



ST. LEONARD'S
PLACE PEEL

it's how we care

ANNUAL REPORT 2020-2021



PRESIDENT'S REPORT

2020-2021 has been a year of resilience and growth for St. Leonard's Place Peel (SLPP).

Responding to the COVID-19 pandemic remained the most significant impact on our programs and services this year. In efforts to keep our residents and staff safe, SLPP continued working through its detailed community response, infection control strategies and strict protocols. Thank you to all of our frontline workers, program, and administrative staff for working diligently to protect the health and safety of SLPP's internal community. Your resilience, courage, and commitment to excellence is commendable.

During these unprecedented times, we are thankful to our funders and partners for their invaluable support and consultations. Partnerships with Correctional Service Canada, the Region of Peel and the United Way of Greater Toronto continued to be vital in achieving our mission and our successes over the last year. Together we are able to continue caring for our community.

Over the past year, SLPP has focused on strengthening its capacity as an organization. Earlier this year we were successfully accredited by Imagine Canada. Through the Accreditation process SLPP met the highest standards in the areas of board governance, financial accountability and transparency, fundraising, staff and volunteer involvement. Accreditation is an important milestone for SLPP as it fulfills one of our strategic aims. We are very proud to display the Trustmark as a sign of our leadership in the sector and our continued commitment to excellence.

With support of and in collaboration with Region of Peel, we successfully piloted Out of the Cold Program. The program provided overnight shelter, personal hygiene opportunity and laundry services to men experiencing homelessness. The program, running from December, 2020 to April, 2021, hosted 1104 guests (182 uniquely identified guests who stayed an average of 6.06 days). Thank you to all that were committed to this cause, your success doesn't go unnoticed.

Throughout the year SLPP continued making progress in implementing our 2019-2022 Strategic Plan. We remained focused on enhancing our existing support services; developing our expertise to fill the gap in serving men with complex needs; efforts to attract and retain top client-centred talent; and operationalizing brand awareness, fundraising, and efficiency strategies.

Commitment to our residents through innovative programming remains our number one priority. We continue to build, evaluate, and adapt our efforts and abilities to support our clients with goals to maintain their wellbeing, rebuild their lives and integrate back into the community. Thank you to everyone who has supported our efforts – together we are making a difference!

It is a true honor to serve on the Board, alongside my colleagues. When we work together there is no limit in what we can achieve.

With warm regards,

Sylvia Kucinska De Ocampo

Board President, St. Leonard's Place Peel

IMPACT 2020-2021

"What an incredible year it has been. Although we have accomplished so much, I am excited to see what the future holds and look forward to the amazing journey ahead of us. I would like to thank the staff and Board of Directors for their support and unwavering commitment to St. Leonard's Place Peel and our many residents as we incorporate the vision and values into our daily work. It's how we care."

- Leslie Barnes, Chief Executive Officer

197 Residents served

431 Recreation Therapy groups

1,860 Participants in recreation activities

***27 Men were housed in the Rotary
Resolve House Program***

***197 Plans of Care created by Care
Coordinators (Social Workers)***

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 Excellence Collaborative Innovative Accountable

RESIDENTIAL PROGRAMS

Federal Community Residential Program

SLPP operates a 75 bed Community Residential Facility program for men exiting the prison system. This past year, 117 men began their reintegration back into society at SLPP. Fifteen 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.

117 residents served. 81 residents successfully transitioned into the community on Full Parole, Statutory Release or Warrant Expiry Date

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 2020-2021, the New Leaf program was accessed by 53 men. The New Leaf program is generously supported by funding from the Region of Peel.

53 residents served. 10 transitioned to housing in the community. 3 Graduated to our RRH program

Rotary Resolve House Residential Program

The Rotary Resolve House (RRH) program is for New Leaf graduates aged 50 years and older in need of housing and support. The program builds the capacity of these individuals to eventually live independently and with confidence in the broader community. RRH provided housing to 27 men this past year.

27 residents served

CAPACITY BUILDING PROGRAMS

SLPP's residential programs 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, goal setting, nutrition and healthy living, positive communication and prosocial problem solving and decision making.

Recreational Therapy Program

SLPP's Recreational Therapy program utilizes 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 2020-2021, the Recreational Therapy program hosted 431 group activities which were accessed by 104 residents.**
- Group activities included: nature walks, museum outings, arts and crafts, library visits, life skills, fitness, meditation classes, swimming, cooking classes, volunteering, team sports and much more.

“*Recreation Therapy encourages skill building and positive social interaction, while providing a safe space to try new things, learn new skills and have fun. We have seen inspiring growth in our clients' self esteem, self confidence and self worth. We appreciate the clients trusting us to be a part of their daily lives.*”

- Jacqueline Francois, Recreation Coordinator and Nicolía Ramdin, Multi-Service Worker

COVID-19 COMMUNITY RESPONSE



2020 - 2021 continued to be a challenging year for SLPP in its efforts to combat the COVID-19 pandemic, which has had a great impact on our residents and staff. Programs and services were adapted throughout the year in response.

