



Annual Report 2017/2018

*Know Where  
to Turn*





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“We don’t judge people on their worst day,  
or their lowest point. We help people see  
themselves as someone worthy of a healthy,  
happy life.”

—JENNIFER BIGGS, DIRECTOR OF SUPPORTED INDEPENDENT LIVING



## BOARDS AND COMMITTEES

### BOARD OF DIRECTORS

Kristina Yurkiw, Board Chair  
Ruth Kresnyak, Treasurer  
Femi Ogunrinde  
George Pasieka  
Joe Macek  
Raj Perumal  
Todd Nadeau

### HUMAN RESOURCE COMMITTEE

Todd Nadeau  
Kristina Yurkiw  
Femi Ogunrinde  
Sara St. Germain  
Renee Voss  
Alana Chegus

### TECHNOLOGY DEVELOPMENT COMMITTEE

Raj Perumal  
Christina Barton  
Samneek Sandhu  
Matt Bonham  
Chantal Boulet

### STRATEGIC PLANNING COMMITTEE

Kristina Yurkiw  
Barkley Engel

### PUBLIC RELATIONS/ FUNDRAISING COMMITTEE

Chantal Boulet  
Leanne Peters  
Brenda Bourns  
Swani Landry

### BOARD DEVELOPMENT CONSULTATION

Rachel Loewen, Fillmore Riley LLP (MB)  
Adam Ailsby, KMP Law (SK)

“We take someone’s voice that may be quiet and help it become louder so people will listen.”

— JENNIFER BIGGS, DIRECTOR OF SUPPORTED INDEPENDENT LIVING





**Barkley Engel**  
CEO and Founder

## UNCONDITIONAL ACCEPTANCE, EMPOWERING CHANGE

Unconditional acceptance. This value is embodied by Turning Leaf's 300 plus employees and volunteers. It is truly a critical ingredient in the service we provide to more than 300 youth and adults living with mental illness and intellectual challenge.

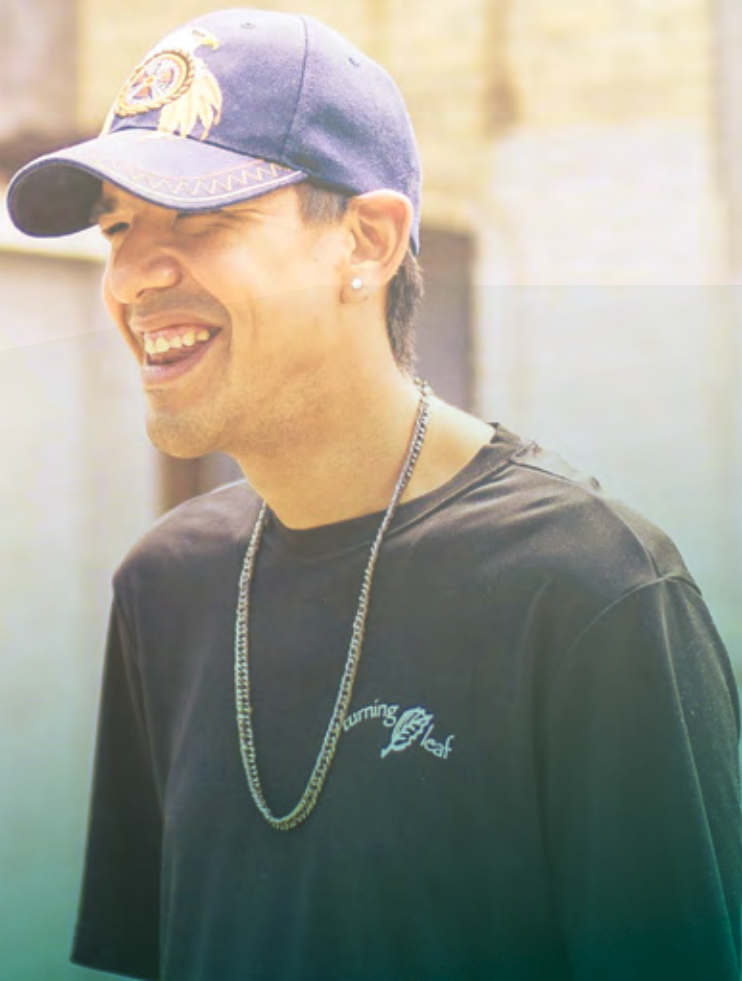
In our 13<sup>th</sup> year of operation, we have seen so many exciting changes within the organization: new team members, new roles, new office spaces, and new services for the people of Manitoba and Saskatchewan. Although exciting and a testament to the dedication and hard work of our Turning Leaf team, these organizational accomplishments are outshined by the deeply meaningful, empowering life changes, healing, and growth our participants experience.

Daily, the Turning Leaf team helps individuals struggling with fetal alcohol spectrum disorder in conflict with the law to get out of jail and make healthy and safe decisions. We help intellectually-challenged women, exploited by the sex trade, live a safe life away from people who will hurt them. We create customized risk management and safety plans based on the individual and their unique situation. We help people who suffer from debilitating mood disorders or schizophrenia get the medical help and medications they need so they can be the sons and daughters that their parents want them to be, without thinking about hurting themselves or others.

