



ANNUAL REPORT

2016 – 2017

Jeffery Hale Community Partners is pleased to present our annual report for the period of April 1, 2016, to March 31, 2017.



Partenaires
communautaires
Jeffery Hale
Community Partners
Une communauté de soins
A Community of Care

Glossary of Acronyms

| | |
|--------------|---|
| CQSB | Central Québec School Board |
| CIUSSS | Centre intégré universitaire de santé et de services sociaux de la Capitale-Nationale |
| CHSSN | Community Health and Social Services Network |
| JH Partners | Jeffery Hale Community Partners |
| JHSB | Jeffery Hale – Saint Brigid’s |
| JHSB Friends | Jeffery Hale – Saint Brigid’s Friends’ Foundation |
| NPI | Networking and Partnership Initiative |
| QHS | Quebec High School |
| SNACS | Special Needs Activities and Community Services |
| VEQ | Voice of English-speaking Québec |



Annual Report 2016 - 2017

A message to the community

Jeffery Hale Community Partners (JH Partners) is pleased to present our annual report for the period of April 1, 2016, to March 31, 2017.

JH Partners is a community-based charitable organization whose mission is to promote and contribute to the health and well-being of the English-speaking population of the *Capitale-Nationale* (Greater Quebec City region).

JH Partners plays a leadership role in the community by helping to ensure that the region's English-speaking population remains a priority when it comes to organizing health and social services. JH Partners is a catalyst for innovative outreach approaches to help improve community members' quality of life.

Together, JH Partners and Jeffery Hale – Saint Brigid's (JHSB) have forged a unique partnership that unites the strengths and resources of the community and public sector as the latter comes under the management of the *CIUSSS de la Capitale-Nationale* since April, 2015. This relationship is a testament to the fact that the English-speaking community has a long tradition of direct involvement when it comes to meeting the needs of its own members.

JH Partners continues to provide support and services to various charitable and non-profit organizations based in the *Capitale-Nationale* with a focus on the English-speaking minority. This role has grown in importance because many of these organizations have small administrative structures that are run by a few devoted volunteers who are seeking support. JH Partners will maintain this supportive role as part of our main focus in the years to come.



Jean Robert
President



Richard Walling
Executive Director



2016-2017 Organizational Structure

Member Organizations

- Citadel Foundation
- Jeffery Hale – Saint Brigid’s
- The Church Society of the Diocese of Quebec
- Saint Brigid’s Home Foundation
- The Congregation of the Catholics of Quebec Speaking the English Language
- The Jeffery Hale Foundation

Board Members¹

- William Boden: The Jeffery Hale Foundation
- Joanne Coleman-Robertson: Jeffery Hale – Saint Brigid’s Corporation
- Fred Cribb: Jeffery Hale – Saint Brigid’s Corporation
- Isabel Barry Sullivan: The Congregation of the Catholics of Quebec speaking the English Language
- Graham Jackson: The Church Society of the Diocese of Quebec
- Patricia Lemieux (Vice President): Saint Brigid’s Home Foundation
- Jean Robert (President): The Jeffery Hale Foundation
- Diana Stavert: Citadel Foundation

Core Staff

- Gail Addie Quinn: Coordinator of the Community Art Program (retired February, 2017)
- Jan Anderson: Community Organizer
- Amy Bilodeau: Volunteer Coordinator
- Michael Boden: Executive Director of the Foundations’ Office
- Annabelle Cloutier: Director of the Wellness Centre
- Elsa Dykema-Moreau: Community Art Animator
- Jean Sébastien Jolin-Gignac: Partnership Development Director and the Executive Director of Jeffery Hale – Saint Brigid’s Friends’ Foundation
- Diane Kameen: Communications Advisor

¹ JH Partners is governed by a board of directors of eight members composed of one appointee from each of the above member organizations with the exception that two are appointed by Jeffery Hale - Saint Brigid’s Board of Governors and two by The Jeffery Hale Foundation

- Kathleen Poulin: Administrative Assistant
- Michèle Provencher: Coordinating Agent
- Marie-France Robitaille: Community Life Animator
- Nectaria Skokos: Program Coordinator – Community Support Program
- Julie Slattery: Project Coordinator – SNACS
- Richard Walling: Executive Director – Secretary and Treasurer

Besides the regular employees listed above, JH Partners hires a number of students throughout the year as part of the SNACS program (after school project). JH Partners also has agreements with CHSSN and VEQ that each provide the support of additional staff.

