

2023
2024



ANNUAL REPORT

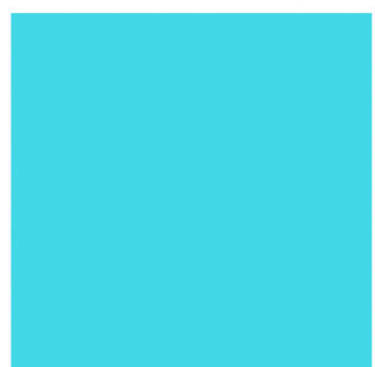


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“

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

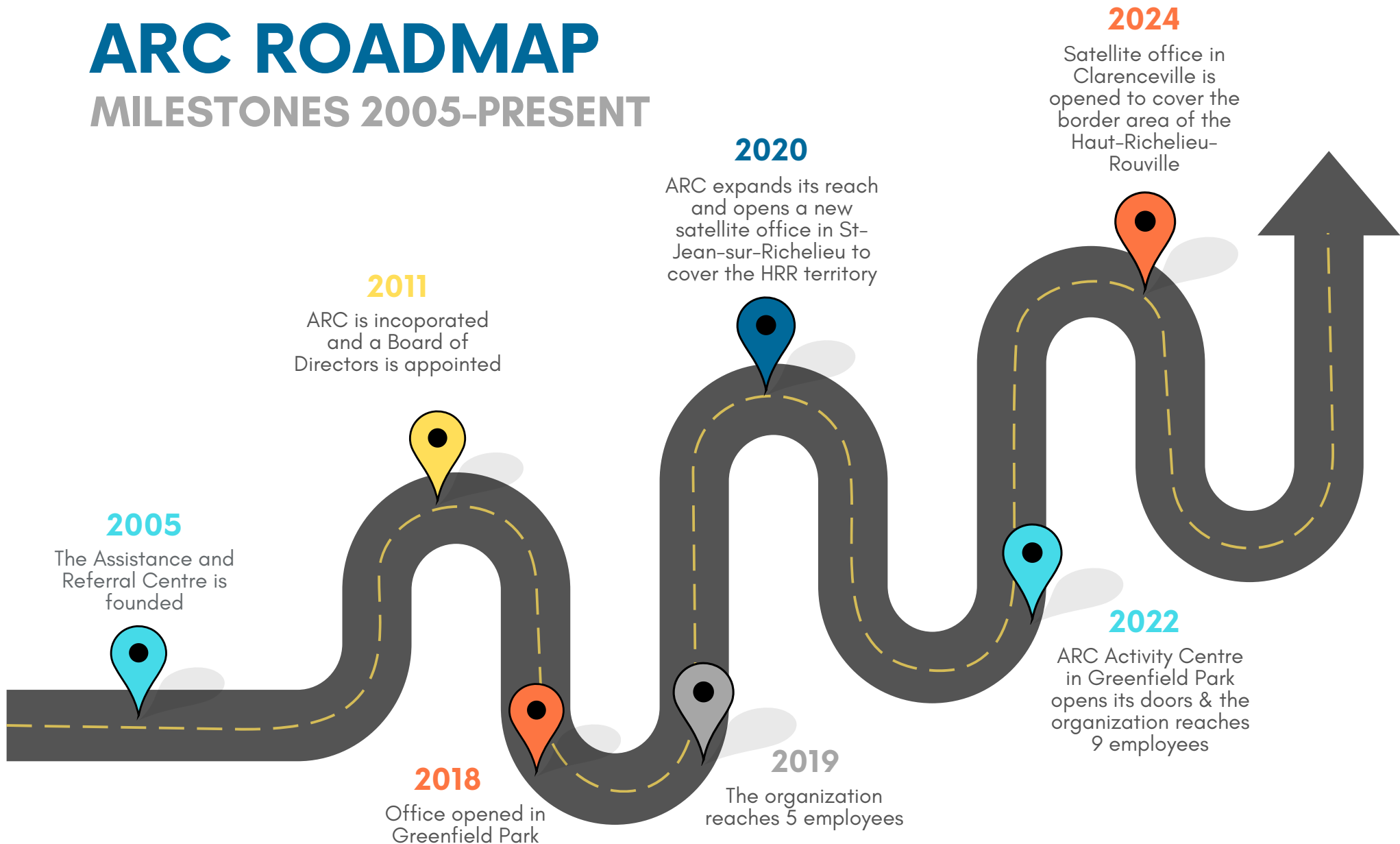
ARC is dedicated to assisting and empowering people of all ages to access health and social services, information, resources, programs, and activities in English on the South Shore to promote wellbeing.

