

Saint-Antoine 50+ Community Centre

*«A home away from home»*

*1966 to 2016: 50 years of history*



# Annual report 2016-2017

June 2017

Created by Saint-Antoine 50+ Community Centre Team



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# *Message from the Board of Directors*

Dear Members of Saint-Antoine 50+ Community Centre.

It has been a pleasure to be part of the Board of Directors of our Centre and I would like to add that it has been a privilege to have served as President during the past year. Another successful year at our Centre has come and gone.

I would like to thank the Director for her leadership, the staff for their commitment, and the Volunteers for offering their time. I also thank the Board Members for their hard work and, more importantly, their dedication to the Centre and it's Members.

Our goal is to offer a better quality of life to seniors in the community. In doing so, we endeavour to break isolation and encourage empowerment so that our seniors may remain independent for as long as is possible.

We are very fortunate to have dedicated staff members. During the year we have experienced some turnover in our staff, either due to illness, personal reasons or maternity leave. However, we presently have very dedicated and hard-working staff members who have shown, through their team spirit, a desire to move our Centre forward through innovative activities. The activities that have occurred during the past year have been very successful and will be outlined in the staff reports.

The Centre is for our Members. I encourage each of you to make use of our facilities and participate in the programs that we offer. I also encourage you to invite friends to come along and enjoy our hospitality. We are open to your suggestions and should you want to volunteer we welcome that as well. Our Centre is a place to come where you can feel at home.

I thank you once again and wish each of you a safe and enjoyable summer.

Sincerely,

*Elizabeth Quinn*

President, Board of Director

## *Board of Directors*

|                            |                                  |                            |                       |
|----------------------------|----------------------------------|----------------------------|-----------------------|
| <b>Elizabeth Quinn</b>     | President                        | <b>Patricia Pitre</b>      | Tenant Representative |
| <b>Jean-Paul Lalonde</b>   | Immediate Past President         | <b>Donna Monk</b>          | Tenant Representative |
| <b>Nancy Barr</b>          | Vice-President                   | <b>Keeton Clarke</b>       | Director              |
| <b>Debbie Delvecchio</b>   | Human Resources                  | <b>Patricia Joy Oliver</b> | Director              |
| <b>Diane Doonan</b>        | Secretary                        | <b>Dr Calvin Kalman</b>    | Financial Consultant  |
| <b>Claudette Cazeneuve</b> | Treasurer /Tenant Representative |                            |                       |

## *Message from the Director*

As we reflect on our 2016-2017 fiscal year and the implementation of our strategic plan, based on the Theory of Change, I take this opportunity to share with you the successes we faced at Saint-Antoine 50+ Community Centre.

The goals we had identified for the year include increasing our overall membership, expanding on our activities, creating satellite programs, and developing communications tools in order to increase the Centre's visibility. To this end, we have adopted new IT tools such as implementing the use of Google Drive to enhance in-house communication and data collection, and creating a Facebook page to promote our programs and services. We have also created a monthly newsletter to keep Members informed of the latest developments; we have been active on more committees; and we have participated in more community events.

Throughout the year, we have sought the input of our Members in order to tailor our programs and services to their expressed needs and wishes. This led to the creation of new and innovative activities, including offering multi-media courses that have had a remarkable impact on breaking isolation amongst our seniors. Another example of how we were able to engage and help our seniors feel less isolated was through inter-generational activities. By offering fun activities for both young and old, we were able to decrease segregation and isolation of older adults while creating a strong bridge between them and youth. Together, both groups laughed, learned, and enjoyed each other's company. It also enabled seniors to maintain a sense of being connected to their community.

I wish to say a heartfelt thank you to everyone involved in making our Centre a home away from home for our seniors. Partners, Funders, Volunteers, and Members have all been instrumental in supporting us as we strive to provide holistic programs and services that help make a positive impact on the lives of older adults.

