



Annual Activity Report

2019

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Message from the Board & Management

As we transition from one decade into the next, we look ahead with excitement, anticipation, and enthusiasm. Our stability, sustainability and objectives for the 21st century are anchored in our revised Strategic Plan for 2019 -2022. This roadmap lays out a clear framework and solid foundation for our financial health, and strengthens and expands our capacity to help, support and assist our physically disabled membership become more active members of their community.

Our Strategic Planning process was robust, comprehensive, and forward looking, with input from key internal and external stakeholders and partners. We reviewed our entire organization, programming and operations and identified avenues and priorities in which we could best fulfill our mission, while using our resources efficiently and effectively. With 22 years of proud history behind us, 'your' Action Centre is well positioned to remain strong, dynamic, and vital in the years ahead, with a solid platform for growth and excellence in service, programme and activity delivery for our members and staff.

Over the last 12 months, discussions and negotiations were underway to initiate a merger of the Action Centre Foundation into HABILITAS Foundation, the newly formed alliance of the MAB-Mackay and Constance Lethbridge Foundations. As a result, the Centre Action Foundation has been dissolved, and the Action Centre is now a Community Partner under the HABILITAS umbrella, with a renewed and vigorous commitment to our future and our members. We take this opportunity to express our appreciation and gratitude for all that the Action Centre Foundation achieved in promoting and supporting the interests of our members.

Our merger with HABILITAS Foundation is a win-win partnership for all. While maintaining our autonomy as an organization, we will be a key pillar of HABILITAS' Community Outreach, and will benefit from their guidance, expertise and advocacy for disability rights in Montreal. Their support, advice and oversight will help us improve our services and activities and ensure both the continuity and growth in essential programs for our members - and indeed, for other adults living with physical disabilities in Montreal.

Our commitment to our future and our membership is reflected in the measures being taken to revitalize and expand our Board of Directors. New members with the experience and expertise to guide us successfully towards our strategic vision and goals have been recruited. Arik Azoulay, Vice-Chairman, has stepped in as interim Chairman until the new Board is ratified at the next Annual General Meeting. After 8 years as Chairman, Andrew Lindsay will continue to actively serve the Board as Past President.

As always, we take this opportunity to thank our dedicated directors, staff, teachers and volunteers for their tireless energy, passion and commitment to "their" Centre and "our" members. With everyone's help, we have successfully expanded our reach and profile across the city. We look forward to the many exciting changes ahead as we endeavour to offer more variety and diversity in programmes, activities and workshops for our members.



Arik Azoulay
Interim Chairman



Ilham Bouzouma
Executive Director



Andrew Lindsay
Past Chairman

Action Centre: Mission, Vision & Values

Action Centre is a Day Centre, founded in 1998. Located in the city of LaSalle, it offers educational and recreational activities to adults with physical & cognitive disabilities.

Mission

- Support to members.
- Stimulate independence, growth and mental health.

Vision

- Members feel a part of their community, contributing to the best of their ability and having a sense of accomplishment.

Values

- Respect, commitment, teamwork, accountability, initiative, diversity & inclusion

- Our goal is to improve the quality of life and autonomy of our members.
- Our activities generate a sense of accomplishment
- Our members are actively involved in the decision-making process at all levels of Action Centre's management.

2019 in Numbers

53
ACTIVITIES

45
VOLUNTEERS

12,940
Volunteer Hours

328
Subscribers on Facebook

An average of
65
Members Daily

169
MEMBERS
registered

25
New Members

41
Partners &
Donors

23
Employees
Full & Part Time

More than
16,500
Participations

26
Interns

2,571
Internship Hours

2019 Highlights

Renovation of the premises

Thanks to the support of the companies Bourque Construction and GR Construction, Action Centre was able to renovate part of its space and adapt its bathrooms. This has simplified the task of our attendants and improved the comfort and satisfaction of our members.

New energy on the Board of Directors

Near the end of 2019, the Board of Directors was strengthened by three new members recognized for their expertise in the health and social services network. They are **Suzanne Cloutier**, Management Consultant and Consultant for Community Organizations with Physical Disabilities, **Lisa Westaway**: Executive Director of Kateri Memorial Hospital Centre and **Theodora Brinckman**, Executive Director of Habilitas Foundation.

