



Annual Report

2021-2022



Table of Contents

- ANNUAL GENERAL MEETING AGENDA.....3
- AGM SUMMARY 20214
- AGM ATTENDANCE 20215
- A WORD FROM THE PRESIDENT6
- REPORT FROM THE E.D.....7
- BOARD OF DIRECTORS.....8
- ABOUT ARC9
- KEY ACTIVITIES.....10
- ARC STRUCTURE11
- ARC LOCATIONS12
- COMMUNITY IMPACT13
- ATTENDANCE PARTICIPATIONS.....14
- COMMUNITY OUTREACH.....15
- FUNDING SOURCES16
- FUNDERS.....17
- COMMUNITY PARTNERS.....18
- HOW TO REACH US19

Annual General Meeting

Agenda

- | | |
|--|---|
| 1. Welcome & Introductions | Lorraine Torpy, President, ARC |
| 2. Nomination and Election for a President of the Assembly | Lorraine Torpy, President, ARC |
| 3. Nomination and Election for a Secretary for this ARC Annual General Meeting | Assembly President |
| 4. Call to Order and Confirmation of Quorum | Assembly President |
| 5. Procedures for AGM | Assembly President |
| 6. Roll Call of Voting Members | Assembly President |
| 7. Approval of Agenda of ARC 2021 Annual General Meeting of June 15, 2022 | Assembly President |
| 8. Approval of Minutes of ARC 2020 Annual General Meeting of June 10, 2021 | Assembly President |
| 9. Reports | |
| • Annual Report | Lorraine Torpy, President, ARC |
| | Christian Lapointe, Executive Director, ARC |
| • Financial Reports | |
| a. Annual Financial Reports 2021-2022 | Jonathan Dionne, CPA, CA, Auditor
<i>Brodeur et Létourneau</i> |
| | Michael Gareau, Treasurer, ARC |
| b. Provisional Budget 2022-2023 | Christian Lapointe, Executive Director, ARC |
| 10. Appointment of Auditors 2022-2023 | Michael Gareau, Treasurer, ARC |
| 11. Review of ARC Board of Directors Members' Status | Lorraine Torpy, President, ARC |
| 12. Nomination of Board Member(s) | Assembly President |
| 13. Introduction of Candidates | Assembly President |
| 14. Election of Board Member(s) | Assembly President |
| 15. Question Period | Assembly President |
| 16. Adjournment | Assembly President |

AGM Summary 2021

June 10, 2021, via Zoom at 5:00 p.m.

ARC Board of Directors' Members in Attendance: Debra Dorey (Employee Representative, *ex-officio*), Nicole Fortier, Michael Gareau (Treasurer), Laurel Hewitt, Christian Lapointe (Executive Director, *ex-officio*), Alice Noble (Secretary), Deborah Pearson (President), Christine Santucci-Wright, Lorraine Torpy (Vice-President), Winsome Wason,

Members: Gerald Alfonso, Claudia Belair, Leonarda Bonadonna, John Britton, James Burgess, Margaret Duthie, Eleanor Dutton, Marlin A. Falastien, Christie Huff Selig (Honorary Member), Louise Juster, Céline Laboissière, Dennis Languay, Sharon Meehan, Edith Meszaros, James Moran, Brenda Sierant, Michael Truesdell, Rachel Wagner

Guests: Jonathan Dionne CPA, CA, Auditor, *Brodeur et Létourneau*
Jennifer Cooke, CHSSN

