

2023
2024



ANNUAL REPORT

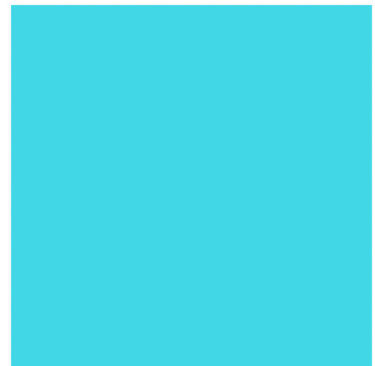


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In 2023-2024 we had a large boost in our membership thanks to the hard work and devotion of the staff and Board members. The interest of the community to be a part of ARC signals that our mission and objectives are necessary and very much appreciated.

LORRAINE TORPY

President
Board of Directors



FROM THE BOARD PRESIDENT

As I look back over 2023-2024, I have no doubt that this year will stand out in our history as a milestone in our organizational progress – a year in which we achieved long-standing goals on a scale that redefined our capacity and potential for the future and made me realize how much ARC has had a clear impact on the English-speaking community in Montérégie-Centre.

The employees, under the direction of the Executive Director Christian Lapointe, have once again brought interesting and healthy activities, compassionate services and punctual support to the community. This year-end report will outline the details of our activities.

In 2023-2024 we had a large boost in our membership thanks to the hard work and devotion of the staff and Board members. The interest of the community to be a part of ARC signals that our mission and objectives are necessary and very much appreciated. I wish to welcome all the new members and look forward to seeing our family grow this coming year.

As ARC's new fiscal year begins, we as a community, are still faced with challenges and continue to look to our partners and the community for direction in putting programs in place to support the English-speaking community in Montérégie-Centre.

ARC's success would not be possible without the financial support of our funders, the sharing of resources from our partners, the volunteers who contributed to the execution of services and the community at large. For this, we are extremely grateful.

A special thanks to Christian Lapointe and Debra Dorey for their direction and mentoring of all staff members who closed out the year with us: Marianne Jadah, Therese Callahan, Christine Prince, Tania Blood, Alexi Utrera, Karine Parent, Lauren McTaggart and Ashley Daniel.

As President of the Board, I would like to thank my fellow Board members who participated in various committees, projects, and activities: Christine Wright, VP; Chris Craig, Treasurer; Jim Munro, Secretary; Laurel Hewitt, Winsome Wason, Nicole Fortier, Sharon Meehan and Amanda Maruca.

In closing, I know that 2024-2025 will bring new projects and programs, development in the Clarenceville/Lacolle area and our constant support of the English-speaking community.



FROM THE EXECUTIVE DIRECTOR

It is with great pleasure and honour that I present the Annual Report of ARC Assistance and Referral Centre. Over the past year, we dedicated ourselves to providing vital support and guidance to those in need within our community throughout the Montérégie-Centre. As we reflect on our accomplishments and challenges, it's evident that our commitment to service remains unwavering.

Before delving into the specifics of our achievements, I want to extend my deepest gratitude to our dedicated staff and Board members, as well as our funders and partners. Their tireless efforts, resourcefulness and dedication have been the cornerstone of our success. Their commitment to our mission has ensured that we continue to make a meaningful impact in the lives of those we serve. This past fiscal year we:

- Expanded our outreach initiatives: Recently, we opened a satellite office in Clarenceville. We have intensified our efforts to reach marginalized communities and by collaborating with local organizations and institutions, we extended our reach to individuals who might otherwise have been overlooked. We also supported the creation of a new organization to support seniors with moderate cognitive dysfunctions.

- Enhanced referral services: We have bolstered our referral services with 4,357 outreach calls and accompaniments.

- Supplemented our resource development: Recognizing the importance of accessible resources, we've developed innovative infographics and materials to equip our clients with the knowledge and skills they need to overcome obstacles. From informational workshops, and the creation of documents to online resources, we are committed to ensuring that our clients have access to the support they need.

- Increased our collaborative partnerships: Collaboration lies at the heart of our work. Over the past year, we've forged strategic partnerships with community and government agencies, non-profit organizations, and we have enhanced capacity in 12 community and volunteer-based initiatives to leverage resources and maximize our impact.

