

St Leonard's Place Peel



Annual Report

2021-2022

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PRESIDENT'S REPORT

2021-2022 continued to be a year of resilience for St. Leonard's Place Peel (SLPP).

Responding to the COVID-19 pandemic remained the most significant impact on our programs and services. 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. You remained courageous, resilient and committed to excellence.

We remain thankful to our founders 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.

Over the past year, SLPP has continued to strengthen its capacity as an organization. We maintained our Imagine Canada accreditation status. We continued to meet the highest standards in the areas of board governance, financial accountability and transparency, fundraising, staff and volunteer involvement.

With support of and in collaboration with Region of Peel, we successfully continued the Out of the Cold Program and piloted the In from the Heat Program. Out of the Cold provided overnight accommodations and both programs offered access to laundry, showers, personal hygiene items, referrals and on-site support to men experiencing homelessness during cold winters and hot summers. Thank you to all that are committed to these programs.

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. Working together we are able to continue building our residents' capacity and enabling the developments of their key life skills. Together, we optimize quality of life for our residents and in turn care for our community. Thank you to everyone who has supported our efforts throughout the years.

It is a true honor to continue serving on this Board, alongside my colleagues.

With warm regards,



Sylvia Kucinska De Ocampo
Board President, St. Leonard's Place Peel

A MESSAGE FROM OUR CEO

"The past year has been a year of growth and change as we built new partnerships, strengthened existing relationships and managed through the pandemic. Throughout the year, the resilient staff remained steadfast in our commitment to deliver excellent client service. Thank you to each of you for your unwavering dedication and for rising to the challenges over this past year. Thank you to the management team for your leadership and perseverance and thank you to the Board members for your valuable contributions. "
It's How We Care."

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-Centered

Excellence

Collaborative

Innovative

Accountable



- ✓ **259 Residents served**
- ✓ **90 Individuals received on-site health care**
- ✓ **87 Senior men assisted by the ASAP team**
- ✓ **59 Men were housed in our Regional housing programs**
- ✓ **240 Individualized Care Plans**

RESIDENTIAL PROGRAMS

Federal Community Residential Program

SLPP operates a 75 bed Community Residential Facility program, supporting men exiting the Federal Prison System. Residents in this program are supported for Community Release by the Parole Board of Canada. By supporting and monitoring these individuals, working closely with Corrections Services Canada, SLPP is directly contributing to public safety and ensuring the men under our care are able to make the most of their chance to reintegrate. In the past year, 200 men were supported in the CRF program with the majority successfully returning to the community on Full Parole, Statutory Release or Warrant Expiry.

New Leaf Residential Program

The New Leaf program is an 18-bed program that is open to adult males who are at risk of homelessness and experiencing mental illness, addictions, and/or conflict with the law. Over the past year, SLPP has continued to work towards a strength based, housing first model of care. The program was full for the majority of the reporting period and a waitlist has been maintained, allowing for quick and efficient filling of vacancies. In 2021-2022, the New Leaf program was accessed by 38 men. The New Leaf program is generously supported by funding from the Region of Peel.

Rotary Resolve House Residential Program

The Rotary Resolve House (RRH) program is for New Leaf residents who have progressed and shown stability, but still require SLPP's continued support.

Those in the RRH program continue to work with their Case Management team on their mental and physical health and their ability to live independently. RRH provided housing to 24 men this past year. SLPP's residential programs provide residents with the tools required to make prosocial changes permanently.