- All were welcomed by President Deborah Pearson.
- President (Jennifer Cooke from CHSSN) & Secretary (Alice Noble) for the Assembly were elected.
- The Annual General Meeting was called to order and quorum were confirmed.
- The Agenda was adopted and the Minutes of the ARC Annual General Meeting of June 11, 2020 were approved.
- 2020-2021 ARC Annual Report was given by Deborah Pearson, President and Christian Lapointe, Executive Director.
- 2020-2021 Financial Statements & Auditor's Report were presented by Jonathan Dionne, CPA, from Brodeur and Létourneau and Michael Gareau, Treasurer.
- 2020-2021 Provisional Budget was presented by Christian Lapointe, Executive Director.
- 2019-2020 Secretarial Report was given by Alice Noble, Secretary.
- Members approved the changes proposed by ARC's Board of Directors to ARC's Bylaws.
- Brodeur et Letourneau were approved as ARC's auditors for the 2021-2022 year of operations.
- Board: Elected ARC Board of Directors members for a term ending in 2023 were:
 - Laurel Hewitt and Lorraine Torpy - Returning members
 - John Britton and Sharon Meehan – New members
- Public Question Period was followed by adjournment of the ARC Annual General Meeting.

AGM Attendance 2021

June 10, 2021, via Zoom at 5:00 p.m.

Voting Members & Board Members	Public Participants & Staff
Gerald Alfonso	Cathy Blackburn
Claudia Belair	Karoll-Ann Carrier
Leonarda Bonadonna	Jennifer Cooke
John Britton (Board)	Jonathan Dionne
James Burgess	Debra Dorey
Margaret Duthie	Kevin Erskine-Henry
Eleanor Dutton	Judy Johnson
Marlin A. Falastien	Allison Kelly
Nicole Fortier (Board)	Christian Lapointe
Michael Gareau (Board)	Ruth Montas
Laurel Hewitt (Board)	Linda Murray
Christine Huff Selig	Lynn Osborne
Louise Juster	Prem Pearson
Celine Labossière	Franca Sparapani
Dennis Languay	Michael Sitruk
Edith Meszaros	Fiona Thain
Sharon Meehan	Sandra Vocino
Alice Noble (Board)	
Deborah Pearson (Board)	
Christine Santucci-Wright (Board)	
Brenda Sierant	
Lorraine Torpy (Board)	
Michael Truesdell	
Rachel Wagner	
Winsome Wason (Board)	

A Word from the President

Lorraine Torpy



2021-2022 brought new challenges due to Covid as we worked very hard to transition from on-line to in-person activities. This was due to the changing Government restrictions surrounding Covid.

As we look back on ARC's 10th year of operations, we can see how ARC has progressed and adapted to the changing needs in the English-speaking community within the territory we serve.

Over this past year, the members of the Board of Directors worked diligently to ensure that proper governance was sustained so the organization would be able to offer the community necessary and vital services.

Also, the Board members took on special projects to advance the well-being of all the employees, the growth of our membership and the promotion and marketing of the organization and its services.

Our Vice-President, Christine Santucci-Wright, took on the task of planning a celebration event, while our Treasurer, Michael Gareau, advanced the recruitment of new members. Nicole Fortier, HR Committee Chair, reviewed and recommended changes to the salary equity policy. Directors Laurel Hewitt, Winsome Wason and Sharon Meehan participated on committees bringing their years of experience to the decision-making process. Our outgoing Secretary, John Britton, assisted the organization in building a direct relationship with all the Health and Social Services institutions in Montérégie-Centre.

As a Board, we supported our dedicated and talented employees under the direction of the Executive Director, Christian Lapointe.

Throughout the Annual Report you will see the new developments, the continued direct services and the assistance and referrals offered to the English-speaking community in Montérégie-Centre.

All this work would not be possible without the financial support of our funders, the sharing of resources from our partners, the volunteers who continued to offer services on behalf of ARC and the community at large. For this, we are extremely thankful.

Going forward, the Board of Directors will continue to ensure that the English-speaking community in Montérégie-Centre will have access to all government services and activities, and that English speakers retain their place in their community.

In closing, the members of the Board along with the employees, will continue to advocate and promote services and activities for the English-speaking community to make a better future for all.

“The board will continue to ensure that our community in the Montérégie-Centre will have access to all government services and activities, and that English speakers retain their place in their community.”

Report from the E.D.