We meet hurting people where they are – fallen through the cracks in our system – and design help just for them. We surround them with a community of trained, caring Turning Leaf team members so that they can experience empowering change, from hurt to healed, from feeling hopeless to feeling hopeful, from hungry to being fed, safe, clothed, and counseled. We provide unconditional acceptance and empower change.

In the following pages, you will read of the incredible successes this innovative organization has experienced over the past year of operation, as well as the beautiful stories of personal change of our participants. For me, someone who has been involved since Turning Leaf's inception, I am truly humbled by the work of the people around me and challenged daily to embody the values of this community: compassion, empathy and unconditional acceptance. I encourage all of you to be a part of Turning Leaf.

*In gratitude,*  
**Barkley Engel, M.A.**  
CEO and Founder





## A YEAR IN REVIEW

### WINNIPEG

In 2018, Turning Leaf's Youth Transitional Home opened in St. James. This service is dedicated to supporting high-risk young women struggling with substance abuse and protecting them from sexual exploitation.

Also in Winnipeg, our Guided Living (Home Share) Program continues to flourish. An alternative to traditional group home living, Guided Living matches families to participants, allowing for mentorship and friendship to occur in a home environment. The strength of this model is the role-modelling – the guided living – Turning Leaf team members provide participants. These guided living scenarios foster the development of skills such as money management, cooking, menu planning, laundry, hygiene, home cleanliness and the development of appropriate and positive recreational habits.

### ON THE HORIZON: LAUNCH!

In response to the narcotic epidemic in Manitoba, a Harm Reduction Pilot Project (LAUNCH) has begun. Under the leadership of Christina Barton, Senior Residential Support Case Manager, a select group of Turning Leaf team members have researched and developed this soon-to-be service within Turning Leaf, directly answering a need in the community. The reality is that intellectually challenged Manitobans are often unwelcome or unsuccessful in traditional treatment facilities. LAUNCH is a

uniquely-designed service that will provide rapid and ongoing intervention in the high-risk lives of vulnerable Manitobans who use intravenous drugs. Armed with clean equipment, customized treatment methods, and education and resources, this group of dedicated Turning Leafers will ensure that we continue to embody unconditional acceptance, especially for those who fall through the gaps in our systems.

This year we tragically lost a participant, Jane Meesewaypetung, to a drug overdose. She left us far too soon, and her life impacted ours in so many ways. Jane's passing leaves us with an even deeper resolve to make our Harm Reduction Service accessible to the many individuals in our community living with drug addiction, so they can have a fighting chance at life – and the one they so deserve.

### SELKIRK

It's where "Dan" was able to achieve two years of sobriety after a decade of homelessness and addiction. It's where "Manny" got the mental health treatment he needed to be healthy enough to ask his housemate "Karen" out on a date. It's where dozens of Manitobans have found themselves when living with homelessness, addiction and the pain of mental illness seemed too much to endure.

The Selkirk Residences – the first residential experiment for Turning Leaf – operates six adjoined

townhouses, our first ever cluster model. This unique model began offering housing and hope to people living with severe mental illness. Today, dozens of people call it home regardless of long histories of being in conflict with the law, mental illness, addictions and homelessness. For Dan, Manny and Karen, it was a sanctuary; a home. For Manny and Karen, however, it isn't home to them anymore - this year they moved into their own apartment, together, and will soon become a family of three when they welcome their first-born.

### PORTAGE LA PRAIRIE

Portage la Prairie Turning Leaf had more than the completion of our ground-breaking new treatment facility to celebrate this year. This new multi-unit residential treatment home, with the capacity to provide treatment and housing to 7 participants, served as the vehicle for the participants and staff team to make incredible connections with their community. On September 22, 2017, neighbours, businesses, Mayor Irvine Ferris, MLA Ian Wishart, and many supporters of our participants gathered to celebrate the Party on the Prairies. With live music, local businesses like McCain's sponsoring, and games and prizes, this was a celebration of our participants living successfully and safely alongside their neighbours, just like everyone else, with equal membership in the community.



## WINKLER & MORDEN

Turning Leaf Winkler continues to think outside of the box when delivering services that reflect the specific needs of their community. Recently, the Winkler team opened the Turning Leaf Resource Centre. With customized administrative space, meeting/therapy rooms, and a life skills training facility, both participants from Turning Leaf and neighboring organizations can experience meal planning and preparation, grocery shopping, and money management seminars specifically designed for those living with intellectual challenge.

## HABKIRK RESIDENTIAL HOME (REGINA)



Remaining an example of residential care innovation in Saskatchewan, Habkirk Home transitions at-risk young women from youth care into adulthood. Operating more like a family, this committed team has initiated yet another first for both Turning Leaf and Saskatchewan: through tireless

advocacy, re-training and dedication to a vulnerable young woman, Habkirk provides home dialysis treatment to “Kelly” who would have otherwise had to spend 6 hours/day away from home, in hospital, receiving this life-saving medical treatment. Since the Habkirk team received the specialized training and modified the home to provide dialysis, Kelly has spent 270 days out of hospital this year. This dedication allows Kelly to reside in her own home, attend school, and has increased her life span drastically.

