

ROOTED IN OUR VALUES
United in action.



Valor *&*
Solutions

COMMUNITY

REPORT

2024-2025



A LOOK AT THE PAST YEAR...

At Valor & Solutions, our story is shaped by changes that have allowed us to innovate, additions that have supported our growth, and challenges that have made us more flexible. Throughout these transformations, our values remain our anchor, guiding us and reminding us each day of our purpose. United in action, we bring our three core values to life daily: alliance, creativity, and intentional.

ALLIANCE – More than ever, relationships remain at the heart of everything we do. The past year has been marked by strong collaborations and the creation of new, meaningful partnerships. Our regional and provincial reach leads us to collaborate and provide support to more than 27 committees and tables. These spaces for dialogue and action strengthen our partnerships and facilitate lasting changes in human services.

CREATIVITY – Thanks to the unique contributions of every member of our multidisciplinary team, nothing at Valor & Solutions is *cookie-cutter*. Whether it's a clinical service or a new training project, our teams combine their expertise and ideas to find solutions tailored to the unique needs of each individual, family, and community partner.

INTENTIONAL – Even in constant evolution, we weigh every decision according to its impact on the people and organizations we support. This year, in collaboration with the University of Ottawa, we carried out an evaluation of our clinical service model. The findings of this report allowed us to revise certain elements of our model in order to continue responding to the evolving needs of the individuals and communities we serve.

We wish to express our deepest gratitude to every passionate member of our team, as well as to the members of our board of directors for their commitment. We are also very thankful for the trust shown to us by our partners and the community. We hope you enjoy reading our community report - it is a true reflection of our values in action and the many achievements they inspired in 2024-2025!

Jo-anne Laviolette
President, Board of Directors

Nadya-Lee Ringuette
Manager of Operations

Our board of Directors

At March 31, 2025

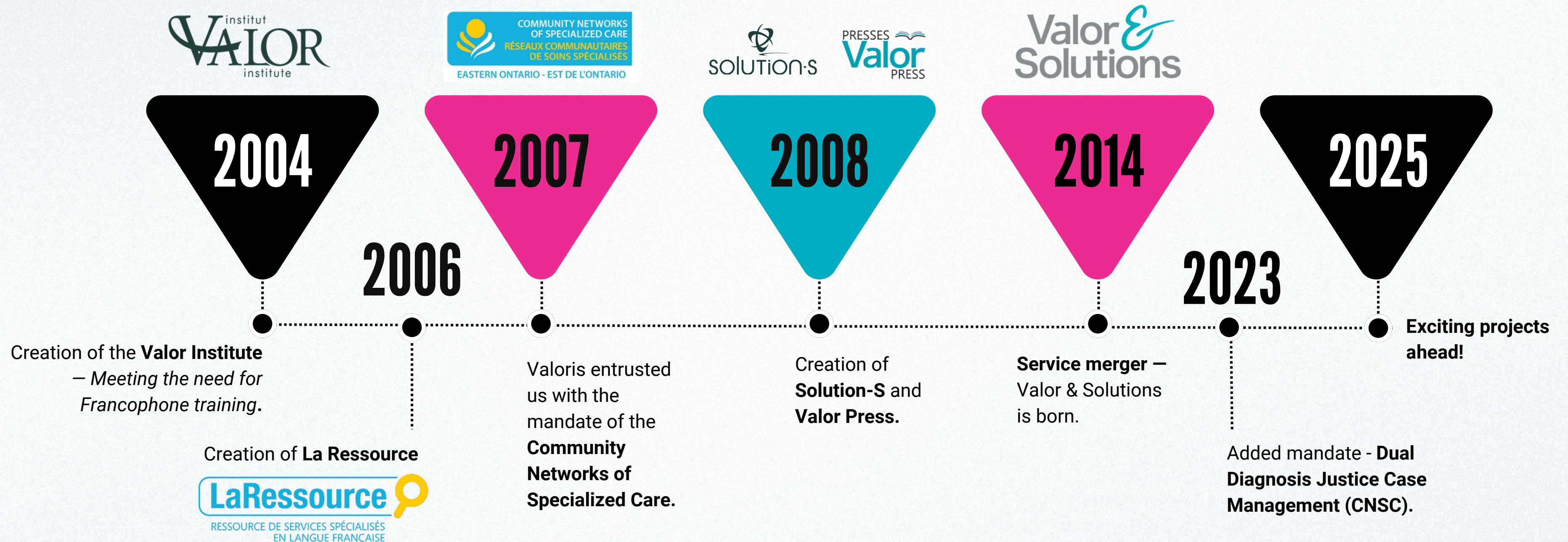
Jo-anne Laviolette - President
Isabelle St-Amour - Vice-President
Caroline Granger - Secretary-Treasurer
Don Bouchard - Administrator
Paul Cadieux - Administrator
Suzanne Ouimet - Administrator
Guillaume Racine - Administrator



