

A low-angle shot of several dandelion seed heads against a clear, bright blue sky. One large seed head is in the lower-left foreground, with its green stem and leaves visible. Several other seed heads are in various stages of blowing away, with their white, feathery seeds trailing across the sky. The overall mood is one of hope and possibility.

# Community Report

## 2022-2023

*Winds of Possibility*

Valor &  
Solutions

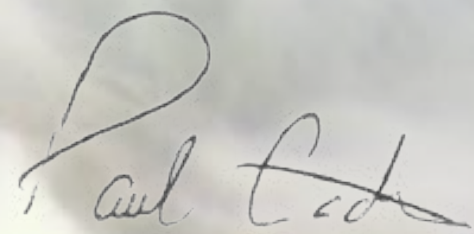


# An Eventful YEAR!

Valor & Solutions is in full expansion mode and continues to create innovative opportunities. The new Strategic Plan that has been developed boasts a mission statement that accurately represents the organization: "Multiplying opportunities. Together."

The creativity demonstrated by the Valor & Solutions team is impressive and is reflected in the multiple projects achieved and trainings provided during the past year, as well as the many collaborative alliances formed with our community partners.

Many thanks to the members of the Board of Directors for their dedication.



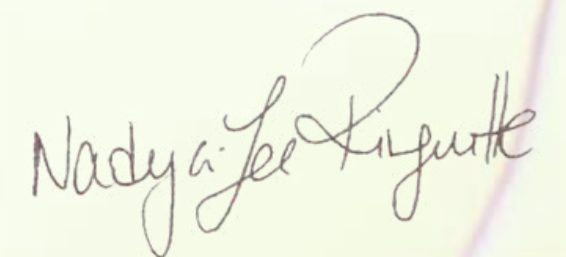
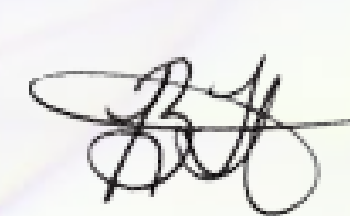
**Paul Cadieux**  
**President of the Board of Directors**



2022-2023 was a year of transition for Valor & Solutions. In addition to growing our amazing team, we have had a change in leadership. Caroline Granger, Executive Director of Valor & Solutions, accepted a new position as Executive Director of Valoris. Valor & Solutions is now co-managed, with Nadya-Lee Ringuette and Brigid FitzPatrick at the helm of the team.

This organizational change has allowed us to maximize resources, focus on succession planning and most of all, develop the talent and expertise of the team.

We look forward to seeing the fulfillment of the new Strategic Plan goals over the next two years!



**Brigid FitzPatrick and Nadya-Lee Ringuette**  
**Managers of Operations**



# A TALENTED *Team!*

## 7 New Team Members!



We wish to thank all of our employees for their consistent commitment and dedication to the people we serve and support.

We once again anticipate the continued commitment of the team to implement new initiatives and strategies that continue to reflect the mission and vision of Valor & Solutions. We also wish to thank those who have chosen to work with us and share our quest to provide the best possible care and services.

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*Our Board of Directors*  
at March 31, 2023

Paul Cadieux, President  
Guillaume Racine, Vice-President  
Caroline Granger, Secretary-Treasurer  
Isabelle St-Amour, Jo-anne Laviolette  
and Gilles Clavelle, Directors



# A NEW STRATEGIC PLAN

Over the course of the past year, Valor & Solutions began a strategic planning process. All of our employees participated collectively in the planning, resulting in the updating of our mission, vision and values.

We identified three priorities for the new 2023-2025 Strategic Plan:

- Working on us to better serve you.
- Focusing on your customer experience.
- Doing our best to create a more inclusive community.