Thanks to our Supporters

JH Partners is able to carry out our work due to the support of a number of organizations and individuals that provide funding or other support, including the following over the past year:

- JH Partners' member organizations:
 - Citadel Foundation
 - Jeffery Hale – Saint Brigid's
 - The Church Society of the Diocese of Quebec
 - Saint Brigid's Home Foundation
 - The Congregation of the Catholics of Quebec Speaking the English Language
- *CIUSSS de la Capitale-Nationale*
- *CIUSSS de la Capitale-Nationale: Direction régionale de santé publique*
- CHSSN (through funds from Health Canada)
 - Networking and Partnership Initiative - NPI
 - Health Prevention and Promotion Program - HPP
 - Community Health and Education Program - CHEP
 - Adaptation Program
- *Équipe de recherche en partenariat sur la diversité culturelle et l'immigration dans la région de Québec (ÉDIQ)*
- *L'APPUI de la Capitale-Nationale pour les proches aidants d'aînés*
- *Ministère de la Famille*
- McGill University
 - Training and Retention of Health Professionals Program
 - Health and Social Services Community Leadership Bursary
 - Special Projects Program
- Saint Brigid's Guild
- Over 200 individual donors

Financial Structure and Position

JH Partners receives funding based on a five-year commitment cycle from our six member organizations. All member organizations have renewed their annual commitment for another five years until 2021.

For the year ending March 31, 2017, these six member organizations contributed \$456,000 to JH Partners' core operations.

Besides the contributions from our members, JH Partners also receives project funding, grants, and revenues from activities and interest. For the year ending March 31, 2017, this amount was \$911,731.

Total revenues for the year were \$1,367,731 with total expenses for the year at \$1,348,956 resulting in a surplus of \$18,775 for the year ending March 31, 2017.

In the table below, the expenditures for the organization for the period ending March 31, 2017, are broken down into broad categories.

| Activity Area | Amount | Total for Activity Area | Percentage |
|--|-----------|-------------------------|-------------|
| Direct services to vulnerable community members | | \$486,289 | 36% |
| • Programs | \$431,655 | | |
| • Poverty Relief | \$54,634 | | |
| Community support | | \$381,068 | 29% |
| • Foundations Office & Investments | \$279,306 | | |
| • Support to other Organizations | \$101,763 | | |
| Networks & partnerships | | \$272,221 | 20% |
| • Research & Development Projects | \$149,798 | | |
| • Strategic Development | \$89,923 | | |
| • Bursaries | \$32,500 | | |
| Administration | | \$209,378 | 15% |
| - Salaries related to Administration | \$35,369 | | |
| - Administrative overhead | \$174,009 | | |
| Total Expenditures | | \$1,348,956 | 100% |

Highlights of the Year

Community Wellness Centre - Direct Services



JH Partners worked with key partners to develop and offer a wide range of services that meet the needs of vulnerable members of our community. The Wellness Centre (WE) is a community initiative that, through dynamic partnerships and strong volunteer engagement, brings various non-profit and public sector organizations together to provide support and services to the community

The community Wellness Centre's outreach programs are as follows.

Children, Youth and Families

The Children, Youth and Families Program offers a range of activities for parents which aims to inform and support them as well as their children and youth, helping them maintain their health and well-being even in challenging situations. The program may put them in touch with other English-speaking parents living in the area who share similar situations. This program brings special support to vulnerable families.

- For young families - Over 937 community members were served by our programs
 - Baby Book Bag
 - Baby Massage workshop
 - First Aid Course
 - Parenting 101 workshop
 - Take-a-Break Drop In
 - Travellin' Toddler Time
 - Baby Chat Café
 - Toddler Talk Online e-newsletter
 - Get Ready for Kindergarten workshop
 - Moms' Nite-out
 - Park Playdates
- For special needs clients and their families.
 - Running the after-school youth program in partnership with QHS.
 - Continuing to provide support and social activities to reduce isolation among youth and adults through evening and weekend activities, while providing respite to families.
- Supporting the School Team at Jeffery Hale Community Services in pursuing health promotion initiatives such as Sexual Abuse Prevention Program and the "Suicide Sentinels" program (suicide prevention).



Healthy Seniors

The Healthy Seniors' Program offers a number of services and activities aimed at helping seniors live a healthy, full and active life in the community.

Support to Caregivers is an essential part of the Healthy Seniors program.

