



Voice of English-speaking Québec

ANNUAL REPORT 2017-2018



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Community Innovation Fund
Fonds d'innovation
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Voice of English-speaking Québec

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Jean Nivischiuk, Be Active Québec Coordinator
Jessica Price, Newcomers Coordinator
Juanita Craig, Project Coordinator

Emma Ahern, Summer Student
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Mission Statement

Voice of English-speaking Québec is an autonomous non-profit organization dedicated to the preservation of a dynamic English-speaking community in the Greater Québec Chaudière-Appalaches regions, and to the promotion of its interests.

The following four roles characterize VEQ's goals and all its actions:

Act as a hub of information for the community

VEQ offers information and referral services to members of the community and newcomers. Throughout the year, statistical data and information on the community is gathered and disseminated. Other activities related to this goal include the posting of employment offers on the Job Bank and the preparation and distribution of the *Community Connection* directory.

Foster community cohesiveness

VEQ creates opportunities for social interaction and professional networking for various segments of the community. Whether to simply get to know one another, or to work together toward a common cause which supports the needs of the English-speaking community, VEQ activities such as Fall Fest and semi-annual Happy Hours support and strengthen a vital sense of community.

Support the development of the community

VEQ acts as a catalyst for the development of new initiatives that will benefit the community. Generally this involves obtaining funding for and managing short-term projects, which are then expected to become self-sustaining. In addition, VEQ also helps other organizations to get off the ground.

Recent projects such as Close-Knit, Connect with your City, technology workshops for seniors, and Seniors Out & About are great examples of how VEQ is supporting the ongoing development of the English-speaking community.

Promote the interests of the community

VEQ identifies issues of interest to the community, researching and preparing positions and, if appropriate, presenting these positions to the proper forums or authorities. VEQ views their advocacy role within the community as critical to ensuring the preservation of English-speaking institutions, traditions and cultural significance in the region.

This year, VEQ served its advocacy role as an active member of different regional consultation tables such as the Leadership Table and the *Table régionale de concertation en immigration de la Capitale-Nationale*.

President's Message

As I look back over the last 12 months, it has been a busy year for Voice of English-speaking Québec. Our organization is very active in our local community as well as representing Quebec City's English speakers on the provincial landscape. We have a very competent Executive Director in Brigitte Wellens and a dedicated staff. I have had the opportunity to participate in many cultural, political and community events that pull together numerous people from our diverse community. We continue to advocate on behalf of our community and our partners, offer services for employment and integration while holding several community events and projects.

Advocacy

VEQ continues to meet with various partners at the Leadership table to discuss issues of concern for the English-speaking population. The future of English education in Quebec City has been a topic of discussion and members from CEGEP Champlain Saint Lawrence and the Central Québec School Board have reached out to us to discuss future plans for their organizations. During these discussions, we facilitated meetings with both Minister François Blais and Minister Sébastien Proulx, as well as Ms. Michelle Morin-Doyle from the Ville de Québec. We are in the process of preparing a community consultation to have a report on hand before the fall provincial elections. We will continue to meet and support our community institutions while we reach out to the greater French community and local levels of



Warren Thomson, President

government, to insure that we, as an organization and the people we represent, are heard.

Employment and Integration

VEQ has been very active with our Newcomers services. This is a valuable service that we provide every year. In 2017-2018, we provided support to over 500 newcomers. 88% of the people we served were met within the first year following their arrival. We help recent and not so recent members of our community find employment through the job bank, we sit with other community stakeholders at the immigration table and work in partnership with the city by attracting and integrating immigrants and migrants to Quebec City. Through a partnership with YES Montreal, we facilitate one-on-one business coaching sessions. Through one of our numerous

President's Message

projects: "Tell Me a Story, Raconte-moi une histoire", we promoted linguistic duality and aimed to bring both linguistic communities together by having English and French speakers collaborate on writing a story book that was illustrated by students from Quebec High School. VEQ continues to play an important role in the Quebec City region and we are recognized more and more by local stakeholders as a valuable partner in helping our region grow and retain newcomers and their families.

Community Events and Projects

Every year the VEQ staff is successful in securing funding for events and projects. This year, Fall Fest was a great success bringing together over 50 community groups and over 600 visitors. One of our most successful projects was called "Close-Knit: Seniors Building a Community One Stitch at a Time". 75 knitting workshops were held with an average of 10 participants each session. There was a great mix of experienced knitters sharing their know-how with first-timers. The blankets and scarves were donated to Jeffery Hale Community Services and will be given to people in need. We have an ongoing intergenerational technology workshop project with seniors and Quebec High School students. For the "Connect with your City" project, a guidebook was produced with 153 places proposed by members of the community. VEQ also brings the community together with their well-attended social events. If you haven't been to our annual Holiday 5 à 7

at the Morrin Centre, or our last get-together at 3 Brasseurs at Place Ste-Foy, you are missing some fun evenings and opportunities to see some familiar faces and meet some new members from our community.

To conclude, I have enjoyed my year as president of VEQ. Our community's future is in great hands. The VEQ staff is dedicated, helpful and involved. Our community is supportive of one another and VEQ has become an integral part of the English-speaking community's vitality and the Quebec City region's growth.

Sincerely yours,

Warren Thomson

Executive Director's Report

It has been another very rewarding year at VEQ. I look back on the last year with a lot of pride and am honored to have been part of it all. Extremely satisfied with the successes that were celebrated in the last 12 months, it is with a great deal of enthusiasm that I look ahead to the coming year and its new projects and initiatives.

VEQ's accomplishments in the past year would not have been possible without the hard work and dedication of the extremely competent and dedicated team that I have the pleasure of working with. I am thankful for them and all they do for our community. These very important people are: Ellie Fleming, Operations Manager; Jessica Price, Newcomers Coordinator; Jean Nivischiuk, BAQ Coordinator and Project Coordinators Juanita Craig, Alexandra Hartley, and Dominique Paddack.

