



2025 - 2026

ANNUAL REPORT



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LETTER FROM THE BOARD PRESIDENT

To our valued members, community partners, and elected officials: thank you. Your collaboration and shared vision over the past year have been essential to ARC's success.

We extend our sincere gratitude to our funders. Your continued support allows the Assistance and Referral Centre (ARC) to provide vital services to the English-speaking community in the Montérégie-Centre. Because of your generosity, our community remains connected, informed, and supported.

ARC's employees, under the leadership of our new Executive Director, have strengthened the organization and deepened our understanding of our community's evolving needs. Staff continue to adapt programming to ensure services remain inclusive, respectful, and accessible.

2025–2026 Challenges and Organizational Evolution

The 2025–2026 fiscal year presented significant challenges. To protect future operations, the Board of Directors implemented an important structural reorganization.

Our dedicated staff embraced these changes with resilience, ensuring uninterrupted support for the community.

At the same time, the Board developed a long-term succession plan to preserve institutional knowledge, maintain continuity, and respond effectively to changing community needs.

Advocacy Spotlight: Preparing for 2026–2027

Looking ahead, new regulations may affect the English-speaking community. ARC is actively working with elected officials to address these barriers and promote community empowerment. Our mission remains clear: to help our community thrive, protect access to health and social services in English, and ensure equitable access to government services.

Finally, I thank my fellow Board members, listed on page 24, for their many hours of dedication this year. Their leadership will help ensure ARC continues supporting the 63,000+ English speakers in the Montérégie-Centre for years to come.

Respectfully submitted,



Lorraine Torpy
Founder and President, Board of Directors

LETTER FROM THE EXECUTIVE DIRECTOR

It is an honour to present ARC's 2025–2026 Annual Report and reflect on a year marked by resilience, growth, and community connection.

Throughout the year, ARC continued to evolve in response to the changing needs of the English-speaking community across the Montérégie-Centre. With the support of our dedicated staff, volunteers, Board of Directors, funders, and partners, we provided programs, outreach, referrals, and activities that strengthened wellbeing, reduced isolation, and improved access to services in English.

This year, we recorded more than 13,640 participations in our activities, while nearly 2,000 individuals reached out directly for assistance, referrals, or accompaniment. These numbers reflect more than statistics — they represent people seeking connection, support, and guidance during important moments in their lives.

From seniors' wellness programs and early childhood initiatives, to employment services and mental health support, ARC remained committed to building an inclusive and welcoming community for English speakers in the Montérégie-Centre.

We are especially grateful to our volunteers, who generously contributed more than 1,683 hours of service this year.

As we continue to grow, we remain focused on collaboration, accessibility, and advocacy. Through our partnerships with community organizations, health and social service networks, and all levels of government, we continue working to ensure English-speaking residents can access the information, programs, and services they need to thrive.

I would like to sincerely thank the team at ARC: our staff for their professionalism and dedication, our Board of Directors for their leadership and guidance, and our community partners and funders for their continued trust and support.

Together, we are building a stronger, more connected future for the English-speaking community in the Montérégie-Centre.

Warm regards,



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

The Assistance and Referral Centre is founded.

2005

The ARC office opens in Greenfield Park.

2018

Activity Centre in Greenfield Park opens.

2022

2011

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

2020

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

2024

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





MONTÉRÉGIE-CENTRE

POINTS OF SERVICE:

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



WHO WE ARE

BY THE NUMBERS

63K+

English speakers in the
Montréal-Centre territory

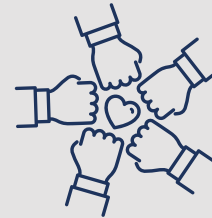


COMMUNITY
REACH



15,631

Participations in our
activities and contacts for
assistance and referral



11

Community organizations
supported in their
development



ORGANIZATIONAL
STRENGTH



356

Members



51

Active partners



VOLUNTEER
CONTRIBUTION



1,250

Volunteer hours



433

Governance hours

PROvincially FUNDED PROGRAMS



Secrétariat aux relations avec les Québécois d'expression anglaise

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

- Maintain offices in 4 locations;
- Social development through partnership tables, committees, and governance groups to strengthen collaboration and advocate for community needs;
- Community activities, wellness programs, and outreach events that strengthened social connections and reduced isolation;
- Referral and accompaniment for access to social, health, and community 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 an employment partnership table;
- Creation and dissemination of employment publications;
- In partnership, provide information and training sessions and attend employment and community fairs.



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

- Weekly senior wellness, health promotion, and social activities for seniors across 5 sites to reduce isolation and improve seniors' well-being through outreach and social engagement;
- Provide personalized outreach, referrals, and support to vulnerable seniors;
- Engage volunteers in supporting and facilitating senior activities and services;
- Collaborate with health, social services, and community partners to expand access to services and resources for seniors.

