



NEW DIRECTIONS
FOR CHILDREN, YOUTH, ADULTS & FAMILIES

RESIL

*The ability of
a person or
organization to
respond to or
recover readily
from a crisis,
adversity or major
life change.*

ENCE

136TH ANNUAL REPORT | 2020/21

NEW DIRECTIONS' STAFF gather for a physically-distanced team meeting in September 2020 at Kildonan Park.





EXPLORING SACRED TEACHING
through art at the Adult Day Services'
SAID program.

CONTENTS

Mission, Vision, Values	4
Officers / Committees	6
CEO's Report	8
President's Report	14
STORY 1 – Resilience in Learning	19
Fast Facts	23
Areas of Service	24
Endowment Fund Donor Thank You	30
Volunteering Leads to Award	32
STORY 2 – Connection Calls Create Opportunities	35
Thanks to Supporters	38
Thanks to Funders	41
STORY 3 – A Pivot for Practicum Students	42
Thanks to Employers	45
Years of Service Recognition	46
Treasurer's Report	52
Financial Statements	54

MISSION:

To provide responsive and individualized services that foster the hopes and dreams of people and their communities.

VISION:

A community where all people have well-being, are honoured, and can dream.

VALUES:

Integrity – in all that we do.

Honour – the strengths of people and community.

Holism – emotional, spiritual, physical and intellectual, environmental and cultural.

Respect – for all people.

A PAINTED HAND-PRINT adorned with buttons and glitter is part of a beautiful work of art at the Adult Day Services' SAID program.



OFFICERS/COMMITTEES

EXECUTIVE COMMITTEE

PRESIDENT
David Brand

VICE PRESIDENT
Dr. Christine Watson
(retired early 2021)

PAST PRESIDENT
Carolyn Strutt

TREASURER
David Sitarik

EXECUTIVE SECRETARY
Jim Court

BOARD SECRETARY
Barb Greenham

FINANCE COMMITTEE

CHAIRPERSON:
David Sitarik

NOMINATING COMMITTEE

CHAIRPERSON:
Carolyn Strutt

BY-LAW REVIEW COMMITTEE

CHAIRPERSON:
Kaely Zettel

RESPECTFUL WORKPLACE COMMITTEE

CHAIRPERSONS:
Rick Ratte
Lorraine Desmarais

PLANNING COMMITTEE

CHAIRPERSONS:
Dr. Christine Watson
Rhonda Taylor

FINANCIAL AUDITORS

PricewaterhouseCoopersLLP

BOARD OF DIRECTORS

David Brand
Jim Court
Lorraine Desmarais
Rick Ratte
Beverly Sabourin
David Sitarik
Dr. Laura Sokal
Carolyn Strutt
Rhonda Taylor
Dr. Christine Watson
Kaely Zettel

STAFF REPRESENTATIVES

Caroline Kyoona
Mandie Timko

TROY (LEFT) AND DALE enjoy a socially distanced game of Cribbage at the Adult Day Services program.



CEO'S REPORT

NEW DIRECTIONS: A RESILIENT ORGANIZATION

Resilience is a complex concept and a dynamic one such that the definition and understanding of resilience changes over time. The current definition is usually along the lines of *a positive adaptation to difficult circumstances*.

Difficult circumstances! Indeed, we have been experiencing many challenges since the beginning of the global coronavirus pandemic. Luckily, New Directions has been around a long time, since 1885 and has persevered through many difficult times throughout its history. But it is safe to say that the COVID-19 virus has been challenging us more than anything has in the past.

Thankfully, our experience over the last year and a half has shown us to be a resilient organization; in our people, our management, and most importantly, in our spirit.

Our front-line staff, working directly with the individuals supported in their homes, have been steadfast and have weathered the day-to-day changes in direction and instruction about how best to reduce the COVID risk. At first, there were daily circulars with new information from the Department of Families presenting us with a seemingly endless and

ever-changing set of directives. Understanding that this pandemic was requiring constant adaptation and change, we worked to keep up and keep our front-line staff informed. Teams started briefly meeting every day to manage. We scrambled to get personal



THE CLASSROOM HERB GARDEN

in The Resources for Adolescent Parents program fares well with a bright southern exposure.

protective equipment (PPE) to the front lines, initially purchasing or making our own. The Opikihiwawin sewing room became a hub of activity with staff making masks and then gowns for distribution to the front lines. Our operations personnel were run off their feet collecting and distributing all manner of PPE and cleaning products.

Communications geared up and an Update was published daily at the beginning of the pandemic to keep everyone as informed as possible. Immediate efforts to prepare staff to re-deploy had HR pumping out letters to inform staff of such changes. All teams were scrambling to adjust and adapt. And all showed great resilience as they maintained an even keel and got the job done.





OPIKIHAWIN STAFF (l-r) Karen, Tiffany, Darlene, Kyle honouring Orange T-Shirt Day September 30, 2020.

Classes, job training and counselling sessions continued, adaptations to delivery happened fast and accommodations for individuals needing help to connect virtually were made.

And then, it continued. We had to keep going, keep persevering. Luckily, this virus has come in waves so there has been periods of relative calm before the next surge, allowing us to catch our breath, note the lessons learned and adapt, and then attend to other matters other than COVID for a bit.

As I am writing this, we are deep into the third wave and experiencing more widespread challenges thanks to the new variants. Luckily, many of our most vulnerable individuals are

“OUR FRONT-LINE STAFF, WORKING DIRECTLY WITH THE INDIVIDUALS SUPPORTED IN THEIR HOMES, HAVE BEEN STEADFAST AND HAVE WEATHERED THE DAY-TO-DAY CHANGES IN DIRECTION AND INSTRUCTION ABOUT HOW BEST TO REDUCE THE COVID RISK. “

vaccinated now, as are the staff that work with them, so that the areas hardest hit in the first wave are now at less risk. However, in this third wave, our staffing is being heavily impacted by the spread of variants into younger cohorts with more need for more people to isolate, including many of our staff. Of the staff still working, many are going above and beyond to help. Like the case

manager and coordinator in our Roots program directly helping care for five children being parented by a single grandmother who has COVID and is in the hospital. Two of the five children now have COVID as well. Our staff are doing all they can to support this family, working directly in the home and taking care of the kids. And this is just one of our many stories



RECOGNIZING AND ACKNOWLEDGING
the commitment of our front-line workers supporting individuals in the community.

during this time. Our staff are truly amazing and are rising to all the challenges COVID is throwing at them. Staff teams most affected during the first wave are now offering help to teams just now becoming affected, sharing information and equipment. “COVID lessons” learnt are being shared.

Flexibility, teamwork, creativity, and community spirit are in full evidence at New Directions! We remain optimistic with a strong “we can do this” attitude.

Our work is greatly helped by a strong and committed Board of Directors. I thank Jay Hrynkiw for extending his term as a staff board representative at the beginning of the pandemic. Sadly, four other Board members have also

RESILIENCE

“FLEXIBILITY, TEAMWORK, CREATIVITY, AND COMMUNITY SPIRIT ARE IN FULL EVIDENCE AT NEW DIRECTIONS! WE REMAIN OPTIMISTIC WITH A STRONG “WE CAN DO THIS” ATTITUDE.”

reached their term limits this year. Mandie Timko has completed two terms as a staff board representative and I thank her for her enthusiasm and support. Kaely Zettel brought her legal expertise to us ten years ago and completed numerous projects including a major overhaul of our by-laws. We will miss Dr. Laura Sokal’s warmth and generosity to New Directions. Finally, we thank David Sitarik, CPA, our Board Treasurer, for his dedication,

financial acumen, and his support for these many years.

I want to close by offering my sincere and deep gratitude to the New Directions Management team, including Coordinators, Case Managers and Home Supervisors. These committed and talented people have been steadfast in their efforts to do everything possible to support their teams to manage this virus. They are all marvelous people who live the values of New Directions each day and make New Directions a very

special organization. And to my direct reports, all rock stars, I am humbled by your perseverance, your integrity and by your love of the people we support at New Directions. I could not have asked for a better group of people to make this pandemic journey with! Thank you from the bottom of my heart.

New Directions is a strong and resilient organization and one I am humbled to lead. We will emerge from this pandemic even stronger as we have been tested and remain solid and resolute. We have **a culture of resilience**, we bounce back and forge ahead in a good way, even stronger than before.