Our Story

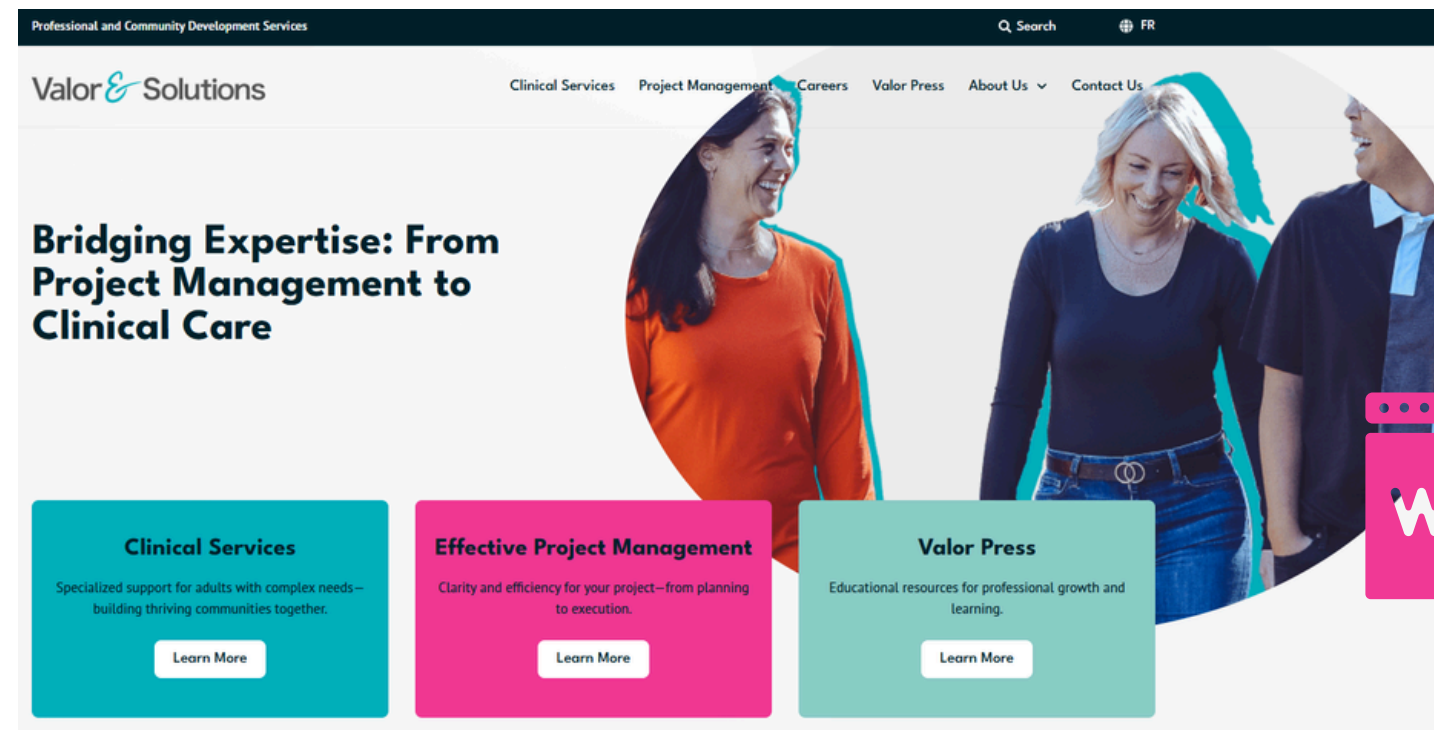
Constantly Evolving

From the very beginning, our journey has been driven by bold initiatives, inspiring partnerships, and an unwavering commitment to meeting emerging needs. This timeline tells the story of a team that continually grows, adapts, and reinvents itself. It reflects our shared dedication to building a stronger, more inclusive future—together.



Stronger connections, stronger collaboration!

Two new additions—one virtual and one physical—reflect our commitment to evolving and to providing the people we support and our partners with tools and spaces that match their ambitions.

