



# **Annual Activity Report 2018**

**The Action Centre**

**20 Proud years**

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## MESSAGE FROM THE BOARD'S CHAIR AND ACTION CENTRE'S DIRECTOR



**Andrew Lindsay**  
Chair

2018 marked another year of positive growth, renewal and evolution. We celebrated our 20<sup>th</sup> year of operation with several celebrations and long-term commitments, including renewing our lease for another 5-year term. We have embarked on revising and updating our Strategic Plan for the next 5 years, refreshing our website and renovating our bathrooms to reinforce our commitment to our Centre and our community, and to lay out our roadmap for continued stability, growth and prosperity.

The Board of Directors is extremely proud of, and benefits greatly from, the loyal, dedicated and talented leadership of our Management Team - who bring continuity, creativity and stability to our operations, programmes and activities.

Equally, our Staff, Teachers, Partners, Interns, Employees and Volunteers are indispensable – continuously stimulating minds, motivating bodies and inspiring wisdom, independence and camaraderie to our membership.

On behalf of the Board, I am grateful to each and every one of you; proud of what we have accomplished over these last 20 years, and optimistic, confident and enthusiastic for what we will accomplish together into the future. *We are infinitely grateful, thank you!*



**Ilham Bouzouma**  
Executive Director

In light of this extraordinary year - marked by the 20th anniversary of the Action Centre - there is no doubt that our members are extremely proud of their organization.

One major source of that pride is that the Centre has successfully managed to meet all challenges during their 20 years of operation.

Life would be dull without challenges. This year, like many other non-profits, we faced financial pressure. Each year, it becomes more difficult to manage a balanced budget, but we achieved this diligently - with compassion and respect, and without having to resort to tough measures.

This year, we are celebrating the 20th anniversary of our designation as a self-sufficient, self funded Community Day Centre. From humble beginnings, the Action Centre has reached great heights; a culture of knowledge is growing among our members.

We are overjoyed by the strides we have made, but still want to push farther ahead, working alongside the government to achieve our mandate.

We have made many improvements this year on our Recreational, Social, Sport and Leisure activities. We also highlight the increase in membership applications. By December 2018, we were able to welcome 175 members with physical and intellectual disabilities, providing critical respite to the government, families and caregivers.

We would like to thank the Action Centre Team: Staff, interns, volunteers, students and active members, including those members who sit on various committees and our Board of Directors. I want to thank each and every one of you for your outstanding work and dedication, day in and day out.

I am grateful for the support we receive from the Action Centre Foundation, the contribution of our partners, donors and sponsors, who eloquently testify to the strong ties they have with 'their' Centre.



## ACTION CENTRE: HISTORIC TIMELINE



### In 2006

- Another legacy donation from the Webster Family Foundation helped us launch a capacity-building project, in which our own Members were actively involved in developing and implementing the strategic vision for 'their' Centre.

### In 2002

- The Centre makes the big move to our current location on av Dollard in LaSalle, QC.

### 2018

#### Over these 20 years:

- Over 1.2 million hours of respite and support to Members and their families.
- Over \$ 50M in cost savings to local healthcare / social services networks.
- Numerous Municipal, Provincial and Federal Recognition Awards.
- Over 1,000 Memberships to vulnerable citizens suffering from various disabilities.
- Accredited Teaching and Learning Centre for hundreds of interns, volunteers, students, trainees and professionals.

### In 1998

- The J.W. McConnell Foundation makes a substantial legacy donation, partnering with Constance-Lethbridge Rehabilitation Center, to open Action Centre in St. Henri.
- **Goal:** to create a bilingual, multicultural daytime community centre offering diverse, structured activities and programmes for adult Montrealers with various types of disabilities.



## ACTION CENTRE: MISSION, VISION, OBJECTIVE AND VALUES

### Mission

- To increase our Members' independence, personal growth, health and wellbeing by assisting them in active learning ~ through Educational, Social, Cultural, Leisure and Recreational opportunities ~ in a safe, caring environment, promoting peer support, trust and acceptance.

### Vision

- Reintegrate members into the community, contribute to the best of their ability, and have a sense of accomplishment

### Objective

- Enhance our Member's self-esteem; improve their quality of life and autonomy, with mutual assistance; enrich their lives through fulfilling activities and stimulating education; and ensure their involvement in the decision-making processes at all levels of governance of 'their' Centre.

### Values

- Respect for everyone's contribution
- Commitment and Teamwork
- Accountability
- Initiative

## **ACTION CENTRE: 20 YEARS IN THE MAKING**

2018 was a wonderfully significant milestone for us as we celebrated our 20th year: an enviable track record for any business; even more so for a not-for-profit like our little Action Centre. We have always been a unique, humble and special place. That proud tradition and culture continues to this day, and we commit to preserving our extraordinary history and legacy as a happy '2<sup>nd</sup> home' for so many, and for many years to come.

The Action Centre was founded in 1998, in partnership with the Constance Lethbridge Rehabilitation Centre as a Structured Activity Community Day Centre, offering support, activities and educational programmes to member with physical disabilities.

We are thrilled to be sharing this exciting milestone with several of our Founding Members: Maria Mustillo, Claude Sabah, Daniel Jarry and Nigel Bicknell. They each represent yet another remarkable characteristic of our proud history - having been partners, builders and supporters of 'their' Centre since Day 1.

The heart and soul of this Centre are our loyal and dedicated Managers and Staff. Many, like our remarkable Director Ilham, have been with us for over 15 years, Melissa Boudreaux for 7 years, Amine Rachi for 5 years and Abdullah Elouazzani for 5 years. We have been blessed with much longevity, tenure and continuity over our lifetime: Kevin Harrison, Ginger Petty, Celina Hasbun, Peter Cohn to name but a few. This level of commitment strikes to the core of who we are and what we do: We Care! We Give! We are Loyal! We Deliver.

We are very privileged to work with such dedicated colleagues, partners and friends – each with a clear purpose that ensures the Centre flourishes and prospers. As we look into the future, we are very fortunate to have so many of the key pieces already in place, and the tools, experience and personnel we need to thrive and succeed.

Similarly, we are indebted to our loyal and generous donors and benefactors. Some of Montreal's best-known families and foundations have supported us over the years.

All of the above serves to reinforce the special qualities that underscore the philosophy, personality and culture that defines 'your' Action Centre. We are all that, and so much more: we proudly celebrate our differences, foster independence, reduce isolation, stimulate minds and bodies, and promote sharing and caring and vibrant community.

*Thank you one and all!*



## 20 YEARS IN PHOTOS



## ACTION CENTRE TEAM: BOARD OF DIRECTORS

The mission of the Board of Directors is to oversee the smooth running of the Centre and to plan and guide its operational, financial and organizational strategies.



**Andrew Lindsay**

**Chairman**

*Re-elected: March 2017*

*Managing Partner, Lindsay Strategic*



**Arik Azoulay**

**Vice-Chairman & Treasurer**

*Re-elected: March 2017*

*CEO, Les Pavillons Lasalle*



**Nigel Bicknell**

**Secretary**

*Re-elected: March 2017*

*Active Member, Action Centre*

*Ex Computer Programmer/ Founding Member*



**Maria Mustillo,**

**Director**

*Re-elected: March 2017*

*Active Member, Action Centre*

*Founding Member*



**Audrey Hamilton**

**Director**

*Re-elected: March 2018*

*Active Member, Action Centre*

*Ex Surgical Nurse RN*



**Daniel Jarry**

**Director**

*Re-elected: March 2018*

*Active Member, Action Centre*

*Founding Member*



**Thavarajah Appulingham**

**Director**

*Elected: March 2018*

*Active Member, Action Centre*

*Ex Bank Manager*



## ACTION CENTRE TEAM: MANAGEMENT TEAM

- **EXECUTIVE DIRECTOR**

Ilham Bouzouma

- **ASSISTANT DIRECTOR**

Amine Rachi

- **SUPERVISOR**

Abdallah Abdallah

- **ACCOUNTANT TECHNICIAN**

Nancy Guitard

- **CAREGIVERS**

Melissa Goudreau

Abdallah E.Ettouham

Henriette Kekumba

Marie-Michele Antoine

- **COORDINATORS**

Jessica A., Nigel B., Maria P.