Once again, VEQ was responsible for carrying out several projects in the last year. The *Tell Me a Story/Raconte-moi une histoire* project aimed to promote linguistic duality and foster stronger links between both linguistic communities in the Greater Quebec City region. Through a series of workshops and with the support of several language monitors, community members were tasked with writing and translating a series of bilingual stories for children. The final product is a high quality, beautifully illustrated 96-page book that features 13 original stories.

VEQ was also in charge of the *Connect With Your City* project aimed at promoting and preserving the cultural heritage of the English-speaking community of the greater Quebec City region. With this project, we wanted to help people discover, or rediscover our beautiful city by inviting community members to submit places of significance to them. A



Brigitte Wellens, Executive Director

group of students from Quebec High School researched the submissions and provided some historical information. The final result is a 55 page guidebook that highlights a total of 153 places.

Thanks to support from the Community Innovation Fund, VEQ undertook a two-year project aimed at providing on-the-job training opportunities and work plateaus for special needs and at-risk youth, ages 16 to 29. The goal is to provide these youth with an opportunity to acquire transferable job skills, thus improving their day-to-day life and enhancing their employability. In its first year, the *Expanding Horizons* project was successful in having a positive impact in the lives of 5 special needs youth, by establishing 7 separate work plateaus, 2 of which are ongoing. The second year of this project looks very promising with several new opportunities in the making.

Most of what we do depends on strong partnerships. VEQ continued to be particularly involved in developing and strengthening those partnerships with key organizations from both linguistic communities, such as our continued role on the *Table régionale de concertation en immigration*, a networking table composed of organizations that are directly involved in the welcome and integration of newcomers in the

Executive Director's Report

region, and the *Cellule de gestion des défis de main d'oeuvre.*, a committee tasked with finding strategies and solutions to address the challenges related to recruiting and retaining bilingual employees in the CIUSSS-CN. These essential partnerships enable us to maximize our ability to continue to provide quality services to English speakers and increase our capacity to make decision-makers aware of the needs and priorities of our community.

VEQ maintained its strong partnership with the Jeffery Hale Community Partners (JHCP) and Jeffery Hale Community Services (JHCS) and continued to collaborate on valuable programs such as the Volunteer Income Tax program and the Take-a-Break Drop-in program.

In addition, VEQ supported the Central Québec School Board (CQSB) in the organization and production of the 2017 Performing Arts Festival. Students from across the CQSB took part in artist-led workshops and ended the day with a great show.

VEQ continued to be proactive in implementing a variety of useful services for seniors of our community. Thanks to a strong partnership between VEQ, the VEQ Foundation and the financial support of the Jeffery Hale Foundation, *Seniors Out and About* enables English-speaking seniors to keep their independence and reduce social isolation through safe and free transportation to help them in activities that are generally considered fundamental tasks. The project allows them to participate in community activities and outings including shopping trips, visits to museums, and lunches out at restaurants, just to name a few. This year, 332 seniors participated in the outings.

The *Close-Knit* project brought community members together through senior-led knitting

workshops, where people of all ages learned the art of knitting. All the necessary supplies were provided in order for participants to knit squares, which were later assembled into baby blankets and scarves that were donated to those who are less fortunate. The age of community members who took part in this project ranged from 9 to 90! Seniors expressed feeling useful and appreciated, while youth felt more connected to our community and shared that they felt that they were part of something much bigger.

Thanks to funding from the Ministère de la famille's *Québec amis des aînés* program, VEQ carried out the second phase of a 2-year project, which aimed to increase social participation among seniors. The online calendar that was created in 2016-2017 was regularly updated throughout the year and a recorded phone message listing social activities for seniors was updated monthly. These essential tools will continue to be updated for the benefit of this important clientele.

VEQ was pleased to offer another series of technology workshops for seniors. Students from Quebec High School developed workshops and provided one-on-one support after each workshop. The development of quality services and activities for seniors will continue to be a priority for VEQ for years to come.

I am extremely grateful to be part of such a wonderful team and I look forward to all that lies ahead in 2018-2019. **Thank you** to VEQ's Board of Directors for volunteering your time and expertise and **thank you** to our partners, funders and supporters!

Sincerely,

Brigitte Wellens, Executive Director

Community Events



Ellie Fleming
Operations Manager

VEQ has a mandate to organize community events that bring members of the English-speaking community together to network and socialize. Throughout this past year, VEQ once again organized and sponsored a series of great events.

Over 60 people attended Voice of English-speaking Québec's 36th Annual General Meeting held on May 25, 2017 in the Coin Soleil at Jeffery Hale Hospital. Members



Annual General Meeting 2017

had the chance to hear about VEQ's successes in the past year and learn about many exciting new initiatives. VEQ was fortunate to have a number of interested community members wishing to join its board of directors. After short presentations from each candidate, the membership acclaimed 2 new board members and 2 current board members to continue for a second term.



Annual General Meeting 2017

Thanks to partnerships with the Department of Canadian Heritage, Jeffery Hale Community Partners, and the Ville de Québec, over 600 community members joined VEQ at St. Vincent Elementary on September 23, 2017 for the eighth annual Fall Fest.

Activity in the gym was buzzing with over 54 community groups and businesses showing the community who they are and what they do. SNACS catering provided a BBQ that kept the crowd fed while kids enjoyed face painting, and other great family activities. Thanks to our collaboration with Be Active Québec, the crowd was able to try out the smoothie bike. There were performances



Sandokwa—Fall Fest 2017

Community Events



Fall Fest 2017

this year from Pé Na Rua Brazilian Rhythms, Sandokwa Huron-Wendat Dance Troupe, Paul Hinton & Dave Parker Duo, the Ukulélé Club de Québec, and the Vibrant Voices Choir.

VEQ's Holiday Happy Hour was held on December 6, 2017 at the Morrin Centre in Old Québec. Over 150 community members spent the evening socializing with friends old and new while enjoying delicious hors d'oeuvres and refreshments. All proceeds from the evening went to help support the Community Christmas Hamper Campaign. VEQ would like to give a warm thank you to the Morrin Centre for sharing their beautiful space with us and to the local businesses who graciously donated the door prizes. We could not have asked for a better way to ring in the holidays.