PROVINCIALY FUNDED PROGRAMS

Secrétariat aux relations avec les Québécois d'expression anglaise (continued)



- Legal Education – through Éducaloi

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



Provincial Employment Round Table (PERT)

- Circonflex Mentorship Program

- French-language networking opportunities for English-speaking students and French-speaking professionals to practice and build confidence in professional settings;
- Relationship-building between health students and healthcare professionals;
- Interactive social and networking activities supporting collaboration and language exchange.



Secrétariat à la jeunesse – through CHSSN

- Youth Mental Health Initiative

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

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 the health system, addressing barriers;
- Support to access services: Meeting clients, bridging connection to 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 for health professionals working within the CISSS Montérégie-Centre to increase their capacity to communicate in English with patients and their families.

FEDERALLY FUNDED PROGRAMS



Public Health
Agency of Canada

Agence de la santé
publique du Canada

Public Health Agency of Canada

Healthy Early Years (HEY) – through CHSSN

- Early childhood, literacy, and programming for English-speaking families;
- Health promotion, nutrition, language development, and school-readiness activities;
- Community partnerships, outreach, and support services improving access to resources, literacy materials, and family support programs.



Canadian
Heritage

Patrimoine
canadien

Canadian Heritage (PCH)

- Host an activity to promote and celebrate National Seniors Day;
- Facilitate a variety of workshops and volunteer-led activities to break isolation and improve overall well-being;
- Support the delivery of activities for English speakers with developmental or psychiatric disabilities and neurodivergent young adults;
- Provide assistance to English-speaking newcomers and military families.



YES Employment + Entrepreneurship (Employment Assistance Services)

- Employment workshops and career support for English-speaking residents;
- One-on-one job search, résumé, and interview assistance;
- Employer, school, and community partnerships supporting employment access;
- Networking events, job fairs, and youth employment activities;
- Community employment resources and outreach tools.

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.

FUNDING

2025-2026

FUNDER	AMOUNT
Provincial Government	
• Secrétariat aux relations avec les Québécois d'expression anglaise (Enhancing Regional Community Capacity)	\$230,000
• Secrétariat aux relations avec les Québécois d'expression anglaise - through CHSSN (Senior Wellness Initiative)	\$67,900
• Secrétariat aux relations avec les Québécois d'expression anglaise - through Regional Development Network (Employment Initiative)	\$36,450
• Secrétariat à la Jeunesse - through CHSSN (Youth Mental Health Initiative)	\$10,000
• Secrétariat aux relations avec les Québécois d'expression anglaise - through Éducaloi	\$6,450
• Provincial Employment Round Table (Circonflex Mentorship Program)	\$5,295
PROVINCIAL SUB-TOTAL	\$356,095
Federal Government	
• Health Canada - through CHSSN (Network/SHARP)	\$189,209
• Canadian Heritage (PCH)	\$82,500
• Health Canada - through Dialogue McGill (Retention, Conversation Club, Bursary)	\$50,024
• Public Health Agency of Canada - through CHSSN (Healthy Early Years)	\$15,000
• YES Employment + Entrepreneurship (Employment Assistance Services)	\$5,500
FEDERAL SUB-TOTAL	\$342,233
Other	
• Fondation Lucie et André Chagnon - through CHSSN (Bright Beginnings)	\$35,000
• Fondation Lucie et André Chagnon - through CHSSN (Youth Mental Health Initiative)	\$30,000
• Other (interest, membership, donations, etc.)	\$27,833
OTHER SUB-TOTAL	\$92,833
TOTAL	\$791,161

FUNDING SUPPORTED INITIATIVES

- Book Clubs
- Caregivers Café
- Community Dinner Dance/Community Luncheon
- Conversation Clubs (English and French)
- Cooking Demonstration
- Cribbage
- Digital Skills Workshop
- Drawing Class
- Early Childhood Programs (Mother Goose, Literacy Workshops, Kindaroo, Parent & Child Playtime, Zumbini)
- Employment Workshops
- Family Wellness
- Genealogy Workshops
- Mental Health Art Classes (support to Our Harbour)
- Men's Café
- Mindfulness Workshop
- Neurodivergent Adults Care Share Club (support to South Shore Literacy Council)
- Rock Painting
- Senior Wellness Programs (weekly in 5 locations)
- Services for Health Aging in the Right Place (SHARP)
- Qi Gong
- Walk and Talk
- Yoga



