



St. Leonard's
community services
LONDON & REGION

Annual Report



2020-21

MESSAGE FROM THE BOARD CHAIR

The 2020/2021 year has been a very challenging year for everyone. We have seen the strength of the staff at St Leonard's as they have supported one another and continued to provide services to the community at a time where it has never been needed more. The dedication of all of the employees and volunteers at St Leonard's has been exemplary. Thank-you to everyone for your perseverance, adaptability, and commitment.

In the fall of 2020, St Leonard's received accreditation, a tremendous accomplishment for the entire organization. Accreditation is a testament to the work done by St Leonard's and the quality of the staff, volunteers, and leadership team. Certainly, this is something in which everyone can all feel very proud.

The Board of Directors has continued to meet virtually over the past year. This year two board members will be leaving in June; Paul Tufts and Paul Waight. Paul Tufts has been a board member for one year. His insight and experience will be missed. Paul Waight has been a board member for the past nine years. Paul Waight served as Vice-Chair of the board and has twice been elected as Chair of the board during his tenure. His leadership, drive, and passion will be missed. St Leonard's has benefited from his knowledge and experience immensely. Thank-you to both Paul Tufts and Paul Waight for their contributions to the board. The board welcomed Gordon Thane as a new member.

On behalf of the Board of Directors, I want to acknowledge and thank the employees and volunteers at St Leonard's Community Services for their diligence and commitment to the overall success of the organization this past year.

As we look ahead to the coming year, we look forward to once again having an opportunity to enjoy the company of our family, friends, and co-workers, in-person, and to continue to support the incredible work of St Leonard's Community Services.

- Al O'Brien, Board Chair

OUR VOLUNTEERS!

We recognize and thank all of our volunteers for their contributions to St. Leonard's! Our Youth Justice Committee volunteers are a dedicated group – many of whom have been volunteering with us for more than 5, 10 or 15 years – and contribute so much and who enrich the experience for all those involved!



Board of Directors

Alan O'Brien – Chair
Sarah Ashkanase – Vice-Chair
Jody Graham – Treasurer
Scott Switzer – Secretary
George Qubty
David Rows
Gordon Thane
Paul Tufts
Paul Waight

MESSAGE FROM THE EXECUTIVE DIRECTOR

The 2020-21 year will be one that is not soon forgotten.

The obvious reason for that is COVID-19 and all that came along with it. Never before have any of us been involved of something of this global scale and impact. Moving through the stages of an unknown virus to deal with, a lack of PPE (and toilet paper), to new additions to our vocabulary (things like physical distancing, mandatory masking, Zoom, and mRNA vaccines), to stay-at-home orders and virtual meetings and curbside pickup...through all of this we kept a focus on how we could continue to provide the services we are known for to our clients and participants who otherwise may have nowhere else to receive them.

However, there are other reasons for which the past year won't be soon forgotten.

November 2020 saw St. Leonard's receive its first 4-year accreditation. Two years of work, refinement and development of over 170 policies and procedures, culminated in 3 days of review by 3 independent reviewers. By the time we finished, we had met 64 of 64 mandatory standards and 39 of 39 leading practices. While our accreditation is an assurance from a respected third party that we are operating responsibly and providing responsive, quality services, it is also a testament to the work of the hundreds of staff, leaders, volunteers, students, and board members who are proud to say they are a part of St. Leonard's.

2020 saw the addition of several new programs and services:

- June saw the expansion of our Housing First program, Project Home: the addition of the Rapid Rehousing, Rent Stability, and Housing Identification Programs, saw our team grow considerably as we grew our efforts on solving homelessness in London.
- In September, London's first Justice Centre began operations. In partnership with other local community agencies, our local police services, and various ministry partners, St. Leonard's staff took a key role as the inaugural Intake and Case Management Worker providing diversion services for young adults in our community.
- Later in the year, in December, we were selected to provide a new Supportive Housing program, one focused on those participants with mental health challenges that are involved with the justice system and who need support with housing.

All of these changes align well with our strategic directions around continuing to offer quality services with focuses on housing and restorative practices. We saw our staffing grow by almost 30 new positions over the course of the year as more people continued to choose to join us. And, we have embarked on a journey of getting St. Leonard's known in our community through new initiatives in communications and social media.