- **SUMMER STUDENTS**

Louye H., Laiba A., Morgan F.

Vladimir K., Elodie D-R., Daina D-K.

- **TEACHERS AND FACILITATORS**

Jean Claude M., Andrea P., Linda L.

Michèle, R., Matthew M., Catherine B.

- **TRAINEES AND VOLUNTEERS**

22 Trainees and Interns from 12 schools

41 Volunteers de 10 organizations

- **ACTIVITIES COMMITTEE**

Maria M., : **Internal Fundraiser**

Daniel J., : **Community Liaison**

Audrey H., : **Procurement**

Jessica L., Rosa B.: **Adapted Transport**

Thavaraj A.: **Accounting**

- **PAAS ACTION COMMITTEE**

Melissa L.: **Administration**

Neville B., Patrick D., Marylene C.: **Cashiers**

Daniel M., Jessica L., Lynn L.: **Reception**

Mireille B., Caroline T., Alain B.: **Office Automation**

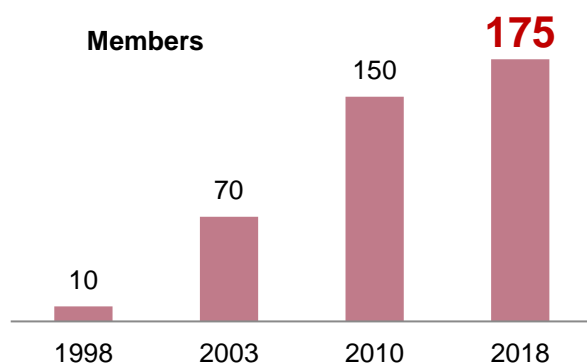


## 2018 : BY THE NUMBERS

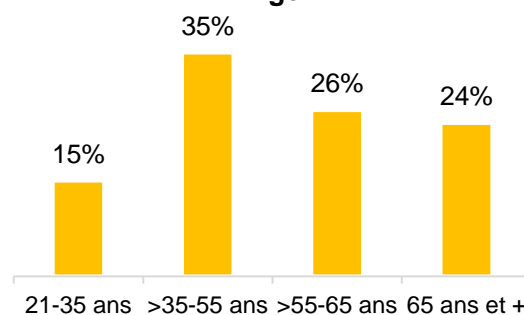


## MEMBERSHIP STATS

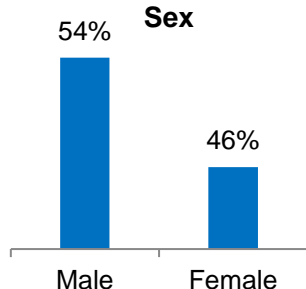
Members



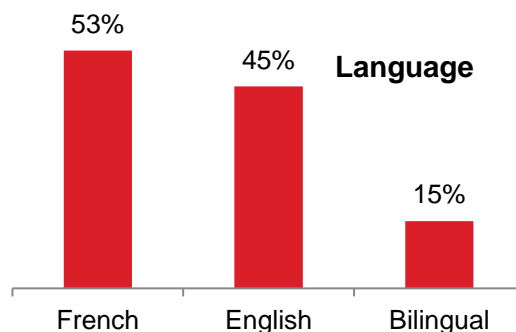
Age



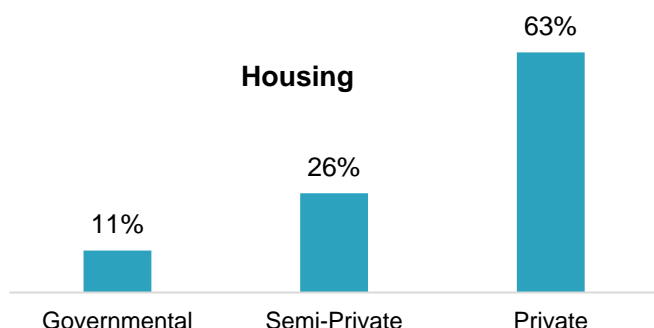
Sex



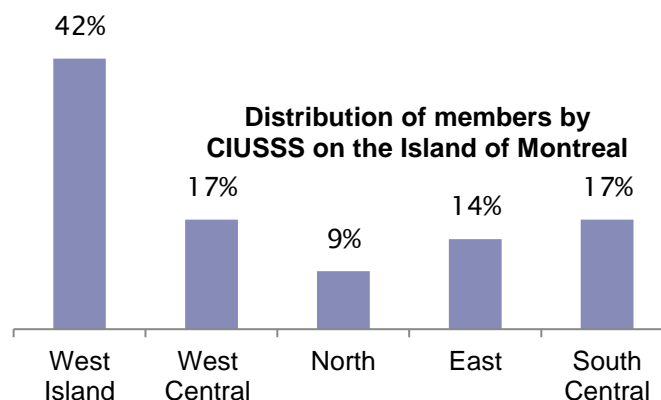
Language



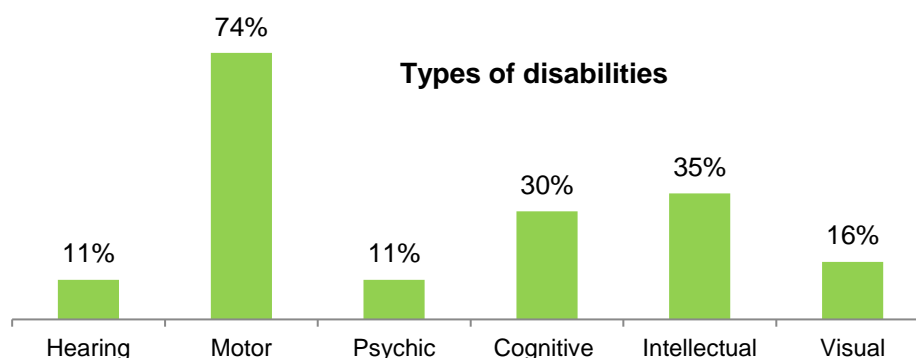
Housing



Distribution of members by CIUSSS on the Island of Montreal



Types of disabilities



Distribution of members by borough

Rosemont–La Petite-Patrie	1%	Kirkland	2%	Rivière-des-Prairies–Pointe-aux-Trembles	3%	Mercier–Hochelaga-Maisonneuve	5%
Westmount	1%	Le Plateau-Mont-Royal	2%	Anjou	4%	Dollard-des-Ormeaux	6%
Dorval	1%	Saint-Léonard	2%	Montréal-Nord	4%	Lachine	6%
Saint-Laurent	1%	Beaconsfield	2%	Pierrefonds-Robora	4%	Le Sud-Ouest	6%
Outside Montreal	1%	Côte-Saint-Luc	2%	Verdun	4%	Côte-des-Neiges–NDG	13%
Ahuntsic-Cartierville	2%	Pointe-Claire	2%	Ville-Marie	4%	LaSalle	17%



## SERVICES AND PROGRAMMES OFFERED

The varied services offered by the Centre are numerous and diverse, allowing for the education, success and growth of our members.