DR. JENNIFER FRAIN, C.Psych.,
Chief Executive Officer



NEW DIRECTIONS AWARDED \$1000 GRANT from The Winnipeg Foundation's Centennial River Trail Selfie Contest – Marina Albo, Barb Greenham and Lori Hunter (pictured) braved the cold to do their selfies!

PRESIDENT'S REPORT

WHEN I THINK OF RESILIENCE, I THINK OF THE SYNONYM – PERSEVERANCE.

It has connotations of fail and repeat, until you get it right. That is not how I see the history and legacy of New Directions. In the context of New Directions, I see great persistence and tenacity from the front-line staff all the way through to the senior leadership team. New Directions has been able to weather the most recent pandemic storm and overcome the detours thrown its way. The staff have taken on the extra burden and risk during the time of this pandemic to ensure that they provide the best level of care possible making hopes and

dreams become reality for the individuals they support.

This organization has been around for a very long time; over 135 years. New Directions has bridged over troubled waters, surviving through two great wars, through the deadliest of all pandemics (Spanish Flu), a great depression, and countless changes in governments. There are very few organizations that can say that they have had the resilience that New Directions has had.

So how did New Directions overcome all the challenges and obstacles thrown its way over the years? How did it accomplish

those challenges while maintaining an industry lead in the level of services provided to the individuals and families it supports, allowing them to live a better life, to dream, and to be included in society?

From my observations as a Board member, I have seen the leadership team's nimble approach, embracing change to improve processes, and coping with various forms of crisis. The staff and senior leadership team have been able to recover quickly when presented with obstacles, not suffering, but absorbing the changes and confidently meeting challenges head on.

The individuals supported are now facing a 'new normal.' Care workers are wearing their PPE throughout their shifts; and smiles can only be seen in their eyes and tone of voices. For many with

an intellectual disability, understanding why hugs and smiles seemingly are a thing of the past is very confusing. Personally, I experience firsthand in my own home that which most in our community must be experiencing.

So how does New Directions adapt? Well luckily there is an excellent Tone at the Top. The behavior and mental processes of the leadership team sets an example for all staff. The excellent use of intellectual capital learned through all the years of experience protects the individuals, families and staff during this period of crisis. The leadership team shows resilience by applying solutions and empathy to reduce the negative effects of this pandemic.

Having a support system that is caring and accountable is an important part of a successful organization. This includes open communication, a continued sense of purpose, without loss of empathy and compassion to those in need, and a clear strategic plan.

It is with great anticipation that New Directions now embarks on the development of a renewed Strategic Plan in the coming year. Lessons learned in the past 18 months will certainly bear on the determination of risks that the organization faces and the strategies it will put in place to mitigate those challenges.

Before I conclude, on behalf to the Board, I bid farewell and send my



RESILIENCE

“THE INDIVIDUALS SUPPORTED ARE NOW FACING A ‘NEW NORMAL’. CARE WORKERS ARE WEARING THEIR PPE THROUGHOUT THEIR SHIFTS; AND SMILES CAN ONLY BE SEEN IN THEIR EYES AND TONE OF VOICES.”

appreciation to Jay Hrynkiw, who stayed an extra few months as staff representative to the end of 2020 to ensure the Board was not left with a sudden vacancy during the onset of the COVID lockdowns. As well, I thank Mandie Timko for serving two terms as a staff board representative. Welcome to Caroline Kyoon who has stepped in mid-fiscal year to take over Jay’s place on the Board.

And a heart-felt “thank you!” goes to our retiring Board members:

David Sitarik, CPA, joined the Board in March of 2011 and most recently held the position of Board Treasurer and Chair of the Finance Committee. Thank you for sharing your business, tax, and accounting expertise all these past ten years!

Kaely Zettel, joined the Board in May, 2011 and chaired the By-law Review Committee.

Kaely willingly shared her legal

expertise on various matters over the years and was instrumental in the By-law amendments that occurred a few years ago. Very appreciated Kaely!

Dr. Laura Sokal, also joined the Board in March, 2011 and co-chaired the Respectful Workplace Committee and graciously shared her educational and sociological perspectives with the Board and staff. Thanks for your contributions in ensuring good governance at the Board level!

The Board has some new faces this year and I welcome the addition of Beverly Sabourin and Rhonda Taylor. It is fantastic to have you both on the Board. With that in mind, I invite all readers to check out New Directions’ revised

web-site and the addition of the ‘Meet the Team’ page where you can read up on the members of the Board and the Senior Leadership Team. And don’t forget to donate to the Endowment Fund while on the web-site! Thanks to the many who have donated to date.

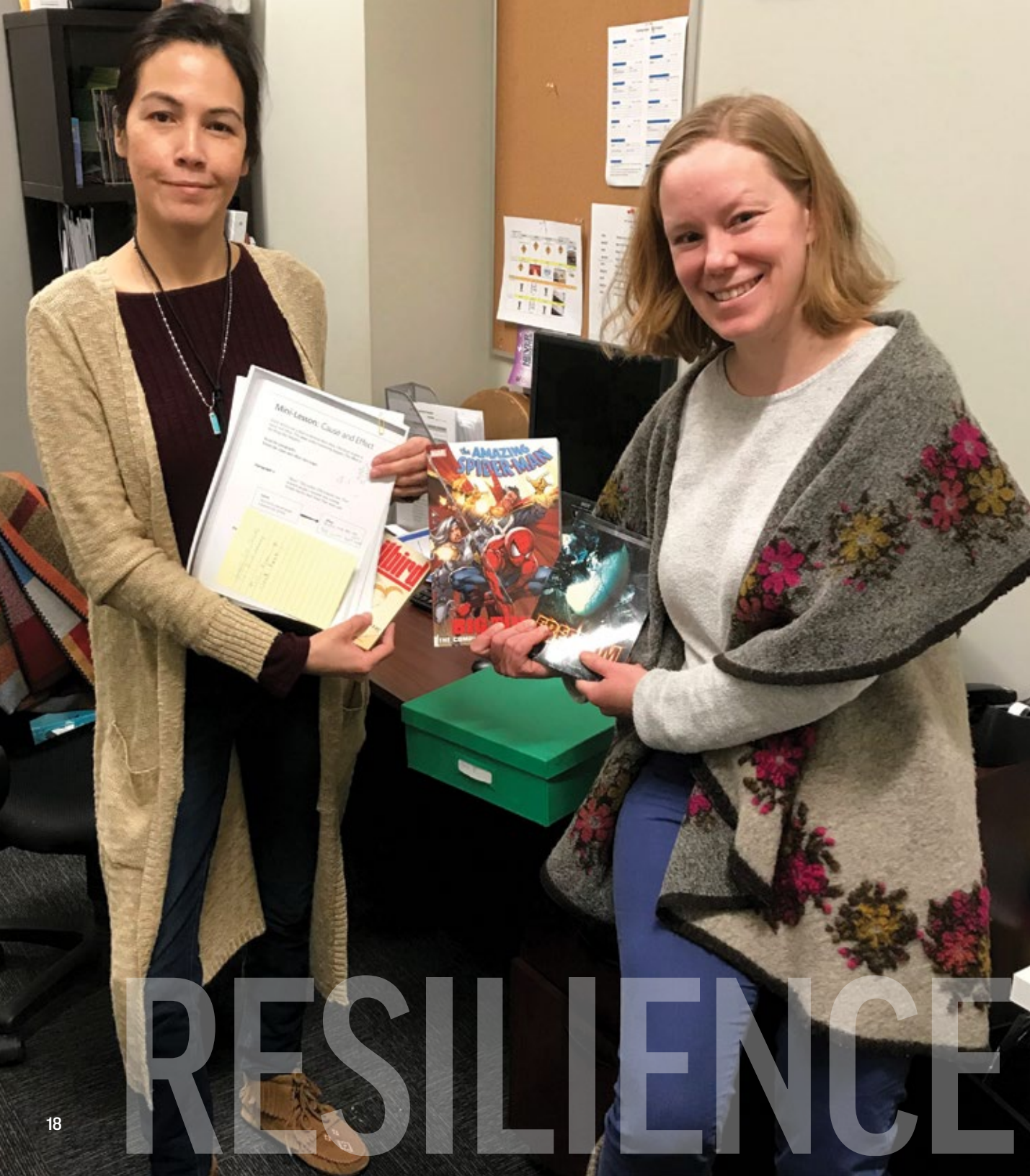
To close and on behalf of the entire Board, I thank all the staff for their resilience and for focusing on the critical components to keep the service standards at the best possible level during these trying times. It is with your drive and commitment that New Directions remains at the forefront of the service industry which it serves.