In conclusion, I am incredibly proud of what we have accomplished together over the past year. Our commitment to service, coupled with our dedication to innovation and collaboration, has positioned us as a trusted ally to individuals in need. As we look to the future, let us reaffirm our commitment to serving with compassion, empathy, and integrity. Together, we will continue to make a meaningful difference.



CHRISTIAN LAPOINTE

Executive Director

Our commitment to service, coupled with our dedication to innovation and collaboration, has positioned us as a trusted ally to individuals in need.

ABOUT US

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.
- We receive funding from several government and community organizations and donations from the public.
- We respond and adapt to the needs of the community.
- We welcome new members and community partners.
- We have over 63,000 English-speaking residents who have access to ARC's services in the Montérégie-Centre.



Mission

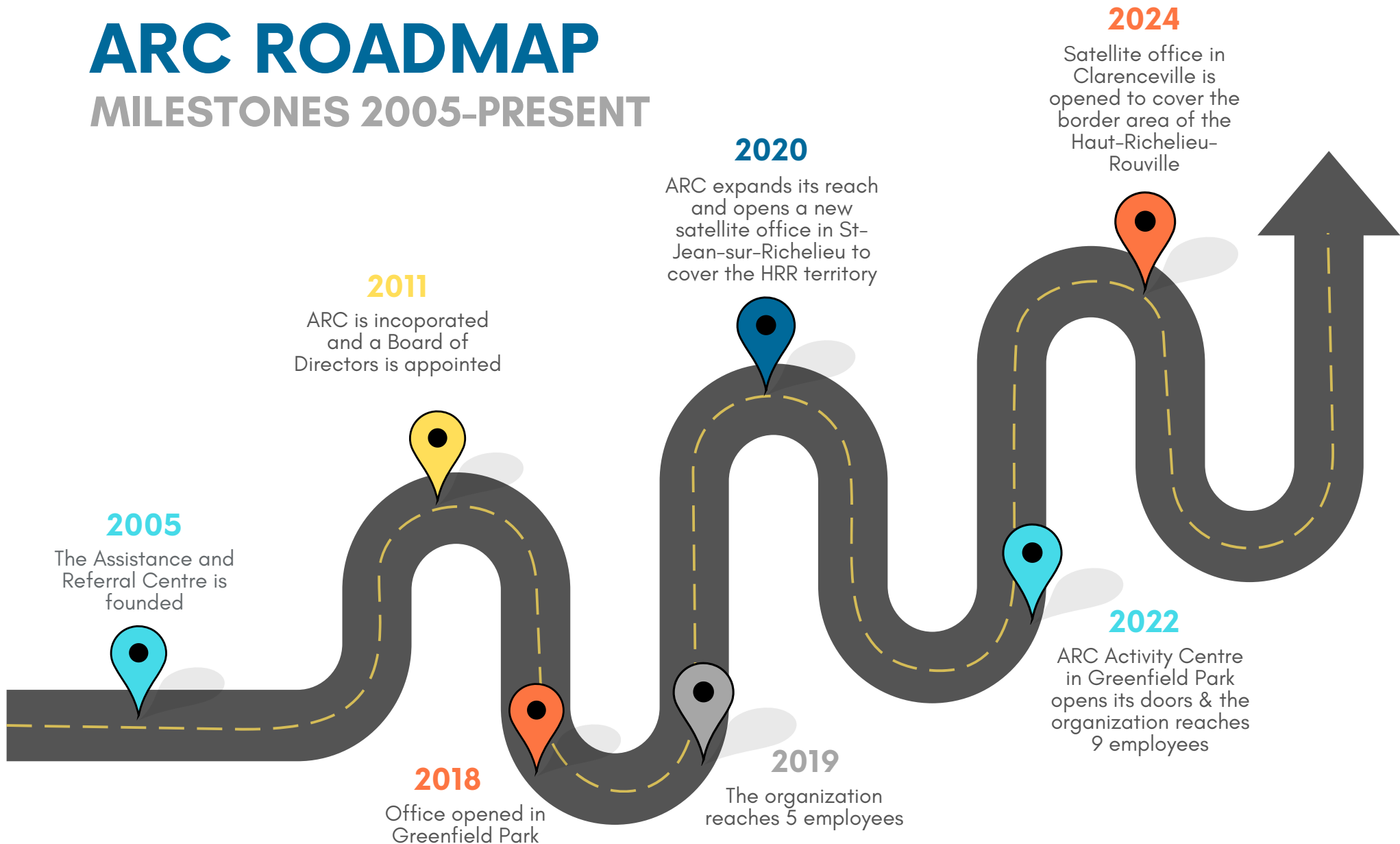
ARC is dedicated to assisting and empowering people of all ages to access health and social services, information, resources, programs, and activities in English on the South Shore to promote wellbeing.

