

2020/2021

Annual Report



TurningLeaf
SUPPORT SERVICES

A MESSAGE FROM OUR FOUNDER & CEO

Together, apart.

Greetings to our many supporters:

To say this year was an unprecedented one would be an understatement. The acceleration of the pandemic in May, the numerous variants and the three waves of the COVID-19 virus tested all of us. All parts of this organization were impacted. Everyone in this organization was asked to adapt, persevere, and support each other to ensure our critical services remained uninterrupted in both Manitoba and Saskatchewan. We are proud to say we achieved this, and increased our services in many areas. The countless examples of how members of this community pivoted, overcame, and helped each other continues to humble me. I am proud to be a part of this organization.

This was also a year of unprecedented growth and resilience for Turning Leaf. As we addressed the daily risks of this pandemic, our services grew. With a staff team growing from a little over 300 to close to 400 employees, Turning Leaf expanded our reach to help more people living with intellectual challenge and mental illness. This was evidenced by the 30% increase in participant numbers and programming capacity.

I must express my gratitude to all those who supported us during this time. Your donations and support were needed this year more than ever. We are grateful for your partnership. We are supported by a Board of Directors who are a group of invested, dedicated professionals. They provide oversight, counselling and accountability to me and this organization. I am grateful for their guidance.

I would like to end with gratitude towards my co-workers. These people make every community they are in, better. They embody the values that make communities compassionate, empathic, and unconditionally accepting. We'd love to have you join us!

With thanks,
Barkley J. Engel, Founder & CEO



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Support Services

Turning Leaf Support Services is a non-profit, charitable organization designed to provide crisis intervention and support services to people living with mental illness and intellectual challenge.

WHO DOES TURNING LEAF SUPPORT?

The participants of our programs are often deeply impacted by their circumstances which can become barriers to living safely and independently in the community. Untreated trauma, homelessness, poverty, addictions, discrimination, sexual exploitation, societal stigmas, and lack of access to resources are some of the barriers our participants face every day.

WHAT SERVICES DOES TURNING LEAF OFFER?

Turning Leaf's support is customized to every individual's needs and risk level. We offer crisis-intervention and treatment services, Community Support, Day Program Services, Residential Support (including emergency housing, 24-hour shift-staffed homes, Cluster housing, and Home Share), a harm reduction program, Clinical Services, Indigenous Services and more.

WHAT IS A PERSON-CENTERED APPROACH?

Turning Leaf believes that everyone has the right and responsibility to make choices. We believe everyone is doing their best to move forward in life in a positive way. A poor decision with a negative outcome does not change this; we regard these decisions as honest efforts to meet needs. Turning Leaf believes that everyone has the right to feel safe and supported and to be treated with dignity and respect. A person-centered approach to support means that we empower participants to take the lead in their own life, in every way, and without judgement.

HOW DOES SOMEONE GET SUPPORT?

Our highly skilled and compassionate Intake team is here to help you navigate how to get the help that you or your loved one needs. The team will guide you through the process, and when funding is not possible, our devoted team will go above and beyond to connect you with helpful resources.





INTAKE DEPARTMENT

Intake

Over the past year our Intake Department has had to make some major adjustments because of the pandemic and our team has successfully adapted to meet the need.

We experienced a significant increase in crisis and emergency calls due to housing breakdowns and crisis intervention when mental health support was needed. Our Intake team worked closely with our Residential, SIL and Clinical teams to respond quickly and provide supports wherever possible.

Part of the Intake role is to gather information so we can assist the Clinical Case Managers in developing safe care plans. The Intake team was able to make adjustments and accelerate this process where needed to ensure those we assisted in emergency situations received the same level of care and attention to detail that are cornerstones of our Intake process.

Our SIL, Clinical, Home Shares, 24 hour shift-staff homes and Cluster program assisted with the Intake of emergency and urgent requests unlike we have ever experienced in Turning Leaf history.

Throughout the pandemic, we adjusted our approach to determine amenability to support. Our team likes to meet in person with participants, their natural supports and collaterals whenever possible, but during the height of the pandemic when it was unsafe to do so, we offered virtual meetings and additional phone calls. This has been the most personal way to engage someone and it has allowed us a different perspective. We get to speak more about a person's home life and see the referral's surroundings. This has brought up different conversations, allowing us a window into that person's life.

