



ANNUAL REPORT

2020/2021

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Compassion, Respect, Recovery

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MESSAGE FROM

THE BOARD CHAIR, NEILL JOHNSON

"It has been an interesting year with COVID-19. I am very pleased that despite the challenges, the Board of Directors was able to support the interests of Sara Riel. During this time of adversity, Sara Riel rose to the challenge by expanding its programming to include virtual connections to those we serve, a 24-hour 7 day a week warline and modules to support the Long-Term care sector.

Sara Riel moved quickly to produce an IT room with cameras and software which produced mini-moments, Province of Manitoba Safe at Home videos and assisted participants with the mental health and addictions tools they need. As well, Sara Riel was able to stay connected to all participants, whether virtually or by phone.

Our successes this year can be attributed, in no small part, to the skilled leadership of our Executive Director Tara Snider and her talented management team.

I would also like to thank our amazing staff for their dedication to Sara Riel and to their unwavering efforts to support our community through such difficult times.

I want to thank the Board for the support they gave this year. Through the support of Lift, the Board learned about effective governance, targeted five strategic goals and developed the initial stages of a 3-year Strategic Plan.

Many thanks to Dr. Lance Barber, Roxane Sarrasin and Rose Roulette for their dedication to Sara Riel. I join them in this being our last year on the Board. It has been a rewarding experience. I am grateful to have led this strong organization in its Mission and Vision to support those living with mental health and addictions challenges.

Thank you."



MESSAGE FROM

THE EXECUTIVE DIRECTOR, TARA BROUSSEAU SNIDER

"It was a successful year, as together we met the Board goals, the Sara Riel Mission and Vision and maintained as well as created programming for Sara Riel participants during a challenging pandemic year. Sara Riel employees worked tirelessly and through adaptation to be there for participants. The attention to participants was evident with survey results showing that 97% of participants felt they had been supported during COVID-19, the same or more than pre-pandemic.

The Management Team is a "dream team" of dedicated and passionate individuals, who believe fully in the Mission and Vision and create the welcoming atmosphere at Sara Riel. They worked with diligence to provide all the necessary steps to continue to support participants and the community through COVID-19.

Thank you to the Board. I am appreciative of their work and knowledge in providing oversight and vision for the future. Neill Johnson has been exemplary as Board Chair, with his knowledge and considerable guidance. His support and leadership have placed Sara Riel in a solid position currently and for the future. Laurel Mitchell, Vice-Chair, has wisdom and understanding of the mental health and addictions sector. She has ably led the Service Delivery committee and has been a strong voice for adaptability. Derrick Vandel, Treasurer, has maintained a strong and steady course as he oversaw financial viability and was the Chair of The Audit Committee. Mathieu Lafreniere has also worked diligently as Chair of the Human Resource committee. The Board brings a vast array of community skills. Thank you to Dr. Lance Barber, who leaves after serving 5 years on the Sara Riel Board and Roxane Sarrasin, who provided 2 years of service. Both were instrumental to the Service Delivery Committee, and I thank you for your input.

I wish to express my gratitude to Lift, Ruth Whyte and Leanne Campbell, and the team. They have provided skill development in Board Governance, Revenue Diversification, Measurement, Strategic Planning, and ongoing support in order for Sara Riel to have impact. As a result, Sara Riel has continued to offer stellar service and growth where there is need.

Sara Riel reached out to communities affected by racism and colonialism. Staff continued with the Diversity committee and participated in education with Mitch Bourbonniere, the Seven Spiritual teachings and LGBTQ2+ trainings.

This year Sara Riel retained all its programming. New initiatives included a Warmline, Modules for Long-Term care and Shared Health, virtual events, tools, connections and in-person connections. These projects were made possible through the financial support of the WRHA, Province of Manitoba, Economic Development, Government of Canada, United Way of Winnipeg, Winnipeg Foundation, Stay at Home Manitoba, Councillor Brian Mayes, Councillor Marcus Chambers, Kinsmen, Green Team and Canada Summer Grants Program and donors.

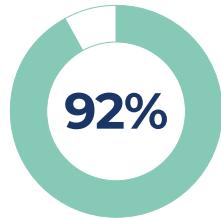
Thank you to you all for an inspiring and impactful year."



97%
*of participants felt they
had been supported during
COVID-19 the same or more
than pre-pandemic.* **”**

SARA RIEL RESPONDING TO COVID-19

PERFORMANCE MEASURES PATHS TO POTENTIAL.

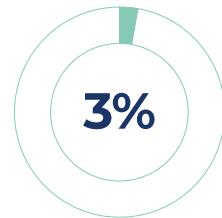


92% of participants had the same or more contact with Sara Riel staff.



90% of participants used coping skills they learned in counselling.

SRI connected with most participants by phone



Only 3% were comfortable connecting virtually or had the means to do so.



WARMLINE USAGE

The demand for warmline services continued to increase. Warmline usage increased of **75% with over 16,000 calls for the year.**



CHANGES IN PARTICIPANTS SENSE OF SELF, WELLNESS, HOPE, AND EMPOWERMENT ARE DUE TO SUPPORTS PROVIDED BY SARA RIEL.

MINI-MOMENTS

Staff produced many mini-moments for social media and YouTube to give individuals tools to cope during the pandemic.

DocuSign®

ADMISSIONS APPLICATIONS WENT ONLINE DURING COVID, WHICH MADE IT CHALLENGING TO HAVE THEM PERSONALLY SIGNED. DOCUSIGN WAS IMPLEMENTED TO SPEED THE INTAKE PROCESS.

DONORS AND SPONSORS

Green Team and Canada Summer Grant Funding provides students for the warmline!