Vision

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

ARC ROADMAP

MILESTONES 2005-PRESENT





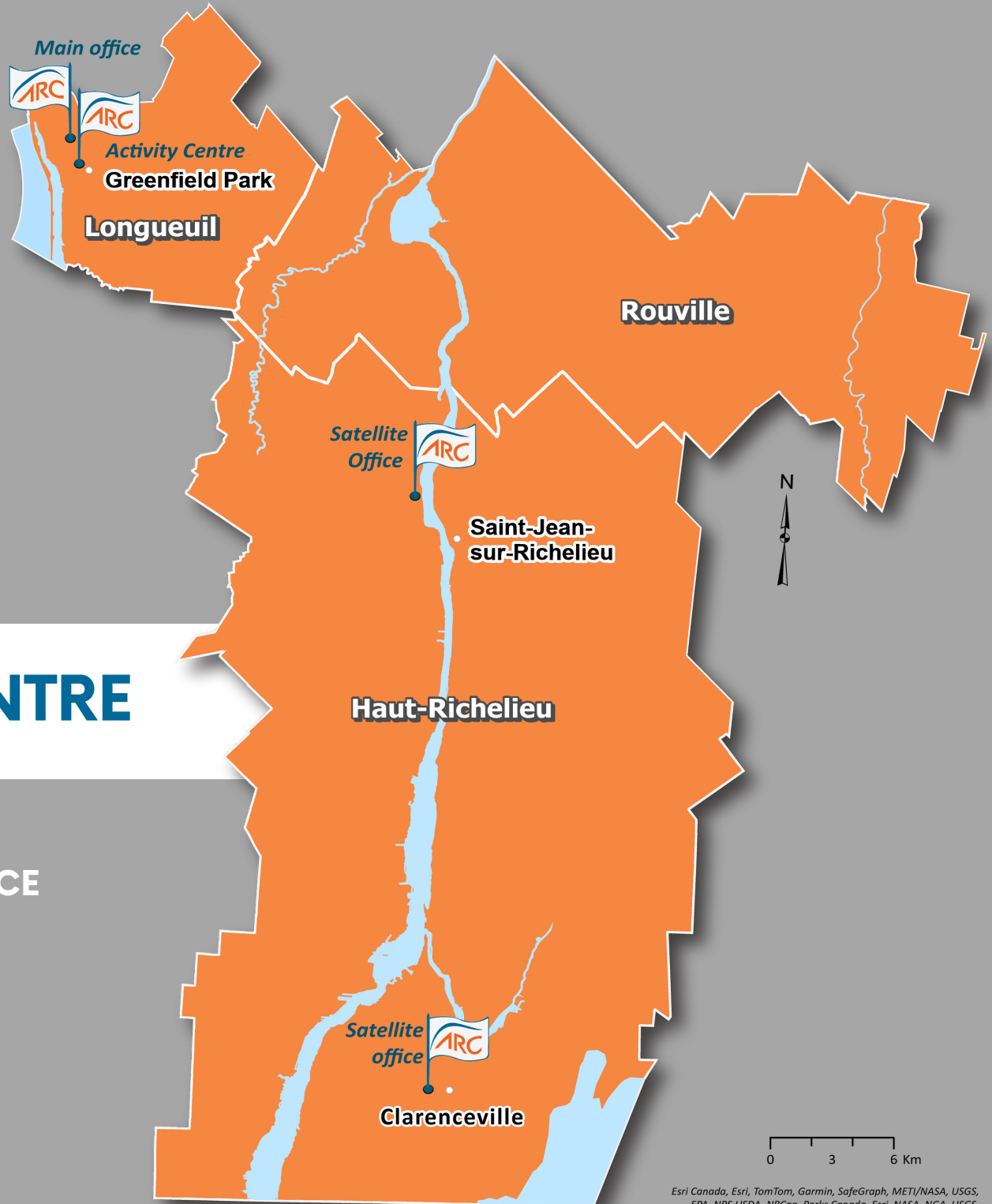
MONTÉRÉGIE-CENTRE

GREENFIELD PARK MAIN OFFICE

ACTIVITY CENTRE GPK

HAUT-RICHELIEU-ROUVILLE

CLARENCEVILLE



WHO WE ARE BY THE NUMBERS

63K+ 

English speakers in the
Montérégie-Centre territory

16,674 

Participations in our activities
and contacts for assistance
and referral

12 

Community organizations
supported with their
development



4 LOCATIONS



**10 STAFF
MEMBERS**



248 MEMBERS



815 VOLUNTEER HOURS



**29 ACTIVE COMMUNITY
PARTNERS**



**1400+ NEWSLETTER
SUBSCRIBERS**

FUNDING

2023-2024



Funder	Amount
Provincial Government	
▪ Secrétariat aux relations avec les Québécois d'expression anglaise – through Enhancing Regional Community Capacity (ERCC)	\$230,000
▪ L'Appui Montérégie - (Caregivers Program)	\$68,783
▪ Secrétariat aux relations avec les Québécois d'expression anglaise Quebecers – through Regional Development Network (RDN) (Employment Initiative)	\$35,000
▪ Secrétariat aux relations avec les Québécois d'expression anglaise - through CHSSN (Seniors Wellness Centres)	\$23,600
▪ CISSS-MC - Les Eclairleurs through the CGPKC Partnership Table	\$12,658
▪ Secrétariat aux relations avec les Québécois d'expression anglaise – through Educaloi	\$5,000
Sub Total	\$375,041
Federal Government	
▪ Health Canada - through CHSSN (Network/Outreach/Satellite)	\$210,026
▪ Canadian Heritage (PCH)	\$74,250
▪ Public Health Canada - (Mental Health)	\$50,000
▪ Health Canada – through Dialogue McGill (Retention, Conversation Club, Bursary)	\$44,000
▪ Health Canada - through CHSSN (Healthy Early Years)	\$15,000
