

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.

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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.

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 support people with mental health concerns to thrive in the community, and throughout their recovery, through the provision of supports in housing, counselling, rehabilitation and employment.

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 Inc. receives its core funding through the Winnipeg Regional Health Authority but relies on grants and the generosity of donors for other expenses.



“I feel supported by my community.”

Message from the Board Chair



In the early summer months of 2018, I was honoured to be asked to be the Chair of Sara Riel Inc. I had heard many great things about the organization and knew of people close to me who had benefitted from the compassion and services provided.

Over the course of my tenure with Sara Riel Inc. (SRI) this year there have been both successes and challenges faced by the organization. This is the way of life for most organizations and it is always a balancing act to both celebrate the victories and also work hard to overcome the challenges.

Our major challenge has been the position of Executive Direction which has been vacant for over two years. Even with a resilient staff, management team and an engaged Board of Directors there is always something missing without a permanent leader in place to help set the tone and direction for the future. Although a long journey, our Board of Directors has been successful in recent months in finding someone who we know has the right leadership, managerial and political skills to inspire and move Sara Riel Inc. into the future.

During the course of this year there has been much to celebrate. Our frontline staff and management team have continued to provide the excellent service our community has come to know and expect on a day to day basis. A summary statement from a 2018 survey helps to demonstrate the positive attitudes staff bring to the organization:

“The staff believed that SRI does foster respectful and compassionate relationships with participants, gives participants a sense of belonging at SRI, and gives participants hope for the future. Furthermore, staff believed that SRI offers client-centred service that is non-judgmental, starts where individuals want to start, values the individual, and supports their path to recovery. Participants gain both confidence and hope, both of which support their recovery journey.”

A recent joint initiative between Aulneau Renewal Centre, Marymount Inc., Youville Community Health Centre and Sara Riel Inc. focussed on the development of KPI's (Key Performance Indicators) will significantly help SRI and others to more accurately measure our successes and provide direction to those areas needing changes or greater support. This initiative will be a positive game changer for our community of service and will allow us to adapt more quickly to the needs of our clients.

The work of our Board of Directors over the past year cannot be overstated. Our Human Resources, Finance, Audit and Property and Service Delivery and Spiritual Care Committees have provided much needed supports and guidance for the organization. It is important to acknowledge the significant time and effort of our Directors as well as Dan Lussier and Scott Baldwin from CHCM, who have worked throughout the year so diligently on our ED Search Committee. Their collaborative efforts have resulted in such a positive outcome.

I want to thank all who worked tirelessly over the past year to support those most in need in our community and to help make our Vision a reality.

Neill Johnson

Neill Johnson
Board Chair

Message from the Executive Director (Interim)



At the end of the previous year, the Management Team and I initiated a number of changes which affected our operational costs and delivery of services in a very positive way. This allowed us to then prioritize our focus for the future on delivering the highest quality service to our community-based participants.

We started this year working with an organization to help us identify our Key Performance Indicators (KPI) - looking through 7 years of our data for information to verify the impact our services were having on participants' lives.

On March 31, 2018 the document *"Improving Access and Coordination of Mental Health and Addiction Services: A Provincial Strategy for all Manitobans"* (The Virgo Report) was released to the province. Knowing it would likely be a number of months before the Province could review and make its recommendation to health authorities, Sara Riel Management Team decided to proactively develop and implement some initiatives that would address some of the issues and concerns detailed in the report as they pertain to Community-Based and Peer Supports.

First, was the need to enhance the capacity and competency of our staff, to become more confident in helping participants with issues of addictions. In order to achieve this, Sara Riel Inc. has undergone some specific training geared to the interplay of Trauma, Addictions, and Mental Health – how Attachment Theory influences recovery, Fundamentals of Addictions, Language Intervention Techniques, Dialectical Behavior Therapy (DBT) Skills Training, etc. Competitive salaries have long been a strategic goal of Sara Riel Inc.; however budgets have restricted our ability to provides increases. Staff remain understanding and appreciate our ability to cultivate Professional Development opportunities including additional education and training.

Second, was the need to enhance our ability to manage individuals whose immediate needs were beyond our capacity – both current participants whose circumstances have suddenly become urgent, as well as those non-participants who are sent to us without applications, referrals or collateral. Our goal was to develop a process to respectfully assist these people to find compassionate care that is appropriate and available, and to accompany these individuals to their chosen services. The ability to provide these "warm hand-offs" to individuals who are struggling was the impetus behind our decision to pilot a Community Connections Coordinator. Beginning January 2019, and to present, this position has been successfully meeting the unmet needs of individuals who may have otherwise "fallen through the cracks".