Christian Lapointe



Dear Community Members and Partners,

During this past fiscal year, ARC has continued its growth, reached out with significant programs and activities, maintained its partnerships and implemented a few new initiatives in Mental Health and Employment thanks to the generosity of our multiple funders.

We have upgraded our online activities allowing us to reach out to people who otherwise could not have attended in person. For the more adventurous, we also offered our “Wellness Centre” and “Afternoon Social” activities in person. Furthermore, we have also opened our very own Activity Centre, allowing us to offer more activities at any given time without having to rely on rental space.

“The last two years have taught us how to become resilient and creative, and thanks to all of you, ARC is still alive and well, assisting our thriving community.”

The last two years have taught us how to become resilient and creative, and thanks to all of you, ARC is still alive and well, assisting our thriving community. Luckily, things are now looking up socially and we all are getting back to normal life.

The good news is that we have a few more initiatives for the upcoming fiscal year. With our partners, we are planning to offer more in terms of mental health support, we are planning to hold “Community Suppers” in Greenfield Park, as well as other community gathering activities in St-Jean-sur-Richelieu and Candiac. Stay up to date by subscribing to our monthly newsletter and follow us on social media.

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

Board of Directors

List of officers

Following the AGM on June 10, 2021, the newly elected Board of Directors, for the 2021-2022 fiscal year, were assigned to the following roles:

Role	Name	Term
President	Lorraine Torpy	2021-2023
Vice-President	Christine Santucci-Wright	2020-2022
Secretary	James Munro	2021-2023
Treasurer	Michael Gareau	2020-2022
Board Member	Laurel Hewitt	2021-2023
Board Member	Winsome Wason	2020-2022
Board Member	Nicole Fortier	2020-2022
Board Member	Sharon Meehan	2021-2023
Executive Director, ex officio	Christian Lapointe	
Staff Representative, ex officio	Debra Dorey	

Sub-Committees

Committee	Chair	Members
Executive	Lorraine Torpy	Christine Santucci-Wright Michael Gareau
Human Resources	Lorraine Torpy	Nicole Fortier
Finance and Funding	Michael Gareau	Nicole Fortier Lorraine Torpy
Membership	Michael Gareau	Lorraine Torpy Debra Dorey
Recruitment & Retention	Lorraine Torpy	Board and staff
10 th Anniversary	Christine Santucci-Wright	Laurel Hewitt Winsome Wason Debra Dorey Deborah Pearson

About ARC

Who we are and what we do

- We are a community outreach organization who has been assisting the English-speaking community of the South Shore since 2011.
- Receive funding from several government and community organizations and donations from the public.
- Respond and adapt to the needs of the community.
- Welcome new members and community partners.
- Over 62,300 English-speaking residents of the South Shore have access to ARC's services.

Our Mission and Vision

Mission

ARC is dedicated to assisting and empowering people of all ages to access health and social services, information, resources, programs, and activities in English on the South Shore to promote well-being.

Vision

To lead, develop, and maintain strong partnerships and networks within the community to ensure accessibility to English services on the South Shore.

Our Territory

English-speaking
Community

62,230

Monteregie-Centre	52,550
Jardins-Roussillon	9,680



Key Activities

What we do

Networking

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

Representation

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

Knowledge Development

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

Services and Activities

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

Context

ARC does not reproduce existing initiatives. We support existing initiatives by working collaboratively with partners while building their capacity as organizations and increasing their offer of services.

ARC offers activities and programs to:

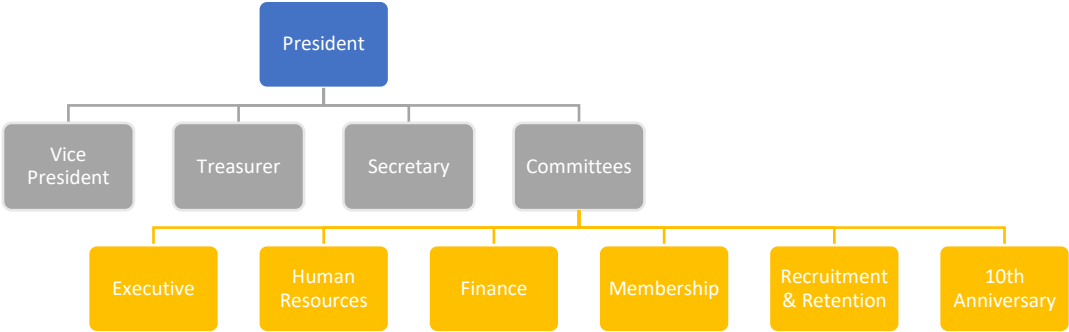
- break isolation;
- build community by getting people together;
- and facilitate access to services.

These priorities are based on focus groups and consultations with the English-speaking community of the South Shore held by ARC over a two-year period from 2018 to 2020.

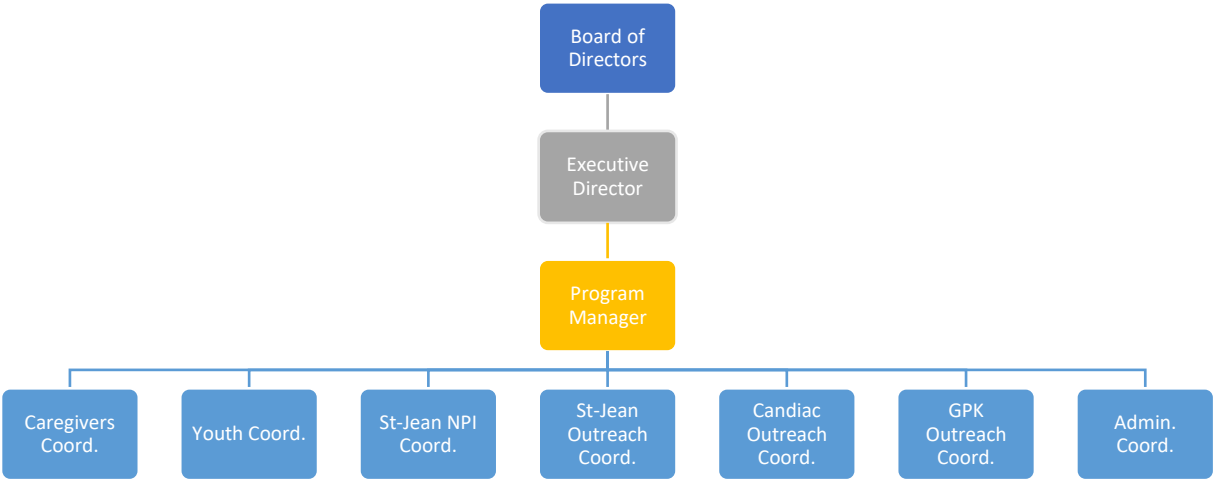
Like all organizations, ARC reports to funders at the end of the fiscal year to validate that the funding provided was well used and had an impact on the community in accordance with the contract ARC signed with them. ARC reports to every funder the data collected on participants and produces narrative and financial reports.

ARC Structure

Organigram – Board of Directors



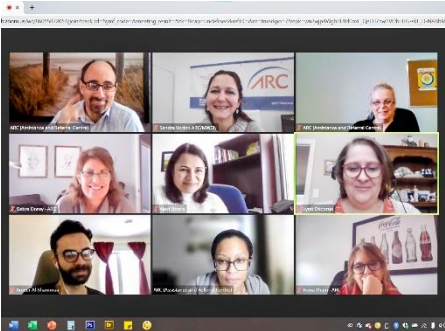
Organigram – Operational



ARC Locations

Where we are

In the last three years, we have grown from one office in Greenfield Park, to now include two satellite offices, one in St-Jean and a joint initiative with Monteregie West Community Network (MWCN), in Candiac. Earlier this year we opened our new Activity Centre in Greenfield Park.