▪ Health Canada – through CHSSN (Services for Healthy Aging in the Right Place)	\$1,900
Sub Total	\$395,176
Other	
▪ Bright Beginnings - Foundation André et Lucie Chagnon	\$27,150
▪ Youth Mental Health Initiative – Foundation Chagnon	\$30,000
▪ Other (memberships, donations, etc..)	\$11,777
Sub Total	\$68,927
Total	\$839,144

RECURRING ACTIVITIES

- Book Club
- Caregivers Programs (ReCharge, Café, Grief and Caregivers Support Groups)
- CHSLD Champlain Senior's Activity
- Community Dinner Dance
- Conversation Clubs (English and French)
- Colour Cafe
- Drawing Class
- Early Childhood Programs (Mother Goose, Community Language Development, Storytime)
- Legal Education
- Family Wellness Saturday
- French Conversation
- Mental Health Café (support to Our Harbour)
- Moms and Tots Walking Groups
- Rock Painting
- Seniors Wellness Centres
- Services for Health Aging in the Right Place (SHARP, formerly CHEP)
- Social Cooking
- Tai Chi (adults, babies)
- Talking to Improve Wellbeing
- Walk and Talks
- Yoga



ACTIVITY PARTICIPATIONS

TOP 10



Early Childhood Programs	3,105
Seniors Wellness Centres	1,216
Conversation Club (CISSS)	910
Yoga	684
Caregivers Programs	526
Drawing	492
Rock Painting	445
Community Dinner Dance	409
Walk and Talk	383
French Conversation	375

COMMUNITY OUTREACH

In the past year, members of the community reached out to us 4,357 times for assistance, referral and/or accompaniment services. These requests for service involved a range of human needs and required a variety of responses and referrals to appropriate services. These contacts with the community provided ARC with an ongoing awareness of issues being confronted by members of our community.

