

Assistance and Referral Center Health and Social Services



Annual General Meeting
June 5, 2019



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

Cynthia-Coull Arena
195 Empire St. Greenfield Park



Agenda

- ▶ Welcome
- ▶ Call to Order and Confirmation of Quorum
- ▶ Approval of the Agenda for ARC's AGM of June 5, 2019
- ▶ Approval of the Minutes of ARC's AGM of June 6, 2018
- ▶ Reports:
 - ▶ a) Activity Report: Deborah Pearson, President and Christian Lapointe, Executive Director
 - ▶ b) Financial Report: Jonathan Dionne CPA, CA, Auditor
 - ▶ c) Secretary: Alice Noble
- ▶ Approval of Updated ARC By-Laws
- ▶ Appointment of Auditors for 2019-2020
- ▶ 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,

I am pleased to present our Annual Report 2018-2019.

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 the Montérégie.

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

A special thank you to our Executive Director, Christian Lapointe for his leadership and quick integration into our community.

Thank you to all the staff of ARC who supported the mission and objectives of ARC through their dedication to their work for ARC.

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

Deborah Pearson

Summary of the Minutes of the AGM

Thursday June 6, 2018 - 4:00 p.m., Dart Hall, St Barnabas Church

Present:

Board and Staff	Network and Partners	Community Members
Pauline Wiedow	Emilie Bergeron from Centre intégré de santé et de services sociaux de la Montérégie-Centre (CISSS-Centre)	John Britton, Founding member of ARC
Deborah Pearson	Myriam Tessier from Centre intégré de santé et de services sociaux de la Montérégie-Ouest (CISSS-Ouest)	Christie Huff, Consulting
Alice Noble	Kevin Erskine-Henry from South Shore Community Partners Network (SSCPN)	Christine Wright, English-speaking Catholic Churches
Susan Gardner	Montérégie West Community Network	
Jamie McClintock	Micheal Truesdell from AMI-Québec	
Christian Lapointe	Hajer Gherib from Maison internationale de la Rive-Sud (MIRS)	
	Pavillion Marguerite de Champlain	
Jonathan Dionne Financial Auditor	Susan Gardner from Diocese Saint-Jean-Longueuil, English speaking Catholic parishes and ecumenical churches in St. Lambert	
	Louise Lemieux from Centre d'assistance et d'accompagnement aux plaintes (CAAP)	
	Jaimie McClintock from New Frontier School Board	

SUMMARY OF ARC ANNUAL GENERAL MEETING OF JUNE 6, 2018

Held at 4:00 pm at the Dart Hall, St Barnabas Church, 95 Lorne Ave, Saint Lambert, Quebec

All were welcomed by President Pauline Wiedow.

The Agenda was adopted and the Minutes of the ARC Annual General Meeting of June 15, 2017 were approved.

2017-2018 ARC Activities Report was given by Pauline Wiedow, President and Christian Lapointe, Executive Director

2017-2018 Summary Financial Report was given by Jonathan Dionne CPA from *Brodeur and Létourneau*.

2017-2018 Secretarial Report was given by Alice Noble, Secretary.

Board moved to retain the services of *Brodeur et Letourneau* as ARC's auditors for the 2018-2019 year of operations.

Board membership:

- Pauline Wiedow, Susan Gardner and Jaimie McClintock fulfilled their terms and were thanked for their years of service to ARC.
- Deborah Pearson and Alice Noble have 1 year left of their 2-year mandates
- Kevin Erskine-Henry, Christie Huff Selig, Seny Lopez, and Christine Wright were voted in as new Board Members
- 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 15, 2018: Continued

Special activity:

After the meeting, members and guests were invited to a meet-and-greet during which time refreshments were offered and networking took place.