VEQ once again offered free transportation to the Shannon Irish Show on March 10, 2018. Over 15 people rode the bus out to Shannon and enjoyed a wonderful show celebrating Irish heritage in Québec.

On March 28, 2018 VEQ hosted a Spring Fest Book Launch to help celebrate the culmination of two great projects— *Connect with your City* and *Tell me a Story/Raconte-moi une histoire*. Over 80 community members joined VEQ at Les 3 Brasseurs to enjoy learning about these projects and take home their own free copies of the books.



Holiday Happy Hour 2017



Spring Fest Book Launch 2018

Community Outreach

CSQB Performing Arts Festival

VEQ collaborated again this year with the Central Québec School Board to help organize and produce the Performing Arts Festival. The Festival took place on Friday April 7, 2017. Hundreds of students from schools across the Central Québec School Board came to Quebec High School to take part in a day of artist led workshops that included breakdancing, hip hop, button making, photography and more. The day concluded with a show at Quebec High School where community members from both linguistic communities were invited to watch the youth perform.

In total 256 volunteers sorted, counted, packed and loaded 533 boxes for delivery to 205 families in need. The organizing committee was happy to announce that they raised over \$28,000 through personal donations (www.qchampers.ca), fundraising events, and the overall generosity of all those involved.



Community Christmas Hamper Campaign



In December 2017, VEQ proudly contributed to the Annual Community Christmas Hamper Campaign in its 22nd year.

VEQ staff sat on the organizing committee, contributed to the printing and distribution of publicity material as well as playing all sorts of roles in the four-day blitz leading up to delivery. VEQ took on the coordination of counting and dispatching again this year.

St. Patrick's Day Parade 2018

Once again this year, VEQ participated in the ninth edition of the Québec St. Patrick's Day Parade. VEQ staff and board members got decked out in green for the occasion and walked the nearly 5 kilometer route while handing out shamrock stickers to children. Thanks to Les Artisans du Paysage for loaning us a pickup truck to help spread the St. Patrick's Day cheer.



St. Patrick's Day Parade 2018

Employment & Entrepreneur Services

VEQ maintains a well-consulted online Job Bank. All employment positions posted require English language skills or bilingualism.

A total of 113 positions were posted on the site during the year. Examples of positions include:

- Provincial Projects Coordinator
- Marketing Writer
- Language Instructor
- Events Coordinator
- Documentation Technician
- Attendant for Handicapped Students
- Tour Guide

VEQ has continued the partnership with Youth Employment Services (YES) Montreal, which focuses on one-on-one business coaching in Quebec City as well as online. These monthly sessions help English-speaking entrepreneurs develop and expand their own businesses.

Over the past fiscal year, YES has provided 104 one-on-one business coaching sessions to a total of 41 individuals in the Quebec City region.

This year VEQ also hosted YES Montreal for a Business Networking Event and two workshops, one on Social Media and Your Business and one on the ABC's of Business. All events were very well received and we look forward to offering more events in the future.

Thanks to a strong partnership with the FORT Program, VEQ continues to refer many clients to their program which



Youth Employment Services (YES) Montreal

offers employment counseling services to English-speaking residents.

This year VEQ was pleased to host *The Job Market in Québec* employment workshop with the team from the FORT program at the Valcartier Family Centre. We had an overwhelmingly positive response from participants, and we plan to partner with FORT on more workshops in the future.

On November 27, 2017 VEQ hosted an information session on applying for employment with the Federal Public Service. This session, with almost 20 people attending, was an excellent opportunity to learn about the application process for the Federal Public Service. Some topics covered were: bilingual positions, the online application process, CV format and any other specific questions that the audience had.

In addition, VEQ once again held a leadership role in the Multilingual Zone during the 2018 Quebec City *Foire de l'Emploi*. VEQ helped coordinate this valuable initiative.

Newcomer Services



Jessica Price
Newcomers
Coordinator

The members of the 2017-2018 Newcomers Committee included Board members: Jeanne Grégoire, Philip Almaguer, Marie White, community members: Stephen Marchesault and Terisa Phillips, and VEQ staff member Jessica Price.

The committee's mandate involves:

- Assisting English-speaking newcomers in establishing and integrating themselves and their families into a predominately French-speaking region.
- Assisting newcomers in locating and accessing services in English and helping them to connect with the local English-speaking community
- Accelerating the integration process of new families and individuals in the region.
- Developing a more vital and dynamic English-speaking community over time.

Thanks to the financial support of Canadian Heritage, the Citadel Foundation and the Ville de Québec, VEQ helped successfully integrate a large number of English-speaking newcomers, who are vital for the growth of the community. Every five years, 20-25% of

our region's population is renewed through newcomers.

This year VEQ provided a range of services to 527 newcomers in the Quebec City region coming from 66 different countries. We served 463 of these newcomers in their first year of arrival. A total of 1532 services were provided to newcomers, which ranged from in-office visitations, information sessions and numerous phone and email inquiries.

VEQ distributed more than 230 newcomer's packages with the help of supportive community partners such as Jeffery Hale Community Services, Valcartier Family Centre, and the various schools and places of worship in our community.

VEQ once again presented the popular Finding Your Niche for Newcomers (FYNN) series of events. FYNN consists of social networking and information sessions free-of-charge or at minimal cost. The sessions are designed to assist and support English-speaking newcomers as they adjust to life in the capital region.

VEQ organized nine FYNN sessions with over 150 participants:

- **Newcomers Walking Tour of Old Québec (June 3 & 17, 2017):** This year, due to popular demand, we offered two Newcomers' Walking Tours of Old Québec. Thank you to our partners at Be Active Québec and our charismatic tour guide for making these both wonderful outings. This was the first

Newcomer Services

year that we offered a ferry ride as part of the tour and it was a well appreciated addition. This was a great way to finish the day and to get a fantastic view of the city at the same time.