Strategic Plan 2019-2022

Action Centre developed its new 3-year strategic plan with the assistance of an industry consultant. Several areas of focus have been identified: leadership/governance, organizational structure, visibility of the Centre, development of new programming and activities, increasing the Centre's level of funding and improving the Centre's facilities.

New partnership with the Habilitas Foundation

The Action Centre Foundation has merged with the Habilitas Foundation. This partnership will help strengthen essential programming, ensuring growth and sustainability to meet the needs of Action Centre members. **The alignment is motivated by a single goal: to ensure the sustainability and growth of programs and activities that will enrich the lives of all Action Centre members.**

The Action Centre Foundation

After 13 years, the fundraising arm of the Action Centre has closed its doors. The Centre is deeply grateful to everyone who has been involved with the Foundation over the years.

Presentation of the Centre's Services

Training & Coaching

28 workshops per week led mainly by School Board professionals. These workshops focus on:

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

Leisure & Social Activities

Approximately 25 outings a year, where members discover their environment and stay connected with their community.

Respite & Support

Thanks to our orderlies, companions, and volunteers; members benefit from companionship and respite for their caregivers.

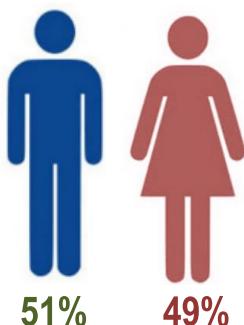
Socio-professional Integration

Working with Emploi Québec, Action Centre is involved in the successful integration of people with disabilities. The PAAS-Action program allows a group of our members to learn and train adequately to be ready for the work place.

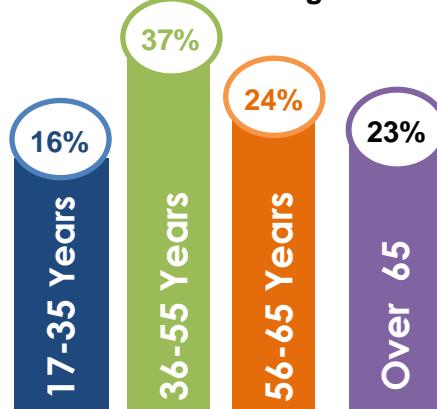


Members in Numbers

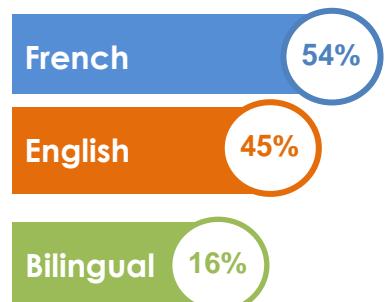
Gender



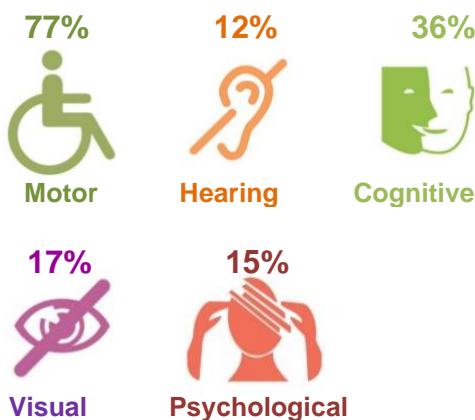
Age



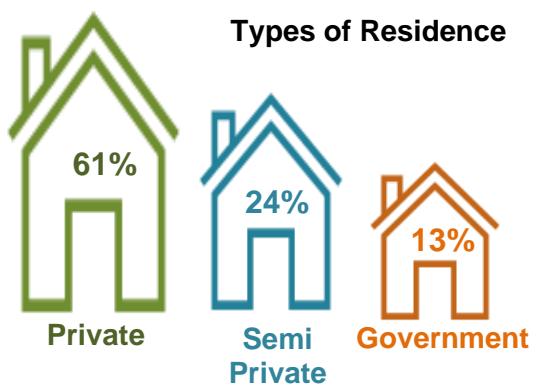
Languages



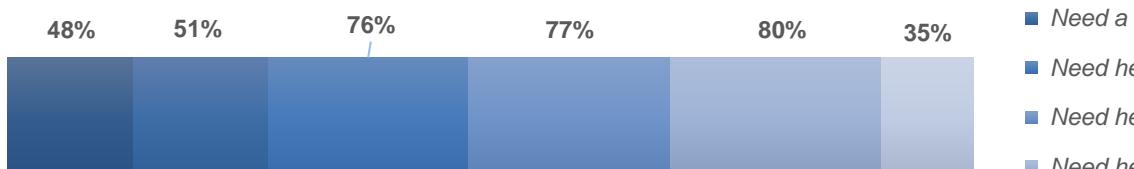
Disabilities:



Types of Residence

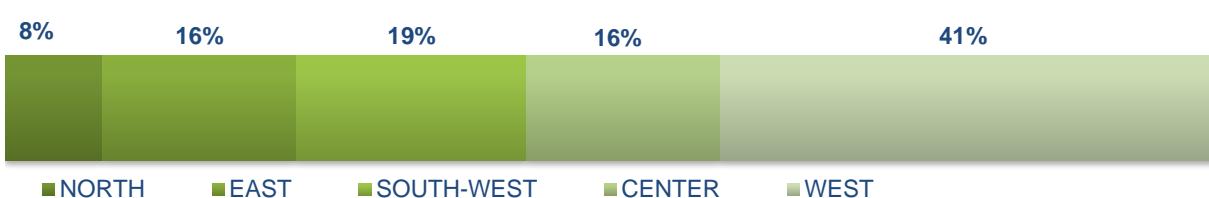


Needs of Members



- Need help with eating
- Need a special diet/allergy
- Need help to undress
- Need help to move
- Need help with bathing
- Need help with medications

Provenance by CIUSSS of the Island of Montreal

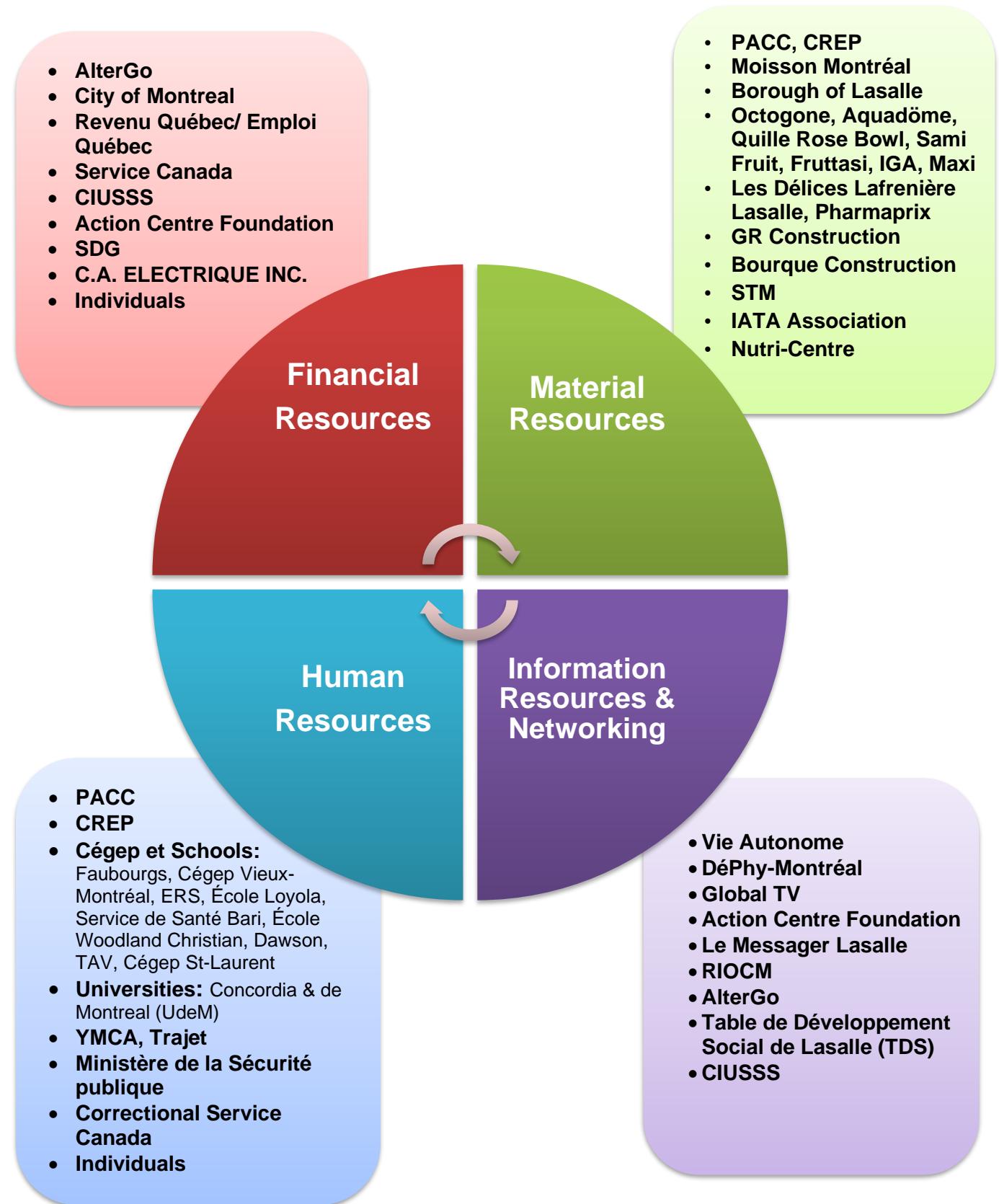


Member Participation in Activities

Date of Activity	Title of Activity	Total of Participants	Time of Activity (hours)
4-Pillars Weekly Program (28 Workshops)			
All the year on a weekly basis	Education: Languages, Geography, Technology	Average of 15 members per activity	2.5 hours by activity
	Health & Wellness: Bowling, Boccia, Swimming, Gardening, Dance, Meditation, Music, Discussions, Cooking, Personal Development		
	Arts and Creativity: visual arts, painting		
	Community Involvement: Fundraising, Annual Bazaar, Library		
Leisure, sport and socio-cultural activities (25 activities)			
18-01-2019	Thematic Party - Bingo	42	6 hours
01-02-2019	Sport and Leisure Outing - Shopping (Plaza Côte Vertu)	33	6 hours
15-02-2019	Thematic Part - Valentine's Day	37	6 hours
01-03-2019	Cultural outing - Museum of Fine Arts	25	6 hours
15-03-2019	Cultural Outing - Sugar Shack	34	6 hours
05-04-2019	Cultural Outing - Visit St. Joseph's Oratory	30	6 hours