At the next Regular Meeting after the AGM on September 11, 2018, the ARC Board of Directors elected as officers for the 2018-2019 fiscal year the following members:

- | | |
|------------------|---------------------|
| ➤ President | Deborah Pearson |
| ➤ Vice-President | Kevin Erskine-Henry |
| ➤ Secretary | Alice Noble |
| ➤ Treasurer | Christie Huff Selig |

Report from the Executive Director



Dear community members and partners,

This last year has been one of challenges, discussions, representation, meetings and very productive partnership initiatives.

Together, we have increased our staff, merged with the South Shore Community Partners Network (SSCPN), moved to our new offices, increased our budget, developed new partnerships and revamped our website.

On the next pages are listed 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 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 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 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.

It is an honour 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

NETWORKING

To coordinate body for 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, to better represent the needs and priorities of the English-speaking community 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 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 to support the community.

As an Organisation, ARC has:

- ▶ Merged with the South Shore Community Partners Network (SSCPN) which enabled us to expand our community list to 1700 members.
- ▶ Increased its yearly budget by 15% in 2018-2019 and by 50% for 2019-2020.
- ▶ Increased its personnel for a total of 4 staff since February and an additional 2 by September 2019.
- ▶ Moved to a 1300 square foot commercial office space in the hub of the community.
- ▶ Received new Canadian Heritage project funding of \$13,000 and has applied for more program funding for February 2019.
- ▶ Applied and received early youth development funding under the *Bright Beginning* initiative through CHSSN.
- ▶ Done a community survey and developed a socio-demographic portrait of English-speaking community of Montréal-Centre.
- ▶ Supported the Adult Activity Respite Center for the South Shore, by absorbing the cost of some extra sessions and services.



For Our Partners and the Community, ARC has:

- ▶ Organized and hosted with its partners, a regional fair *"Building Community Together"* showcasing 40 community organization that was attended by 304 visitors.
- ▶ Held one *"Healthy after 50"* (6 sessions) program and 22 other information sessions.
- ▶ Started a *Community Calendar of Events*, a *Quarterly Health Newsletter* and completely revamped its Website at: www.arc-hss.ca
- ▶ Hosted cooking classes for adults with special needs in partnership with Our Harbour. Preparation of a cookbook is underway.
- ▶ Supported and promoted the annual Spring Fling of South Shore Reading Council.





Partners In Health

ARC
ASSISTANCE & REFERRAL CENTRE
HEALTH & SOCIAL SERVICES
APRIL 2019

What did you say? Hear well, live well

The person with a hearing problem is often the last to notice it, because the change comes on gradually over years and starts subtly. Adults with hearing loss typically say, "I can hear just fine if people would just stop mumbling!"

They're half right: It isn't that they can't hear — they can. The problem is that they can't understand. The first clue to a hearing impairment is missing up consonants. Age-related hearing loss often occurs in the high-frequency range, so that, in English, tend to carry the consonants.

The ear also plays a role in balance, hearing loss can lead to falls. "Even mild hearing loss can triple the risk of falling." And then there is the mysterious link to dementia. Some studies have suggested that mild hearing loss is linked to a doubling of dementia risk, and that moderate hearing loss can triple it. With severe hearing loss, the risk can be five times as high!

It is possible that hearing loss leads to social isolation. In addition, few people realize that delayed treatment may make hearing loss worse.

For caregivers and family members to "stop being a living hearing aid," Dr. Higginson, an audiologist in Youngstown, Ohio, and president of the Academy of Doctors of Audiology, it takes a lot of energy trying to communicate with someone who is hard of hearing.

Second, "I tell patients also they have a problem, even after testing, to go home and pay attention to every time they say, 'What?' or they miss the punchline on TV or ask people to repeat something," said Dr. Higginson. "They usually come back in a week — mostly for a hearing aid."

Even among the enlightened, hearing aids still carry a stigma.

"Men think, 'It's a sign of weakness,' and women think, 'It's slowing me up.'"

