



ANNUAL REPORT

2024-2025



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LETTER FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Dear Community Members, Partners and Funders,

As we reflect on the past year, we are proud to present this Annual Report on behalf of our dedicated team. It is both an honour and a privilege to lead an organization so deeply committed to improving the lives of English speakers in our region.

This year has been marked by change, collaboration and meaningful progress. At the heart of our work are the people—our incredible staff, whose tireless efforts bring our mission to life each day, and our Board of Directors, whose strategic leadership and unwavering support have helped guide our path forward. Together, we've achieved the perfect balance between running our day-to-day operations and maintaining strong governance, and together we have turned challenges into opportunities and ideas into action.

We are deeply grateful for the vibrant network of partners, community organizations and volunteers who have joined us in our mission. Whether through co-hosted events, educational initiatives, or access-to-service programs, these partnerships have expanded our reach and strengthened our impact.

Equally essential to our success are our generous funders, whose support has made our programs possible. Your investment in our work empowers us to continue building responsive, inclusive services that meet the evolving needs of our community. We are profoundly thankful for your confidence in our mission and your commitment to the well-being of English speakers in the region.

Over the past year, we've hosted a diverse range of activities designed to inform, empower and connect English speakers—from creative workshops and educational programs to physical wellness and social activities. Each of these initiatives has been driven by our shared belief that inclusion, access and understanding are vital to building a thriving, connected community.

As we look ahead, we remain committed to listening, learning and innovating—always with the goal of serving more effectively and equitably. Your support and trust in our mission fuel our momentum, and for that, we are deeply thankful.

With appreciation and hope for the future.

Warm regards,

Lorraine Torpy

Lorraine Torpy
President, Board of Directors

Debra Dorey

Debra Dorey
Executive Director



Lorraine Torpy, Board President



Debra Dorey, Executive Director

THIS IS WHO WE ARE

AND WHAT WE DO

- We are a community outreach organization that has been supporting the English-speaking population of the South Shore since our founding in 2005 and incorporation in 2011.
- Our funding comes from various government and community organizations, as well as donations from the public.
- We are committed to responding to and adapting to the needs of our community.
- New members and community partners are always welcome.
- Over 63,000 English-speaking residents in the Montérégie-Centre benefit from the services offered by ARC.



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



A satellite office in Clarenceville opens to serve the border area of Haut-Richelieu.



ARC opens a new satellite office in St-Jean-sur-Richelieu, aimed at serving the HRR region.



Our office opens in Greenfield Park.



Activity Centre in Greenfield Park welcomes visitors as the organization grows to nine employees