Newcomers Walking Tour

- **Newcomers Meet & Greet, Taste of Québec (September 14, 2017):** We had a great turnout and a lot of fun at this year's Taste of Québec event. It was a good night to meet some new people, learn a little about Québec and try some traditional foods. Thanks to all the participants that attended, Jeffery Hale Hospital for providing the space and all the volunteers that helped to make the event a success.



Newcomers Meet and Greet: Taste of Québec



Language Exchange Café

- **Language Exchange Café (October 25, 2017):** This was the second year that we offered this event and it was just as well received. What a fun night of games and conversation in English and French! This activity took place during the *Semaine Québécoise des rencontres interculturelles* (SQRI) with the intention being to bring newcomers together to practice French and/or English. Thanks to all the participants, our wonderful volunteer language monitors and our partner Centre R.I.R.E. 2000.
- **Winds of Change Workshop (November 23, 2017):** This event was

Newcomer Services

held in partnership with Jeffery Hale Community Services to provide newcomers with information and tools on how to adapt to life in Québec. It was a great event to meet other newcomers and to learn a little about how change impacts our lives and what methods can be used to overcome the hurdles and challenges of living in a new environment. Thank you to all the participants, our guest speaker and to Jeffery Hale Community Services.



Winds of Change Workshop

- **Holiday Happy Hour (December 6, 2017):** The annual holiday event and fundraiser for the Community Christmas Hamper Campaign drew a large crowd of near 150 people, with about 30 of those being newcomers. Thank you to all the attendees, volunteers and to our hosts, the Morrin Centre.
- **Newcomers Creative Corner (Fall 2017 & Winter 2018 sessions)** was once again offered this year in partnership with Jeffery Hale Community Partners. This was a bi-weekly activity for newcomers to get together in a relaxing setting to meet and mingle

with other newcomers while painting. We had a lovely group of participants and overall it was a great success.



Newcomers Creative Corner

- **Newcomers Snowshoe Excursion (February 17, 2018):** We try to include a winter excursion in our annual Newcomers' activities to get people outside and to help them embrace the winter season while trying one of Québec's popular winter activities. Once again, this event was a success and a ton of fun. This year we tried a new location, Domaine de Maizerets which was beautiful and very accessible. Thank you to all the participants, to our partner Be Active Québec and to Quebec High School for lending us the snowshoes for the day!



Newcomers Snowshoe Excursion

Newcomer Services

Newcomers Information sessions—local organizations and employers

VEQ offers newcomer information sessions free of charge to local organizations and businesses and their clientele or employees that are new to the Quebec City region. During these sessions we share information regarding the different services & resources available, as well as different activities and ways to get involved and connect with the English-speaking community. We also provide these newcomers with a welcome kit, including VEQ's community directory and Health Passport among many other useful resources. This year we provided information sessions to newcomers at the following locations: Ubisoft, Université Laval MBA students and international students, and were present at the Salon Carrière Formation.

Welcome event with the Ville de Québec - Journée d'accueil des nouveaux arrivants (April 1, 2017)

The Welcome event at the Videotron Centre was a great success for the city as well as for VEQ with well over 100 newcomers visiting the VEQ booth and learning about the different services we provide.

Partnerships

This year the newcomers program worked on building upon existing partnerships as well as creating new ones with other community organizations that provide services for and/or work directly with newcomers to the Quebec City

region. We continue to sit at the *Table de familles* for Sainte-Foy and the *Table régionale de concertation en immigration*. Just a few of the organizations that we have worked with this year are: Jeffery Hale Community Services, Jeffery Hale Community Partners, Centre R.I.R.E. 2000, Université Laval, Cégep Ste-Foy Formation Continue, Central Québec School Board, Institute for Canadian Citizenship (ICC), CBC Radio, Valcartier Family Centre, Banque d'interprètes de la Capitale-Nationale (BICN), Be Active Québec (BAQ), YES Montreal, La Ville de Québec, the Federal Public Service, and many more!

50+ activities



Alexandra Hartley
Project Coordinator

Seniors Out and About

This project provides English-speaking seniors with free transportation to community activities and outings. The goal of this program is to reduce seniors' isolation while helping them to continue living autonomously. We take a small bus to their home, greet them with a smile at their door, and accompany them to the bus. It is heartwarming to see the amount of conversation and connection rise as each new participant joins us. This year there were 34 outings, and we brought together over 330 English-speaking seniors to do fun activities such as shopping trips to the mall, blueberry picking, visiting the île d'Orléans, and seeing The Philanthropist play.



**Seniors Out and About Concert at
St. Brigid's Home**



Seniors Out & About Bus

Technology Workshops

VEQ partnered with Quebec High School's leadership class in order to provide basic computer, cell phone, and social media workshops to seniors in our community. This gave students the opportunity to learn how to teach, and for seniors to learn how to make sense of their constantly changing technology from the experts! Some workshops included a short presentation about specific topics such as Skype, Photos, Email, Google, Facebook, and iPad, followed by a hands-on training session. Others were open-forum sessions where seniors would bring their troublesome devices, technical issues, or basic questions and students would work with them to find solutions. A total of 10 workshops took place with 46 senior participants and over 50 student participants. Seniors and students alike look forward to continuing this project in the future.

50+ activities

Québec ami des Aînés (QADA)

Thanks to funding from the Ministère de la Famille through the Québec amis des aînés program, VEQ undertook a two year project to promote social participation among English-speaking seniors in the Quebec City region.

In order to achieve this, VEQ formed a steering committee comprised of seniors actively involved in the community and community partners who work with seniors. This committee helped oversee the project, evaluated the overall effectiveness of our activities and provided feedback to better meet the diverse needs of our community's seniors.

Throughout the year, a total of six committee meetings were held to discuss and evaluate various activities within the community, including VEQ's Seniors Out and About activities, and brainstorm possible changes or additions to activities to increase social participation among seniors.

The online calendar and phone line created last year continue to be updated to advertise the majority of social activities (50+) for English-speaking seniors in the greater Quebec City region.



