



## 2016-17 ANNUAL REPORT

*to the Catholic Health Corporation of Manitoba*



# Contents

Our Mission and Vision.....	1
Our Values .....	2
Message from the Board Chair.....	3
Message from the Executive Director.....	5
Our People Live our Vision .....	6
Sustainable Infrastructure .....	9
<i>Place Bernadette Poirier</i> .....	9
<i>Centre Sara Riel</i> .....	10
<i>Managing our Properties</i> .....	11
A Pathway to Recovery .....	12
<i>“Riel Recovery” Group</i> .....	12
<i>Learning Life Skills</i> .....	12
<i>Our Culture of Recovery</i> .....	13
<i>Intake Services</i> .....	13
<i>Employment Services</i> .....	14
<i>Working Relationships</i> .....	15
<i>Seneca Services</i> .....	16
Ongoing Services.....	18
<i>Sharing our Knowledge</i> .....	19
Sponsorship Accountability Framework – Operations ....	20
<i>Looking to the Future</i> .....	21
Board and Committee Members .....	22



## **Compassion. Respect. Recovery.**

*These are more than just words – they are goals we set for our organization, commitments we make to ourselves, and the foundational values behind the services we provide. Our clients depend on Sara Riel Inc. to help them in any way we can, so they can live fulfilling lives. Their successes are our successes.*

## 1977

*Year Sara Riel was  
created by the Grey Nuns*

In 1977, the Grey Nuns of Manitoba recognized a need to address what the Psychiatric Department at St. Boniface General Hospital called the “revolving door syndrome” – when people with mental illnesses leave the hospital with their condition stabilized, but are repeatedly readmitted because they are unable to maintain wellness in the community. The Grey Nuns established Sara Riel Inc. to provide people with mental health concerns the housing support, rehabilitation and employment counselling they deserve, and to help them transition successfully into their communities.

Today, Sara Riel Inc. (SRI) remains committed to improving the lives of adults living with mental illness and providing voluntary programs and services in a community-based setting. Sara Riel receives its core funding through the Winnipeg Regional Health Authority but relies on grants and the generosity of donors for other expenses.

## **Our Mission**

Sara Riel Inc. provides quality services in community supports, housing and employment to persons with mental health challenges through best practices, client choices and partnerships.

## **Our Vision**

Sara Riel Inc. is recognized as a leader through a person-centered approach to people living with mental health issues. Commitment to exploring, developing and adapting well-researched best practices for persons living with mental health challenges is a key focus for Sara Riel Inc.

Sara Riel Inc. makes a real difference and succeeds at enhancing and ensuring rehabilitation. Persons with mental health challenges involved in our programs realize their goals and live interdependently.

## **Our Values**

### **Respect and compassion for the person as a whole – mind, body and spirit**

*Takes into account each individual's strengths and challenges  
as experienced by the individual.*

### **Commitment to continuous learning and growth**

*Individuals are directly involved and participate in their own learning.*

### **Organizational excellence**

*To create an environment that fosters growth and learning.*

# Message from the Board Chair



The period covering 2016/17 has given the Sara Riel Inc. (SRI) Board an improved understanding of who we are and what we do!

We are fortunate to have strong committees with highly qualified individuals who lead effectively to the benefit of all members. Thank you to all the committee members for your contributions. In particular, I would like to express my sincere appreciation to Daniel Beaudette and Maryvonne Alarie who have provided me with their generous support and wise counsel.

The Human Resources Committee (HRC) meets regularly to discuss ongoing challenges related to funding and human resources issues. HRC has continued to find creative ways to solve complex issues, allowing us to offer the high-quality services to our clients as recommended by the Service Delivery Committee. They have:

- updated numerous operational policies that have received approval of the Board,
- developed a skills matrix for the five managers to guide a succession training plan,
- assisted with several operational HR issues that have consumed the time, energy and expertise of the committee,
- ensured our strategic plan identified the need to enhance the qualifications and remuneration for staff,
- considered the potential sale of 66 Moore to establish a fund to be used for the future training and retention of qualified employees.