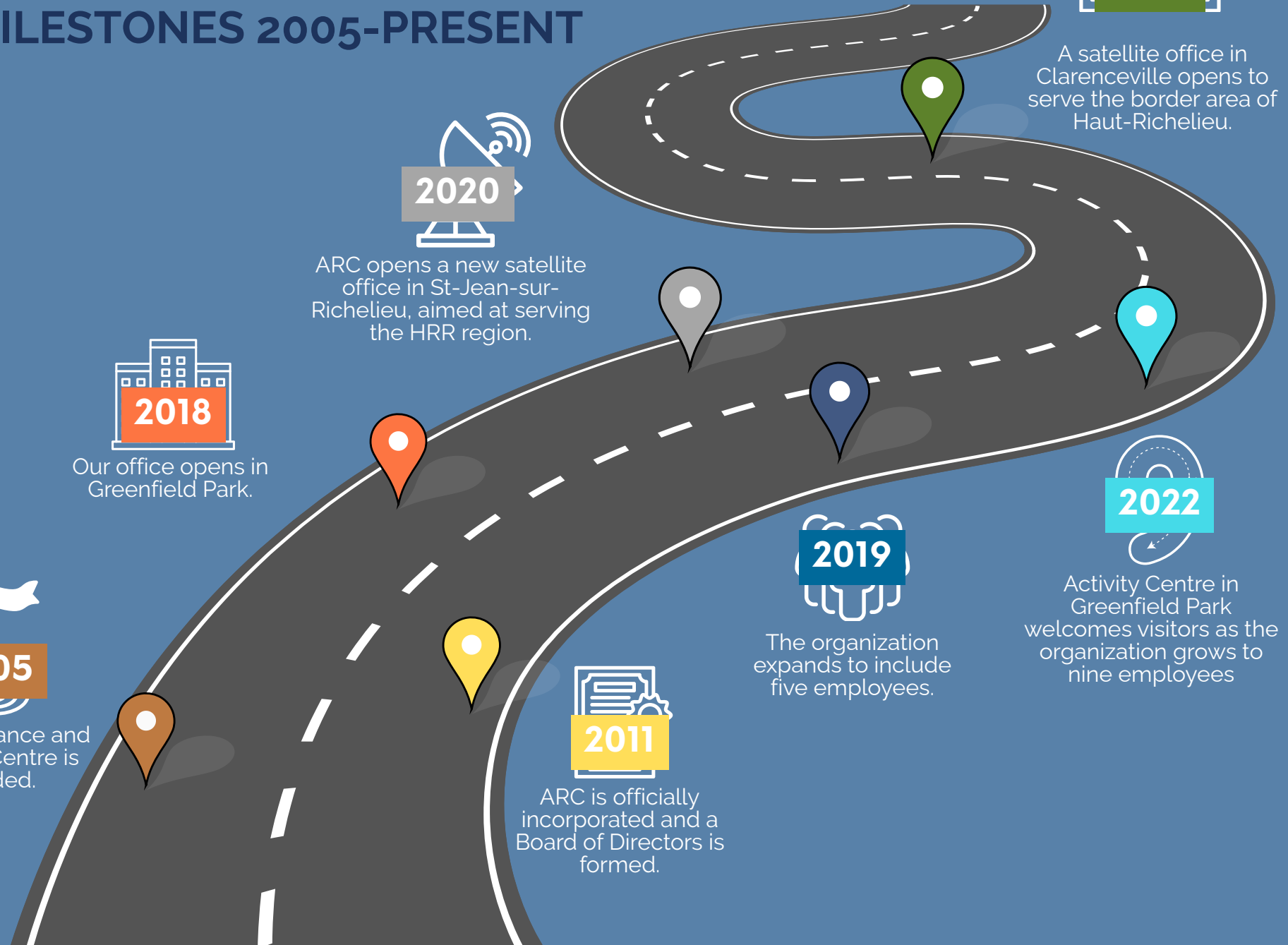
The organization expands to include five employees.



ARC is officially incorporated and a Board of Directors is formed.



The Assistance and Referral Centre is founded.





MONTÉRÉGIE-CENTRE

POINTS OF SERVICE:

- GREENFIELD PARK MAIN OFFICE
- ACTIVITY CENTRE GPK
- ST-JEAN-SUR-RICHELIEU
- CLARENCEVILLE

WHO WE ARE BY THE NUMBERS



4 LOCATIONS



278 MEMBERS



630 VOLUNTEER
HOURS



800+ HOURS
GOVERNANCE



36 ACTIVE
PARTNERS



1480 +
NEWSLETTER
SUBSCRIBERS

63K+



English speakers in the
Montérégie-Centre territory

15,354



Participations in our
activities and contacts for
assistance and referral

14

Community
organizations supported
in their development



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 and dissemination of employment publications;
- In partnership, provide information and training sessions and attend employment and community fairs.



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

- Weekly activities for seniors in 4 locations;
- Cognitive, physical, recreational or social stimulation;
- Special events and outings.



- Legal Education – through Educaloï

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

PROVINCIALY FUNDED PROGRAMS



L'Appui Montérégie

Caregivers Programs

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



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.



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.

- Services for Health Aging in the Right Place (SHARP) – through CHSSN
 - Promote and disseminate information about health-oriented videoconferences or webinars in English.

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 public health and social services;
 - Recruit and coordinate volunteer facilitators for the English conversation lunchtime activity during at the CISSS Montérégie-Centre for health professionals, to increase their capacity to communicate in English with patients and their families.

FEDERALLY FUNDED PROGRAMS



Public Health Canada

Healthy Early Years (HEY) – through CHSSN

- Enhance the Mother Goose program by adding health topics pertinent to young families and offer information sessions.



Canadian Heritage (PCH)

- Host an activity to promote and celebrate National Seniors Day;
- Facilitate workshops: Drawing classes, cooking classes and parent/child social activity;
- Volunteer-led activities: Cribbage and 2 book clubs;
- Deliver Art Café sessions for English-speaking adults with developmental or psychiatric disabilities in the region;
- Deliver a weekly Care Share Club activity for neurodivergent young adults;
- Provide assistance and information to English-speaking newcomers in the region in collaboration with other organizations;
- Offer social/physical 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.

OTHER FUNDED PROGRAMS



Fondation Lucie et André Chagnon - 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.



