

# Assistance and Referral Center Health and Social Services



Annual General Meeting  
June 6, 2018

Dart Hall, 95 Lorne Ave.  
St. Lambert, Qc



The Government of Canada has contributed financially to the production of this document.

# Agenda

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- ▶ Call to order
- ▶ Welcome and quorum
- ▶ Approval of the agenda
- ▶ Approval of the minutes of the AGM meeting held June 15, 2017
- ▶ Reports:
  - ▶ a) Activity report: President Pauline Wiedow and Executive Director Christian Lapointe
  - ▶ b) Financial report: Jonathan Dionne CPA, CA
- ▶ Appointment of Auditors
- ▶ ARC Board of Directors Members' status
- ▶ Nomination of new Board Member(s)
- ▶ Elections of the new Board Member(s)
- ▶ Question period
- ▶ Adjournment

# A word from the President

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Dear community members,

I am pleased to present our Annual Report 2017-2018.

This year saw us continue to expand our programs which actively improve the vitality of our community. We have worked diligently to improve access to English services by being an active partner with CISSS Montérégie Ouest, CISSS Montérégie Centre, CISSS Montérégie Est and with our community partners in Montérégie.

I wish to sincerely thank the Board of Directors for their support and dedication. Thank you to our funders whose support allowed us to work on behalf of our community.

In March 2018 we said goodbye to Katherine Quast, Robyn Graham and Loralie Bromby. I would like to express my appreciation on behalf of the Board and the community for their work and their contributions to ARC.

I am confident that ARC will continue to grow, spread it's wings and develop new partnerships in the years to come in order to continue to serve the English-speaking community of Montérégie Centre.

*Pauline Wiedow*

# Summary of the Minutes of the AGM

Thursday June 15, 2017 - 4:00 p.m., Saint Francis of Assisi Church

**Present:**

Board and Staff	Network and Partners	Network and Partners
Susan Gardner	Centre de soutien entr'aidants	Réseaux Emploi Entrepreneurship – Vaudreuil Soulange
Chuck Halliday	Centre Intégré de santé et de services sociaux de la Montérégie Centre	Diocese Saint-Jean-Longueuil, English speaking Catholic parishes and ecumenical churches in St. Lambert
Michael Languay	Centre Intégré de santé et de services sociaux de la Montérégie Est	South Shore Community Partners Network
Alice Noble	Centre Intégré de santé et de services sociaux de la Montérégie Ouest	CLC Candiac & St. Jude
Deborah Pearson	Monteregie West Community Network	CAAP (Centre d'assistance aux Plaintes)
Sandra Power	Community Learning Center Riverside School Board	Francesca Sparapani, Adult Day Center
Pauline Wiedow	Community Learning Center New Frontiers School Board	Our Harbor
Katherine Quast	Pavillion Marguerite de Champlain	Natalie Etienne
Robyn Graham	Sandra Power Holistic	
Loralie Bromby		

## SUMMARY OF ARC ANNUAL GENERAL MEETING OF JUNE 15, 2018

Held at 4:00 pm at the Saint Francis of Assisi Church, 844 Notre Dame, Saint Lambert, Quebec

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**All were welcomed by President Sandra Power.**

The Agenda was adopted and the Minutes of the ARC Annual General Meeting of May 26, 2016 were approved.

2016-2017 ARC Activities Report was given by Sandra Power, President and Katherine Quast, Interim Executive Director

2016-2017 Summary Financial Report was given by Sandra Power, President and Michael Languay.

2016-2017 Secretarial Report was given by Alice Noble, Secretary.

Board moved to retain the services of *Brodeur et Letourneau* as ARC's auditors for the 2017-2018 year of operations.

Board membership:

- Chuck Halliday fulfilled his term and was thanked for his years of service to ARC.
- Susan Gardner, Michael Languay and Sandra Power have 1 year left of their 2-year terms
- Alice Noble, Deborah Pearson and Pauline Wiedow had their terms renewed for another 2 years.