Community Impact

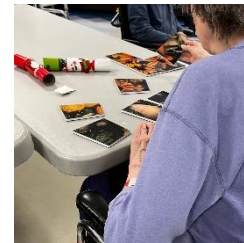
Summary of those reached

- We tally each time someone attends an activity, whether it's an art class, line dancing, yoga, group support for caregivers, or coming to the Seniors Wellness Centre.
- In addition, each time our team reaches out to or responds to a request from a member of the community.

9,685 participations and contacts in 2021-2022

Recurring Activities (in alphabetical order)

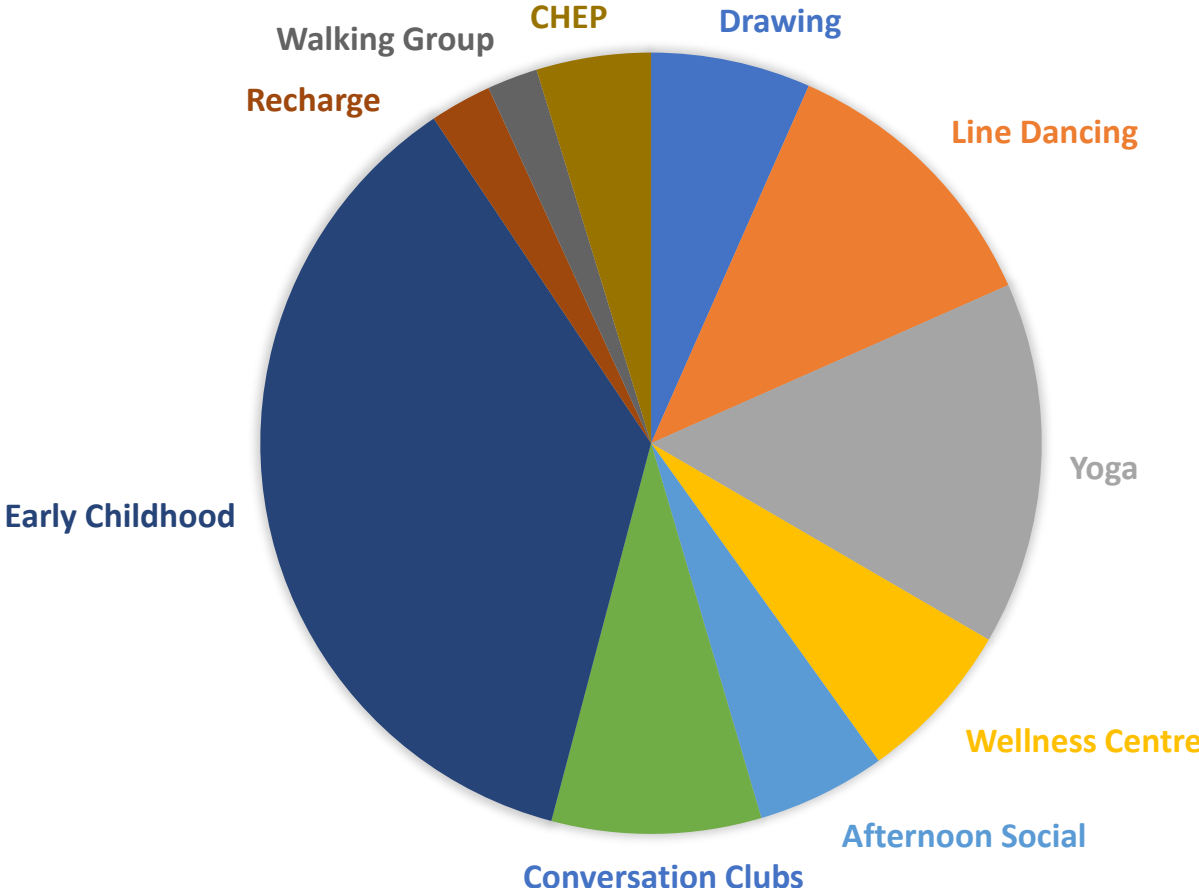
- Afternoon Social (Greenfield Park)
- Afternoon Social (Candiac Chartwell)
- Caregivers Social
- Caregivers Support Group
- CHSLD Champlain Senior's Activity
- CISSS Conversation Clubs
- Colour Cafe
- Community Health Education Program (CHEP)
- Drawing
- Early Childhood Programs (Mother Goose, Sajou and Community Language Development)
- Line Dancing
- Mental Health Café (support to Our Harbour)
- ReCharge Program for Caregivers
- Seniors Wellness Centre (Chambly)
- Social Cooking
- Twisted Stitchers knitting club
- Walk and Talk (Candiac)
- Yoga