- 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 about early childhood;
- Community Language Development Program.

A scenic view of rolling mountains under a bright sky with rays of light. The mountains are layered, creating a sense of depth. The sky is filled with soft, wispy clouds, and a prominent beam of light descends from the top center. The foreground shows a dense forest of green trees.

We deeply value the trust placed in us by our funders, as it empowers us to create significant change and make a lasting difference.

FUNDING

2024-2025

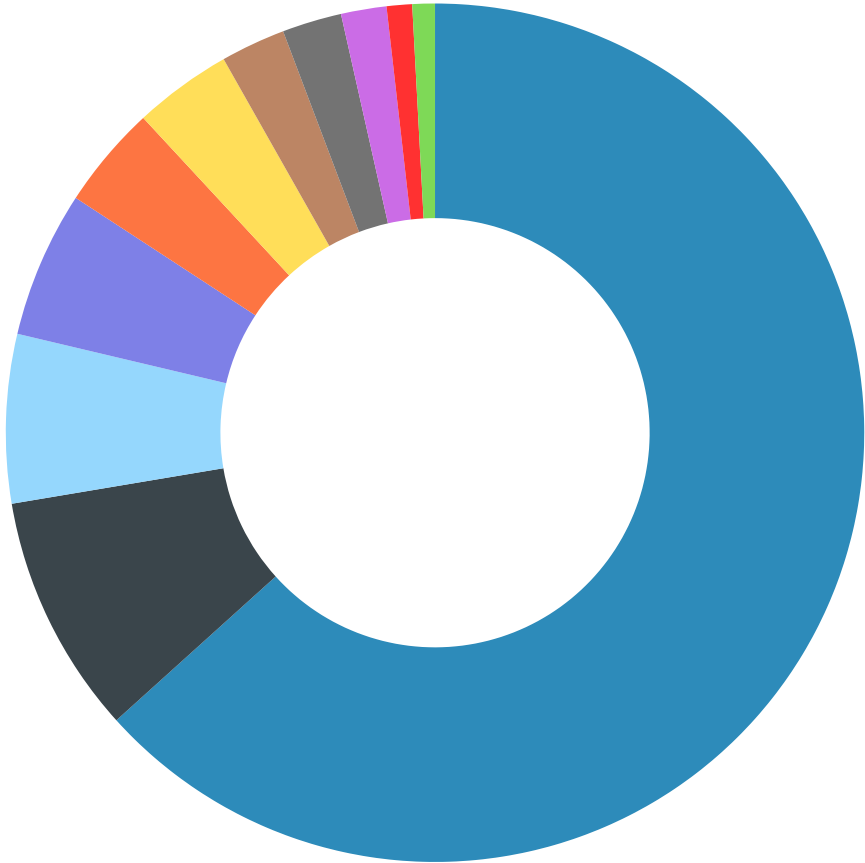
FUNDER	AMOUNT
Provincial Government	
<ul style="list-style-type: none"> • Secrétariat aux relations avec les Québécois d'expression anglaise - through Enhancing Regional Community Capacity (ERCC) • L'Appui Montérégie (Caregivers Program) • Secrétariat aux relations avec les Québécois d'expression anglaise - through CHSSN (Seniors Wellness Initiative) • Secrétariat aux relations avec les Québécois d'expression anglaise - through Regional Development Network (RDN) (Employment Initiative) • CISSS-MC - Les Éclaireurs through the CGPKC Partnership Table • Secrétariat aux relations avec les Québécois d'expression anglaise - through Éducaloi 	<p>\$230,000</p> <p>\$68,783</p> <p>\$62,900</p> <p>\$36,450</p> <p>\$16,347</p> <p>\$5,000</p>
PROVINCIAL SUB-TOTAL	\$419,480
FUNDER	AMOUNT
Federal Government	
<ul style="list-style-type: none"> • Health Canada - through CHSSN (Network/SHARP) • Canadian Heritage (PCH) • Health Canada - through Dialogue McGill (Retention, Conversation Club, Bursary) • Public Health Canada - through CHSSN (Healthy Early Years) 	<p>\$186,150</p> <p>\$83,500</p> <p>\$46,000</p> <p>\$15,000</p>
FEDERAL SUB-TOTAL	\$330,650
OTHER	AMOUNT
<ul style="list-style-type: none"> • Fondation Lucie et André Chagnon - through CHSSN (Bright Beginnings) • Fondation Lucie et André Chagnon - through CHSSN (Youth Mental Health) • Other (Interest, Membership, Community Dinner Dance, etc.) 	<p>\$45,000</p> <p>\$40,000</p> <p>\$17,860</p>
OTHER SUB-TOTAL	\$102,860
TOTAL	\$852,990