The Finance and Audit Committee continue to provide oversight and expertise on all financial issues, e.g. providing ongoing advice related to the sale of the Marion St. property which now provides us with a level of financial stability.

The Property Development Committee provides guidance and support to the activities of the Property Manager and Executive Director in the daily management of our facilities.

The Service Delivery Committee has worked to develop SRI's capacity to adapt our services through the provision of Lean Transformation training at the Executive Director level. In collaboration with the Executive Director, SRI has created a comprehensive analysis of services based on six months of data.

*I am personally overwhelmed by the dedication, compassion and commitment of our front-line staff. On behalf of the Board, I extend our sincere appreciation and gratitude.*

This detailed analysis includes the allocation of staff and resources by program, number of clients served, wait list numbers, clients completing programs and an evaluation of outcomes in terms of costs and staff hours per client.

The results of this process allowed SRI to adjust how it delivers services and will inform program offerings on a go-forward basis. It is our intention to make this analysis and understanding of our work an ongoing management function.

In addition, the Service Delivery Committee has provided good training for new members of the board. And, with the assistance of the Catholic Health Corporation of Manitoba (CHCM), the Board of Directors conducted a self-evaluation and has a plan in place to respond to those findings.

Thank you all for your great job and leadership.

Over the past year, I have personally, along with other members of the board, witnessed our front-line staff working with their clients at the Client Barbeque, the Christmas Client Party, Mental Health Awareness events, the Annual Staff Lunch and numerous unplanned occasions. I am personally overwhelmed by the dedication, compassion and commitment of our front-line staff. On behalf of the Board, I extend our sincere appreciation and gratitude.



**Paul Vandal**

*Chair, Sara Riel Inc.*



# Message from the Executive Director



Health is a combination of spiritual, physical and mental wellness intertwined within each person. Each circumstance is unique to that person and their surrounding support systems; there is no cookie-cutter answer. Individuals need to drive their own recovery and healing process in a manner that is true to their unique life. This is the necessary answer for care providers, professionals and families; recovery is person-centered and does not always evolve as we the supports, professionals and family would like to see.

In supporting these unique journeys, our services overlap in all areas of cognitive disability, physical disability, related disease, chronic pain and addiction management, to name a few. We work extensively with other agencies to ensure we can provide the complex and multi-program supports needed by clients who do not clearly fit into the acceptance criteria. This is an area where SRI can add value to the recovery process; working in collaboration with others to make sure all people receive supports.

How do we watch a person make choices we feel are not in their best interest – and still support those choices? How do we live with the consequences of letting people make choices that we are not aligned with to help them lead “better” lives? Our staff deal with these questions daily while staying recovery-oriented and focused on an individual’s unique journey. We work as a team empowering our clients to make the best-informed decisions they can, while ensuring they know we will remain non-judgemental and open should they stumble or fall.

*“20% of Canadians  
will personally  
experience a mental  
illness in their  
lifetime”*

*Canadian Mental Health  
Association 2017*

Our goal is always to ensure our clients receive the best-quality individualized care, while ensuring that we maintain a supportive and trusting environment for our staff.

A handwritten signature in blue ink, which appears to read 'Diane Lau'.

**Diane Lau**  
*Executive Director*

# Our People Live Our Vision

We are always proud to acknowledge the hard work and dedication of our staff at Sara Riel Inc. They go above and beyond daily to ensure our clients receive the highest quality of care. We extend our heartfelt gratitude to each one of them for their efforts.

In celebration of their unique contributions, this year we asked several of them to share their perceptions of working at Sara Riel.

These are their stories.

45

*Dedicated full-time, part-time and casual staff serve Sara Riel*

## **Daniel Omolola, Employment Specialist**

Taking a chance, Daniel began his career by simply dropping off a resume. Five years later he is one of Sara Riel's most experienced Employment Specialists. Helping his clients find, get and keep a job is a truly rewarding aspect of his work. *"Bringing my own joy, happiness and optimism to the job"* is key to building a relationship of trust and respect with a client and their family, who often share comments like "thank you, you are the only one he/she will listen to".