## TRINITY RESIDENTIAL (MOOSE JAW)

Trinity (Cluster Residential Model) is a unique residential setting that contains individual apartments within a 24-hour, 7 day/week staffed apartment complex. It is the perfect home for young men struggling with narcotic use and behavior that brings them into conflict with the law. Through a tight-knit dedicated, trained team, these young men receive life skill training and support, and peer accountability for their behavior. With this unique support model, the participants have been empowered to change their behaviour from high-risk and severely addicted to narcotics, to actively

seeking out alternatives and treatment and being eager to work in and contribute to their community. “Jarrod” has enjoyed the longest length of time out of jail in his life while living at Trinity - “I’m finally home here,” he’ll tell you, and we’re happy he is.

## SUPPORTED INDEPENDENT LIVING (REGINA)

Our rapidly growing Community Support Program in Regina has demonstrated that unconditional acceptance and empowering change is a recipe for successful independent living. “Myron,” who historically struggled with aggressive behavior, mental illness, and a medical condition that required critical regular treatment, is living proof. Over the course of this year, Myron has gone from psychiatric hospitalization to residing in his own apartment, with the support of a small group of diligent support workers. He receives daily visits, medication, and help with his laundry, buying healthy groceries, and cleaning his apartment. However, Myron will tell you it’s the relapse-prevention programming and unconditional acceptance from his team that has helped him remain safe, healthy, and out of hospital the entire year.

## COMMUNITY SUPPORT (MOOSE JAW)

Moose Jaw, a southern Saskatchewan town of approximately 40,000 citizens is also where “Ron” experienced significant life changes. Ron’s story begins with Turning Leaf meeting him in a provincial jail. Living with intellectual challenge, Ron had a long history of being in conflict with the law and narcotics use, but he wasn’t happy being that person. Ron’s work with his Turning Leaf team soon had him making safe life choices, abstaining from drugs and alcohol, and mending relationships with loved ones. Ron showed us that these big life changes take persistence, courage, and a team of compassionate support workers.

Ron’s story continues with him living with his girlfriend, raising their two children and enjoying long term employment. Clean, sober, safe, happy; he is the person that his family needs him to be.





## SUPPORTED INDEPENDENT LIVING AND RESIDENTIAL SERVICES

“Often the Intake team is the first encounter people in crisis have with help. The Intake team provides suicide prevention, crisis intervention and helps participants create safety plans for issues like abusive relationships, sexual exploitation, self-harm and suicide ideation. Often, they just give families and people hope. That’s the intervention.”

- BARKLEY ENGEL, CEO AND FOUNDER



**Jennifer Biggs**

Director of Supported Independent Living



**Renee Voss**

Director of Residential Services

### **CONNECTING OUR COMMUNITES**

In 2017, we were happy to welcome many new participants to our program, new staff to our support teams, and new roles to complement our service. The onboarding and intake team has become an entity of its own and has created a seamless process to welcome newcomers to our program, both staff and participant alike.

### **INTAKE: CATCHING PEOPLE FALLING THROUGH THE GAPS**

Under the supervision of Intake Manager, Melissa Falk, the Intake team serves as the first point of contact for families and advocates for the individuals who come to us who have fallen through gaps in our system. In doing so, the team provides clarity and assistance in navigating a complex medical/social services system, bridges families to services and, most importantly, provides unconditional acceptance and hope to everyone that reaches out for help. Since the beginning of 2017:

- Intake has welcomed 115 new participants into our Residential Program, Supported Independent Living Program and Day Services.
- 30 of these individuals have received safe and stable housing,
- 14 of these individuals have found employment or educational programming,
- Intake is currently working their way through a waiting list of 34 people

- Over 190 individuals who made crisis calls to Intake were given (pro bono) crisis intervention, the guidance needed to navigate the system, and critical resources in their time of need.
- And thanks to Melissa and her team, an increase of 3.9% of pro bono crisis callers went from being ineligible to eligible for government funding and now have what they need to stay safe, healthy, live independently and be happy in our community.

Catching vulnerable people who fall through the gaps takes a team, and since January 2017 our Intake team has grown. 2017 saw the hiring of an Intake Coordinator and 4 full-time staff, and 2018 saw the hiring of an Intake Manager, a Clinical Case Manager, 3 Clinical Supervisors, and 7 Support Staff!

### **COMMUNITY SUPPORT**

Community Support continues to experience notable growth. It's a service wherein 94 trained, dedicated, team members design and carry out individualized treatments for 215 participants throughout Manitoba and Saskatchewan to assist them with healthy, safe, independent living.

Over the course of 2017, streamlining the Intake Department and enhancing our unique onboarding process has resulted in 14% growth for the program. However, success is also measured by the real impact the Community Support team has on the lives of people living mental illness and intellectual challenge. For "Cassandra," the Community Support team serves as the caring group of people who have helped her remove herself from the sex trade, where people were hurting her, to living in a safe treatment home in rural Manitoba, where she receives healthy meals, medication, clean clothes and counselling for the trauma she has experienced.