Attendance Participations

Top 10 activities

1. Early Childhood Programs (adults and children)	2,528
2. Yoga	1,040
3. Line Dancing	814
4. CISSS Conversation Clubs	600
5. Seniors Wellness Centre - Chambly	465
6. Drawing	458
7. Afternoon Social – GPK	370
8. Community Health Education Program (CHEP)	328
9. ReCharge for Caregivers	177
10. Walk and Talk – Candiac	145



Community Outreach

Other ways we reach the community

Non-recurring activities:

- Mental Health and You, in partnership with MWCN and MEPEC
- Virtual Community Fair
- Seniors Day care package distribution
- St-Lambert Days
- St. Patrick's Day Celebration
- Storytelling workshop series with the Quebec Writer's Federation



Other activities:

- Held six partnership meetings with 31 partners
- Star Program – 28 nominated
- Contacts for assistance and referrals from the community 1,625
- Two students were awarded bursaries from Dialogue McGill



Partnership tables we sit on:

- GPK social development table (CGPKC)
- ConParle Famille (early childhood)
- Communauté de pratique (caregivers)
- HRR local seniors partnership table
- HRR social development table
- New Horizons social development table



We published the following documents:

- Employment and Socio-Demographic Profile of English-speaking Youth Age 15-34 in the Monteregie-Centre
- Employment and Socio-Demographic Profile of English Speakers Aged 35 Years Plus in the Monteregie-Centre
- Employment and Socio-Demographic Profile of English Speakers in Roussillon

Social media

- Subscribers to The Advisor newsletter and other info-letters 1,200
- Visits to the website 4,164; page views 14,945
- Facebook follows 870
- Facebook posts per month (average) 135
- Facebook views per month (average) 24,933