*"They really listen to you and acknowledge the positive impact you have on a client's life. You feel valued."*

**—D. Omolola, 2017**

Daniel draws strength from the openness and camaraderie he has with his manager and colleagues. *"They really listen to you and acknowledge the positive impact you have on a client's life. You feel valued."* Daniel looks forward to many more years at Sara Riel, where he says he stays because of the people and because the cause is bigger than any one person.

## **Jennifer Erdmann, Peer Support Worker, Seneca Services**

*Be available. No judgement. Understand the value of silence and presence. Respect. Trust.*

These words describe Jennifer's interactions with both her colleagues and guests, as a peer support worker. For her, the meaning of the words run deep, and now she has found a place where she feels spiritually fulfilled – a place she believes she was "led to be" – a place that works.

Having lived through recovery in her own life, Jennifer focuses on her own intentions to allow her to be truly present in her work. Her belief that *"Every day is constant growth"* testifies to the value and humility she experiences supporting the guests at Seneca Respite. *"I have teachers all around me and am truly a student of my guests."*

## **Ryan Kelly, Property Manager, Sara Riel Foundation**

For Ryan, it's all about the people – the staff and clients he works with every day.

Providing a safe, clean and affordable environment for all of them is what drives Ryan's efforts. Whether he is dealing with a plumbing issue for a long-time resident at Place Bernadette Poirier or re-negotiating a contract with one of Sara Riel's commercial tenants at Moore Avenue, no two days are the same.

*"I was drawn to a place that truly cares and I stay because I can see firsthand the difference we make. I am constantly blown away by the support everyone here provides our clients and each other".* Ryan spends his days constantly striving for better ways to serve his clients and colleagues.

## **Josette Cyr, Mental Health Support Worker**

The smile on Josette's face clearly shows the empathy she shares with her clients at Place Bernadette Poirier. *"They know they are safe to share anything with you because you get it,"* she says with the wisdom of someone who has lived through challenging times in her own life – and who, with the support of others, has come full circle to work with others learning to live independently.

*"They know they are safe to share anything with you because you get it."*

—J. Cyr, 2017

Compassion is Josette's guiding principle in learning how best to help her clients who may experience multiple emotional states, often during a single day. *"I'm here and I'm with you; call me for anything"* ensures her clients know her purpose is to be there for them to share a laugh or walk them through a difficult time. It warms her heart to share in her client's success and it is their success that motivates her to return every day.

## **K'Sah Woodley, Employment Specialist**

K'Sah spends her day with graduates of Sara Riel's pre-employment skills workshop as they seek out sustainable employment through job searches, resume writing and assessing their existing skills. *"I wanted a job where I could have an impact... in a program that was person-focused."*

*"It's very inspiring to see them motivated, to see them overcome their fear and do it"*

—K. Woodley, 2017

She lives those words as an Employment Specialist who concentrates on staying flexible and patient while continuing to stress accountability, to help prepare her clients for a return to the work world. *"It's very inspiring to see them motivated, to see them overcome their fear and do it."* This positive approach benefits K'Sah as well, as she continues to grow and learn from the variety of needs her clients demonstrate every day.

### **Candice Kirton, Manager of Community Services & Support**

Candice has walked the talk in caring for people with mental health challenges for almost two decades. *"I came to Sara Riel looking for a new challenge and the ever-changing client environment keeps me challenged still – every day."* Her interest in forensics originally drew her to help clients with their diagnoses and assist them in discovering their personal journeys of recovery. *"It is so rewarding to see them move forward."*

*"I came to Sara Riel looking for a new challenge and the ever-changing client environment keeps me challenged still – every day."*

—C. Kirton, 2017

Those rewards are not limited to the clients alone. Candice believes Sara Riel's leadership culture of respect, trust, support and honest feedback allows her and her staff to do their jobs while feeling valued and supported. Her ongoing passion for her work and the staff she leads is demonstrated by her enthusiasm. *"I really enjoy providing the services we do every day for our clients. There are a lot of good things happening here."*