## *Vision*

**A community where everyone thrives.**

## *Mission*

**Multiplying opportunities. Together.**

## *Values*

**Alliance**

**Creativity**

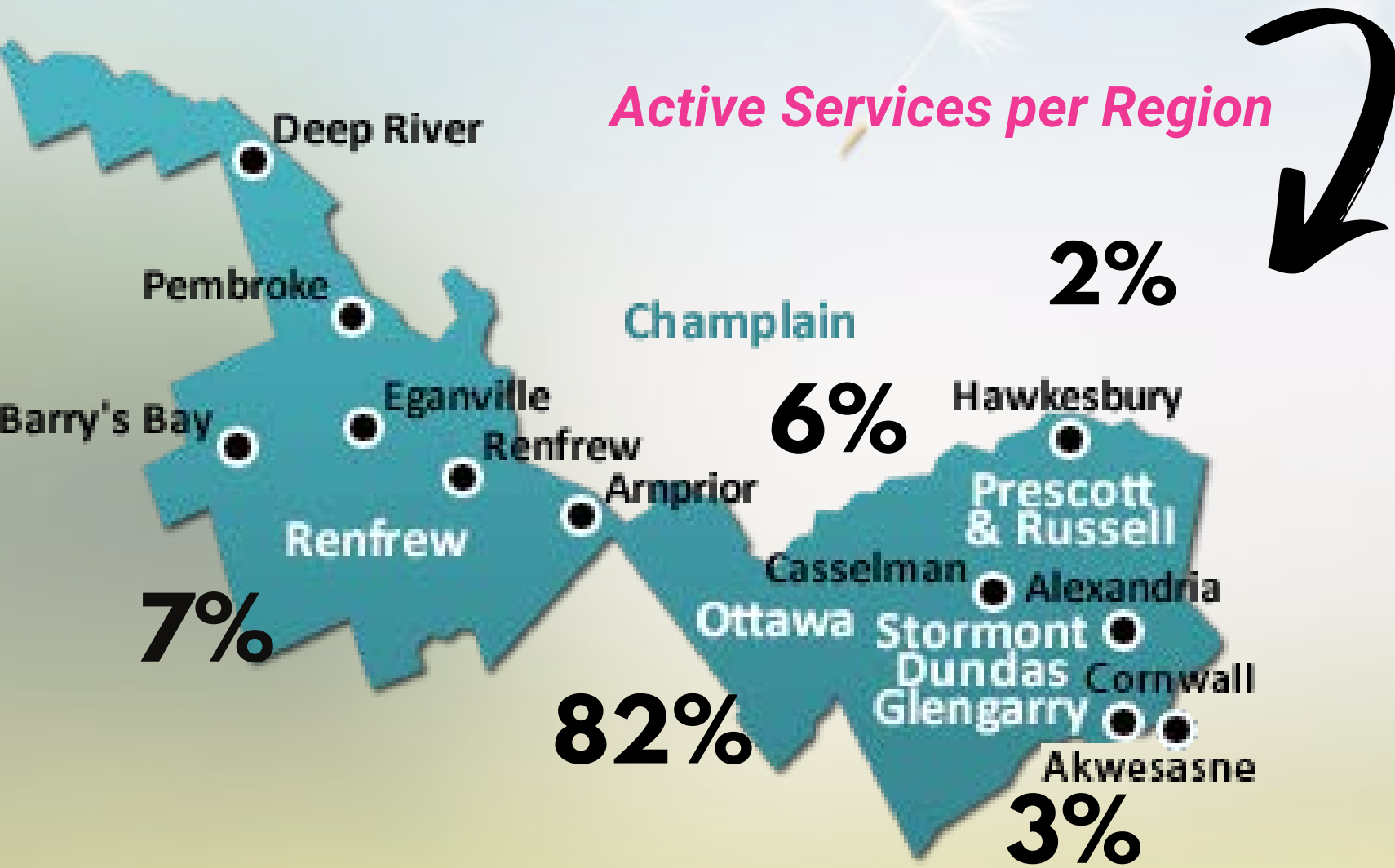
**Intentional**



# OUR CLINICAL SERVICES & COMMUNITY NETWORKS OF SPECIALIZED CARE

Our specialized team supports adults with intellectual disabilities or a dual diagnosis with behavioural challenges and/or complex medical needs, in the eastern region.

