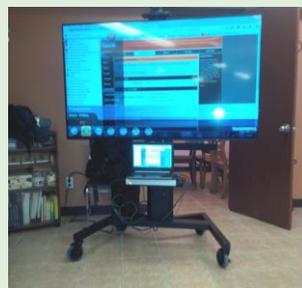




Annual Report 2016-2017

The East Island Network for English Language Services Le Réseau de l'Est de l'Île pour les services en anglais



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REISA Montreal



Our Mission

The East Island Network for English Language Services-REISA, a community organization, works to increase access to health and social services in English for residents of Montreal's east-end, through collaboration with public, private and community stakeholders.

English-speaking communities in the east-end of the island represent a significant 14,6% of the area's population. However, it is common that the needs of these communities are overlooked. REISA seeks to promote access to health and social services in the English language in areas where minority groups are more comfortable receiving services in English than in French.

Table of Contents

Executive
Director/President's
Message

pg 4

Minutes of the Annual
General Meeting on June
30th, 2016

pg 5

Board of Directors and Staff

pg 8

Network and Partnership
Development

pg 9

Representation

pg 10

Community Leadership and
Coordination

pg 11

Knowledge Development

pg 12

Health Promotion

pg 14

Linguistic Adaptation /
Liaison

pg 17

McGill Training and
Retention of Health
Professionals

pg 18

Financial Statements

pg 20

Executive Director/President's Message

The past year has been another busy and very productive year for REISA. The following report outlines the programs and activities REISA has been involved with in Montreal's East-end primarily and across the greater Montreal region and the province.

The highlight of the year has been the continuity in the funding obtained under the Adaptation of health and social services initiative. This initiative allowed REISA to engage the health institutions into an unexpected level of partnership for the linguistic adaptation of services to English-speaking seniors.

REISA's work is viewed as critical to the English-speaking community in the East-end and our financial reality means that we have to be strategic and careful in the way we deploy our resources. Every year, we set clear priorities and zero in on those that are more likely to have a significant impact.

REISA is proud to have a competent and dedicated staff; led by Fatiha Gatre Guemiri and assisted by Robyn Graham, Juliana Zappitelli, Claudia Maiolo as well as Janet Forsyth's invaluable consult.

To strengthen our impact for the benefit of the East-end English-speaking community, we need to explore how we could engage Board members and volunteers in contributing to the success of REISA.



Ella Amir
President of the Board of Directors



Fatiha Gatre Guemiri
Executive Director

Minutes of the Annual General Meeting on June 30th, 2016



**Minutes of the
Annual General Meeting of
The East Island Network for English Language Services (REISA)
at the Leonardo Da Vinci Centre, Salon des Gouverneurs
On Thursday, June 30, 2016
At 9:20 am**

Opening of the Annual General Meeting at 9:20 am

The president welcomed the attendees and invited them to introduce themselves.

A message from Nicola Di Iorio, the Member of Parliament for the riding of Saint-Léonard—Saint-Michel was read by GnoKy, his Communications Officer.

Appointment of the Chairperson and the Secretary of the meeting

E. Amir was appointed the Chairperson; R. Graham was appointed Secretary of the meeting.

D. D'Abate moved to accept the Chairperson and the Secretary, seconded by J. Primiani and unanimously approved.

Approval of the minutes of the Annual General Meeting of June 17, 2015

J. Primiani moved to accept the minutes of June 17, 2015, seconded by M. Maiolo and unanimously approved.

It was noted by D-R. Gagnon that the EMSB will be represented by himself or Frank Lofeodo in his absence.

Presentation of the activity report for year ending March 31, 2016

The President read her message from the Annual report.

A short version of the annual report including highlights of projects and achievements of REISA throughout the year was presented. The full Annual Report for 2015-2016, including audited Financial Statements will be sent by email. Highlights included:

- Two representatives nominated by REISA were appointed to the CIUSSS Board of Directors in 2015, Ghislaine Prata and Josie Primiani.
- The Liaison /Adaptation project resulted in: the creation of tools and resources for the English-speaking seniors; REISA's two resource guides were also uploaded to the resource centre on the CIUSSS de l'Est-de-l'Île-de-Montreal website; Bilingual social worker and a nurse act as Liaison between CLSC and Almage;
Based on the success of the pilot project with the CLSC Mercier-Est-Anjou, we plan to continue the collaboration with teams of other CLSCs from CIUSSS de l'Est and CIUSS du Nord.
- Planning for linguistic adaptation of services for special needs: A needs assessment has already been carried out through focus groups with parents at CDH in March. A resource guide will also be produced

for special needs. CDH is planning to do a conference for special needs, focusing on desensitisation and how health professionals and doctors need to speak with children who have special needs. It is proposed by C. Coole that a regional forum should be held. People are willing to travel for resources. There is further discussion to be had concerning a collective project.