### **Angela Meyer, Mental Health Counsellor**

Since joining Sara Riel as an Intake Worker ten years ago, Angela has valued the flexibility and constant support of her colleagues when her work has become challenging. *"The creativity is so key to me. Every client's needs are unique. I thrive on how we all work together to find the best supports for each person."*

Angela loves spending time with her clients to help them discover strengths they often don't know they have. Together they develop unique rehabilitation plans that can range from managing symptoms and building coping skills to expressive therapy at the weekly art group Angela co-leads. *"It's just the resilience of the clients who have been through so much and who are still genuinely willing to work and to want to recover"* that inspires her.

### **Cameron Tindall, Manager, Employment Services**

Cameron's role as an employment services manager is a perfect fit with his background in psychology and communications. *"What drew me to the agency was its mission, vision and values – which closely aligned with mine – and that they provided multiple services to help individuals receive a variety of supports they need in one location."*

The demonstrated commitment of his staff and colleagues keeps Cameron motivated to provide constantly improving services to Sara Riel's clients. *"We have been able to adapt services or processes to fit the needs of our participants, and being able to be flexible makes me excited to see what we can do or where we will go in the future."* He looks forward to his expanding role at Sara Riel knowing that *"mental health is gaining more awareness on a national and international level, which comes with new opportunities, and I think we could become a leader locally for things mental health related."*

# *Sustainable Infrastructure*

We believe that having a safe place to call home is an essential part of mental health recovery. We make it a priority to work with our clients to ensure they find and keep safe and affordable housing from which to continue their recovery journey.

In addition, we manage two facilities – an integrated apartment complex and an administrative building.

## **Place Bernadette Poirier**

Nestled amongst a grove of 100-year-old elm trees sits Place Bernadette Poirier (PBP). The new apartment complex of 28 suites offers integrated, safe and affordable housing. Our clients occupy half of the suites as part of their transition to independent living. The remainder are offered on the open market at full rental value to ensure the long-term viability of the complex.

His Royal Highness Prince Charles officially opened this integrated housing facility in 2014. Its success is evident in the ongoing waiting list we retain for both our support housing and open market suites to this day.



The presence of onsite mental health support workers ensures our clients have real-time access to supports when they are needed. The security of having a place to call home provides them with the ability to go from crisis to stability to independence without the fear of losing their homes – a common problem in low-rental housing.

Our open market clients range from families to seniors to persons with disabilities. All of the residents enjoy the opportunities to engage with each other through events like movie nights and barbeques.

This year we broke ground for a shared garden where all our residents can grow everything from fresh vegetables to fresh flowers for their table. A resident-led initiative, we are happy to support these efforts and look forward to seeing this space bloom, despite the rabbits and squirrels!



All our residents share in the benefits of the location's proximity to schools, shopping, health care services and public transportation. We take great pride in providing safe, secure, family-friendly housing in a great neighborhood while fostering close relationships with all our residents.

## **Centre Sara Riel**

Our administrative base is currently located in Centre Sara Riel on Moore Avenue in South St-Vital. The building is a two-storey mixed commercial property. Our rental tenants include St.Amant's psychology department and Com-Span – a not-for-profit agency that provides day-services for adults with developmental disabilities.



We are fortunate to be located directly next to a community green space used by clients and employees alike. This year we are progressing on our landscaping plan to add additional greenery and colour to the property, providing some additional privacy for our neighbours.

Our efforts to improve our environment aren't limited to outside the building. We will be retrofitting our building with occupancy light sensors for lighting in areas not always in use, e.g. washrooms, meeting rooms and mechanical rooms. And, we work diligently to ensure all our daily cleaning and paper products are environmentally safe and properly recycled.

We take great pride in offering a safe, clean and friendly environment for all visitors and the staff of our commercial tenants while working to build ongoing relationships with our residential neighbours.