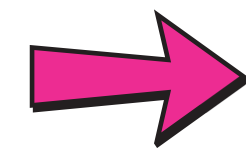


New headquarters for our Project Management Team

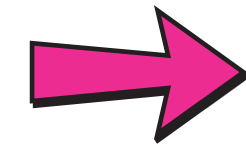
This year also marks the relocation of our Project Management team to new offices. This move provides a more collaborative, functional, and inspiring work environment for our growing team. Located on Caron Street in Rockland, these spaces allow us to continue close collaboration with our partner Valoris while strengthening our capacity to deliver large-scale projects.

A fresh new website, built to serve you better.

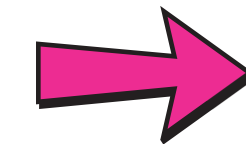
We launched our brand-new website, designed to be more intuitive, accessible, and dynamic. This platform showcases our services, training, and projects more effectively, while making our resources easily accessible for professionals and partners—a modern showcase that reflects our mission of support and development!



Training
Registration



Simplified Content



Online Store



PRESSES
Valor
PRESS

610 Books
Sold

Annual Revenues
for 2024-25

\$18,209

FUNDING AND PHILANTHROPIC SUPPORT

A NEW SERVICE THAT PAYS OFF!

In an ever-changing economic landscape, we are always looking to reinvent ourselves and support our partner organizations. With this in mind, a new position was created in June 2024, focused on researching and writing grant applications as well as exploring other funding opportunities. This role supports all of Valoris' affiliated organizations and enables us to take a more ambitious, structured, and proactive approach to diversifying our financial resources



"I am deeply grateful for the opportunity to take on such an innovative and creative role. This unique position allows me to contribute to meaningful collective impact initiatives in the human services sector."