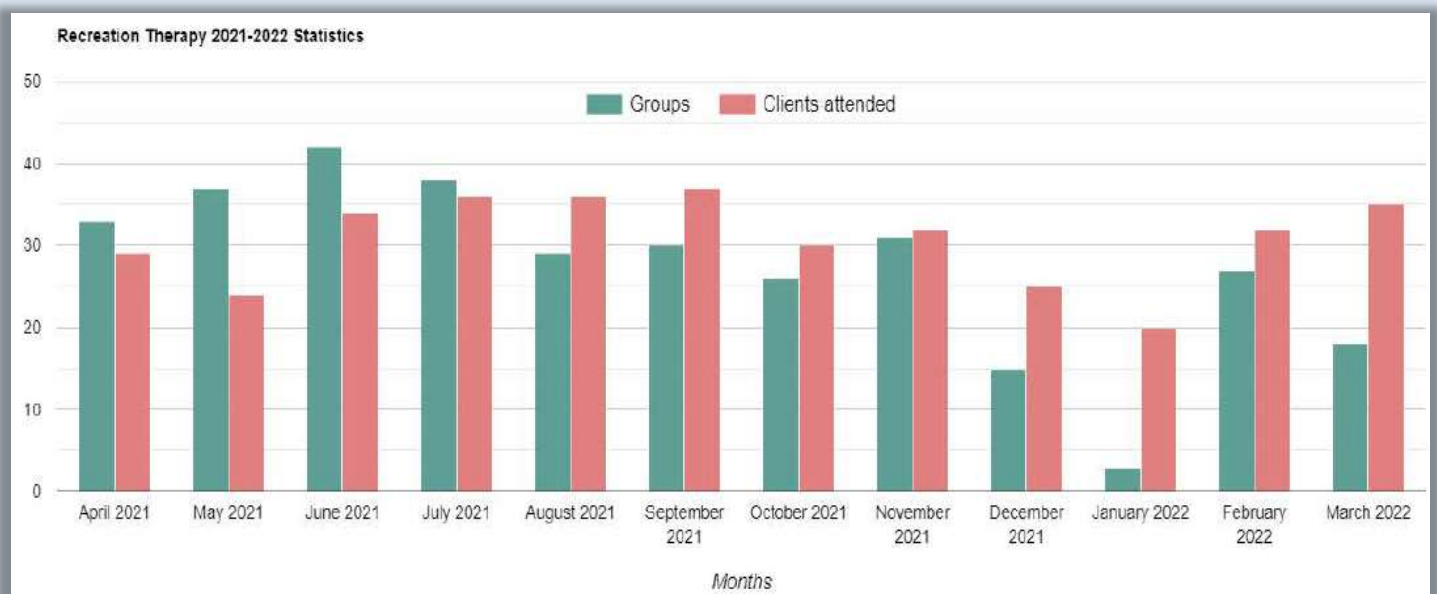
These programs aim to build positive community integration and poverty prevention. Topics addressed through these programs include: personal care, goal setting, nutrition and healthy living, positive communication and prosocial problem solving and decision making. The program builds the capacity of these individuals to eventually live independently and with confidence in the broader community.