It has also had us adjusting when those we are attempting to meet with cannot access technology. This allowed us to get creative to ensure we can have an amenability meeting set in as safe of an environment as possible to adhere to public health restrictions.

INTAKE DEPARTMENT



Intake

The pandemic has been isolating for many of us and as a result, we have seen many of our participants staying to talk with us for longer periods and the dialogue around the supports they are seeking are more relaxed, despite the adversity the person has been facing.

It has also been a great year of transition. We have had 15 individuals transition between our SIL and Residential programs which has our Intake team working closely alongside our Clinical Case Managers.

Our Residential and SIL teams adapted to the ever changing needs of our participants to ensure those who needed a change of model and scenery were able to make the adjustments necessary to keep them safe.

Some highlights from this year include:

- Our Manitoba program has welcomed 76 participants in the new fiscal year.
- We have answered 530 community inquiries for support and folks seeking resources and assisted them with getting them the help that they need.
- This growth has allowed us to welcome two Intake Coordinators to our Intake program and they have transitioned seamlessly to Intake from our Supported Independent Living team.

Their contributions to the team have been immeasurable and have allowed us to reach more individuals that need to access supports.

We anticipate that 2021 will continue to bring many of the same challenges due to the pandemic and we are prepared to meet the need. We are eager to see where the coming year takes us and look forward to everything it brings.



SUPPORTED INDEPENDENT LIVING

30%
INCREASE IN
SIL PARTICIPANTS
JOINING THE PROGRAM

Supported Independent Living

The Supported Independent Living (SIL) program is made up of services that are tailored to each participant's unique needs. Our Intake team collects as much data as possible to properly support individuals with a customized care plan. We are committed to and possess the proficiency to build custom supports around our participants. We truly believe that if someone has a genuine connection with a staff team at all levels that they will feel heard, connected, respected, hopeful and honoured in their plans and supports.

Turning Leaf understands that each participant has different goals, needs and wants, and there would be no way to create a support plan without knowing what their desires for support are. We have found that in honouring the Vulnerable Persons Act and all it encapsulates, we are able to make a genuine connection with a participant, so they know they have control over the direction of their life. This drastically increases amenability and our success rates.

This year we saw six participants return from closing their files, including participants who returned from living on Reserve, had a desire to interrupt a negative choice path, were released from being in custody, and re-engaging in supports that previously met their needs.

Harm Reduction

Turning Leaf's Harm Reduction Program focuses on risk management programs, policies and practices that focus on minimizing the negative health, social, and economic consequences for people who engage in high-risk addiction behaviours. The Harm Reduction Program accepts that a continuing level of drug use is inevitable, and the primary objective is to reduce adverse consequences. This year we were approached by WRHA to join in our mission to get safe supplies in people's hands across Winnipeg. They are now providing us with safe use supplies for intravenous drug users and safe use kits and safe sex kits to give out to the participants of Turning Leaf.

SUPPORTED INDEPENDENT LIVING

**1200
HOURS OF
AFTER HOURS
SUPPORT**

After-hours Support

Our after-hours phone allows us to respond to emergent needs that occur outside of typical business hours and provide critical support to ensure participant safety and well-being. The after-hours phone is a supplemental tool that ensures continuity of care during evenings and weekends. Staff use the phone to communicate about participants and seek guidance for ongoing situations during their evening and/or weekend shifts. Our after-hours phone is also used by other community services that have contact with our participants such as hospitals, police, correctional facilities, shelters, etc. This allows us to relay timely information and assist them with engaging participants in a person-centered way. This year we provided over 1200 hours of after-hours support to our participants, acting as a liaison and connecting them with key team members around the clock.

Clinical Services

When a person is referred to Turning Leaf a Clinician reviews their history so we can make a well-informed support plan. If someone is identified as needing talk therapy, intensive clinical support, or any ongoing need from a clinical perspective, Intake or the Case Manager flags the need and funds are requested. When a participant experiences a traumatic event, a Clinician will check-in and make recommendations to the team for follow up care.

As of 2021 we have four Masters-level Clinicians who provide talk therapy, crisis intervention and staff support/training. We were so pleased to have our first clinical practicum student this year, and we are proud to share they stayed on with us to support the Clinical team.

