

ANNUAL REPORT
2008 - 2009

Table of Contents

Part I – CCS Structure

Preamble	2
Mission Statement & Values	3
President’s Message	4
Managing Director’s Message	5 – 6
CCS Board of Directors / CCS Committees	7
CCS Senior Leadership Team and CCS Staff	7 – 8
Thank you Supporters and Benefactors	9 – 10
Partners	11 – 12
Networking	13

Part II – CCS Services

Administrative Services	14
Community Resources Department	
Volunteer Services	15 – 16
Empowering Parents	16 – 17
Linking Neighbours: Drawing the Community Together	18
Linking Neighbours: Drawing our Community Together	
Airlie: un Milieu de vie	19
Peace: Anti-Bullying Program	19 – 20
Get Connected	20 – 21
Camping Services	22
Almage Senior Community Centre	23 – 26
New Horizon’s Satellite Project	27 – 28
Saint-Antoine 50+ Community Centre	29 – 31
Lachine Senior Citizens Resources (The Teapot)	32 – 35

Part III – Statistics & Financial Reports

Statistics	36 – 40
CCS Audited Financial Statements	



Part I – CCS Structure

Preamble

CCS Then and Now

The Origins

The Federation of Catholic Community Services was established in 1932 to co-ordinate the many English Catholic service agencies that existed in Montreal at the time. The Catholic Welfare Bureau, a predecessor of CCS, was one of the agencies subsidised by the Federation. Further re-structuring ensued in 1966, when the Federation Appeal of Greater Montreal was formed from the union of five federations: *The Federation of Catholic Community Services, La fédération des oeuvres de charité canadiennes françaises, The United Red Feather, l'Association des oeuvres de santé and La Fédération et Conseil de bien-être de la Rive-Sud*. The Federation Appeal consolidated the funding activities of these previously independent agencies. The donations that were collected were then distributed according to the original assets of each federation.

In 1969, The Catholic Welfare Bureau, following a change of mandate, became The Catholic Family and Child Services and in 1974, changed again to become The Catholic Community Services. At the same time, the five partners of the Federation of Appeal became founding members of the newly created Centraide of Greater Montreal. The major reasons for creating Centraide were to hold a single annual fundraising campaign in order to canvass donors only once a year, reduce administrative costs and raise more money to be distributed according to the needs of Montrealers. In 2001, The Catholic Community Services, whose mandate was to service primarily English Catholics in need, became known as CCS- Catholic Community Services serving primarily English-speaking individuals, families and communities regardless of their religion.

CCS Today

Over the years, our mandate has changed and some services have been assumed by government or other agencies. The remaining services have been adapted and new services have been developed to meet changing needs and to serve an evolving community. However, we are very proud of our strong historical ties to the Irish-Catholic and English-speaking community of Montreal. During the past few years, we have updated our mission statement and our image to reflect the fact that we are serving a much broader community than our historical roots suggest. Today, it is this broader community that we depend upon for our funding, for our volunteers and for our clients.

The origins and tradition of CCS shape the manner in which we understand social services and continue to give primacy to the dignity of each human being who requires our services.



Mission Statement and Values

Our Mission

CCS is a not-for-profit community organization, which develops and provides a continuum of support services, primarily in English, for families and individuals of diverse ages, cultures and religions in the Greater Montreal area. We work in collaboration with our clients, volunteers and staff, offering innovative programs which foster self-reliance through empowerment.

Our Values

We are committed to:

- Building networks of support and mutual aid to empower individuals, recognizing the rights and needs of each, regardless of race, age, gender, disability, sexual orientation, religion or language.
- Striving to deliver innovative and responsive services and programs, guided by the evolving concerns of our community.
- Working in partnership with the community at large, other community organizations and our funding partners. Our partners are kept fully informed of our goals and priorities; they are an integral part of our planning process.
- Fostering a work environment of continuous improvement and creative thinking for all our staff and volunteers in which:
 - ❖ They are encouraged to develop their full potential.
 - ❖ They are able to openly discuss and resolve issues.
 - ❖ They are empowered, informed and supported in communicating their ideas directly, regardless of their position in the organization.
 - ❖ They share across work groups and functions and learn from one another in order to achieve their objectives.
 - ❖ They are confident that their work is respected, appreciated and recognized by CCS.





President's Message

In last year's message, I had the pleasure of telling you about a number of projects and new initiatives that had been undertaken and successfully accomplished by the wonderful team at CCS. I could probably do the very same thing again this year because, as you well know, the proverbial "To Do" list was every bit as large as the year before. So, for the purpose of brevity, let me just say that the incredible group of professionals and volunteers that are CCS were every bit as successful this year as the year before. I wish to express my gratitude for their continued excellence.

If there is one word that best describes this past year, that word would have to be "change". Indeed, 2008-2009 has been a year of significant change at CCS.

Early in the New Year, the Board of Directors determined that in order to implement our new Strategic Plan, there would have to be a re-evaluation of the entire operation. This was not a task that was undertaken lightly. However, the Board met the challenge head-on and by the fall of the year we were well on our way to a new era at CCS. In September, we said good-bye to our long-standing Executive Director, Zenny Bryniawsky. Zenny served CCS with great dignity for over 21 years. On behalf of the Board of Directors of CCS, I wish to thank Zenny for his dedication and commitment to our mission. I would also like to thank one of the true pillars of CCS, Francis D'Souza. To no one's surprise, Francis stepped effortlessly into the leadership void as our Interim Executive Director during this transitional period. His sound, sure guidance allowed us to concentrate on the task of finding a new Managing Director.

In early February, we found the individual for whom we were looking. The Board of Directors unanimously selected Bruno Mital as the Managing Director of CCS. There are great hopes and expectations tied to his appointment. I know Bruno is aware of this. I have no doubt that he will meet the challenge.

The year ahead promises even more changes at CCS. As Jack Welch has said, "Don't manage – lead change before you have to." With this in mind, we at CCS must evaluate how we are funded. To be sure, we are grateful for the support of Centraide and others, but we cannot afford to rely solely on donations for our revenues. We have to figure out a way (perhaps several ways) to become increasingly self-financing. The successful not-for-profit organizations in North America are those that have discovered an entrepreneurial orientation. The monies generated from their entrepreneurial initiatives are poured back into their organizations and programs. This allows organizations to grow and, in turn, to have a greater impact on the community they serve. This is the direction we must take. It will be a huge challenge, but I truly believe we can do it. More importantly, I believe we must do it.

To the Board of Directors, Management, Staff and the more than 700 volunteers of CCS, I wish to thank you for the privilege of working with you.

David Dussault, President, CCS Board of Directors



Managing Director's Report

The isolated seniors who stare at their apartment walls, alone and lonely; trying desperately to cope with the loss of their spouse of more than 40 years.

The hungry and homeless, not sure if they will eat today or where they will sleep. They can only hope that, if they do not find a place to sleep, that the evening air will not be too cold.

Children living in poverty who would otherwise never get a chance to go to camp despite the fact that their single parent holds down two jobs to provide for the children.

Our friends infected with HIV/AIDS, who feel ostracized by society and only wish to feel accepted and part of a community as they battle an extremely difficult disease.

We often take the smallest things for granted such as companionship, sleeping in a bed with clean sheets, having breakfast, enrolling our child in an activity or feeling part of community. But many people don't benefit from these so-called "little things".

Fortunately, because of the incredibly important work of the volunteers and staff from CCS for over 75 years, we have been able to offer not only support but also pragmatic solutions for the underprivileged of our community.

We are able to provide seniors with opportunities to create and maintain companionships, interact with others and as important, help them lead fulfilled, happy and productive lives as well as ensuring that they are not left isolated thus helping slow down the progression of degenerative diseases such as Alzheimer's and dementia.

We are able to tell a single parent that their kids will in fact go to camp this summer because our partners and we are able to subsidize costs for underprivileged kids.

We are able to send those infected with HIV/AIDS to a one-week camp in order to experience hope, a sense of community and a week of respite.

We are able to offer a hot meal and a warm bed for those who are unable to claim that they too have an address.

Despite our great efforts, we need to reach out and help even more underprivileged Montrealers.

This is my first year as Managing Director of CCS and I am very happy to be part of such a wonderful organization. Oftentimes, leaders make the mistake of coming into an organization thinking they have all the answers. But I ask you, how can they know the answers when they have not taken the time to ask the questions? In the past three months, I have met with all the staff, board members and many of the volunteers. One thing that I do know with certitude is that we need to be more self-sustainable as an organization and develop an entrepreneurial spirit. I believe that 2009 will be a year in which we will all band together and build on the amazing 77-year history of CCS.

On a final note, I would like to thank the volunteers and staff for their outstanding dedication and the incredible work they have done this past year because without them the isolated senior, the tired HIV/AIDS patient, the single parent with no money to send their kids to camp or the homeless person looking for a warm bed on a cold winter or rainy summer night may not have found the support, help or reason to feel “hope”.

A handwritten signature in black ink, appearing to read "B. J. Mital", with a stylized flourish at the end.