The **United Way Winnipeg** with support from the Government of Canada provided \$65,902.00 in revenue to the Warm line during COVID 19.



Aym and Ash handcrafted scrunchies with the Sara Riel logo as a fundraiser.



WRHA - Thank you for funding the Case Management/Supportive Housing/Community Mentorship/ Seneca Services programs.



Safe at Home - The Honourable Cathy Cox, Minister of Sport, Culture and Heritage provided a Province of Manitoba grant for \$12,609.00 to provide virtual wellness videos. The videos created mini-moments and workshops created for Safe at Home during COVID-19.



St. James Burgers donated \$1.00 for every Teriyaki burger ordered for the month of January.

Councillor Mayes (St. Vital Ward) and Councillor Markus Chambers (St. Norbert-Seine River Ward) provided a total of \$5,020.77 to Sara Riel to provide wellness peer support groups and programming. The Peer Support groups for the community emerged with their generous grant.



Rose of Recovery - Hilary Druxman provided Sara Riel with \$1091.00 as a donation and created the beautiful Rose of Recovery necklace.

Celebrate Local, a virtual event brought together local Winnipeg food, music, and comedy all in support of the services provided by Sara Riel. The event evening features music by: Raine Hamilton, James + Sarah Buckboro, Lindsay Fialka, and Frannie Klien with Comedy Sketches from Hunks, Not Your Favorite Daughter and Club Soda -produced by the Winnipeg Nightlife Award Winners The Village Idiots. The event was March 20, 2021 at 6:00 PM.

PROGRAMMING AND PARTNERSHIPS

- **Long-Term Care** - Sara Riel partnered with the University of Manitoba and CHAM to bring support to the Long-Term Care sector. The survey results requested less informational content (definitions, etc.) and focused on presenting practical strategies that LTC staff and management can use. Sara Riel is working in partnership with Dr. Kristin Reynolds and Laura Ceccarelli (University of Manitoba) to meet the needs of staff because of the survey information. Staff wanted practical tools, as they were experiencing issues of stress, burn-out, scheduling and compassion fatigue. There are four modules for Compassionate care which have been compiled through PowerPoint, handouts, and filmed delivery. Kudos to Cameron Tindall, Daniel Omolola, and Chelsea Feniuk, as five Modules were launched to support the long-term care sector.
- **Workshops** - Sara Riel sponsored two workshops to build awareness for cultural sensitivity. The topics and presenters are: "Systemic Racism and Resilience: Confronting Racism in Healthcare and Mental Health", November 25, 2020 virtual presentation via zoom with Dr. Darien Thira, Wound to Wellness: Service Providers offering Violence Related Trauma Healing to Indigenous Clients, November 26 - 27, 2020 with Dr. Darien Thira.
- **LIFT** - Sara Riel has been fortunate to partner with LIFT. They have provided support in 10 areas ranging from a strategic plan, governance, communications, diversified funding to people capacity. Lift brought in John Baker of Aperio to conduct the Sara Riel Strategic Plan.
- **End Homelessness** - Tara Snider participated in the Coordinated Access Council meetings to end homelessness.
- **Mitch Bourbonnieres** led Sara Riel in strengthening delivery to participants with particular reference to Aboriginal and Metis communities.
- **Councillor Markus Chambers** - The Deputy Mayor and Vice-Chair of the Police Board, was invited by the Diversity committee to speak to all staff to mark Black History month.
- **CCRW** - Employment services presented a virtual workshop to businesses on Talking about the Taboo, in partnership with CCRW and CCRT.
- **WRAP** - Management took WRAP training sponsored by Reseau Compassion Network.
- **True North Youth Foundation** - Sara Riel was highlighted by the Winnipeg Jets and True North Foundation during mental health week.

PROGRAMMING CONT.

- **Workshops** - A LGBTQ2+ workshop was developed to provide participants with information on LGBTQ2+ language and knowledge. Anger Management, Art Group and Self-esteem were presented.
- **Shannon Carten** prepared a segment on Mindfulness for Winnipeg School Division Mental Health Week.

MINI-MOMENTS

Staff mini-moments for mental wellness included such topics as: neighbourhoods, distancing and walks; the importance of daily routine; taking pleasure in gardening; social media, turning it off and finding good news websites, Sunshine and finding joy, gratitude; resilience; self-care, Mindfulness techniques and Meditation and breathing.

CAPITAL PROJECTS

Seneca Services - The Winnipeg Foundation provided \$15,000.00 to have an accessible bathroom for respite.

EDUCATION

NVCI - David Stewart and Candice Kirton completed their recertification to continue to train all staff in NVCI. All staff have their NVCI certification.

Black Lives Matters - Dr. Mamadou Ka led a discussion on cultural sensitivity at the full staff meeting, with a question and answer format. Staff were grateful for the talk.

WHMIS - All staff completed the Workplace Safety training for COVID-19.

Seven Teachings - All staff have been encouraged to take part in a 10-week program for Aboriginal Cultural Understanding of the Seven Teachings. This started in January.

- Sara Riel offered a **Virtual Pride Parade** with pictures from earlier events and happenings. David Stewart obtained permission from Pride Manitoba and enthusiasm by the group that Sara Riel was promoting the parade.
- **Sister Jean Ell** was nominated by Sara Riel and is the Recipient of Manitoba 150 Trailblazer award.



2021-2022

SRI BOARD OF DIRECTORS

CHAIRPERSON



Laurel Mitchell

VICE-CHAIRPERSON



Mathieu Lafrenière



Christophe Rodrigue



Daniel Tremblay



Derrick Vandel



Dr. Mamadou Ka



Dre. Gisèle Morier



Michelle McPike



Nicholas Brzak



Sherrisse Augustyn