FINANCIAL HIGHLIGHTS

EXPENSES

	Salaries & Benefits	\$522,593.71
	Rent & Utilities	\$74,586.71
	Contractual Personnel	\$45,486.98
	Support to Various Orgs.	\$32,099.60
	Materials & Supplies	\$30,550.32
	Accounting & Legal	\$20,120.00
	Special Events	\$18,483.00
	Travel & Accommodations	\$14,145.33
	Publicity & Dissemination	\$7,891.48
	Telecommunications	\$7,000.00
	Other*	\$52,410.21

\$825,367.34



* Dialogue McGill Bursary, insurance, administrative fees, meals, repair and maintenance.

RECURRING ACTIVITIES

- Book Clubs
- Caregivers Programs (Caregivers Cafe, ReCharge and Support Group)
- Community Dinner Dance
- Conversation Clubs (English and French)
- Cribbage
- Drawing Class
- Early Childhood Programs (Mother Goose, Baby Yoga, Storytime, Parent & Child Playtime, Zumbini)
- Legal Education
- Family Wellness Saturday
- Mental Health Art Classes (support to Our Harbour)
- Mental Health Cafe (Com'Femme, Point Commun)
- Neurodivergent Adults Care Share Club (support to South Shore Literacy Council)
- Rock Painting
- Seniors Wellness Programs (weekly in 4 locations)
- Services for Health Aging in the Right Place (SHARP)
- Social Cooking
- Tai Chi/Qi Gong
- Walk and Talk
- Yoga



RECURRING ACTIVITIES

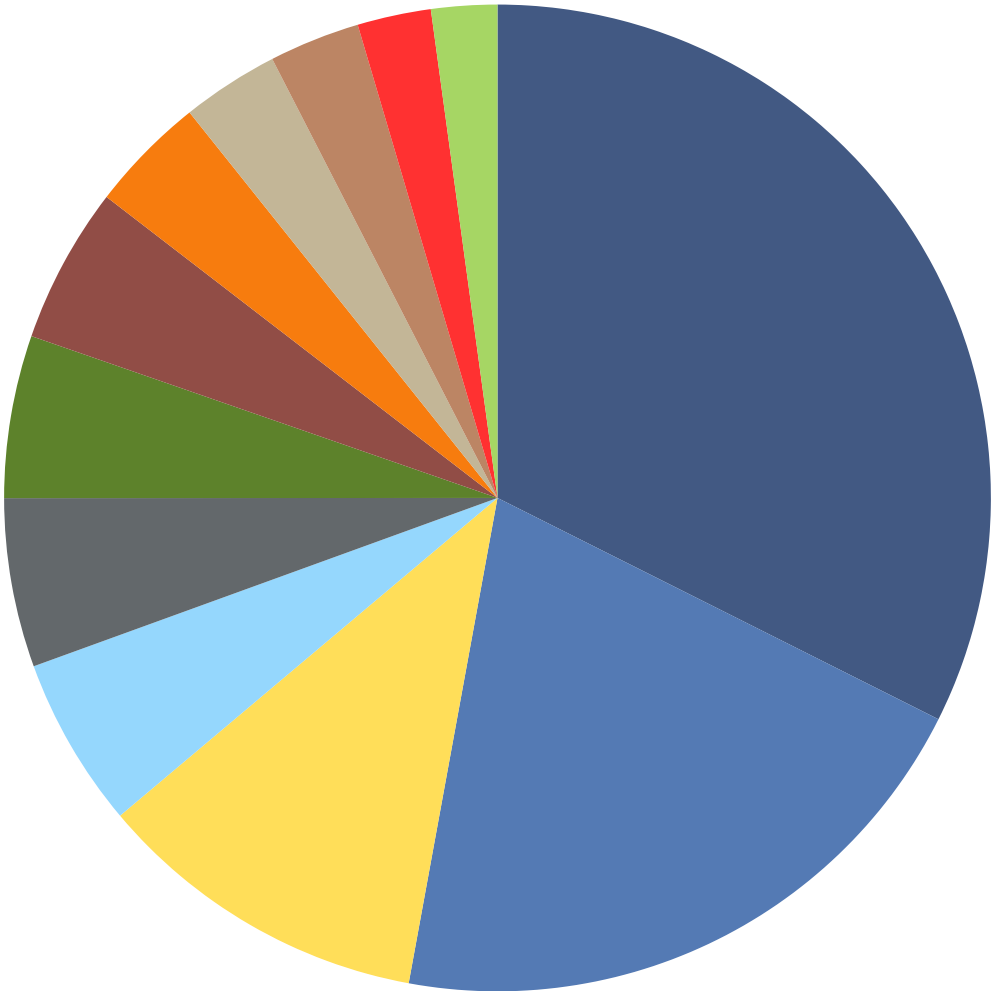
"Community isn't just about being together; it's about doing life together."