Bruno J. Mital
Managing Director, CCS

CCS Board of Directors

Bernard Betts	<i>*Vice-President</i>	Margaret Healy	<i>*Secretary</i>
Tom Boushel	<i>*Treasurer</i>	John Henry	
Ron Deleskie	<i>*Vice-President</i>	Mike Palmer	
Debra Del Vecchio	<i>*Vice-President</i>	Elizabeth Quinn	
Emily Dubé	<i>*Vice-President</i>	Father John E. Walsh	<i>*Past President</i>
David Dussault	<i>*President</i>		

**Executive Committee*

CCS Committees

Camping Committee

Bernard Betts, *Chair*
Tom Boushel
Michael Palmer

Constitution & By-Laws Committee

Margaret Healy, *Chair*

Finance Committee

Tom Boushel, *Chair*
Ron Deleskie

Liaison with FCCS

Michael Palmer

Nominating Committee

Father John E. Walsh, *Chair*

Planning Committee

Ron Deleskie, *Chair*
Tom Boushel
Debra Del Vecchio

Program Committee

David Dussault, *Chair*

Seniors Committee

John Henry, *Chair*
Emily Dubé
Margaret Healy
Elizabeth Quinn

Transportation Committee

Vera Danyluk, *Chair*
Mary Campbell
Cathy Cozens
John Henry
Martin Murphy
Harold Thuringer

CCS Senior Leadership Team

Bruno J. Mital
Francis D'Souza
Lynda Barrett
Filomena Manno
Rose Mary Silletta
Robert Martini

Priscilla Gilmore

Managing Director
Director, Administrative Services
Manager, Lachine Senior Citizens Resources Inc.
Manager, Almage Senior Centre
Manager, Saint-Antoine 50+ Community Centre
Director of Planning & Interim Manager
Community Resources & Camping Services
Executive Assistant

CCS Staff

Almage Senior Community Centre (Almage 50+ Centre)

Filomena Manno	<i>Manager</i>
Joanne Colasurdo	<i>Home Support Co-ordinator</i>
Rosanna Padula	<i>Activity Programmer</i>
Lynne Tinman	<i>Home Support Assistant</i>

Saint-Antoine 50+ Community Centre

Rose Mary Silletta	<i>Manager</i>
Margaret A. Taylor	<i>Home Support Co-ordinator</i>
Susan Staples	<i>Activity Programmer</i>
Suzette Mayers	<i>Home Support Assistant</i>

Lachine Senior Citizens Resources Inc. (The Teapot 50+ Centre)

Lynda Barrett	<i>Manager</i>
Tamara Peel	<i>Home Support Co-ordinator</i>
Amanda Stephenson	<i>Activity Programmer</i>
	<i>Home Support Assistant</i>
Nuo Xu	<i>Program Planner/Volunteer Support Worker</i>

Co-ordinated Services

Anna Malorni	<i>Volunteer Co-ordinator</i>
Teresa Iadeluca	<i>Administrative Assistant</i>
Patricia Doyle	<i>Bus Driver</i>

Community Resources Department

Carolyn Arsenault	<i>Community Development Worker</i>
Diane Doonan	<i>Community Development Worker</i>
Richard Dorais	<i>Program Co-ordinator</i>
Rania Abdul-Rahin	<i>Youth Services Co-ordinator</i>

Administrative Services

Joseph Moraes	<i>Accounting & Administrative Assistant</i>
Michael Robinson	<i>Administrative Assistant/Information & System Technician</i>
Shirley Rondeau	<i>Receptionist/Mail Clerk</i>
Maria Schiavone	<i>Personnel/Payroll Assistant</i>
Nuo Xu	<i>Accounting/Administrative Assistant</i>

Camping Services

Brent Platt	<i>Co-ordinator of Camping Services</i>
	<i>Camp Registrar</i>

Camp Kinkora

Penny Arns	<i>Director</i>
Marc Leclerc	<i>Co-ordinator, Camp Positive</i>
Jocelyn Roy	<i>Caretaker</i>

Trail's End Camp

Brent Platt	<i>Director</i>
Richard Silvestre	<i>Maintenance</i>



Thank you Supporters and Benefactors

Special recognition is given to Centraide of Greater Montreal for their outstanding and continuous support of our special projects and operational budget. Centraide is our most generous contributor that enables CCS to reach over 5,800 individuals through various programs initiated at our two campsites, that includes Camp Positive for individuals with HIV; Community Resources Services that includes parenting workshops; our three senior 50+ community centres that promote autonomous lifestyles.

Over 90 individuals and approximately 30 organizations, companies, foundations and government ministries contributed financially or in kind to at least one of our programs. Their generosity directly benefited the community, our clients and the agency. We also enjoyed the services of more than 700 volunteers, who critically impacted many initiatives that would have been abandoned without their support. All these donors and individuals are vital to our mission statement.

Abbott Virology
Aciers MCM Inc.
Agence de santé et de services sociaux Montréal-Centre
Arrondissement de Verdun
Bell Canada – Employee Giving Volunteer Program
BMO – Fountain of Hope Employee Program
Borough of Lachine
Borough of Verdun
Bureau du Député d'Anjou
Bureau du Député de Bourget
Carrefour d'entraide de Lachine
Centre Marcel Giroux
Clinique Médicale l'Actuel
Coalition pour le Maintien dans la Communauté
Comité d'Appauvrissement et sur la sécurité alimentaire
Comité de réflexion sur les aînés
Comité sur le transport collectif à Lachine
Concert'action Lachine
Concordia University
CSSS Cavendish
CSSS Champlain
CSSS de la Montagne
CSSS Dorval/LaSalle/Lachine
CSSS Lucille-Teasdale
CSSS Pointe de l'île et St-Léonard/St-Michel
CSSS Sud-Ouest
Demetan solutions d'imagerie numérique inc.
Député de Marquette, Local MNA
Diocesan Camping Association
Don Bosco Youth Leadership Centre

Supporters and Benefactors (Continued...)

Douglas Hospital
Erin Sports Association
Farha Foundation
Father Dowd Foundation
Foundation of Catholic Community Services
Generations Foundation
GlaxoSmithKline/Shire Canada
Groupe de travail sur la sécurité alimentaire
Human Resources & Development Canada
Imperial Oil Foundation – Volunteer Involvement
Institut Thoracique de Montréal
Investors Group Financial Services Inc.
Lachine Legion
Les Serres Mirabel
Literacy Unlimited
Maison Plein Coeur
Mazon Canada
McGill University
Ministère de l'Éducation du Loisir et du Sport (Québec)
Moisson Montréal
Montreal Volunteer Bureau
Placement Robert Boyer Inc.
Programme Insertion Sociale
Quebec Association of Senior Centres
Quebec Community Groups Network (Health Canada)
Rush 'N Noiz
Senior's Surfing the Net
Simon Consulting
Sœurs de la Providence
SSAB Hardox
St. Edmund of Canterbury Parish
St. Edmund Social Action Committee
St. Ignatius Anglican Church
St. John Brebeuf Parish
St. Patrick's Foundation
St. Patrick's Society
Subtitle Designs Inc.
The Leonard Albert Family Foundation
Université de Montréal
Ville de Montréal
West Island Association for the Intellectually Handicapped
West Island Table for Seniors Needs
Youth Unlimited



Partners

CCS has established relationships with councils, agencies, schools, churches and community groups. We recognize that community development, including our work with seniors, youth and families, is impossible to do in isolation.

Definition of Partnerships: A situation where a variety of organizations come together jointly to provide a service. In a partnership, you must agree on the project and work in collaboration.

AIDS Community Care Montreal
A.R.C.H.E. de l'Estrie
Association l'amitié n'a pas d'âge
Borough of Lachine
Bureau Régional d'Action SIDA
Carrefour Jeunesse Emploi
Catholic Times
Centre Action SIDA Montréal
Centre des Aînés St. Michel-Rosemont
Centre SIDA Amitié
CLC James Lyng
Clinique Médicale l'Actuel
CLSC des Faubourgs
CLSC du Vieux Lachine
CLSC Rosemont
Comité d'Appauvrissement et sur la sécurité alimentaire
Comité de réflexion sur les aînés
Comité de revitalisation Airlie
Comité sur le transport collectif à Lachine
Concertation Aînés Du Rocha
Concert'action Lachine
Concordia University
Côte St-Paul/Ville Marie Police Poste 15
CSSS Cavendish
CSSS d'Ahunatic & Montréal-Nord
CSSS Dorval/Lachine/LaSalle
CSSS Lucille-Teasdale
CSSS Pointe de l'île et St-Léonard/St-Michel
CSSS St-Michel/St-Léonard
CSSS Sud-Ouest – Verdun
Dawson College
Des Aînés Retraités de Montréal-Nord
Diocesan Camping Association
École Philippe-Morin
Emploi Québec
English Speaking Catholic Council

Partners (continued...)