DAVID BRAND
Board President

CAFE 6 INSTRUCTOR

Rafaella Picicci-Wiebe holds one of the many food donations New Directions has received this year.





RESILIENCE IN LEARNING

TRAINING OPPORTUNITIES FOR YOUTH CONSISTS OF THREE UNIQUE, PRE-EMPLOYMENT AND EMPLOYMENT SERVICES AIMED AT SUPPORTING YOUTH WITH SKILLS TO JOIN THE LABOUR MARKET.

There is also a distinct emphasis on identifying strengths while recognizing that people have had to overcome many barriers.

In the almost year and a half since the programs have adapted to online and blended learning, so much has changed for these programs. They have gone from a world dependent on in-person contact to one that has gone almost completely digital.

FRANCES ROBERTSON (left), Instructor in the Work 2 It Program and Mona Neufeld, Instructional Coordinator in Training Opportunities for Youth

Things look entirely different from when the pandemic first began.

Resilience is the ability to withstand adversity and bounce back from difficult life events. Resilient people tap into their strengths and support systems to overcome challenges and work through problems. And out of that something good can happen.

Good does not begin to describe the adaptations that Training Opportunities for Youth made to continue to reach out to youth in the community. With a 'we do what we need to do' attitude, Cyndi Schotchenko, Manager of Training Opportunities for Youth says, "This is us and this is what we do right now. If restrictions change then we can change with them, whether that means we are virtual forever or we can come back to the classrooms."

Cyndi admits that her staff have experienced their own challenges in adapting to a virtual learning model. "It hasn't been easy for some to be feeling like they are hiding behind a computer screen all day. But still, they have shown tremendous creativity



and teamwork in coming up with new programming for the youth they support.”

Some of the major aspects of the Training Opportunities for Youth programs are to provide the students with guidance for emotional regulation and peer connections within a cultural setting. It can be difficult to give the students these supports when you primarily spend time with them on a screen. But the youth are eager to relate to someone and the staff have found ways to engage them, mainly through weekly in-person socially distanced meetings at the students’ homes.

COMPLETED SMUDGE KITS INCLUDE: a bowl, matches, a tea light, a card that explains the different medicines and their uses, and 4 types of sacred medicine including Tobacco, Sage, Cedar, and Sweet Grass.

STUDENTS IN THE TRAINING OPPORTUNITIES FOR YOUTH WORK2IT PROGRAM have been learning how to make smudge kits. The program identified a need for smudge kits for the students. All our programs within Training Opportunities for Youth provide smudge bowls for the students who want one. We were purchasing these from an outside company and realized that we can employ our own students to make them.

Everyone has exhibited resilience in the on-line learning world. Youth that used to come to a program have continued to step up and show their commitment to succeeding in the program and getting their work done even though the format has changed.

“There was a drop in the number of students that wanted to and could participate when things moved on-line,” says Frances Robertson, Instructor in the Work 2 It program. “But for many students, being in the program helped them get through quarantine. With nothing else to do, they wanted to challenge themselves to finish the program.”

“RESILIENCE IS THE ABILITY TO WITHSTAND ADVERSITY AND BOUNCE BACK FROM DIFFICULT LIFE EVENTS. RESILIENT PEOPLE TAP INTO THEIR STRENGTHS AND SUPPORT SYSTEMS TO OVER-COME CHALLENGES AND WORK THROUGH PROBLEMS.”

Essence Jolin, a student in the Work 2 It program, says that “It has been harder to interact with others because of COVID.” Despite that, Essence says she is excited to finish some assignments and the hours needed training in the kitchen that she has left. Has it been worth it? She proudly says that she has found two jobs as a result of the work she put in during the Work 2 It program. One job is at the Beauty Box by Sheriff and the other within New Directions making smudging kits part time. Her instructor is proud of the growth she has seen in Essence. “Essence was quiet when she first started. It didn’t take long for her to get comfortable with the staff and other students and she has become an

**Training Opportunities for Youth includes several programs including T.R.Y. (Training Resources for Youth), Work 2 It, and W.E.S.T. (Work Experience Skills Training).*

amazing helper. If a student needs help with something and the staff are busy, Essence is the first one there to offer her help,” says Robertson.

The challenges to move online have had some definite benefits. Andrea Dunbar, an instructor in the Training Opportunities for Youth program, says that “students seem more focused now.

Online learning is hard, but it also allows one-on-one private teaching with the kids. It’s more centred around them and it helps the ones with anxiety or those who are too shy to speak up in class get through the program more easily. Those kids end up leaving the program more confident in themselves and their skills.”

Flexibility and resilience continue to be the central principles for the Training Opportunities for Youth students and staff. New restrictions make long term hopes and plans difficult to envision, but each day the staff and the youth are working hard to learn all that they can to move forward on the path.

FAST FACTS

FASA: BIG FEELINGS
COME AND GO BOOK

9

Language translations
(Including 125 Cree distributed
and 125 Ojibwe distributed.)

EMPLOYEES

59

Re-deployed to
cover front line work at
New Directions

NUMBER OF
ND FRONT LINE
WORKERS (2020-21)

685

Doing direct support work
across the organization!

FASA: BIG FEELINGS
COME AND GO ONLINE
VIDEO

15,470

Unique views in 20/21

MASKS SEWN

1,800

By Opikihawawin
volunteers

FASA:
MAKING SENSE OF
TRAUMA

6000+

Webinar registrants

MASKS DISTRIBUTED

82,000

From November 2020
to March 2021 at
New Directions.

OJIBWE LANGUAGE
CLASS (2020-21)

50

Regular attendees

MACC

155

Individuals served during
pandemic with psychology,
psychiatry & occupational
therapy services

**FASA: Families Affected by Sexual Assault*

**MACC: Multidisciplinary Assessment
and Consultation Centre*

AREAS OF SERVICE

CULTURE, EDUCATION AND TRAINING

OPIKIHAWWIN

Responds to the needs of Indigenous foster and adopted children and youth and their families by providing cultural education, supports and advocacy.

RESOURCES FOR ADOLESCENT PARENTS

Offers a full-time high-school curriculum to pregnant and parenting young women in an off-campus Gordon Bell High School classroom.

TRAINING OPPORTUNITIES FOR YOUTH

Consists of three unique, pre-employment and employment services aimed at supporting youth with skills to join the labour market.

TRANSITION, EDUCATION AND RESOURCES FOR FEMALES (TERF)

Is a transition, healing and education program for children, youth, adults and transgender individuals who have been exploited/trafficked through the sex trade (prostitution).

ADULT HOME AND SUPPORT SERVICES

ADULT DAY SERVICES (SIX PROGRAMS)

Offers education, recreation and work experience to people with intellectual disabilities and/or mental health concerns.

ADULT FAMILY SUPPORTS

Provides community and home-based supports to adults living with intellectual/physical/mental health challenges who reside in their family home.

ADULT HOME SHARE

Connects a person needing support with a Home Share Provider and they live together in the provider's home.

ADULT DAY SERVICES STAFF pose for a photo to post on Facebook where they connect on a regular basis with the people they support.

CLUSTER HOUSING (18+)

Intensive housing model providing a transitional setting for individuals grappling with multiple barriers to independent living.

DEAF HOME SERVICES

Provides support to Deaf, hard of hearing, and non-verbal adults eligible for residential and/or daily living support programs.

SHIFT STAFFED HOMES

Provides a safe and secure, 24-hour shift staffed residential care for adults with disabilities.

SUPPORTED INDEPENDENT LIVING

Supports people who have intellectual disabilities and/or mental health concerns who are choosing to live independently in the community.



CHILD HOME SERVICES Case Managers, Coordinators, Foster Parents, and children picking sage before having a BBQ at the beach.

CHILD HOME SERVICES

COMMUNITY HOMES FOR CHILDREN (CHC)

Offers a shared home environment, staffed 24/7, for children ages 8-12 or youth ages 13-18 where they can develop a sense of belonging and have opportunities to engage in a meaningful life, experience healing from past hardships and a healthy development, and pursue their goals and dreams.

DEAF HOME SERVICES

Provides support to Deaf and hard of hearing children and youth involved with or in the care of Child and Family Services (CFS).



SAGE growing in the ground.

THERAPY AND CLINICAL SERVICES

FAMILIES AFFECTED BY SEXUAL ASSAULT

Provides therapy to families with children who have been sexually assaulted by someone that is not a parent or sibling.