ACTIVITY PARTICIPATIONS

TOP 12



Early Childhood Programs	3,706
Seniors Wellness Programs	2,342
Conversation Clubs	1,256
Community Dinner Dance	640
Yoga	633
Drawing	609
Caregivers Programs	586
Walk and Talk	438
Rock Painting	364
Tai Chi/Qi Gong	340
Social Cooking	276
Family Wellness	247

COMMUNITY OUTREACH

Over the past year, community members contacted us 1,954 times for assistance, referrals, and/or accompaniment services. These requests encompassed a wide range of human needs, necessitating various responses and referrals to suitable services. These interactions with the community have given ARC valuable insight into the challenges faced by our members.

Other programs and activities:

- Assistance, referral and/or accompaniment
- Members and Volunteers Appreciation Event
- STAR Program – 12 Montérégie-Centre community members awarded
- Dialogue McGill Bursary – Two students awarded
- Storytelling workshop series with the Quebec Writer's Federation
- Genealogy Workshops
- Spirituality Workshops
- Tech Workshops
- Afternoon Tea
- Employment Clinics
- Affordable Produce Basket Distribution



1,954 

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

VOLUNTEER CONTRIBUTIONS

This year, our organization was privileged to benefit from the dedication and generosity of 57 active volunteers, who collectively donated over 630 hours of their time to support our programs and activities.

In addition to this remarkable contribution, our governance volunteers—board members and committee participants—contributed more than 800 hours, ensuring strong leadership, accountability and strategic direction.

57



Active volunteers in 2024-2025



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 (MRC Longueuil)
- Table de développement sociale CDC (MRC HRR)

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 des Partenaires de Lacolle
- Table de concertation en Périnatalité et petite enfance territoire de la MRC du Haut Richelieu (Chemin d'API)

Other

- Regional Access Committee
- Regional Health and Social Services Partnership Table (RHSSPT)
- Table de concertation alimentaire sécurité Champlain (food security)
- Table de développement de projets contre la faim
- Provincial Employment Round Table (PERT)
- Comité Les Eclaireurs (ARC was the fiduciary)
- Comité de participation citoyenne (MRC HRR)
- Table Santé Mentale HRR



“Advocacy is empathy,
compassion and
community at work.”