*Rose Mary Silletta*  
Director

## *Team*

|                           |   |                           |  |
|---------------------------|---|---------------------------|--|
| <b>Rose Mary Silletta</b> | Director                                      | <b>Kelly Thompson</b>     | Volunteer Coordinator/<br>Community Support worker |
| <b>Akram Sherrif</b>      | Accountant                                    | <b>Susan Stapple</b>      | Activity Programmer                                |
| <b>Margaret Taylor</b>    | Community Support worker                      | <b>Tiffany Thompson</b>   | Cook   |
| <b>Élise Campeau</b>      | Community Support worker<br>(Maternity Leave) | <b>Johanne Lafleur</b>    | Community Worker                                   |
| <b>Louise Barbeau</b>     | Community Support worker<br>(2017)            | <b>Stephanie Fontaine</b> | ITMAV Community Worker                             |
| <b>Judy Jarvis</b>        | Community Support worker(2017)                |                           |  |

# Mission, Vision & Values

## Mission

Saint-Antoine 50+ Community Centre is a social service organization that offers diverse programs and services to all seniors, as well as other adults, in the community. We strive to enhance the quality of life of individuals and community in the south-west area of Montreal.

## Vision

At Saint Antoine 50+, we are dedicated to enhancing individuals' quality of life; to breaking isolation through community integration; to favouring mutual help; to encouraging independence; and to preventing premature institutionalization.

Our core values of liberty, respect, integrity, and commitment guide our actions and are at the heart of every interaction between our staff and those we serve. We strive to help our Members develop their self-esteem by enhancing those fundamental qualities at the core of each individual which must be promoted in order for them to achieve optimal personal growth.

The development of self-esteem must guide daily behaviours within the Centre between those providing services and those receiving services.

## Values

- √ LIBERTY: Refers to every person's right to choose to accomplish his/her social role by inter-relating with his/her environment. This value is primordial and must never be ignored
- √ RESPECT: Refers to the consideration each person deserves when in contact with our organization. Inter-personal relations must be dignified and respectful
- √ INTEGRITY: Refers to the sense of values which govern our Centre and our daily activities. It is defined by straightforward attitudes, honesty, loyalty, and dedication
- √ COMMITMENT: Defines the abilities, attitudes, and behaviours aimed at accomplishing the mission of the Centre to the benefit of the persons who use our services

Thanks to the support our Funders provide we were able to achieve our goals for the year.

Through all our department and programs we were able to reach a total of

**4874 different individuals.**

# *ITMAV* (*Initiative de Travail de Milieu auprès des Aînés Vulnérable*)

## *Positive Impacts*

This year, we took on the challenge of making ITMAV synonymous with innovation. The ITMAV project took a new turn by moving towards individualized interventions, collective rights advocacy and prevention, both in public and private residences throughout the South-West-Verdun. This new focus came as a result of our Theory of Change process. This metamorphosis enabled us to reach and present the “*Présents pour nos aînés*” project to several of our community partners who assisted in introducing our intervention worker to over **1800** individuals. Of these, **120** people appealed to our community intervention worker for support.

## *Health*

Our ITMAV worker’s many interventions and accompaniments enabled her to refer over **30** individuals to nutritional resources, health services, and multi-service centres. In mid-July, our intervention worker noticed that Mr P.M. was in respiratory distress and his legs and lips were discoloured. He was immediately sent to hospital where he remained until the beginning of August. During one of her visits with him at the hospital, Mr P.M. told our intervention worker: “The people I’ve met since the beginning of the summer are like shooting stars in my life. You are kind and bring goodness to my life. Even if we never meet again, I will never forget you.”

## *Education*

We often think of the positive outcomes stemming from direct intervention work, but we forget about the positive results of education and prevention. This side of community intervention work can, at times, lead to important outcomes that are easily overlooked. Our intervention worker’s efforts in the community included educating seniors regarding their rights, informing them of services available to them, as well as how to access certain services, to name a few. Prevention activities included two workshops pertaining to elder abuse and mistreatment and one on the CIUSSS’s home support services. As a result of these workshops, two cases of abuse were reported to our intervention worker which led to interventions with those involved. These activities will continue in 2017-2018.

## *Lost of Autonomy prevention*

Sometimes, these referrals to our intervention worker lead to rapid, intense, but, ultimately, successful interventions. One such case occurred last fall. A Senior was referred to the worker by their exhausted caregiver. Their parent was showing signs of dementia, so the worker referred them to the CIUSSS. A few weeks later, the worker ran into the Senior and caregiver who said: “The social worker came this morning. She asked us a number of questions and will be taking things in hand. She will start the process of placing him. It gives me the energy to be able to do other things, fun things.”

# Program & Activities

## Positive Impacts

During the year, we sought to create and implement activities that promote health & well-being, socialization, breaking isolation, foster learning opportunities, as well as promote the Centre's activities.

