

Assistance and Referral Centre Health and Social Services 2019-2020 Annual Report



Annual General Meeting

June 11, 2020



Health Canada, through CHSSN, has contributed financially to the production of this document.

Agenda

- ▶ Welcome
- ▶ Call to Order and Confirmation of Quorum
- ▶ Approval of the Agenda for ARC's AGM of June 11, 2020
- ▶ Approval of the Minutes of ARC's AGM of June 5, 2019
- ▶ Reports:
 - ▶ a) Activity Report: Christian Lapointe, Executive Director
 - ▶ b) Financial Report: Christie Huff Selig Treasurer
 - ▶ c) Secretary: Alice Noble
- ▶ Appointment of Auditors for 2021-2022
- ▶ Approval of changes to ARC's Bylaws
- ▶ ARC Board of Directors Members' status
- ▶ Nomination of new Board Member(s)
- ▶ Elections of the new Board Member(s)
- ▶ Public Question period
- ▶ Adjournment

A word from the President



Dear Community Members,

It gives me great pleasure to present ARC's annual report for 2019-2020.

The growth and development of ARC continued this past year with the offer of a variety of services to seniors, caregivers, youth, people living with mental health issues and sharing knowledge with others through the partnership table. A strategic assessment of our mission and purpose with our partners and community was launched this past year. The applications of this work will be forthcoming shortly.

Arc has demonstrated to be a dynamic organization that is actively seeking new alternatives to meeting the needs of the English -speaking community.

Arc had to harmonize and adapt the offer of services quickly in March due to the COVID -19. This demonstrates the resilience and dedication of our Executive Director, Christian Lapointe and his team of workers and volunteers.

A special thank you all the members of ARC's Board of Directors of Arc, your belief in ARC, loyalty and devotion is an essential ingredient in the growth and success of our organization.

Under the leadership of our Executive Director, Christian Lapointe, ARC has magnified the number of services and involvement in the community. Thank you Christian, to you and your team and all the volunteers for their dedication and capacity to adapt in times of crisis and harmonize the offer of services to the needs of our community.

Deborah Pearson

Summary of the Minutes of the AGM

Thursday June 5, 2019 - 5:00 p.m., Cynthia Coull Arena

Present:

Board and Staff	Network and Partners	Community Members
Deborah Pearson President	Emilie Bergeron from Centre intégré de santé et de services sociaux de la Montérégie-Centre (CISSS-Centre)	Frank Conrado, Naomi Wilcox, Dan Wilcox, Maerilyn Lennane Ajami, Muriel Martin, Alice Zhaoy, Beverly Noel, Carol-Ann Symonds, Shirley Pow Chong
Alice Noble Secretary	Pauline Wiedow from Montérégie West Community Network	Christina Stuart, Claudia Bélair, Cynthia Lachance, Coleen Evento, Elizabeth Bathory, Hans Gostmann
Christie Huff Selig Treasurer	France Sparapani and Jim Burgess from Senior Respite Center	Jean Methot, Judy Johnson, Leigh Bulmer, Lena Brow, Linda Richard, Lorraine Cowan, Margaret Gostmann
Christine Wright	Jennifer Lalonde from Centre soutien Entr'aïdants	Paul James, Rose Thompson, Rudy Cepeha, Susan Parker, Viviane Dicesare
Kevin Erskine-Henry Board Member / Staff	Micheal Truesdell from AMI-Québec	Christine Deweerd
Seny Lopez Board Member	Hajer Gherib from Maison internationale de la Rive-Sud (MIRS)	
Lila Sabsabi Board Member	Myriam Tessier CISSS Montérégie-West	
Christian Lapointe Executive Director	Susan Gardner from Diocese Saint-Jean-Longueuil, English speaking Catholic parishes and ecumenical churches in St. Lambert	
Ruth Montas Staff	Jean Thouin and Andrée Rochon from centre d'assistance et d'accompagnement aux plaintes (CAAP)	

Summary of the Minutes of the AGM

Thursday June 5, 2019 - 5:00 p.m., Cynthia Coull Arena

Present:

Board and Staff	Network and Partners	Community Members
Sasha Cardinal Staff	Ming Zhen Lo Centre Sino Quebec de la Rive Sud	
Jonathan Dionne CPA Financial Auditor	Norman Haslam South Shore Retired Teachers	
	Dolly Shinhat Our Harbour	
	Eleanor Trusdell and Mike Trusdell from Ami-Québec	
	Rachel Wagner and Judith Shurman from South Shore Reading Council	
	Karen Delage from Parents en focus	
	Karoll-Ann Carrier Montérégie-East Partnership for the English Speaking Community	

SUMMARY OF ARC ANNUAL GENERAL MEETING OF JUNE 5, 2019
Held at 5:00 pm at the Cynthia-Coull Arena, 195 Rue Empire, Greenfield Park, Québec

All were welcomed by President Deborah Pearson.