26-04-2019	Sport and/or Leisure Outing - Bowling Tournaments	30	6 hours
10-05-2019	Cultural Outing - Social Integration Day	30	6 hours
24-05-2019	Thematic Party – Spring Dance	61	6 hours
14-06-2019	Cultural Outing - Fur Museum	40	6 hours
19-06-2019	Thematic Party - BBQ (at Action Centre)	56	6 hours
28-06-2019	Sports and/or Leisure Outing - Jazz Festival	38	6 hours
12-07-2019	Sports and/or Leisure Outing - Jean-Doré Beach	37	6 hours
25-07-2019	Picnic at Mrs. Ginger's house	52	6 hours
02-08-2019	Picnic (Beaver Lake)	35	6 hours
16-08-2019	Thematic Party - Summer Dance	46	6 hours
23-08-2019	Sports and/or Leisure Outing - Corn Roast	54	6 hours
13-09-2019	Cultural Outing - Centre d'Histoire de Montréal	32	6 hours
27-09-2019	Thematic Part - Spaghetti Evening	67	6 hours
11-10-2019	Sports and/or Leisure Outing - Apple picking	38	6 hours
25-10-2019	Thematic Evening - Halloween Dance	50	6 hours
08-11-2019	Sports and/or Leisure: Shopping (Fairview)	36	6 hours
22-11-2019	Cultural Outing - Grévin Museum	25	6 hours
06-12-2019	Sports and/or Leisure Outing - Christmas Shopping (Carrefour Angrignon)	36	6 hours
18-12-2019	Thematic Party - Christmas Dance	81	6 hours

The Contribution of the Community in the Centre's Activities

A great thanks to all our partners. The Centre continues to grow with your support...