- After the CIUSSS reorganization was implemented, it was very easy to establish contacts and to have information disseminated. Josie Primiani was commended for her efforts in helping REISA have stronger ties to the CIUSSS du Nord.
- McGill Retention Program and Golden Share Initiative: the REISA model and success stories in the creation of internship sites with the community was commended at a conference organised by McGill. Thereafter, REISA was invited to apply for funding and received \$40,000 for the development of internship sites. The program activities included: promotion of internships at career fairs; collaboration with several departments at McGill were maintained and new ones established with the School of Physical and Occupational Therapy and the Concordia School of Community and Public Affairs. Planning for the placement of nursing students in the fall 2016 with the School of Nursing.
- Community Network Forum in March was very successful as there was a greater presence of CIUSSS representatives. REISA organizes the forum and produces the yearly report.
- Health promotion: Four videoconferences were held as well as a DVD session. The videoconferences have been declining in attendance. CHSSN is looking at new systems to become more effective for the future.
- As a result of REISA's attendance at the Health Fair in Montérégie, a partnership was established with a Mohawk special needs youth group, Assisted Living Services (ALS), in Kahnawake. REISA applied for funding on behalf of the Centre for Dreams and Hopes (CDH) and ALS for the Canada 150 fund, submitting a project entitled: Seeds of Reconciliation - English and Mohawk youth celebrate Canada 150. This project promotes culture, diversity, reconciliation and what it means to be Canadian.
- Website report: it was noted the top pageviews from 2015-2016 included Emergency and temporary housing and aid, ongoing projects and violence and sexual assault.
Referrals: The main questions when people contact REISA are regarding employment and mental health services.

This past year has been a year of recognition for REISA and for Fatiha Gatre Guemiri, having been the recipient of several awards, including the Sheila and Victor Goldbloom Distinguished Community Service Award in October 2015.

Projects planned and developed to be implemented in 2016-2017: Co-parenting sessions for Families in Transition – Building Lasting Co-Parenting Relationships; School projects with BCRC.

A special thanks was given to ICCSQ for their support and to Claudia Maiolo, Coordinator who had her second baby in December 2015.

Acceptance of the unaudited Annual Financial Statements for the financial year ending March 31, 2016

The Treasurer gave details of the year-end financial report. All of REISA's funding comes from one funder, the CHSSN.

The income and assets are greater than last year as there was a major increase for the Adaptation and McGill projects. There was another staff member's salary and consultant fees included in these funds.

Accounting fees have gone up this year. It was noted that beginning next year, the financials will be done in-house.

REISA requires an audit this year as per the request of the CHSSN.

A surplus was retained from Adaptation funds which will serve as resources for the future as there are no restrictions from the funders in terms of keeping surplus funds.

J. Marsillo moved to approve the unaudited financial statements; J. Primiani seconded and was unanimously approved. The audited financial statements will be sent by email to be approved once complete.

Appointment of Auditor for the current financial year

E. Amir moved to retain Chapman and Chapman as our chartered accountants and as auditors; J. Primiani seconded and was unanimously approved.

Board election (Approved at Board meeting)

Closing of the Annual General Meeting

E. Amir thanked everyone for their participation.

The Annual General meeting was adjourned at 11:15 am.

Board of Directors and Staff

Board of Directors	Organisation
Amir, Ella - <i>President</i>	AMI-Québec
Colasurdo, Giovanna	Almage Senior Community Centre
Coole, Colin	Expert
D'Abate, Dominic	Consensus Mediation
Gagnon, David-Roger	English Montreal School Board
Maiolo, Maria	Italian-Canadian Community Services of Québec
Marsillo, Joe - <i>Vice-President</i>	Toxico-Stop
Nadler, Howard - <i>Secretary and Treasurer</i>	Retired from Batshaw Youth and Family Centres
Seales, Sean	Black Community Resource Centre
Primiani Josephine - <i>Executive</i>	East Foundation, Centre for Dreams and Hopes
Vecera, Theo	Don Bosco Youth Leadership Centre