The infection prevention and control protocols that were developed in early 2020 continued to be followed which allowed SLPP to be in a better position to combat the virus and to prevent widespread outbreaks within the agency.

Continued education and training for staff and clients, social distancing measures, our active screening protocol and procedures for suspected cases, as well as the increased frequency of cleaning of our overall occupied spaces, contributed significantly to managing the spread of the virus. Proper and adequate signage were also displayed throughout the building to inform everyone of SLPP's protocols and procedures in regard to infection control.

The support of our partners was critical to our success in this area. Region of Peel Public Health provided regular support, guidelines and updates as the situation changed within the region and province. For suspected cases, four isolation rooms were set up onsite. In the event that any of these suspected cases were found to be positive cases, isolation and quarantine sites across the Region of Peel provided continuous housing support until cases were cleared by Peel Public Health.

The healthcare team at SLPP continued to be instrumental in guiding the implementation of the strategy within the organization.

SLPP continues to receive generous donations of Personal Protective Equipment (PPE) from a number of organizations and community partners. We also would like to thank Health Canada and Corrections Canada for their support and assistance. To all our donors and community partners, a special thank you for your continued support during these unprecedented times - together we will overcome!

- SLPP COVID Response Team

OUT OF THE COLD PROGRAM

SLPP opened the Out of the Cold program (OOTC) on December 7, 2020 to provide men living on the street with a warm bed, meal, a shower and access to laundry facilities. All men were provided with hygiene kits that included toiletries and socks and underwear. The program was a great success in meeting the men's needs, with many guests returning night after night.



Not all individuals feel comfortable staying in traditional shelters for a variety of reasons, including past trauma, addiction or mental health challenges. SLPP's OOTC program allowed guests to come and go without the fear of losing a warm, safe place to sleep and eat. The program provided hope, as staff referred guests to community resources and partners.

Out of the Cold Guest testimonials:

Guests commented that that SLPP staff “actually cared” and that “this is not just a job.” Others said that staff made them “feel human again.” They spoke of “the genuine interest that staff showed and their efforts to help them improve their situation,” with one guest remarking that staff are “the kindest that I ever met.”

- **The program operated for a 109-day period (from December 7, 2020 to April 7, 2021) which reflects the 11-day closure during the COVID outbreak).**
- **During this time, the program served 182 uniquely identified guests (who stayed an average of 6.06 days) and 1104 guests overall. The program served an average of 10-11 guests per night.**

As part of the intake process, staff conducted surveys to identify guests who required additional supports. This information was used to make referrals to other resources, ensuring that the needs of our diverse guests were addressed.

- **A total of 247 referrals were made by Out of the Cold Program staff**

ALIGNING SENIORS AGAINST POVERTY (ASAP)

Aligning Senior's Against Poverty (ASAP) is a unique program designed to alleviate the effects of poverty among senior men, particularly those with the overlapping experience of mental illness, addiction and/or conflict with the law. This group constitutes one of the slowest to recover when impacted by poverty. ASAP also aims to address the lack of a targeted poverty reduction strategy for seniors with overlapping barriers. The program has three streams: Direct service; Professional Capacity Building; and the creation of an Advisory Council of seniors with lived experiences of mental illness, addiction, and/or conflict with the law.

Since launching in November, 2020 the ASAP program has supported 18 clients with direct services. This included **assistance with housing applications, personal budget planning and financial assistance, life planning and retirement goals, skill-building workshops, assistance with government applications, referrals for additional support, tax clinics, virtual medical appointments, employment and volunteer opportunities, resume building, and after-care support**. Staff also conducted in-depth intakes, poverty risk and next stage housing assessments and developed care plans for each of the clients. In total, there have been over 100 service provider interactions.



STAFF TESTIMONIALS



"Coordinating Out of the Cold (OOTC) has been my most meaningful shelter experience. OOTC guests often relayed that traditional shelter options were not always best for their lifestyle. SLPP gave me the freedom to work within a program which could meet their needs. Hosting OOTC in the gymnasium created an open space. I observed staff build strong rapport with guests, which ultimately contributed to the success of the program."

-Janine Noorloos, Out of the Cold Program Coordinator

"I have been working at SLPP for over two years now and I am very grateful for the opportunity to support our residents through their individual experiences and to be able to grow within the organization. It has been a pleasure to work along side some of the most dedicated, passionate staff I have ever met and I hope to continue learning and using what I have learned to make meaningful contributions to this organization."