FASD FAMILY SUPPORT, EDUCATION AND COUNSELLING PROGRAM

Works with families raising children with FASD or confirmed pre-natal exposure to alcohol.

MULTIDISCIPLINARY ASSESSMENT AND CONSULTATION CENTRE (MACC)

Offers diverse multidisciplinary clinical and cultural services to individuals who are unable to access community services due to systemic barriers (Psychology, Occupational Therapy, Psychiatry, Pharmacy, Dietitian, Nursing).

FAMILY THERAPY SERVICES

Provides support to families with children under the age of 18 through therapy, drop-in phone counselling, groups, and training.

SOCIAL ENTERPRISE

Two training opportunities that provide supervised, hands on, training and employment for youth and adults who benefit from the increased support provided. Individuals gain skills that can help them transition to continued meaningful employment in the community. ND Property Services provides training in the lawn care and construction industry. Café 6 provides training in the food preparation industry.

FAMILY CONNECTIONS

Offers supports for children and youth to have successful opportunities to fulfil their dreams to reunify with their loved ones or to move into an alternative home (foster home) where they are loved, supported, can belong and contribute, and can keep meaningful connections with their culture, family and community. Initial supports match the needs

of children and family and are phased out as needs decrease.

FAMILY STEPPING STONES

Offers supports for families who struggle with parenting due to various factors (e.g., substance use, mental health, lack of resources, trauma, lack of supports, etc.) and whose children are in care of CFS or at risk of coming into care.

INDEPENDENT AND MENTORED INDEPENDENT LIVING

In the Landlord Mentor model youth get the opportunity to experience living in the community and develop independent living skills with individualized supports in place. The landlord has a dual role: regular landlord and mentor.

ENDOWMENT FUND DONOR THANK YOU

NEW DIRECTIONS WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK OUR GENEROUS DONORS WHO HAVE MADE GIFTS TO OUR ENDOWMENT FUND.

The purpose of the Endowment Fund is to provide funding for activities and supports that are often financially out of reach for the individuals we support.

The Endowment Fund also supports the Allie Boardman Scholarship Bursary awarded to a youth entering an education or job-training program (University, College or Trade School) based on recommendations from their Service Area Manager.

IN 2020 THE ALLIE BOARDMAN SCHOLARSHIP BURSARY WAS AWARDED TO DESTINY OAKES

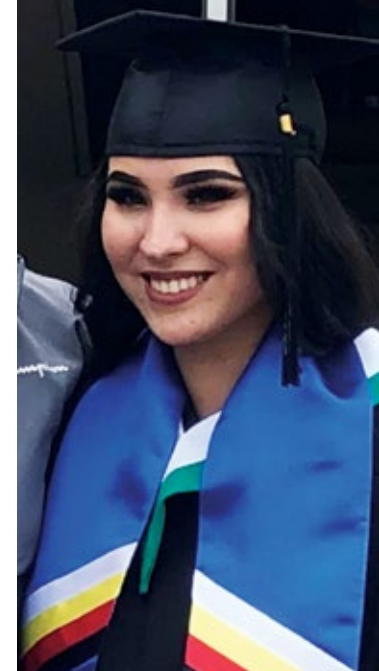
Destiny moved into the Mentor Landlord Independent Living Program in August 2019. She was looking forward to having an opportunity to learn more life skills that would prepare her for the successful transition into adulthood.

For almost a year, Destiny worked hard to reach her biggest goals – graduation from high school and being accepted to the University of Manitoba. She's had an eventful

year filled with some challenging experiences; however, her strong will and desire to have a healthy successful life have helped her not give up and keep going forward.

Olga Shmelova, the former Clinical Coordinator of Child Home Services said "She's been a pleasure to work with and provide services to. She's a very intelligent young lady with a huge caring heart. She's been open to receiving guidance from her Support team and has expressed her appreciation towards this opportunity."

Destiny successfully applied to the Access Program through the University of Manitoba. The Program is helping her prepare her Nursing Program application.



GRADUATION is a happy occasion for Destiny!

THE ALLIE BOARDMAN SCHOLARSHIP BURSARY

In the spring of 2013 we launched an annual Allie Boardman Education Scholarship Bursary. Allie Boardman worked with youth at New Directions for her entire 45-year career.

It has been Destiny's dream since a very young age to become a nurse and serve people in her community.

Destiny finished her first year this spring and said "With COVID, some moments were hard with writing papers, meetings every-day, papers to write and tests and quizzes to take. Questions for the professors had to be emailed and it was busy, but I liked it," she said.

She had the support of the University of Manitoba and an Elder which she found very

helpful. She is now living in her own apartment and has three years left to get her degree. She wants to be a pediatric nurse and work with kids because, as she says with a laugh, "I am a child at heart."

She is also looking forward to helping her community and traveling the world as a nurse because there are "endless possibilities".

Our generous and committed donors continue to support individuals at New Directions to make the most of their skills and talents.

Managed by The Winnipeg Foundation, the New Directions Endowment Fund began in 2002. The Foundation provides an annual distribution of income to New Directions. The principal remains invested with The Winnipeg Foundation.

We would also like to thank The Winnipeg Foundation for providing matching grants to the fund.

We are very grateful to all who have supported the Endowment Fund and wish to acknowledge the generosity of the donors on the following pages.

ENDOWMENT FUND DONORS

INDIVIDUALS

Anna Albo
Marina Albo
Vivian Albo
Dr. Rose and Rob Barg –
In honour of Les & Mariann
Zacharias
Jessie Bissoon
Joan Blight
David Brand
Christina Cassels
Reis Chase – In honour of
Yanita Rowan
Jim Court
Janet and Neil M. Cutler
Dena Decter
Dr. Charmayne Dubé
Marianna Fedoryshyn

Dr. Jennifer Frain and
Dr. Matthew Decter
Sean Gander
Edison Garcia
Reesa Gottschalk and Family –
In honour of Esther (nee Rivkin)
and Joseph Pollack
Brian Harris
Jennifer Hume
Lori Lynne Hunter
Penny Jackson
Harvey & Jane Janzen –
In honour of Les & Mariann
Zacharias
Audrey and Wayne Kelly
Dave and Colette Macpherson
James Mercury
Aura Morrisette
Lisa Neufeld
Dr. Carolyn & Paul Peters –
In honour of Les & Mariann
Zacharias

Andreas Petrela Paiement
Norma Pittman
Marian Rands
Marc and Sherri Rittinger
Elizabeth Schwersensky
Sarah Simpson – Yellowquill – GIK*
David Sitarik
Alma Sobkowich – In memory
of Keith Menard
Dr. Laura Sokal and Dr. John Sokal
Carolyn Strutt
Linda L. Taylor
Beverly Thiessen
Mandie and Will Timko
Emily Yakashiro – In honour
of Carol Storey
Jessie Zacharias – In honour of
Les & Mariann Zacharias

GENERAL DONATIONS

CORPORATIONS, FOUNDATIONS AND ORGANIZATIONS

Agape Table
Aulneau Renewal Centre-GIK*
Bate Family Fund for Youth,
In Memory of Clive C. Bate –
The Winnipeg Foundation
Canadian Women’s Foundation,
Safer + Stronger Grants Program,
Women and Gender Equality –
Government of Canada
Emergency Community Support
Fund and Canadian Red Cross
Emergency Community Support
Fund and United Way Centraide
Face Masks of Manitoba and Royal
Bank of Canada

Rapid Housing Initiative and
The Government of Canada
through Canada Mortgage and
Housing Corporation and City
of Winnipeg

Ross and Bette Jayne Taylor –
The Winnipeg Foundation –
General Fund
Second Harvest Emergency Food
Security Fund and Minister of
Agriculture and Agri-Food Canada
on behalf of the Government
of Canada
St. Chad’s Anglican Church
Ted Rogers Community Grants
Telus and Child and Family
Services
The Winnipeg Foundation
United Way Winnipeg

*Gift-in-Kind (GIK)
Gifts are included from April 1, 2020 to
May 21, 2021. We apologize for any errors
or omissions.

GILLES (pictured above) enjoys a
birthday celebration with Tim’s coffee and a
snack from the comfort of his home.
(Pictured below) **OVER THE PAST YEAR**
horse back riding lessons were a welcome
activity for the people will support.



VOLUNTEERING LEADS TO AWARD

CARLEENA WAS THE RECIPIENT OF ONE OF THE PRESTIGIOUS CHIEF JUSTICE RICHARD WAGNER AWARDS.