- Marc

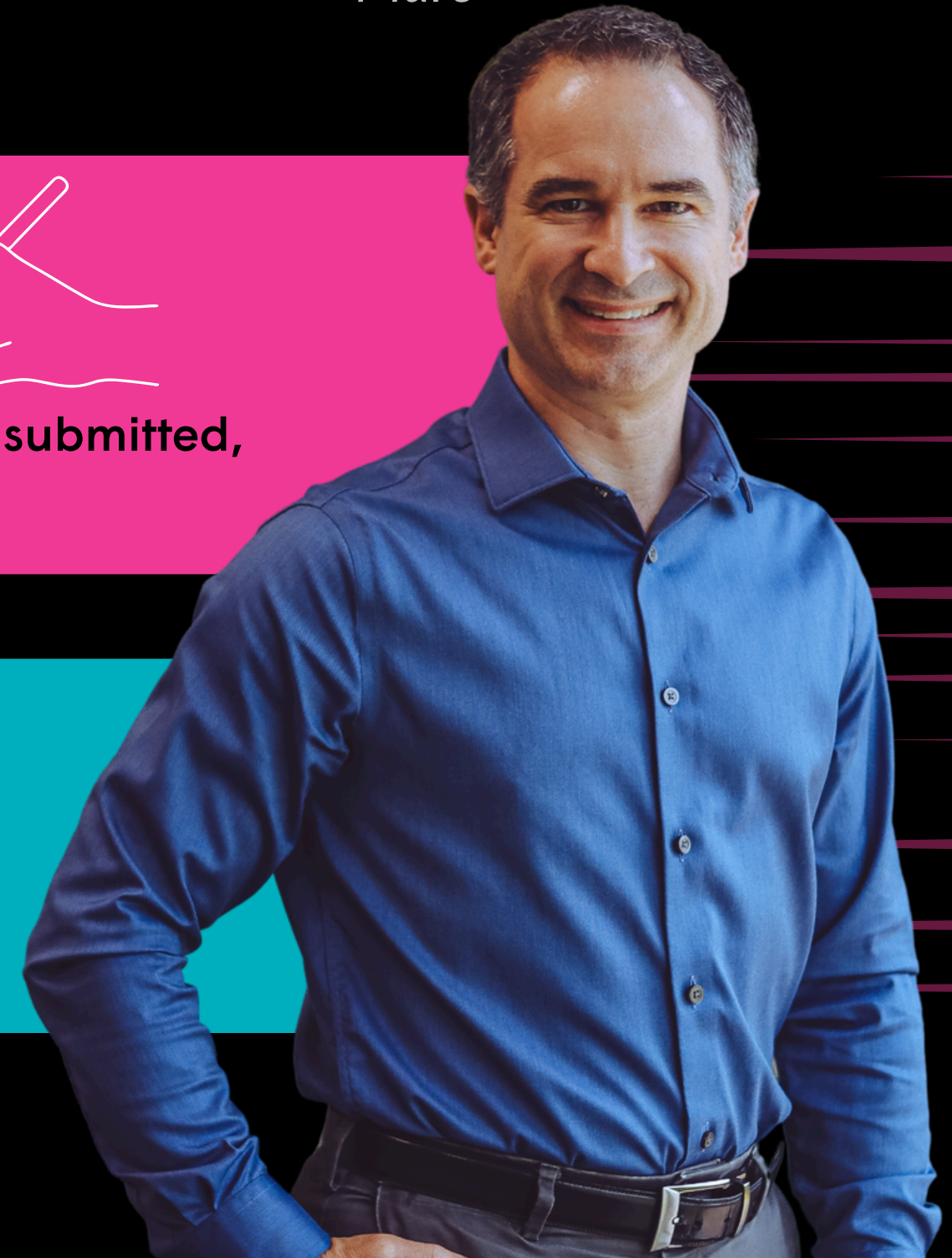
14



Grant applications submitted,
totaling \$3.3M.