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





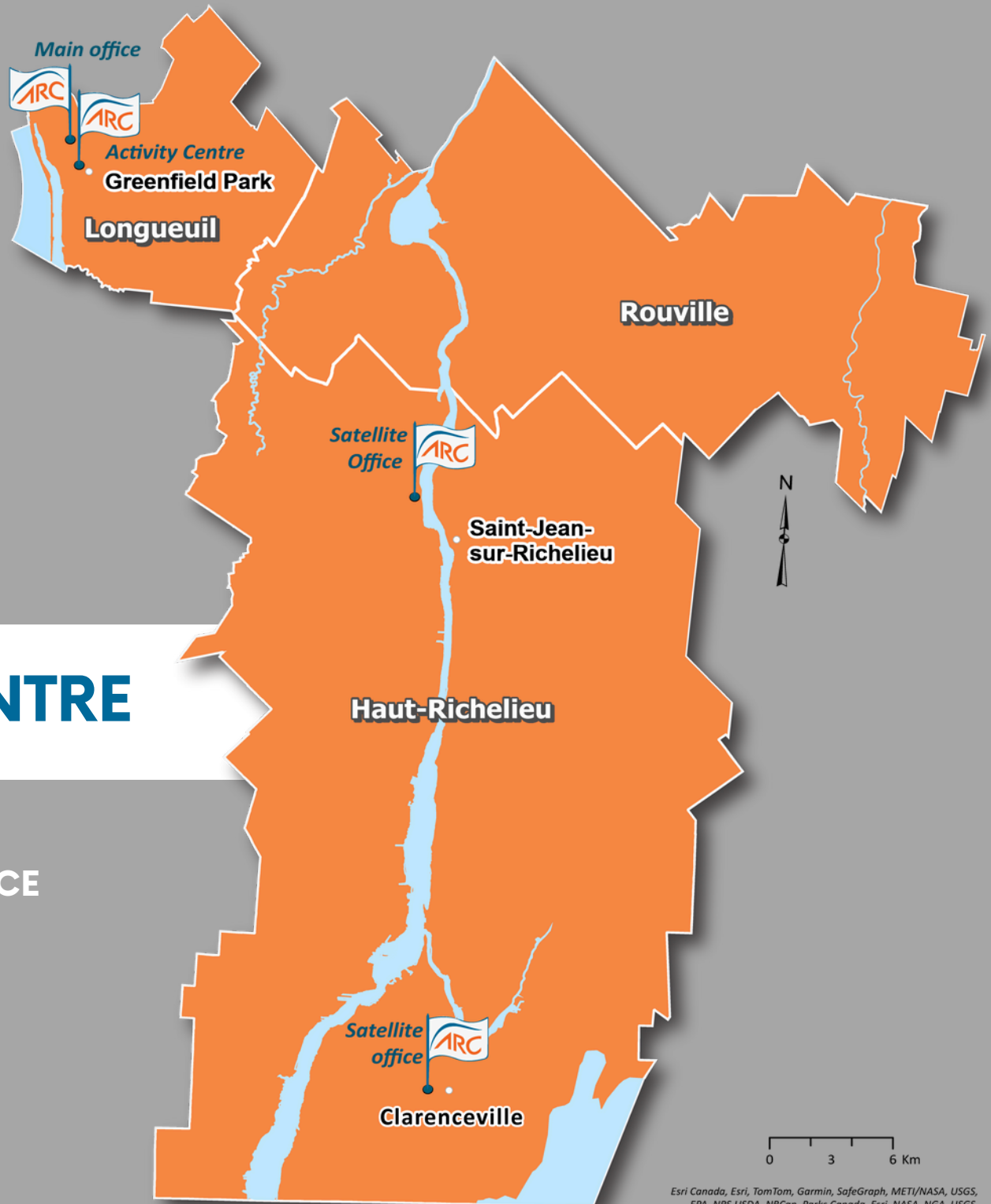
MONTÉRÉGIE-CENTRE

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**

PROVINCIALY FUNDED PROGRAMS



Secrétariat aux relations avec les Québécois d'expression anglaise

- Social Development – Enhancing Regional Community Capacity (ERCC) direct funding

- Maintaining offices in 4 locations;
- Social development through partnership tables (Éclaireurs);
- Local and regional initiatives (CGPKC);
- Referral and accompaniment for access to services in English;
- Capacity building in the community and volunteer-based organizations.



- Employment Services – through Regional Development Network (RDN)

- Partnership development to access employment services;
- Consultative actions with partners and employment partnership table;
- Creation of documentation and dissemination of information of employment;
- Employment workshops and fairs.



- Seniors Wellness Centres – through Community Health and Social Services Network (CHSSN)

- Weekly activities for seniors in 2 locations;
- Cognitive, physical, recreational or social stimulation;
- Outings.



- Legal Education – through Educaloï

- Gathering and dissemination of legal information on various topics;
- Access to video conferences and legal workshops online and legal resources in English.



L'Appui Montérégie

Caregivers Programs

- Online group support;
- Caregivers Café, in-person activities and information sessions;
- Workshops available on USB and YouTube.

PROVINCIALY FUNDED PROGRAMS



Secrétariat à la Jeunesse - through CHSSN

Youth Mental Health Initiative

- Youth consultations and production of informative documentation about good mental health;
- In-person workshops with partners;
- Support to existing activities in mental health;
- Information gathering activities and dissemination of information;
- Partnership, referral and accompaniment.



Centre intégré de santé et de services sociaux de la Montérégie-Centre (CISSS)

Les Éclaireurs – through the Collectif Greenfield Park Collective (CGPKC) Partnership Table

- Social development funding;
- Strengthen community resilience and the social fabric;