Vanity, too, is still a deterrent. But that may be receding now that new hearing aids are smaller and less visible than ever. Besides, it's increasingly commonplace to see young and old alike walking around with devices plugged into their ears!

Don't be misled by the misconception that hearing aids are plug-and-play. There's still an art to programming hearing aids. "A patient there'll be several visits to the audiologist to make adjustments and to show you how to use them properly. And, be patient with yourself to get used to hearing the sounds of the world again. It takes time for the brain to learn to hear differently."

"Get over the shy-ness about hearing aids — life can be better."

Source: <https://newsilogs.blogs.nytimes.com/2012/04/05/why-wont-they-get-hearing-aids/>

Getting the help you need

- See an audiologist for your hearing assessment—if a hearing aid will help, the audiologist can advise you how to obtain one and if you're eligible under the Medicare Program (RAMQ).
- If you are eligible, you will need to see an ear, nose and throat specialist (otorhinolaryngologist) who will assess you and provide the required attention of permanent hearing loss.
- Students qualify for 2 hearing aids if they are enrolled in a program recognized by the Minis-

For Our Partners and the Community, ARC has:

- ▶ Supported the *Meals on Wheels* program of St Paul's Church by providing supplies for a year which in turn supports a breakfast program.
- ▶ Offered the "*ReCharge*" program funded by *Appui* for caregivers: 6 sessions of 18 hours that reached 64 caregivers.
- ▶ Held "*Lunch, Laugh n' Learn*" sessions at Charles Lemoyne Hospital for 19 health professionals.
- ▶ Promoted careers and internships in the health sector with CISSS-MC.
- ▶ Re-launched its partnership table that now has 28 partners.
- ▶ Updated its Facebook page that now reaches up to 400 people per post.
- ▶ In partnership with Riverside School Board, offered 12 communication workshops for parents and teenagers called "*Who are you and what have you done with my child?!*" 45 parents attended.



For Our Partners and the Community, ARC has:

- ▶ Supported and promoted the “Writers Club” activity.
- ▶ Supported the monthly “Death Café” facilitated by volunteers.
- ▶ Supported the weekly “Qi Gong” and “Yoga” offered to the community.
- ▶ Supported the “Women’s Circle” given monthly by volunteers.
- ▶ Supported and promoted the “St-Paul’s Seniors Drop-in”.



Assistance and Referral Centre (ARC), your Community partner is a non-profit organization that promotes awareness of community activities and accessibility to Health and Social services in the English-language for the South Shore sector of the Monérégie.

Services and Projects:

- Promotion of a healthy lifestyle through information sessions
- Promotion and support of a range of community-based programming
- Information and referrals to community activities and services
- Re-Charge: Caregiver workshops and support activities

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arcinformation2@gmail.com

Contact us for updates on current community programs and or visit us at website:

<http://www.arc-hss.ca/>

Follow us on

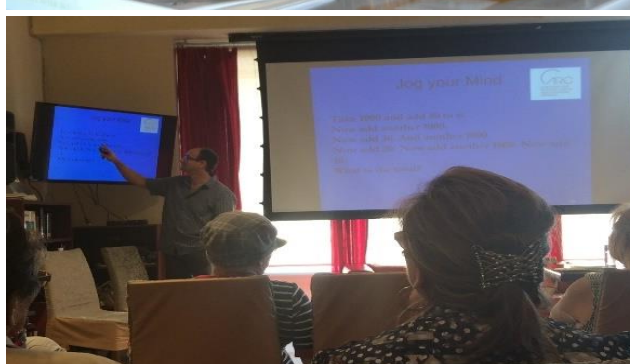
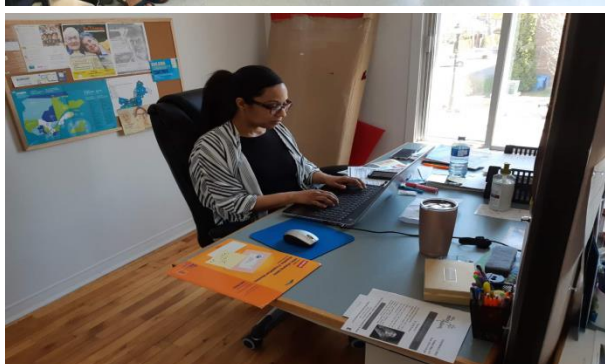