The awards celebrate outstanding Pro Bono Students Canada (PBSC) volunteers across Canada who embody the core values of dignity, equity, and humility.

In 2020, with the support of the Right Honourable Richard Wagner, Chief Justice of Canada, PBSC launched the **Chief Justice Richard Wagner Awards** to recognize our outstanding student volunteers across the country. The awards recognize one volunteer from each participating law school Chapter who has demonstrated exemplary leadership and

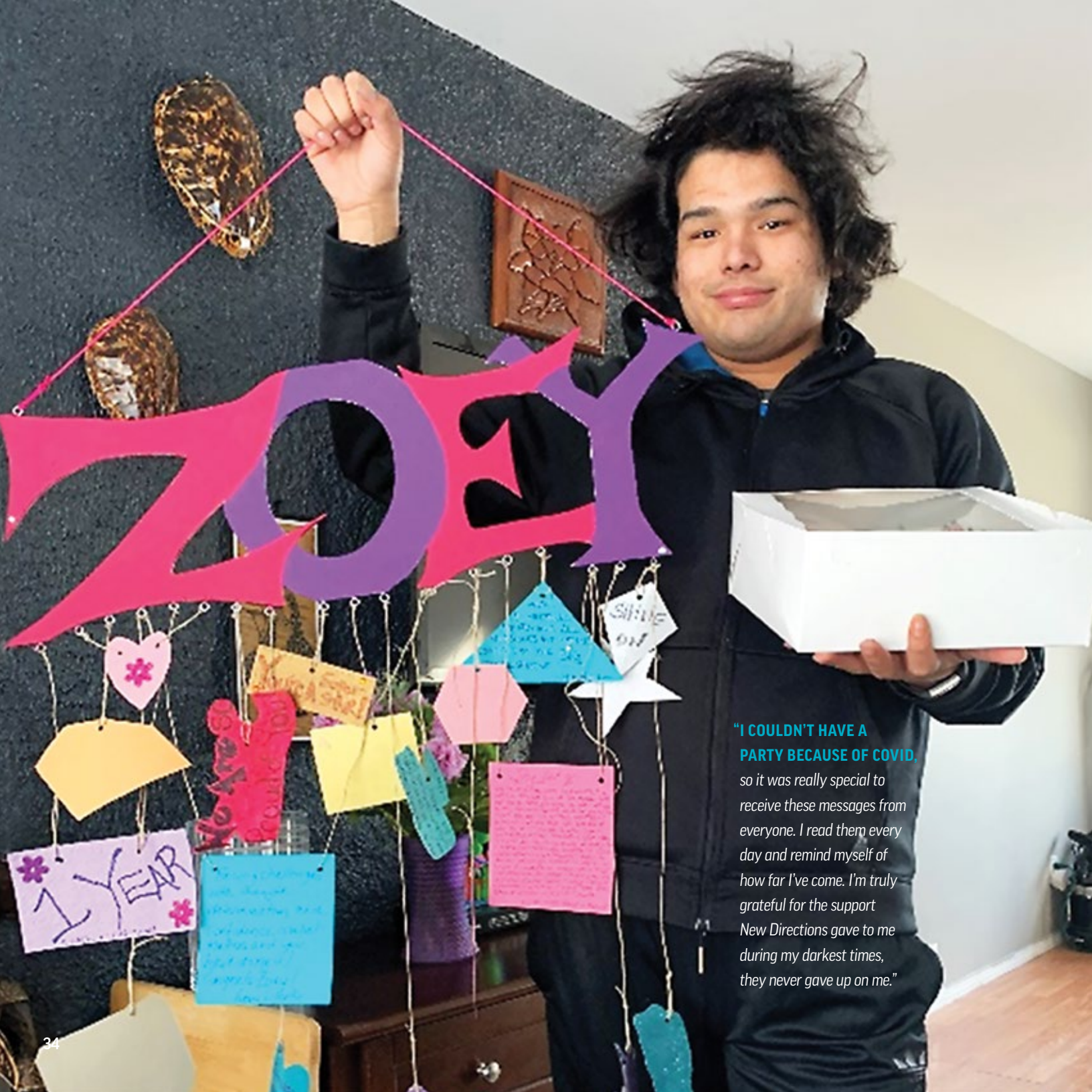
- commitment to PBSC's purpose of providing free legal support to people and communities facing barriers to justice.
- The primary goal of this prestigious awards program is to celebrate and recognize PBSC's outstanding Student Volunteers, who exemplify:
- commitment and initiative;
 - positive impact on the Partner Organization, community, clients, and/or access to justice;
 - leadership in supporting their Chapter, peers, and/or fellow student volunteers; and,
 - upholding a high standard of ethics, integrity, and professionalism.

"I am an Indigenous first-year law student at Robson Hall who is enthusiastic and passionate about volunteering with PBSC, and the not-for-profit organization New Directions. Working on a legal analysis of a Federal Bill and a Provincial Strategy aimed at reducing Indigenous children in care and the sexual exploitation of youth in Manitoba was rewarding and eye opening to the current issues going on within our society. This experience came with many new skills that I will take forward in my life."

- CARLEENA CAVALLO



CARLEENA CAVALLO
University of Manitoba, Faculty of Law



"I COULDN'T HAVE A PARTY BECAUSE OF COVID, so it was really special to receive these messages from everyone. I read them every day and remind myself of how far I've come. I'm truly grateful for the support New Directions gave to me during my darkest times, they never gave up on me."

CONNECTION CALLS CREATE OPPORTUNITIES

"PSYCHOLOGY IN CANADA IS (A) NON-DIVERSE PROFESSION OVERALL AND PART OF OUR AIM IS TO CONTRIBUTE TO THE DIVERSIFICATION OF THE PSYCHOLOGY PROFESSION IN MANITOBA," SAYS DR. LINDSAY WOODS, DIRECTOR OF CLINICAL SERVICES AT NEW DIRECTIONS.

In 2018, the Canadian Psychological Association, in their response to the Truth and Reconciliation Calls to Action, estimated that there were fewer than twelve practicing psychologists with Indigenous ancestry in Canada. "This was shocking that the number was so small!" said Dr. Lindsay Woods, an Indigenous Psychologist who, (together with

Dr. Alicia Ordóñez) oversees the Mentorship Program for undergraduate psychology students at New Directions. This project will help New Directions to understand the barriers and possible career pathways for people moving toward graduate work in psychology to diversify the profession.

Weekly Connection Calls by motivated psychology students is part of this Mentorship Program to reduce social isolation for people supported by New Directions' services during the pandemic.

Dr. Ordóñez says "It's a triple win! For students, individuals we support, and the profession." The Mentorship Program is a partnership with the University of Winnipeg and creates opportunities for undergraduate students to experience and observe the work of psychologists while developing professional connections for reference letters and relationships with practicing psychologists to consult on students' career paths.

Students are involved in challenges like learning to be observant and flexible when things do not go according to plans, as they experienced during



the pilot phase when they had assisting roles in group interventions with children who had disabilities. Just because there was a plan did not mean that things turned out that way exactly; changing plans to better respond to needs was a better approach than expecting children to match the plan! The Mentorship Program also had to adapt to the realities and limitations imposed by the pandemic and created the weekly Connection Calls. This offered a creative alternative for children and adults isolated in their homes when groups or activities in person were not an option.

Many people have benefited from the Mentorship Program. The family members coming to New Directions for support have expressed that the calls and extra connections were very helpful. “Reducing social isolation is part of improved mental health,” says Dr Ordóñez. Some of the children being mentored were identified by the Province of Manitoba as high needs young children and extra connection has been very important for the children and their significant others. “The Connection Calls” were definitely about having fun, socializing and talking about interesting things

"STUDENTS ARE INVOLVED IN CHALLENGES LIKE LEARNING TO BE OBSERVANT AND FLEXIBLE WHEN THINGS DO NOT GO ACCORDING TO PLANS..."

in people's lives”, says Dr Woods. Her philosophy is: when we have more fun, we feel better.

University of Winnipeg now offers this opportunity for students to gain exposure to applied psychology in the community under the leadership of Dr. Doug Williams and Dr. Aynslie Hinds; they were instrumental this year in ensuring that the undergraduate students received a certificate at the end of the year indicating that they participated in the project. The students can also try out their active listening skills or work on goals with the individuals they virtually mentor.