## Managing our Properties

In 2015 property management responsibilities were transferred to Sara Riel Inc. The Property Manager now plays an active role in decision-making as a member of the SRI management team. This direct interaction allows him to:

- participate in planning for future needs,
- identify challenges/benefits earlier in the process,
- become aware of Sara Riel employee concerns through weekly management team meetings, and
- ensure he is accessible to respond to all tenant requests directly, whether residential or commercial.



# A Pathway to Recovery

Our clients must be grounded in the essential interpersonal and life skills that allow them to progress and live their recovery.

Recovery begins with the decision to call or ask for a referral for Sara Riel support services. The demand for our services continues to increase and we strive to meet the needs of individuals who request our services. We consistently seek long-term solutions to improve our intake process and sustain our commitment to compassionate service excellence.

## "Riel Recovery" Group

We created the "Riel Recovery" group to address the waiting list for individual counselling. The demand for the original six-week program was so high, in 2016, we condensed this to a twice-weekly three-week program to increase the spaces accessible to our clients.

70

*Unique clients attended  
Riel Recovery Group*

This program is now a pre-requisite to receiving Sara Riel counselling services. It allows participants to increase their mental health resiliency, learn skills to enhance the value of counselling, and complete real-life exercises to promote positive social interactions and increase self-esteem. Each session addresses a different subject area ranging from experiencing recovery to how hope can sustain change in mental health recovery. The theories of dialectical and cognitive behavioural therapy, mindfulness and behavioural activation underlie the discussion and techniques taught.

A Mental Health Counsellor leads the sessions, providing us with an invaluable opportunity to:

- assess new clients in real-life interpersonal situations,
- identify a client's readiness and/or desire to commit to counselling, and
- determine a client's suitability for other Sara Riel programming options.

## Learning Life Skills

Our clients in recovery sometimes need to learn or re-learn these skills to meet their ultimate recovery goal – an independent and self-fulfilling life.

We offer weekly group sessions on healthy lifestyles featuring nutrition and exercise advice. We also offer specialized sessions on searching for affordable housing and seeking employment.

Our goal continues to be that an individual receives some form of service from Sara Riel while they await counselling or individualized service.



## Our Culture of Recovery

While medicine is for the mind and body, participating in creative activities can heal the soul.

Our clients have access to a variety of culture-based activities – the most popular being our weekly art sessions, Riel Art Group. We have added a music group and a gardening group where many of our participants learn basic growing skills they can enjoy for a lifetime.

**380+**

*Visits to our art group this year*



## Intake Services

Last year 474 applications for service were received with 382 applicants being accepted into one of our services – an increase of 3% over the previous year. The remainder of the applications are pending completion, unable to contact or referred to more appropriate resources in the community. Overall, we provided service to over 380 individuals in one, or more, of our core service delivery areas i.e. counselling, housing assistance, employment assistance, respite services and community mentorship.

**474**

*Applications for service were received this year*

Our Sara Riel Services “orientation” was provided to over 200 individuals, including client supports such as workers, family members and friends. Of the 163 potential clients who attended over 75% submitted applications to access Sara Riel services.

## Employment Services

Individuals living with mental illness often face stigmatization in the workplace along with multiple barriers to employment. These can include gaps in work history; limited employment experience; lack of confidence; fear and anxiety; workplace discrimination and inflexibility; social stigma, and the rigidity of existing income support/benefit programs. History has proven that over 70 per cent of individuals living with mental health concerns are either underemployed or unemployed altogether.

Our goal is to assist individuals in overcoming these challenges to find meaningful and sustainable long-term employment. Our five Employment Specialists and two Mental Health Employment Counsellors help each client identify, build and apply their personal and professional skills to prepare for, get and keep the employment of their choice.

We offer a variety of job search, pre-employment and basic technical workshops to help clients prepare for work life. This year:

- 8 people attended Career Cruising
- 12 people completed our computer workshops
- 84 people completed a job search
- 55 people completed the Pre-employment Classroom



We work with our three funding organizations to identify conditional employment targets for the year i.e. Employment and Income Assistance (EIA) -20 persons employed, Training and Employment Services (TES) – 20 persons employed and the Winnipeg Regional Health Authority (WRHA) – 12 persons employed. This year we helped 51 persons become employed, meeting 98% of our employment target.