The Agenda was adopted and the Minutes of the ARC Annual General Meeting of June 6, 2018 were approved.

2018-2019 ARC Activities Report was given by Deborah Pearson, President and Christian Lapointe, Executive Director

2018-2019 Summary Financial Report was given by Jonathan Dionne CPA from *Brodeur and Létourneau* and Christie Huff Selig, Treasurer

2018-2019 Secretarial Report was given by Alice Noble, Secretary.

Members approved the changes proposed by ARC's Board of Directors to ARC's Bylaws

Board moved to retain the services of *Brodeur et Letourneau* as ARC's auditors for the 2019-2020 year of operations.

Board: After Nominations & Elections, members moved ARC's Board of Directors' members to be:

- Deborah Pearson and Alice Noble have had their mandate extended for 2 years.
- Kevin Erskine-Henry, Christie Huff Selig, Seny Lopez, and Christine Wright have one year left on their mandate.
- Christian Lapointe, Executive Director, *ex-officio* member
- One place remained vacant on the Board

Public Question period was followed by adjournment of the ARC Annual General Meeting.

SUMMARY OF ARC ANNUAL GENERAL MEETING OF JUNE 5, 2019: Continued

Special activity:

After the meeting, members and guests were invited to attend a presentation on the results of the findings of the research done to complete the community portrait of Montérégie Centre.

ARC BOARD OF DIRECTORS OFFICERS:

At the next Regular ARC Board of Directors Meeting after the AGM on September 26, 2019, the ARC Board of Directors elected as officers for the 2019-2020 fiscal year, the following members:

- President Deborah Pearson
- Vice-President Laurel Hewitt
- Secretary Alice Noble
- Treasurer Christie Huff Selig

Report from the Executive Director



Dear Community Members and Partners,

This past year the organization has grown and faced new challenges. We added Canadian Heritage program funding allowing us to offer a larger variety of activities to benefit the community. Together, we have increased our budget, developed new partnerships and revamped our website.

On the following pages are listed a few of the initiatives/activities that ARC and its public and community partners have made possible to serve and support the English-speaking community of the South Shore of Montreal.

I would like to take this opportunity to thank the Board of Directors, the staff, our valuable partners and our funders for their ongoing support. With their help, we continue to offer services and respond to the needs of families, seniors and caregivers in our region, creating new and stronger community ties and expanding English health and social services in the South Shore of Montreal.

A new fiscal year is upon us. ARC approaches each challenge as a positive opportunity to expand our network of partners and the services we can offer to our community. Life during and after the COVID-19 pandemic will be different. ARC has already adapted many of its services to respond to the new way of life we are all faced with. ARC will continue to adapt its services to ensure our region continues to be served and the needs of our community met.

It is an honour to be part of this wonderful team and I look forward to our new projects in the upcoming year.

Christian Lapointe



CHAMPLAIN-CHARLES-LE MOYNE

(LONGUEUIL, GREENFIELD PARK,
SAINT-HUBERT, BROSSARD ET LES ENVIRONS)



HAUT-RICHELIEU-ROUVILLE

(SAINT-JEAN-SUR-RICHELIEU, CHAMBLY
ET LES ENVIRONS)



CISSS DE LA MONTÉRÉGIE-CENTRE

Key Activities (What we do!)

NETWORKING

To coordinate the body of a diverse network table that identifies common challenges and opportunities in the access or delivery of health and social services in South Shore of Montreal English-speaking communities.

REPRESENTATION

To ensure an essential presence on important Boards and Committees in the health and social service delivery system. This, to better represent the needs and priorities of the English-speaking community and to ensure this community is integrated into the decision-making process, including planning and allocation of resources.

KNOWLEDGE DEVELOPMENT

To develop an evidence base situational portrait, frequently updated needs assessment and share best practices for improving the delivery of health and social services in the English language in our region.

SERVICES AND ACTIVITIES

To offer assistance and accompaniment to community members as well as an enriching variety of activities to break isolation and support the community.