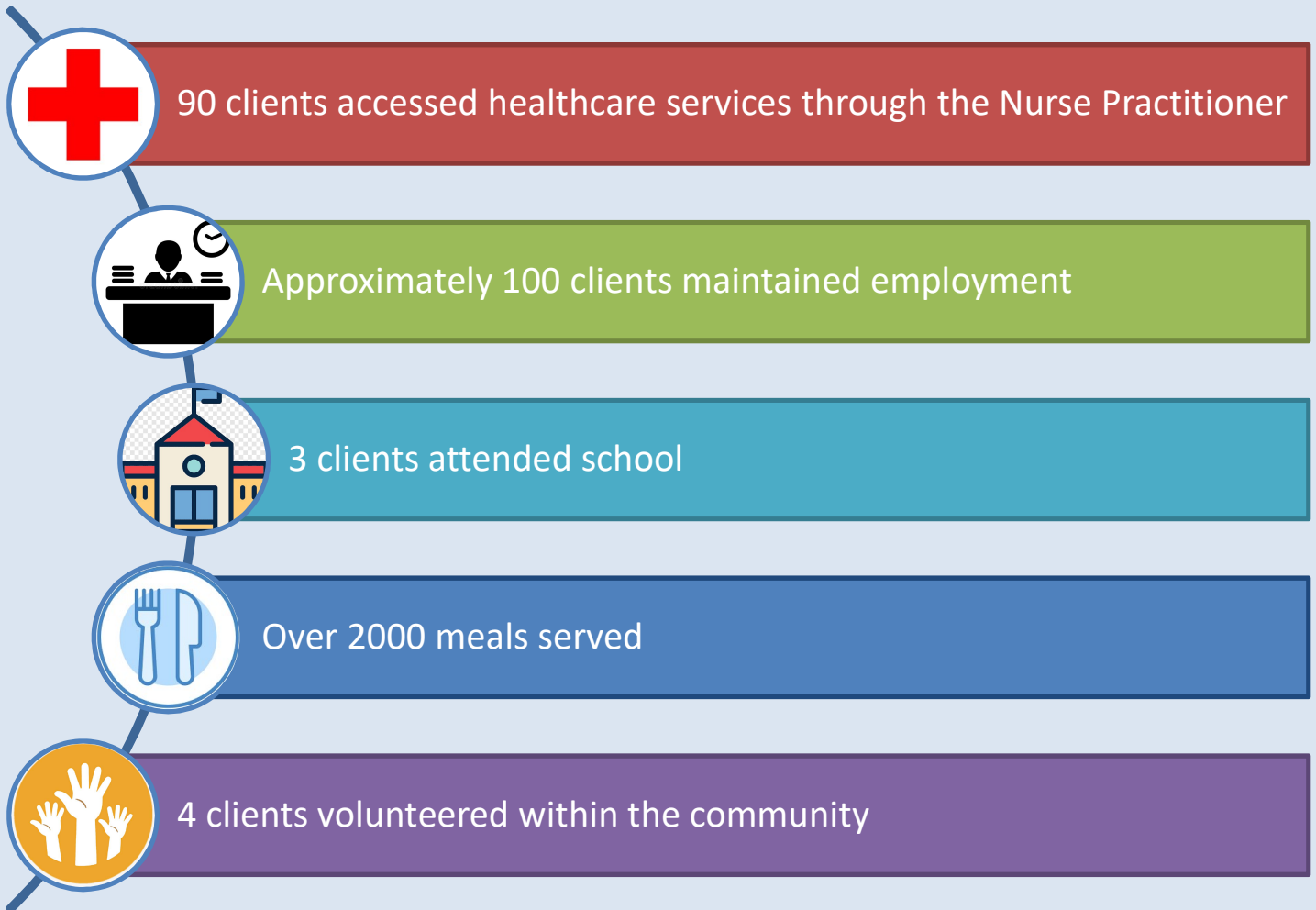
CAPACITY BUILDING PROGRAMS

The Recreation Therapy department has been fundamental in maintaining the growth and wellbeing of our clients. By exposing clients to on/off site activities and events ranging from cooking classes, exercise, seasonal arts and crafts projects, movie outings, nature hikes and professional sporting events allows clients to learn and develop life skills.

By continuing to provide therapeutic recreation programming at St Leonard's, it has shown inspiring growth in our client's self-esteem, self-worth, overall wellness and has decreased anxiety, depression and stress. Three outcomes that clients reported are:

- ✓ Increased confidence and self esteem
- ✓ Motivation to get more involved in the community
- ✓ Increased interpersonal skills and healthier relationships





COVID-19 RESPONSE

2021 - 2022 continued to be a challenging year for SLPP in its efforts to ensure the safety of staff and residents. Our goals for this year were to utilize the skills and knowledge we have learned throughout the pandemic, while delivering the supports required without compromising the quality of care that we provide to our residents.



We continuously strive to improve our IPAC protocols with the help of the IPAC hub and Peel Public Health. SLPP is committed to ensuring that the resources and training are available to all by staying up to date with provincial regulations and consulting our partners for their expertise where required. SLPP has maintained a cautious approach towards the easing of restrictions and have ensured the proper measures are in place where restrictions have been reduced or updated for congregate living settings.