Staff	Title
Gatre Guemiri, Fatiha	Executive Director, Programs Coordinator
Graham-Johnson, Robyn	Communications/Coordinator
Maiolo, Claudia	Communications/Coordinator
Zappitelli, Juliana	Project Agent - McGill Training and Retention of Health Professionals
Forsyth, Janet	Consultant- Linguistic Adaptation

Network and Partnership Development

Board and Partner Meetings

- 5 partner meetings and the Annual General meeting held. Network updates presented, program development and progress, follow-up on the 2016-2017 action plan.
- Colin Coole is elected to the Board of Directors as an individual with expertise.
- Retirement of Dora Cesta from the English Montreal School Board.
- Howard Nadler retired from Batshaw Youth and Family Centres and remained on the Board of Directors as individual with expertise.
- The ED attended one meeting with Health Canada on the Official Languages priorities for 2018-2023.

Networking & Best Practice Sharing

- Sharing with NPI's in the greater Montreal region: disseminating health information; workshops, and other learning opportunities. Meetings with new NPI Coordinator of Vaudreuil-Soulanges.
- Networking and training at the CHSSN retreats in May and October 2016 in Quebec.
- Meeting in Knowlton with NPI groups from Greater Montreal and the Townships.

Partnership: CIUSSS de l'Est-de- l'Île-de-Montréal CIUSSS du Nord-de-l'Île-de- Montréal

- CIUSSS de l'Est: Meeting with Claudel Guillemette, *répondant* for access to English services, presenting REISA's role and mission and seeking support in the dissemination of ongoing Health promotion and Adaptation programs to the various heads of departments within the CIUSSS de l'Est.
- CIUSSS du Nord: Meeting with Stéphane Sabourin, delegated by the PDGA and *Coordonnateur des services spécifiques aux jeunes*, to develop partnerships for the Health Promotion and Adaptation programs and presenting statistical evidence on the Montreal North community profiles.

Concordia University

- A new partnership with Concordia University's Department of Applied Human Sciences is formed to offer 14 students in the Human Systems Intervention Masters Program access to the English-speaking community in the East end for site visits and the development and presentation of workshops in October 2017.

Planned for 2017-2018:

- Facilitation of visits from the students to different sites in the East-end community.
- Promotion and organisation of the HELP Workshop in October 2017.

Representation

RIOCM

- REISA was accepted as an Affiliated Member to the RIOCM serving as a representative of the East End English speaking minority community for an umbrella group representing grassroots organizations in health and social services.

Table de Quartier Montréal-Nord en Santé

Table de concertation des Aînés de Montréal-Nord

Concertation Saint-Léonard

- Participation in the TCAMN Annual General Meeting and 2 regular meetings proposed the forming of a committee to plan a forum that would redefine the table's mission and objectives and include English-speaking seniors on the Montreal North territory.
- Participation in a '*secret de polichinelle*' exchange and networking meeting organised by la Table de Quartier Montréal-Nord en Santé. Presentation of REISA's mission, objectives and activities and exchanges with new partners at the table.
- Participation in la Concertation Saint-Léonard Networking meetings and AGM.
- Presentation of REISA's role and mandate and health promotion projects.

Planned for 2017-2018:

- Survey and development of partnerships in Montreal North to assess the needs of the ESP community to be presented to the CIUSSS.

Community Learning Centres and other community partners

- Promotion of REISA's mission, services and programs at the Laurier Macdonald high school open house, AMI-Québec open house and Assistance and Referral Centre Healthy Eating Fair.
- Participation in *le Forum de développement du Quartier de Saint-Léonard*, and presentation of statistics on the English-speaking community in the territory.
- Dissemination of the Community Mobilization Model and CLC Action Plan - created by LEARN Québec and the CHSSN.

Planned for 2017-2018:

- Mental Health Strategy 2017-2020 planning committee at Laurier Macdonald high school.
- Facilitation of partnerships between the school, the CLC and community partners that can provide workshops or offer services to the students, parents and staff.

Community Leadership and Coordination

Contacts with local Member of Parliament

- M. Nicola Di Iorio -MP for St Michel/St Leonard - sent a representative to REISA at the AGM 2016.
- Offered letter of support to the REISA application for funding from the CANDA 150 for a project of a partnership between Kahnawake ALS and the Centre for Dreams involving youth with special needs for the celebration of Canada 150.
- Funding was not received for this project; only large-scale projects were funded.