Central to this year's clinical evolution was the refinement of participant support plans, including the integration of person-centered goals with evidence-based practice. The synthesis of these two schools of psychology reflects Turning leaf's core values of unconditional acceptance and empowering change. We will continue to empower our participants and our support staff through collaborative practice, on an aligned journey toward increased mental and physical well-being.



SUPPORTED
LIVING
INDEPENDENT

Unconditional Acceptance.

Empowering Change.

Turning Lead

Blue

Day Services

Our Day Services are thoughtfully designed to provide opportunities for participants to connect during daytime hours and enjoy socializing, recreational activities, and employment-based programming. Our Day Services enrich participants' quality of life and provide a sense of routine and belonging.

Our participants enjoy both group and one-on-one activities that strengthen socialization, life skills, community safety, risk management, anger management, probation compliance, and any other area participants request support in. We pair participants with a program and team that will help individuals meet their goals by using the guiding principles of the Vulnerable Persons Act. Day Services begin in our specific locations each day, but programming is community-based whenever possible. Some key areas of our programming include:

- Support working towards SMART goals (Specific, Measurable, Attainable, Relevant, Timeframe).
- Life skills workshops on hygiene, cleaning, budgeting, cooking, and healthy boundaries and relationships.
- Opportunities for paid employment through our Swifty's Social Enterprise.
- Support with vocational goals such as job hunting, resume building, and interview preparation.
- Opportunities for volunteering through our partnerships with organizations such as Downtown BIZ, Agape Table, Darcy's Arc and Harvest Manitoba.
- Access to Indigenous Services, including Elder-hosted activities such as sharing circles, rattle making, beadwork, medicine picking, and more.

Our Day Services saw a lot of growth this year with the acquisition of five day programs. We now have programs tailored for women-at-risk, individuals with behavioural concerns, the elderly population, volunteer and work placements, and drop-in. We also moved our Marion location to Provencher where we can welcome more participants to a customized space designed for their needs.

Social Enterprise

Swiftly's Social Enterprise is a facet of Turning Leaf that aims to combat poverty and discrimination that our participants encounter when seeking out employment. With supervision and guidance from Turning Leaf Staff, participants are encouraged to develop work skills in a controlled, supportive environment.

This fiscal year Swiftly's retained a significant number of lawncare clients and saw just a 15% turnover rate. Over the year Swiftly's was able to increase our contracts by approximately 20%. Despite having to pause our services for months at a time due to COVID-19, Swiftly's was still able to achieve the following results:

- 41 Snow Removal and Lawn Care Contracts
- 6 Bed Bug Heat Treatment Contacts
- Over 350 hours of gainful employment for vulnerable people

With the challenges that COVID-19 restrictions imposed on Swiftly's, we were able to adjust and adapt by having Social Enterprise staff fill in for participants and complete the labor in order to sustain the program. Not only did we withstand the most challenging period we've experienced to date, our continued growth allowed for a Team Lead position to be created.

Looking to the future, Swiftly's Social enterprise has two main goals. The first is to increase the number of participants qualified for work by creating a streamlined system for transitioning participants displaying interest in employment to the workforce. The second goal aims to increase our existing client base by 30%. This will be done with more of a focus on reaching out to various communities, small businesses, and organizations to offer more opportunities for casual employment.

Turning Leaf consistently invests in ideas that enhance the wellbeing of its participants and Swiftly's Social Enterprise is an example of that.

SUPPORTED
LIVING
INDEPENDENT

350+
HOURS OF
GAINFUL
EMPLOYMENT FOR
VULNERABLE PEOPLE

AERO FORCE
TECHNOLOGY



INDIGENOUS SERVICES

Indigenous Services

Indigenous Services works to create and deepen the awareness of Indigenous culture and its relevance to one's healing of identity, trauma, and reconciliation with all staff members and participants. Indigenous Services aims to uphold Turning Leaf's commitment to Truth and Reconciliation, fostering an environment of Cultural Sensitivity, and supporting First Nations participants in their journeys. Over the last year, the Elder who joins us spent approximately 1200 hours with participants in sacred practice, allowing many participants to reconnect with their culture.

