



Community Report

Rooted in our community
2021-2022



A WORD FROM OUR DIRECTOR



Fortitude

When I reflect on the past year, what strikes me the most is the strength demonstrated by the children, youth, families and individuals in our communities. It is evident that community support, collaboration and teamwork are indispensable resources for the well-being of people, and as the Director of Valor & Solutions, I consider myself grateful to have the opportunity to be part of this support network. Being at the service of individuals and organizations through professional training, event planning and project management, in addition to offering clinical services to people living with a dual diagnosis who are struggling with social inclusion, are our own way of actualizing our mission of service: **Creating positive conditions for people to flourish.**

Gratitude

Despite all the challenges over the past year, I cannot be more grateful to the people and community partners who continue to believe and invest in Valor & Solutions. Your commitment and loyalty are much appreciated. All of these partnerships and collaborations between us do not go unnoticed and allow us to grow and thrive.

Resilience

I also want to acknowledge the resilience of the Valor & Solutions employees over the past year. Balancing work and family life all the while maintaining a high volume of quality services during challenges of this magnitude speaks to their dedication. Your leadership and commitment to our clients and our organization has led to many successes and accomplishments. Thank you for investing in Valor & Solutions and for allowing our clients and organization to benefit from your talents and skills.

Overall, 2021-2022 has been a year of growth for Valor & Solutions. In the following pages, you will see the impact our corporation has had in the lives of people, organizations, and communities. Looking ahead, the team continues to put down roots today, to flourish and prosper tomorrow.

Caroline Granger

Director, Valor & Solutions

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We developed a great partnership with Valor & Solutions and their dedication to our projects was evident in all aspects of the process. We appreciate their attention to detail and creative approach to bringing our new projects to life!

Jim Turner

Executive Director

Community Living Atikokan

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OUR PROJECT MANAGEMENT TEAM

The project management team at *Valor & Solutions* continued its momentum for yet another year of growth. Having acquired several new clients and projects this year, the project management team welcomed three new members, to support, among other things, the **323** training activities and events, as well as the **25** various large-scale projects successfully completed in 2021-2022.

This year, more than **3,800** participants attended trainings and events coordinated by Valor & Solutions. Of these participants, **53%** came from organizations in the Eastern Ontario region and across the province. The other **47%** were Valoris employees.

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We regularly hire Valor & Solutions to train our team members and some of our clients on topics such as management, leadership and customer service excellence. Their services are professional, personalized and the trainers are accessible and very knowledgeable. We consider them to be an important partner in the growth of our employees.

*Caroline Arcand, Executive Director,
Employment Services Centre*

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In order to meet the changing and growing needs of organizations, such as Valoris, the team undertook the content creation of several online training courses via the Didacte platform.

Having been so successful with this platform, the team also managed to engage and support the procurement of this platform for three other regional organizations. This platform makes it possible to facilitate, monitor and optimize the training and professional development of employees in a time when the shortage of personnel is deeply felt.



In the past year, the team successfully developed more than **30** eLearning curriculums for Valoris, and met the professional development needs of more than **330** employees, volunteers, resource families, managers, and board members.



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Valor & Solutions has become an essential partner in the organization and management of activities for the Prescott-Russell Coalition to Eliminate Violence Towards Women. They listen to our needs and adapt accordingly, and it is a pleasure to work with them!

We've developed a great working relationship with Valor & Solutions during the past few years. Among other things, during the development of the two "UnsafeAtHome" caller platforms to end violence towards women. The Valor & Solutions team knew how to guide us, support us and above all else execute the entire project in a short timeframe. The team was all ears and available to make any necessary changes throughout the process. Maison Interlude House is very proud to consider them as one of our valued partners!

*Muriel Lalonde / Executive Director
Maison Interlude House*



Overall, our project management team continues to innovate and develop the skills and competencies required to support small non-profit organizations in the training and professional development of their staff as well as managing several corporate projects.

Beyond training coordination and project management (e.g.: *strategic planning activities, coaching, leading tables and working committees, grant applications, surveys, communities of practice, social media management, etc.*), the team continues to provide support in the organization of corporate events, particularly for the **Valoris Foundation**.



Impressive STATISTICS

97



Virtual and In-Person
Training Sessions

VALORIS ATTENDANCE

502 EMPLOYEES

59 RESOURCE PARENTS

1 BOARD MEMBER

30

NEW eLearning
courses available on
our DIDACTE
platform



3,326

Valoris employees and board
members **enrolled** in eLearning
courses on our DIDACTE platform

2,098

Valoris employees and board
members **completed** eLearning
courses on our DIDACTE platform

Trainings & Events

In the last year,
our team offered:

259 French
TRAININGS/EVENTS

62 English
TRAININGS/EVENTS

2 bilingual
TRAININGS/EVENTS

3,828

*Valoris employes
attended our
trainings and events*

2,009

*external participants
attended our
trainings and events*

411

*Valoris resource families
attended our
trainings and events*

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We reached out to Valor & Solutions during a serious shortage of Child Support Workers. They immediately came up with a plan to help us launch a recruitment campaign. Their expertise in social media posting and creative design allowed us to quickly start the recruitment process and recruit all the required workers within a 4 month period. Professional services guaranteed.