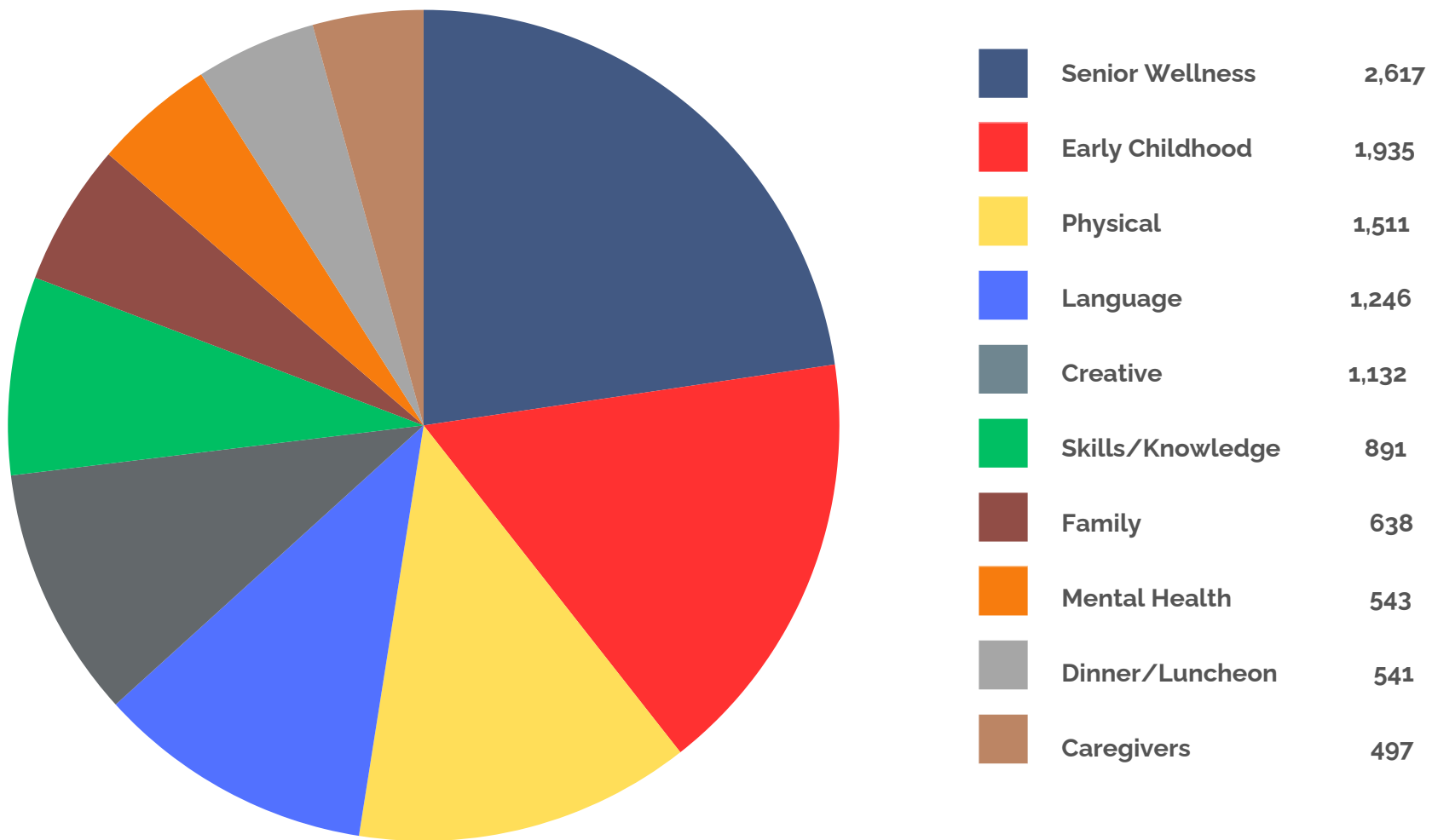


ACTIVITIES

The strength of our community is found in the relationships we build and the lives we support together.



ACTIVITY PARTICIPATIONS



COMMUNITY OUTREACH/SUPPORT

Over the past year, community members contacted us 1,991 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 supported activities:

- Assistance, referral and/or accompaniment
- Members and volunteers appreciation event
- STAR Program – 17 Montérégie-Centre community members awarded
- Dialogue McGill Bursary – One student awarded
- Affordable produce basket distribution
- Circonflex French networking event
- Golden Jubilee Club
- Men's shuffleboard
- Stand-Up! Fall prevention program
- Maison des aînés et alternative Carignan
- Ageless film presentation by the Cummings Centre
- Community Conversation on Heart Health, a presentation by Dr. Christopher Labos
- St. John's School Community Night
- PSP Winter Carnival



1,991 

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 40 active volunteers, who collectively donated over 1250 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 430 hours, ensuring strong leadership, accountability, and strategic direction.