For Our Partners and the Community, ARC has:

- ▶ Provided tax assistance to over 100 individuals.
- ▶ Helped to complete 14 caregiver application forms.
- ▶ Assistance to people with various needs: Commissioner of Oaths, attaining government forms and other needs that arose
- ▶ And more...



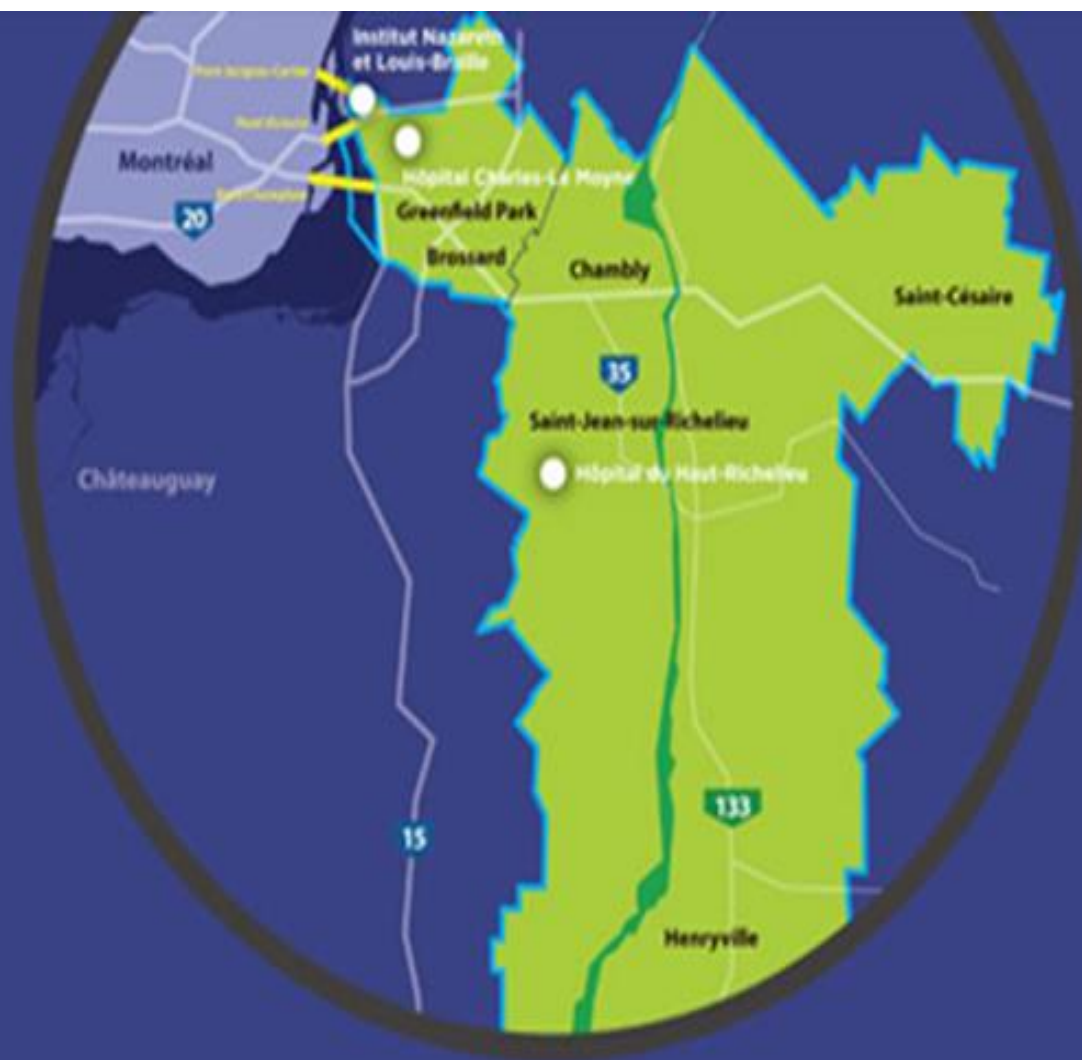
Meetings, sessions and activities:



ARC ALSO HAS A SMALL COMMUNITY LIBRARY....

With magazines and books you can borrow, return when you can, or not, or bring another book...





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

New ReCharge program for 2018-2019

- ▶ A new revamped caregiving program including mindfulness and group support activity is now available through ARC
- ▶ **ReCharge program**, 6 sessions of 18 hours = 64 family caregivers supported in 2018-2019
- ▶ Information packages
- ▶ Information and training
- ▶ Assistance in navigating the public health system



ReCharge responds to the needs of English-speaking caregivers throughout the Montérégie region by providing a series of unique technical and practical information to care for their loved ones.

This is a six-week workshop series, given one day per week, that helps caregivers overcome the challenges they may be facing, by learning techniques that cover a variety of health care conditions and that serves for the caregivers to recharge their energy.

Health Care Topics

- Caregiver Self-Care
- Stress Management
- Body mechanics
- Basic First Aid
- Fall Prevention
- Alzheimer disease
- (Support & recourses)
- Infection Prevention
- Relaxation Techniques
- And many more

Relaxing and Mindfulness Activities

- Mindfulness exercises
- Meditation
- Breathing Techniques
- Art Therapy (Painting Mandalas)
- Chair yoga

Who is a Caregiver?

- If you are taking care of a loved one without payment, then you are a natural caregiver.
- You are not alone in this situation
- 17% of Quebec residents are taking care of a family member, or neighbour and do not consider themselves as caregiver.

Recharge Participant's feedback

"I'm a caregiver because she only has me. I am not only her daughter but her best friend"

"ReCHARGE gave me the confidence in my caregiving"

To register for the ReCharge program or to learn more about our services at

The Assistance & Referral Services Centre (ARC)

For added information: e-mail: arc.projectcoord@gmail.com / Call: 514-608-9600

The ReCharge Project is made possible with the financial support from



The original production of this booklet has been made possible through funding by Health Canada.

MAY 2019

FUNDING SOURCES 2017-2018

Funders	\$
CHSSN-Network <i>Community Health & Social Services Network</i>	\$85,475
CHSSN-Outreach <i>Community Health & Social Services Network Networking & Partnership Initiative</i>	\$32,525
CHSSN-ERCC <i>Secretariat for the liaison to English-speaking Quebecers</i>	\$36,000
L'APPUI Montréal. <i>L'APPUI pour les proches aidants d'aînés</i>	\$48,975
McGill Retention and Dialogue	\$14,300
CISSS Monteregie Centre	\$ 2,050
TOTAL	\$219, 325

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

We would like to thank our valuable partners:

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



 **access.**
brillant comme vous l'êtes
brilliant as you are



 SOUTH SHORE
ADULT RESPITE &
WELLNESS CENTRE

CAAP
Montérégie

ami québec

Agir contre la maladie mentale
Action on mental illness



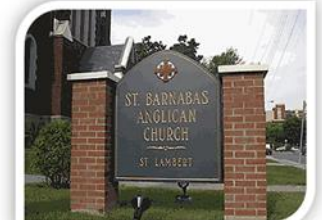
Health
Canada



Pavillon
Marguerite de Champlain



Grand Montréal



L'APPUÏ
MONTÉRÉGIE

POUR LES
PROCHES AIDANTS
D'AÎNÉS



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