**116** individuals received the following services:



Clinical Services	34%
Systems Navigation	29%
Psychological Assessment Referrals	24%
Healthcare Services	7%
Dual Diagnosis Justice Case Management	5%



# An Intentional APPROACH

Our team will provide personalized support in one of the areas listed below on a case-by-case basis:

☒ **Clinical Services - Behaviour Support Services**

☒ **Systems Navigation**

☒ **Healthcare Facilitation**

**43** **Trainings completed to keep our skills and knowledge current!**



## Quick Response!

Our team will arrange for **single sessions** within one month of receiving a referral in order to provide a brief intervention. Every consultation aims to address a significant concern presented at the time. Sessions are strengths-based and solution-focused, and we will work to form an action plan, brainstorm ideas or provide tools and strategies to address the concern.

Our objective is to equip the person through timely intervention in order to enable them to continue their journey without requiring additional services.

## A Deliberate Matching Process

Our internal triage process matches the person requesting support and their presenting needs to a team member who will be able to provide the necessary support. Our team has different professional backgrounds and skill sets, including expertise in communications, counselling, conflict resolution, healthcare, social work, and systems navigation. We aim to assign a team member who is able to provide all services requested to minimize the number of employees involved with one person.

# EXPANDING OUR CLINICAL *Toolkit*



## **Emotion Regulation Skills System Now in French!**

Over the last year, we have expanded our programming to offer the Emotion Regulation Skills System in French. We worked with the author and publisher, Dr. Julie Brown, to be granted permission to translate the handouts for the Skills System in French. We continue to seek funding opportunities with the goal of translating the entire resource. We are very pleased to have offered a number of groups and one-on-one support using the Skills System in French over the past year.

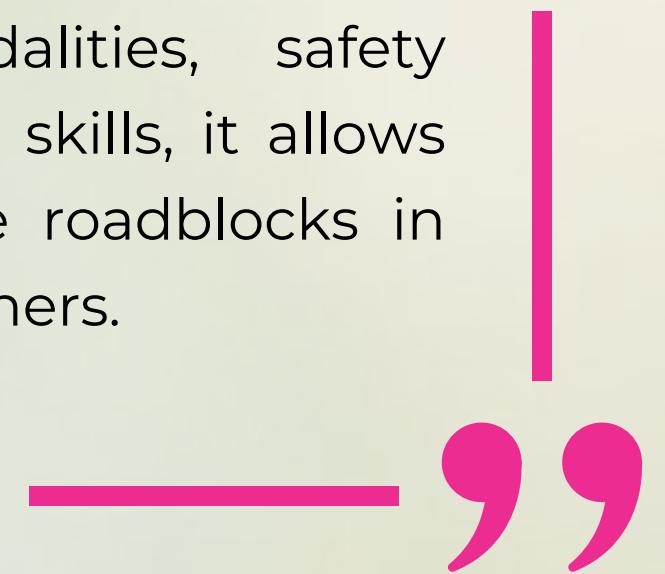
## **New Curriculum: Relationships and Intimacy**

Additionally, we created a curriculum to offer support regarding Relationships and Intimacy and we have officially translated the curriculum in French.