Entre Parents Montréal-Nord
Forward House
Fréquence VIH
Fugues
Groupe de travail sur la sécurité alimentaire
Hébergement de L'Envol
Hôpital Louis H. Lafontaine (Clinique de Gérontopsychiatre)
Human Resource Development Canada
John Howard Society
John Main Prayer Association
IRIS-ESTRIE
Lakeside Academy School
Le Portail VIH/SIDA du Québec
Literacy Unlimited
Mains – Bas St-Laurent
Maison des Aînés Hochelaga-Maisonneuve
Maison d'Hérelle
Maison Dominique
Maison Plein Coeur
McGill University
Meadowbrook
MELS Québec
Orchard Elementary School
Programme Insertion Sociale
Quebec Association of Senior Centres
Quebec Community Group Network
Regroupement des organismes pour aînés du sud-ouest de Montréal
Revenue Québec
Riverside Park Technology Centre
Riverview Elementary
R.O.P.S.A.O.M.
Services Bénévole de l'Est de Montréal
Service d'Aide communautaire Anjou Inc.
Shadd Business Centre
Société d'habitation sociale du Québec
SIDA-VIE Laval
St. Patrick's Foundation
St. Patrick's Parade
Table de Concertation de la Famille Montréal-Nord
Table de Concertation des Aînés Montréal-Nord
Table de développement social de LaSalle
Table des partenaires SAD
The Montreal Museum of Fine Arts
Trinity United Church
Tyndale St-Georges
Volunteer Bureau of Montreal
Université de Montréal
West Island Table for Seniors Needs
YMCA (Impact Program)



Networking

Definition of Network: A unit where a variety of sectoral and issue-based organizations meet and share information. In a network, you do not work jointly on projects or have to agree on issues.

Anglo Family Council of Verdun
Association des camps du Québec
Black Aging Council
Borough of Lachine
Centre Information Touristique du Québec
CLSC du Vieux Lachine
Comité d'Appauvrissement et sur la sécurité alimentaire
Comité de réflexion sur les aînés
Comité sur le transport collectif à Lachine
Concert' action Lachine
Concordia University
CSSS Cavendish
Dawson College – Social Service Program
English Montreal School Board
Groupe de travail sur la sécurité alimentaire
Groupe de travail sur les groupes d'achats
Info-Crime
Institut Thoracique de Montréal
Lakeside Academy School
Literacy Unlimited
McGill University
Mouvement Québécois des Camps Familiaux
MUHC McGill University Health Centre
Programme National de Mentorat sur le VIH/SIDA
Quebec Association of Activity Professionals
Quebec Association of Senior Centres
Riverside Park Technology Centre
Séro-Zéro
Service Bénévole de l'Est
Social Justice Committee
St. Brendan's Church
St. Cuthbert/St.Hilda/St. Luke Anglican Church
St. Edmund Social Action Committee
Table d'action et concertation de LaSalle
Tandem Montreal
Tyndale St. George Community
Vivre et Vieillir à Rosemont
Volunteer Bureau of Montreal
West Island Table for Seniors Needs



CCS-Administrative Services

Administrative services represents the infrastructure that provides important quality support to the programs, services and special projects operated by CCS. We provide financial management, computer technology, budget planning, timely financial reports, communication, human resource and benefit administration. We monitor compliance with government regulations related to the environment, consumer rights, labor issues and human rights.

The services we provide allow program staff to focus their knowledge and experience primarily on serving their clients and delivering efficient and effective programs. It is known that program staff in many not-for-profit organizations consume an inordinate amount of time attending to administrative matters thus taking time away from programs – their first priority.

We continue to manage special projects for CCS, affiliated agencies and community partners.

Our administrative structure enables CCS to respond to government and private sector funding for new and existing programs. We have been successful in receiving grants for new programs and extending the mandate of existing programs by demonstrating sound financial management and program reporting using the RBM process.

This report would not be complete without mentioning our employees' dedicated and professional contribution to administrative services.



Community Resources Department

CCS-Volunteer Services

Outcomes Volunteer Services & Student Internships

1. Encourage a safe environment for all volunteers and students through the implementation of a risk-management process that properly pre-screens applicants for each category or sensitivity.
2. Stimulate improved volunteer management by our CCS employees by offering personal assistance in acquiring materials, tools and guidance.
3. Improve both the formal and informal volunteer recognition process.
4. Provide a learning environment for student interns from various educational institutions in health and social services and administration programs in the Greater Montreal area.

Targeted Results: Volunteer Recognition

1. To ensure the recognition of volunteer efforts by assisting staff with recognition events.

Actual Results:

- More than 200 volunteers attended recognition and appreciation events during National Volunteer Week.
- Paid advertising published in local and community publications recognized volunteer efforts.

Performance Indicators:

- Volunteer-recognition events increase social networking, strengthen friendships, and improve interpersonal relationships between volunteers and staff.
- The practice of regular recognition increases the return of volunteers and their commitment to their work, clients, staff and the mission of the organization.

Targeted Results: Volunteer Co-ordination & Management

2. To update database that would allow for better administration and management of the CCS volunteer pool.

Actual Results:

- Each 50+ centre became directly involved in the recruitment, hiring and training for their respective locations.
- The temporary replacement Volunteer Co-ordinator focused on head office recruitment and training opportunities.
- Brain Gym was introduced as an overall strategy to improve motivation and function throughout the agency.
- Personal interviews and telephone verifications improved the quality of the information.
- Inactive files were identified and a more accurate assessment of active volunteers was created.

Performance Indicators:

- The gathering of data on sources of recruitment, commitment time, and reasons for volunteering will give a more accurate and time-effective view of volunteer retention.
- Previously uncollected data (age, borough and ethnic origin) are some indicators that can be used for analysis to understand volunteering trends.

Impact Statements:

Volunteer training: “When conflicts arise, we know it can be discussed with staff for a solution. It allowed my brain to see different ways of seeing things and situations.”

CCS-Empowering Parents

Little Learners Co-op, Verdun; **TLC Co-op**, LaSalle; **Early Head Start**, LaSalle

Targeted Results:

Little Learners (children 2 – 5 years old)

1. To offer parents an opportunity to reduce social isolation by developing a social support network.
2. To offer parents an opportunity to improve their lives and parenting skills through educational workshops.
3. To offer parents an opportunity to enhance their personal development goals through volunteer work.

Actual Results:

- 27 adults and 30 children participated in the Little Learners program this year.
- A partnership was developed with the McGill School of Dietetics, which led us to implement two workshops focused on nutrition, for children: “Eat Well, Live Well: Healthy Eating for Children” as well as “The Importance of Vitamin D and Calcium.” We also implemented a workshop on “Healthy Energy Foods” to assist parents in maintaining their energy.
- Energy was put into improving the relationship with the Marcil Giroux Community Centre, which led to the centre, repainting our classroom, installing change tables for parents in the washrooms, and an increase in storage closets in our classroom to facilitate the set-up and clean-up.
- At this moment, the space at Marcil Giroux remains shared. The centre is not able to provide us with our own space due to a shortage of space. Because of this shortage, Little Learners cannot run in the afternoon.

Performance Indicators:

- Parental participation is an important part of our program as 85% of the parents remained in the classroom throughout the year. According to the report “Enquête sur la maturité scolaire des enfants montréalais Portrait du CSSS du Sud-Ouest–Verdun – 2008”, the school readiness of children in many of the areas researched tends to be low, which leads children to have a disadvantage when entering school. One of the components of school success is parental involvement, which our program provides, along with education, and social stimulation.
- A parent who is not isolated socially and has a support network has more resources available to them, thereby increasing their ability to be a successful parent.
- Parents have indicated that they choose to enrol their children in our program because it is an English program.

Testimonials:

“I liked the structure and flexibility of the group. My daughters learn many things. I appreciate the fact that the young children are with the older ones and that I can choose which days suit me best. The workshops for parents are very interesting. I enjoy the teachers’ approach with the children. My youngest doesn’t take well to rules and structure, yet the teacher succeeds in making her participate while still respecting her. The teacher is also, excellent in evaluating the children and recognizing their strengths and weaknesses. The teacher offers me good advice with regards to my children.”

“I enjoyed the ‘friendship’ aspect of the group as well as all the singing and crafts the children do. My daughter really grew in her social relationships. She has experimented with a lot of new activities and impresses her grandparents, aunts and uncles with her ‘abc’s’ and new knowledge.”

“I liked the informal aspect of the group, and that there were not too many strict rules but there was still a routine to respect. I enjoyed exchanging with the other parents and the teacher with regard to the education of my children. My son was able to be gently prepared for kindergarten. He learned to socialize and to respect others during the last two years. My daughter made many friends and was very happy to come to school. She developed a good vocabulary and learned to respect simple instructions.”

Targeted Results:**TLC**

- TLC will work at developing structures that will ensure the program remains sustainable within the community such as: board bylaws, service contract with CCS to assist with administrative tasks and infrastructure.

Actual Results:

- TLC has taken steps to ensure a more stable program that will require less support from CCS.
- They have recreated their bylaws to reflect the needs of the families they serve.
- TLC has decided that they will implement structures within their own program to address their administrative needs.
- TLC will now be responsible for negotiating their space with LaSalle Community Comprehensive High School.
- CCS will no longer play an active role in TLC, but remains a partner of the program.
- The needs of parents today has changed; they view TLC as an opportunity for respite time as opposed to an opportunity to meet other parents.