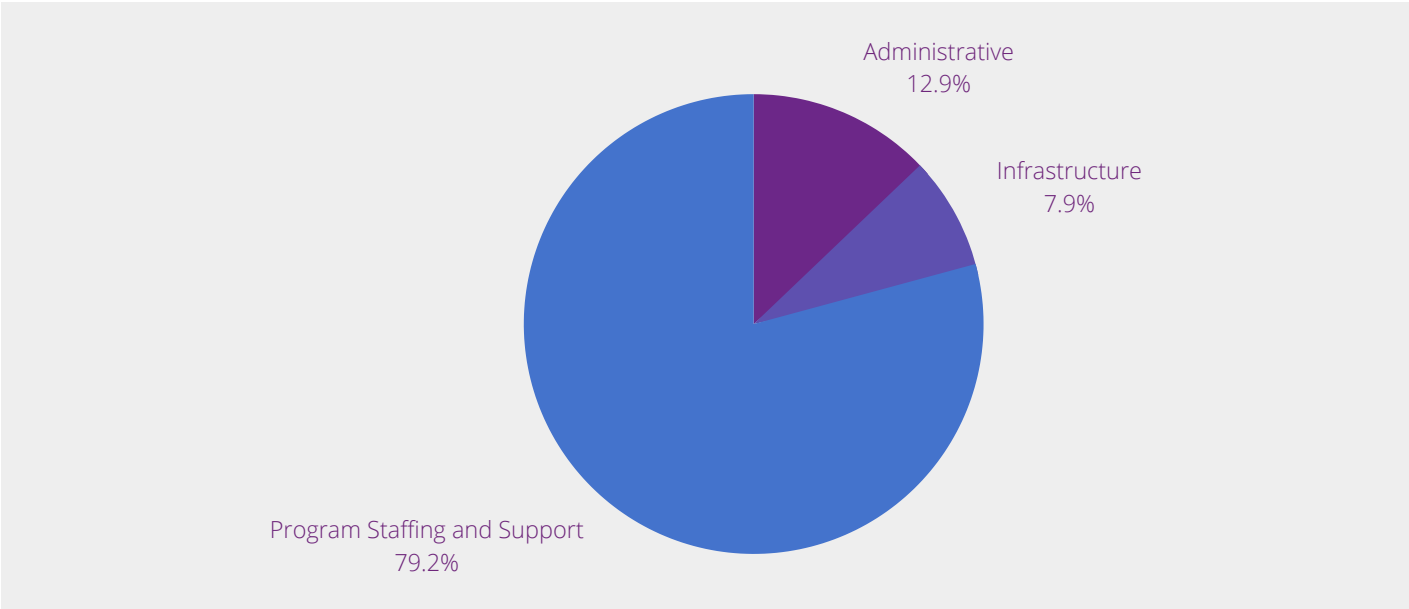
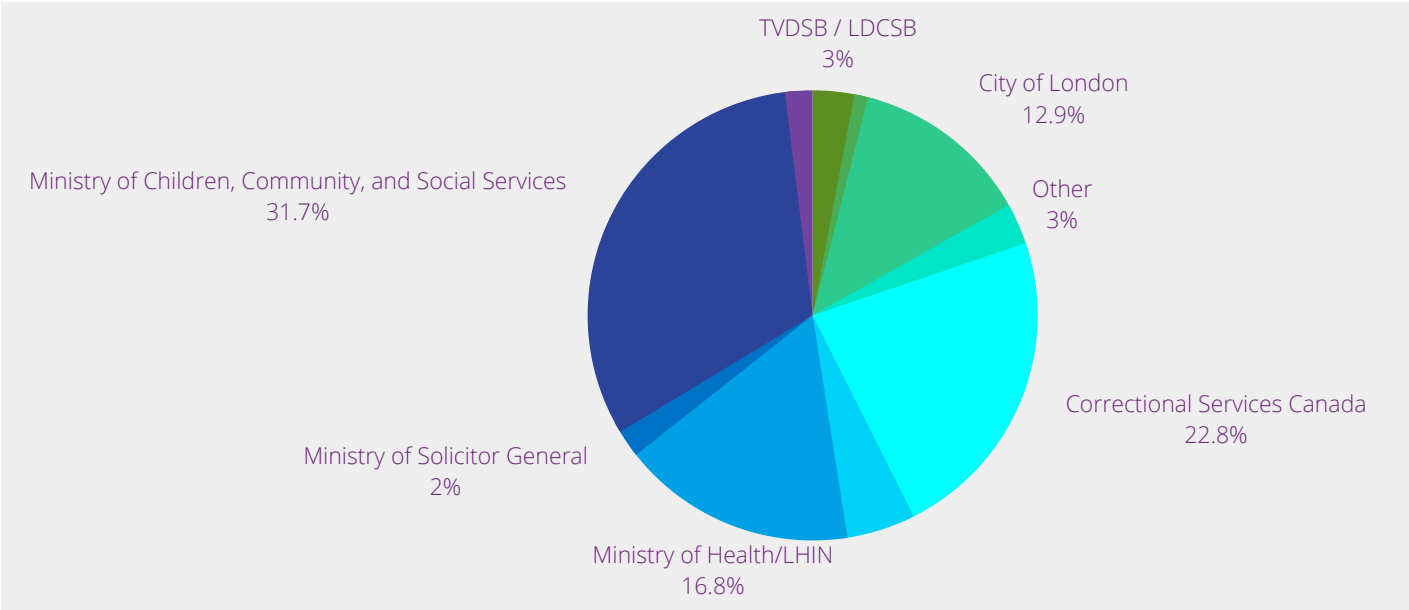
And now, as we start the 21-22 year, we look toward a time where perhaps we can meet a bit more in-person and a bit less virtually and perhaps with a few fewer masks and a few more social activities!