## SUMMARY OF ARC ANNUAL GENERAL MEETING OF JUNE 15, 2018 Cond't

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- Jayme McClintock was welcomed as a new Board member for a 2-year term.
- One place on the Board remains vacant

Board Officers: ARC Board met in camera and the following were named as Officers of the Board for 2017-2018:

- President Michael Languay
- Vice-President Pauline Wiedow
- Secretary Alice Noble
- Treasurer Sandra Power

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

### **Special activity:**

After the meeting, members and guests were invited to a meet-and-greet during which time refreshments were offered and a trivia game on Health and Social Services in the Montérégie was played by all.

# Report from the Executive Director

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Dear community members and partners,

During this past fiscal year, ARC has:

- Supported a summer wellness center in Montérégie Ouest and Montérégie Centre;
- Offered the “Recharge” program for caregivers: 6 sessions of 18 hours that reached 85 caregivers.
- Updated a Facebook page that reaches up to 1100 people per post;
- Held ‘Lunch n’ Learn’ sessions at Charles Lemoyne hospital for 19 health professionals;
- In partnership with CISSS-ME, implemented a health promotion activity called “Who are you and what have you done with my child?!” CLC St. Lambert; 45 parents attended.

These are a few of the initiatives / activities that ARC and its public and community partners have made possible in order to serve and support the English-speaking community of Monteregie Centre.

I would like to take this opportunity to thank our funders and community partners for their on-going 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 health and social services in the Montérégie.

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.

It is an honor to be part of this wonderful team and I am very excited and look forward to our new projects for the upcoming year.

*Christian Lapointe*

# Key activities

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## NETWORKING

ARC is the coordinating body for a diverse network table that identifies common challenges and opportunities in the access or delivery of health and social services in the Montérégie South-Shore English-speaking communities

## REPRESENTATION

To ensure an essential presence on important Boards and Committees to better represent the needs and priorities of the ESC and be integrated into the decision-making process including planning and allocation of resources

## KNOWLEDGE DEVELOPMENT

To develop an evidence base and share best practices for improving the delivery of health and social services in the English language in the Montérégie.

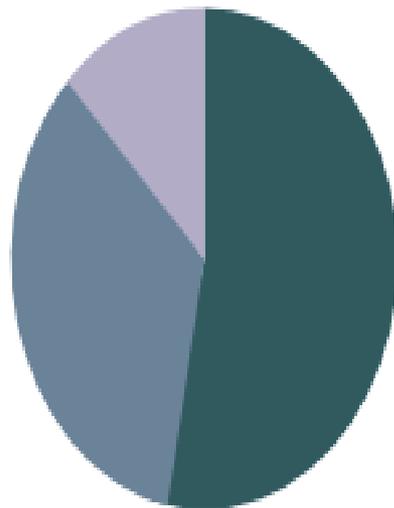
The population of the English-speaking communities in the Montérégie totals 156,211.

CISSS de la Montérégie-Ouest = 82,853

CISSS de la Montérégie-Centre = 53,800

CISSS de la Montérégie-Est = 19,558

CISSS ME  
13%



CISSS MC  
34%

CISSS MO  
53%

- CISSS de la Montérégie-Est
- CISSS de la Montérégie-Centre
- CISSS de la Montérégie-Ouest





## 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

## *Access to Services in English*

- ▶ Representing the interests of, and raise awareness about the needs of the English-speaking community
- ▶ Access to information and services in English
- ▶ Information and liaison services
- ▶ Access to webcast in English via the Cummings Center
- ▶ Adaptation/translation of French material in English
- ▶ Providing support to better serve the English-speaking Community

## *Visibility of the English community*

- ▶ Active participation on French committees to influence decision making process
- ▶ Interactive data on front page of website, link to health passport(bilingual) new page for Recharge program and added tools to navigate the health system
- ▶ Representation BOD CISSS-MC, CISSS-ME



# Meetings

- ▶ Five regular Board meetings
- ▶ Two Network meetings RHSSPT-Regional Health and Social Service Partnership Table, led to a community night activity
- ▶ Attendance of English partners QCGN's annual Goldbloom Award
- ▶ CHSSN exchange conference
- ▶ Sharing of best practices with partners
- ▶ Four knowledge exchange sessions, Knowlton, REISA community table and 2 NPI exchange MWCN and REE (Réseaux emploi)
- ▶ Meeting with CDC Haut St-Laurent in September to develop partnership.