Various training and education opportunities were made available to ensure that both existing and new clients were provided with equal opportunity to learn about infection prevention. Our front-line staff played a pivotal role in assisting with isolation and recovery of suspected/confirmed cases. In tandem with the health-care team, SLPP's response to the risk of each potential case was immediate and treated with the highest priority. Adequate signage and news updates specific to congregate living settings were also regularly posted to keep clients informed.

SLPP is grateful for the support our partners provided during these unprecedented times. Consultation with the Region of Peel Public Health was crucial to the safe management of suspected cases. As with our previous year, four isolation rooms were set up on-site in the event that immediate isolation was needed. Both recovery and isolation sites across the Region of Peel were utilized for continuous housing support until clients were medically cleared to return to congregate living.

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 the Region of Peel, 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

St. Leonard's Place Peel operated a 16-bed Out of The Cold (OOTC) program for men who were homeless and seeking shelter from the cold from late November to the end of March. Participants were provided with a dinner, warm bed, snacks, personal hygiene items, shower and laundry facilities. The program operated 7 days a week 7pm- 8:30 am daily. The program was accessible to all men over the age of 18. Clients were also provided with breakfast and bus tickets upon request in the morning.

Bed reservations were accepted over the phone and clients could call in daily starting at 5:30 pm to book their spot. On average the bed occupancy was 15.4 per night.

During the intake process and throughout the stay, staff worked with the participants on completing referrals to housing and various community agencies for additional support.

The program served 1,896 guests and 110 individuals.



Out of the Cold Guest Testimonials:

"I don't know what I would have done without this program. It saved my life."

"The staff of this program care. They really care."

- ❖ A total of 39 men completed the survey and 35 of them rated the service excellent and 4 rated the service very good
- ❖ All 39 respondents responded - Yes, they would recommend the program to someone and that the program met all of their basic needs

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.

ALIGNING SENIORS AGAINST POVERTY (ASAP)

The Aligning Senior's Against Poverty (ASAP) program was launched at SLPP in November 2020. The program was created in response to the unique needs of the aging population, specifically those who are facing multiple barriers including addictions, mental health and conflict with the law. The ASAP program makes a difference in the lives of seniors by providing them with education, skills, tools and assistance with referrals and placements so that they are better armed against future poverty.

Over the past year, the ASAP program has been focused on supporting as many vulnerable seniors as possible. This was achieved by reaching out to community partners and launching an internal education campaign.

This has resulted in a total of 87 intakes and various services offered including creating a specialized care plan for each individual, regular check ins with clients, professional referrals, assistance applying for various services and continuous aftercare supports. A total of 10 ASAP clients have been moved into long term housing with the appropriate level of support for each individual.



STAFF TESTIMONIALS

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“Working at St. Leonard’s has been an uplifting and fulfilling experience.

I have seen many men transition from areas in their life in which they have been at their lowest and have departed when they are at their peak. Above all, I have learned a lot from working with great staff and clientele.”

~ Satpreet, Residential Support Worker



“Prior to the current management there were few opportunities for staff to advance. The current management has changed that and now staff are given the opportunity to advance and grow with SLPP as it heads in a new and exciting direction for not only staff but for the clients we serve. SLPP has become a place to start and finish your career and not just a stepping stone to something ‘better’.”

~ Ian, Residential Support Worker

“I have had the pleasure of working at St. Leonard’s Place Peel for 11 years now. Having the opportunity to work along a multidisciplinary team to support men struggling with mental health, addictions, homelessness, and conflict with the law has provided me with professional growth, as well, personal growth. I pride myself in working for this organization and hope to continue to advance myself within it.”