LIFELONG LEARNING QUEBEC

VEQ is proud to partner with the Quebec City Reading Council and the Lifelong Learning Steering Committee on this crucial initiative for seniors in our community. Lifelong Learning provides opportunities for growth and intellectual development for mature learners, predominantly seniors, placing an emphasis on discourse, peer learning, and inclusive participation. There are many different topics from knitting to calligraphy and even learning to play symphonic music on an iPad!

Close-Knit: Seniors Building a Community One Stitch at a Time

VEQ's goal for this project was to bring the English-speaking community, young and less young, together while learning a new skill in order to create a stronger sense of community and connection and mitigating the effects of senior isolation.

Seniors hosted knitting workshops where they would teach other members of the community how to knit 4 inch by 4 inch squares which were to be assembled into baby blankets and scarves for families in need. These squares were later assembled by members of Mom's Nite Out, Valcartier Knitting Group, Chit Chat Club and students from Quebec High School!

Students in particular reported feeling more connected to their community because they were contributing to something that was larger than themselves. This is an excellent result on its own, but the real victory of this project was the change in the seniors' sense of connection to their community, as well as their role within it. Prior to our Close-Knit project, only 60% of senior participants felt included in the community, 70% felt they were not an important part of their community, and over 80% felt they weren't contributing to their community. After our project, 80% of participants felt more included in their community, 80% felt that they were an important part of their community, and 85% felt that they contributed to their community. Senior involvement in this community project has greatly improved their self-esteem and social participation, and brought

together an entire community of diverse English speakers across the city of Québec.

Over 735 people participated in this project, and over three-quarters of them plan to continue getting together and knitting for charity.



Close-Knit Workshop



CLOSE-KNIT: SENIORS BUILDING A COMMUNITY ONE STITCH AT A TIME

Are you a knitter? VEQ is currently seeking senior volunteers to lead knitting workshops!

- You're the expert! Teach members of the community to do something new!
- Meet new people while doing an activity you love!
- Give back to the community! Finished products will be donated to families in need.
- For more information, or to volunteer, please contact Alexandra Hartley at 418.683.2366 ext. 224 or alexandra.hartley@veq.ca

 This project is funded in part by the Government of Canada under the New Horizons for Seniors

 Voice of English-speaking Québec

Be Active Québec

Be Active Québec (BAQ) works in collaboration with the many partner organizations of the English-speaking community. These include the Jeffery Hale Community Services, Jeffery Hale Community Partners, Valcartier Family Center, Central Québec School Board, Mom's Night Out, Eastern Québec Learning Center, Quebec City Reading Council and the Voice of English-speaking Québec. Our goal is to promote better lifestyle choices by encouraging healthy eating habits and physical activity, and is exemplified through one of our most popular activities: the smoothie bike demo. We attended numerous community events with the smoothie bike, including the CQSB Track and Field meet, the Flag Football Tournament, CEGEP St-Lawrence's Mental Health Week, Holland Elementary School's Nutrition Month, and Fall Fest to name a few, in order to demonstrate that healthy eating and exercise can be a lot of fun! Nearly 1000 smoothies were served to members of the community!



Game Night Gala 2017

BAQ actively participated in many community programs such as Travellin' Toddler Time (TTT) and Take-a-Break Time (TAB) by promoting the activities, coordinating volunteers, and offering support. We were even able to bring in an elf from the North Pole, Fiddlesticks, in order to help with the TTT Christmas Party! BAQ also hosted a variety of events for March Break: A Move-a-Thon Competition, a Fun with Food activity where kids and their parents played games to learn about living a balanced lifestyle, and Super YOU, a workshop on developing self-esteem. Approximately 40 children and their families attended these events, many of which are already looking forward to next year's activities.

Be Active Québec would like to thank all its partners for their tremendous support of BAQ's events and activities throughout the year. With their help, we were able to contribute to fun, engaging activities that promoted healthy lifestyle choices in the English-speaking community for young and less young alike. We look forward to continuing our partnerships and offering support to our community in the new year.



Game Night Gala 2017

Connect with your City: Your Guide to community history, discovery and exploration



Juanita Craig
Project Coordinator

Thanks to funding from the Department of Canadian Heritage, this project had the objective of creating a guidebook that would help to preserve and promote the cultural heritage and local history of the English-speaking community of the greater Quebec City region.

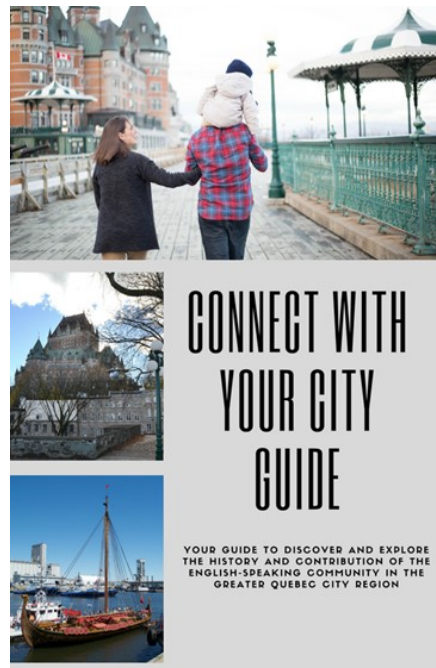
By increasing community members' knowledge of our beautiful city and proposing significant and interesting places to explore and discover, we allow them to connect or reconnect with our city and strengthen their sense of belonging to it. This is vital to ensure the long-term vitality and longevity of our community.

Community members were invited to share a place of significance to them in the greater Quebec City region. Once a cohesive list of places was created, it was then sent to Quebec High School, where research on some of the listed places took place. The teachers involved in the project were Laura Peterson and Greg Domonkos. Free links to articles on the online version of the Québec Chronicle-Telegraph were added to several of the places. This was made possible thanks to Raymond and Stacie Stanton of the Québec Chronicle-Telegraph.

In total, 153 significant places are listed, 14 professional photos were taken, and 38 students researched information on the significant places. 3,000 copies were printed and two copies were sent to Library and Archives Canada.

Behind the scenes, dedicated Steering Committee members Lorie Pierce, Pooja Saxena, Brian Treggett and Gale West oversaw the project and its activities and provided valuable input and support throughout the year.