- Increase the community's capacity to provide psychological support to those affected and, more generally, to promote the wellbeing of the population;
- Support community activities at large, citizen initiatives and promotional community fairs.



Députée Laporte – Mme Isabelle Poulet

Support for activities

- Financial support for material for activities.



Fondation André et Lucie Chagnon - through CHSSN

Bright Beginnings (Early Childhood Programs)

- Financial support for Mother Goose program (facilitated by South Shore Literacy Council);
- Kits4Kids partnership;
- K4/K5 transition project;
- Moms and Tots South Shore Community Facebook Group;
- Creation of documentation and dissemination of information of early childhood;
- Community Language Development Program.



FEDERALLY FUNDED PROGRAMS



Health
Canada

Santé
Canada

Health Canada

- Network programs - through CHSSN
 - Information: Promoting services, responding to inquiries, ensuring follow-up;
 - Referral: Understanding needs, participating in events, referring to services;
 - Navigation: Increasing health literacy, helping clients navigate, addressing barriers;
 - Support to access services: Meeting clients, making the connection with services, providing support;
 - Brokering: Informing health professionals of needs, responding to health professionals, acting as a go-between.

Dialogue McGill



Health
Canada

Santé
Canada

- Dialogue McGill programs (Retention, Conversation Club and Bursary)
 - Increase the retention of English-speaking students in the medical field;
 - Raise awareness about the need for English-speaking health professionals in the region;
 - Promote the bursary program to students who could benefit from a bursary to study in the public health and social services;
 - Coordinate and maintain English conversation activity during lunchtime at CISSS Montérégie-Centre for health professionals to increase their capacity to communicate in English with patients and their families.



- Healthy Early Years (HEY) – through CHSSN
 - Enhance the Mother Goose program by adding health topics pertinent to young families and offer information sessions.
- Services for Health Aging in the Right Place (SHARP) – through CHSSN
 - Promote and disseminate information about health-oriented videoconferences or webinars in English.