Indigenous Services offers ongoing Cultural Sensitivity training for staff so our team can best support our Indigenous population in their journeys. We actively create opportunities for Indigenous cultural practice for participants including:

- Painting Therapy
- Dreamcatcher, Rattle and Drum Making
- Traditional Feasts
- Beadworking
- Traditional Music and Song
- Medicine Wheel Teaching
- Sweat Lodge
- Naming Ceremonies
- Smudging Ceremonies
- Sharing and Healing Circles
- Solstice Celebrations
- Coming of Age Ceremony
- Powwows
- Round Dance
- Land Based Teachings

Elder Services are available to all participants in all programs and activities are tailored to each participant's interests and needs. The Elder who joins us also offers one-on-one teachings with participants and staff. The nurturing and building of kinship and relationships of reconciliation to the betterment and healing of all involved is central to Turning Leaf's Indigenous Services.

We look forward to continuing to build these relationships over the coming year.



RESIDENTIAL SUPPORT

Residential Support

Our Residential Services encompass a range of innovative models for individuals living with mental illness, cognitive impairment, addictions, and conflict with the law. Many of the individuals we support have encountered years of discrimination and additional barriers such as poverty, a lack of available housing, and social isolation. Each Residential model offers supports that compensate for functional limitations while promoting the development of abilities, self-reliance, and independence.

Despite the COVID-19 pandemic, Residential Services continued to engage our strengths and reinforce our ability to encourage positive change, reducing the potential for retrenchment, victimization, and a decline in participants' overall wellbeing. Though the year was a tough one, filled with uncertainty, fear, frustration and exhaustion, our Residential teams were emboldened by the realization that this was a transformational opportunity and we rose to the occasion.

The onset of COVID-19 forced us to be even more adaptable than we already were. As the world around us closed, the links to services, activities and programming shut down too. **We embraced the challenge and turned every home into a sanctuary for our community's most vulnerable.** Though it may look a little different, we continue to provide opportunities to develop new relationships and options for ongoing academic, professional, and social integration, with a valiant effort to deliver intentional programming. **Our team and services provide a foundation upon which individuals can feel safe, cared for and have a sense of belonging. With this established, anything is possible.**

Our Residential team responded to the COVID-19 pandemic with an unwavering dedication to ensuring all staff and participants were safe. The team diligently implemented new safety protocols, kept up to date with emergency communication, coordinated PPE acquisition/inventory (even prior to the Province initiating their PPE distribution process), and other pandemic response practices. The team facilitated grocery ordering/delivery to reduce community exposure, support workers became teachers as participants adjusted to remote learning.

RESIDENTIAL SUPPORT

We facilitated online trainings, team meetings and social gatherings to keep connected and we ensured that our participants had access to the technology needed to remain connected to their natural supports through Skype, Zoom and FaceTime. The leadership team worked closely with families and the Clinical team to determine the best methods of communicating the ever-changing circumstances to our individuals. Our leaders worked very hard to make sure their teams felt appreciated and recognized during these unprecedented times through team meals and personalized gift bags.

Communication around illness, wellness and symptoms was normalized. We were committed to being proactive when it came to vaccinations for our staff and participants. We worked closely with the government to identify a strategy and ensured all employees were registered. Our Residential team participated in all of the Province's webinars/information sessions and actively provided feedback to help ensure the government's responses met the needs of organizations. A testament to our efforts lies in the fact that we did not have any positive cases in our Manitoba Residential Program for individuals or staff.

The Residential Program has seen tremendous growth over the last year. We opened nine new Home Shares, our Atlantic home (October 2020), our Sargent Cluster (December 2020), and our Inkster high-risk women's home (February 2021). Over the last year our Residential Program saw an increase of 21 participants, which is a considerable number. To support this growth, we hired an additional Case Manager and we promoted one of our Case Managers to Senior Case Manager. Our Residential Services Division continues to prepare for new growth over the coming year, which means the ability to help even more of the community's most marginalized people. This growth includes three more Clusters and Home Shares.

The organization will continue to focus on ensuring that all of our homes operate with the highest quality of care, completing another routine review of policy and procedure, to ensure that we always stay ahead of industry best practices and changes in service provision.