# Looking for services offered in English? Find them here at our Community Night!

Vous cherchez des services en anglais? Trouvez-les ici à  
notre soirée communautaire!

November 29th 2017

Saint Lambert International High School

675 Rue Green, Saint-Lambert

5 to 7pm



Fun activities for all

Présence du père Noël

Visit from Santa

Bilingual /Bilingue

Spaghetti \$2

Activités amusantes pour tous

- Gathering English-speaking services in one location
  - Présenter les services en un même endroit
- Reaching families in their community
  - Rejoindre les familles dans leur communauté

• First come first served

• Premier arrivé premier servi

*A evening event for everyone to interact, to be informed, to discover and much more...  
Une soirée pour tous pour interagir, s'informer, découvrir et plus encore...*

This community Night is presented by the The Montérégie Regional Health and Social Services Partnership Table (RHSSPT)  
Cette soirée communautaire est présentée par le The Montérégie Regional Health and Social Services Partnership Table (RHSSPT)

For more information please contact:/Pour plus d'information veuillez contacter:  
[partnership.monteregie@gmail.com](mailto:partnership.monteregie@gmail.com) 450-812-0981





ASSISTANCE AND REFERRAL CENTER (ARC)

# RECHARGE

HANDS ON TECHNICAL TIPS FOR  
CAREGIVERS GIVEN BY QUALIFIED EXPERTS



WEDNESDAY EVENINGS 6PM - 9PM  
STARTING NOVEMBER 8, 2017

THIS 6-WEEK COURSE WILL TEACH YOU ABOUT:

- FIRST AID, FALL PREVENTION AND MEDICAL EMERGENCIES
- RESOURCES AVAILABLE IN ENGLISH
- SELF CARE
- ALZHEIMER'S AND DEMENTIA

HÔPITAL ANNA-LABERGE  
SALLE DÉMO 1 (IN BASEMENT)  
200 BOULEVARD BRISEBOIS  
CHATEAUGUAY



This project is made possible with the financial support of:



FOR INFO CONTACT LORALIE AT: 450-812-0981  
OR LORALIEBROMBY@ARC-HSS.CA - WWW.ARC-HSS.CA

## Caregiver services



## Caregiver services

▶ ARC is offering ReCharge, a free 18-hour technical course designed to support caregivers and provide them with necessary tools, resources, and techniques to help them take care of their loved ones. The role of a caregiver is often challenging and complex and ReCharge offers hands-on training given by qualified experts and community workers. ....a chance to meet others in similar situations, practical information, techniques and resources.....community driven....friendly environment. ReCharge is unique in its approach developed and given by community workers and qualified experts.

- ▶ **Recharge program**, 6 sessions of 18 hours = 85 family caregivers supported
- ▶ Information packages
- ▶ Information and training
- ▶ Assistance in navigating the public health system
- ▶ Psychological individual and group support via Centre de soutien entr'aidants

## Promotion of Health careers in partnership with CISSMO and McGill

- ▶ Promotion of job opportunities
  - Career exploration activities
  - Meetings with professionals
- ▶ Promotion of careers and internships in the health sector
- ▶ Bursaries from McGill



# McGill

# FUNDING SOURCES 2016-2017

Funders	\$
CHSSN-HPP <i>Community Health &amp; Social Services Network</i>	\$38,000
CHSSN - NPI <i>Community Health &amp; Social Services Network Networking &amp; Partnership Initiative</i>	\$73,865
L'APPUI Chaudière-App. <i>L'APPUI pour les proches aidants d'aînés</i>	\$65,353
McGill Retention	\$15,100
CISSS Monteregie est	\$3150
Surplus submission	\$2620
<b>TOTAL</b>	<b>\$198,088</b>

