residents
- Developing a robust student and volunteer program

2. Develop our niche and expertise to fill the gap in serving men requiring complex medical, geriatric, neuro-behavioral and/or palliative care.

Key Elements

- Developing internal staff knowledge, expertise and skill in providing care to this vulnerable population
- Translate internal knowledge and expertise to become a Centre of Excellence within this niche market

3. Attract and retain top talent to support the provision of excellence in client-centred care.

Key Elements

- Build SLPP's reputation as a top employer by developing a respectful environment and positive workplace culture
- Develop a robust employee engagement strategy that supports a highly engaged workforce
- Support employee performance and growth through the development of a training and development plan

4. Operationalize the 3 year fundraising, brand awareness, and operational efficiency strategy.

Key Elements

- Utilize the tools developed through the Td Give to Grow grant to operationalize our fundraising and brand awareness strategy and optimize our operational efficiencies

5. Demonstrate accountability, transparency and effective stewardship by way of Accreditation certification.

Key Elements

- Ensure all competencies are met according to accreditation standards relating to board governance, financial accountability and transparency, fundraising, staff management and volunteer involvement
- Achieve highest accreditation status



ST. LEONARD'S
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St. Leonard's Place Peel

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Charitable Registration

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