### • Training and Coaching : 4 Pillar Program

Action Centre delivers 28 structured weekly workshops, each month, all year. All activities and workshops are developed and supervised by specialized teachers and facilitators from school boards and educational institutions across Montreal. They fall under the following 4 Pillars: (see Annexe 1) :

- **Education**
- **Health & Wellness**
- **Arts & Creativity**
- **Community Participation**



### • Respite and Support

Action Centre offers its members comprehensive and high quality services. We ensure a collaborative, stimulating and safe environment. They are supported, stimulated and encouraged by our dedicated staff. We provide invaluable support and respite to families, caregivers, and private, group and government residences. The Action Centre is equally dedicated to offering effective and reliable support to each member's needs, thanks to a motivated and dedicated team of caregivers, teachers, interns and volunteers.



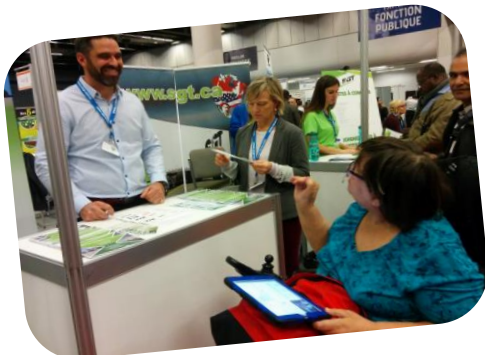
### • Sport, Leisure, Social and Cultural Activities

The Action Centre develops and delivers a series of recreational activities that allow our members to flourish, explore, learn and grow. This year, the Managers, working with the Activities Committee, overhauled several of the leisure, social and cultural activities, allowing and encouraging our membership to discover more of their own city and region. We monitor and track the success, satisfaction and participation of all our activities by polling our members via periodic surveys.



### • Socio-Professional Integration

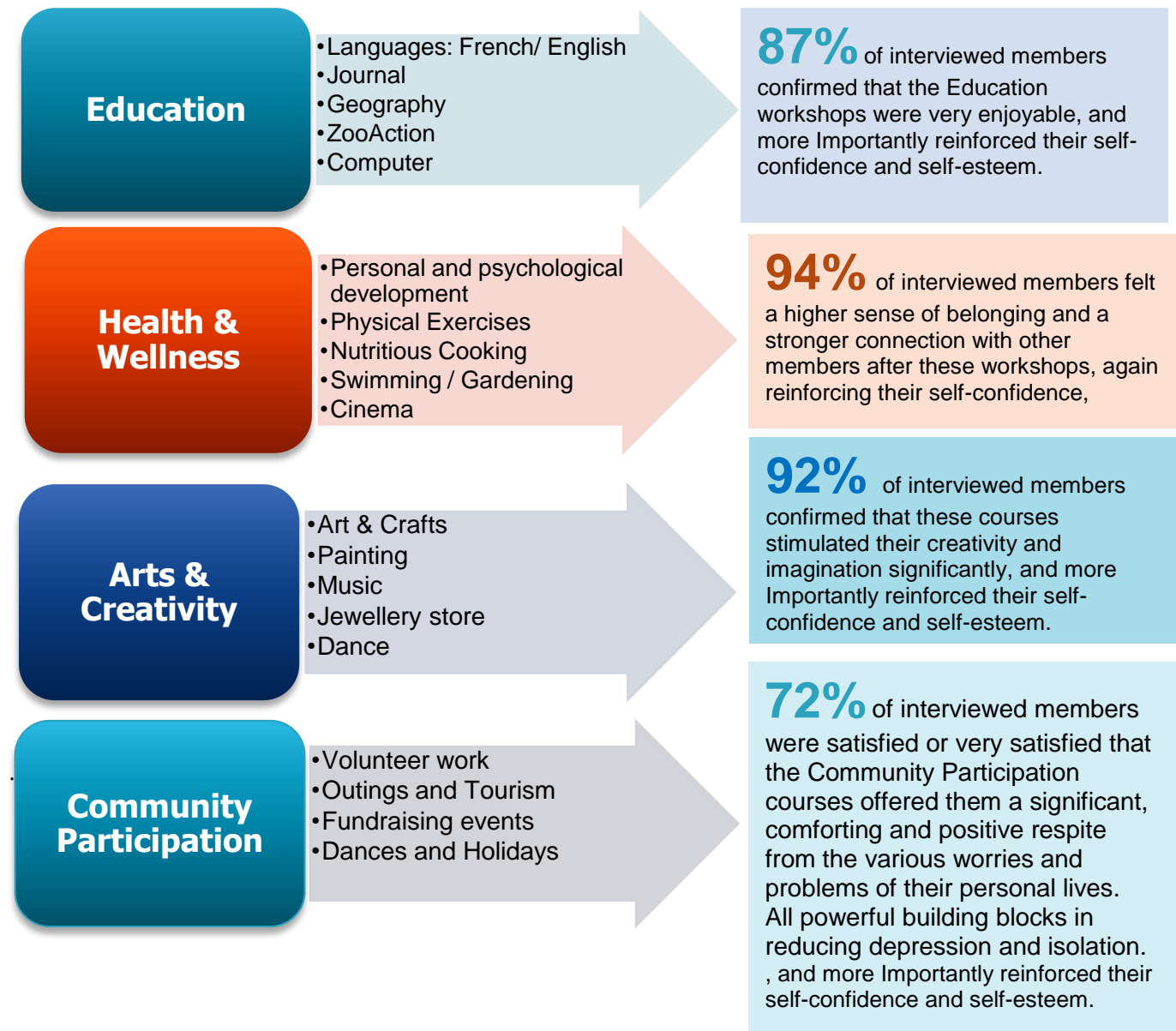
Thanks to an exciting provincial program, we now offer career advice and guidance to those members looking to enter the job market. Currently, we have 9 active members spread out over 4 work platforms: Office Automation, Cashier, Reception and Administrative Assistance. Adapted office equipment has been installed to facilitate their work. A specialized teacher, working with our Management team, oversees the program, supervising and evaluating our trainees.



The Action Centre has a well-deserved reputation as an accredited, hands on, and technical training facility for students, interns and teachers looking for a rewarding and fulfilling work experience. Needless to say, they play a large role in helping the Centre accomplish its mission with new energy and new ideas. Win – Win!

#### 4 PILLAR PROGRAM : CONTENT AND BENEFITS

The health and wellbeing of our members is our primary concern. Our services and programmes are developed with a balanced mix of educational and social stimuli, helping members lead more balanced and fulfilling lives. Through a wide range of activities, we offer informative classes, partner programs and health-related initiatives. We constantly evaluate the quality and relevance of our workshops to improve content, and adapt to the changing needs of our members. In 2018, the Centre conducted a survey to study the impact that our activities had on their development and self-esteem:



According to surveyed members, **95%** feel **slightly, very or extremely happy** after these classes. Moreover, we learned that the meditation and personal development classes helped members feel more peaceful and relaxed.