The demand for our service remains constant. This year alone, 252 people were waitlisted, 161 were assigned, and 77 were deemed not eligible for admission to the employment program. We have made significant progress in reducing our wait list times from an average of 43 days to 17 days. This is the result of adjusting our eligibility criteria and maintaining more frequent contact with our wait-listed participants.

# 51

*Part and full-time  
jobs were found for  
clients this year*

# 6

*have applied and been  
accepted for university  
or college*

## Working Relationships

### Winnipeg Chamber of Commerce

We have expanded our exposure to local employers and gained access to Winnipeg decision makers by joining the Winnipeg Chamber of Commerce in 2016. We are hopeful this exposure may lead to opportunities to provide ongoing employer education on mental wellness in the workplace.

### Winnipeg Harvest

Currently five individuals are enrolled in our program with Winnipeg Harvest. Started in 2014, this arrangement provides clients with priority access to direct skills training through a work experience program. Winnipeg Harvest has waived the normal 30-hour volunteer requirement in favour of a 30-hour skill application for our clients to receive their certification in a variety of programs (e.g. forklift certification, warehouse training, safe food handler's certification, and administrative and computer training).

*Meaningful work has been identified as one of the leading components of promoting positive mental health and helping people to recover.*

### Manitoba Contact Consumer Association

We renewed our partnership with the Manitoba Contact Consumer Association (MCCA) to offer our clients their Customer Service Professional (CSP) training, free of charge.

Educating workplaces about mental health helps dispel myths, raise awareness and end workplace stigma. We responded to MCCA's request for a presentation on Mental Health in the Workplace in exchange for client training opportunities. This presentation gave us the opportunity to educate their employee group. We hope to share this presentation with all our partner workplaces in the future.

### Real-life Practice

Individuals who take the Customer Service Professional training apply their skills in real life through an on-site volunteer program. Plans have been developed for volunteers to do some administrative and reception duties at Sara Riel, under the supervision of the Manager of Mental Health Services. The program, started in February 2016, helps volunteers improve communication, use up-to-date computer programs and develop experience in a professional work environment.

### Employment Assistance

We continue to strengthen our relationship with Employment and Income Assistance (EIA) services or EIA Disability. These working relationships result in better understanding and increased ability to answer client questions – while building better relationships between participants and their case officers. EIA provides us with information and supplies the necessary benefits our participants need to achieve their vocational or employment goals.

Our Manager of Employment Services co-chairs the Winnipeg Community and Government Members Committee on Employment and Income Assistance and Mental Health. This committee works to address systemic and re-occurring issues experienced by those living with mental health/illness who receive EIA/ EIA disability benefits. The overall goal is to create collaborative and mutually beneficial relationships between EIA, community service groups and participants.

We continue to build on our existing relationships with referral agencies such as Reaching Equality Employment Services, Light House Mission, Siloam Mission, St. Boniface Hospital, Grace Hospital, Victoria General Hospital, Misericordia Health Centre, MarketAbilities, and Forensic Assertive Community Treatment.

## Seneca Services

Seneca Services respite operates from a five-bedroom, two-bathroom suite at PBP. This respite location provides clients who may find themselves near-crisis, a safe non-hospital alternative. Peer support workers are onsite to encourage and provide guidance as clients work on self-identified goals.

This year Seneca streamlined its intake process for first-time guests who are supported and referred by clinical specialists. We consulted with a Registered Dietician ensures our clients have access to healthy and balanced meals during their stay while allowing us to manage our food costs more effectively.



**1600+**

*Calls received on  
Seneca Warm Line  
this year*

Seneca operates a peer-facilitated “Warm Line” open to receive calls from 7 to 11 pm, 365 days a year. These person-to-person interactions provide callers with the opportunity to share their concerns with someone who has travelled their own journey of recovery – a peer support worker.