## Increase visibility & Membership

In an effort to increase our visibility, an Open House was held to promote activities at the Centre, including interactive demonstrations such as Arts & Crafts, Tai Chi, Yoga, and a cooking project which was well received and which will be promoted in the coming year. A suggestion's board was set up and Members gave us great feedback. One Member who attended the cooking demonstration commented "I can't wait to try to make the soup myself". Many suggested activities such as ping pong and dance. Additionally, citizens from subsidize housing invited us to give information sessions on the programs that our Centre offers.

## Satellite Programs

Our partnership with the Marguerite Bourgeois School Board provided us with the opportunity to offer iPad classes to seniors at the LaSalle Seniors' Club. Thirty-eight seniors were able to improve their computer skills and connect to a wider community. One participant stated "I didn't know I could talk to family and friends and see them at the same time." We were also able to offer weekly Tai Chi classes, for a period of three months, at *Maison Jean-Brillant*; these classes were attended by twenty seniors. Ms. A commented "I am looking forward to September when classes start again." Thanks to both these satellite programs, we were able to break isolation, increase health benefits, and get closer to seniors, a goal we had set for ourselves during our strategic planning session.

## Intergenerational Activities

Community outreach was a success with the creation of an Intergenerational Program. Three events were held with the children from a local daycare: flower planting, Trick or Treating at the Centre, and Valentine's Day cookie decorating. Speaking of the children's costumes, Mr. S stated "it reminds me of when my children and grandchildren were little." All in all, these 3 events were a huge success with daycare personnel agreeing to collaborate with the Centre on future projects.



## Special Events

Two Christmas dinners were offered at the Centre where Members enjoyed a great meal, a visit from an elf, and received gifts. This gave seniors an opportunity to socialize with other Members and enjoy a celebration that many would not have had otherwise. Mme R expressed "I don't cook for myself so this is the only Christmas dinner I will have."



## Meal Program



A suggestion box was created in order for Members to share their menu ideas. We then incorporated some of their suggestions into the weekly meals, as well as the monthly Dining-in and Breakfast. As a result, these meals are becoming more popular. Members are eating healthily and regularly, isolation is broken while sharing a meal, and long lasting friendships are created. Mrs. N stated "it is such a beautiful meal and great company for a reasonable price".

In the coming months, we will be working on a Cooking-for-One class and a suggestion box for activities will be made so that Members can suggest their new and exciting ideas.



# Community Support

## *Positive Impacts*

Over the past year Community Support has undergone many changes in an effort to streamline our services and programs in order to help vulnerable seniors' access services and keep them actively participating in our community. New policies and procedures were developed allowing a more efficient operation and preparing an easy transition as staff Members go on maternity leave or retire. We also created a series of new tools, including a log binder, a Member & volunteer matching binder, and a referrals binder, to keep abreast of information regarding our department's Members.

## *Preventing Loss of Autonomy*

Our goal in Community Support of helping to promote autonomous living is achieved by encouraging our Members to access not only our services, but by providing information and referrals to other institutions when necessary. Advocating on behalf of our Members, we have made referrals to different organizations and have given our Members the support and know-how to access a wider range of services. We work closely with organizations such as CIUSSS and La MaisonNette Sud-Ouest to provide a better quality of life for our Members. For example, advocating on her behalf, one of our Members who is confined to a wheelchair was able to remain in her home because she was receiving regular help with cleaning, bathing, and meals. Furthermore, she was educated regarding her diabetes and her dietary needs. She took computer courses that allowed her to surf the net for information or to Facebook and stay in touch with loved ones. On weekends, she received friendly visits from a volunteer who encouraged her to go on outings when the weather was nice.

## *Information & referrals*

Sometimes workers or Volunteers go the extra mile by staying in closer touch with Members who need more than the regular services and programs offered by the Centre. For example, after one of our Members received news of being diagnosed with Alzheimer's, the Community Support worker kept in more frequent contact, supporting the Member and helping her navigate her way through the system of education and counseling services offered through other organizations. Today, the Member's family continues to express their gratitude.