~ Of the surveyed members, over **90%** felt that these classes fostered **a greater sense of relaxation and peace.**

## ANNUAL MEMBER ACTIVITY PARTICIPATION

In addition to our 28 regular weekly workshops, the Centre organized the following 25 socio-cultural leisure activities (evening, tourist and cultural outings) in 2018:

Activity Dates	Activity	Members per Activity	Activity Duration (hours)
4 Pillar Program (24 workshops) (Annexe 1)			
All Year	Education	Avg: 17 members / workshop	3 hours / per activity
	Health & Wellness		
	Arts & Creativity		
	Community Participation		
25 Sports / Leisure / Social Activities (Annexe 2)			
2018-01-26	Bingo Night	33 Members	6 hours
2018-02-16	St-Valentine’s Dance	50 Members	6 hours
2018-03-16	Sugar suck	40 Members	6 hours
2018-04-06	Shopping	28 Members	6 hours
2018-04-27	Bowling Tournament (Rose Bowl)	44 Members	6 hours
2018-05-18	Spring Dance	45 Members	6 hours
2018-06-08	IMAX Movie	23 Members	6 hours
2018-06-29	BBQ - LaSalle	55 Members	6 hours
2018-07-13	Jean-Doré Beach	47 Members	6 hours
2018-07-18	Centres’ 20th Anniversary Celebration	80 Members	6 hours
2018-07-27	Picnic (Lac des Castors)	32 Members	6 hours
Summer 2018	Adapted Sailing	16 Members	4 hours
2018-08-03	Summer Dance	30 Members	6 hours
2018-08-10	Picnic (Cap St-Jacques)	28 Members	6 hours
2018-08-21	Ginger’s Picnic	65 Members	6 hours
2018-08-24	Corn Roast (Parc des Rapides)	45 Members	6 hours
2018-09-14	Shopping	39 Members	6 hours
2018-09-28	Member Fundraiser - Spaghetti Dinner	60 Members	6 hours
2018-10-12	Montreal Museum of Fine Arts	23 Members	6 hours
2018-10-26	Halloween Dance	48 Members	6 hours
2018-11-09	Trudeau Airport Tour -YUL	14 Members	6 hours
2018-11-16	Trudeau Airport Tour -YUL	8 Members	6 hours
2018-11-28	Casino de Montréal	30 Members	6 hours
2018-12-07	Christmas Shopping	34 Members	6 hours
2018-12-19	Christmas Dance	72 Members	6 hours





## PARTNER ACTIVATION IN WEEKLY ACTIVITIES

Our weekly activities and workshops could not exist without the enthusiasm, dedication and support of the following partners:

Partner	Workshop	Goals / Objectives	Members enrolled
<b>Individual Professionals</b>	Bingo/ Society games	Coordination, concentration and socialization	38
	Painting	Creativity, coordination, socialization and realization	12
	In House Movies	Take a break, socialize and communicate	07
<b>CREP: Centre de ressources éducatives et pédagogiques ~ Commission scolaire de Montréal</b>	French	Stimulate cognitive capacity and social integration	07
	Arts and crafts	Creativity, coordination, socialization and realization	18
	ActionReaction Journal	2 editions per year, to stimulate cognitive capacity, creativity and satisfaction with work done	10
	Music	Relax, coordinate movements and stimulate cognitive capacity	16
	Discussion group (French)	Health and well-being, socializing and communicating	13
	Boccia Group-1	Motor skills, coordination and socialization	09
	Memory exercises	Stimulate cognitive capacity and socialize	18
	Cooking Class Groupe-1	Autonomy, healthy food, dexterity, safety, tasting, socialization	14
<b>PACC (Pearson Adult and Career Centre) ~ Lester B. Pearson</b>	Exercises	Motor skills, coordination and socialization	24
	Computer English 1, 2	Stimulate cognitive capacity, dexterity, and social and community integration	25
	Personalized computer	Stimulate cognitive capacity and dexterity, social integration and networks	09
	English	Stimulate cognitive capacity and social integration	10
	Discussion (English)	Social integration, socialization and communication	17
	Dance on chair/ Zumba	Improve physical health, socialize and communicate	48
	Personal development	Know and develop self-esteem and manage stress and emotions	16
	Boccia Group-2	Motor skills, coordination and socialization	09
	Cooking Class Groupe-2	Autonomy, healthy food, dexterity, safety, tasting and socialization	14
	Meditation	Relaxation and self-awareness	16
<b>Aquadome</b>	Swimming	Motor skills, socializing and letting off steam	08
<b>Rose-Bowl</b>	Bowling	Motor skills, socializing and letting off steam	23

## COMMUNITY PARTNERS' CONTRIBUTION TO THE CENTRE'S ACTIVITIES

Action Centre recognizes and acknowledges the tremendous support from all our partners:

Organization	Human Resources	Material Resources	Financial Resources	Information Resources
<b>STM</b> (adapted Transport)		*		*
<b>Moisson Montréal</b>		*		*
<b>PACC, CREP</b>	*	*		
<b>CÉGEP &amp; Schools</b> : Faubourgs, Vieux CÉGEP Montréal, ERS, Loyola School, Centre de formation BARI, Woodland Christian School, College Dawson, Champlain College	*			*
<b>AlterGo</b>			*	*
<b>Emploi Québec</b>	*		*	*
<b>Universities</b> : Montréal, McGill	*			
<b>Correctional Service Canada</b>	*			*
<b>Sécurité Publique Québec</b>	*			
<b>Minister for Health and Social Services</b>			*	
<b>City: LaSalle, Montreal</b>		*	*	*
<b>RIOCM</b>				*
<b>Global TV</b>				*
<b>Desjardins Foundation</b>	*		*	
<b>YMCA, Trajet</b>	*			
<b>Octogone, Aquadome, Bowling Rose Bowl</b>		*		
<b>Vie Autonome, Déphy-Montréal</b>				*
<b>Sami Fruit, Frutasi, Lafrenière, Pharmaprix, IGA, Maxi,</b>		*		
<b>The Bagg Street Klezmer Band</b>	*			
<b>IATA Association</b>		*		
<b>Action Centre Foundation</b>			*	*
<b>Les Pavillons LaSalle</b>		*		
<b>Service Canada</b>			*	

## THANK YOU TO ALL OF OUR GENEROUS PARTNERS

LaSalle  
Montréal



Canada  
Gouvernement du Canada / Government of Canada

Global

REVENU  
QUÉBEC

ALTERGO

stm



Fondation ACTION  
CENTRE  
Foundation

WOODLAND  
CHRISTIAN HIGH SCHOOL

Desjardins

Emploi  
Québec

Cégep du  
Vieux Montréal

Moelle épinière  
et motricité Québec  
Réinventer l'autonomie



RIOCM

ERS Training and  
Development  
Corporation



Canada  
Voir au-delà du handicap  
Promoting a new perspective on disability

École des métiers des  
FAUBOURGS  
de Montréal



SAMI FRUITS

CCS COLLECTIVE  
COMMUNITY SERVICES  
SERVICES COMMUNAUTAIRES  
COLLECTIFS

Santé  
et Services sociaux  
Québec

PACC  
Adult Education



maxi

CREP  
CENTRE DE  
RESSOURCES  
ÉDUCATIVES ET  
PÉDAGOGIQUES

PHARMAPRIX

DAWSON  
COLLEGE

MOISSON  
MONTREAL

Les  
Pavillons  
LaSalle

Sécurité publique  
Québec



Loyola  
HIGH SCHOOL



IGA



Le LaSalle  
Messenger

Centre intégré  
universitaire de santé  
et de services sociaux  
du Centre-Ouest-  
de-l'Île-de-Montréal  
Québec

Frutta Si  
LE SUPERMARCHÉ INTERNATIONAL

THE BAGG ST. KLEZMER BAND

constance-lethbridge  
CENTRE DE RÉADAPTATION - REHABILITATION CENTRE

PACC  
Adult Education  
8300 George, LaSalle QC H8P 1E5 Tel: 514-798-5588



## THE CENTRE IN THE COMMUNITY

The Centre works diligently each year to develop its Partner Network and strengthen our ties and involvement in the community. We regularly attend and participate in the important events, projects and round tables at key partners for professional development, networking and visibility for the Centre.