FEDERALLY FUNDED PROGRAMS



Canadian
Heritage

Patrimoine
canadien

Canadian Heritage (PCH)

- Create an activity to promote and celebrate National Seniors Day;
- Facilitate workshops: Colour Café, drawing classes and cooking classes;
- Deliver Art Café sessions for English-speaking adults with developmental or psychiatric disabilities in the region;
- Provide assistance and information to English-speaking newcomers in the region in collaboration with other organizations;
- Offer social activities aimed primarily at English-speaking men in the region experiencing social isolation;
- Hold a biennial community forum to assess community needs and satisfaction levels of our activities and services;
- Produce an English-language guide of resources available in the region.



Public Health
Agency of Canada

Agence de la santé
publique du Canada

Public Health Canada

- Mental Health initiatives

- Production and dissemination of a Montérégie-wide Mental Health Resource Guide in English;
- Creation of an English-speaking mental health partnership committee in partnership with the CISSS Montérégie;
- Workshops and activities in English.



FUNDING

2023-2024



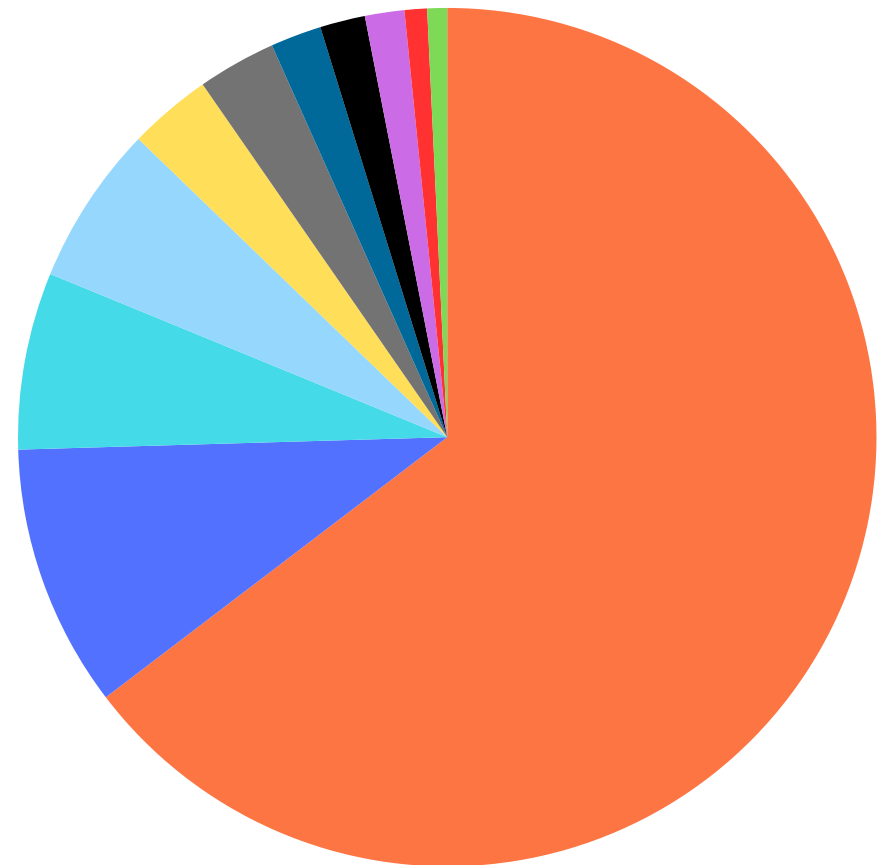
Funder	Amount
Provincial Government	
▪ Secrétariat aux relations avec les Québécois d'expression anglaise – through Enhancing Regional Community Capacity (ERCC)	\$231,000
▪ L'Appui Montréal - (Caregivers Program)	\$68,783
▪ Secrétariat aux relations avec les Québécois d'expression anglaise – through Regional Development Network (RDN) (Employment Initiative)	\$35,000
▪ Secrétariat à la Jeunesse - through CHSSN (Mental Health)	\$30,000
▪ Secrétariat aux relations avec les Québécois d'expression anglaise - through CHSSN (Seniors Wellness Centres)	\$23,600
▪ CISSS-MC - Les Éclaireurs through the CGPKC Partnership Table	\$15,240
▪ Secrétariat aux relations avec les Québécois d'expression anglaise – through Educaloi	\$5,000
▪ Deputy of Laporte - Mme Isabelle Poulet	\$1,200
Federal Government	
▪ Health Canada - through CHSSN (Network/Outreach/Satellite)	\$209,250
▪ Canadian Heritage (PCH)	\$75,250
▪ 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
Other	
▪ Bright Beginnings - Fondation André et Lucie Chagnon through CHSSN	\$27,150
TOTAL	\$832,373