## *Community Development & Education*

Through workshops and discussions, we have continued to offer learning opportunities to our Members and Volunteers on subjects such as high blood pressure and medication. Never working in isolation, we have also participated in many different community committees, tables, and events, throughout the year, sharing resources and networking. We have been involved with ROPASOM, TCRAV, and Table de concertation Point St. Charles to name a few. Participating in events such as the annual *Rendez-Vous des Aînés* which highlights organizations and services for seniors has allowed us to promote our services and network with the community

## *Breaking Isolation*

This year, we continued to offer:

- √ Friendly Visits
- √ Daily Friendly Calls
- √ Weekly Friendly Calls
- √ Daily Security Calls
- √ Listening and follow up calls

One daily friendly caller was commended by a Member saying that his calls come from the heart. "He speaks without judgement". She has someone with whom she can really relate.



Another example of the impact of Community Support is how it provides opportunities to socialize, thus breaking isolation. One of our new Members was actually a full-time caregiver for his mother until she passed away. She herself had been an original founding Member of the Centre. When she became homebound, we began sending a weekly friendly visitor, to socialize with her, as well as to give him a break. After his mother's passing, she continued to visit him helping him through his grief and his transition to living alone. The staff also followed up and offered support and assistance. Referring to the Centre, he states, "It has been in my life through my mother, until her final days... What the Centre gave me was great moral support, knowing that it was here and that at times, if I needed help, it would always be here; and this is one of the truly great assets of our community". Nowadays, he is exploring the community and its resources with his volunteer and taking computer courses at the Centre.



# Volunteer Department

## Positive Impacts

Since its' creation in the winter of 2016, the Volunteer department has responded to the needs of the Centre. Our strategic plan has been the guiding force and has helped shape our objectives to meet the goals of the Centre. A total of **95** Volunteers, including **2** stage students, played an instrumental role in helping support the Centre's Volunteer needs as we fulfill our mandate of improving the quality of life for our Seniors. In addition to supporting our front-line services and activities, our Volunteers are behind the scenes developing tools and structures to enable Centre Saint- Antoine 50+ to meet our current and future goals.



Enhancing our multi and social media presence, providing compassionate interactions with isolated Seniors, and socializing with Members during one of our events, are some of the contributions our Volunteers have provided. This year they invested **8 262** hours and **37 909** units of service, sharing their time and talents with us. It is important to note that 48 of our Volunteers also helped out with special events and projects in conjunction with their weekly Volunteer placements.



In our efforts to acknowledge and support our Volunteers as they help us realize our goals, our "Theory of Change" strategic plan identified four key areas which have been further developed over the course of this year, with amazing results.

## Developing our community of Volunteers



Outreach, recruitment, and partnerships enabled us to realise this goal; we have successfully increased our Volunteer base from **68** to **95**. Attending Volunteer fairs, creating promotional flyers, presentations, and social media have been valuable methods for recruiting more volunteers. We look forward to creating stronger links and making new ones with Montreal-wide organizations whose mandates are to supply Volunteers to not-for-profit organizations like ours.

## Educating our Volunteers

Training and orientation activities allowed them to enhance their skills and develop new ones. The creation of task specific job descriptions and individualized orientation sessions ensure that our Volunteers are given a strong base from which to expand as they provide direct services to our population.

## *Supporting Volunteers/Students*

Support is crucial in Volunteer management and retention. We have provided numerous workshops and special events to compliment the individual orientations that Volunteers receive. Increased communication tools such as our monthly newsletter, Facebook, and feedback forms have helped give our Volunteers a stronger sense of belonging to the organization. We are currently working on implementing a quarterly Volunteer update, as well as check-in sessions, to allow a space for them to share their suggestions, challenges, and triumphs. We also look forward to the new and improved web-site coming soon.

### *Volunteer Recognition*

This is the area where we aim to thank our Volunteers for their commitment, time, and energy. Our goal this year was to offer inclusive, dynamic activities and events that highlighted our appreciation of them. Our Evening Cocktail Event was able to meet our objective; 26 Volunteers attended.



### *Volunteer Profile*



Our pool of Volunteers is made up of people of all ages, Youth, Adults, and Seniors. This year, both McGill and Concordia Universities engaged in an “Alternative Spring Break” at our Centre. Their contribution resulted in the set design for, and recording of, our Seniors’ narratives for a short film for our 50<sup>th</sup> Anniversary which will be finalized by May of 2017.

“I enjoyed socializing with Members whether it was doing interviews, playing cards, helping the computer class or at lunch,” remarked Junyi, a McGill student.