### Networking and Volunteering

- Montreal Joue: Octogogne of LaSalle Library
- Volunteer: Moisson Montreal
- Clic-Déphy: DéPhy-Montreal

### Celebration of Special Days

- International Day of Disabled Persons: Montreal City Hall
- International Volunteer Day: Action Centre
- Quebec Week of Disabled Persons: Action Centre
- Volunteer Evening: Borough of Lasalle

### Annual Assemblies

- AlterGo, DéPhy Montréal, Moisson Montréal, Caisse Desjardins, Fondation Centre Action

### Training, Information & Awareness

- Hygiene and Safety: Moisson Montréal
- Information day on PSOC Grant: RIOCM/ DéPhy-Montréal
- PMI Project: City of Verdun

### Consultation Roundtables

- FAIM et le développement sociale du Montréal métropolitain

### Research

- Elections Canada: Decision Point Research,
- Pre-consultation on racism and systemic discrimination: Borough of Lasalle and SPVM
- Research on cognitive diseases: University of Montreal



## SPECIAL EVENTS PHOTO ALBUM



Ilham's 15th professional anniversary at the Centre



Visit of MP Mrs. Hélène David during the Christmas evening



Picnic at Mrs. Ginger's house



Visit of Mlle Theodora Brinckman, Executive Director, Habilitas Foundation MAB-Mackay



2018 Annual General Meeting



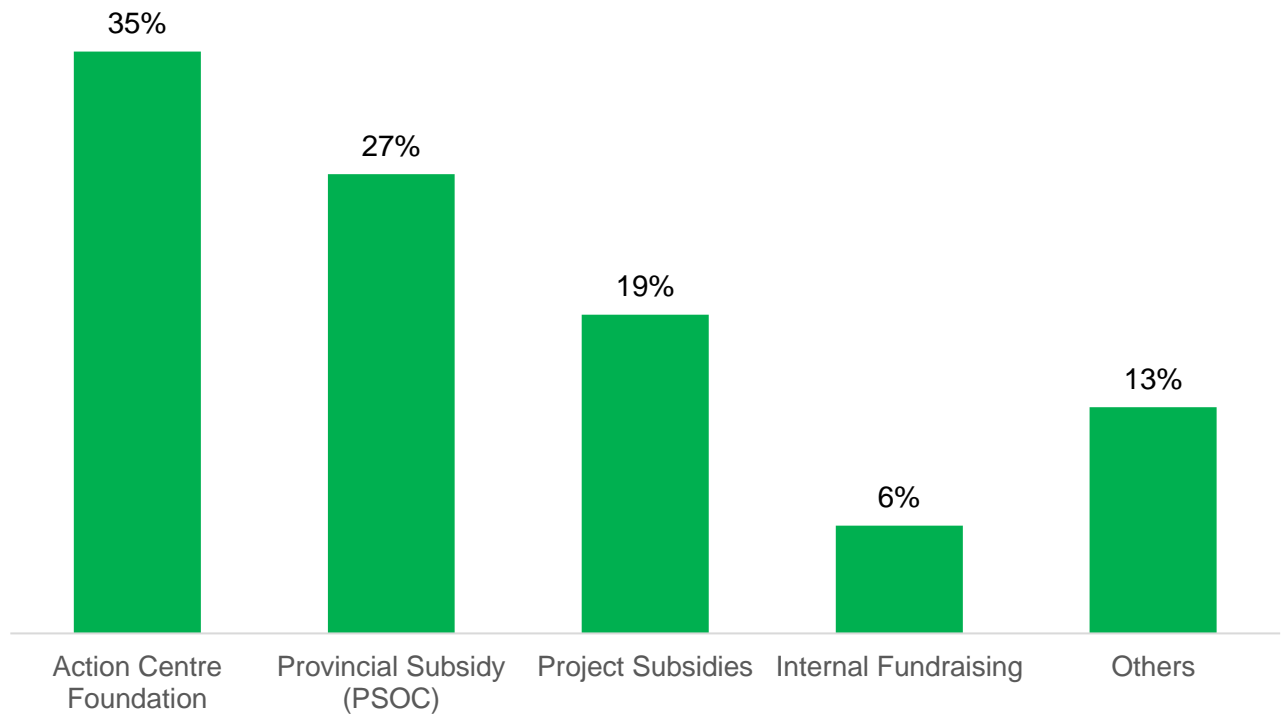
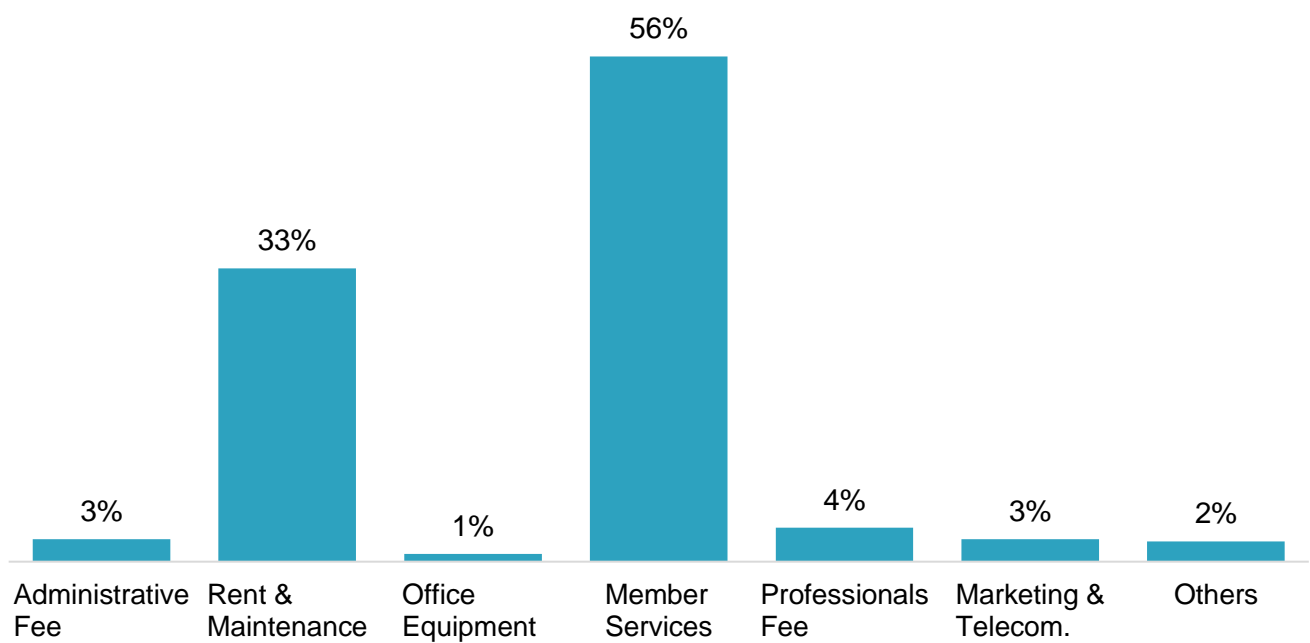
Centre Action 20th year Recognition Award honoured by AlterGo