Performance Indicators:

- TLC Board of Directors has become very involved and responsible; they have taken action to ensure proper paper work is in place and have made concrete decisions for the future of TLC and its operations.
- CCS offered a series of workshops for parents throughout the school year, which included a drawing course and nutritional workshops. Out of 25 parents only six parents participated in the workshops.
- No parents are required to be in the classroom as a “duty parent” on a weekly basis as TLC has a paid teacher’s assistant, for which the parents had voted four years ago.

CCS-Linking Neighbours: Drawing the Community Together

Targeted Results:

- To reinforce individuals' capacities, within the English-speaking community, by helping them acquire life skills and parenting tools, to better cope with everyday challenges.
- To offer a painting classes/art classes to the community within the southwest area including Verdun and LaSalle.
- To promote the course at the St. Antoine Community Centre 50 + (formerly the Good Shepherd Community Centre) in order to expand the services the centre offers to the community.

Actual Results:

- 32 participants benefited from these classes. An exhibit of the participants' artwork was held in May 2009.
- 100% of the respondents earn < \$15,00 annual income^{16/23}.
- 73% of respondents are of Canadian origin while the balance are landed immigrants (France, Hungary, Mexico, Iran, Ireland, Jamaica).
- 39% are single, 26% are separated, 22% are divorced and 13% are widowed.
- 58% possess a Sec 5 education, 26% possess < Sec 5 education and 16% are of CECEP level.
- Classes were run in four HLM and at Centre St. Antoine (formerly Good Shepherd Community Centre) from the month of October till the month of March and continuing until May 2009.
- Four participants from the HLM took the classes at Centre St-Antoine, who did not frequent the centre before.
- In addition to the 32 adults who participated, which included seniors as well, three children joined the groups.
- In addition to the people participating in the class, learning the skills of drawing and painting and producing works of art, we saw many social benefits that the participants expressed, which was an unexpected result. Here are some examples:
 - "By participating in the courses, I find peace and tranquility. I love the ambiance and fraternity, the feeling of community that we experience."
 - "I love art and I find it unique that a person can draw what she loves. Painting is more beautiful than markers, painting relaxes me and takes my stress away."
 - "I come because I love to paint, it keeps me busy, and I feel good. Painting is a challenge for me. I am proud of what I have done."
 - "I take time for myself, I forget everything else. I relax, I feel at peace. Painting relaxes me. I found out that I could do other things than just stay at home."
 - "It is a thrill for me. It is a challenge that I give myself. It has been many years that I have tried to develop self-confidence. Painting gives me that confidence."

We have found that using art as the medium we can help people reduce their social isolation, build self-confidence, exercise their gross and fine motor abilities and understand mathematical and spatial concepts.

CCS-Linking Neighbours: Drawing Our Community Together ***Airlie: un Mileu de vie***

The “Airlie: un mileu de vie” project is an urban revitalization project in LaSalle. CCS became a partner and participated on the “comité de partenaires” to create outreach activities that would encourage the population to participate in the revitalization process. CCS organized and co-ordinated the development of a community mural.

Targeted Results:

- To recruit members of the community, who live within the targeted district of the “Airlie: un mileu de vie” project, and facilitate a process where the group will develop a mural with a collective vision.
- To use the medium of drawing and painting workshops to: Favour socialization between the residents and reduce social isolation, create a place to relax and unwind, create opportunities to increase their self-confidence.

Actual Results:

- One senior, four youth and one adult from the Airlie district participated in the development of the vision and in learning drawing and painting.
- An unveiling of the mural to the community will take place in May.
- A mural with a collective vision was created in 10 weeks.
- Two of the participants involved themselves in other outreach activities.
- A report documenting the vision the participants want for their community was shared with the “Airlie: un mileu de vie” committee.
- Additional activities have been planned to address the needs and vision of the community by the “Airlie: un mileu de vie” committee.
- CCS’ presence at the committee allowed the English-speaking population to participate in the “Drawing your community together project.”
- CCS will remain on the “Airlie: un mileu de vie” committee.

Performance Indicators:

- Three of the participants missed only one class, attendance was otherwise perfect.
- Three of the six participants have indicated that they are sad that the process is finishing and that they would love to continue.

CCS-Peace: Anti-Bullying Program

Targeted Results:

- To raise awareness of the complexities of bullying by learning to recognize it.
- To build the capacity to combat bullying by acquiring new practical and psychosocial skills.
- To explore effective solutions that prevent further incidents of bullying and lower the general silence surrounding it.

Actual Results:

- Drama as a therapeutic tool has been employed in the process ensuring both creative and collaborative exploration.

-
- Whole-school approach was attempted to tackle bullying through partnerships with Peaceful Schools International (PSI) and James Lyng High School.
 - A 10-point policy for the organization of services, a workable policy for delivering services to students and the establishment of multi-disciplinary team meetings at the school were created.
 - Sixteen Grade 7 and 8 students were referred to two weekly peace groups.

Performance Indicators:

- Student interns present an increased understanding of and sensitivity to bullying.
- Students, selected by the guidance counselor and teachers, consistently attend weekly group sessions to explore bullying and other inter-related issues pertaining to peace.
- Students openly engage in discussions about bullying and other concerns pertaining to peaceful existence, such as family and school life. They are also presenting improved social and communication skills, assertiveness, and empathy; all of which are necessary for more adaptive interactions. In addition, they are forming friendships among themselves and with other students outside of the group.
- CCS is an original network table partner and member of the steering committee of the James Lyng Community Learning Centre with the ambition of offering more services to the South West English-speaking community of Montreal.

Impact Statements:

- “I stood up for him in class the other day when other kids were picking on him.” (a participant referring to another and sharing within the group)
- “I feel I can be more patient with people, and accept different people.” A student
- “I like coming to this group cause we do fun activities together” A student
- “We have students coming to us who fear being beaten up or feel isolated or just feel bad about themselves due to bullies. The Peace Program, over the last two years, has given these students assistance in not only dealing with the bullies but also in feeling better about themselves. The drama therapy facet of the program is successful because many of the students have a difficult time expressing themselves either due to a lack of vocabulary or the inability to be in touch with and understand the feelings they are experiencing. Being able to use a drama method releases them from their fears and leads to much insight into their problems.” Sue Meyer, guidance counselor, James Lyng High School

CCS-Get Connected Program – Pierrefonds

Goal:

Promote resourcefulness within a small group of seniors for the purpose of supporting its growth and sustainability.

Objectives:

The group was asked to set objectives for the 2008-2009 fiscal year regarding their sustainability as a group. They proposed:

- Finding a suitable space to meet and carry out activities.
- Growing from five to 12 members by the month of November and then to 20 by February 2009.

From the months of May 2008 to August 2008, the group of five seniors who met regularly just about 100% of the time had no space of their own to pursue activities. Most striking was their belief that the

group had the potential to grow despite their lack of physical and financial resources. Originally, they met in the basement of their apartment complex, which was not conducive to good health. For example, it was unclean, extremely cold in winter and the floor was quite slanted. It was also dark as the windows were boarded up. The kitchen was out of commission.

Expected Results:

- A suitable place was found for gathering and participating in activities.

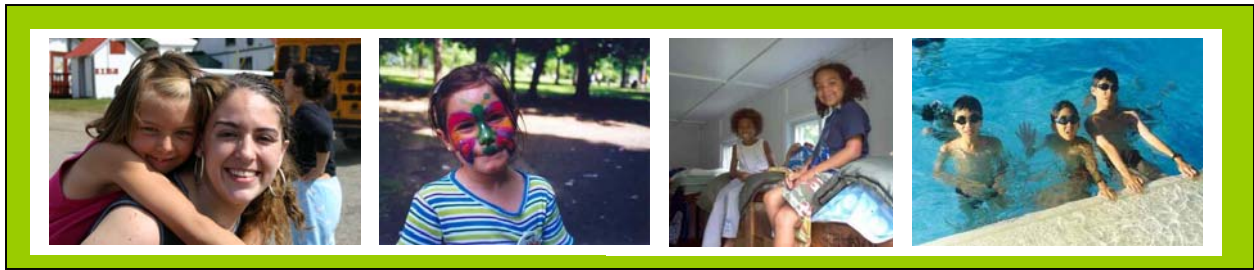
Once a place was established, publicity was possible and membership began to increase. By November 2008 the program went through a phase of rapid growth with membership having moved up to 19 (between Sept. '08 and Nov. '08). As people with cars joined, more people without cars were able to receive help with transportation and join as well. The program served 26 people during the year overall – seven out of the 26 did not continue - four due to poor health, two due to feeling that the group was not what they were looking for (e.g., they joined groups going on cruises and other voyages) and one person under 60 found work. By March 31, 2009, there were 19 members attending regularly. The group is now discussing moving to a full day of activities as new members are still expected to join.

Get Connected Activities include: Brain gym games, bowling, conversation on current events, outings, board games, practice on computers and visits for special occasions to one another's homes. Movie day, Goulash Night and Christmas Day are a few examples of occasional activities within a member's home.

Montreal Youth Unlimited has offered the seniors the use of their centre any day of the week they wish, including evenings. They expressed deep gratitude for our partnership.