### *Corporate Volunteers*

Erin Sports Association sponsored our Christmas dinner by providing the food, the manpower, and, of course, Santa’s elf. Le Salon 1861, Mercer Group, Richter, and Pharmascience, invested their time by baking, animating, and painting our entrance.

We are extremely excited about our focus for the upcoming year as we: celebrate our 50<sup>th</sup> anniversary; provide group learning circles for our Volunteers on important topics related to the work they do; and create opportunities for them to collectively socialize and strengthen their networks.



# Community Work

## *Positive Impacts*

This year our community worker who is mandated to work with residents in subsidized housing (HLM), increased her participation from **4** to **7** building. Her actions brought her to work with several tenants and tenants' committees with the goal of empowering them, breaking their isolation, and improving their health and well-being.

Our success, over the past years has led us to provide a leadership role in a *l'Office Municipale d'Habitation de Montréal* (OMHM) project department entitled *Salubrité*.

## *Empowerment*

This year brought a major shift in tenant participation. This new energy has resulted in greater team work and participation in projects ranging from major housekeeping of the community room to the start-up of a new, dynamic tenant's committee. Tenants were also mobilized to hold meetings and open lines of communication with l'OMHM, resulting in more renovations and improved maintenance. The vegetables markets are still held monthly. This essential service and social activity empowered tenants to assume full responsibility for managing the markets.

## *Breaking Isolation*

Breaking Isolation is a goal that is sometimes difficult to achieve. This is even truer when dealing with a wide spectrum of cultural backgrounds. Last fall, our worker began to work with one tenant's committee to organize the annual Christmas party. The goal was to hold a truly inclusive event. Thanks to the leadership and motivation of the committee, this well thought out event was abundant, joyous, well attended, and certainly inclusive.



## *Health and Well Being*

Monthly fruit and vegetables markets, held in several community rooms, are now entering their 3rd year. These help contribute to healthy eating, as well as breaking isolation. Last fall, through a series of interventions with the tenants' committee, the OMHM, a CLSC social worker, and the family, our worker was able to assist in the successful transition and placement of a tenant suffering from advanced dementia.



## *Opération Salubrité*

As mentioned above, our worker began a unique project with OMHM, 'Operation Salubrité', to eradicate a major bed bugs infestation, cockroaches, mice and more. Guidance, psychological support, assistance to those with mobility issues, and referrals were provided to tenants during this major operation. Our worker and the tenants' committee leadership worked together to follow up with tenants by holding conferences and sensitization activities dealing with bed bug prevention. The impact has been increased morale, greater participation, and a sense of belonging. As one tenant said, «*Your advice given today to remain calm and focus has removed a load off of my shoulders*».

# Housing Complexe

The management and Board of Directors of Saint-Antoine 50+ Community Centre are jointly responsible for implementing the parameters under which the housing complex must operate. These operational standards are established by the *Société d'habitation du Québec* (hereby referred to as SHQ) that provides funding for the complex.

The housing complex is comprised of 23 apartment units for low-income seniors able to live autonomously. Those interested in obtaining a unit must file an application form with the Centre's management; they must also have an income no higher than the maximum allowable income as determined by the SHQ. The complex consists of two studio apartments for a single person; seventeen 3 ½'s for a single person or a couple; and four 4 ½'s for couples who, for medical reasons, cannot share a room, or for seniors whose adult child lives with them as their caregiver.

When a unit becomes available, applications are reviewed by a selection committee which includes the Centre's Director, an employee of the Community Support department, and a tenant representative. The selection committee interviews applicants and conducts a home visit to assess their living conditions. Applicants are assessed based on an existing scoring system and the person who has collected the most points is granted the apartment.

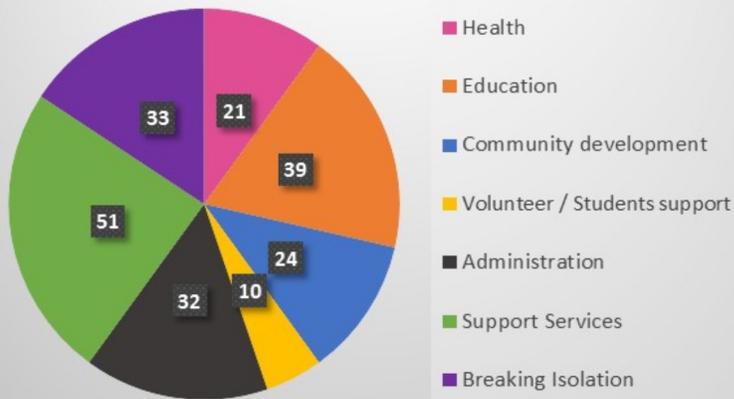
Unlike assisted living facilities, the complex offers no on-site medical support (no doctors, no nurses); therefore, all tenants must be fully autonomous. When tenants lose their autonomy, they, or their families, must appeal to the CLSC or other social service organizations for support. This may result in their having to relocate to a residence better suited to their needs. Our Community Support department can assist by providing information and referral to such organizations.