Mlle. Krista Kennedy, Coordinator, AlterGo at the Christmas party



Spaghetti dinner and fundraising

**BUDGET 2018 : REVENUE AND EXPENSES****REVENUE****EXPENSES**



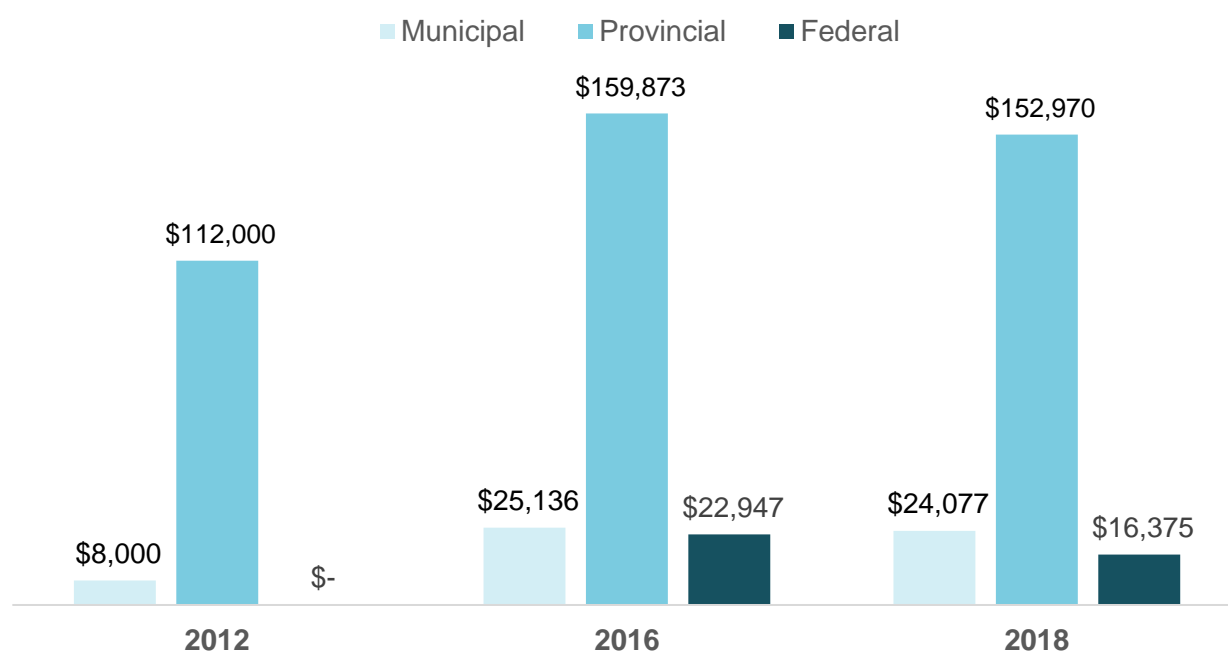
## GOVERNMENT PROGRAMMES & SUBSIDIES

The Centre receives annual financial support from Federal, Provincial and Municipal governments and institutions. Funds from these sources are allocated directly to cover related expenses: Operations, Members' caregivers, interns and companions, a portion of the rent, Summer programming and sport and leisure activities.

In 2018, the sum total of all Federal, Provincial and Municipal grants and subsidies declined in comparison to previous years. Needless to say, this has a demonstrable effect on the variety, quantity and quality of the services we can offer.

With our limited budget and a fervent desire to inspire, innovate, and deliver to, and for, our grateful members - coupled with unbridled energy, kindness and enthusiasm from our Managers, Staff and employees - « your » Centre is doing miracles.

*Imagine what we could accomplish with even greater support !*



## MESSAGE TO GOVERNMENT : THE ACTION CENTRE IS AN 'ESSENTIAL SERVICE'

Apart from the social mission, the Action Centre is proudly recognized and designated as an “**Essential Service**” in the community, and provide substantial cost savings to the Quebec and Canadian healthcare and social services networks.

Our direct and indirect cost savings and manpower impacts are significant: Reduced operating and intermediate care costs to, and for, individuals no longer ‘stuck’ at home, or in institutions or hospitals; More income taxes collected from families who can now stay in the workforce, instead of caring full time for their disabled family member(s); plus, we do not deplete existing funding available for government run Day Centres, as the Action Centre is currently outside of these budgetary considerations.

Action Centre saves approx. **\$2 million/ year in operating costs for mid-level Care Residences and Caregiver salaries**, as our Members are eligible to live in subsidized, assisted, low-income residences, and are required to leave these residences at least 3 days/week to demonstrate their independence, (further reducing the level / cost of support and supervision at home) and actively participate in the activities and workshops offered at the Centre<sup>1</sup>.

Each year, the Action Centre delivers over 65,000 hours of outside respite to Member’s families and caregivers. Without a viable and dependable Action Centre, more family members would have to leave jobs to provide care at home, resulting in **lost income of about \$3.2 million a year. Revenue Québec would lose about \$1.3 million in annual taxes on these lost wages**<sup>2</sup>.

The government has budgeted funds to their Healthcare and Social Services networks, with a mandate to offer additional support and provide complimentary resources and services for people with physical and / or intellectual disabilities.

Although the government runs a few of their own Day Centres, they do not meet current demand, and there is a shortage of qualified, experienced caregivers. Plus, it is far more cost-effective to invest in existing, well-managed Day Centres, rather than build new facilities from scratch. As a recognized Centre of Excellence for the disabled in Montreal, we are working diligently with local agencies to formalize a partnership such that our successful, sustainable and well-established Action Centre can be better, and more fully integrated into their system.

Action Centre  
conservatively  
saves about

**\$3,2  
million  
each year**

to the Provincial  
Healthcare and  
Social Services  
Networks

<sup>1</sup> Based on 2017 study by Sykes Assistance Services Corporation and Sun Life of Canada. Monthly savings for 1 resident per month in a public residence with low-level care compared to intermediate care facility (seniors and persons with disabilities) \$2,333.40 - \$1,044.90 = \$1288.50 / savings per month. (2017 figures from Quebec Government Facilities Report)

<sup>2</sup> Given that 76% of the 175 active members of the Action Centre are between 25 and 65 years old, it can be deduced that families (parents or siblings) are nearing the end of their careers and reaching their max earning potential. The average hourly wage used to estimate lost income is \$50/ hour. Income tax on this salary is about 40% in Quebec.

Currently, the provincial government PSOC grant (*Programme de Soutien aux Organismes Communautaires*) to the Centre's operations amounts to less than \$120,000 per year.

When family members are forced to stop working to care for, and support an adult with a disability, they face increased stresses, challenges and hardships. Often, they have to rely more heavily on other agencies and community groups (Social Assistance, Welfare, Community Food Banks, etc.) for critical support and family assistance. The cost savings we provide to government and community resources are tangible, valid and real.

The Action Centre, at 20 years old, is well established, well managed, at capacity – and with a stellar reputation. We are unique, affordable, bilingual and multi-cultural, servicing the entire island of Montreal. As the number of trained caregivers in Quebec continues to drop<sup>3</sup>, we can conclude that there are already defined challenges in properly staffing and managing the existing mid-level care facilities, let alone the needs of new ones. We are proud of our history and heritage, and committed to meeting the expanding needs of adults living with disabilities in Quebec.

In conclusion, the Action Centre conservatively saves our government networks **\$3.2 million per year (approx.)**, with a corresponding provincial PSOC grant that covers just **27%** of our lean \$425,000 annual operating budget (2018).

In Canada, people with disabilities make up about 10% of the population. By extrapolation, we calculate there are 170,000 people living with disabilities in Montreal. The Action Centre is currently servicing just a tiny fraction of this population, yet with impressive and substantial savings to government agencies and networks, an enviable level of care, with a varied and diverse schedule of activities, programmes and workshops all year long.