One of the psychology students, Andrea Clarke, said she mentored a young man in his late teens who wanted to learn to stop teasing people and have more comfortable friendships. She made weekly Connection Calls and although she was a bit nervous at first, she felt good about the connection right away and it was very helpful to know she could consult one of the

psychologists at any point. Andrea said, “I appreciated knowing the discussion was useful to the young man, and overall I felt much more confident in my studies.”

Seeing the prevention programs and adapted counseling models at New Directions in action and hearing the New Directions’ professionals describing what they do during some of the presentations, made all the classroom material Andrea had learned prior to the applied work, make more sense.

Andrea also noted that perhaps in an odd kind of way, having to make the connections virtually as a mentor may have helped “break the ice and led to good rapport quickly with the young man.” Connecting with this young man felt very different than sitting in a classroom learning about theories. Andrea said, “this is real, this is a conversation with a real person for a purpose! It felt good!”

The “Connecting Calls Mentorship Program” is an exciting project where everyone benefits, and the data being collected will assist in creating greater diversity in of one of the central professions addressing community mental health concerns.

THANKS TO SUPPORTERS

CORPORATE SUPPORTERS:

Agri-Food Canada
Food Rescue
Safeway
Saje
Second Harvest
Sprott Foundation

INDIVIDUAL SUPPORTERS:

Students from the Faculty of Medicine, University of Manitoba

Dr. Aynslie Hinds, BAH, BSc, MS PhD, Senior Research Associate, Institute of Urban Studies/University of Winnipeg

Dr. Javier Mignone
Professor, University of Manitoba, Department Of Community Health Sciences and PROPER (Program and Policy Evaluation Research Group)

Shivoan Balakumar
Advisor, MSc, Senior Project Manager, National Collaborating Centre for Infectious Diseases, CHIRP Advisor, Community HUB: Information and Research Partnerships

Dr. Marlene Bonnycastle
Associate Professor, University of Manitoba

Sandi Gendreau, MSW, Coordinator: Field Education/Placements, Booth University College

Betty Wedgewood, RPN, B.Ed., Clinical Placement Coordinator/ Instructional Associate, Psychiatric Nursing Program/Faculty of Health Studies, Brandon University

Teresa Allison, OT Reg (MB), Instructor/Fieldwork Outreach Developer, Department of Occupational Therapy, College of Rehabilitation Sciences/University of Manitoba



ARNOLD SHOWS OFF his holiday cooking skills with a beautifully baked chicken.

Margarete Anne Campbell-Rempel
Academic Fieldwork OT Reg Coordinator, Department of Occupational Therapy, College of Rehabilitation Sciences/ University of Manitoba

Patti Kafka
Field Program Assistant, Fort Garry and Inner City Campuses, Faculty of Social Work/University of Manitoba

David Sullivan, MSW, Practicum Coordinator, Faculty of Social Work/University of Manitoba

Dr. Roberta L. Woodgate, RN PhD, Faculty of Nursing, University of Manitoba

Kelly Stifora
LIT Work Placement Coordinator, Library and Information Technology Diploma Program, Creative Arts Department, Red River College

Dr. Keith Lowe
PhD Assistant Professor, Community Health Sciences, University of Manitoba

Dr. Doug Williams
Chair, Psychology Department
University of Winnipeg

Manuela Parcells, BH Ecol, Workplace Placement Coordinator
Division of Extended Education/ University of Manitoba

Dr. Judith Hughes
Associate Dean Faculty of Social Work, University of Manitoba

Colleen Isfeld
Academic Coordinator, Disability & Support Program, Red River College

Diane Parris
Academic Coordinator, Child and Youth Care, Red River College

Patricia Haberman
Field Placement Liaison, Yellowquill College

Carl Heaman-Warne, M.MFT, PH.D. CANDIDATE, RMFT
Practicum Coordinator for Master of Marriage & Family Therapy Program
Faculty of Education, University of Winnipeg.



THANKS TO FUNDERS

WE WOULD LIKE TO ACKNOWLEDGE AND THANK OUR SUSTAINING FUNDERS FOR THEIR ONGOING CONFIDENCE IN OUR WORK.

We would like to acknowledge and thank our sustaining funders for their ongoing confidence in our work. They include the Province of Manitoba Departments: Families, Education, Justice, Economic Development and Jobs, and Training and Health, Seniors and Active Living. The Government of Canada Departments including The Public Health Agency of Canada, and the Employment

and Social Development Canada and the Department of Justice.

We continue to enjoy a very positive relationship with our major funders and appreciate their ongoing insight as well as their financial contributions.

The Winnipeg Regional Health Authority, Manitoba Housing and Renewal Corporation, The Winnipeg Foundation, The Manitoba Real Estate Association Shelter Foundation, the United Way, the Breakfast Club of Canada,

and Community Food Centres Canada have assisted us with specific projects to meet community needs and we are most grateful for their ongoing support.

We would also like to acknowledge the Winnipeg School Divisions; Louis Riel, Pembina Trails and St. James Assiniboia who have assisted us with specific projects to meet community needs. We are most grateful for their ongoing support. The Child and Family Services Authorities and Agencies have referred and supported individuals using our services.

DESIGNED TO CREATE "IN HOUSE" JOB-SKILLS TRAINING FOR STUDENTS *(not quite ready to go out into the community and find work) – the Work2It program provided opportunities for students to hone their skills. Creating the **Mother's Day Flowerpot Project** included securing donations of flowers and planting them in the pots they had painted.*

A PIVOT FOR PRACTICUM STUDENTS

THE IMPACTS OF THE COVID-19 PANDEMIC GO WELL BEYOND THE HEADLINES. SOCIAL SERVICES AGENCIES, LIKE NEW DIRECTIONS, HAVE FACED ENORMOUS PRESSURES IN MEETING THE NEED FOR ESSENTIAL FRONT-LINE WORKERS.

Students enrolled in post-secondary education have seen placement opportunities for mandatory practicums evaporate as organizations move to restrict the number of people in contact with staff and the people they support. For students enrolled in Yellowquill College's First Nations Child & Family Services Worker Diploma Program and Red River College's Child & Youth Care Program, the advent of the pandemic meant they were at risk of being unable to graduate.

Patricia Haberman, Field Placement Liaison at Yellowquill College said "The pandemic drastically eliminated a number of agencies that were willing to accept practicum students. Only 11 organizations out of 39 canvassed

accepted students this year." With some creative thinking and collaboration between New Directions and the colleges, what might have been a year of delayed aspirations and ongoing shortages was averted by a change that benefited everyone.

Last fall New Directions decided it was unable to offer any student placements in our community support programs. According to Director of Organizational Development and Learning, Dr. Carolyn Peters, the need to minimize points of contact and reduce the risk presented by having non-essential visitors in people's homes was paramount. "Practicum students were an extra person on a shift, and we felt we couldn't risk additional exposure to staff and the people we support." Field placement students are not New Directions' staff, and therefore not able to perform all the responsibilities of a paid employee such as administering medications or working independently. Having a student in the home meant more people in the home.

As the second wave emerged, ensuring that the youth had skilled supports became more of a challenge than ever before. If a staff or close contact tested positive for the virus, they had to isolate for two weeks

and be replaced by another worker on a moment's notice. This played havoc with the schedules. The team had to explore new avenues. As Elaine Phillips-Turski, a Coordinator with Community Homes for Children described it, "We had reached a point where we were short staffed as we navigated the pandemic. We had hired several casuals, but many had other jobs and could not always take a shift."

Phillips-Turski continued "Our thoughts were to hire people who had chosen this job as a vocation and had studied childcare. We decided to assign these new hires to just one house as much as possible." The idea of combining the need for qualified staff with child and youth care students' need for placements created an entirely new pool of staffing resources.

Instead of traditional unpaid field practice positions, students were offered paid positions which then doubled as their 300-hour practicum. Phillips-Turski says, "As paid staff, the students were initially given three weeks training. After this time, they were treated as regular staff which meant they could work alone and drive vehicles, were given keys and equal responsibilities as other staff. Although trained as an

MANY RRC STUDENTS have enjoyed a practicum at New Directions.



extra staff for three weeks, this was beneficial because the learning curve was immense, and the students gained a great deal of confidence and knowledge." For the Community Homes, the adaptation from students to paid employee provided an influx of staffing resources at a critical moment in time.