- Providing volunteer-based services for seniors such as transportation to medical appointments, friendly visits and help with grocery shopping and errands.
- Offering the Caring Circle Café, monthly information and support sessions for caregivers funded by *L'APPUI Capitale-Nationale pour les proches-aidants d'aînés*.
- Running a pilot project of Art Therapy for caregivers with a professional art-therapist.
- Contributing to the Community Life Animator position at Saint Brigid's Home. She organizes activities that bring together the more autonomous residents of Saint Brigid's Home, McGreevy Manor and the community at large.

Prevention and support for all ages

The Wellness Centre promotes the personal and shared well-being of English speakers in the Quebec City region by offering a range of healthy living activities and services.

- Offering a hand for those in financial need, including:
 - Camp Keno program: Thanks to a grant from Citadel Foundation and the Camp Keno Foundation, JH Partners is able to send at least 30 youth from disadvantaged families to summer camp for a week.
 - Family support program
 - Senior support program
 - Vision care
- Sharing e-newsletters in English with families, caregivers and volunteers that include information on health promotion and prevention topics such as: brain development and parental attachment, the flu vaccine, foot care for seniors, phone fraud awareness, etc.
- Promoting the Community Health Education Program (CHEP) videoconferences among the region's English-speaking population and partner organizations. This year, 40 community members were able to participate to these teleconferences addressing such topics as Do not Resuscitate and Palliative Care; Aging and Self-esteem; Anxiety, Stress and Panic Attacks; and Powers of Attorney and Protection Mandates and Advance Medical Directives: Know Your Rights and Protect Yourself.
- Providing funding for Health Services activities to young adults studying at Cegep Champlain – St. Lawrence Campus as part of the awareness and promotion of Mental Health Week through a donation from the Mark Jackson Memorial Fund.
- Creating opportunities for English-speaking parents and senior caregivers to meet with health care professionals for health promotion and prevention within key Wellness Centre programs: Take-a-Break Drop In, Baby Chat Café and the Caring Circle Café.

- Creation of a YouTube channel to better share information and promote the spirit of our "Community of Care" slogan through video contributions from our dynamic partners and dedicated volunteers. Please watch or [subscribe to our channel](#).
- Creation and promotion of a community cookbook with a focus on delicious and healthy meals. The *Community Cooking Cookbook* is a compilation of recipes produced by local chef of SNACS Entrepreneurs and reviewed by a registered dietitian. Helpful tips, a Nutrition Facts Table and menu suggestions accompany each recipe to promote food literacy for people of all ages. [Purchase your copy](#) today!
- Running the Community Art program for people of all ages.



Volunteer Program

The Wellness Centre is able to provide many of its programs thanks to the strong support of our numerous dedicated volunteers. To ensure an optimal experience for each and every one, we adhere to the norms set forth by the Canadian Code of Volunteer Involvement, Volunteer Canada, ensuring that we maintain quality and manage risk in our volunteer opportunities.

Following appropriate background checks, Wellness Centre volunteers receive the orientation, training and supervision that their volunteer duties require. We have increased accessibility and diversified the platforms for training by creating an [Online Volunteer Resource Centre](#) complete with training videos, guides and quizzes. Over the past year, we have been preparing for the progressive implementation of the use of a new computer software called Better Impact to manage and track volunteer contributions.

An astonishing 241 volunteers gave a total of 5323 hours towards the wellbeing of our community members this past year. Here are a few highlights:


- Community Christmas Hamper Campaign: 223 hampers delivered thanks to the cumulative help of 193 volunteers, 1244 hours
- Transportation of seniors to medical appointments: 84 requests for help met by 14 volunteers, 213 hours
- Friendly visits to isolated seniors: 14 volunteers, 421 hours
- Community Events: 19 events successfully held thanks to involvement of 66 volunteers, 290 hours
- Special Needs youth activities and accompaniment: 14 volunteers, 1032 hours
- Kitchen help in the Day Center of Jeffery Hale Community Services: 31 volunteers serve meals and ensure that 59 seniors feel cared for every week, 1034 hours.



We look forward every year to officially thanking our volunteers during April, aligned with National Volunteer Week, by hosting an evening of appreciation. We showcased the variety of volunteer opportunities we offer under a jelly bean theme. Our theme, “thank you for **be-an** a volunteer” was inspired by our party favour gift: a bag of delicious jelly beans!

Community Support

Over and above the direct services that JH Partners provides to vulnerable persons, we also provide support to non-profit organizations and charities in the region. This support includes helping with accounting and investments, or assisting with special projects and initiatives. It also includes communications support of the JHSB Users' Committee and of activities surrounding the 150th anniversary of the opening of the Jeffery Hale Hospital.