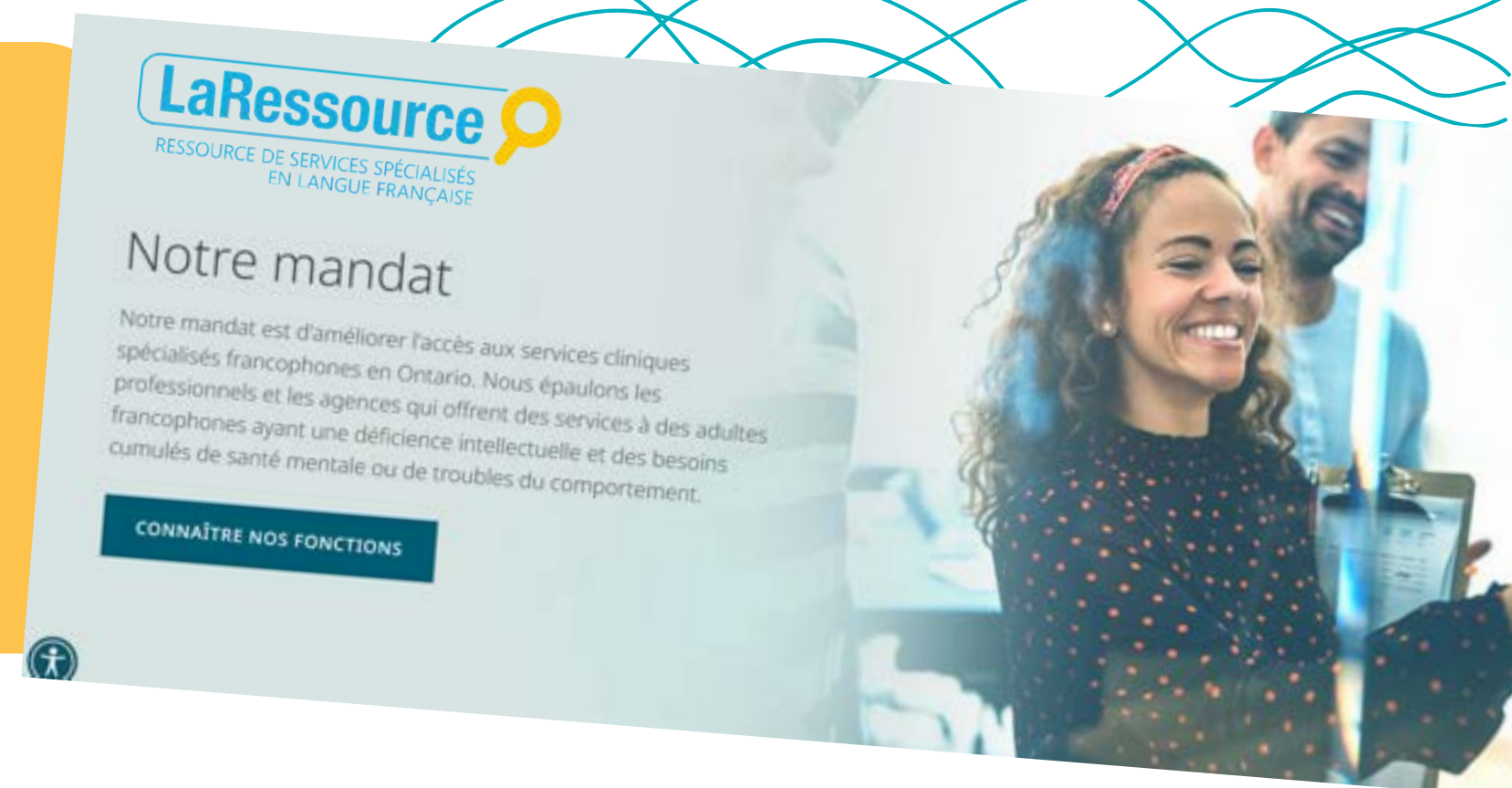
The Skills System has expanded my capacity to support individuals in their journey to emotional regulation. Combining mindfulness based modalities, safety planning, problem solving among other skills, it allows individuals to flourish and to overcome roadblocks in their relationship with themselves and others.

*Aisha Stambouli*

**Clinical Coordinator, Valor & Solutions**







## *La Ressource: Your French Connection!*

- Hosting **9 communities of practice**, with more than 80 participants.
- **12 newsletters** sent to members.
- Drafting 5 grant applications resulting in 2 **grants** being awarded, totalling more than **\$25 000** dedicated to increasing and enhancing services to Francophones.
- Supporting the *Table de planification des services communautaires (TPSC)* as well as the *Forum régional francophone*.
- An average of **780 monthly visits** on *La Ressource's* Web site.