Seneca asked each of its guests for feedback since opening its doors in 2014. A review of the over 400 responses (50% of guests) clearly shows the value of this service. When asked *“If Seneca Services had not been available, what options were you considering?”* our clients said access to this service resulted in:

- 92** fewer visits to hospital emergency rooms
- 125** fewer visits to the Crisis Response Centre
- 145** fewer visits to the Crisis Stabilization Unit
- 103** fewer visits from the Mobile Crisis Team
- 109** fewer calls to emergency/crisis lines
- 34** fewer people having to go to a shelter
- 43** fewer people having to go the streets
- 44** fewer people engaging in self-harm

These numbers prove what our staff already know – peer support respite works. We thank each of our clients for their valuable insight and feedback.

*When asked “Did staff respect your privacy and confidentiality? Were you treated with dignity and respect? Were staff knowledgeable about resources? Were they available, empathic and supportive?  
We received a 98.4% average approval rating.*

# Ongoing Services

In addition to the new services and initiatives undertaken this year, we continue to provide core services that address our goals. Some of these include:

## Housing

Finding safe, affordable housing in a low-vacancy market can seem like a daunting task. Once a potential home is found, our workers accompany participants to viewings and inspections, and reinforce the understanding of leases and obligations. This work only continues to increase as the vacancy rate in Manitoba continues to decline, particularly in the range of individuals on Employment and Income Assistance (EIA) who may receive up to \$285 (one person including utilities) with a possible \$300 - \$500 through the Rent Assist (RA) program. The RA program provides a maximum of \$533 for a single person on EIA, with up to an additional \$200 for those on EIA disability who qualify for the portable housing benefit (PHB). It continues to be challenging to find safe and affordable housing as the average rent for a one-bedroom apartment in Winnipeg is \$990 (April 2017). Tenancy support services are offered to any of our participants, in any of our programs, who identify housing issues that need to be addressed.

One primary objective in 2016 was to respond to the growing demand for housing and/or re-location requests. We found that a primary cause for clients requesting new accommodations was due to socialization challenges, such as problems with neighbours or landlords.

Our response was to create Good Neighbor, a training program focused on how to maintain housing. This training provided our clients the tools to problem-solve when in a difficult situation.

The Good Neighbor training is now a requirement for all new housing applicants. At the end of the program our clients receive a certificate of completion which demonstrates to potential landlords they have received the skills and training to maintain their accommodations.

## Portable Housing Benefits (PHB) Supports

SRI can provide PHB allocations of up to \$200 in rent supports to 75 people each month. The PHB support is available to individuals who are on Employment and Income Assistance disability due to mental health concerns and who are homeless or at risk of being homeless. In addition to the rent subsidy, the PHB is directly tied to support services to help ensure sustainable tenancies.

## Counselling

SRI offers Mental Health Counselling that emphasizes recovery, rehabilitation and community integration by helping our clients understand their diagnosis, deal with stress and symptoms and/or medication management. 189 people received mental health counselling and support this year.

189

*People received mental  
health counselling  
and support*

## Sharing Our Knowledge

This year Sara Riel Inc. presented “A Higher Standard” for our Mental Illness Awareness Event.

We also hosted our one-day Mental Wellness: Resource and Networking Expo, featuring exhibits and representatives from more than 60 organizations providing services in mental health, wellness and employment. Our Speaker Series included presentations such as Dr. Gisele Morier’s “If Only I Could Write A Prescription For Work”, Sherry Giesbrecht’s “Interpersonal Skills: The Bridge to Workplace Wellness” and many others.

Over 300 individuals attended the exposition to learn and hear more about mental health wellness in the workplace.

# Sponsorship Accountability Framework – Operations

*Sara Riel Inc. is dedicated to the Catholic Health Corporation of Manitoba's (CHCM) commitment to identifying the unmet needs of the people we help, and developing and implementing new and innovative responses to those needs.*

## Spiritual Purpose

Sara Riel staff and Board understand our unique history with the Grey Nuns and the lay organization they founded to carry on their work under CHCM. Spirituality is alive and witnessed through the daily compassionate work of all our staff and volunteers. Spiritual supports are offered for all our service recipients. The results of client surveys show that clients are very satisfied with this support.