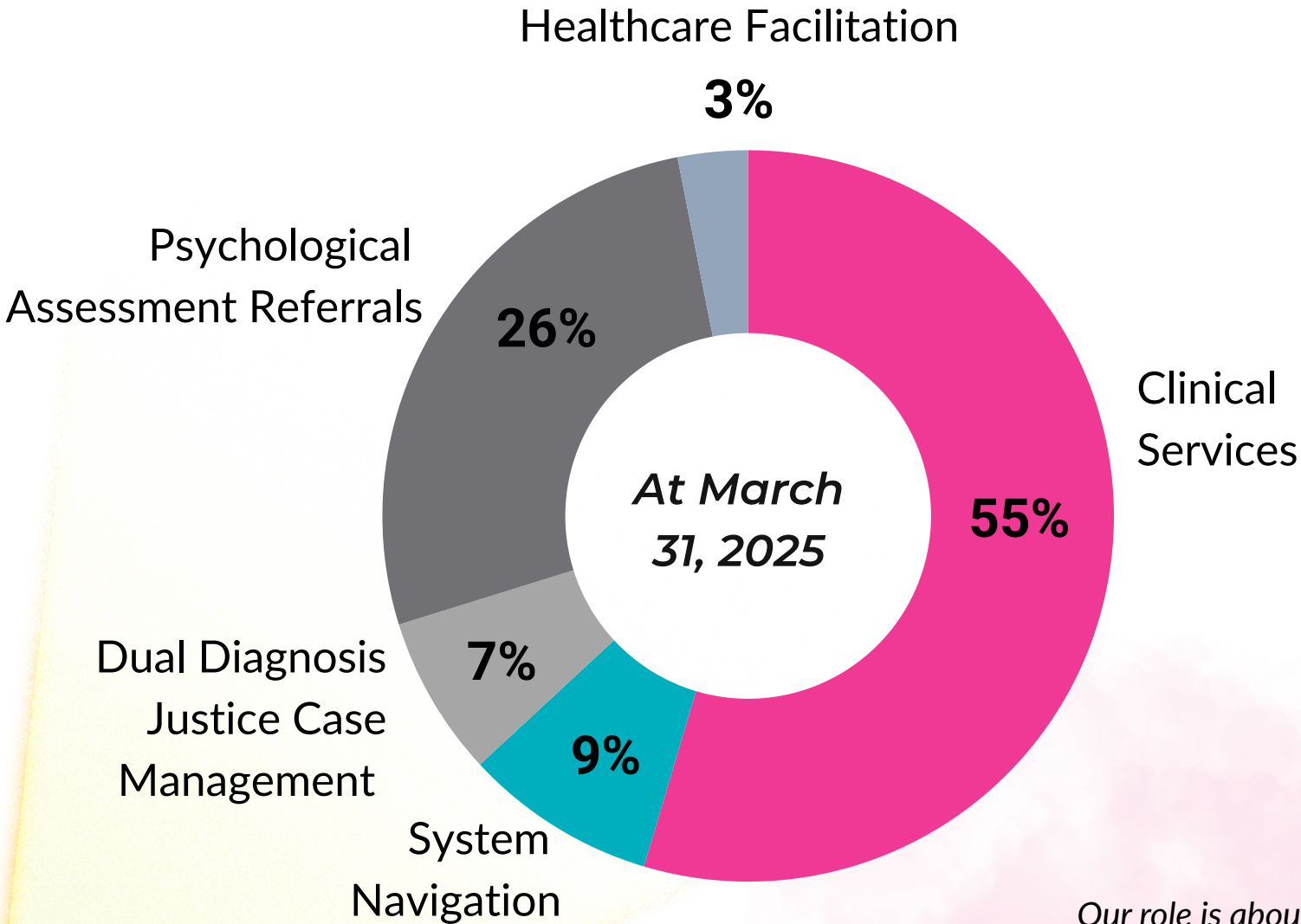
Success Rate of

50%



OUR CLINICAL SERVICES

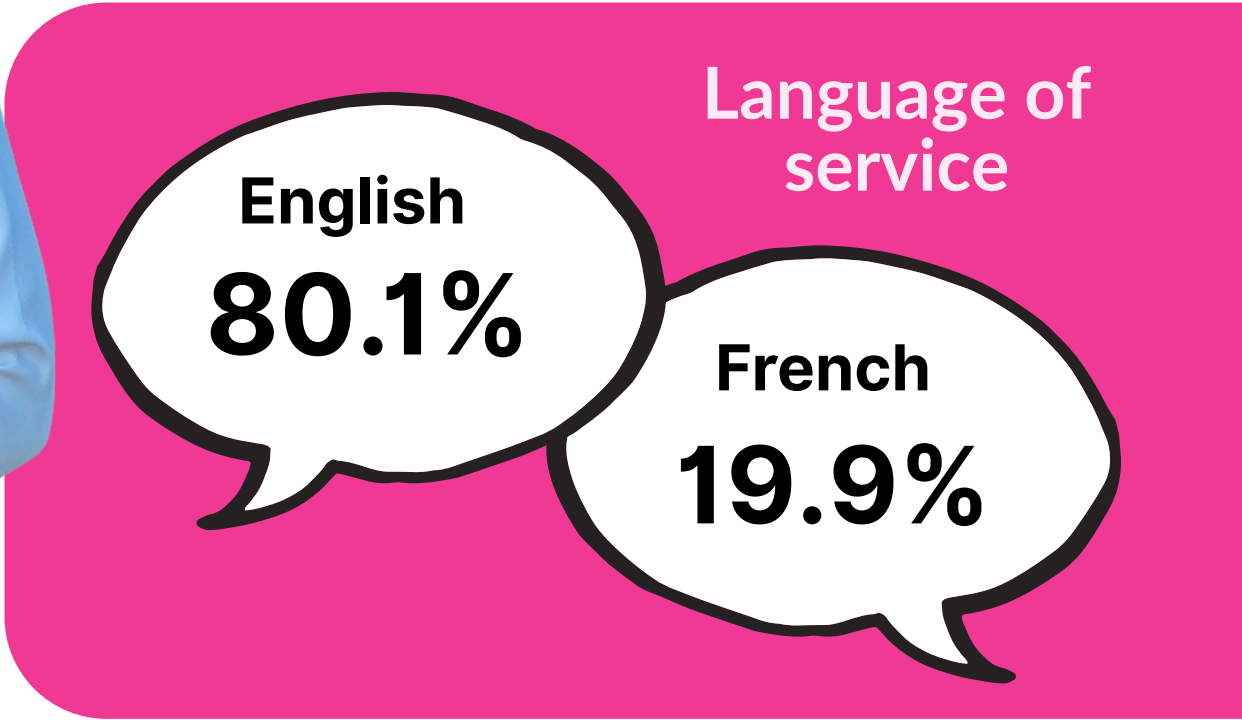
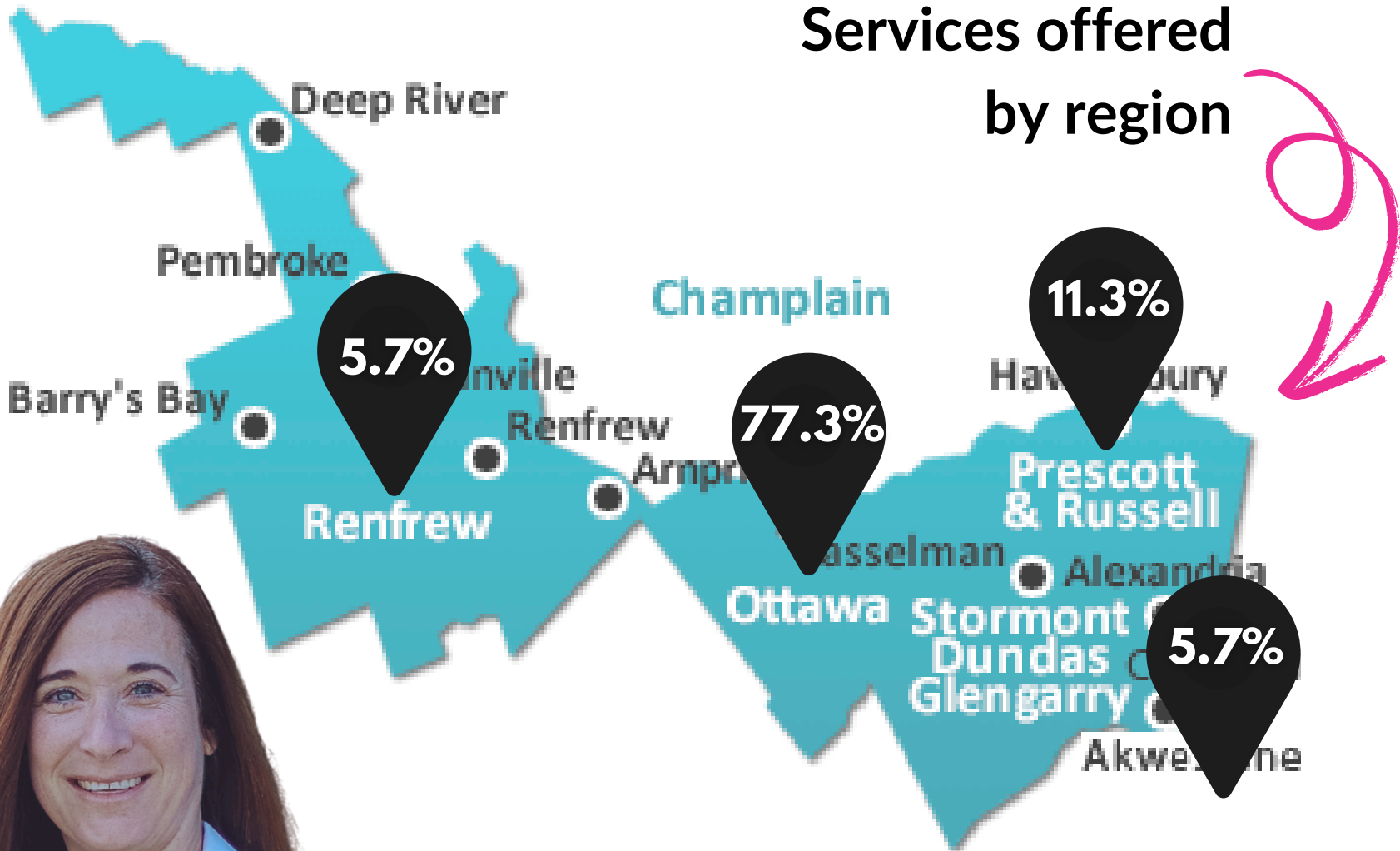
AND THE COMMUNITY NETWORKS OF SPECIALIZED CARE