Unexpected Results:

- Intergenerational experience: After weeks of meeting at various restaurants for breakfast, the group was welcomed by a minister who runs Montreal Youth Unlimited (an organization that provides a breakfast and lunch program to children living under the poverty line) to use the centre during school hours. In exchange, the seniors of the Get Connected Program serve a hot lunch to the children, prepared by volunteers of the youth centre. They also clean the kitchen and do the dishes. One of the seniors has offered her volunteer services on another day of the week as well, when other volunteers are not available. At Christmas, a member dressed as Santa and passed out gifts, donated and wrapped by all of the members who joined in the event. Each child had his/her picture taken with Santa. At Christmas seven members had no family to be with so they joined together at one member's home for a potluck Christmas dinner. In the month of April they still reminisced about it.
- Members gathered for activities in one another's homes.
- Ten computers are available for the seniors' use at the centre.
- Space for growth: Members have been welcomed to use the centre any day or evening of the week.
- Members have expressed a preference for afternoon and evening activities in addition to/or in some cases instead of mornings.
- Members have expressed a desire to become more involved in additional community partnerships in order to utilize their skills and further increase their social networks.
- People with cars joined the centre allowing those with reduced mobility to join as well.



Camping Services

- Trail's End Camp - Camp Kinkora - Camp Positive

CCS-Trail's End Camp

Trail's End Camp offers four, 13-day, 12-night sessions for boys and girls. Trail's End Camp allows these children to get away from the hectic pace of the city and reconnect with nature. We were able to accommodate 327 children at Trail's End Camp during the summer of 2008 and they were able to participate in a variety of outdoor and nature-based activities. For many of the children, Trail's End Camp is something they look forward to throughout the year, where they can make friends, play and explore in a safe and secure environment. Sixty per cent of the children that came to Trail's End Camp during the summer were subsidized through Generations Foundation allowing children from economically disadvantaged families the opportunity to experience residential camp. Most importantly, Trail's End Camp allows children the opportunity to be children and to play outside away from all the technology and stress in the city while enjoying three dietician-approved meals and having a safe and comfortable place to sleep each night.

CCS-Camp Kinkora (Summer)

Camp Kinkora is a four-season camp, whose main goal is to provide families and individuals an affordable opportunity to experience the outdoors and the wonderful wildlife of the Laurentian region. During the off-season, the entire site or cabins are rented to groups, families and individuals at an affordable cost. During the summer season, Camp Kinkora hosts CCS Camp Positive, Diocesan Family Camp, Diocesan Liturgy Camp, Youth in Action, Visions Camp and three weeks of CCS Family Camp. Camp Kinkora is a certified Mouvement Québécois des Vacances Familiales (MQVF) camp that can accommodate up to two hundred individuals. Families and individuals that come to Camp Kinkora during the summer have the opportunity to swim and canoe, to explore nature, enjoy a campfire or two and many other wonderful activities, while eating three dietician-approved meals.

CCS-Camp Positive at Kinkora

CCS Camp Positive is a one-week program offered at Camp Kinkora for HIV/AIDS sufferers; it is a unique program in Quebec. During the 2008 CCS Camp Positive there were 99 participants. Of these, 32 were new participants, along with 61 volunteers, 14 HIV agencies and two Health Network partners. CCS Camp Positive goals are to help reduce the isolation felt by people living with HIV/AIDS, to ensure that their stay at camp provides a momentum that will stay with them all year long, to work together with the community to promote CCS Camp Positive and reach those isolated individuals who could best benefit from this revitalizing week, to provide activities aimed at fostering the quality of life of people with HIV/AIDS and to broaden and sensitize our donor network through fundraising drives so that we can provide stable, sustainable funding to CCS Camp Positive.



CCS 50+ Senior Centres
Almage - St-Antoine 50+ - Teapot

CCS-Almage Senior Community Centre

Targeted Result:

1. To recruit enough members for the “*Look Good ...Feel Good*” program.

Actual Results:

- In September 2008, a total of 48 women participated in a Bra Clinic. Due to the popularity there was an additional day with 10 more women in attendance.
- In May and December of 2008, there were two jewelry demonstrations that took place at the centre.

Performance Indicators:

- Women are more conscious about wearing and fitting into proper undergarments. The clinic gave them a better understanding about proper posture and other health problems.
- Women were given the opportunity to purchase proper undergarments.
- Members who do not often have the opportunity to go out shopping were able to make their purchases at the centre.

Targeted Result:

2. To recruit enough members for two new programs: *Beginners Line Dancing and Qi-Gong*.

Actual Results:

- Seventeen members were registered for the *Beginners Line Dancing* class and eight members were registered for the *Qi-Gong* course.

Performance Indicators:

- Members who attended these programs felt better about themselves, maintained a healthier lifestyle, had fun and got exercise at the same time.
- Members felt more confident and joined the advanced *Line Dancing* group as well.
- Members, especially those who do not have a partner, felt a social connection coming to the *Line Dancing* Classes.

Targeted Result:

3. To increase the number of members participating in the Thursday Afternoon Social Activities (*Carpet Bowling, Cribbage and Rumoli*).

Actual Results:

- Fifteen members came on a weekly basis to participate in various Thursday Afternoon Social Activities.

Performance Indicators:

- Members felt that they had a reason to get out of their homes and socialize with other members.
- Members built friendships within the groups, by coming in earlier and staying longer after their activity finished. Members socialized after their activities while having a cup of coffee or tea.

Targeted Result:

4. To recruit enough volunteers to respond to members' need to continue the Tuesday Community Meal Program.

Actual Results:

- By the end of March 2009, 15 volunteers contributed 600 hours to the Tuesday Community Meal Program.
- In total for the year, 145 different members received a meal.

Performance Indicators:

- Volunteers are enjoying their work (they show up before their allotted time), offering suggestions for possible menu recipes, and becoming actively involved and taking ownership.
- Registered volunteers are encouraging their fellow members to volunteer their time and are speaking positively of their volunteer experience.
- Number of participants for the community meal program is maintained from week to week.
- Volunteers ensure that a replacement is recruited if they are not able to volunteer on their designated day.

Impact Statements:**Feel Good Look Good Program:**

"Let me tell you, I can never buy a proper undergarment. Having these ladies in has definitely showed me what I should be looking for. Thanks for the insight!" – Alice (Almage Member)

"I wanted to buy a little thought for my daughter but I had nobody to bring me to the store and I'm afraid to go out alone." – Maggie (Almage Member)

Beginners Lining Dancing and Qi-Gong:

"Since I started Qi-Gong, I've noticed that my circulation has improved and I feel so much more relaxed. You would never think that Qi-Gong would have this effect on a person." – John (Almage Member)

"I just love dancing, but I don't have anyone to dance with, so I joined the line dancing group. Thanks Peggy and Don for teaching us, you guys do a great job." – Janet (Almage Member)

Tuesday Community Meals:

"I live alone. What am I going to do at home by myself?. I get picked up by the mini-bus and come in to be with all my friends, have a few laughs and enjoy a delicious nutritional meal. When I go home at night, I don't need to eat a big meal. A bowl of cereal or a sandwich is sufficient for me." – Mary (Almage Member)

"The meals are fantastic, great portions and it's great that they sell the leftovers. I have no complaints." – Debra (Almage Member)

Thursday Afternoon Social Activities (Cribbage, Carpet Bowling, Rumoli):

“Last year, we introduced Thursday lunch on the second and fourth Thursday, this year we have an activity happening every Thursday. It’s great to see people coming in having lunch together and having fun. They come in with smiles on their faces and leave with smiles on their faces. Members actually come in earlier to chitchat with others and when they finished their activity and have put away all their materials, they sit and enjoy a nice cup of tea with cookies and they chitchat some more. It’s almost as if they don’t want to go home. It’s nice to see them socializing with one another.” – Rosanna Padula (Activity Programmer)

“I’m so happy to come for carpet bowling on Thursday afternoon. What am I going to do at home, stare at my four walls?” – Fred (Almage Member)

CCS-Almage Senior Community Centre – Home Support

Targeted Result:

1. To recruit enough members for the *Stand-Up Program*.

Actual Results:

- A total of 23 members participated in this new program.
- The Stand-Up Program was offered for the first time in English in the East End of Montreal.

Performance Indicators:

- Members who participated week after week felt better about themselves.
- They learned new techniques on how to prevent falls in their homes.
- Members, who depended more on their canes, used them less after the program.
- Members noticed that their posture also improved through the series of exercises.

Targeted Result:

2. To promote independence for seniors with a slight loss of autonomy by providing a volunteer to accompany seniors to their medical appointments.

Actual Results:

- Approximately 42 seniors use a volunteer to accompany seniors to their medical appointments; via *transport adapté*, taxi or a volunteer driving their own vehicle.
- Five volunteers accompany seniors to their medical appointments on a regular basis.
- Volunteers have been recruited internally, however, not many external volunteers responded to our appeal.

Performance Indicators:

- Frail seniors feel safer and more comfortable going to their medical appointment with someone, especially when going to large hospitals.

Targeted Result:

3. To maintain *Take-Out Meal Program* for frail and isolated seniors.

Actual Results:

- By the end of March 2009 a total of 20 seniors used the service on a weekly basis.