The community was invited to a special book launch on Wednesday, March 28, where they were given a copy of the 55 page guidebook. Thanks to assistance from Ed Sweeney, a flip-book version of the guide is also available on the VEQ homepage. If you do not have your very own copy of the guidebook yet, it is available for free at the VEQ office.



Tell me a Story/Raconte-moi une histoire: A series of bilingual stories for children

Thanks to funding from Canadian Heritage, this project was aimed at promoting the importance of linguistic duality within the English and French-speaking communities in the Greater Quebec City region.

This was achieved through language exchange workshops that brought English and French speakers together, with the task of creating a series of bilingual stories for children. The workshops were held bi-monthly from June to November 2017, and were carried out with the indispensable support of language monitors: George Kotiuga, Ide Pelletier, Geneviève Fily-Paré and Alexandra Hartley, and facilitated by VEQ.

The community members who wrote the stories represented five continents and many countries around the world.

Many of the participants were already multilingual with professional backgrounds and one of the direct results of the workshops is that several participants have become volunteers and employees in the community, others have found employment in their area of expertise, while others are improving their French at second-language institutions. This is proof that their confidence and capacity to live and work in both languages in Quebec City has improved as a result of participating in the workshops.

Thirteen stories were illustrated by students at Quebec High School, under the leadership of Melinda Clifford,



Rebecca Palmer and Ed Sweeney. The last proof-reading of each story was done by Marie White.

The Steering Committee members: Bill Cox, Michelle Osbourne, Geneviève Fily-Paré, Maximilienne Machungwa and Richard Quansah Amissah provided input and support throughout the year.

2,000 copies of the book were printed. Distribution to schools in both linguistic communities, and many of the city's libraries has already taken place and will continue throughout the new fiscal year.

The Book Launch on March 28, 2018 brought over 80 community members together, where they were given a copy of the 96 page bilingual storybook. A flip-book version of the storybook is also available on the VEQ homepage. If you do not have your very own copy of this beautiful storybook yet, it is available for free at the VEQ office.

Expanding Horizons Project



Dominique Paddack
Project Coordinator

The Expanding Horizons project is a two-year VEQ initiative that stems from a need in the community with regards to special needs and at-risk youth.

VEQ's Expanding Horizons project (EHP) is funded by the Government of Canada (via the Community Innovation Fund) and was one of 10 projects chosen, throughout the Province of Québec, to provide direct support to English-speaking Quebecers to address the needs and priorities of vulnerable English-speaking youth, seniors and newcomers.

EHP's objectives are to create work-plateau and employment opportunities for the English-speaking special needs and at-risk youth (16-29 years old) of the Greater Quebec City region.

The first year of the EHP came to a close at the end of March 2018 and this important community project can look back on year one and its successes to continue building upon its foundation with optimism and anticipation.

EHP has created 7 on-the-job training opportunities for 5 youths from our community. Many of these employment opportunities have come from community organizations. Two of these

work-plateaus continue being success stories of EHP, with one potentially developing into a full-time employment opportunity in the near future.

This is also one of the objectives of *Expanding Horizons*: to develop community, private and public partnerships to create these opportunities and win-win situations. On the one hand, youth gain valuable work experience, improve employability skills, increase their confidence level and acquire some socioeconomic security. On the other hand, employers benefit from new employees while making a meaningful social gesture.

The EHP is looking forward to the upcoming year, and to continue developing employment opportunities for our community's youth. It is also looking forward to engaging and creating new partnerships whether it be in the private, public or community realm.



Ariel Blouin, EHP beneficiary, with VEQ Project Coordinator Dominique Paddack, works as a research consultant with the Société historique de Sillery

Website and Social Media

Key features from the website continue to be updated regularly such as:

- The **Job Bank**, which is one of the most frequently viewed parts of the website
- The online version of the **Community Connection Directory** with options to download the entire directory or view the listings directly online
- The **Newcomers Information** section, providing useful tips about such topics as Activities, Health Care, Immigration, Services, Utilities, etc.
- The **Upcoming Events** page, listing interesting activities happening in the English-speaking community
- **NEW Information Request box!** This year, VEQ added a page allowing community members to fill out a box requesting information about specific services. The request is then sent automatically to the info@veq.ca email which is monitored daily in order to provide a quick reply.
- The **Community Bulletin Board** section where members can post information on the website for free
- There is also a direct link to VEQ's **Facebook** page, a growing resource for connecting with our community—now with over 2,000 followers—an increase of over 15% from the previous year!

VEQ continues to use web-based database system **Mailchimp** for membership emails. This program allows VEQ to more easily track its membership and create mobile-friendly emails with more interesting design options.

Our newsletter is sent out three times per year, both electronically and to over 300 members by mail.

Are you looking for a specific service in English? Want to know more about what VEQ can offer? Drop us a line!

Your Name (required)	Your Message
<input type="text"/>	<input type="text"/>
Your Email (required)	
<input type="text"/>	
Subject	
<input type="text"/>	
<input type="submit" value="SEND"/>	

Partnership with Jeffery Hale Community Partners

VEQ has always had a strong partnership with the Jeffery Hale Community Partners (JHCP) and during the past year both organizations have worked together to coordinate valuable programs for the English-speaking community.

Take-a-Break Drop In Program

VEQ worked with Jeffery Hale Community Partners on their Take-a-Break Drop in Program. This activity allows parents to drop off their preschool children with caring volunteers and take a break while their children play. It occurs twice a month on Friday mornings from 9:30 A.M. until 11:30 A.M during the school year. Volunteers entertain children 2 to 5 years old, while babies are welcome to stay with the parents. This year 10 sessions were held with approximately 90 children attending, and we are so proud of the 30 volunteers for their dedication and patience throughout the duration of the program.



Take-A-Break Drop In Program

Volunteer Income Tax program for Low Income Individuals and Families

VEQ coordinated the volunteer Income Tax program for low-income English-speaking individuals and families. Volunteers who enjoy working with numbers and taxes received training and access to tax software free of charge and then worked hard to complete tax files for the 2017 tax year. The coordinator worked with the client and social worker, ensuring that the volunteers had all the appropriate information and the clients received the government benefits to which they were entitled. This year 38 tax files were completed. Volunteers gave approximately 45 hours of their time to complete the files.