**Our strategic objective is to highlight this reality to all levels of governments.**

**Imagine the day when 100% of our budget is supported by government grants!  
We would expand our successful model and open additional centres in other locations  
to better serve more adults with disabilities across the island of Montreal.**

**Can you imagine improving the quality of life of so many more of our vulnerable disabled citizens?**



<sup>3</sup> March 28, 2018 Demandant ([www.demandplan.ca](http://www.demandplan.ca)). Staff shortages in long-term care facilities in Quebec are growing, number of seniors and people with disabilities in long-term care is increasing, living longer, and receiving less quality care than before. In the last few years, the patient / caregiver ratio has grown from 8:1 to 12:1.

## OUTLOOK

Each year, the Staff and Members evaluate, reflect and audit several key aspects of the Centre's operations, with the aim of constant improvement and strategic planning. Some outcomes are to offer new and improved services and programmes, while others are more innovative and strategic.

### • Facilities

Like many in our sector, rent absorbs almost 30% of our budget. The Centre is looking at creative and effective ways to remedy this situation. Research and exploration is underway - in collaboration with LaSalle borough representatives - to find workable solutions that reduce chaotic financial aftershocks. Renovation projects are on-going, with leasehold improvements that upgrade the amenities, and expand the accessibility requirements for our members.

### • Activities

The Centre is always looking to expand the scope and scale of its services, activities and workshops, increasing variety, and expanding to include more participants. Many members want to try new mobility and dexterity activities such as team sports and adapted martial arts.

### • Fundraising

2018 was a challenging year; we had to absorb a significant rent increase with an unanticipated decrease in donations from AC Foundation and legacy donors. Creative and innovative fundraising strategies remain a challenging priority for the Foundation.

**Key objectives:** Find resourceful ways to mitigate rent expense and successfully solicit additional support civic agencies such as CentraAide, Fondation du Grand Montreal and CIUSSS.



### • Visibility and Awareness

The Action Centre needs to increase its visibility and awareness in the communities we serve and support and improve marketing strategies, media exposure, social networks and refresh our website. We need to keep growing our brand and expanding our reach, raising the Centre's profile across the city, improving our unique "Essential Service" designation and highlighting our mission's relevance to the public and governments alike.

### • Governance / Board of Directors

We are in the process of recruiting new Directors to join our volunteer Board. We are always on the look out for new talent that can support us with their unique skills, energy and networks. Currently, there are 3 vacant External Board positions to fill.



## TESTIMONIALS

### • Active Member

#### **Maria Mustillo, Founding Member**

*" My contribution to the Action Centre makes me feel like an adult in full physical capacity... When we are at the Action Centre, we feel free, our needs are met, and we feel understood. Before most members join the Action Centre, they feel very isolated and many are depressed and desperate. In fact, I saw many new members enlighten and brighten up once they had been at the Centre for a while. It's like watching their minds come alive again. "*



### • Employee

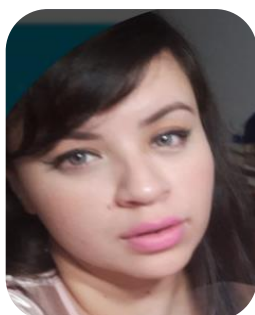
#### **Melissa Goudreau, Caregiver**

*"We adapt to the needs and requests of members. They are free here... They do not have to assume the rigid schedule imposed on them in the residences where they live..."*

### • Teacher

#### **Michelle Reindeer, (CREP)**

*« ... My work involves carrying out different activities with the participants to help develop different communication skills. These activities are done in groups. I also support the Programme d'Aide et d'Accompagnement Social (PAAS-Action). To do this, I also hold individual meetings with the participants. The purpose of these meetings is to clarify their personal objectives, as well as to follow up on them and encourage them to pursue them. We also have team meetings where participants share their progress. I am very grateful because I really enjoy my work at the Action Centre! "*



### • Volunteer

#### **Andrea Morales, YMCA**

*"... I started with compensatory work with the YMCA but I couldn't leave it, so I'm made of steel here in the centre. I learn and grow with the members. I enjoy preparing the meal every day and helping the Center in his mission.*

### • Intern

#### **Élodie R., (Dawson College)**

*"... I received a warm welcome from all the staff and members. I felt at home and I was able to put into practice everything I learned. I also learned a lot of things that increased my self-confidence. "*



## TRIBUTES

It is with great sadness that we pay tribute to active members we lost this year:

**Mrs. Diane Inforrtuna, Mrs. Francine Beaudoin,  
Mr. Mario Latin, Mr. Réjean Turcot  
and Mr. Michel Menard**

All were valued members and cherished friends

They are missed by many friends and will forever be engraved in our hearts.

On behalf of the Action Centre Members and Staff,  
we extend our sincerest condolences to their families and loved ones



**Diane  
Inforrtuna**  
1959-2018



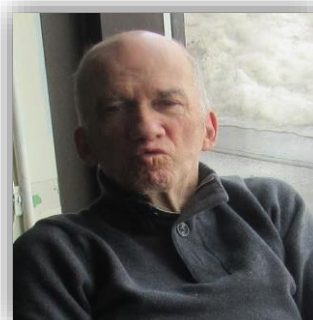
**Beaudoin  
Francine**  
1946-2018



**Mario  
Latin**  
1957-2018



**Rejean  
Turcot**  
1953-2018



**Menard  
Michel**  
1949-2018

## PRATICAL INFORMATION

- **Responding to Members' needs**

**Hours of Operation:** from 8h30 to 16h30, 5 days / week, 50 weeks / year.

**Closed :** Statutory holidays and end of year vacations

**Facilities:** adapted to each member's needs, ramps, doors, tables, chairs, toilets and equipment.

**The STM's Paratransit service** is coordinated by the Centre for each member's needs.

- **Information and communication tools**

Three bulletin boards, dynamic display on two large screens, brochures, pamphlets, website, phone, e-mail, educational program, calendar of activities

- **Website**

[www.centreaction.org](http://www.centreaction.org)

- **Facebook**

[www.facebook.com/actioncentreaction](https://www.facebook.com/actioncentreaction)

- **Service Area**

Island of Montreal and its surroundings

- **Contacts**

**Ilham Bouzouma**, Executive Director  
(514) 366-6868 ext. 229  
[ilham@centreaction.org](mailto:ilham@centreaction.org)

**Amine Rachi**, Assistant Director  
(514) 366-6868 ext. 229  
[amine@centreaction.org](mailto:amine@centreaction.org)  
[www.centreaction.org](http://www.centreaction.org)

**Address:** 2214 Dollard Av.  
LaSalle QC H8N 1S6

**By Bus :**

- Angrignon Metro Station
- Take the 106 N or 113 O bus
- Turn at Newman / Dollard
- Go northeast on Newman Blvd to Av Dollard
- Turn left at Av Dollard





# ANNEXES

## Annexe 1 : Weekly Educational Programmes

**centre ACTION centre**

2214, Dollard avenue  
LaSalle, Québec H8N 1S6  
Tel. (514) 366-6868  
Fax (514) 367-0880

[info@centreaction.org](mailto:info@centreaction.org)  
[www.centreaction.org](http://www.centreaction.org)