Other programs and activities:

- Assistance, referral and/or accompaniment
- Members and Volunteers Appreciation Event
- STAR Program – 33 Montérégie community members awarded
- Dialogue McGill Bursary – One student awarded
- Storytelling workshop series with the Quebec Writer's Federation
- Tech Clinic
- Spiritual Activity
- Afternoon Tea
- Employment Clinics
- Cook Cave
- Pickleball
- Storytime with South Shore Literacy Council
- Stand Up! - Fall Prevention Program
- Affordable Produce Basket Distribution



4,357 

Members of the
community reached out
to us for assistance,
referral and/or
accompaniment services

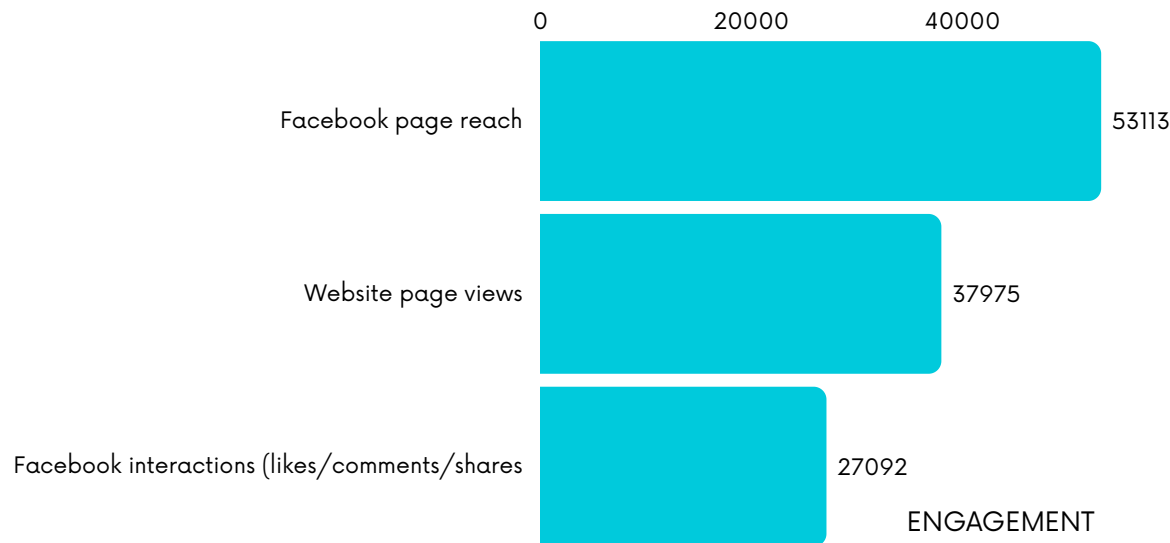
COMMUNICATIONS

WAYS WE REACH OUT

PUBLICATIONS

- The Advisor newsletter published 11 times
- Mental Health Information Series (all-ages)
- Employment Reference and Resource Guide (collaboration with MEPEC and MWCN)
- Your Story Matters: Read to Improve Your Mental Health (all-ages)
- Health Information Summary Form

SOCIAL MEDIA INSIGHTS



7079
WEBSITE VISITORS



1400+
NEWSLETTER SUBSCRIBERS



1960+
FACEBOOK & INSTAGRAM FOLLOWERS

REPRESENTATION

ADVOCATING FOR CHANGE



Social Development

- Collectif Greenfield Park Collective (CGPKC) (CoCo Comité de coordination)
- Table de concertation de Brossard
- Table de développement sociale CDC (HRR)
- Comité Les Éclaireurs (ARC is the fiduciary)

Seniors

- Table de Concertation des aînés du Haut Richelieu - Comité d'accompagnement
- Table Régionale Concertation Aînés de la Montérégie (TRCAM)

Families

- Table de concertation ConParle Famille (Early Childhood)
- Table de concertation GrandiOse Territoire du CLSC du Richelieu (0 to 5 years)
- Table de concertation Jeunesse Territoire du CLSC du Richelieu (Carignan-Elementary school age)
- Table des Partenaires de Lacolle
- Table de concertation en Périnalité et petite enfance territoire de la MRC du Haut Richelieu (Chemin d'API)

Other

- Regional Health and Social Services Partnership Table (RHSSPT)
- Table de concertation alimentaire sécurité Champlain (food security)
- Provincial Employment Round Table (PERT)
- Comité de participation citoyenne
- Table de concertation des partenaires en immigration du Haut-Richelieu



PARTNERSHIPS

Collaboration lies at the heart of our work. Over the past year, we've forged strategic partnerships with community and government agencies, non-profit organizations, and we have enhanced capacity in 12 community and volunteer-based initiatives to leverage resources and maximize our impact.