423 people received services

Our role is about forging a strong partnership with the individuals we supports, as well as with their families, support teams, and the community partners. We approach every interaction with thoughtfulness, respect, and purpose.

- Mireille



AT THE HEART OF IT ALL

THE QUALITY OF OUR SERVICES

As part of her doctoral thesis at the University of Ottawa, under the supervision of Professor Virginie Cobigo, **Danika Lévesque** evaluated the clinical services of Valor & Solutions. Through interviews and case file analysis, the evaluation highlighted the importance of support, collaboration, and compassionate relationships with coordinators, as well as the team's remarkable flexibility. Challenges remain, including the complexity of client needs, limited community resources, and planning for the transition at the end of services.

Overall, the findings confirm that our service model effectively meets needs while providing concrete recommendations to further enhance service quality and better support our communities. Our sincere thanks to Danika for her time and dedication to this service evaluation.

My coordinator helped me a lot. I'm doing good - actually, I'm very proud of where I'm going. I'm more positive, that's for sure. Actually, I listened to them after a while and I really changed.

- Quote from the interviews conducted during the evaluation



EXCITING NEWS!
This year, Valor Press released an abridged version of the third edition of PASSING.

PASSING EVALUATIONS

Over the past year, four members of our team received training and coaching to conduct evaluations. We had the opportunity to evaluate four programs and services at Valoris and Community Living Glengarry.

The PASSING tool allows us to evaluate the implementation of Social Role Valorization concepts in the human services context. The recommendations help teams across various programs and settings take concrete actions related to the environment, programming, aesthetics and comfort, as well as accessibility.