## SUPPORTED INDEPENDENT LIVING AND RESIDENTIAL SERVICES

“We are compassionate, dedicated people who fundamentally believe that most people have an inherent desire to want to do well. We believe that everyone deserves the opportunity to live their best life. We do not let history define people, rather we hold hope for the future because change is possible.”

- RENEE VOSS, DIRECTOR OF RESIDENTIAL SERVICES



## **CLUSTER APARTMENTS: ON YOUR OWN, BUT NOT ALONE**

Guided by a commitment to developing innovative services specifically designed for the needs of participants, the Community Support program officially launched Winnipeg's first "Cluster Apartment Model." This unique communal housing service offers a home to participants with difficulties living in their own apartment, and struggling with addictions or other at-risk behaviour. With support available from the 24-hour, on-site direct support staff, participants are able to continuously develop independent living skills such as cooking meals, budgeting, grocery shopping, hygiene, laundry, and apartment cleanliness. Additionally, participants receive the impromptu assistance they require when struggling with addictions-related behaviour and other issues that can challenge their ability to live successfully, such as relationships with others, stress and anxiety, making healthy lifestyle choices, and defining healthy boundaries.

The success of this model is evident in its popularity: over the course of this year, the Cluster Apartment Program has grown to 10 apartments! The future is bright with many opportunities to develop this program that supports a population with unique needs.

## **DAY PROGRAMS: A COMMUNITY WITHIN A COMMUNITY**

Originally started to serve 5 intellectually challenged men in conflict with the law who had been discharged from other organizations because of their past "problematic behaviour," Turning Leaf's Day Service continues to do what it has always done: serve as an alternative drop-in community setting for those living with intellectual challenge and mental illness who would otherwise fall through the gaps in the system.

It is here that participants come Monday through Friday, acquire life and employment skills, participate in leisure and volunteer activities, and transition into supported employment designed just for them, when they're ready.

However, the Day Program's true benefit is in the connections the participants make with each other and with their greater community. With two locations

(Day Service Marion and Day Service Portage Avenue), this recreational/educational service now offers a food/clothing donation bank, laundry services, a full kitchen for meal preparation and culinary training, opportunities to practice individual faiths, life skills courses, creative expression such as journal-writing and art, music therapy and pet therapy.

Turning Leaf Day Programs also serve as the headquarters for our burgeoning participant-operated businesses! As with many communities - in particular our vulnerable participants - residents are deeply impacted by the ever-growing bed bug epidemic and Turning Leaf has developed a Social Enterprise to respond to that need. Birthed out of the Day Services Division, Social Enterprise Coordinator Antonio Trujillo Villon has lead a small team of staff and participants in the purchase of our very own heat treatment machines that have been specially-designed for our needs. With this enterprise, participants will be employed alongside staff team members in the operation of the Bed Bug Extermination business, first assisting our vulnerable community, then branching out to offer it to all Manitobans in need.

Along with the Yard Maintenance and Snow Removal programs, the Bed Bug Extermination business serves to continue our commitment to helping participants find suitable and lasting employment in our communities.

This year our Day Programs saw the most growth than any other point in Turning Leaf history. The Marion Avenue location experienced a 23% growth rate while the Portage Avenue location experienced a 50% growth rate! We attribute this to our amazing teams who welcome every participant without bias, the individualized, person-centred approaches for each participant, the distinctive activities that occur daily, and the emphasis placed on being an equal member in this, a community within a community. Everyone, no matter who they are, have a valued and distinct place within it.



## CLINICAL SERVICES

**Turning Leaf's clinical program is growing! Over the course of 2017, 33 new participants started receiving therapy and other clinical interventions. This constitutes a growth rate of 143%!**

Clinical services are also growing in terms of proficiency. One of our forerunning goals for this year is effective integration of case management assessment, support planning, and daily shift logs with the new Apricot reporting software. This endeavor includes the development of templated shift logs that allow our support workers to complete and document brief mental health status exams and behavioural assessments in the field. These observations will then create a centralized resource for support workers, case managers, clinicians, and participants to collaboratively create evidence-based support plans, ranging from personal hygiene to forensic risk management. This integration of observational assessment in the field, with support planning and clinical oversight, will help us to better understand the wants and needs of our population, helping us to afford our participants the best opportunity for safety, dignity, purpose, independence, effectiveness, and most importantly – happiness.

## APRICOT BEARS FRUIT

Apricot Case Management Software is a product of Social Solutions, a U.S.-based company that provides performance management software for human services organizations. It is a safe, adaptable, comprehensive yet user-friendly system that has addressed a variety of administrative needs in Turning Leaf's programs and divisions. In more specific terms, it is a cloud-based Internet technology solution that gives our support and management teams a standardized method of sharing information (without the need of paper files, spreadsheets, templates, etc.).