Overall more than 4000 people were reached by ARC this fiscal year.

▶ 1 - Regular activities:

- ▶ 4 drop-in activities per month for a total of 130 people reached per month
- ▶ 2 *Colour Cafes* per month, 20 people per month
- ▶ 3 painting sessions per month, 30 people per month
- ▶ 1 cooking class per month, 10 people per class (Our Harbour)
- ▶ 1 CHSLD activity per month, 12 people attending
- ▶ 2 Mental Health Cafés, 20 people per month
- ▶ For a total of 222 people/month x 10 months = 2220 people per year with our regular activities

▶ 2 - Other activities / services:

- ▶ *Conversation Club* at CISSS Montérégie-Centre. 150 health professional per year participate in our *McGill Lunch, Laugh and Learn Program* (7 groups X 3 seasons)
- ▶ We reach 314 participants per year with our subsidized early youth development programs (120 families per season)
- ▶ 440 calls for assistance per year
- ▶ 60 people attended our community fair in 2020



Overall more than 4000 people were reached by ARC this fiscal year.

- ▶ 400 people per year reached through 4 supported volunteer-based activities (*Yoga, Death Café, Women's Circle, Girl Guides*) 10 people per activity per month over 10 months)
- ▶ 50 caregivers participated in our *ReCharge Program*
- ▶ 20 people attended our *Mental Health First Aid* course (another session will be held when possible)
- ▶ Email distribution list of 1100 people, with no kick backs (validated summer 2019)

- ▶ New activity: 60 people/families reached through our *Spring Break Camp for Youth*



- ▶ Total $2594 + 2220 = 4814$ people were reached by ARC in one way or another during the 2019-2020 fiscal year.

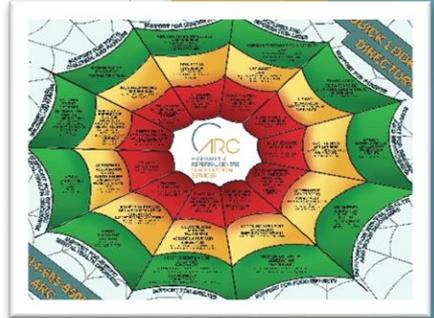
Overall more than 4000 people were reached by ARC this fiscal year.

- ▶ **But wait, there's more!!**
- ▶ 64 people attended our National Seniors' Day celebration
- ▶ Also, we held a special *Caregivers Day* activity with guest speakers attended by 20 people.



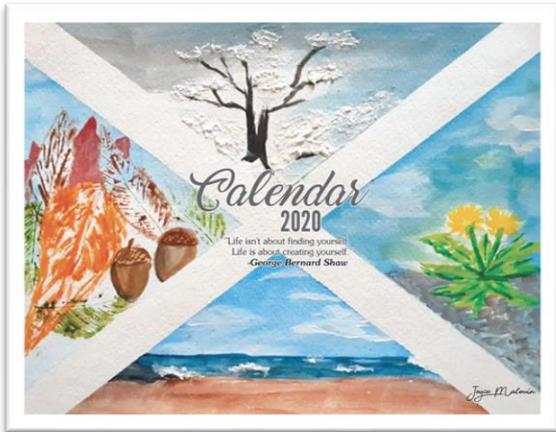
As an Organisation, ARC has:

- ▶ Since 2018-2019 ARC has doubled its yearly budget.
- ▶ Increased its personnel to a total of 5 staff since June 2019.
- ▶ Started the groundwork to open a satellite office in the Haut-Richelieu (more to follow during 2020-2021 fiscal year).
- ▶ Received new Mental Health Funding allowing us to support two community organizations in their projects and for us to provide *Mental Health First Aid* training and a useful booklet of resources.
- ▶ Held 4 focus groups with some of the allophone communities to evaluate their needs.
- ▶ Created a beautiful 12 month calendar through our PCH art project.



For Our Partners and the Community, ARC has:

- ▶ We received funding for a joint art project with MWCN that led to the creation of a calendar made with the paintings of more than 64 seniors.



- ▶ We held our Community Fair in St. Hubert on February 8th with 18 community organizations and 60 visitors.