- Michael Oates, Executive Director

OUR PARTNERS AND FUNDERS

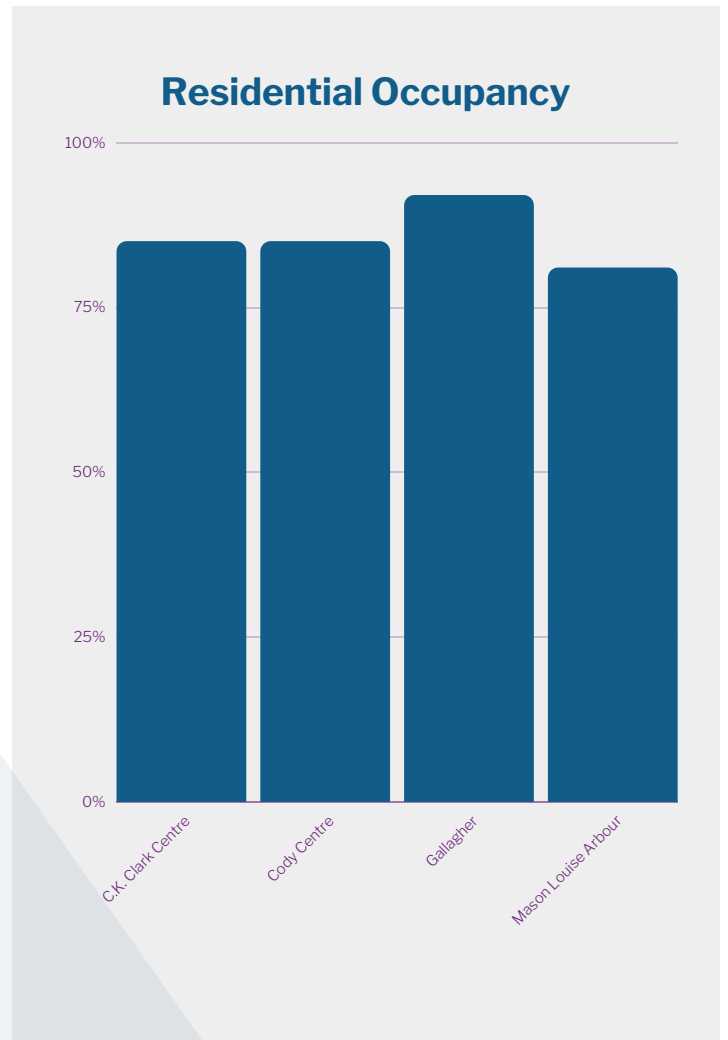
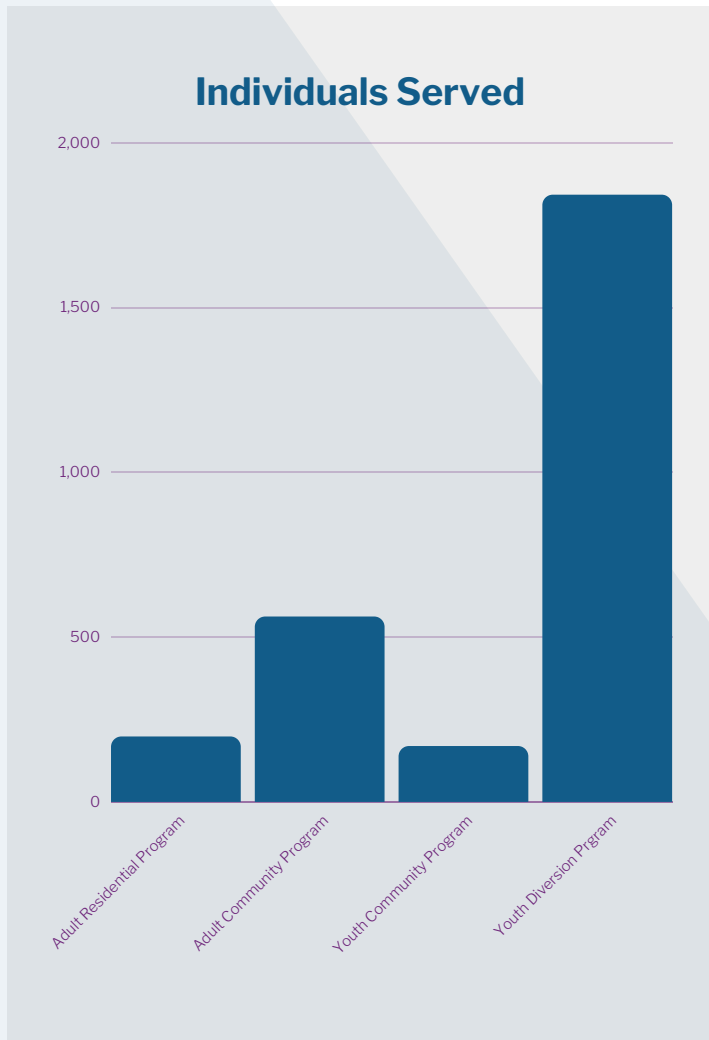
St. Leonard’s continues to be grateful for the partnerships we have with our funders and for their shared commitment to a community where everyone feels safe, valued, and supported. We are proud to collaborate with:

- City of London
- Correctional Services Canada
- Ministry of the Attorney General
- Ministry of Children, Community, and Social Services
- Ministry of Community Safety and Correctional Services (now known as Ministry of the Solicitor General)
- Operation Springboard
- St. Joseph’s Health Care London
- Ministry of Health, including the Southwest Local Health Integration Network (soon to be Ontario Health)
- Thames Valley District School Board and London District Catholic School Board



OUR IMPACT

2,767 Individuals Served



SLCS is committed to continuously improving its capacity related to French Language Services.

We focus on active offers by ensuring our services are available in French, offered proactively, and are accessible to members of our community.

We've prioritized several practices which support FLS, including mandatory yearly training for all employees, volunteers, and students.

We actively promote, support, and collaborate with partner agencies to reinforce the provision of FLS in the community through strategic planning

“Understand that my success is our success. Thank you for doing your part, and I thank you for helping me and seeing the good in me.”

SLCS BY THE NUMBERS

8,437	Support days provided to clients in SIL
7,001	Client visits in the Reintegration Program
6,918	Adult community service hours completed
1,066	Participants in Peer Power workshops and training
1,057	Hours provided to youth in the Intensive Reintegration programs
389	Client visits by the Transitional Case Worker
321	Client contacts in the London Reporting Centre
249	Service hours in the Aftercare program
139	Youth participating in the Restorative Approaches program
120	Participants housed in Project Home
99	Youth diversion direct service hours
80	Percentage of youth in the Attendance Centre with educational supports
41	Successful completions in London Justice Centre
10	Individuals successfully housed in Forensic Supportive Housing program

“

I must thank you for everything you have taught me, and for being the positive role model you played on my life. I look up to you and respect you very much for being such a kind person, dedicating your time and energy to help kids go down the right path, and I am grateful that you see the good in others and have no judgment upon them. I know it made you sad to know I was arrested again, but just know I am free from my past and moving on to better things.

—



PROGRAM SPOTLIGHT: LONDON JUSTICE CENTRE

SLCS is proud to work in collaboration with MAG and various community partners to deliver the London Justice Centre program.

Since holding its first court appearances on September 24th of 2020, the London Justice Centre has received 94 referrals and seen 41 successful completions. The Justice Centre provides multi-sector, wrap-around services to youth in conflict with the law between the ages of 18 and 24.