PROJECT MANAGEMENT



153
training events

124 in French
29 in English

Our Project Management team supported several organizations in aligning their services. Our deep understanding of human services, combined with bold creativity, allows us not only to meet our clients' specific needs but also to offer them a broader vision of possibilities.



Coordination of
events **14**

Employee recognition gala, golf tournament, races, conferences, forums, and much more!

Our team delivered over
1085 HOURS
of communication services.



Development of **11**
virtual modules for our online training platform Workleap.



COLLECTIVE IMPACT

IN ACTION

When strengths come together, results multiply. By supporting planning tables and regional initiatives, we foster the co-creation of sustainable solutions, align priorities, and optimize the use of resources. This is how Collective Impact comes to life: turning ideas into concrete actions to create positive change in our communities.



CO-CREATING

On November 14, 2024, Nadya-Lee, Roxanne, and Pascale facilitated planning workshops at the LFPR Symposium, in collaboration with the *Table Concerté.e.s pour l'égalité*. It was an opportunity to co-create and showcase women's leadership in Prescott-Russell, while putting into practice our expertise in collective impact.



I am truly proud to have supported a client in a Collective Impact initiative, helping to lay the foundation for their first terms of reference.

This foundational step will help them stay on course and always keep their North Star in mind. By bringing together strengths, ideas, and intentions, we can create meaningful, lasting change. Working in Collective Impact is a conviction, because 'no single organization can achieve large-scale social change on its own.

-Valérie



Backbone support for **7** committees

Providing administrative services, budget management, alignment around priorities, and above all, support to keep the momentum going!



Facilitated **5** planning activities

A service that offers organizations clarity, alignment, and a solid foundation to tackle their next goals!

ALLIANCE

More than ever, relationships remain at the heart of everything we do. With a regional mandate for the delivery of specialized clinical services, we recognize the importance and value of collaborating with our partners. Here are some key collaborations from the past year:

- Collaboration between three Ottawa community partners to facilitate an important service transition for two individuals living in an urgent situation.
- Internal service referral triage process with CHEO to ensure individuals are directed to the right services from the start.
- Member of the advisory committee to evaluate new admissions to the Justice Transition Home of the John Howard Society, in partnership with The Royal Ottawa.



Valor & Solutions' commitment to trauma-informed, person-centered care aligns closely with TCE's values. Their hybrid model combining traditional behaviour therapy with holistic supports addresses critical community needs while promoting equity and inclusion.

-Robin Myers
Executive Director, TCE

CREATIVITY

One of the major barriers in our clinical service delivery is communication. This year, our clinical team added an essential tool to its toolbox: *Talking Mats*. This visual tool uses images to help the people we support express their ideas, choices, and feelings. It also supports their active involvement in decision-making and planning. *Talking Mats* offers a meaningful way to facilitate person-directed planning and ensures that each person's voice is heard and respected.



INTENTIONAL

This individual's journey reflects our agency's commitment to being intentional in every aspect of support. This person first came to us in crisis seeking a medication review and access to psychiatric consultation. From adapting service formats to match their readiness, to building trust through thoughtful rapport strategies, each step was guided by purposeful decisions. Timing played a key role, with services offered flexibly and responsively. The use of single sessions, family engagement through an online platform, and the creation of a safe space for communication all demonstrate how intentionality fosters meaningful connection and growth, as well as the added-value of a deliberate person-centered approach.

- Erin



OUR *KEY* TRAININGS

Expertise That Sets Us Apart

Our trainings embody the DNA of Valor & Solutions: creativity, relevance, and impact. They showcase our ability to combine theory and practice, and to develop solutions that truly integrate into the daily lives of our clients. Our strength in Collective Impact also plays a key role, enabling us to guide groups and communities toward sustainable systemic change.



*This year, the RSDIO entrusted us with a special mandate: to develop a leadership program for a cohort of **25 emerging leaders** working in developmental services. This project perfectly illustrates our ability to adapt our approaches and support leadership development and succession planning in human services.*

Personalized Leadership Pathways

Our management programs are specifically designed to meet the needs of organizations. Integrated into day-to-day operations, they provide concrete and sustainable support to managers and their teams. Each program is a unique blend of training, reflection, and coaching, fostering growth and collective effectiveness.



Social Role Valorization (SRV)

At the heart of our approaches from the very beginning, Social Role Valorization (SRV) remains a flagship training that guides all our services. More than just a theory, it inspires our coaching, consulting, and planning practices. Through this SRV lens, we support our clients and partners in creating environments where every individual can play a valued role in their community.