"Thank you for taking him to fill out the forms. If you hadn't, I know he wouldn't have gone."

"We are thankful that you are helping him explore his options, it's been a struggle to find where he fits, we are really impressed with Sara Riel. We weren't expecting service like this."

Applicant's parents discussing their experience of working with the Community Connections Coordinator

And Thirdly, was our commitment to build on our already strong dedication to offering Peer Support. We have a strong staff of Peer Support Workers who share the benefit of their lived-experience on a daily basis in our respite program, Seneca Services. We have also had a number of our service delivery staff – counsellors, support workers and employment specialists – who have chosen to reveal their own lived-experience of mental health, and we attempt to provide them the same standards and training so they are prepared for healthy disclosures which benefit the relationships they are developing with the participants they support.

"I'm honestly shocked that you offered to help me even though I didn't qualify for services here.

It's been years of everywhere else just saying no and me sitting around not knowing what to do, and my mother trying all she could but having no idea how any of the systems work"

Applicant's response to working with the Community Connections Coordinator

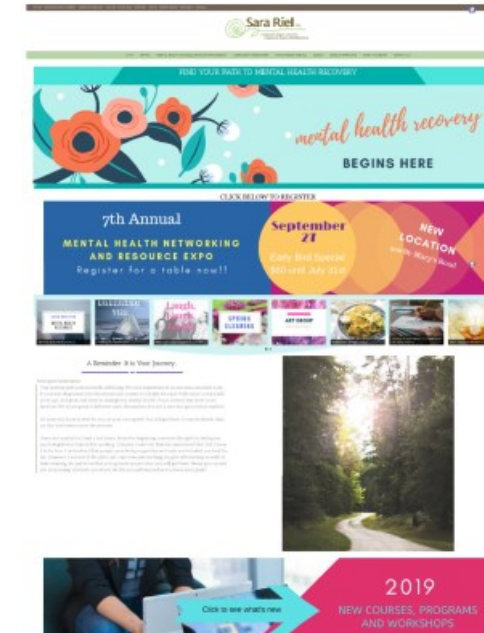


In May 2018, we attended the Peer Support Canada Conference in Calgary and were pleased to find our programming relating to Peer Support was on par with the rest of the country, and that our Peer-Led Respite program appeared to be a relatively unique program in Canadian Mental Health, so much so that we have offered to present at the next conference in Toronto in September, 2019. Here's hoping!

The management team and I have continued to build and foster relationships with service providers to enhance our community-based supports in counselling, housing and employment:

- ◇ Discussions on Mental Health presentations with participants of St. Raphael Wellness Center (SRWC), and having their staff present on Addictions to Sara Riel Inc. participants;
- ◇ Meetings with Aulneau Renewal Centre on sharing resources, as well as teaming up to support participants with significant trauma in addition to their mental health;
- ◇ Co-facilitation of our "Health Matters" Program Youville Centre;
- ◇ Attendance at conferences and working groups with the Manitoba Non-Profit Housing Association (MNPHA) and the Winnipeg Rental Network;
- ◇ Partnership in an Opportunities Fund grant project with Manitoba Customer Contact Association (MCCA), Reaching Equality Employment Services (RE-ES) and Winnipeg Harvest to train and place people in the customer service industry;
- ◇ Participation in the development of the Catholic Health Corporation of Manitoba's (CHCM) Social Enterprise "From the Ground Up", which is now underway with Sara Riel's Employment Services Department being integral in the recruiting of staff;
- ◇ Collaboration with Employment and Income Assistance (EIA) to have Sara Riel staff regularly perching in their offices to meet with individuals and provide them information on the services we provide in community-based mental health support.

In addition to sitting on the CHCM's CEO Leadership Committee, I have been asked to sit on committees for Communications & Public Relations, Human Resources, and to be a member of their "Mental Health Working Group".



This year, we also refreshed our online presence, updating our website sararielinc.com; and we are close to completion and publication of our online application form, which will add another level of convenience to our applicants and referral agents.

I think our most substantial achievement this year, however, comes as a result of the project mentioned at the beginning of this message – developing our Key Performance Indicators (KPIs). What KPIs do, in essence, is tell us how we know we are successful at doing the job we are directed to do – making a difference in the lives of the people we support.

The initial results of the project, produced by Proactive Information Services and funded by the CHCM, are in, and the statistical data shows us that Sara Riel Inc. is responsible for impacting people's lives in positive (and measurable) ways.