Janna Cachola



COMMUNICATIONS

WAYS WE REACH OUT

TOP PUBLICATIONS IN 2024-2025



THE ADVISOR
 Monthly Newsletter for the Montérégie-Centre
 published 11 times



THRIVE GUIDE
 Stretching your budget, resources and more
 2nd printing



FRENCH LEXICON
 Pocket guide to confidence in French
 now in circulation



DIALOGUE MCGILL
 Retention and Employment services flyers
 2025 campaign

Website Visitors

10,243

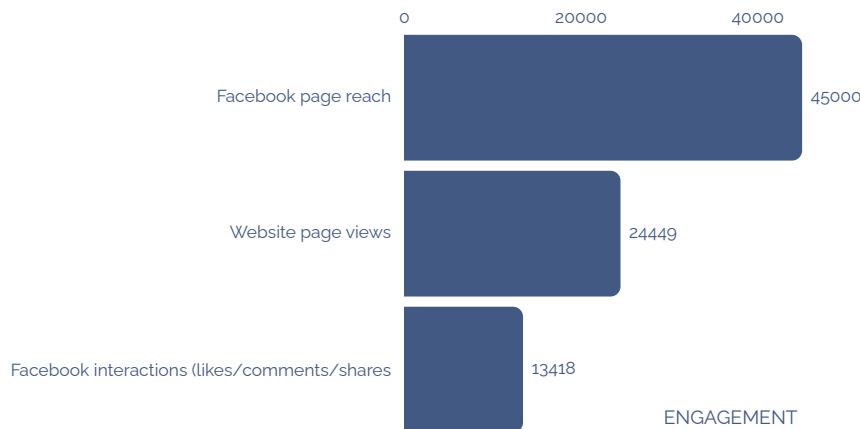
Newsletter Subscribers

1,480+

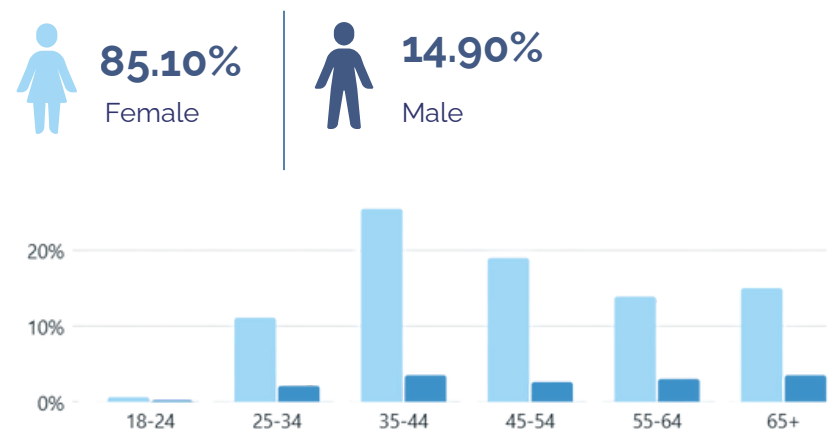
Social Media Followers

2,247+

SOCIAL MEDIA INSIGHTS



Age & Gender



OUR PARTNERS

TRANSFORMING COMMUNITIES TOGETHER

- ACCESS – Adult Education Centre
- AMI-Quebec
- Alliance Carrier Travail
- Arthritis South Shore
- CAAP Montérégie
- Centre d'action bénévole Interaction
- 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
- Champlain College
- Collectif GPK Collective
- Com'Femme
- Comité Action Populaire LeMoyne
- Diocese of Saint-Jean-Longueuil
- Espace Pivot
- La mère à boire (Moms for Milk)
- L'Étoile centre de pédiatrie sociale
- LEARN Community Learning Centres
- Maison de le Point Commun
- Maison Internationale de la Rive-Sud (MIRS)
- Montérégie East Partnership for the English-speaking Community (MEPEC)
- Montérégie West Community Network (MWCN)
- Our Harbour
- ParenTeen Focus
- 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	2024-2026
Secretary	Melanie Bedard	2023-2025
Treasurer	Jim Munro	2023-2025
Board Member	Laurel Hewitt	2023-2025
Board Member	Ken Prokosh	2024-2026
Board Member	Nancy Kelly	2024-2026
Board Member	Cheryl Ruediger	2023-2025
Board Member	Robert Myles	2024-2026

Executive Director, ex officio Debra Dorey

THE STAFF

ROLES AND RESPONSIBILITIES



Debra Dorey

Executive Director

Management of the organization. Personnel, training, finance, funding and reporting. Social development initiatives and capacity building.



Marianne Jadah

Administrative Officer

Payroll, financial and general administration. Health and Safety Officer.



Christine Prince

Program Coordinator

Communications, early childhood initiatives and Caregivers Café.



Therese Callahan

Program Coordinator

Mental health and senior wellness initiatives.



Tania Blood

Program Coordinator

Senior wellness, volunteer bank, English conversation, legal and STAR program initiatives.



Céline von Engelhardt

Program Coordinator

Program initiatives and social development in the Haut-Richelieu



Andre Bergeron

Program Coordinator

Employment and social development initiatives.



Courtney Donnelly

Administrative Assistant

Activity Centre operations. Membership and general administration.

HOW TO REACH US

OUR OFFICES



■ Greenfield Park (Main Office)

156 Churchill Blvd.
Greenfield Park J4V 2M3
Tel: (514) 951-9711
info@arc-hss.ca

■ St-Jean-sur-Richelieu

900 du Seminaire Blvd. N., Suite 201
St-Jean-sur-Richelieu J3A 1B5
Tel: (514) 605-9500
stjean@arc-hss.ca

■ Activity Centre GPK

91 Churchill Blvd.
Greenfield Park J4V 3L8
Tel: (514) 604-9455
info@arc-hss.ca

■ Clarenceville

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

Website: www.arc-hss.ca

Facebook: facebook.com/arcaccess