In spring of 2021, the New Directions Community Homes for Children Program welcomed nine students as paid practicum employees. Catherine Souza, a first year Child & Youth Care Student at Red River College, considers this her lucky break. Having faced her own challenges growing up, she knew that she wanted a career working with youth. Working at Dave's Place, one of our Child Homes, Catherine had the opportunity to take on responsibilities that many of her classmates were not able or permitted to do.

"I had so many hands-on experiences and learned so much that I otherwise would not have had until I started a job." Catherine shared that "One day, one of the youth I had spent so much time building a



rapport with went missing. That was my first time having to deal with that situation. As it turned out, the youth had actually climbed the roof and wasn't talking to anyone. We called 911 but it took awhile for help to arrive. I felt like the relationship I had built with the youth would help me help him down. I spent two hours talking to him while we waited for help. Eventually he came down and went straight into my arms. He was shaking and scared and I told him everything was okay and that I was glad he was safe. I just held him and said nothing bad was going to happen. I actually spent three extra hours after I was off just sitting with him not saying a word. When I was about to leave, he ran to me and said, "I love you, thank you for always believing in me." That was the moment I knew no matter how hard some days could be, this was the career for me. I knew these kids just needed someone to listen and care for them. Especially when things got tough."

For the colleges, the benefits of having their students involved in a practicum with New Directions were

STUDENTS FROM YELLOWQUILL COLLEGE'S

First Nations Child & Family Services Worker Diploma Program have are also doing practicums with our children and youth.

obvious. As Patricia Haberman explained, "Our First Nations Child and Family Services student seemed to fit right in, the field instructor was engaged and extremely instrumental in ensuring that the student would be provided with the best learning experience. As the placement liaison, this was incredible to witness." Phillips-Turski felt that initiative was a win/win/win for the organization. "Many of the students shone in their duties and went the "extra mile"— it became obvious they had a passion for the work. Approximately six were hired after their practicum hours were completed. Overall, having paid practicum students was a hugely successful venture." For the people we support, it meant that people like Catherine were in their homes to provide quality and consistent care during uncertain times. For the students, it meant that they were able to gain valuable experience and complete their educational requirements while earning income. And it meant that the colleges were able to offer their students a placement opportunity that benefited all sides of the equation. The adaptation of a temporarily halted field placement program to an active paid practicum initiative was an example of how flexibility, cooperation and ingenuity can combine to find solutions in the face of adversity.

THANKS TO EMPLOYERS

Brady Landfill
Canadian Goodwill
Canadian Museum for Human Rights
Chalet Tire
Chuck's Landscaping
Drake House Moving
ESM Security
European Meats and Sausage
Express Employment
Go Realty
Harstone's Bakery and Deli
Kawaii Crepe
Little Pizza Heaven
Lowes
ND Property Services

Opikihiwawin
Peachy Clean
Petro Canada
Pita Pit
Quality Trailer
R&T Landscaping
Safeway
Shapes Daycare
Shoppers
St. Boniface Pallet
Subway
Superstore
TD Bank
The Forks
The Keg
Tim Horton's
Toro Security
V.A.W. Systems

Valley Powder Coatings
Value Village
W.H. Scott
Winnipeg Squash Club
Winnipeg Water and Waste Department
WIS International

As well, Adult Day Services would like to acknowledge and thank the numerous New Directions' staff who have utilized our yard care services, moving company and our home cleaning business. We really appreciate your support!

YEARS OF SERVICE RECOGNITION

EACH YEAR NEW DIRECTIONS GATHERS TO CELEBRATE THE ANNIVERSARIES AND ACCOMPLISHMENTS OF OUR STAFF MEMBERS. 2020 PRESENTED THE CHALLENGE OF FINDING A NEW WAY TO SAFELY RECOGNIZE AND HONOUR OUR STAFF.

We gathered their accomplishments and presented them on our first ever live YouTube event on November 27, 2020. Dr. Jennifer Frain, CEO noted in the presentation “We have a stellar group of staff celebrating milestones this year – congratulations!”

Over 70 staff we honoured for anniversaries ranging from 5 to 40 years, and in another first we acknowledged those staff on all our social media platforms.

LIST OF HONOUREES

40 YEARS

Pam Gillman

35 YEARS

Alison Lund

30 YEARS

Chuck Groening

25 YEARS

Sean Gander

Karen Hill

Tereza Gomes

Karen Vogt

Christian Sehr

SEAN GANDER / 25 YEARS

Adult Family Supports & Cluster Housing

“Throughout the past 25 years, Sean has consistently been a compassionate and authentic leader that works in a person-focused manner. He continues to be an amazing role model and mentor who leads by example.”

CHUCK GROENING / 30 YEARS

Multidisciplinary Assessment and Consultation Centre (MACC)

“Chuck has a long history of service to New Directions, starting as a student in 1989 and continuing with employment in a variety of service areas including FASA, Project Independence, TRAILS, Home Services and now MACC. Chuck has his Bachelor of Social Work and is a Registered Social Worker, and in 2017, he received the Helen Mann Award for Social Work Excellence!

What we appreciate most about Chuck is his dedication to presenting material to staff, care providers, foster parents, and individuals, in a way that is engaging, funny (cue the many bad jokes here), and truly indicative of someone who cares about the well-being of others.”

20 YEARS

Jessica Bosiuk

Cheryl Lynch

Les Shoomski

15 YEARS

Kathleen Kiernan

Aaron Montney

Frank Conci

Johnathan Bevan

Pamela Friedrich

TEREZA GOMES / 25 YEARS

Family Therapy Services

“Mindfully committed to working with families, in the present, to bring deep healing from past traumas, with compassion, passion, and of course flair!”

10 YEARS

Dr. Carolyn Peters

Jason Cochrane

Joey Martin

Mark Hill Bausa

KAREN HILL / 25 YEARS

Opikihiwawin

“We at Opikihiwawin want to recognize and honour your 25 years of loyalty, hard work and dedication. You’ve inspired so many with the energy you always bring in any situation and with a kind heart. You’ve always left people feeling cared for and heard.”

Dana Bowcott

Donna Connolly

Theresa Burke

Jamieson Dyck

Tyler Parks

KAREN VOGT / 25 YEARS

Adult Home Share

“Karen has been an essential part of Directions’ journey. We are extremely grateful for her dedication and passion as she works alongside individuals to advocate for their rights to achieve their needs and aspirations.”

Ross LaVallee
Olatunde Fatunmbi
Calin Adkins-Taylor
Alicia Freeman
Sandra Unger
Sia Mary Yamba

CHRIS SEHR / 25 YEARS

Adult Day Services – DREAM Program

“A true leader, care giver with a heart of gold. Kind, caring, inspiration to others.”

Juan Martinez
Grace Oluwafemi
Mandie Timko
Shannon Sagness
Alexander Guidry
Spencer Oliver
Katherine Dobres
Abigail Nicholls
Jose Diaz
Kristine Pau
Samantha Suche
Carlos Alcantara
Jasmine Bundalia
Lisa Granadillos
Jacqueline Moquin
Groszkowski

FRANK CONCI / 15 YEARS

Adult Home Share

“Frank is known for his strong work ethic, his willingness to help others, and he’s proven himself invaluable in his many positions at ND.”

JOHN BEVAN / 15 YEARS

Shift Staffed Homes

“John is the change he wants to see in the world. Never afraid to do what’s right.”

5 YEARS

Melanie Anonuevo
Raheem Ajayi
Amsale Asfaw
Rasaq Saibu
Said Mohamed
Renate Kofler
Modinat Saibu

25 YEARS CASUAL

Christopher Clarke

Francis Amara
Kristen Robson Lee
Juliet Francisco
Penny Block

10 YEARS CASUAL

William Neufeld
Christian Carboh
Mark Turay
Benisia Whenzle

5 YEARS CASUAL

Valia Louis
Michael Melnyk
Mukaila Suara
Stefany Blackey
Kristi Kilpatrick
Marvin Koskie

John Rabang
Heather Chernick
Michael Seidu
Carly Wilder
Kylia-Marie Berthelette
Julius Evangelista
Gerald Shane Smith
Asmeret Bereketab
Michel Benjamin
Shannon Unger
Bonsu Akosua
Karan Rai
Abu Turay
Yolanda Zapata
Mohammed Jibril Koroma
Marie Berard
Wendy Friesen

RESILIENCE

MARK HILL BAUSA / 10 YEARS

Supported Independent Living

"Mark is always working late on Halloween and Christmas, decorating the space to provide the individuals we support with a rich experience on the holidays, as well as hosting Christmas dinner every year on Christmas day, so participants can celebrate and share a meal together."