**Educational Workshops**  
Bilingual day Centre for adults living with physical or cognitive

For appointment call Mrs. Ilham Bouzouma, Director  
(514) 366-6868 ext. 229

Time	Monday	Tuesday	Wednesday	Thursday	Friday
9:30 to 11:30	Bingo 	Cooking workshop 	(En) Computer workshop level 1 	English workshop «Rosetta Stone program» 	Geography 
	or French class Zoo Action 	or Journal workshop «Action Réaction» 	or Memory exercises or Swimming (winter) gardening (summer) 	or Painting or Arts & Crafts 	or Adapted Zumba 
11:30 to 1:00	L	U	N	C	H
	Music 	Arts & Crafts Exercise 	Arts & Crafts 	Bowling 	In-house movie 
1:00 to 3:00	or Bocca 	or (En) Computer workshop level 2 	or Discussion group: Fr. & Eng. or Personal development 	or (Fr) Personalized computer workshop or Meditation 	or Chair Dance

September 5th 2017



## Annexe 2 : 2018 Seasonal Calendar of Recreational, Social and Cultural Activities



2214 Dollard Avenue, LaSalle, QC, H8N 1S6  
Tel. 514-366-6868 Fax 514-367-0860  
www.centreaction.org info@centreaction.org

*Pour la réservation ou  
information, contacter  
La réception 514-366-6868*

*For reservation or  
information, contact  
Reception 514-366-6868*

*S.V.P. Réserver 10 jours  
avant l'activité  
Please Reserve 10 days  
before the activity*

*\* Le Centre est fermé le jour/  
The centre is closed daytime*

*\*\* Le Centre est fermé/  
The centre is closed*

*Le Centre est fermé*

- Vendredi le 9 mars
- Vendredi le 30 mars et lundi le 2 avril (Fête de Pâques)
- Lundi le 21 mai (Journée des patriotes)
- Lundi le 25 juin (Fête nationale du Québec)

### The Centre is closed

- Friday, March 9th
- Friday, March 30th & Monday, April 2nd (Easter)
- Monday, May 21st (Victoria Day)
- Monday, June 25th (Quebec National Day)

## Calendrier des Activités Sociales 2018

*Hiver/Printemps (janvier à juin)*

## Calendar of Social Activities 2018

*Winter/Spring (January to June)*

### JANVIER/JANUARY

#### Soirée de Bingo/Bingo Night\*

Vendredi **26 janvier** 17:00 - 21:30/ Friday, **January 26th** 5pm- 9:30pm  
**7\$ Membres / Members - 10\$ Non-Membres / Non-Members**  
(Repas et divertissement inclus/ Meal & entertainment included)

### FÉVRIER/FEBRUARY

#### Danse de St-Valentin/ Valentine's Dance\*

Vendredi **16 février** 17:00 - 21:30 / Friday, **February 16th** 5pm-9:30pm  
**12\$ Membres / Members - 14\$ Non-Membres/ Non-Members**  
(Repas et divertissement inclus/ Meal & entertainment included)

### MARS/ MARS

#### Cabane à sucre/Sugar Shack (Centre Action)

Vendredi **16 mars** 10:30 - 15:00 / Friday, **March 16th** 10:30am - 3pm  
**15\$ Membres / Members - 18\$ Non-Membres / Non-Members**  
(Repas et divertissement inclus/Meal and entertainment included)

### AVRIL/APRIL

#### Magasinage/Shopping (Carrefour Langelier) \*\*

Vendredi **6 avril** 11:00 - 15:30/ Friday **April 6th** 11am – 3:30pm  
**2\$** (Apporter votre repas ou argent/ Bring your lunch or money)

#### Tournois de Quilles /Bowling Tournament\*\* (Rose Bowl)

Vendredi **27 avril** 11:00 - 16:00/ Friday, **April 27th** 11am - 4pm  
**7\$** (Apporter votre repas ou argent/Bring your lunch or money)

### MAI/MAY

#### Danse du printemps/ Spring's Dance\*

Vendredi **18 mai** 17:00 - 21:30 / Friday, **May 18th** 5pm-9:30pm  
**12\$ Membres / Members - 14\$ Non-Membres/ Non-Members**  
(Repas et divertissement inclus/ Meal & entertainment included)

### JUIN/JUNE

#### IMAX \*\*

Vendredi **8 juin** 11:00 – 15:30/ Friday, **June 8th** 11am– 3:30pm  
**10\$** (Apporter votre repas ou argent / Bring your lunch or money)

#### BBQ (Centre Action)

Vendredi **29 juin** 11:00 – 14:30/ Friday, **June 29th** 11am– 2:30pm  
**8\$ Membres / Members - 10\$ Non-Membres/ Non-Members**  
(Repas et divertissement inclus/Meal and entertainment included)



## Calendar of Social Activities (Summer-Fall)



2214 Dollard Avenue, LaSalle, QC, H8N 1S8  
Tel. 514-366-6868 Fax 514-367-0880  
www.actioncentre.org info@actioncentre.org



JULY

### Jean-Doré Beach \*\* \$10

Friday, July 13th 11am– 4pm (Bring your lunch and /or money)

### Celebration of the 20th anniversary of the Action Centre (Free)

Wednesday, July 18th 10am – 2:30pm (Lunch included)

### Picnic (Beaver Lake) \*\* \$2

Friday, July 27th 11am – 4pm (Bring your lunch)

AUGUST

### Summer Dance \* \$12

Friday, August 3rd 5pm– 9:30pm (Meal & entertainment included)

### Picnic (Cap St-Jaques) \*\* \$2

Friday, August 10th 11am – 4pm (Bring your lunch)

### Mrs. Ginger's Picnic \*\* (Free)

Tuesday, August 21st 10:30am–3pm (Meal & entertainment included)

### Corn Roast \*\* \$8

Friday, August 24th 11am– 3:30pm (Meal & entertainment included)

SEPTEMBER

### Shopping (Fairview-Pointe Claire) \*\* \$2

Friday, September 14th 11am– 4pm (Bring your lunch and /or money)

### Fundraising Spaghetti Soiree \* \$20

Friday, September 28th 5pm– 9:30pm (Meal & entertainment included)

OCTOBER

### Fine Arts Museum \*\* \$2

Friday, October 12th 11am– 3pm (Bring your lunch and /or money)

### Halloween Dance \* \$12

Friday, October 26th 5pm– 9:30pm (Meal & entertainment included)

NOVEMBER

### Montreal Airport visit \*\* \$2

1<sup>st</sup> group-Friday, November 9th 11am–3pm (Bring money for lunch)

### Montreal Airport visit \*\* \$2

2<sup>nd</sup> group-Friday, November 16th 11am–3pm (Bring money for lunch)

### Casino of Montreal \*\* \$25

Wednesday, November 28th 11am–4:30pm (Buffet, show & \$10 slot machine included)

DECEMBER

### Christmas Shopping (Angrignon mall) \*\* \$2

Friday, December 7th 11am– 4pm (Bring your lunch and /or money)

### Christmas Dance \* \$12

Wednesday, December 19th 5pm– 9:30pm (Meal & entertainment included)

For reservation or  
information, contact  
Reception at 514-366-6868  
Or the supervisor at ext. 226

Please Reserve 10 days  
before the activity

The tickets are neither  
exchangeable nor refundable

\* The centre is closed daytime  
but open in the afternoon

\*\* The centre is closed

### The Centre is closed

- Monday, July 2<sup>nd</sup> (Canada Day)
- Tuesday, July 17<sup>th</sup>
- Monday, September 3<sup>rd</sup> (Labor Day)
- Monday, October 8<sup>th</sup> (Thanksgiving)
- December 19<sup>th</sup> 2018 to January 4<sup>th</sup> 2019 inclusively (Christmas Holiday)





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## **Action Centre ©**

2214 av. Dollard

LaSalle QC

514-366-6868

[info@centreaction.org](mailto:info@centreaction.org)

[www.centraction.org](http://www.centraction.org)