40 

**ACTIVE VOLUNTEERS
IN 2025-2026**



REPRESENTATION

ADVOCATING FOR CHANGE

Social Development

- Table de concertation de Brossard
- Table de développement social CDC (MRC Longueuil)
- Table de développement social CDC (MRC HRR)
- Collectif Greenfield Park Collective (CGPKC)

Seniors

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

Families

- Table de concertation ConParle Famille (Early Childhood)
- Table des partenaires de Lacolle
- Table de concertation en périnatalité et petite enfance du Haut Richelieu (Chemin d'API)

Other

- Santé Québec, Montérégie
- Regional Access Committee
- 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 (MRC HRR)
- Table santé mentale HRR



COMMUNICATIONS

CONNECTING OUR COMMUNITY



6,644
WEBSITE
VISITORS



1,692
NEWSLETTER
SUBSCRIBERS



2,642
SOCIAL MEDIA
FOLLOWERS

TOP PUBLICATIONS IN 2025-2026

THE ADVISOR



Monthly
Newsletter
for the
Montréal-Centre

10 publications

THRIVE GUIDE



Stretching
your
budget,
resources
and more

3rd printing

FRENCH LEXICON



Pocket
guide to
confidence
in French

2nd printing

HEALTH INFO



Health
summary
tool for
everyone

fillable form

ENGAGEMENT HIGHLIGHTS

22,746 WEBSITE
PAGE VIEWS

15,494 SOCIAL MEDIA INTERACTIONS
(LIKES, COMMENTS, SHARES)

10,872 WEBSITE
SESSIONS

OUR PARTNERS

TRANSFORMING COMMUNITIES TOGETHER

- ACCESS Adult Education Centre
- AMI-Quebec
- All for the Children (formerly Fondation All for the Children Foundation)
- Alliance carrière travail (ACT)
- Aphasie Rive-Sud
- Arthritis South Shore
- Association québécoise pour le droit de mourir dans la dignité (AQDMD)
- Bibliothèque municipale de Saint-Jean-sur-Richelieu (Adélard-Berger Library)
- Centre d'assistance et d'accompagnement aux plaintes (CAAP) Montérégie
- Centre d'Action Bénévole Interaction (CABI)
- Centre de soutien entr'Aidants
- Champlain College Saint-Lambert
- CISSS de la Montérégie-Centre
- CLC Riverside and St. John's
- CLSC Samuel De Champlain and Saint-Hubert
- Collective GPK Collectif
- Collectivement Elles
- Com'Femme
- Cummings Centre
- Dr. Christopher Labos
- Ecumenical Community Services
- Espace Pivot
- Free Methodist Church - Clarenceville
- ForMont Business Trainings
- Golden Jubilee Club
- Greenfield Park Christmas Baskets
- Hear/Entendre Quebec
- Hope for Dementia
- IGLU program, Canadian Forces Leadership and Recruit School Association
- Info Justice Montérégie
- L'Etoile centre pédiatrie sociale
- La Mère à boire
- Maison des aînés et alternative – Carignan
- Montérégie East Partnership for the English-speaking Community (MEPEC)
- Military Family Resource Centre (MFRC)
- Montérégie West Community Network (MWCN)
- Our Harbour
- Pavillon Marguerite de Champlain
- PSP (Personnel Support Programs)
- Riverside School Board (RSB)
- Royal Canadian Legion Greenfield Park - Branch 94
- St. Stephen's with St. James Anglican Church of Chambly
- St. Mary's Parish
- St. Paul's ACW
- Seniors Action Quebec
- Seniors Respite Montérégie
- South Shore Literacy Council (SSLC)
- 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	2025-2027
Vice-President	Christine Wright	2024-2026
Secretary	Melanie Bedard	2025-2027
Treasurer	Jim Munro	2025-2027
Board Member	Laurel Hewitt	2025-2027
Board Member	Ken Prokosh	2024-2026
Board Member	Nancy Kelly	2024-2026
Board Member	Cheryl Ruediger	2025-2027
Board Member	Robert Myles	2024-2026

Executive Director, ex officio Debra Dorey

THE STAFF

ROLES AND RESPONSIBILITIES



Debra Dorey

Executive Director

Overall management of the organization: personnel, finance, funding, and reporting.



Brandon Stewart

Program Manager

Staff management, social development initiatives, and capacity building.
Health and safety officer.



Marianne Jadah

Administrative Officer

Payroll, financial, and general administration.



Christine Prince

Program Coordinator

Communications, early childhood initiatives, and Caregivers Café.



Therese Callahan

Program Coordinator

Patient navigation and youth mental health.



Tania Blood

Program Coordinator

Senior wellness, volunteers 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 services.



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
admincoord@arc-hss.ca

■ **Activity Centre GPK**

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

■ **St-Jean-sur-Richelieu**

900 du Seminaire Blvd. N., Suite 201
St-Jean-sur-Richelieu J3A 1B5
Tel: (514) 980-8900
hrr@arc-hss.ca

Website: www.arc-hss.ca | **Facebook:** facebook.com/arcaccess