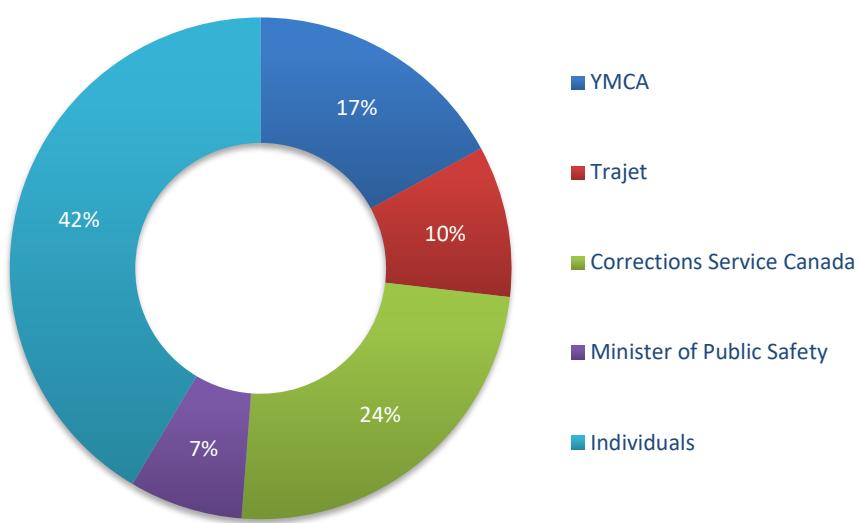


Volunteers & Trainees

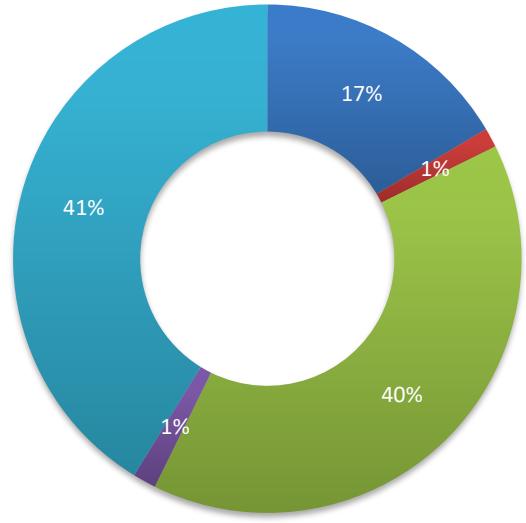


Volunteers

Volunteers by Organization (%)

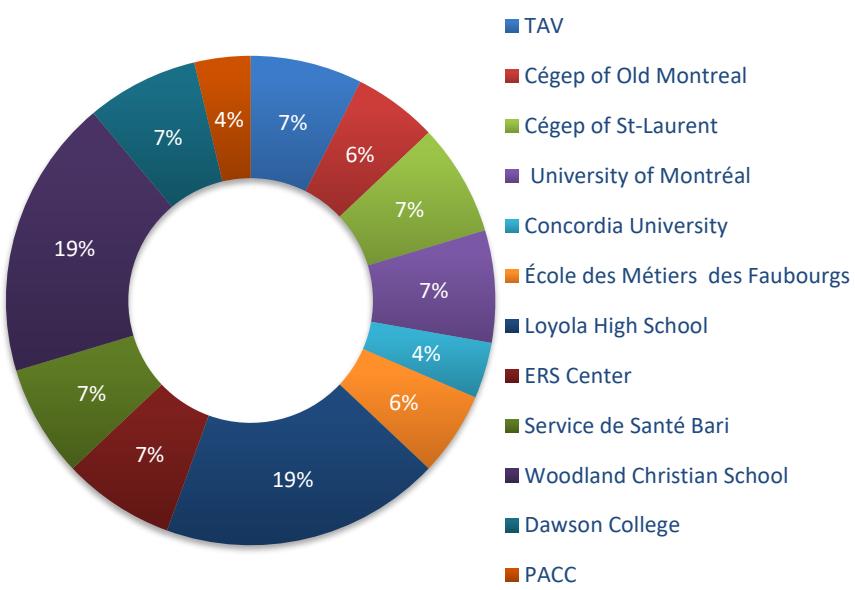


Volunteer Hours (%)