-Jeremy Rodrigues, Supervisor, Operations

"SLPP is a great place to work. A lot has changed at SLPP over the past year with additional programs and services to support our community, helping our residents by making SLPP a safe and respectful place to stay, work or visit. We continue on a solid path, and collaboration is evident in all that we do. We have achieved a number of successes that have contributed to fulfilling the objectives of our strategic plan. We can all truly celebrate this success."

-Tom Trescher, Facilities Supervisor

"I have been employed by St. Leonard's Place Peel since June 2016. In November 2020, I was offered the role of Senior's Care and Support Specialist within the organization assisting clients with mental health and addictions in the fight against poverty. I was able to fully utilize my skills and knowledge as a social worker to better assist my clients with housing and support as required. I have worked alongside my colleague in the ASAP program to create a service that is different from what is available in Peel Region. I enjoy coming to work every day as it's always a new and exciting challenge."

-Abdul Aligour, Senior's Care and Support Specialist

"I have been with St. Leonard's Place since 2017. The experiences I have gained along the way are irreplaceable and valuable to my career growth. Client centered care is at the core of our work and every day I work with dedicated co-workers and everything is a team effort and every day presents new challenges to overcome. The team at SLPP has a strong drive to get things done, regardless of the time of day or day of week, the team is here to solve problems."

- Bartek Czinar, Senior's Care and Support Specialist



RESIDENT SUCCESS STORIES

Donald



Donald arrived to the New Leaf program from the shelter system. The first few weeks were very challenging for him as he adjusted to the new environment and new routines. His mental health also played a big role, as he experienced high levels of anxiety and panic attacks.

SLPP staff played a vital role in providing daily supports to Donald by reminding him to access his medications, complete Activities of Daily Living (ADL) and attend programs offered on site.

SLPP staff met with Donald two times a week to create SMART goals, connect him with the health team, assign programs catered to his needs, and liaise with his family to provide updates and progress.

Donald has progressed since his arrival and he recently stated that his medications are working for him and that he has not experienced any anxiety or panic attacks. He has made connections with pro-social residents at SLPP and has been following his care plan without staff prompting which includes taking showers, completing laundry, attending programs, not getting into confrontations with other residents and abstaining from substance use.

"St. Leonard's is a good place. I get my meals and medications. It is a safe place to live and good living conditions. St. Leonard's provides a roof over my head"

- Wilburn

RESIDENT SUCCESS STORIES

John

John was referred to the Aligning Seniors Against Poverty (ASAP) program in February, 2021. Through the intake process, John shared his goal of finding alternative living arrangements and provided staff with a deadline of May 1, 2021 to secure permanent housing

A smart care plan was created in consultation with the multidisciplinary team, who consulted with local property managers and helped to book and view a suitable bachelor apartment. Staff accompanied John in viewing the units as well as the process of signing the lease agreement. John received the good news that his application was accepted, with a move in date of April 1, 2021.



As part of the ASAP program, John will remain in contact with staff through the after-care component. This will provide him with support at any time, as well as scheduled check-in appointments over the course of a year to ensure his wellbeing and successful transition into the community.

“St. Leonard’s has been helpful. Clients work together to help each other. Staff are very supportive and helpful. When I spoke to the Intake Worker years ago, I asked what is required to maintain my residency and I was told drinking was not encouraged. Based on that, I have been motivated to not have a drink in five years.”

- Ed

PARTNERSHIPS

Over the past year, SLPP staff and management have worked hard to strengthen existing partnerships and create new ones. We have worked closely with our funders, Correctional Services Canada and the Region of Peel, to ensure we are delivering an exceptional level of service and adhering to all contract requirements.

SLPP is an active in a number of community meetings including the Peel Alliance to End Homelessness, the Peel Situation Table, the Peel Police Mental Health and Addiction Strategy, the Community Response Table (CRT) and the Program Advisory Council at Sheridan College. Case Management staff have also secured partnerships with local agencies in order to assist our residents in addressing their needs and accessing services to help with reintegration. These formal and informal partnerships include CMHA Peel Dufferin, Peel Addiction Assessment and Referral Centre, The United Way, Homeless Health, Elizabeth Fry Society Peel-Halton and the Salvation Army.

Looking to the future, SLPP is committed to continued growth in this area and looks forward to enhanced visibility in the Region of Peel.

"This past year has presented exciting opportunities for us to build partnerships with social service organizations and fill the missing gap of comprehensive primary care services needed to address health inequities in the vulnerable population we serve. By seeing the value in this collaboration and becoming our first partner to prove the concept, St. Leonard's Place Peel has become a pioneer in this area and serves as a model for the wider health and social care system."

- Clinton Baretto, Homeless Health



COMMUNITY DONATIONS

SLPP has been fortunate to receive donations from local companies, organizations and individuals over the past year:

- **MaximPro**, a construction company based in Brampton, donated 1,200 bottles of hand sanitizer
- **Keter**, a furniture and storage company based in Milton, donated 75 face shields
- **Masumeen Muslim Social Services** donated 100 winter care packages. The packages, with essential clothing, hygiene products and other items, brought comfort to our residents during the winter months and help to send a message of caring and hope
- Several individuals also generously donated care packages with essential clothing and hygiene products to support our residents throughout the winter.