## Unmet Needs

Sara Riel has sought out unique partnerships to address the unmet needs of our clients and our larger community. We formed a partnership with Winnipeg Harvest to enhance our employment services. We have implemented bi-weekly sessions of the Riel Recovery group to address the growing needs for counseling services and to address waiting lists.

*“In addition to support from health-care services, people with mental illness require social support and care. They often need help in accessing educational programmes which fit their needs, and in finding employment and housing which enable them to live and be active in their local communities.”*

*World Health Organization, 2017*

## Ethics

Ethics have always been a foundation of our operations. A formal ethics framework now figures into all our decision-making processes and is part of our service delivery discussions.

We continue to grow in our understanding of compassion in action and take advantage of every opportunity to strengthen our daily practice. We continue to work with the Compassion Project and provide follow-up assessment data on the training's effectiveness and real-life application.



## Sustainability

We face increasing pressure like other human services agencies who are being asked to do more with less. We have divested of infrastructure where the ongoing investment to maintain the building was not cost-effective.

We continue to review and restructure our organization to gain efficiency (e.g. undertaking the property management role). Sara Riel has not seen increases in operational funding for several years. We remain strong with healthy operational budgets.

## Excellence

Sara Riel continues to measure our activities as we have continued to strengthen our community, housing and employment supports. We survey all clients and retain data for all client entry, exits and crisis situations to ensure we are aware of the needs, responses and alerts. We continue to research leading practices around the globe and implement innovative practices to enhance client services.

### Looking to the future

*All of us, from our Board to staff to volunteers remain focused on the challenging future before us. We take steps daily to study, plan and innovate to deliver service excellence to an ever-growing client base. Every day presents a new challenge and a new opportunity to bring compassion to life for our clients.*

# Board and Committee Members



**Front L to R:** *Thérèse Vachon, Ginette Fournier-Richer, Monique Roy*

**Back L to R:** *Maryvonne Alarie, George Coupland, Paul Vandal (Chair), Daniel Beaudette, Derrick Vandel, Gisèle Morier, Christophe Rodrigue, Lance Barber*

## Board Members

Paul Vandal, *Chair*

Daniel Beaudette, *Vice-Chair*

Maryvonne Alarie, *Secretary*

George Coupland

Christophe Rodrigue

Derrick Vandel

Gisèle Morier

Thérèse Vachon

Stefan Delaquis

Ginette Fournier-Richer

Monique Roy

Lance Barber

Daniel Tremblay

## **Executive Committee**

Paul Vandal, *Chair*

Daniel Beaudette

Maryvonne Alarie

## **Finance and Audit Committee**

Christophe Rodrigue, *Co-chair*

Derrick Vandel, *Co-chair*

Paul Vandal

## **Service Delivery/Spiritual Care Committee**

Ginette Fournier-Richer

Daniel Beaudette

Paul Vandal

Gisèle Morier

Lance Barber

## **Property Management Committee**

Derrick Vandel

Christophe Rodrigue

Paul Vandal

Daniel Beaudette

## **Human Resources Committee**

Stefan Delaquis, *Chair*

Monique Roy

George Coupland

Sherry Theroux

Paul Vandal

## **Sara Riel Executive and Management Team**

Diane Lau, *Executive Director (until May 2017)*

Candice Kirton, *Manager, Community Supports and Housing*

David Stewart, *Manager, Client Services*

Cameron Tindall, *Manager, Employment Services*

Susan Sansome, *Manager of Finance and Administration*

Ryan Kelly, *Manager of Properties*

*Hope and healing to persons  
with mental health concerns*



66 Moore Ave.  
Winnipeg, Manitoba  
R2M 2C4

Telephone: (204) 237-9263  
Fax: (204) 233-2564  
[SaraRielinc.com](http://SaraRielinc.com)