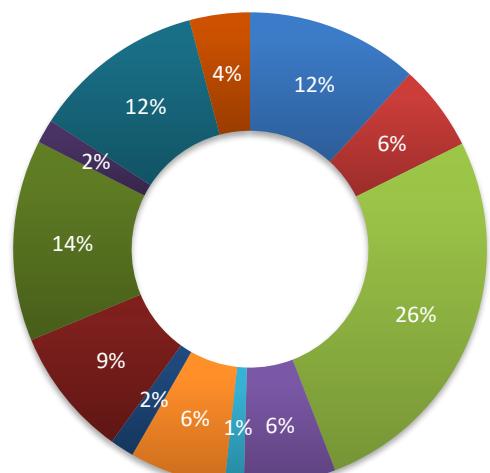


Trainees

Trainees by Institution (%)



Training Hours (%)



Action Centre in the Community

Action Centre promotes its community role. As with every year, 2019 was full of activities and participation in important events that allowed us to strengthen community links with Montreal institutions and organizations, to promote our efforts and to learn from other experiences.

Member

- AlterGo
- PANAM
- Nutri-Centre
- Moisson Montréal
- CREP, PACC
- RIOCM
- Centre d'action bénévole
- DéFi Montréal

GENERAL ASSEMBLY

- Nutri-Centre
- AlterGo
- Moisson Montréal
- DéFi Montréal

Roundtables

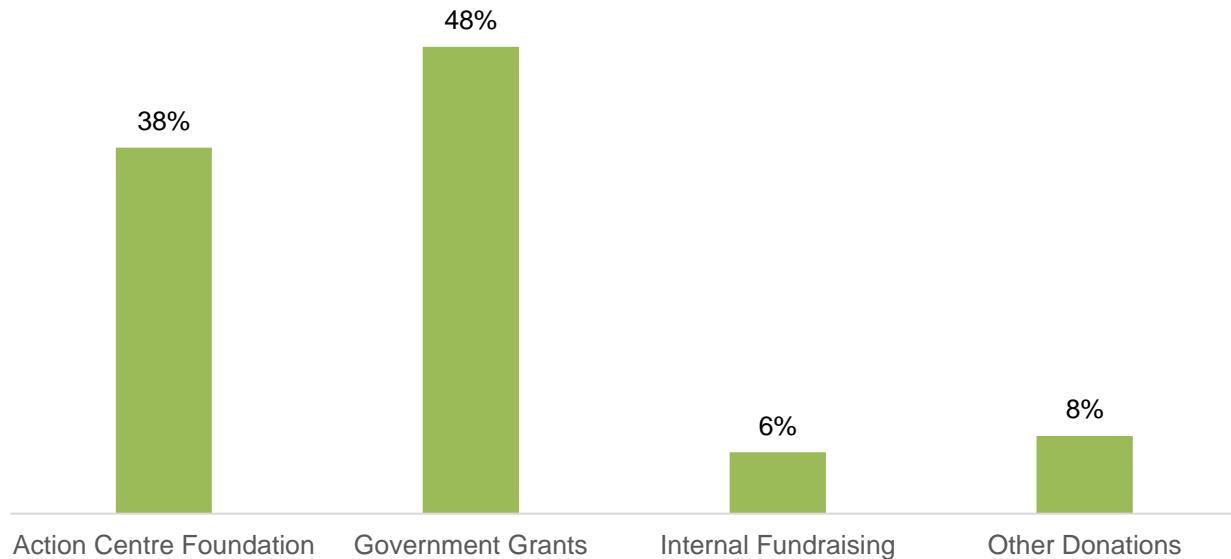
- Table de Développement Social de LaSalle
- FAIM et le Développement sociale du Montréal Métropolitain (TCFDSMM)