The exercise has also exposed so much more to us. It has uncovered certain pathways to recovery that Sara Riel Inc. use to help our participants in their recovery, and gives us tools to focus our efforts, more specifically in increasing sense of self, hope, wellness and empowerment.

The implications of these findings have become much more far-reaching than we had originally envisioned. Management and staff are poised and ready, for this next year, to redefine ourselves and our person-centered role in community based mental health using our newly established "Paths to Potential" –



Candice Kirton

Candice Kirton
Executive Direction in the Interim

Path to Self



Sara Riel Inc. helps individuals learn to define themselves by their personal qualities and not label themselves by their diagnoses.

Self-stigma can occur when people internalize public attitudes. By addressing how we feel about ourselves, without these negative influences, we can lessen the numerous negative consequences and create and continue to grow and prosper.

"I have good self-esteem."



Within the first three months of services at Sara Riel Inc., 86% of individuals reported that they feel the same, or have experienced an increase in the way they feel, about the comment above.

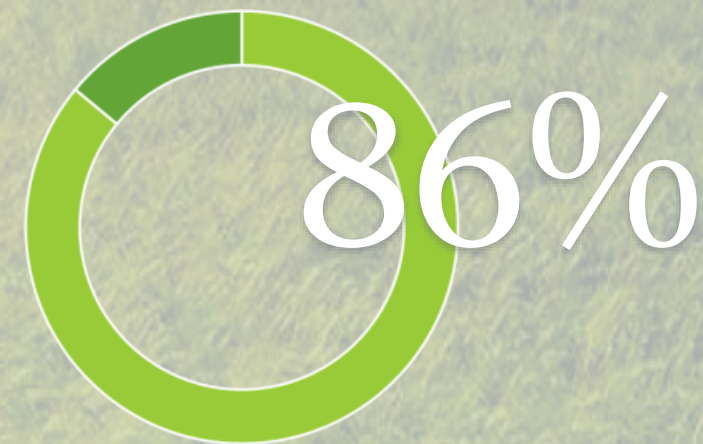
* From the initial findings of Sara Riel Inc. Key Performance Indicators from collected data. "Outcomes That Matter: Preliminary PROM Reporting" Proactive Information Services, March 2019

Path to Wellness

Sara Riel Inc. helps individuals find and develop tools they need to better understand and manage their own mental health more successfully.

Recovery is hard work, and we need to keep ourselves strong enough to prevail. We need to ensure we can manage, and balance, our overall health and wellness in all aspects of our lives – mental, physical, emotional, social, spiritual, etc.

“I can identify warning signs.”



Within the first three months of services at Sara Riel Inc., 86% of individuals reported that they feel the same, or have experienced an increase in the way they feel, about the comment above.

* From the initial findings of Sara Riel Inc. Key Performance Indicators from collected data. "Outcomes That Matter: Preliminary PROM Reporting" Proactive Information Services, March 2019

Path to Hope

"I am hopeful about my future."

Within the first three months of services at Sara Riel Inc., 83% of individuals reported that they feel the same, or have experienced an increase in the way they feel, about the comment above.

* From the initial findings of Sara Riel Inc. Key Performance Indicators from collected data. "Outcomes That Matter: Preliminary PROM Reporting" Proactive Information Services, March 2019

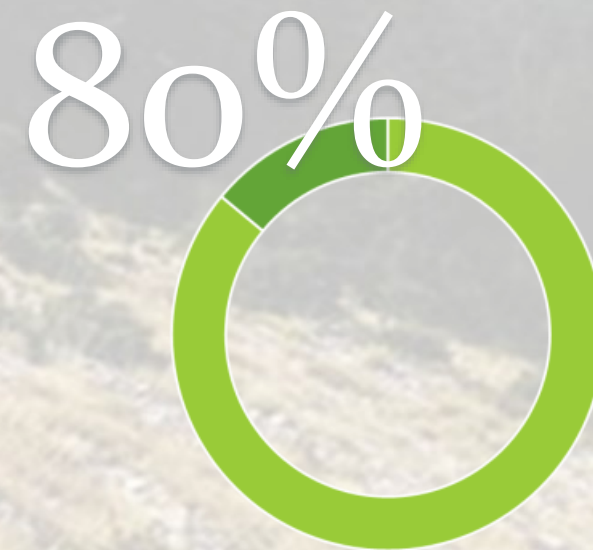


Sara Riel Inc. helps individuals to recognize their own potential for recovery and cultivate hope for better circumstances.