1,625
*contacts for
assistance
and referral
activities
from the
community*

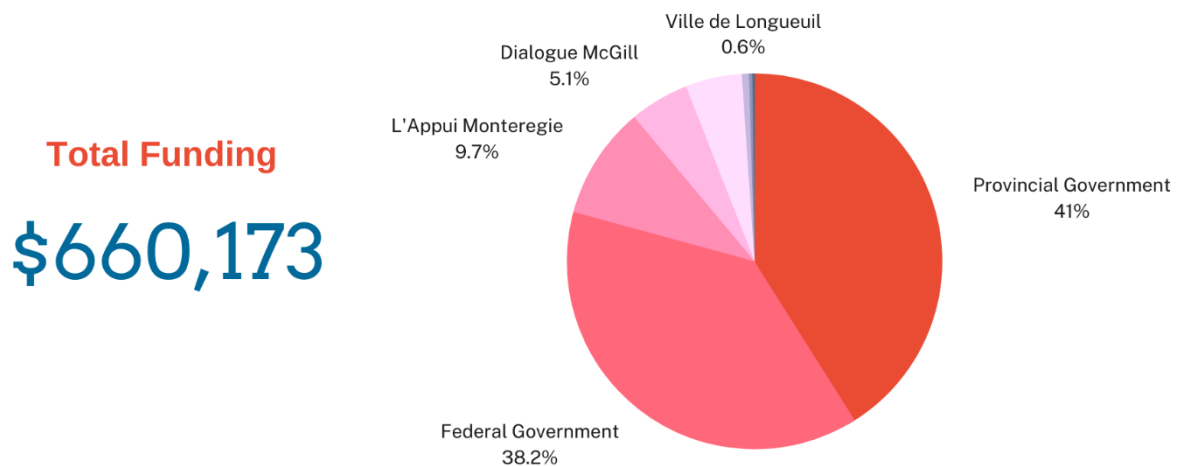
Funding Sources

2021-2022

Funder	Amount
Federal Government	
<ul style="list-style-type: none"> Health Canada through CHSSN – Network/Outreach/Satellite 	\$170,300
<ul style="list-style-type: none"> Health Canada through CHSSN – Healthy Early Years (HEY) 	\$15,000
<ul style="list-style-type: none"> Canadian Heritage (PCH) 	\$67,000
Provincial Government	
<ul style="list-style-type: none"> ERCC – Greenfield Park, Satellite office 	\$209,800
<ul style="list-style-type: none"> Seniors Wellness Centre 	\$11,050
<ul style="list-style-type: none"> Regional Development Network – Employment Initiative 	\$35,000
<ul style="list-style-type: none"> Secretariat a la Jeunesse through CHSSN 	\$15,000
L'Appui Monteregie – ReCharge for Caregivers	\$63,923
CHSSN through Fondation André et Lucie Chagnon (Bright Beginnings)	\$32,150
Dialogue McGill through Health Canada – Retention, Conversation Clubs, Bursary	\$33,800
Ville de Longueuil	\$4,000
Community Health Education Program (CHEP)	\$1,900
Deputy of Laporte (Mme Nicole Menard)	\$1,000
Deputy of Marie-Victorin (Mme Catherine Fournier)	\$250
TOTAL	\$660, 173

* ARC contributed \$2,000.00 to programs and that amount is included above.

* These numbers were established before the audit and are subject to change.



Funders

Thank you for your valuable financial support



Health
Canada

Santé
Canada



Canadian
Heritage

Patrimoine
canadien



A shining start for children ages 0-5

*Secrétariat aux relations
avec les Québécois
d'expression anglaise*

Québec 

*Secrétariat
à la jeunesse*

Québec 

Dialogue McGill



Health
Canada

Santé
Canada

longueuil 



Nicole Ménard
Députée de Laporte



Community Partners

Thank you for your valuable collaboration



How to Reach Us

Personnel

Christian Lapointe, Executive Director
(514) 604-9455, ed@arc-hss.ca

Debra Dorey, Program Manager
(514) 743-8058, pm@arc-hss.ca

Lynn Osborne, Outreach Coordinator
(450) 357-0386, stjean@arc-hss.ca

Sandra Vocino, Outreach Coordinator
(438) 455-2747, candiac@arc-hss.ca

Alexi Utrera, NPI Coordinator
(450) 525-1176, npi@arc-hss.ca

Marianne Jadah, Office and Program Coordinator
(514) 951-9711, admincoord@arc-hss.ca

Deborah Humphrey, Outreach Coordinator
(514) 605-9500, gpk@arc-hss.ca

Adam Hall, Youth and Employment Coordinator
(514) 712-6575, youth@arc-hss.ca

Christine Prince, Early Childhood and Caregivers Coordinator
(514) 608-9600, caregivers@arc-hss.ca

Offices

Greenfield Park (Main Office)
106 Churchill Blvd., 2nd Floor
Greenfield Park J4V 2L9
Tel: (514) 605-9500
info@arc-hss.ca

Activity Centre
91 Churchill Blvd.
Greenfield Park J4V 3L8
Tel: (514) 951-9711
info@arc-hss.ca

Haut-Richelieu-Rouville
927-B Seminaire Blvd.
St-Jean-sur-Richelieu J3A 1B6
Tel: (450) 357-0386
stjean@arc-hss.ca

Candiac
9 Montcalm Blvd., #512
Candiac J5R 3L4
Tel: (438) 455-2747
candiac@arc-hss.ca

www.arc-hss.ca or facebook.com/arcaccess