OUR PARTNERS

TRANSFORMING COMMUNITIES TOGETHER

- ACCESS – Adult Education Centre
- AMI-Quebec
- Arthritis South Shore
- CAAP Montérégie
- Centre de soutien entr'Aidants
- Centres intégrés de santé et de services sociaux de la Montérégie-Est
- Centres intégrés de santé et de services sociaux de la Montérégie-Centre
- Centres intégrés de santé et de services sociaux de la Montérégie-Ouest
- Centre Mosaïque de Québec
- Collectif GPK Collective
- Comité Action Populaire LeMoynes
- Diocese of Saint-Jean-Longueuil
- Espace Pivot
- La mère à boire (Moms for Milk)
- LEARN Community Learning Centres
- Maison Internationale de la Rive-Sud (MIRS)
- Montérégie East Partnership for the English-speaking Community (MEPEC)
- Montérégie West Community Network (MWCN)
- Our Harbour
- Pavillon Marguerite de Champlain
- Phoenix Community Projects
- Prévillie Fine Arts Centre
- Riverside School Board
- Royal Canadian Legion Branch Greenfield Park - Branch 94
- St. Paul's Anglican Church
- St. Stephen's with St. James Anglican Church of Chambly
- Seniors Respite Montérégie
- Soutien Autism Support (S.Au.S.)
- South Shore Literacy Council
- Vigie Rive-Sud (La)
- Ville de Longueuil
- Ville de Saint-Jean-sur-Richelieu



BOARD OF DIRECTORS

LIST OF OFFICERS

Role	Name	Term
President	Lorraine Torpy	2023-2025
Vice-President	Christine Wright	2022-2024
Secretary	Jim Munro	2023-2025
Treasurer	Chris Craig	2022-2024
Board Member	Laurel Hewitt	2023-2025
Board Member	Winsome Wason	2022-2024
Board Member	Nicole Fortier	2022-2024
Board Member	Sharon Meehan	2023-2025
Board Member	Amanda Maruca	2023-2025
Executive Director, ex officio	Christian Lapointe	
Staff Representative, ex officio	Debra Dorey	



THE STAFF

ROLES AND RESPONSIBILITIES



Christian Lapointe

Executive Director

Overall management of the organization.
Finance, funding and reporting. Social development initiatives and capacity building.



Debra Dorey

Program Director

Staff management and training.
Communications management,
Health & Safety Officer.



Marianne Jadah

Office Coordinator

Payroll and general administration.
Management of the
Activity Centre.



Alexi Utrera

Regional Coordinator

Responsible for programs and
social development initiatives in
the Haut-Richelieu-Rouville.



Christine Prince

Program Coordinator

Caregivers and Early Childhood
initiatives. Graphic design and
social media content developer.



Therese Callahan

Program Coordinator

Mental health initiatives. Rock
painting and French language
conversation facilitator.



Tania Blood

Program Coordinator

Program initiatives for seniors.
Law and conversation club
programs.



Karine Parent

Program Coordinator

Social development.
Youth and employment
initiatives.



Ashley Daniel

Program Coordinator

Program initiatives and
social development in the
Clarenceville office.



Andre Bergeron

Program Coordinator

Program initiatives for
health and social services
in St-Jean.

HOW TO REACH US



OUR OFFICES

■ Greenfield Park (Main Office)

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

■ St-Jean-sur-Richelieu

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

■ Activity Centre GPK

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

■ Clarenceville

100 Principal St.
Clarenceville, QC J0J 1B0
Tel: (514) 980-8900
hrr@arc-hss.ca

Website: www.arc-hss.ca

Facebook: facebook.com/arcaccess