# OUR PROJECT MANAGEMENT TEAM

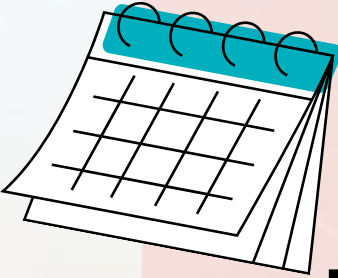
“

The training provided constitutes an exceptional opportunity for professional development. Their “strength through unity” philosophy is a huge catalyst, and Valor & Solutions was effective in guiding our efforts in creating a collaborative culture in our environment!

*Joanne Henrie*

Executive Director, Roger-Séguin Residence

”



## OUR PROJECTS

Our team coordinated:

**247** Trainings

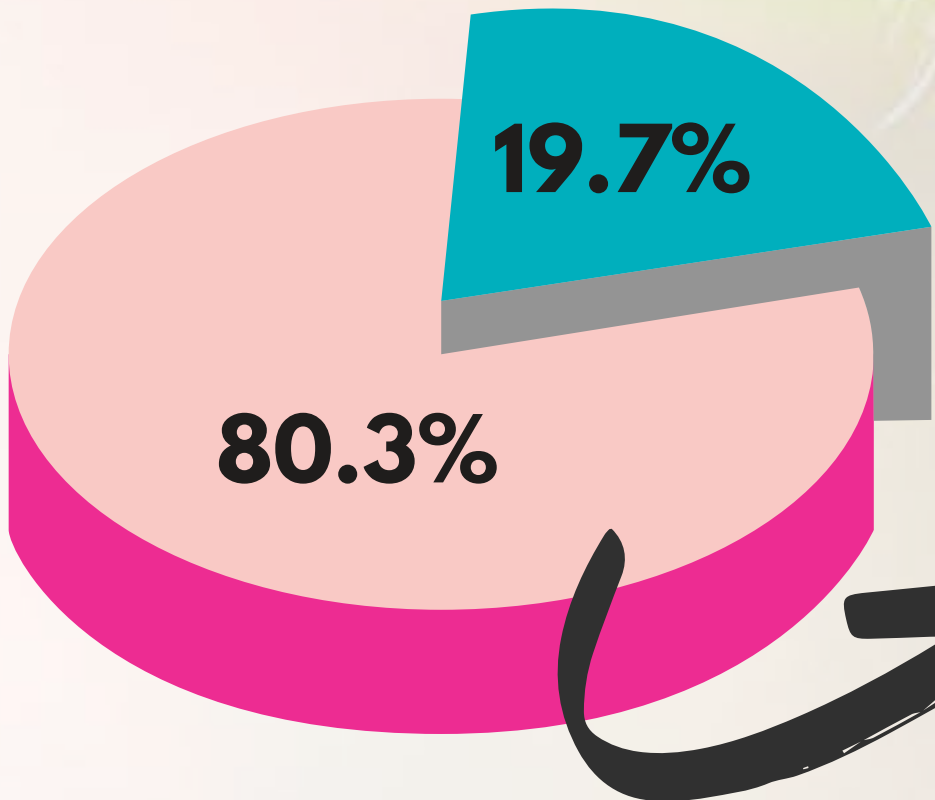
**32** Events

**3 087**

Participants  
in trainings

**1 118**

Participants  
in events



**55 ENGLISH**  
Projects

**224 FRENCH**  
Projects



# ONLINE TRAINING

## *Customized to YOUR Needs*

With the current labour shortage affecting every sector, the need for staff training is weighing heavily on many organizations. High staff turnover is causing organizations to continually start again with new employees. Thanks to the *Didacte* training platform, we are helping our clients implement training programs that meet their needs!