Newcomers Creative Corner

Thanks to a partnership with Jeffery Hale Community Partners, newcomers come together every other week with art instructor Elsa Moreau to paint in a relaxing setting and mingle with other newcomers.

Summer Student and Interns

Summer Student

VEQ received funding through the Young Canada Works program to hire a summer student to work with the staff on projects and activities throughout the summer. The Young Canada Works program funds organisations to hire students from the linguistic minority. VEQ was fortunate to have Emma Ahern join the team for the second summer in a row. Emma's main task was working with seniors participating in the Seniors Out and About Program. She planned a number of activities for the participants, created a calendar of activities, and accompanied the seniors on the outings. Emma also provided support on several other projects and community initiatives throughout the summer.



Emma Ahern

Interns

For several years now, VEQ has been extremely fortunate to have Geraldine Poulin as an intern each week during the school year.

Geraldine is a student at Quebec High School who spends Thursdays and Fridays with the staff at VEQ and Jeffery Hale Community Partners to assist with administrative tasks. She also helps to plan the themes and crafts for the Take-A-Break program and actively participates in both the Chit Chat Club and Take-A-Break.

She is an important member of our team who is always smiling and there to help whenever we need her.



Geraldine Poulin

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

To the administrators of
VOICE OF ENGLISH-SPEAKING QUÉBEC (V.E.Q.)

The accompanying summary financial statements, which comprise the summary balance sheet as at March 31, 2018 and the summary income statement and changes in net assets for the year then ended, and unaudited schedule of revenues and expenses, are derived from the audited financial statements of VOICE OF ENGLISH-SPEAKING QUÉBEC (V.E.Q.) for the year ended March 31, 2018. We expressed an unmodified audit opinion on those financial statements in our report dated May 31, 2018. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for non-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of VOICE OF ENGLISH-SPEAKING QUÉBEC (V.E.Q.).

Management's Responsibility for the Summary Financial Statement

Management is responsible for the preparation of a summary of the audited financial statement.

Auditor's Responsibility

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

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of VOICE OF ENGLISH-SPEAKING QUÉBEC (V.E.Q.) for the year ended March 31, 2018 are a fair summary of those financial statements.



Groupe RDL Québec Inc.¹
Chartered Professional Accountants Corporation

Québec,
May 31, 2018

¹ Julie Bilodeau, CPA auditrice, CA

Treasurer



Revenues and Expenses For the Year Ended March 31, 2018

	<u>2018</u>	<u>2017</u>
REVENUES		
Grants and Contribution Agreements		
Operating Government Grant	149 571	152 000
Other grants and contributions	212 036	239 223
Charitable Sector	31 656	12 709
Other restricted income	1 500	6 000
Unrestricted Income		
Summer camp	-	45 145
Other Revenues	6 866	5 085
	<u>401 629</u>	<u>460 162</u>
EXPENSES		
Salaries and benefits	279 595	283 055
Honorarium	23 074	24 702
Travel	17 757	24 828
Publicity	15 712	21 967
Operating costs	59 919	80 788
	<u>396 057</u>	<u>435 340</u>
SURPLUS OF REVENUES OVER EXPENSES FOR YEAR	<u>5 572</u>	<u>24 822</u>

Prepared by Groupe RDL Québec inc.

Treasurer



**Balance Sheet
As of March 31, 2018**

	<u>2018</u>	<u>2017</u>
ASSETS		
CURRENT ASSETS		
Cash	72 681	121 012
Accounts receivable	89 248	57 940
	<u>161 929</u>	<u>178 952</u>
 CAPITAL ASSETS	 3 093	 904
	<u>165 022</u>	<u>179 856</u>
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable	15 379	23 312
Deferred revenue	22 602	37 504
	<u>37 981</u>	<u>60 816</u>
 DEFERRED FINANCIAL SUPPORT RELATING TO CAPITAL ASSETS	 2 429	 -
	<u>40 410</u>	<u>60 816</u>
NET ASSETS		
NET ASSETS INVESTED IN CAPITAL ASSETS	664	904
NET ASSETS NOT ASSIGNED	123 948	118 136
	<u>124 612</u>	<u>119 040</u>
	<u>165 022</u>	<u>179 856</u>

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**Changes in Net Assets
For the Year Ended March 31, 2018**

	<u>2018</u>	<u>2017</u>
Invested in Capital Assets		
Balance - beginning of year	904	1 240
Surplus of revenues over expenses	(240)	(336)
Balance - end of year	664	904
Not Assigned		
Balance - beginning of year	118 136	92 978
Surplus of revenues over expenses	5 812	25 158
Balance - end of year	123 948	118 136
Total		
Balance - beginning of year	119 040	94 218
Surplus of revenues over expenses	5 572	24 822
Balance - end of year	124 612	119 040

Prepared by Groupe RDL Québec inc.

Treasurer



Unaudited Schedule of Revenues and Expenses For the Year Ended March 31, 2018

	V.E.Q.		Job bank / Others		Young Canada Works		Fall Fest	
	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
	\$	\$	\$	\$	\$	\$	\$	\$
REVENUES	155,729	154,627	2,708	2,370	3,912	4,395	11,100	12,725
DEFERRED REVENUES RELATING TO CAPITAL ASSETS	(2,429)	-	-	-	-	-	-	-
	153,300	154,627	2,708	2,370	3,912	4,395	11,100	12,725
EXPENSES								
Salaries and benefits	108,515	105,695	-	-	3,912	-	-	-
Salaries / Activities	-	-	-	-	-	4,395	2,662	2,350
Honorarium	5,170	6,369	-	-	-	-	3,231	4,929
Travel / Mileage	614	1,000	-	-	-	-	-	-
Travel / Activity	1,200	1,612	-	-	-	-	827	742
Travel / Meetings expenses	4,503	3,438	-	-	-	-	-	-
Publicity	4,353	4,600	-	-	-	-	1,295	1,495
Operating costs	28,250	28,950	16	19	-	-	1,114	1,233
Other	-	989	-	-	-	-	1,971	1,999
	152,603	152,653	16	19	3,912	4,395	11,100	12,748
Acquisition of capital assets	(2,429)	-	-	-	-	-	-	-
	150,174	152,653	16	19	3,912	4,395	11,100	12,748
SURPLUS OF REVENUES OVER EXPENSES (EXPENSES OVER REVENUES)	3,126	1,974	2,692	2,351	-	-	-	(23)