30%
RESIDENTIAL
PARTICIPANT
GROWTH

HUMAN RESOURCES + ADMINISTRATION

Human Resources + Administration

The year has been filled with many firsts, unknowns, challenges and successes for our Human Resources and Administration department. Our team consists of skilled professionals in the fields of human resources, administration, training and development, volunteer management and IT. We have worked closely with the Supported Independent Living and Residential Services departments to support staffing and recruitment needs due to widespread agency growth. Our training and development department adapted to provide a catalogue of virtual learning opportunities to ensure all Turning Leaf employees continue to be well equipped to provide high level support services. Employee engagement initiatives were also implemented to increase morale and a feeling of connection during a global pandemic. Staffing highlights from the year we are proud to share:

INTERNAL PROMOTIONS: 29 // 7.3% of employees received a promotion

14 NEW MANAGEMENT LEVEL POSITIONS:

- Administrative Coordinator (SK)
- Regional Program Manager (SK)
- IT Coordinator
- Residential Senior Clinical Case Manager
- Residential Clinical Case Managers, Supervisors and Team Leads
- Community Support Clinical Case Managers, Supervisors and Team Leads
- SIL Onboarding Coordinator
- Day Program Managers

AVERAGE TURNOVER RATE: 1.96%

As Turning Leaf has grown, so has the Human Resources and Administration department. This year we were very excited to welcome the agency's first in-house IT Coordinator. The position has been able to support our increasingly complex and sophisticated IT needs, ranging from cybersecurity, software systems, corporate cell phone plan oversight, technology and hardware needs, and planning for future IT projects.



HUMAN RESOURCES & ADMINISTRATION

We also welcomed an additional Human Resources Coordinator (MB) and an Administrative Coordinator (SK). Together, we increased our capacity to respond to the needs of the agency, which were especially unique this year. It was a year of unprecedented growth and our team responded swiftly. We reorganized and streamlined functions to ensure an efficient and effective recruitment strategy. Each team member has a defined function and the department's communication is one of our greatest strengths.

Despite remote working conditions due to COVID-19, we were able to increase connectivity through weekly virtual meetings, a dedicated group email account and shared online files. The team greatly increased the functionality of our HR module on Payworks, including uploading employee files and conducting audits to increase quality assurance. This resulted in the ability for leadership to access essential information remotely, greatly impacting our successful transition to a new off-site working environment.

Our team assisted in the redeployment of two Day Program teams at the onset of the pandemic. Provincial restrictions impacted these services and resulted in the need to find new placements for the staff. We worked with the SIL and Residential teams to ensure all staff had consistent schedules and support during a time of uncertainty.

Our Facebook Staff Lounge was developed as a space for our staff to gather virtually and increase connectivity and morale. Employees from all divisions in both provinces have joined to view inspirational tedTalks, virtual games, workaversaries, live cooking classes and virtual program tours. Our training department has also ventured into the virtual world, with in-person trainings being adapted to take place on Microsoft Teams.

The resiliency and dedication of this entire agency throughout this time has been astonishing. The Human Resources and Administration department worked with all programs to ensure support services were uninterrupted, employees were trained, employee files were accessible remotely, great people remained at Turning Leaf and great people were hired to join. We are looking forward to building on our accomplishments in the coming year.

Volunteer, Practicum + Training

Our Service Enhancement Department is excited to be celebrating our 5th anniversary in 2021. This exciting time comes off the heels of not only one of our most challenging years of service, but also one of the most innovative. The last year was focused on preservation, appreciation and gratitude. We are proud to lean on the foundation we have built over the last five years which will propel our programming forward to be creative and take advantage of opportunities both created and found in this new year.

COMPASSION CREW VOLUNTEER TEAM

We couldn't be more grateful for the generous and long-standing support we've had from our Compassion Crew. We are excited to celebrate some of our original volunteers reaching their 5th anniversary of volunteership with the agency. The Compassion Crew has stood by our side throughout the last year of challenges and changes. Volunteer efforts organically shifted and were refocused to virtual and remote support, with some assistance on-site when it was safe to do so. A large portion of our support this year was in administrative assistance. The time our volunteers provide is always invaluable, but this year proved crucial in an effort to accommodate rapid company growth. Additionally, the Compassion Crew found time to reflect on the work completed so far in the program and took time to mingle and network through several virtual coffee talks and a holiday party in December 2020. Highlights of our year include:

- Assistance with onboarding 100+ new employees in Fall 2020
- Making masks for frontline workers
- Strengthening the Compassion Crew network through virtual events

PRACTICUM

As our Practicum Program continues to grow, it has also begun to evolve to naturally meet needs in the community. We had such an amazing year amidst all of the pandemic changes, but the successes were unexpected opportunities to explore rather than planned growth. We were most proud to continue to offer placement opportunities, which supported educational programming as students were often met with closed doors due to the pandemic. One of our most exciting results this past year was expanding placement into our Clinical Department and our Marketing and Communications Department. We partnered with the U of M Department of Education, focusing on collaboration with the Clinical Psychology program. We successfully hosted our first student from the program and look forward to welcoming our next student from the in the Fall of 2021. We also partnered with CDI College and successfully hosted our first student in the Marketing and Communications Department, offering a Social Media Management placement.

**\$13,742
IN WAGES
SAVED
THIS YEAR**



Volunteer, Practicum + Training

We saw two internal promotions with employees who started with us as practicum students and we are so proud of their growth! One was hired as a Direct Support Worker in our Supported Independent Living division and was promoted to Supervisor, and one was hired as a Day Program Team Lead and was promoted to Residential Supervisor. We also had one practicum placement become a full-time employee on the Human Resources and Administration team. Lastly, we also began a successful partnership with the U of M Arts Co-op program. We were invited to speak at the Discover Your Future in Arts event to share pointers on how to get into the workforce from a student placement and volunteer perspective.

We are so excited to meet the wonderful practicum students who will join us in the coming year!

TRAINING

Training has become foundational in the professional development of our employees and with our tremendous growth over the last year, we had to enhance our training capacity. We were able to pivot from classroom learning to virtual experiences, not only due to pandemic response but to accommodate our growing teams in our multiple branches. This was a goal that we identified in 2019, so it was ironic that the opportunity presented itself with gusto in 2020! While adapting some modules to online presents its challenges, other modules thrived and reached a wider audience. This has supported peer networking within the company and started bridging gaps between our regions. We were happy to take on that challenge and look forward to where this new path will take us and how we can continue to enhance our training program in innovative ways. Some notable accomplishments from the training department this year:

- Despite many barriers, we hosted 307 trainings with 1526 trainees.
- Online learning became streamlined and more efficient
- Established collaborations with external trainings, such as the WPS Gang Awareness training.
- Successfully modernized our virtual learning experience to accommodate our growing agency.

\$10,127
IN WAGES
SAVED
THROUGH
PRACTICUMS



Donors + Partners

Hello to all of our donors, partners, volunteers, and stakeholders!

In what was a challenging year for all, Turning Leaf's fundraising program also had to learn to navigate a pandemic. We had to ask questions like "What do we need to ensure our participants remain safe and supported through such an uncertain time?" Almost overnight "PPE" became an acronym we heard daily – and we needed tons of it. Events were cancelled. Resources were slim. Lockdowns and restrictions were put in place to try to minimize the spread of COVID-19. **We had to wonder - would people still give, when their own future is unknown?**

But with little surprise, and with the utmost gratitude, we can proudly say our Turning Leaf donors, partners, and supporters proved they were unwavering in their support. Despite a pandemic, they stood beside our team and gave where we needed it most. Our PPE needs were filled by generous donors to our **20 for 20 Campaign**, allowing us to purchase over **4,000 masks** to keep both our participants and staff safe during their essential visits. The **Thomas Sill Foundation** granted us **\$5,000** to cover the cost of re-useable masks with our own logo to identify our frontline workers in the community. When our annual Turning Leaf Games was canceled we lost the community event we all loved, as well as the fundraising dollars it helped to bring in. But our partners and sponsors found new ways to support Turning Leaf's emerging needs – more money went in to our **Community Cupboard**, our emergency food source that is accessed for those living with food insecurity, and we saw the creation of our **Emergency Response Fund** – the dollars that help to fill even more gaps for our participants by providing shelter, crisis housing, emergency food, and connection to our support teams for those experiencing crisis. During our **12 Days of Giving** in December we saw almost **\$18,000** come in to support our **Emergency Response Fund** – proof that our donors and partners are always on our side, and finally with a gift of **\$15,000 from the C.P. Loewen Family Foundation** Turning Leaf is about to hit the road in our new **Crisis Response Van** to kick off 2021 – stocked with supplies and of course with the **unconditional acceptance** Turning Leaf believes in.