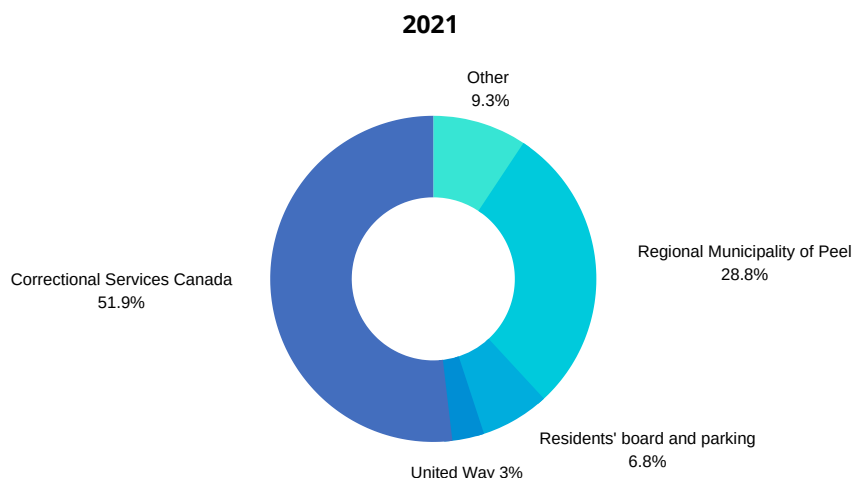


FINANCIAL REPORT

For the year ending March 31, 2021

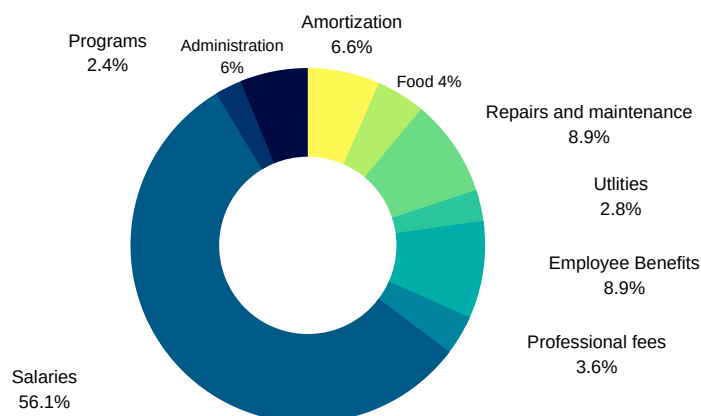
REVENUE

	2021	2020
Correctional Services Canada	2,855,907	2,953,063
Regional Municipality of Peel	1,586,044	1,604,935
Residents board and parking	376,066	390,111
United Way Greater Toronto	174,518	69,185
Other	513,378	150,132
Total Revenue	5,505,913	5,167,426



EXPENSES

	2021	2020
Amortization	394,824	403,988
Employee Benefits	532,530	535,078
Food and Provisions	268,567	180,739
Professional fees	216,609	116,734
Repairs and Maintenance	534,848	322,782
Salaries	3,369,278	2,791,860
Utilities	170,189	156,289
Programs	146,107	137,170
Administration	372,256	230,753
Total Expenses	6,005,208	4,875,393
Excess of Revenue over Expenses	- 499,295	292,033



2021 Results

6.50%
Increase in
revenue

\$4,076 in
donations
received

\$5,505,913
in earned
revenue

\$218,800
in one-time
funding
received

THANK YOU

Primary Funders



Other Funders

- Community Foundations Canada
- Ontario Trillium Foundation
- Slight Family Foundation

Community Partners

- Peel Addiction Assessment and Referral Centre (PAARC)
- Peel Alliance to End Homelessness (PAEH)
- Homeless Health
- Black Community Alliance Network (BCAN)
- Region of Peel Police
- Correctional Service of Canada
- Region of Peel
- CMHA Peel Dufferin

Board of Directors

April 1, 2020 to March 31, 2021

Sylvia Kucinska De Ocampo, President
Rizwan Hassan, Vice-President
Irfan Hassan, Treasurer*
Shane Guadeloupe, Secretary
Mike MacLellan
Judy Labelle*

Mide Seyi-Ajayi
Funto Julius
Christy Upshall
Shade Ladipo
Owen Lobo
Gumti Raghunauth*

Joshua Grant*
Diane Doherty*
Sum Yee Man**

*Left or completed term
**On Maternity Leave

Senior Management

Leslie Barnes, Chief Executive Officer
Christina Sinnott, Director, Operations
Melissa McDermott, Director, Finance



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Charitable Registration #
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