This year, three apartments became available due to loss of the tenant's autonomy, relocation to another residence, or death.



# In Numbers ...

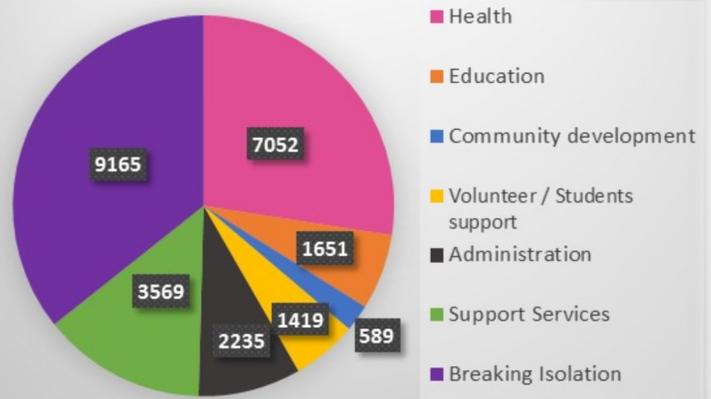
### Total Services and Activities



**210 Services & Activities** were provide through the year.

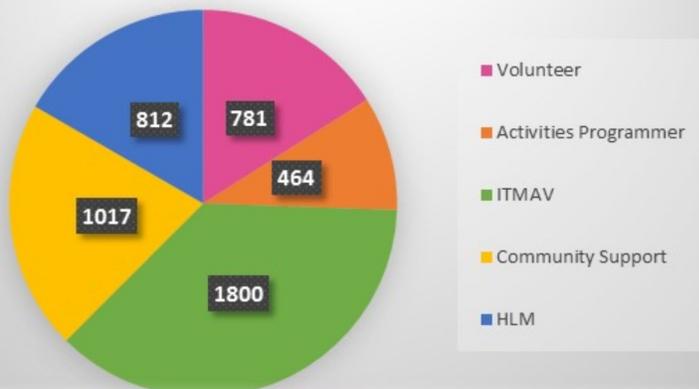
**25680 units of service** were provide through the year.

### Total Units of Service



**4874 individuals** were reach through the year.

### People reached by Department



# Conclusion

We at Saint-Antoine 50+ Community Centre are very proud of the work we have achieved throughout the year and hope to continue to make positive changes and improvements in the coming year.

What are our goals for next year?

- √ Enhance and increase our programs and services
- √ Continue to expand our satellite locations to get closer to seniors
- √ Increase membership
- √ Diversify, and increase our activities
- √ Continue to develop communication tools.

Now in our 50th year, Saint-Antoine 50+ Community Centre has grown and evolved to meet the needs of the seniors in our community. This past year brought with it a number of changes. We are confident that, together, our Board of Directors, management, staff, and Volunteers will succeed in reaching the goals for the coming year and establish the foundation for the next 50 years!



# Thank you

We are very grateful for our funders for making it possible to accomplish our mission in the South-West Community.



## Special thanks to our collaborators and partners:



Office municipal  
d'habitation  
de Montréal



We also thank the private donations from companies and Members for the goods and funds throughout the year!

Boucherie Notre-Dame

Boutique Marie Dumas

Charcuterie De Tours

C'est le Bouquet! Fleuriste

Erin Sports Club

Father Dowd Foundation

Ferme Denis Perrier

Groupe Brunet

Groupe Familiprix

Groupe Jean-Coutu

Groupe Pharmaprix

Karibu

La Fromagerie Atwater

Les Serres Riel Inc.

Les Serres Maedler

Madame la Ministre, Dominique Anglade

Pain d'Épi

Première Moisson

Starbucks Greene Avenue

W.Maxwell