BUILDING COMMUNITY TOGETHER

SPECIAL FAMILY EDITION

Saturday, February 8, 2020
1:00 p.m.
Heritage Regional High School
7445 Chamblay Rd, Saint-Hubert, Quebec, J3Y3S3

FREE & OPEN TO ALL
Free and/or by donation

To register:
Please use the QR code or go to www.building-community-together-sfo.ventrity.ca

For more information:
✉ info@ARCevent@gmail.com
☎ 514-605-6502
📘 facebook.com/arcacqwa
🌐 www.arc-hse.ca

Keynote with Karen Delage, Family Life Educator — 2:00 p.m.
How do we improve our family communication and relationships?
We will explore how we can best care for ourselves and each other, identifying strategies to help families effectively work together.

Safe-Guarding Workshop — 2 p.m. (for children and teenagers) & 3 p.m. (for all ages)
Establishing a perimeter of respect and guarding is not just about protecting ourselves physically. It is also about identifying unhealthy/dangerous situations and articulating our needs in a clear manner. In environments of zero tolerance what tools do children have to protect themselves against bullying?

Pop-Up Art Hive — 1 p.m. - 4 p.m. (for all ages)
Arts and craft activities with the St. Lambert Art Hive

Exhibition — 1:00 p.m. - 4:00 p.m.
Community organizations catering to the needs of the English-speaking community will be present to showcase their services. Come see what they have to offer.

Supported by the Regional and Social Service Partnership Table (RSRST).
This event is made possible thanks to funding from Health Canada and CHSSN and support from the St. Lawrence School Board.



- ▶ We held 12 partnership meetings with 28 community partners.
- ▶ We financially supported 2 early youth programs and 2 mental health initiatives.
- ▶ We financially supported a meal distribution initiative.

FUNDING SOURCES 2019-2020

Funders	\$
CHSSN-Network <i>Community Health & Social Services Network</i>	\$92,930
CHSSN-Outreach <i>Community Health & Social Services Network Networking & Partnership Initiative</i>	\$32,070
CHSSN-ERCC <i>Secretariat for the liaison to English-speaking Quebecers</i>	\$92,505
L'APPUI Montérégie. <i>L'APPUI pour les proches aidants d'aînés</i>	\$67,314
McGill Retention and Dialogue	\$16,300
PCH Art Canadian Heritage	\$ 13,000
PCH Program Canadian Heritage	\$31,765

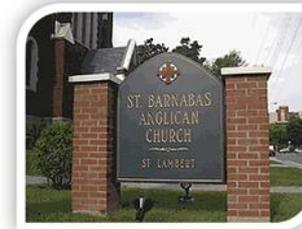
At the time this report was prepared, these numbers had not been audited.

FUNDING SOURCES 2019-2020

Funders	\$
Bright Beginning Fondation Lucie et André Chagnon through CHSSN	\$30,000
Healthy Early Years Federal Government through CHSSN	\$15,000
Mental Health Federal Government through CHSSN	\$15,000
CISSS Montérégie-Centre	\$2 000
TOTAL	\$407 884

At the time this report was prepared, these numbers had not been audited.

We would like to thank our valuable partners:



We would like to thank our valuable funders for their financial support:



Health
Canada



McGill



Canadian
Heritage

Patrimoine
canadien



A shining start for children ages 0-5

For information contact us at:
arcinformation2@gmail.com
or call us at 514-605-9500

Our Staff

Christian Lapointe
Executive Director
arc.exdir@gmail.com
Phone: 514-604-9455

Debra Dorey
Community Health Coordinator
arc.cmtyhealthcoord@gmail.com
Phone: 514-743-8058

Kevin Erskine-Henry
Community Outreach coordinator
arc.communityoutreach@gmail.com
Phone: 514-605-9500

Ruth Montas
Project Coordinator (Appui)
arc.projectcoord@gmail.com
Phone: 514-608-9600

Claudia Bélair
Administrative Assistant
arc.admassistant@gmail.com

For information contact us at:
arcinformation2@gmail.com
or call us at 514-605-9500

Our Board of Directors

Debra Pearson	President
Laurel Hewitt	Vice President
Christie Huff Selig	Treasurer
Alice Noble	Secretary
Seny Lopez	Director
Loraine Torpy	Director
Christine Wright	Director
Kevin Erskine-Henry	Staff Representative
Christian Lapointe	Executive Director, <i>ex officio</i>



106 Churchill Blvd, Greenfield Park (QC) J4V 2L9
514-605-9500

www.arc-hss.ca

arcinformation2@gmail.com



ASSISTANCE AND
REFERRAL CENTRE
HEALTH & SOCIAL
SERVICES