- Partnering with JHSB in exploring several possible innovative initiatives to meet the needs of vulnerable community members, including:
 - Homecare services for seniors who have autonomy loss but are not eligible for long-term care.
- Supporting SNACS Entrepreneurs, an innovative social enterprise that provides employment and on-the-job training opportunities to people with special needs to help them develop life skills as well as social and vocational abilities, while at the same time providing quality services to the public.
- Contributing as managing partner in the collaborative efforts of the Community Christmas Hamper Campaign. This immense community initiative brings together 18 planning organizations, 12 collaborating schools, businesses, media, foundations, and 9 corporate partners. We organize, consult, collaborate and manage the recipient list, campaign communications and volunteer contributions. Our efforts promote community engagement and foster belonging while giving generously to homes in need. please click the link here which is now available in both English and French:  [\[2\]](#)
- Leading a community-based participatory action project on English speakers who must come to the *Capitale-Nationale* from rural and remote regions for specialized health care.
- Training and retaining health professionals in our region through the following means:
 - Adapting Montreal's Maimonides Intensive Summer Session for Individual Volunteer Experience (M.I.S.S.I.V.E.) program to our region. This program offers English-speaking youth contemplating a career in health and social services a unique and realistic internship experience working side-by-side with health professionals in a health care setting.
 - Promoting the McGill Health and Social Services Community Leadership Bursary program to students from our region. This bursary encourages bilingual students to pursue full-time studies in the health and social services field.
 - Working together with our partners in the public system and Laval University on developing training for professionals on providing culturally- and linguistically-adapted health and social services. We were also able to create an active offer project targeting health intervenors giving them information to better communicate with clients experiencing linguistic barriers.



Networking and Partnerships

JH Partners is able to carry out our work due in great part to the many networks and partnerships that we have helped to build and maintain, including the following partnerships:

- JHSB: Sharing of space and resources and carrying out many joint initiatives.
- JHSB and VEQ: Continuing to develop the community Wellness Centre and its service offer through formal agreements with key partners.
- JH Partners, Saint Brigid's Home Foundation and JHSB Friends: Creating a new community volunteer support position to Saint Brigid's Home that will provide appropriate recruitment, training and coordination of volunteers at Saint Brigid's Home.
- CHSSN, VEQ and JHSB: Promote and distribute the Health Passport and its web application.
- Jeffery Hale Networking Table: Bringing together public and community partners with a focus on understanding the needs of the English-speaking population and developing initiatives to meet these needs.
- ÉDIQ (*Équipe de recherche en partenariat sur la diversité culturelle et l'immigration dans la région de Québec*): Bringing together researchers and community practitioners to share experiences and expertise to better understand the realities of region's minority and diverse communities.
- Community Learning Center, JHSB, VEQ, and the CQSB: Focusing on improving services for special needs young adults and their families.
- Holland Community Housing Corporation: Managing day-to-day operations, providing services and support to the tenants and their families at McGreevy Manor. Concordia University's Department of Applied Human Sciences: Helping to improve JH Partners' capacity to support to our various partner organizations.
- Networking with various partners in the region:
 - Youth Networking Table (MEES-MSSS Table).
 - TÉVA Committee (transition école vie active).
 - Be Active Québec (BAQ).
 - *Table de concertation sur les besoins des proches aidants de la région de la Capitale-Nationale.*
 - Regional Action Plan for Early Childhood Development, leaded by Public Health.
 - Local partner groups of *Avenir d'enfants* from the boroughs of Ste-Foy, Haute-Ville and St-Sauveur/St-Roch.
 - *Table de concertation en immigration de la Capitale-Nationale.*



Conclusion

With our wide range of activities, JH Partners is a major player in the *Capitale-Nationale*, both in terms of health and social services and in terms of community development and support.

The entire structure of the province's public health and social services system is still adapting in terms of governance and management after its most significant transformation since its inception. JH Partners will continue to work diligently to adapt to these changes and the impact they will have on JHSB, our key public partner. We will strive, as always, to be an effective and efficient partner not only with JHSB but also with the *CIUSSS de la Capitale-Nationale* with which JHSB is grouped.

As our work progresses, JH Partners will require the ongoing support of each of our member organizations, including our community foundations, as well as that of all of our other partners from both the community and public sectors alike. JH Partners considers it a privilege to be part of such a dynamic and collaborative affiliation.

JH Partners would like to thank our member organizations and partners for their ongoing support and their invaluable contributions to the region's English-speaking community. Our community is fortunate to have such engaged and united players in improving the quality of life and the health and wellness of its members: truly a **Community of Care!**

Une communauté | A Community
de soins | **of Care**