-
- A total of seven volunteers contributed 350 hours preparing, cooking, packaging and delivering meals.

Performance Indicators:

- Frail and isolated seniors living alone were able to eat healthy and nutritious meals on a regular basis.
- Frail seniors did not need to worry about cooking and preparing food for themselves especially when they live alone.
- Isolated seniors, especially those living alone, looked forward to receiving the meals because they also got the human contact.
- Volunteers also enjoy their work, they offer suggestions for possible menu recipes, the volunteer driver provides feedback on the seniors' health conditions; they become actively involved.

Impact Statements:**Stand-Up Program**

“Wow, what a fantastic program, I’m glad that I joined. It has helped me a lot with my posture and balance.” – A Stand-Up Participant

“Before this program I would have to use and bring my cane everywhere. Since I started doing these exercises I don’t have to use my cane as much. Even though the course is finished I still do my exercises at home, while watching television. Thanks for organizing this course. It was very much needed!” – A Stand-Up Participant

“It was a great experience for me. The group was fantastic. They were eager and energetic. This was my first experience running the Stand-Up Program in English and I hope to come back in the springtime to offer another session. This was a great group!” – Physical Therapist

Medical Accompaniment

“My doctor told me that I can not travel alone, I always need someone to accompany me to my medical appointments. Thank you Almage. I don’t know what I would do with out.” – Rose

“When I have to go to the hospital for my appointments I get all nervous and start shaking. The hospital is big and I don’t like being alone. I don’t have any children and I’m too scared to go by myself. Thank God for those wonderful volunteers who come with me.” – Mary Jo

Take-Out Meal Program

“I live by myself. I lost my husband about three months ago and I don’t have the will to make supper just for myself. Since I have been receiving my meals from Almage it has lifted my spirits a bit. The meals are great!” – A new member

“I’ve been volunteering for this program for many years. What a fantastic program! It makes me feel good knowing that I can help someone else in my community.” – Michael, volunteer



CCS-New Horizon's Satellite Project

Objectives: Phase 2

- 1) Link English-speaking seniors, who come from a wide range of cultural communities and French-speaking seniors together through social activities and games which promote language learning, bilingual entertainment, and so on.
- 2) Bring seniors' rich histories into focus and out of anonymity through their guidance and know-how and also by special activities, such as Celebrity of the Week, that give recognition to their life's achievements.
- 3) Place bilingual ambassadors in different communities to work together with local resources and English-speaking seniors for better access to services (unavailable three years ago).

In phase two, the following groups have joined our list of partners specifically for the purpose of making exchanges that will support the integration of our members into the francophone community while also continuing activities at the satellite centres within their own linguistic community:

Objective #1:

- Table de Concertation des Aînés Montréal-Nord and Démarche Action Montréal-Nord. Representation and involvement of our seniors at the meetings of the Table de Concertation des Aînés Montréal-Nord led to their participation in a community-wide consultation on the subject of community concerns. Demarche Action Montréal-Nord held this consultation. This group also introduced the Montreal North centre to the following new partners by inviting the members to join the Table de Concertation de la Famille de Montréal-Nord when members expressed their desire to be included in community activities and decisions.
- Table de Concertation Famille de Montréal-Nord. Six members are working with this group to solve different community issues through an exchange of services. For example, the Montreal North centre is working on a special Family/Intergenerational Fête together for the month of May.
- Service D'Aide Communautaire Anjou Inc. A group of French-speaking seniors from this organisation hosted an afternoon of activities for seniors from our St. Michel-Rosemont centre on April 16. The members are learning to speak French under the guidance of a volunteer who is a professional translator. A second meeting was planned for May when, after another set of activities held in French, the Service D'Aide Communautaire seniors presented our seniors with certificates of participation in activities in French. A celebration took place afterward. In the summer/fall it will be the Almage St. Michel-Rosemont seniors' turn to return the favour.
- La Soupière. Some of our St. Michel-Rosemont and Montreal North members attend activities at La Soupière in Ville D'Anjou.
- Hôpital Louis H. Lafontaine (Clinique de Gériopsychiatre.) A nurse from this clinic is working with us to integrate patients from his clinic and advise us on referral of English-speaking clients to receive psychiatric services when needed.

The seniors have expressed becoming aware for the first time of the many community resources through participation on these committees.

Linking French and English speaking seniors together and their rich histories into focus and out of anonymity through their guidance and know-how and also by special activities such as (Celebrity of the Week) that give recognition to their life's achievements.

Objective #2:

- **Association L'amitié n'a pas D'âge.** As a result of partnering previously with this organization, which provided an animator to spend five weeks with two of the four satellite groups to discuss participants' life achievements, a public vernisage has been planned for October 3, 2009 in tandem with French-speaking seniors from other centres and in celebration of International Day of the Senior. The name given to this event is La Foire aux Miracle Des Aînés. To date, 11 different talents were profiled for this event ranging from visual arts to performance.

In addition to these special events, members of the Résidence Hochelaga-Maisonneuve participate in exercise, line dancing and birthday celebrations with seniors from our Almage-Hochelaga-Maisonneuve centre.

While these projects are in progress, members continue to participate in regular daily activities that were launched in Phase 1 of the Almage Satellite Touring Centres Program, such as, games, exercise, dancing, outings, lunches, information sessions, French and computer courses, discussion groups and special events.

Objective #3:

- Table de Concertation Famille de Montréal-Nord. Two members have represented Almage on this Table.
- Entre Parents Montréal-Nord (an organisation that serves immigrant parents and their children) and Aînés Retraités Montréal-Nord Table de Concertation de la Famille de Montréal-Nord. One Member represents our Montreal North seniors by working with these groups on an intergenerational project as well as our integration project with a focus on seniors' needs in general.
- Various seniors groups such as Service Aide Communautaire, La Soupière, Les Jardins Chaumont and Service Bénévole Entraide Anjou (SBUA). Have been linked to our Almage St. Michel-Rosemont members by one particular member who brings them to their activities at these centres and by soliciting their help with our integration project.

Please note that the activities mentioned in this report occurred in addition to regular daily activities at each of the satellite centres (line dancing, exercise, computers, crafts, games, lunch, outings and more).

CCS-Saint-Antoine 50+ Community Centre

Targeted Result:

1. To establish new programs that will increase member interest and activity.
2. To empower volunteers.

Actual Results:

- Thirty-four individuals attended computer classes, from beginners to advanced. A new course has been started on Saturday afternoons. The computers are also made available to them any time they need to practice.
- Six individuals have been taking drawing classes. There will be an art show in May to display the work they have done.
- One hundred and nine people have been able to attend 30 bus trips thanks to an agreement with Urgel Bourgie to provide us with a bus one Tuesday a month. We also have the centre bus for Monday and Friday trips.
- Volunteers attended a two-hour meeting every Wednesday for six weeks with a volunteer counsellor, Martha, on how to deal with any issues they may have concerning their jobs or the staff.

Targeted Result:

To encourage independence and autonomy preventing premature institutionalization.

Actual Results:

- 111 individuals were served 1,395 meals through the meal program.
- 60 individuals were served 642 bowls of soup and sandwiches through the Wednesday soup program.
- 16 individuals bought 98 frozen dinners.
- 50 students participated in the Tuesday morning intergenerational program making 420 breakfasts for 34 participants.
- 20 individuals had their taxes done.

Performance Indicators:

- Members are participating in more than one program.
- Input from members has increased: members are now making suggestions about where they want to go and new programs that they would like to try.
- Some members are coming to the centre every day.
- Volunteers are speaking up about issues they have with staff and volunteer positions.

Impact Statements:

“I really enjoy going on the trips. I never attended the tulip festival before and I really enjoyed the boat trip to The Thousand Islands,” Anna, centre trips

“I wasn’t sure that I could handle the course for two hours and I thought that I would be bored, but before I knew it the time had passed and it was time to go home. I look forward to coming back every week.” Anna N., computers

“I was worried about talking to the staff about problems I was having about volunteering but I’m more confident now and I sit with the staff and discuss things instead of worrying about it.” Maggie, volunteer workshop

“I like coming here on Tuesdays to help with breakfast. I can’t wait until I get a chance to come again.”
Students, Riverside School

“I was feeling depressed when I came in and after talking to a few people, I feel so much better. I really feel good when I come here.” Eric, Volunteer receptionist

CCS-Saint-Antoine 50+ Community Centre – Home Support

Targeted Results:

To assist the frail elderly in remaining independent and autonomous
To prevent premature institutionalization

Actual Results:

- 194 taxi vouchers were distributed for medical appointments to ensure easier access to medical care.
- In collaboration with members of ROPASOM, CLSC St. Henri, we have revised our shopping program to better suit the needs of seniors in Little Burgundy and St. Henri. Twenty-one new seniors have used the shopping service since its revision this past winter. In total, 37 seniors received help 240 times.
- We are working closely with other organizations and family members to ensure that our clients are receiving all the services that they need.
- Fortunately, the staff had to intervene in approximately 50% fewer crisis this year.