From curriculum and content creation to platform implementation, we have assisted **4** local partners in developing an efficient and durable training solution.

“ Using the *Didacte* platform is an innovative way for the members of the Board of Directors to stay informed. It is easy to use, and step-by-step instructions are quite clear. This new model has increased the efficiency of our meetings.

*Paul Cadieux*

**President, Valoris Board of Directors**

For one of our clients,  
*Didacte* facilitated

*1,536 hours*

of virtual training  
in 1 year!

**48**

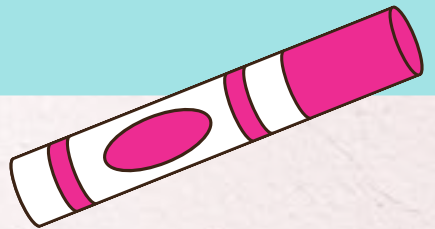
New Training Programs  
published on

 **Didacte**





Strategic planning with a creative twist motivates professional teams to align within a collaborative atmosphere. This winning approach results in a concrete plan in which all participants feel compelled to take action!



*133* Participants in collaborative planning exercises in 2022-2023.

*Creativity* AT THE  
HEART OF IT ALL

After 28 years of existence and several strategic planning projects, we can confirm that this was the most pleasant and productive strategic planning session for everyone, and that it has encouraged us to ask questions differently. Through animation techniques, we were able to formulate objectives that are relevant to our reality. The entire group participated and left the session very satisfied. Thank you Valor & Solutions for your approach, your professionalism and your creativity.

**The Ottawa Francophone CALACS** *Team*







“

For the Valoris Foundation, Valor & Solutions represents quality, timeliness and branding. Our events are invariably planned and executed in ways that are beyond our expectations. The professional service provided by their Project Coordinators has enabled the Foundation to provide dynamic community activities. Their involvement has led us to achieve our goals, therefore allowing us to help the people in our community.

**Jean Lalonde, General Manager  
Valoris Foundation**

”

Beyond training and project management, the team continues to provide support in the area of event planning and communications.



**Symposium • Conferences • Fundraising Events • Translation • Social Media**



# VALOR & SOLUTIONS

## *A Winning Alliance!*

At Valor & Solutions, we have perfected the art of mobilizing partners to enhance their ability to collaborate and achieve their objectives.



### **Clients: ALSO x Valoris**

Video production and content review for training:

**299/10 Quality Assurance Measures.**




### **Client: Valoris**

Coordination of a provincial initiative whose objective is the upskilling of professionals working in the youth mental health sector in French.



### **Client: Community Living Atikokan**

**Northern Skills** Mental Health Training Project. Provided to Northern Ontario staff working within the developmental services sector.



### **Client: Maison Interlude House (MIH) x Valoris**

Collaborative strategic planning aimed at improving services connected to gender-related violence in the Prescott-Russell area.



TOGETHER.

# A Collective Impact

At Valor & Solutions, we support our community partners with the goal of enhancing intersectoral collaborations. By easing the administrative burden and taking on various logistics for our clients, we allow them to focus on what is truly important!

In short, in addition to actively participating in several planning tables, we multiply collaboration opportunities by putting wind in the sails of our partners' initiatives!

Over and above its active participation, V&S contributed in its capacity as project manager for the *RSDIO* Human Resource Subcommittee by creating high quality documents and interactive presentations, organizing rallying sessions that drew the interest of the human resource representatives, and providing the follow-ups that are vital to ensure the smooth continuity of the project aimed at developing a bilingual collective website.

*Patricia Dostie*

Executive Director

Social Integration Association of Ottawa

**Valor & Solutions**  
**is proud to support, among others:**







Small-scale service with impressive results, Valor Press continues to sell books on the Valor Press website. The books we carry are based on the principle of Social Role Valorization (SRV), as well as on several other related themes.