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Treasurer



Unaudited Schedule of Revenues and Expenses For the Year Ended March 31, 2018

Seniors Out and About		Partners	Quebec en forme 2017	Quebec en forme 2018	Quebec en forme 2017	Quebec en forme 2016	Summer Day Camp 2016	City Project	
<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2018</u>	<u>2018</u>	<u>2017</u>	<u>2017</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
29,450	14,214	4,526	12,274	3,929	36,313	13,863	66,370	25,154	25,000
-	-	-	-	-	-	-	-	-	-
29,450	14,214	4,526	12,274	3,929	36,313	13,863	66,370	25,154	25,000
17,752	1,776	4,526	9,657	1,655	27,822	10,703	-	19,000	18,700
-	-	-	-	-	-	-	32,577	-	-
700	1,000	-	-	-	1,000	-	525	600	550
-	-	-	292	51	400	766	-	516	420
7,498	7,938	-	-	-	482	-	4,300	131	-
-	-	-	-	-	-	-	-	656	740
-	-	-	44	-	-	-	-	1,699	2,028
3,500	3,500	-	-	-	2,000	25	4,076	2,553	2,570
-	-	-	2,281	2,224	4,609	2,369	4,999	-	-
29,450	14,214	4,526	12,274	3,929	36,313	13,863	46,477	25,154	25,008
-	-	-	-	-	-	-	-	-	-
29,450	14,214	4,526	12,274	3,929	36,313	13,863	46,477	25,154	25,008
-	-	-	-	-	-	-	19,893	-	(8)

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Treasurer



Unaudited Schedule of Revenues and Expenses For the Year Ended March 31, 2018

	Citadel Newcomers		QADA Seniors		Tell me a Story/ Raconte-moi une histoire	Connect with your City	Close-Knit
	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2018</u>	<u>2018</u>
	\$	\$	\$	\$	\$	\$	\$
REVENUES	2,206	1,995	22,067	28,085	40,000	34,265	11,067
DEFERRED REVENUES RELATING TO CAPITAL ASSETS	-	-	-	-	-	-	-
	2,206	1,995	22,067	28,085	40,000	34,265	11,067
EXPENSES							
Salaries and benefits	2,206	1,995	14,793	19,857	26,850	23,531	2,767
Salaries / Activities	-	-	-	-	-	-	-
Honorarium	-	-	1,000	1,489	8,329	3,011	532
Travel / Mileage	-	-	-	-	-	-	-
Travel / Activity	-	-	-	-	300	100	-
Travel / Meetings expenses	-	-	266	1,400	200	204	-
Publicity	-	-	2,726	2,839	1,839	2,311	1,444
Operating costs	-	-	3,501	2,500	2,501	2,514	-
Other	-	-	-	-	-	2,601	6,324
	2,206	1,995	22,285	28,085	40,020	34,273	11,067
Acquisition of capital assets	-	-	-	-	-	-	-
	2,206	1,995	22,285	28,085	40,020	34,273	11,067
SURPLUS OF REVENUES OVER EXPENSES (EXPENSES OVER REVENUES)	-	-	(218)	-	(20)	(8)	-

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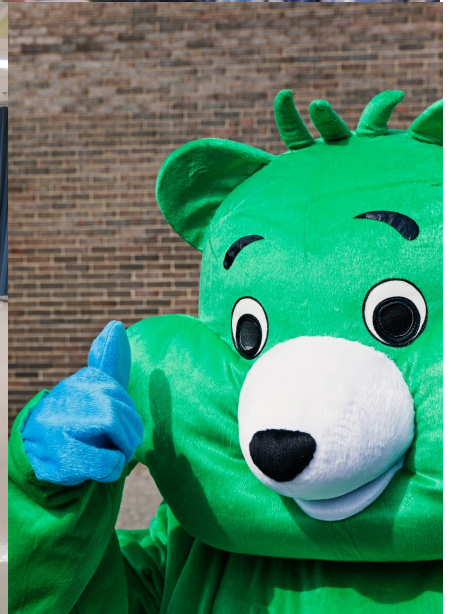


**Unaudited Schedule of Revenues and Expenses
For the Year Ended March 31, 2018**

CIF	I Volunteer Je M'implique	Digital Memories	Collaborative Community Mural	Table de concertation en immigration	Total	
<u>2018</u>	<u>2017</u>	<u>2017</u>	<u>2017</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
\$	\$	\$	\$	\$	\$	\$
45,670	35,750	38,220	25,050	1,185	404,058	460,162
-	-	-	-	-	(2,429)	-
45,670	35,750	38,220	25,050	1,185	401,629	460,162
-	-	-	-	-	-	-
39,031	21,000	22,250	13,935	-	274,194	243,733
2,739	-	-	-	-	5,401	39,322
500	2,949	3,482	2,409	-	23,074	24,702
402	-	175	-	-	1,874	2,761
-	200	345	228	-	10,055	15,847
-	378	-	-	264	5,828	6,220
-	5,674	2,698	2,633	-	15,712	21,967
2,999	2,500	2,500	2,500	-	46,948	52,373
-	3,150	6,955	3,345	-	15,400	28,415
45,670	35,851	38,405	25,050	264	398,486	435,340
-	-	-	-	-	(2,429)	-
45,670	35,851	38,405	25,050	264	396,057	435,340
-	(101)	(185)	-	921	5,572	24,822

Prepared by Groupe RDL Québec inc.







Voice of English-speaking Québec

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