Apricot's launch in March 2017 provided an immediate boost to reporting efficiency in our Community Support, Day Service, and Supportive Apartment Living (Cluster) programs. We are also working to integrate our Residential Support Program to ensure that all Turning Leaf divisions are benefitting. Our goal in the coming year is to capitalize, agency-wide, on Apricot's additional features: holistic case management and service outcomes measurement. Once fully implemented, Turning Leaf will be able to provide potential and existing funding bodies with quantifiable data that clearly demonstrates many of our service delivery accomplishments, strengths and successes. Apricot has quickly proven itself to be a great help in self-identifying service opportunities and administrative gaps, while beginning to assess the efficacy of specific endeavours and initiatives.

An increase in administrative efficiency means more time and focus placed on service delivery by our support teams; which is far and away the most impressive fruit that Apricot has come to bear.





### **TRADITIONAL SERVICES**

Meeting hurting people where they are at is one of the cornerstones of Turning Leaf. In congruence with that, we welcome Una Truscott to our team. As an Elder providing traditional teaching and healing, Una will visit all regions to assist participants in connecting with their family of origin while medicine picking, participating in sweat lodges, Aboriginal cooking classes and providing spiritual and cultural mentorship. We look forward to attending Una's cultural sensitivity training in the fall to help us better serve the Indigenous participants in our program.





**339**

Participants supported daily



**48**

People living in treatment homes



**70**

Transitions out of jail



**143,810**

Medications administered



**117,315**

Crisis intervention hours



**44,895**

Homemade meals served



**46,592**

Counseling hours



**306**

Participants clothed by donations



**6**

Communities helped





## TRAINING AND VOLUNTEERS

### TURNING LEAF GAMES: COMMUNITY AND CONNECTION

The 5<sup>th</sup> Annual Turning Leaf Games, organized by the Marion and Portage Day Program staff, is a day where people with mental illness and intellectual and physical challenges can compete in a safe and inspiring setting. Participants and agencies from around the province came together for a day of inclusivity, community, and connection. We are proud to be the only local agency that organizes an athletic, inclusive event like the Turning Leaf Games, bringing us one step closer to equal-opportunity for every individual in our community. We look forward to continuing to build on the success of the Turning Leaf Games, with the goal of increasing athlete and agency registrations, expanding the event to include wellness elements such as yoga and self-care practices, welcoming more spectators, and creating opportunities for businesses in the community to support this important event.

VOLUNTEER



“Turning Leaf volunteers are compassion in action.”

—SWANI LANDRY, DIRECTOR OF MARKETING + COMMUNICATIONS





**Alana Chegus**  
Senior Manager of  
Service Enhancement



## KEEPING CURRENT WITH TRAINING

The training department saw many successes in 2017.

- We implemented ASIST (Applied Suicide Intervention Skills Training) internally. To date, we have run four classes and trained 45 staff with ASIST knowledge and skills in every department within Manitoba. We are excited to bring this training to our fellow colleagues in Saskatchewan in the 2018/2019 year.
- We implemented a training calendar, which has helped employees stay in the know about what's available to them.
- We sent many staff members for training, be it one time or multiple times in a month, resulting in approximately 600 staff member registrations (between both provinces) for training sessions and workshops since April 1, 2017.



## VOLUNTEER PROGRAM BLOSSOMS

In 2017, we saw our volunteer program blossom with steady growth. Volunteer support with tasks such as event preparations, administrative maintenance, organizing donations and more, allows Turning Leaf employees to focus on supporting participants. The biggest success in the volunteer program by far was hosting our completely volunteer-run community lunch at Easter 2017. For the first time in Turning Leaf history, we had employees completely engaged with participants, while volunteers took on the task of setting up the space, cooking and serving the meal, and clean up. And while doing all of these tasks, they had smiles on their faces and found time to meet with participants and get to know them

### OTHER SUCCESSES INCLUDE:

- Maintaining on average 26 active volunteers a month
- Delivering a more structured recruitment strategy including advertisements online, social media posts, and tables at recruitment fairs
- Celebrating 13 volunteers' first anniversary with the organization. We couldn't be more grateful for their generosity in time and the joy that they've put into their work. Our remarkable volunteers have accumulated more than 400 hours worked
- Naming our volunteer team the Turning Leaf Compassion Crew, complete with a logo!



## PRACTICUM REACH

We had six practicum students this year and three have stayed on as employees. Practicum hours totaled 1,090 hours = approximately 27 weeks of one employee or half a year of work for one employee.



1,500+ hours donated  
= \$23,498  
in staff wages saved



Turning Leaf growth rate: 14.4% compared to  
MB: 2.60% and SK: 1.60%

Turnover at Turning Leaf: only 2.71%,  
Promotions: 21; approx. 8% of Turning Leaf  
staff were promoted this year

(Western Canada HR trends Report, September 2017)





**Sara St. Germain**  
Human Resources Manager

## **HUMAN RESOURCES THRIVING TIMES**

The past year has been a very exciting one for Turning Leaf! Our Human Resources Department has experienced incredible growth, enhancement to existing programs, and overall exciting times.