Community Network Table Forums February 2017

- Coordination of communications between steering committee members, organization of the yearly steering committee meeting in July 2016.
- Organization of the 2017 Community Network Forum entitled *The Network Model: Influencing Public Policy for Social Change*.
- The forum highlighted the success some community organisations are having in establishing themselves as legitimate stakeholders at the policy level.
- The network model has encouraged some organisations to venture into the policy and political arenas to effect social change for their communities.

Planned for 2017-2018:

- 2017 Forum Report dissemination.
- Yearly steering committee meeting in September 2017.
- Planning of the 2018 Forum.

Official Languages Public Consultation

- Participation in a Public Consultation launched by Canadian Heritage toward the development of a new multi-year action plan for Official Languages in Canada.
- Contribution to the Health Canada open consultation process to solicit feedback on the future design of the Official Languages Health Contribution Program for 2018-2023. Link disseminated to partners and uploaded onto REISA's website.

Knowledge Development

Community profile dissemination to public institutions

Dissemination of:

- CHSSN baseline data reports and community profiles via email to community groups. Community profiles and statistical data shared with Health institutions through the Adaptation project.
- Health promotion events, programs and information provided by Health Canada via email and Facebook.

Training workshops and conference calls

- McGill Training and Retention of Health Professionals Project conference: Language and Health - Ethical and Policy Issues.
- Regular conference calls with the CHSSN and networks.
- Training at biannual CHSSN retreats: themes included conflict management, organisational development, volunteer development and leadership.
- Videoconference workshops: Educatoi on Wills; Block Party for Peace; knowing the signs of early substance abuse presented by Portage.

Interactive Health Passport Application

- Production of a health passport for Montreal East, based on a template created by MDCDC in Thetford Mines. It aims to make it easier for an English-speaking individual to communicate with French-speaking health professionals.
- Dissemination of the Health passport Application. The app was designed to help a person and their family keep track of essential health information and puts helpful words and phrases at their fingertips.

FACEBOOK

Total page followers: 79

Total page likes: 86

Total number of friends: 105

Women: 66% of followers, highest amongst women **aged 25-34**

Men: 32% of followers, highest amongst men **aged 45-54**

87 posts in 2016-2017

Most popular post: Bikers Against Child Abuse Canada: 634 people reached, 250 reactions, comments, and shares

WEBSITE

Number of Visitors: 3,674

Most viewed pages:

Temporary Housing Aid Resources
Violence and Sexual Assault Resources
Youth Centres

Highest % of new Visits: July with 91%

Knowledge Development Cont.

Resource Guides

- Updating and disseminating REISA's general resource guide and seniors guide.

REISACTION e-newsletter

- Introduction of the REISACTION electronic newsletter published through Mail Chimp. The electronic-style newsletter allows for shorter and more frequent newsletters, sharing information on a timely basis.

REISA website upgrading

- Launching of REISA's new website designed by COCo; inclusion of the interactive health passport and live newsfeed of REISA's Facebook page. The platform allows for more visually-appealing components, such as an interactive calendar and sliding messages, and the layout is simpler and more modern, pleasing the eye of the reader.

REISA facebook page development

- Publishing REISA events as well as sharing community news and events through REISA's facebook page. Information is shared instantly through social media.

Health Promotion

Community Health Education Program

Presentation of:

- Two DVD sessions on Alzheimer's disease to members of the Almage Senior Centre and satellite centres, in collaboration with the Alzheimer Society of Montreal.
- Two live videoconferences: *Stress, Anxiety and Panic Attacks*, and *All About Balance*.
- Acquisition of a new videoconferencing unit installed at Almage for increased accessibility and participation of East-end English-speaking seniors to educational conferences on health-related topics.

Planned for 2017-2018:

- Presentation of CHEP live videoconferences and DVD's at the Almage Centre, assisted by health professionals.

Collaboration with Community Partners

- Participation in the McGill Centre for Studies in Aging annual health symposium.
- Facilitation of Almage's Annual General Meeting.
- Support in research of funding and sharing of best practices with the Lasalle D&D 50+ Centre.
- Dissemination of information on events to partners serving the senior community, including Seniors Action Québec.

DOD-Basketball Pilot Project

In partnership with DOD-Basketball

- Promotion of an initiative encouraging English-speaking youth to participate in after-school sports activities to build bridges with French-speaking youth in the East end of Montreal.
- Recruitment of nine English-speaking youth for the DOD Basketball Annual *Jeux de la Rue*.
- Animation of a booth during the basketball tournament to promote REISA's mission, partners and programs.