Clients are connected to employment, housing, healthcare, and mental health supports as needed. Additionally, clients are provided with the opportunity to apologize, reflect, and complete meaningful tasks that are tailored to their unique needs and skills.

The aim of London Justice Centre is to break the cycle of offending by holding offenders accountable for their actions while promoting justice, healing, and restoration for offenders themselves, victims involved, their respective families, and the broader community. Notably, the London Justice Centre is the first community justice centre to open in Ontario and only the second in Canada.

**- Hannah Trip, Adult Diversion Services Worker
(London Justice Centre)**

UPDATE ON STRATEGY

After a fulsome process of stakeholder, community and employee consultation, surveys, focus groups and dedicated retreat days our new 3-year Strategic Plan was presented on May 1, 2020.

We successfully completed the first year of our plan, focusing on our three strategic priorities; Our People, Our Services and Our Voices. Some of the key achievements in the first year of the plan included the development of an employee-led Wellness Committee, evaluation of the professional development opportunities provided to our employees, and engagement in transparent dialogue about organizational compensation and employee engagement. We have additionally begun to explore how SLCS might further support our community's critical need for housing. This strategy is complex; we will continue the work moving into year two. In support of our quest to integrate Restorative Practices (RP) in all we do, we have embarked on a training plan to ensure that every SLCS employee is provided with this foundational training. Client satisfaction surveys were implemented as a part of our commitment to evaluation and continuous quality improvement. And finally, if you are connected to a SLCS email account, twitter, Facebook, Instagram, you will have seen the efforts made to increase internal and external understanding of St. Leonard's programs, services and opportunities!

Our plans for year 2 include the important work we are doing on our organizational compensation and the continued strengthening of employee engagement. We will continue to build upon the work started to support housing initiatives, integrate restorative practices in our movement toward becoming a restorative agency and enhance the development, tracking and evaluation of quality metrics. Within all of this, we will remain intentional in our efforts to initiate and strengthen community awareness and connections that may support us in our goal to improve the lives of individuals in support of community wellness.

- Kerri Cushing-Mitchener, Senior Director of Client Services

Our People

Support, empower, attract, and retain engaged employees, volunteers, and students.

Our Services

Improve the lives of individuals in support of community wellness.

Our Voices

Increase understanding of St. Leonard's programs, services, and opportunities.

You can view Our Strategic Plan on our website at www.slcs.ca.

Early in 2021 employees across all SLCS programs were invited to join the newly-forming Wellness Committee. The concept of wellness is vast, we often think of physical and mental well-being first, but there is also intellectual wellness, financial wellness, and environmental wellness just to name a few others. The committee had its first meeting in February 2021 with the goal of bringing more awareness to our overall wellbeing and providing ideas, suggestions, motivation and challenges for staff to engage in.

A monthly calendar with topics was brainstormed and weekly emails sent on Fridays is how we've delivered our message. So far we've touched on Heart Health in February, Financial Wellness in time for taxes in March, Environmental Wellness to match Earth Day in April and a work out challenge pairing employees with similar fitness goals to support one another in May.

The Wellness Committee has made the App 'Headspace' available free of charge to all employees. A library full of meditations and exercises for sleep, focus, and movement. We have had some good interest so far with 55 employees signing up. There has also been a gift card giveaway to a local Package-Free Grocery Store & Refillery during April and more great ideas on the horizon.

We are excited to see Wellness Committee continue on during a time when taking care of ourselves is so important. Keeping our Wellness in mind will in turn allow us to best support the many individuals SLCS crosses paths with.



**FROM THE WELLNESS
COMMITTEE**

Vision

A community where everyone feels safe, valued and supported.



Mission

To support, advocate with, and empower individuals who are, or who are at risk of being, justice-involved



Values

- **Inclusion** – Our foundation is a stance of non-judgment and openness that recognizes and honours the uniqueness and dignity of each person and their experience.
- **Collaboration** – Relationships are central to who we are and what we do. We cultivate purposeful connections with our clients & participants, co-workers, partners, allies, and community.
- **Compassion** – We are honoured to be part of other people’s journeys. We accompany others and each other with empathy, flexibility, commitment, and respect.
- **Accountability** – We are a reliable partner who provides compassionate supports. We steward well the resources entrusted to us as we do our best by, with, and for clients & participants, co-workers, volunteers, students, partners, allies, and our community. Accountability is an invitation to become our best selves as we learn and grow.