We are very proud to share two changes that were made to existing programs: the Group RRSP and the Employee Assistance Plan (EAP) are now provided by Industrial Alliance and Workplace Options, respectively. These changes were strategic ones, keeping our employees at the forefront and pursuing the best possible plans to enhance their personal experience within the organization.

It is particularly important to highlight our new partnership with Workplace Options. A well-established company that offers a vast combination of support and counselling services to our valued staff and their family members. Workplace Options offers more ways to connect with a representative, in countless languages, 24-hours a day, from almost anywhere around the world. A smartphone app is even available to allow our employees access anywhere they go.

Turning Leaf has grown from approximately 250 employees to nearly 300 in one year. This growth can be seen across all divisions in Manitoba and Saskatchewan, and we believe it is a direct reflection of the exceptional services, support, training and person-centred approach we provide our employees.

The Human Resources and Administrative team collaborate closely with the hiring managers for each program to ensure we bring on skilled, qualified, and exceptional people who reflect Turning Leaf's mission, values and passion to help the vulnerable members of our communities. At the end of the day we all share the common goal of providing the best support we can offer our participants, and that starts with the people we hire. Turning Leaf takes great care in selecting individuals who

we believe will embody Turning Leaf's person-centered approach and take pride in knowing they have made a difference.

Another testament to our hiring and retention is the upward movement of many Turning Leaf employees. Over the past year we celebrated the promotions of over 20 individuals and saw the introduction of seven entirely new roles: Human Resources Manager, Intake Manager, Senior Manager of Service Enhancement, Director of Marketing and Communications, Social Enterprise Coordinator, Senior Regional Case Manager (SK), and Administrative Support Coordinator (SK). It has been wonderful to see this professional growth take place. The leaders at Turning Leaf recognize and reward hard work, dedication, and play an integral part in the development of staff at all levels. It will be exciting to see the next generation of Turning Leaf leadership emerge over the coming years.

Lastly, I would like to acknowledge that this year, we lost a colleague, Memory Pond. Working in her capacity as an Employment and Income Assistance Case Coordinator, Memory worked tirelessly for many years advocating and helping Manitoba's victimized and impoverished. Honoring her commitment and work with disenfranchised Manitobans, Turning Leaf established the Memory Pond Award, an award that recognizes employees who have demonstrated compassion and selfless advocacy for vulnerable and marginalized people living with poverty, addiction, homelessness, and discrimination. This year's recipient of the Memory Pond Award was a unanimous decision and was awarded to Rue Collins, Supported Independent Living Case Manager.

This year has been a year of growth and success, and confirmation that what we do here at Turning Leaf is necessary and important work, and we are beyond excited to see where the next year takes us!





**Swani Landry**  
Director of Marketing  
and Communications

## MARKETING AND COMMUNICATIONS DIRECTOR'S REPORT

### SHARING OUR STORIES

Turning Leaf's Marketing and Communications Department continues to grow, and as the new Director of Marketing and Communications, I am passionate about strategically and effectively sharing the incredible stories of success, growth, and change the people we support experience, and the impact Turning Leaf makes in their lives. With the expansion of our department comes the opportunity to increase Turning Leaf's visibility in the communities we serve, and as a brand we will become more recognized and poised to continue on this incredible path of growth. We want to thank Leanne Peters, former Director of Community Relations, who gave Turning Leaf four years of service and heart to help get us to where we are. You are missed, but your legacy is lasting and your work is woven through much of the foundation from where we continue to build from.

The Marketing and Communications Department has some very exciting plans. By the time this annual report is hot-off-the-press, we will have internally-promoted a Donor and Partnerships Manager to build our donor relations program and pursue strategic partnerships for unrestricted funding that will allow Turning Leaf to grow in many ways. This role will create an opportunity for people in the community to put their goodwill towards something they connect with and believe in – an organization that makes a tangible, lasting impact on hundreds of people's lives. We are excited to see this integral role become a reality for Turning Leaf.

Within the next year, we will also hire an Event Coordinator to build and enhance our employee and participant events. This is a testament to Turning Leaf's dedication to building community and connection for the individuals we serve. Whether it be the Turning Leaf Games, which offers safe and inclusive space for individuals to compete athletically, or the Thanksgiving lunch, where our participants and staff can gather, share connection, and feel a real sense of belonging. It also means putting on a Christmas celebration where, for more

than 250 individuals, it will most likely be the only Christmas celebration they have – their only warm, home-cooked meal, and the gift they receive from Turning Leaf is the only present they will get. In the truest sense of the word, time and time again, we hear participants refer to Turning Leaf and its employees as their family, and we are committed to always living up to that.


With a strategic marketing plan, concrete vision, and consistent branding and messaging, Turning Leaf has seen a sharp increase in our social media presence, engagement, and quality, and we can rightfully brag that all content is original. We have moved from stock photos to beautifully-captured images of our very own participants and staff, meeting them where they are, which is another way we are effectively sharing our stories and successes with the public. Having 100% original content means that we're putting real faces to the stories we're sharing – recognizing Turning Leaf participants for their courage, resilience, and success in the most authentic, real way.