Performance Indicators:

Seniors are able to function more independently giving their main caregivers a little respite. The seniors are able to efficiently take care of their nutritional and health needs.

Targeted Results:

To reduce loneliness by providing more opportunity to socialize

Actual Results:

- Minibus transportation service to and from the centre was provided on Mondays and Fridays as well as occasionally for special evening and weekend events.
- Daily security phone calls, friendly visits, friendly calls, shadows and “odd jobs” continued to be very popular services with over 140 individuals receiving 4,755 units of service.
- The weekly discussion groups provided 42 individuals with the opportunity to socialize and engage in stimulating conversations in an intimate and non-threatening environment.
- The more frail were provided with *shadows* so that they could participate in centre programs.
- Organized restaurant outings in the evenings were planned monthly. Volunteer drivers provided an economical and safe mode of transportation. When possible, steps were taken to include diners who used wheelchairs.

Performance Indicators:

The seniors have become more interactive with other members developing lasting bonds. The seniors have begun trying other services and programs as they become more familiar with the centre.

Targeted Results:

To promote healthy habits and activities
To provide health and educational programming

Actual Results:

- 52 individuals participated in the collective kitchens throughout the year either as a helper or a diner only. A total of 444 fresh meals and approximately 100 frozen meals were prepared and distributed.
- Clinics for monitoring blood pressure, vision and foot-care clinics were attended 142 times, ensuring that our members had access to these conveniently located services.
- New this year was the massage therapy being offered Friday evenings and Saturday mornings. Since September, 12 individuals have had 62 units of service.
- 185 Good Food Boxes were distributed to 33 individuals throughout the year.
- We integrated learning opportunities into existing programs by having guest speakers on subjects including safety and security, pet care and wills.
- Encouraging seniors to participate in centre activities as well as the walking group continued to be an important component of our services.

Performance Indicators:

Seniors access nutritional and health services while attending other centre programs. New members join the centre as a result of the new services.

Targeted Results:

To promote Home Support Services for English-Speaking seniors in the southwest region of Montreal.

Actual Results:

- Attended Rendez-Vous des Aînés organized by ROPASOM
- Attended caregiver resource fair
- Attended volunteer recruitment fairs

Performance Indicators:

Seniors, professionals and the community at large become aware of all our services and programs. They in turn, refer others to our centre.

Impact Statement:

This is just one of many cards of thanks that we receive.

Dear Maggie, Suzette & staff;

Thank you so much for your beautiful card of sympathy. Your kind and thoughtful expression is greatly acknowledged and sincerely appreciated. Thank you also for your generosity and all that you did to make our mom comfortable and happy. You will always be remembered. Sincerely, The Baird Family.

CCS-Lachine Senior Citizens Resources (The Teapot)

Centraide's Radio Campaign Announcement 2009 (Broadcast across Quebec)

*“We're all retired, we have somewhere to go.
I mean, The Teapot needs us,
but we need The Teapot more than anything else.
We do shopping for people who can't get up.
We have about 45 to 50 activities: tai chi, dancing.
Look how many friends you make.
This is the alternative to being housebound.”*

By supporting The Teapot, Centraide helps seniors to preserve their autonomy, make new friends and break the isolation many of them experience. The Teapot is one of the 1,500 community agencies supported by the 18 Centraides of Quebec. Give, so we can do even more.

One of our centre's longterm objectives is to foster and strengthen a sense of belonging among members by providing opportunities and developmental activities to interact, contribute and share experiences in a safe environment. The Teapot has flourished since 1976 and continues to be a home away from home for 804 members and 451 home-support clients. We are fortunate to be given the opportunity to use and to work from an historical building, owned and operated by the Borough of Lachine. Although the borough has been offering us the facility since 1982, which has contributed to our growth, it is today, becoming an increasing problem and is limiting our possibilities for further development. In our 30th anniversary year, a study was undertaken to help answer our concerns about our future.

Actual results:

The Board of Directors and personnel have completed a study with the objective of recommending The Teapot's optimal organizational structure in order to ensure the centre's future viability. It forced us to produce an accurate picture of today's realities regarding finances, resources and how we compare with other community organizations. They reviewed several alternative scenarios to our internal structure and concluded that remaining with CCS was desirable but only if certain changes were made to our affiliation agreement.

Volunteering:

Because we value the autonomy of seniors and volunteers and see an importance in responding to current social trends and needs, members are invited to get involved in four planning sessions per year to recommend what types of programs and services should be made available to them. “Volunteer power is not only manpower, it's movement.”

Volunteer West Island

Also,

- With the help of Novartis Pharmaceuticals Canada during their Partnership Day, volunteers who have the zest for giving back were celebrated during a Country Western Volunteer Recognition Event.

*And in the end, it's not the years in your life that count.
It's the life in your years.
Abraham Lincoln*

Learning through education, recreation and socialisation

- “Les échos des chuchotements de l’âme” was presented in French in May 2008 to sensitize the public on the realities of being a **caregiver**. A presentation offered by the “Regroupement des Aidantes et Aidants Naturel(le)s de Montréal.
- Two **budgeting workshops** in collaboration with l’ACEF were offered with the objective of learning how to better budget and save at the grocery store.
- All questions were answered at a workshop offered by Revenu Canada who gave a detailed explanation of the **Old Age Security Plan**.
- In partnership with La Maison Jean Lapointe, a very successful workshop was offered on tips and things to know about **gambling**.
- In collaboration with the Public Health Department, a bilingual “Stand-up” (Program-Pied) session was offered with the goal to **prevent falls and fractures** among autonomous seniors who live in the community.
- Members requested similar exercises following the Stand-up program: a **Chair exercise program** was developed in response to members wanting to keep fit and is now a regular weekly activity.
- Our very own President and Secretary of the board of directors launched “**S.O.S men** of The Teapot”, an initiative to motivate men to participate in centre activities.
- A **Variety Show** welcomed over 200 participants to a two-hour show, completely organized and implemented by The Teapots Drama Group, Red Hat Group, The Tap Dancers, the T-Notes Choir, A lyp-sync group and a kitchen and decorating committee. Special mention for the orchestrating talents of Mr. Kevin O’Halloran who “got the show on the road!”
- “Hola! to the 15 new participants in beginners **Spanish**. The intermediate group still continues to perfect the language.
- Four volunteer instructors teach **seniors computers** on a weekly basis and in both languages. A grant was received by Reboot Montreal that enabled us to have **free Internet access** and computer stations.
- A full busload of seniors took advantage of an affordable **week get-away** in Lac Ouimet. Trips remain popular with our members and we look very closely at making sure they are **affordable and accessible**.
- Centraide funded a project to build a portrait of today’s West Island Seniors; The Teapot welcomed 30 members to two sessions given in both languages.
- The Teapot’s administration and the board of directors values the importance of sharing with other community partners by sharing each other’s resources to strive for the most effective way of producing positive changes in our community and of meeting the needs of the aging population. The Teapot sits on several **local, provincial and regional committees and tables**, a list is provided on pages 11-13.
- The Teapot set up a kiosque at the UPS Centraide Agency Tradeshow in July and at the Lachine General Hospital as part of their annual campaign.
- The Belvedere Residence honoured the Teapot for its work during a Viva Italia evening in June and presented the centre with a \$1,000 cheque.

Planning now for the future

- Evaluate our current weekly meal programs and food services.
- Develop a questionnaire to better evaluate the areas of programming need development.
- Change the present yearly special event schedule and the type of events being offered at the centre. Look at the idea of offering monthly meals with a cause.
- With the recent approval of the New Horizons grant, change the physical layout of the reception area and main room.
- Help maintain current home-support programs by supporting newly hired staff due to a maternity leave.

-
- Continue to evaluate the value of having an additional staff person who supports volunteers and other administrative functions.
 - Launch a citywide publicity campaign to local health professionals and do regular publicity in local media.

“What a delightful surprise I received this morning! A little ‘elf’ appeared at my door with a beautifully wrapped plate of delicious goodies and an Xmas bag filled with such useful items! Thank you to everyone at The Teapot and the best for the holidays to all you special people who made my holiday much brighter.” Mrs. Broadbelt

CCS-Lachine Senior Citizens Resources (The Teapot) – Home Support

***We are very proud of the personal level of attention and care we give to seniors.
Because of this special care we have been
able to meet many of their particular and unique needs.
Every attempt will be made to ensure the continuation of our services.***

- The Home Support Program offers services with the view of providing an improved quality of life. We encourage independence, autonomy and continue to prevent premature institutionalization.
- The invaluable assistance of **95** volunteers and **160** students allowed us to offer a wide variety of services and activities, which contribute to our clients’ physical and mental health. Services and activities are offered respecting the dignity of each individual.
- The Home Support Program delivered services to **451** seniors with multiple levels of requests during the past 12 months.
- The following is a list of the regular Home Support Services:
 1. Foot clinic twice a week.
 2. Weekly shopping, where volunteers and students pick up seniors at their homes and who also shop for members who are unable to do it for themselves.
 3. Daily medical accompaniment/transportation.
 4. Weekly transportation to social activities at The Teapot.
 5. “Seniors on the Move” taxi voucher program.
 6. Collective kitchens twice a month.
 7. Regular friendly visiting.
 8. Weekly telephone calls.
 9. Monthly outings and annual special events like the H.S. summer picnic, holiday treat baskets.
 10. Monthly “Look on the bright Side” discussions groups.
 11. Listening and referrals, advising and supporting those in need.
 12. Centre festivities with the objective of breaking isolation.