A Precious SRV Resource

In the winter of 2025, the first edition of the Social Role Valorization Tip Sheets was published worldwide! This resource was carefully designed to capture the essence of the theory and training on SRV. Inspired by the SRV leadership team at Valoris, the tip sheets were thoughtfully developed by Rachel Fournier of Valor & Solutions, in collaboration with Betsy Neuville and Pam Seetoo from Keystone Human Services, Caroline Granger from Valoris, and Raymond Lemay from L-R Lemay Consultants.

A FRANCOPHONE EXPERTISE

Over the past year, several of our projects have highlighted Francophone networks and groups across the province. We actively support these initiatives to ensure not only their success and visibility, but also the preservation and strengthening of the French language and the continuity of French-language services.

By and For Francophones!

As part of our provincial work in support of francophone youth mental health training, our team has undertaken a new mandate with CMHO's Provincial Training Initiative. Thanks to our training coordination expertise and our ability to provide French-language services, we help make French training accessible for Francophone professionals and for those delivering services in French across Ontario.

A Fresh Approach



A strategic planning session allowed La Ressource to envision the future differently and propose innovative initiatives to support Francophone and French-speaking professionals across Ontario.

This year, La Ressource submitted three grant applications and was awarded two, totaling \$147,173 over the next four years.

These grants support:

- The implementation of an employability project at the Regional Forum;
- The addition of Francophone programming to the Family Forum of the Ottawa Intellectual Disability Services Network.

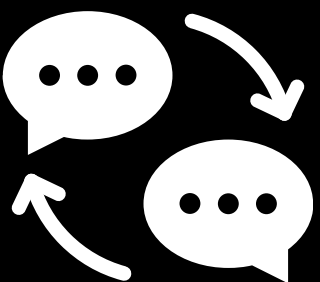


CATCH THE HIGHLIGHT VIDEOS!



Coordination of a fourth Provincial Francophone Symposium for Child and Youth Mental Health Professionals, held in Ottawa.

5 translation projects to support francophone training and communication tools.



COMMUNITY-DRIVEN INITIATIVES

This year, we had the privilege of coordinating flagship events for the Valoris Foundation, reinforcing our commitment to supporting causes that make a real difference.



Our work seamlessly combines project management, communications, and strategic vision while supporting those who make a difference in people's lives. That's the magic of Valor & Solutions.

-Mylène



By supporting the Valoris Foundation, we amplify the reach of our own mission. Our overarching perspective, encompassing the community, families, and partners, allows us to align our efforts and create an impact greater than the sum of our individual actions. **Together, we make a difference.**



Annual Golf Tournament

A much-anticipated gathering that brings together partners, sponsors, and community members around a shared goal: supporting families and youth in the region. This event combines fun, solidarity, and generosity, while raising essential funds for the Foundation.

Christmas Elves Challenge

This initiative raises funds to provide gifts for children and youth in our community. Behind every donation is an act of solidarity that brings hundreds of smiles during the holiday season.



FINANCIAL INFORMATION

Statement of Results and Changes in Net Assets for the Fiscal Year ended 31 mars 2025

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

	2025	2024
	\$	\$
Revenue		
Grants		
Valoris for Children and Adults of Prescott-Russell - Regular	2 392 004	2 336 104
Valoris for Children and Adults of Prescott-Russell - Other	279 936	404 509
Training		
Internal	441 706	456 410
External	187 678	235 623
Valor Press	18 209	20 036
Interest	54 834	64 847
Other	1 350	1 350
	3 374 367	3 518 879
Expenses		
Purchased Services - Clients	167 800	98 275
Purchased Services - Non-Clients	21 400	353 059
Administration	501 076	384 940
Program Support	96 912	96 912
Insurance	25 221	23 935
Employee Benefits	379 856	345 415
Travelling	25 418	19 052
Office Supplies	54 091	68 342
Supplies for training sessions	148 250	166 700
Trainer's fees	156 412	276 242
Professional Fees	82 253	115 520
Rent and occupancy costs	95 658	110 658
Pensions	109 500	109 700
Programs	15 317	16 529
Advertising	41 356	41 240
Salaries	1 436 448	1 338 674
	3 356 968	3 565 193
Expense Recoveries	(17 463)	(129 127)
Net Expenses	3 339 505	3 436 066
Excess of revenues over expenses	34 862	82 813
Net Assets, beginning of year	1 080 296	997 483
Net Assets, end of year	1 115 158	1 080 296

Valor & Solutions

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