FINANCIAL HIGHLIGHTS

EXPENSES

	Salaries & Benefits	\$532,535.14
	Rent & Utilities	\$81,555.57
	Contractual Personnel	\$54,933.50
	Materials & Supplies	\$25,771.00
	Special Events	\$24,324.06
	Accounting & Legal	\$15,814.00
	Support to Various Orgs.	\$14,000.00
	Travel Expenses	\$12,237.00
	Publicity & Dissemination	\$6,967.25
	Telecommunications	\$6,153.00
	Other	\$49,573.20

\$823,863.72



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
- Fall Prevention Program
- Tech Clinic
- Spiritual Activity
- Afternoon Tea
- Employment Clinics
- Cook Cave
- Pickleball
- Storytime with South Shore Literacy Council
- Stand Up!
- Affordable Produce Basket Distribution



4,357 

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

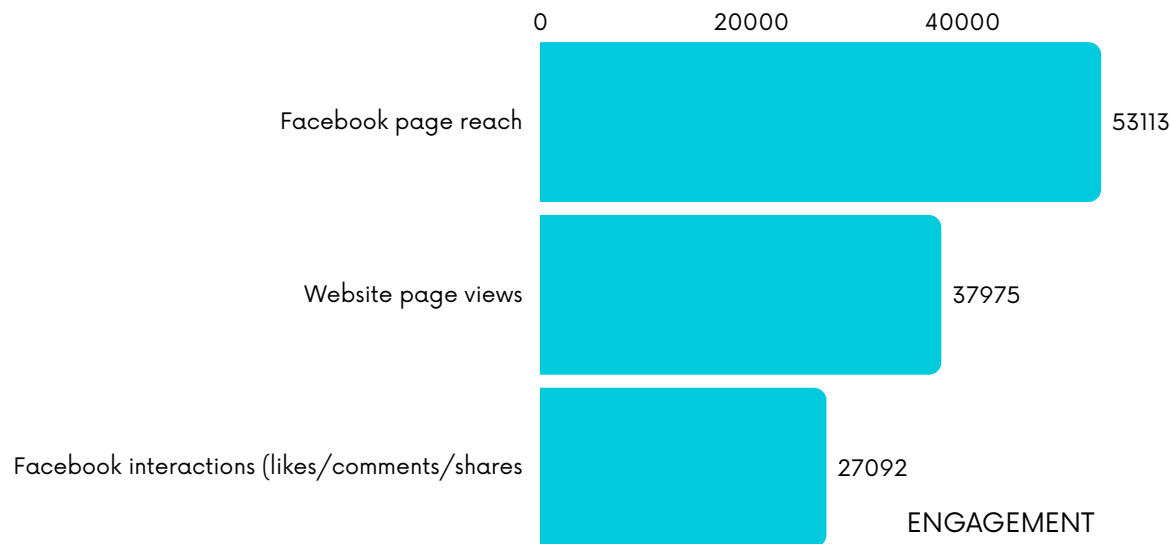
COMMUNICATIONS

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
- Prévillle 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

■ Activity Centre GPK

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

■ Clarenceville

100 Principal St.
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Tel: (514) 980-8900
hrr@arc-hss.ca

Website: www.arc-hss.ca

Facebook: facebook.com/arcaccess