~ Heather, Residential Support Worker

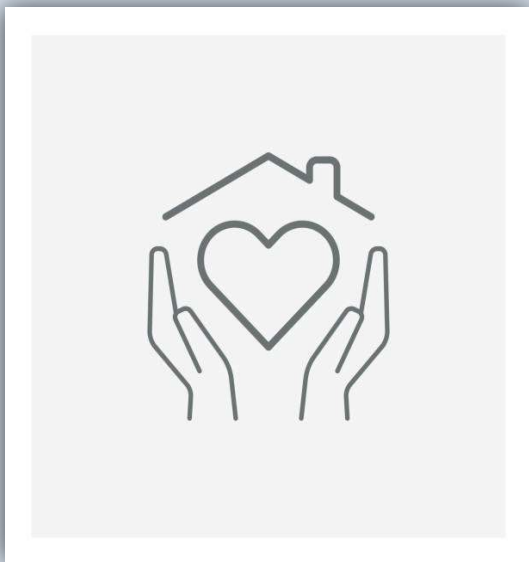
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RESIDENT SUCCESS STORY

A New Leaf client has made significant improvements while residing at St. Leonard's Place Peel. When he first arrived, he would leave for long periods of time and did not really connect with staff.

This individual was committed to stopping his substance use and improving his life and has made incredible strides in his recovery.

He has made friends and has not shown any signs of relapse.



"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"

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 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, Peel Police Divisional Mobilization Unit, 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 of Greater Toronto Area, Homeless Health, Elizabeth Fry Society Peel-Halton and the Salvation Army. As part of our initiative to give back to the community, SLPP entered into a partnership with Brampton Meals on Wheels where staff and clients deliver nutritious meals weekly to residents in Brampton.

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



FOOD SERVICES

SLPP takes pride in our capacity to serve all residents 3 meals each week. As an organization, we value the importance of a healthy lifestyle and understand that this cannot be achieved without a well-balanced diet. Our staff take great care in menu planning and ensuring a quality meal service. SLPP also recognizes the diversity within the organization and celebrates cultural/religious occasions by honoring these events with the appropriate traditional cuisines.

During the summer months, SLPP also holds a weekly BBQ cooked and served outside to all. It provides an opportunity for clients and staff to interact while enjoying a delicious meal. We recognize the impact that the pandemic has had on our residents and are happy to provide a space for clients to interact in a larger group that would not be otherwise permissible in a closed space.



FINANCIAL REPORT

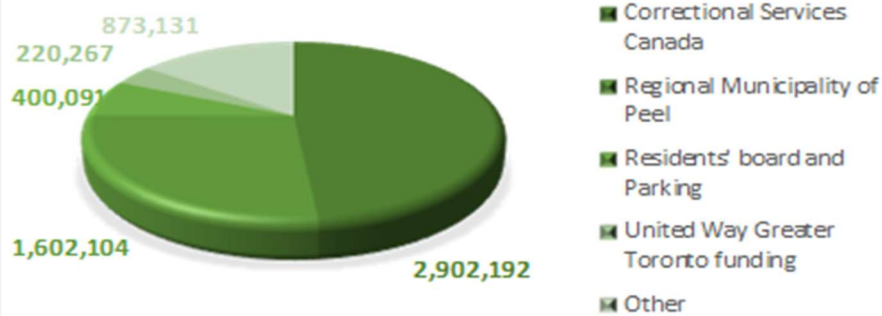
8.93%
Increase in
revenue

\$7,185
donations
received

.41%
Decrease in
expenses

\$627,246
One-time
funding
received

REVENUE



EXPENSES



COMMUNITY PARTNERS

- Peel Addiction Assessment and Referral Centre
- Peel Alliance to End Homelessness (PAEH)
- Home Depot
- Second Harvest
- Homeless Health
- Black Community Alliance Network (BCAN)
- Region of Peel Police
- Correctional Service of Canada
- Region of Peel
- CMHA Peel Dufferin
- Brampton Meals on Wheels

THANK YOU

PRIMARY FUNDERS



BOARD OF DIRECTORS

April 1, 2021 to March 31, 2022

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Director of Operations

Christina Sinnott

Director of Finance

Melissa McDermott



ST. LEONARD'S
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it's how we care

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