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

# Motions adopted by the Board of Directors 2016-2017

## SUMMARY OF ARC BOARD DECISIONS

APRIL 1, 2017 - March 31, 2018

**Below are a summary of the major decisions made by ARC's Board of Directors during the 2017-2018 operating year:**

### ***- Policy***

- Board moved to return to the requirement of two signatures for all cheques issued by ARC.

### ***- Contracts: Roles & Responsibilities: Personnel & Auditors & Bookkeeper***

- Contracts for staff were modified during the year.
- No staff contracts were renewed after their termination date of March 31, 2018 as funding had not been confirmed.
- Exit interviews were set and attended with Loralie Bromby and Robyn Graham.
- Exit interview times (2) were set but refused by Katherine Quast.

### ***-Finance: Budget and Funding and Reporting***

- Board requested monthly financial reports by project along with activity summary report.
- Board declined CHEP Project and McGill student summer job program as its structure did not allow for employees yet.
- Board accepted the audited Financial Statements for ARC for the fiscal year April 1, 2016 to March 31, 2017 as well as the auditor's recommendations as prepared by *Brodeur et Letourneau*.
- Board moved to close the bank account at CIBC and open an account with the Caisse Desjardins. New signing officers were named.

# Motions adopted by the Board of Directors 2016-2017

## *-ARC Location & Insurance*

- Board moved to cancel storage space as soon as office space became available.
- Negotiations for original office space fell through as the owners decided to sell the building.
- New office space was found as of October 1, 2017 at St. Barnabas Church, 95 Lorne, Saint-Lambert.
- Liability Insurance was renewed through *Myrna Bonneville inc.*

## *- ARC Activities: Conferences*

- Board accepted the pamphlet *A Year In Review* to be included in the AGM guest information package.

## *- ARC Board Membership*

- At the May 26, 2017 ARC Annual General Meeting the following Board of Directors was chosen:

Susan Gardner	(2016-2018)	
Alice Noble	(2017-2019)	Secretary (2017-2018)
Michael Languay	(2016-2018)	President (2017-2018)
Jayne McClintock	(2017-2019)	
Deborah Pearson	(2017-2019)	
Sandra Power	(2016-2018)	Treasurer (2017-2018)
Pauline Wiedow	(2017-2019)	Vice-President (2017-2018)
Vacancy	(2017-2018)	

- Quebec Registry was up-dated to reflect the 2017-2018 Board of Directors.
- Pauline Wiedow was appointed as spokesperson for both the Federal and Provincial Governments and their agencies.
- Sandra Power and Michael Languay resigned from the Board before their term was completed.
- Pauline Wiedow became interim President and Jayne McClintock, Treasurer.

# PARTNERS AND SUPPORTERS

Thank you to the generosity of our community partners, funders and supporters, you are one of the most important factors to our success.

Centre intégré  
de santé  
et de services sociaux  
de la Montérégie-Ouest

Québec 

Centre intégré  
de santé et de  
services sociaux de  
la Montérégie-Centre

Québec 

Centre intégré  
de santé  
et de services sociaux  
de la Montérégie-Est

Québec 



Pavillon  
Marguerite de Champlain



amiquébec  
Agir contre la maladie mentale  
Action en santé mentale



L'APPUÏ POUR LES  
PROCHES AIDANTS  
D'ÂINÉS





ASSISTANCE AND  
REFERRAL CENTRE  
HEALTH & SOCIAL  
SERVICES

95, Lorne Ave St Lambert (Qc) J4P 2G7  
514-604-9455

[arc.exdir@gmail.com](mailto:arc.exdir@gmail.com)

[arcinformation2@gmail.com](mailto:arcinformation2@gmail.com)