2008-2009 Actual Results:

- Due to available funds from the PSOC (Home Support grant) we were able to employ an individual, seven hours a week, to accompany and assess the requests and needs of francophone members and motivate them to utilize available home-support services. Approximately 16 French members have received regular friendly telephone calls, visits and much-needed accompaniment to their doctors’ appointments. This employee was able to fulfill these requests that could not otherwise be realized.
- A grant received by Help the Aged; an Ottawa based organization, allowed us to hire two recent graduates to develop community outreach for Home Support members. A number of members benefitted from visits, errands, transportation and accompaniment from the workers. These graduates

also support the collective kitchens program, animation of a bi-monthly discussion group, visiting of past members and the weekly shopping program.

- A special meeting with Home Support volunteers was held to evaluate, discuss and revise their roles within the programs in which they participate.
- The Home Support committee, consisting of both users and centre members, met on three different occasions. The goal was to involve member participation in the actual planning of the services being rendered. They discussed adapting the shopping program to the recent purchase of a 20-passenger bus and concerns about difficult or frail clients and volunteer drivers and their limitations.

2009-2010, we will...

- Continue to provide and maintain special services despite the leave of absence of the Home Support Co-ordinator.
- Implement parameters and criteria for users of services to better respond to the increasing requests and maintain a flexible approach to meet the unique needs of our Home Support clients.
- Continue to meet with the Home Support Committee to develop solutions for the rising demand of the grocery shopping service, medical transportation and discussion groups.
- Research other similar home-support programs in the province and become a more active participant in COMACO.
- Work with the volunteer bureaus and offer training as requested by the home-support volunteers.

Part III - CCS Statistics & Financial Statements

ALMAGE SENIOR COMMUNITY CENTRE

Statistics

FIELD OF INTERVENTION	Individuals Served	Number of Activities	Total Number of Participants	Units of Service	Number of Volunteers	Volunteer Hours	Number of Students	Student Hours
The Centre	323							
Health Promotion		9	248	7,331	40	1,697	2	8
Social Integration		9	323	5,657	47	1,755	16	47
Education/Recreation		4	26	286	7	264	-	-
Volunteer/Student Coordination		2	100	118	11	587	2	15
Community Development		4	350	670	10	153	28	93
Support Services		6	400	4,882	8	806	-	-
Fundraising		2	350	1,649	57	587	2	28
Administrative Support		3	49	49	12	219	-	-
Total	323	39	1,846	20,642	80	6,068	18	191
Almage Satellite Centres								
St. Michel/Rosemont	23	6	N/A	546	-	-	4	168
Hochelaga/Maisonneuve	13	5	N/A	369	4	245	-	-
Rivière-des-Prairies	13	5	N/A	225	-	-	2	48
Montreal North	36	7	N/A	1,035	12	800	-	-
Information/Referral	11	1	N/A	11	-	-	-	-
Total	96	24	N/A	2,186	16	1,045	6	216
Home Support	180							
Services for the Non-autonomous		11	97	4,887	15	707	2	65
Coping with Loneliness		6	86	750	16	189	2	41
Family Support		2	11	19	-	-	-	-
Community Development		2	2	13	-	-	-	6
Health Promotion		5	70	694	1	36	-	-
Volunteer/Student Coordination		3	10	281	11	119	2	10
Fundraising		-	-	-	-	-	-	-
Administrative Support		1	-	48	1	24	-	-
Total	180	30	276	6,692	44	1,075	2	122

Please note that some members participated in more than one activity and are counted more than once. Some volunteers offered their services for more than one activity and in this case they are counted only once.

ST-ANTOINE 50+ COMMUNITY CENTRE

Statistics

FIELD OF INTERVENTION	Individuals Served	Number of Activities	Total Number of Participants	Units of Service	Number of Volunteers	Volunteer Hours	Number of Students	Student Hours
The Centre	127							
Health Promotion		8	177	3,109	19	779	-	-
Social Integration		15	163	4,484	12	323	50	51
Education/Recreation		2	34	266	4	111	-	-
Volunteer/Student Coordination		3	59	64	1	4	-	-
Community Development		7	396	626	2	9	-	-
Support Services		8	254	1,507	7	389	-	-
Fundraising		3	109	328	2	100	-	-
Administrative Support		7	161	282	28	1,583	-	-
Total	127	53	1,353	10,666	50	3,298	50	51
Home Support	230							
Services for the Non-autonomous		16	164	5,673	35	494	8	38
Coping with Loneliness		8	155	1,333	41	690	7	75
Family Support		1	48	125	1	5	1	1
Community Development		4	320	947	6	34	1	1
Health Promotion		9	163	882	6	179	6	31
Volunteer/Student Coordination		5	69	473	3	7	8	82
Fundraising		2	-	-	16	55	1	1
Administrative Support		2	-	2	7	100	6	19
Total	230	47	919	9,435	44	1,564	7	248

Please note that some members participated in more than one activity and are counted more than once. Some volunteers offered their services for more than one activity and in this case they are counted only once.

LACHINE SENIOR CITIZENS RESOURCES (THE TEAPOT)

Statistics

FIELD OF INTERVENTION	Individuals Served	Number of Activities	Total Number of Participants	Units of Service	Number of Volunteers	Volunteer Hours	Number of Students	Student Hours
The Centre	804							
Health Promotion		16	451	6,229	15	670	109	108
Social Integration		10	1,000	12,487	134	1,707	37	190
Education/Recreation		12	669	3,069	33	693	2	25
Volunteer/Student Coordination		2	92	92	29	121	-	-
Community Development		4	560	560	83	176	-	-
Support Services		5	933	1,492	10	262	-	-
Fundraising		2	353	374	75	860	-	-
Administrative Support		6	202	202	49	2,689	-	-
Total	804	57	4,260	24,505	134	7,178	148	323
Home Support	451							
Services for the Non-autonomous		13	403	3,533	35	3,290	32	282
Coping with Loneliness		8	301	1,991	39	1,450	4	18
Family Support		2	122	132	-	-	-	-
Community Development		3	-	-	-	-	-	-
Health Promotion		3	1,067	1,490	25	1,746	-	-
Volunteer/Student Coordination		5	80	195	90	403	18	18
Fundraising		-	-	-	-	-	-	-
Administrative Support		2	-	-	6	1,200	-	-
Total	451	36	1,973	7,341	195	8,089	54	318

Please note that some members participated in more than one activity and are counted more than once. Some volunteers offered their services for more than one activity and in this case they are counted only once.

**COMMUNITY RESOURCES
ADMINISTRATIVE SERVICES
CAMPING SERVICES / CCS BOARD**

Statistics

FIELD OF INTERVENTION	Individuals Served	Number of Activities	Units of Service	Number of Volunteers	Volunteer Hours	Number of Students	Student Hours
Parents & Preschoolers – Head Start Program	110	5	3,522	-	-	5	51
Drawing the Community Together	45	1	632	-	-	-	-
Community Outreach for St. Antoine 50+ Centre	23	1	23	-	-	-	-
Peace: Anti-Bullying Program	66	3	846	-	-	-	-
Get Connected – West Island Outreach Program	27	1	489	4	98	1	20
Community Resources – Total	271	11	5,512	4	98	6	71
Administrative Services – Total	-	-	-	9	938	-	-
Camping Services							
Trail's End Camp	351	N/A	5,438	10	840	-	-
Camp Kinkora – summer	896	N/A	5,324	40	1,600	-	-
Camp Positive	99	N/A	594	61	3,976	-	-
Camp Kinkora – Off Season	2,005	N/A	4,247	-	-	-	-
Camping Services - Total	3,351	N/A	15,603	111	6,416	-	-
CCS Board and Committees - Total	N/A	N/A	N/A	17	147	-	-

SUMMARY OF STATISTICS

FIELD OF INTERVENTION	Individuals Served	Number of Activities	Units of Service	Number of Volunteers	Volunteer Hours	Number of Students	Student Hours
Almage Senior Community Centre	599	93	29,520	140	8,188	26	529
St-Antoine 50+ Community Centre	357	100	20,101	94	4,862	57	299
Lachine Senior Citizens Resources (The Teapot)	1,255	93	31,846	329	15,267	202	641
Community Resources	271	11	5,512	4	98	6	71
Administrative Services	-	-	-	9	938	-	-
Camping Services	3,351	N/A	15,603	111	6,416	-	-
CCS Board and Committees	N/A	N/A	N/A	17	147	-	-
<i>CCS Inc. Grand Totals</i>	<i>5,833</i>	<i>297</i>	<i>102,582</i>	<i>704</i>	<i>35,916</i>	<i>291</i>	<i>1,540</i>

Please note that networking, partnerships and community outreach are not reflected in the CCS statistics.

The grand total for the Individuals Served reflect the number of clients served and does not include Volunteer Services.