**581** books  
sold

**2022-2023 Annual Revenue**

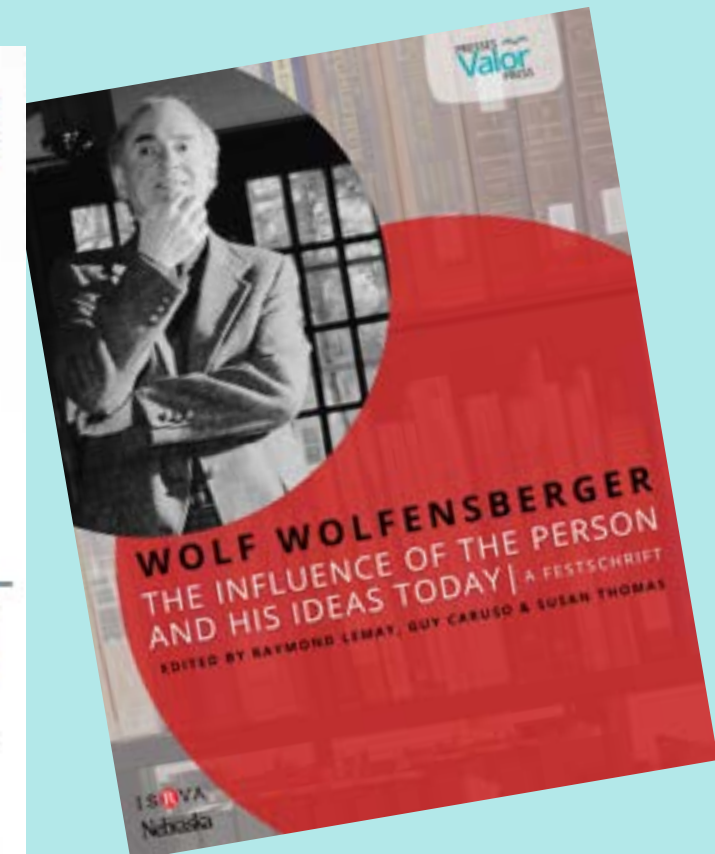
**\$19,380**



## 2 NEW PUBLICATIONS



***QCEV - Outil d'évaluation de la qualité  
des conditions et expériences de vie  
3rd Edition***



***Wolf Wolfensberger - The Influence of  
the Person and his Ideas Today | A  
Festchrift***



# FINANCIAL INFORMATION

## *Statement of Results and Changes in Net Assets for the Fiscal Year ended March 31, 2023*

Complementary notes and Schedules form an integral part of the Financial Statements.

# Valor & Solutions



	2023	2022
	\$	\$
Revenue		
Grants		
Valoris for Children and Adults of Prescott-Russell - Regular	2 293 479	2 328 471
Valoris for Children and Adults of Prescott-Russell - Other	342 711	176 053
Training		
Internal	359 260	274 052
External	228 582	180 172
Valor Press	19 382	26 193
Interest	38 412	6 212
	3 281 826	2 991 153
Expenses		
Purchased Services - Clients	69 493	90 600
Purchased Services - Non-Clients	371 976	289 212
Administration	326 744	325 535
Program Support	96 912	104 952
Insurance	20 628	18 708
Employee Benefits	319 319	260 750
Travelling	15 864	6 889
Office Supplies	57 870	51 664
Supplies for training sessions	152 630	78 620
Trainer's fees	125 891	144 889
Professional Fees	314 238	118 325
Rent and occupancy costs	110 655	110 655
Pensions	134 831	204 500
Programs	2 303	176
Advertising	8 154	19 583
Salaries	1 364 107	1 254 668
	3 491 615	3 079 726
Expense Recoveries	(392 019)	(256 604))
Net Expenses	3 099 596	2 823 122
Excess of revenues over expenses	182 230	168 031
	815 253	647 222
Net Assets, end of year	997 483	815 253



# Valor & Solutions

*Stop in for a visit!*

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Ottawa ON K1B 5N3**

📍 **860 Caron Street  
Rockland ON K4K 1H1**



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