Julie Clément | Director of Human Resources for the Children's Aid Society of Stormont, Dundas & Glengarry

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FINANCIAL DATA

Statement of operations and changes in net assets for year ended March 31, 2022

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

	2022	2021
	\$	\$
Revenues		
Grants		
Valoris for Children and Adults of Prescott-Russell - Regular	2 328 471	2 221 271
Valoris for Children and Adults of Prescott-Russell - Other	176 053	183 262
Training		
Internal	274 052	288 551
External	180 172	202 751
Valor Press	26 193	20 962
Interest	6 212	4 406
	2 991 153	2 921 203
Expenses		
Purchased services - Clients	90 600	336 565
Purchased services - Non-clients	289 212	318 052
Administration	325 535	287 654
Program support	104 952	96 912
Insurance	18 708	23 068
Employee benefits	260 750	211 215
Travelling	6 889	3536
Training and conference	-	6511
Office supplies	51 664	80 287
Supplies for training sessions	78 620	31 903
Trainers fees	144 889	88 100
Professional fees	118 325	12 571
Rent and occupancy costs	110 655	117 710
Pensions	204 500	109 500
Programs	176	974
Advertising	19 583	18 625
Salaries	1 254 668	1 142 734
Technology	-	17
	3 079 726	2 885 934
Expenses recoveries	(256 604)	(207 468)
Net expenses	2 823 122	2 678 466
Excess of revenues over expenses	168 031	242 737
Net assets, beginning of year	647 222	404 485
Net assets, end of year	815 253	647 222

OUR CLINICAL TEAM



Despite the various challenges related to the global COVID-19 pandemic, the clinical coordinators at *Valor & Solutions* have been very busy. Putting into practice and promoting new service modalities, such as virtual meetings, groups and single sessions, the team managed to offer services to more than 267 people in 2021-2022. With 60% of meetings having been offered virtually, the team managed to serve a greater number of people.

The people served were mostly English-speaking (70%) and lived in the Ottawa-Carleton regions. 26% of the people served lived in the rural areas of our territory.

Of these 267 people served, here is the breakdown according to service needs:

Clinical Services

200

CSC

45

DDJCM

22

Through the Community Network of Specialized Care (CNSC) of the Eastern Region, the team supported more than 67 people living with either complex behavioral and/or medical needs or requiring justice services.



La Ressource experienced a year of expansion among the provincial Francophone professionals working with people living with an intellectual disability.

AMONG OTHER THINGS,

- 10 communities of practice were facilitated with more than 80 participants
- 13 newsletters were distributed
- 9 grant applications were submitted which led to the acceptance of 6 grants, totaling more than **\$107,000** to enhance and increase service capacity among Francophones
- administrative support was provided to the Francophone services planning table (TPSC) as well as the Francophone Regional Forum
- website updates increased the number of monthly users to nearly **1,000**

At *Valor & Solutions* we value our existing and new relationships with our community partners

We are a trusted and reliable community partner. The organization plays an integral role in all community planning tables across the East Region (SDG, Prescott-Russell, Renfrew and Ottawa) as well as various community committees. Our active involvement and established relationships through these functions enables Valor & Solutions to successfully plan for individuals and inform system level planning.

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I'd like to express my deepest gratitude to Erin Levesque, Clinical Services, Clinical Coordinator, for her support, guidance, and accompaniment. She is kind and generous with her time and energy. She is a professional, knowledgeable, competent, resourceful, compassionate, reliable, humble and gracious. Erin swayed a hopeless situation into a growing force. Her guidance has been influential, and the we are in a better place because of her.

Community Member

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A small provider with a big reach, Valor Press continues to sell books through the Valor Press website. Our inventory of books is based on Social Role Valorization (SRV) and several other related themes.

In the past year, with the support of grants obtained from the Canada-Ontario French Services Agreement and the Franco-Ontario Support Program (PAFO), Raymond Lemay, Caroline Granger and Philippe Rajalu, with the support of Virginie Cobigo and her team at the University of Ottawa validated, reworked and modernized the assessing tool titled *Qualité des conditions et expériences de vie (QCEV)*.

We expect to publish the 3rd edition of the QCEV assessment tool in 2022-2023.

We anticipate that this tool will be essential for organizations and clinicians who are interested in measuring results relating to the quality of life of people living in vulnerable situations.

This year, Valor Press released a new 3-volume series titled:



*Model Coherency :
The Key to Human
Service Quality*

This series was published in Wolf Wolfensberger's name by the means of various authors and experts on the subject.

In the past year, Valor Press sold a total of **788** books worldwide, including the Netherlands, Australia and United States, totaling revenues of over **\$26,000**.

YOUR success becomes OUR success!

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