Hope is a necessary element throughout a recovery journey – it can sometimes be the only thing that keeps us moving forward in the face of adversity. Learning methods to develop, build on, foster and maintain hope are key to our success.

Path to Empowerment

"I have control over my life."



Sara Riel Inc. helps individuals to build capacity and provides structure and strategies to problem solve more effectively.

We can often be left disheartened and demoralized when we don't achieve goals we have set for ourselves – and leery to see how goal setting helps solve problems. Learning strategies to ensure success can build our confidence and competence.

Within the first three months of services at Sara Riel Inc., 80% of individuals reported that they feel the same, or have experienced an increase in the way they feel, about the comment above.

* From the initial findings of Sara Riel Inc. Key Performance Indicators from collected data. "Outcomes That Matter: Preliminary PROM Reporting" Proactive Information Services, March 2019

Path to potential

Service Delivery

Sara Riel provides person-centered, community-based services to individuals experiencing mental health concerns -- helping to identify and strengthen which paths they need to address to realize their full potential.

Intake

Recovery begins with the decision to call or ask for help. The demand for our services continues to increase and we strive to meet the needs of individuals who request our services as quickly and effectively as possible. Our Intake Department holds a service orientation every second Thursday, open to prospective participants, family members, current service providers and potential referring agencies. Through our centralized intake, we help direct people to services they need, whether through admission into our services - counselling, employment assistance, respite services and community mentorship - or refer them to appropriate resources in the community.

Counselling

The focus of a Mental Health Counsellors' work is to assist people toward a goal of recovery. They help people to explore and acknowledge feelings and emotions that are related to their experiences. Greater awareness allows people to reflect on what is happening to them and consider alternative ways of managing their mental health in order to more successfully avoid crisis. Counsellors also help participants' problem-solve challenges and set goals in their life, so people can live to their utmost potential within the community.

Mentorship

The focus of a Community Mentor is to assist people in understanding how successful achievement of their Activities of Daily Living can positively affect their goals of recovery. Community Mentors help people to recognize areas in their day-to-day lives that they would like to see different and assist in identifying and establishing the task-based goals that would support these changes. Community mentors work with people to assist in developing and strengthening their independent living skills through collaborative, hands-on, task-based rehabilitation and recovery plans, and they follow-up with the motivation that will empower people to make positive changes in their lives. Community Mentor's goal is for participants to have the skills they need to live to their utmost potential within the community and to more successfully avoid crisis.

Employment

The Employment Services department provides support to participants to prepare for, choose, get and keep meaningful employment. We assist participants with job search, resume and cover letter development, interview prep, and accessing additional training or education. We also deliver pre-employment workshops to help participants get a head start on their employment goals. The use of laptops have increased our ability to be community focused and to meet the needs of our participants. This past year, we also negotiated wage subsidy funding for one of our government contracts, received a federal grant for a training and work experience project, and assisted in the development of a social enterprise which has us responsible for the recruiting and hiring of our participants.

Kenny Supportive Housing

Community-based support visits are sometimes not enough for some individuals who have chronic and persistent difficulties living independently in the community. Sara Riel Inc. operates the Kenny Supportive Housing Program to meet the needs of these individuals, providing access to mental health counselling and support 24 hours per day through in-house staff and on-call services. Although we are limited to the twelve suites available for permanent housing, we have had some individuals, who have greatly benefited from their time at Kenny, choosing to "graduate" to living more independently with standard community-based services.

Seneca

Seneca Services, our peer-led, 24-hour respite program continues to be an increasingly important part of the mental health and wellness plans of our participants in order to avoid issues escalating to a crisis level. Many of our guests state they would have had to rely on crisis and emergency response services, if Seneca Services was not available to them, adding subsequent costs to our Mental Health System.

The Seneca Warm Line offers anyone struggling with their mental health, an opportunity to connect with a mental-health peer, to explore their unique circumstances, discover new strategies for self-care in order to de-escalate and self-regulate, or to learn about additional resources and services.

Path to potential

Service Enhancements

Sara Riel Inc. also provides various groups, workshops and courses which have demonstrated great benefit to individuals and added to the level of their successes.

Riel Recovery

Riel Recovery – Counselling Preparation Workshop is a prerequisite part of our Mental Health Counselling Program. The 4-session workshop highlights that recovery is self-defined and self-determined; orients counselling applicants to the process of short-term, solution-focused counselling; emphasizes the importance of self-care, and; provides strategies to ensure they get the most out of the counselling they receive. Participants report they feel more relaxed and more “ready” to work on their issues, after having completed Riel Recovery.