Thank you to all of our donors, partners, supporters and advocates for being a part of this wonderful team – thank you to those who spent hours sewing masks for our protection, to those who helped fill our Community Cupboard. Thank you to the businesses who've held fundraisers in support of our mission, and to those who have remembered a loved one who has passed on through a gift to Turning Leaf. **Thank you for every \$5 donation and every \$500 donation.** Each and every one of you gets us closer to filling the gaps for individuals in need in the community we share, and we're so grateful for your support.

-Brittany Odger, Donor and Partnerships Manager



Our Generous Supporters

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**Thank you to our many anonymous donors.*

GIFT-IN-KIND DONORS

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 Riversol
 Shoppers Drug Mart

Sleep Country Canada
 Thanh Vuong
 Tom's NoFrills

Tough Duck
 Western Business Solutions
 Winnipeg Fighting Covid

GRANTORS

C. P. Loewen Family Foundation
 Landmark Cinemas
 Thomas Sill Foundation

THIRD PARTY FUNDRAISERS

Brazen Hall Kitchen + Brewery
 Preserve by flora and farmer

Shelmerdine Garden Centre
 Tom's NoFrills





A YEAR'S OVERVIEW

Financial Highlights

Greetings everyone,

The finance team works on the priority of achieving the goals outlined in the strategic plan from medium-term (such as business growth and structural reforms) to long-term management plans such as stable growth in the industry.

During this fiscal year, Turning Leaf Support Services further accelerated its growth strategy by acquiring two new Residential Homes (Atlantic and Inkster) with the addition of cluster and Home Share participants. Turning Leaf ended the year delivering a solid set of results supported mainly by an organic growth improvement quarter after quarter. To accommodate the rapid growth, we managed to strengthen our financial foundation by taking measures to maximize cash flow, like more efficient collection of accounts receivable, effective capital expenditures, etc.

We are so proud to have all our employees and volunteers as part of our work family. We are all in this together and want to do everything we can to help get us all through these challenging COVID-19 times. We look forward to what this next year holds, and this year has proven we can overcome anything when we do it together!