Training & Networking

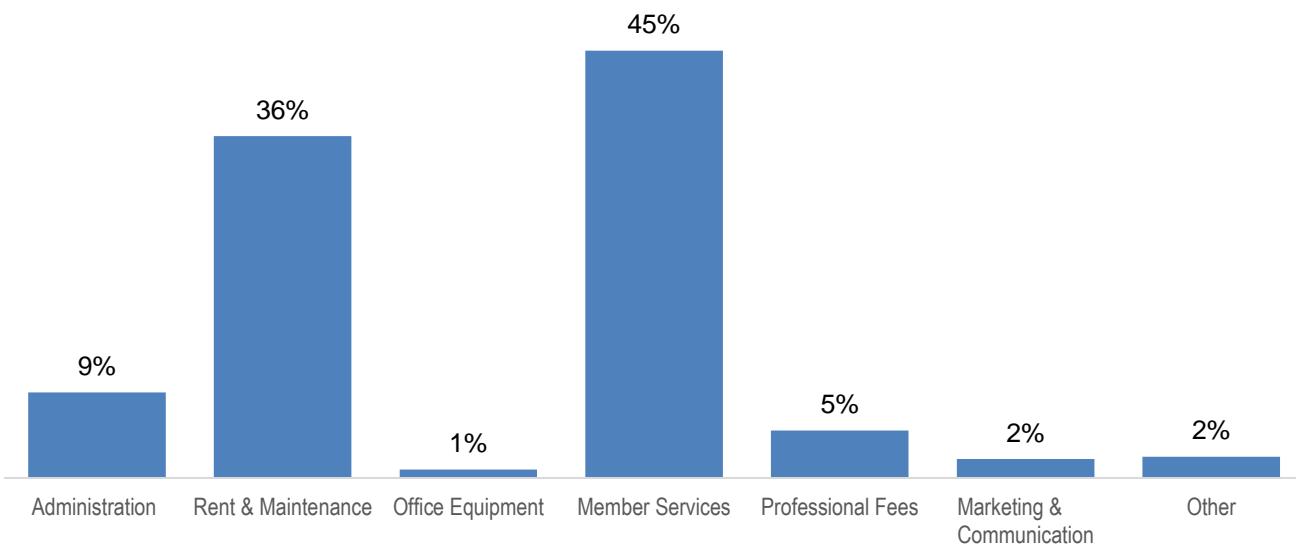
- Moisson Montréal : volunteering and other exchange events
- AlterGo
- DéFi Montréal, Forum : présentation of Action Centre
- Borough of LaSalle : Volunteer Recognition Party
- CREP
- Écomusée du Fier Monde

2019 Budget: Revenues and Expenses

Revenues



Expenses



Tribute

In 2019, the Centre lost a few members of its precious family; Mrs. Rita Rinaldi, Mr. Patrick Dumont, and Mr. Abdol-Hossein Nasseri. They were each dedicated and actively involved in the running of the Centre.

They will be missed and always remain close to our hearts. On behalf of all the members and staff of the Action Centre, we extend our deepest sympathies to their loved ones.

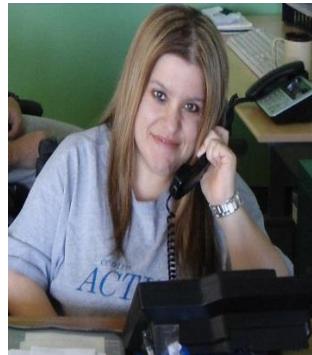


Patrick Dumont



Rita Rinaldi

Abdol H. Nasseri



Practical Information

Response to community needs	Opening hours: 8:30 a.m. to 4:30 p.m., 5 days a week, 50 weeks a year. Closed: during public holidays and end of year holidays. Facilities: adapted to the needs of members: ramps, doors, tables, chairs, toilets, and adapted equipment. STM Adapted Transportation is coordinated by Action Centre for each member's needs.
Information and consultation tools	Three billboards, dynamic display on three large monitors, pamphlets, flyers, website, phone, E-mail, educational program, calendar of activities, banners, Facebook page.
Website	www.centreaction.org
Facebook page	www.facebook.com/actioncentreaction
Territory served	Island of Montreal and surrounding areas
Address	2214 Dollard Avenue LaSalle QC H8N1S6
Phone	514-366-6868
E-Mail	info@centreaction.org

Getting to the Centre by bus:

- From Angrignon metro station
- Take the bus 106 N or 113 W going to Newman / Dollard
- Head northeast on Newman Blvd. toward Dollard Avenue
- Turn left at Dollard Av.