Empowering U

Empowering U is an intensive, 24-session program, covering 4 months, in which participants learn how to find and build on their inner strengths and to identify and grow their personal and professional support networks. The result of this concentrated work is a comprehensive statement of “what it is I need to help me stay well, and the what if’s, if I don’t”.

“MY PLAN: A Personal, Advanced Mental Health Care Directive” not only records health information, care providers, and medications, but also self-determined reports of: What I am like when I am well and what indicators are present when I am not; If I am hospitalized, how can my team recognize when I am well enough to encourage discharge; Who my supports are and what I need from them to support my recovery at home or in the community.

Planning these things when we are well, helps us carefully consider issues and details that may often be rushed or even missed during times of stress.

Employment Enhancement

Through a partnership with Manitoba Customer Contact Association (MCCA), Reaching E-Quality Employment Services (REES) and Winnipeg Harvest, we received a grant through Opportunities Fund for Persons with Disabilities. Our proposal, to train and place people in the customer service industry, was accepted and approved in the last year. We have been working toward an intake and reporting process which will allow us to start recruiting individuals as early as June 2019.

Riel Art: Open Art and Crafts Studio

For a couple of hours, once a week, we transform our boardroom into an open art studio. For those who wish to participate, it offers a chance to socialize with others, but also allows individuals to express themselves creatively, which can add therapeutic benefit to their recovery. Paints and brushes, canvasses and paper, are all provided. Occasionally, themed trainings on art techniques or unique crafts are presented by participants or visiting artists. This last year, the beautiful Christmas tree centerpieces, borrowed for our Participant Christmas Dinner, were fashioned by these talented individuals.

Psycho-Educational Groups

Offered periodically, Sara Riel Inc. provides groups and workshops on issues that participants have identified as wanting additional information. Last year, we presented: Body Positivity – Taking Your Power Back; New Beginnings – Motivation to Make Change; Passion or Addiction – How We Cross the Line; Anger and Conflict – Managing Strong Emotions to Resolve Conflict, and; Practicing Active Mindfulness – Exploring Alternative Ways of Achieving Mindfulness.

Work Life Balance

In response to participant’s need, we developed a series of workshops to address topics and identified barriers to entering or re-entering the workforce - Wellness and Self-Care, Self-Confidence, Self-advocacy and Boundaries, Anger Management, Harassment and Bullying, Communication, Decision Making and Conflict Resolution, Managing your Return to Work, and Interviewing and Workplace Culture. More than 100 individuals successfully completed a workshop, stating they were an excellent addition to our existing pre-employment workshops and that the tools/skills they learned could be used in a variety of life contexts, not just employment.

Mental Illness Awareness

2018

This past year, we held our 6th annual Mental Health and Wellness Expo in observance of Mental Illness Awareness Week. We hosted 62 agencies involved with providing services in mental health, addictions, trauma, health and wellness, disabilities and employment. This always-successful event, showcasing services available to mental health consumers in Winnipeg, is presented free to the public.



David Stewart, Manager of Mental Health Services talks to Shannon Cuciz, Global News Morning host, about the Mental Illness Awareness Expo and Events.



Our theme was “Lived-Experience is Real Experience”, and our keynote was Canadian personality, Victoria Maxwell performing her one-woman theatrical presentation. “Funny You Don’t Look Crazy! – A Story About Mental Illness and Returning to Work”. Fluctuating Between tears and laughter and back again, Victoria took her enraptured audience on a 40-minute journey, culminating in a standing ovation. After the performance, Victoria graciously hosted a Q&A session and later signed copies of her books, that were for sale at the Expo.

Board Members



Neill Johnson
Board Chair, Human Resource,
Service Delivery



Derrick Vandel
Board Vice-Chair,
Finance, Audit and Property



Marcy Kustra
Board Secretary,
Finance, Audit and Property



George Coupland
Human Resource



Christophe Rodrigue
Finance, Audit and Property,
Human Resource



Daniel Tremblay
Finance, Audit and Property,
Human Resource



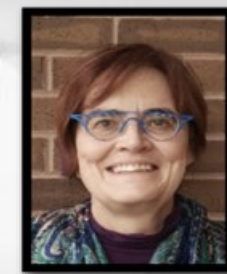
Lorraine Roch
Human Resource



Eddie Coutu
Finance, Audit and Property



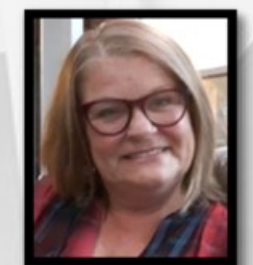
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