-Samneek Sandhu, Director of Finance



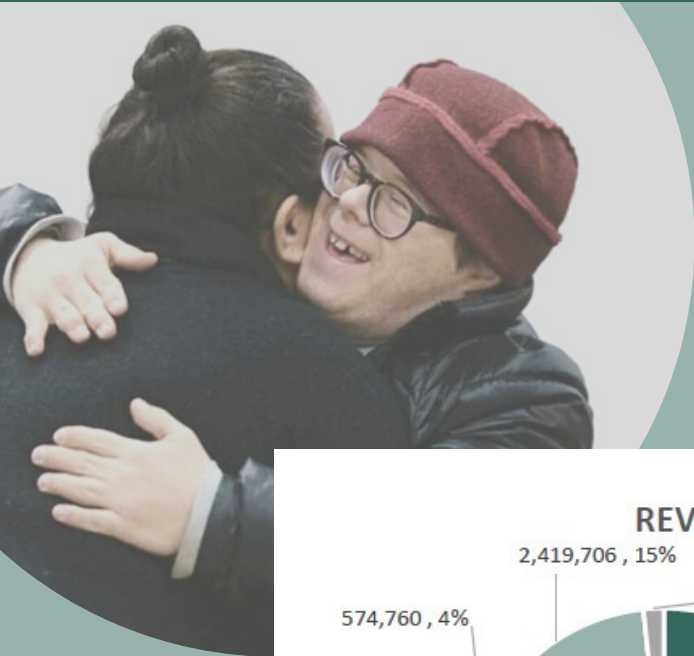
A YEAR'S OVERVIEW

Financial Highlights**TURNING LEAF COMMUNITY SUPPORT SERVICES INC.**

AS OF MARCH 31, 2021

STATEMENT OF FINANCIAL POSITION

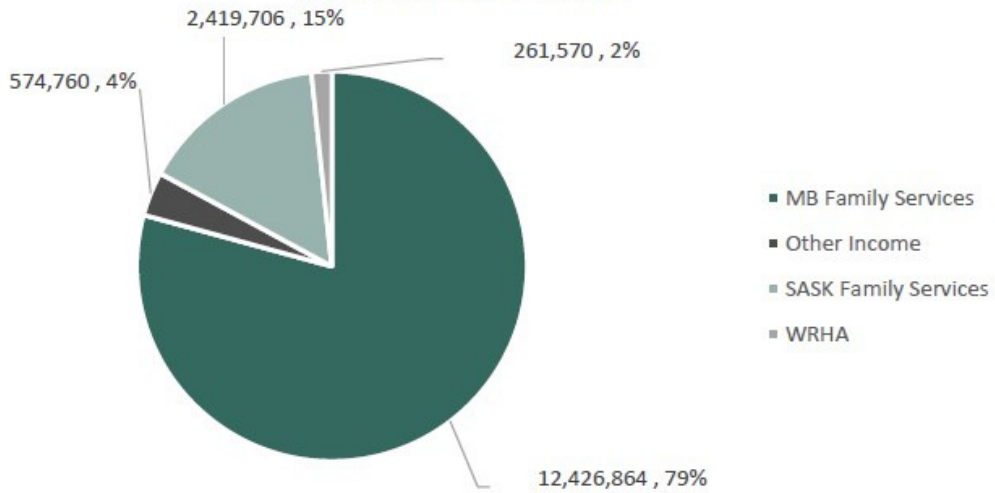
	<u>2021</u>	<u>2020</u>
ASSETS		
Current Assets		
Cash	1,236,912	1,349,051
Accounts Receivable	1,114,622	1,048,705
Prepaid Expenses	63,736	44,797
Total Current Assets	<u>2,415,270</u>	<u>2,442,553</u>
Property, plant and Equipment	4,495,220	3,761,778
TOTAL ASSETS	<u>\$ 6,910,490</u>	<u>\$ 6,204,331</u>
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable and Accrued liabilities	1,360,410	775,247
Deferred Income	328,316	303,000
Demand loan payable	40,017	-
Current portion of long term debt	92,843	100,347
Total Current Liabilities	<u>1,821,586</u>	<u>1,178,594</u>
Long Term Liabilities	2,476,546	2,569,614
Total Liabilities	<u>4,298,132</u>	<u>3,748,208</u>
Total Equity	2,612,358	2,456,123
TOTAL LIABILITIES & EQUITY	<u>\$ 6,910,490</u>	<u>\$ 6,204,331</u>



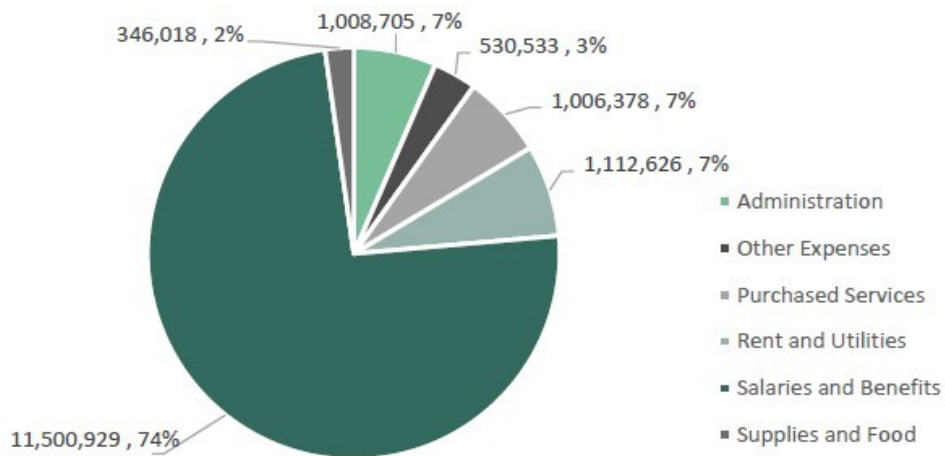
A YEAR'S OVERVIEW

Financial Highlights

REVENUE 2020-2021



EXPENSES 2020-2021





Our soon-to-be forever home.

WE'RE COMING HOME TO 565 ROSEBERRY IN 2021



In loving memory

This year was one of great and tragic loss. We honour those who left us and will always keep a place in our hearts for them. We are grateful to have walked with them on their journey and we bid them well on their next.