TYLER PARKS / 10 YEARS

Shift Staffed Homes

"A dedicated professional that goes the extra mile to ensure individuals receive the support they need and deserve."

AARON MONTNEY / 15 YEARS

Deaf Home Services

"With his experience being in the front line to the leadership team in Deaf Home Services, the one thing remains that remains constant is his relationships with the individuals and commitment to being there on the frontlines when needed."

PAMELA FRIEDRICH / 15 YEARS

ASL interpreter at New Directions

"Beloved by all staff and the people we support as she brings us all together by her amazing communication skills."

THERESA BURKE / 10 YEARS

Adult Home Share

"We applaud the determination and effort that she has demonstrated over the years. Her commitment to keeping Home Share Providers organized and accountable is highly appreciated."

JASON COCHRANE / 10 YEARS

Supported Independent Living

"Jason is incredibly dedicated to the individuals he supports. Over the last 10 years, people we support have benefited immensely by Jason's willingness to go above and beyond the call of duty."

JAMIESON DYCK / 10 YEARS

Adult Home Services

"Jamieson is committed to maximizing the well-being of the individuals he works with to maintain and enhance their quality of life. His ability to make individual connections has significantly impacted the lives of others."

DR. CAROLYN PETERS / 10 YEARS

Director of Specialized Services

"Caring and resourceful, Carolyn knows that the foundation of our work is people and she fosters that in creative ways. Through work with students, training and the service areas, countless people have crossed her generous path."

JOEY MARTIN / 10 YEARS

Supported Independent Living

"You are an inspiration to others. Your dedication to your work and people we support is astounding; thank you for difference you are making each and everyday."

TREASURER'S REPORT

**ON BEHALF OF THE FINANCE COMMITTEE,
I AM PLEASED TO PRESENT THE FINANCIAL
STATEMENTS OF NEW DIRECTIONS FOR
CHILDREN, YOUTH, ADULTS AND FAMILIES
FOR THE YEAR ENDED MARCH 31, 2021.**

The past year has been another challenging period for the organization. New Directions was able to skillfully navigate through the pandemic quickly pivoting from one protocol to another. The organization was able to operate effectively and efficiently through these very uncertain times. This difficult period clearly demonstrates the resiliency and strength of New Directions.

The effective financial management of such a large, diverse and growing organization is a team effort. The financial management is a hardworking talented group of individuals. I would like to congratulate CFO Michael Schroeder and his entire team of committed individuals. As we emerge from the pandemic, Michael Schroeder, along with Jennifer Frain, deserve recognition for again delivering stellar financial results through a complex environment.

STAFF FROM SUPPORTED CLUSTER HOUSING
prepared a huge Holiday Feast for the individuals supported in their program. It was much appreciated!

I would like to thank the Board and the Finance Committee for their assistance and valuable input relating to the organization's financial matters. Their continued participation in the financial affairs of the organization is greatly appreciated.

After serving 10 years with New Directions, my time with the organization has come to an end. It has been a pleasure serving on the Board of Directors over these past several years. It is a privilege working with such dedicated Board members and staff. Thank you for your confidence and support.

DAVID SITARIK, CPA
Treasurer



REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

To the Board of Directors of New Directions for Children, Youth, Adults and Families Inc.

OUR OPINION

In our opinion, the accompanying financial statements of New Directions for Children, Youth, Adults and Families Inc. are a fair summary of the audited financial statements, on the basis described in the note to the summary financial statements.

THE SUMMARY FINANCIAL STATEMENTS

New Directions for Children, Youth, Adults and Families Inc.'s financial statements derived from the audited financial statements for the year ended March 31, 2021 comprise:

- the summary balance sheet as at March 31, 2021;
- the summary statement of revenues and expenses for the year then ended; and
- the related note to the summary financial statements.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

THE AUDITED FINANCIAL STATEMENTS AND OUR REPORT THEREON

We expressed an unmodified audit opinion on the audited financial statements in our report dated May 27, 2021.

MANAGEMENT'S RESPONSIBILITY FOR THE SUMMARY FINANCIAL STATEMENTS

Management is responsible for the preparation of the summary financial statements on the basis described in the note.

AUDITOR'S RESPONSIBILITY

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

PricewaterhouseCoopers LLP

Chartered Professional Accountants, Winnipeg, Manitoba, May 27, 2021

SUMMARY BALANCE SHEET

As at March 31, 2021

ASSETS

CURRENT ASSETS

Cash and cash equivalents
Restricted cash
Accounts receivable
Prepaid expenses

CAPITAL ASSETS

LIABILITIES

CURRENT LIABILITIES

Bank indebtedness
Accounts payable
Accrued vacation pay
Deferred contributions
Deferred tenant inducements
Working capital advances – Province of Manitoba
Current portion of obligation under capital lease
Current portion of long-term debt

LONG-TERM DEBT

LONG-TERM EMPLOYEE BENEFITS

FORGIVABLE LOANS

NET ASSETS

NET ASSETS INVESTED IN CAPITAL ASSETS

NET ASSETS INTERNALLY RESTRICTED

UNRESTRICTED NET DEFICIT

APPROVED BY THE BOARD OF DIRECTORS

David Sitarik Director

	2021	2020
	\$	\$
Cash and cash equivalents	4,160,111	–
Restricted cash	–	107,000
Accounts receivable	1,976,876	4,683,194
Prepaid expenses	771,806	756,404
	6,908,793	5,546,598
	12,021,454	12,575,831
	18,930,247	18,122,429
Bank indebtedness	–	486,268
Accounts payable	1,839,389	1,454,378
Accrued vacation pay	1,874,382	1,356,372
Deferred contributions	811,430	615,937
Deferred tenant inducements	1,892,726	2,116,672
Working capital advances – Province of Manitoba	1,997,991	1,997,991
Current portion of obligation under capital lease	–	7,212
Current portion of long-term debt	504,308	1,706,699
	8,920,226	9,741,529
	3,710,146	2,861,871
	543,031	700,641
	1,367,352	1,427,973
	14,540,755	14,732,014
	6,439,648	6,572,076
	893,146	676,366
	(2,943,302)	(3,858,027)
	4,389,492	3,390,415
	18,930,247	18,122,429

Director

SUMMARY STATEMENT OF REVENUES AND EXPENSES

For the year ended March 31, 2021

	2021 \$	2020 \$
REVENUES		
Government of Canada	628,774	447,631
Province of Manitoba	53,651,724	51,736,217
Child and Family Services Authorities/Agencies	3,915,053	4,060,638
United Way of Winnipeg	109,921	108,442
Other	1,038,627	1,002,379
	59,344,099	57,355,307
EXPENSES		
Operating expenses	58,345,022	56,857,191
EXCESS OF REVENUES OVER EXPENSES BEFORE THE FOLLOWING		
Impairment of capital assets	999,077	498,116
	-	(211,879)
EXCESS OF REVENUES OVER EXPENSES	999,077	286,237

BASIS OF PRESENTATION

These summary financial statements have been derived from the audited financial statements of New Directions for Children, Youth, Adults and Families Inc. (New Directions) for the year ended March 31, 2021.

The criteria developed by management for the presentation of the summary financial statements is as follows: that the information included in the summarized financial statements is in agreement with the related information in the complete financial statements, and the summarized financial statements contain the information necessary to avoid distorting or obscuring matters disclosed in the related complete financial statements, including the notes thereto, in all material respects.

A full set of the financial statements including significant accounting policies and other explanatory information is available from New Directions.



WE ACKNOWLEDGE

we are standing on Indigenous land, land inhabited by Indigenous peoples since time immemorial. We further acknowledge we are guests on the land we call home and are bound together by Treaty 1.

NEW DIRECTIONS FOR CHILDREN, YOUTH, ADULTS & FAMILIES

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Winnipeg, MB. R3G 0M8
T: 204.786.7051
F: 204.774.6468
newdirections.mb.ca

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Photography credits

Ebonie Klassen Photography
pages 4, 5, 8, 14, 15

Lori Hunter: Inside cover,
pages 2, 3, 9, 10, 12, 17, 18,
20, 21, 25, 33, 34, 36, 40,
43, 44, 57

Sharon Stadnick 26,27

Staff from Adult Day Services
and Cluster Housing also
provided photos during the
pandemic.

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Andrew Lysack, Trevor
Donner, Lori Hunter,
Dr. Carolyn Peters

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