The four main objectives of Turning Leaf's Marketing and Communications Department for the coming year are: storytelling, public awareness, brand recognition and fund development. It's an extremely exciting time of growth and change for this amazing organization, and I'm incredibly honoured to be a part of it. We are deeply committed to the person-centred values of Turning Leaf and the people we support, and that will always be the compass that guides this department.

We are driven to help continue building this organization through effective, strategic marketing and communications, and I can hardly wait to see what the year ahead has in store. Undoubtedly it will include positively-impacting the lives of hundreds of marginalized and vulnerable people who face the challenges of mental illness and intellectual challenge. Through unconditional acceptance comes empowering change, and we are humbled by the more than 300 individuals that allow us to walk their journey alongside them.

**We hope you will join in the journey with us!**





“We are deeply committed to the person-centred values of Turning Leaf and the people we support. Through unconditional acceptance comes empowering change.”

— SWANI LANDRY, DIRECTOR OF MARKETING AND COMMUNICATIONS



## DIRECTOR OF FINANCE REPORT



Samneek Sandhu  
Director of Finance

## GROWING TURNING LEAF

Our finance team provides professional advice and support on financial matters relating to Turning Leaf management. We play a pivotal role in financial management of Turning Leaf Support Services, including custodianship of financial resources and assets, preparation of financial statements, management and control of investments, monitoring and control of operating and capital budgets, and development of financial regulations and procedures.

During this fiscal year, Turning Leaf acquired two properties: one in Portage la Prairie (Spring of 2017) and one in Winnipeg (Spring of 2018). Turning Leaf also established a Marketing and Communications department with the hiring of a full-time, salaried Director of Marketing and Communications (February 2018).

As you read the financial report, I hope you will gain insight into the breadth and depth of our activities and growth.

I look forward to another amazing year of expansion, success, and impacting the people we employ and the participants we support in positive ways.

“Our finance department is unique. The team sits at the same table as Directors of service, case managers and clinicians. They don’t work separate from but in conjunction with. They know our participants names, their struggles and the “why” behind the revenue and expenditures.”

—BARKLEY ENGEL, CEO AND FOUNDER







**TURNING LEAF COMMUNITY  
SUPPORT SERVICES INC.**  
AS OF MARCH 31, 2018

**STATEMENT OF FINANCIAL POSITION**

	<u>2018</u>	<u>2017</u>
<b>ASSETS</b>		
Current Assets		
Cash	833,297	591,547
Accounts Receivable	982,898	672,728
Inventory	13,037	0
Prepaid Expenses	36,188	38,745
GST Refund	19,842	36,099
Total Current Assets	<u>1,885,262</u>	<u>1,339,119</u>
Long term Investments	–	1,334
Property, plant and Equipment	<u>1,833,546</u>	<u>1,454,053</u>
<b>TOTAL ASSETS</b>	<b><u><u>\$3,718,808</u></u></b>	<b><u><u>\$2,794,506</u></u></b>
<b>LIABILITIES &amp; EQUITY</b>		
Liabilities		
Current Liabilities		
Accounts Payable and Accrued liabilities	427,010	368,707
Due to government agencies	115,682	103,679
Deferred Income	354,641	12,450
Callable Debt	32,261	59,733
Current portion of long term debt	82,020	60,600
Total Current Liabilities	<u>1,011,614</u>	<u>605,169</u>
Long Term Liabilities	<u>1,191,203</u>	<u>921,449</u>
Total Liabilities	2,202,817	1,526,618
Equity		
Restricted - Manitoba	715,255	653,322
Restricted - Saskatchewan	188,386	183,313
Investment in capital assets	612,350	431,253
Total Equity	<u>1,515,991</u>	<u>1,267,888</u>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b><u><u>\$3,718,808</u></u></b>	<b><u><u>\$2,794,506</u></u></b>





“Even though we don’t provide direct support to our participants, we make sure their day-to-day living expenses such as rent, utility bills, and funds for groceries and clothing are not disrupted, and that individuals can feel secure and safe in these respects.”

-SAMNEEK SANDHU, DIRECTOR OF FINANCE



**TURNING LEAF COMMUNITY  
SUPPORT SERVICES INC.  
AS OF MARCH 31, 2018**

**FINANCIAL SUMMARY**

**75%**

MB Family Services

**20%**

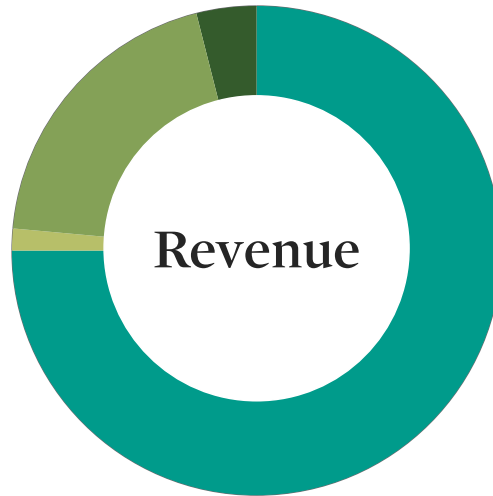
SASK Family Services

**3%**

WRHA

**2%**

Other Income



**77%**

Salaries and Benefits

**7%**

Rent and Utilities

**5%**

Other Expenses

**4%**

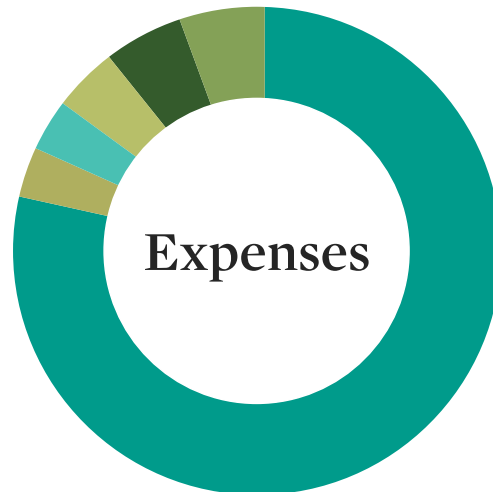
Purchased Services

**4%**

Administration

**3%**

Supplies and Food





## SUPPORTERS AND DONORS

An important component of Turning Leaf is the support we receive from friends, families, community members, and local businesses. Gifts-in-kind donations help to offset operational costs, including food, clothing, medical services, hygiene items, and even the costs associated with providing community events such as our annual Thanksgiving, Christmas, and Easter meals.

**Last year supporters of Turning Leaf provided \$57,888.14 in product and services to our agency. We look forward to continuing to build our gifts-in-kind program and cultivating meaningful, rewarding relationships with the community and local businesses wishing to make a direct impact on the lives of the more than 300 individuals we support.**

### PROVINCIAL SUPPORTERS

#### Saskatchewan

Saskatchewan Assured Income for Disability – Ministry of Social Services  
Individualized Support Contract – Adult Child and Family Services – Ministry of Social Services

#### Manitoba

Awasis Agency of Northern Manitoba  
Community Living disABILITY Services  
Department of Families – Central Manitoba Family Services and Housing  
Manitoba Family Services and Housing – Interlake  
Manitoba Family Services and Labour  
Provincial Alternative Support Services  
Southeast Child and Family Service  
WRHA – Special Contracts Unit

### INDIVIDUAL DONORS

Abbey Grieder  
Bonnie Wallace  
Carolyn Krutkevich Allarie

Cathy Harder  
Cherie and Travis Waterman  
Elizabeth Peddle  
Gordon Payne  
Janice Williams  
Linden Meadows Social Committee  
Mark Gray  
Michelle McGowan  
Nancy Jeffrey  
Paul MacKinnon  
Sandra Tell  
Shawn Levesque  
Valerie Rollins

### CORPORATE DONORS

Assiniboine Credit Union  
Bison Transport  
BrettYoung Seed  
CHB Developments  
Clear Concepts  
G.J. Andrews Food and Wine  
Green Valley Management  
Mountain View Auto and Truck Parts  
Naida Communications  
Royal Bank of Canada  
Youth In Philanthropy (Winnipeg Foundation) – Dakota Collegiate

### GIFT-IN-KIND DONORS

Ardent Financial  
Assiniboine Park Zoo  
Awards Canada  
BrettYoung Seed  
Boston Pizza – Regent  
But it is Art  
Canadian Lutheran World Relief  
Carolyn Krutkevich Allarie  
Clay Oven – The Forks  
Cody's No Fills  
Dance Plus  
Desjardins  
Diane Dooley

Donna Kirsch  
Downtown Winnipeg Biz  
Festival du Voyageur  
FoodFare – Portage Avenue  
FortWhyte Alive  
Freybe  
G&L Sales Ltd.  
Gateway Real Estate Agency  
Giant Tiger – Downtown, Westwood  
GoodLife Fitness – Portage Avenue  
Irene Adams  
Kristi Meek  
Manitoba Museum  
Manitoba Real Estate Association  
Manitoba Liquor and Lotteries  
Manitoba Pork Council  
Mordens' of Winnipeg  
Naida Communications  
Northern Meat Services  
Paula Hunt  
Pita Pit – Regent  
Project Echo  
Reid & Associates  
Shoppers Drug Mart – Dakota, Sage Creek, Southdale  
Sobeys – Kenaston, Pembina, Sage Creek,  
St. Anne's, Unicity  
Starbucks Indigo – Kenaston  
Superstore – Bison, Kenaston, Unicity  
Sysco  
Tasses Balkan Foods  
Terry Longtin  
Talbot Marketing  
Viscount Gort Hotel  
Winnipeg Art Gallery  
Winnipeg Blue Bombers Football Club  
Winnipeg Goldeyes  
Winnipeg Knitters Club  
Winnipeg Airports Authority  
Wheelies  
Zealous Spa

Thanks also to our many anonymous donors!





Turning Leaf Community Services Inc.  
2nd Floor – 2585 Portage Avenue  
Winnipeg, MB R3J 0P5

[www.turningleafservices.com](http://www.turningleafservices.com)

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