Health Promotion Cont.

Families in Transition

In partnership with Consensus Mediation

- Promotion and organisation of 5 information sessions on the topic of Building Lasting Co-Parenting Relationships, animated by two professionals, legal and psychosocial.
- Discussion of various themes: child well-being, laws and social network support systems.
- Exploration of different session locations: Saint-Léonard, Rivière-des-Prairies and Downtown.
- Investigation of different avenues and social media platforms to increase attendance and participation.

Boys Club

In partnership with Don Bosco Youth Leadership Center

- Organisation of a Boys Club for boys ages 12-15, running from October to May at the DBYLC.
- Participation of 10-15 boys at weekly, Friday evening workshops animated by two young adults. Workshop themes included: peer pressure, body image, leadership skills, communication, bullying and social media.
- Participants rated their overall appreciation of the workshops an 8.8/10. Communication and team work improved throughout the duration of the 10 sessions.
- Emergence of a Coffee House group where girls and boys share and interact, involving singing and poetry.

Planned for 2017-2018:

- Continuation of weekly Boys Club workshops in September.

House of Kings and Queens

In partnership with the Black Community Resource Centre

- Piloting of the House of Queens program at John F. Kennedy high school, Lester B. Pearson high school and Gerald McShane elementary school.
- Registration and participation of 29 girls in the eight-week program designed to promote responsibility and individual empowerment through discussion, mentoring and games.

Health Promotion Cont.

Collectif Jeunesse de Saint-Léonard

- Participation in the planning of activities for 2016-17 to ensure inclusion of English schools, the CollectifJeunesse Annual General Meeting and a event *Sensibilisation à la prévention de la radicalisation menant à la violence*, organised by le CollectifJeunesse in partnership with la Concertation St-Léonard, le Centre de Radicalisation and the SPVM.

Planned for 2017-2018:

- Exploring a youth prevention program with la Concertation St-Léonard and the YMCA.

Camp LIFT

***Planned for
2017-2018***

- Program aimed to equip youth with healthy habits in order to achieve high levels of wellbeing. Psycho-social education and practical learning animated by experts including a yoga teacher, an osteopath and a nutritionist.
- Program will be carried out in two high schools.

Linguistic Adaptation / Liaison

Linguistic Adaptation

Liaison

- Building on the 2014-15-16 pilot project with le CLSC Mercier-Est/Anjou:
- Collaboration established with both the CIUSSS du Nord and CIUSSS de l'Est teams of Home care services -SAD.
 - Introduction of tools measuring linguistic competency of the SAD teams
 - Progressive adaptation of the tools according to feedback from CLSCs.
 - Visits from CLSC SAD teams staff to the Almage Senior Centre and two satellite centres to present service trajectories and answer questions and concerns from English-speaking seniors.
 - The 4 CLSCs appointment of bilingual staff *intervenants de vigie* to English services.
 - Translation of *la pochette d'accueil* that is given out to clientele receiving services from the Home Care professionals. The pochette contains consent forms, rules on behaviour of the professional during the home visit, health education pamphlet and other useful information.

Special Needs survey and forum planning

- Conducting of two informal focus groups on the topic of English-language services in the East end of Montreal, for parents of children and adults with special needs.
- Identification of gaps that these families encounter in service accessibility and development of an East end Special Needs Community Needs Assessment. Use of the needs assessment as a basis for the organisation of a Forum planned for the end of April.
- Forum planning and program development: inviting public partners to present the new Action Plan on Autism Spectrum Disorder, proposed by le *Ministère de la santé et des services sociaux du Québec* in March, and inviting other experts to present as well.

Planned for 2017-2018:

- Special Needs forum report dissemination.
- Special Needs resource guide.

McGill Training and Retention of Health Professionals

Retention Program

- Promotion within the English Montreal School Board: copies of REISA's promotional pamphlets included in 100 student packages handed out at the Annual EMSB Career Fair.
- Participation in the McGill School of Social Work Career Fair to promote internship opportunities in the East end to recent graduates, Masters students and undergrads.
- Animation of a booth at Assistance and Referral Centre-ARC's annual health fair.
- Networking with 6 final-year students from the McGill School of Nursing placed at the Center for Dreams and Hopes, to discuss their overall placement experience.

Golden Share Initiative

- Realisation of 27 internships in 6 community organisations in the East end of Montreal.
- Maintaining and building on targeted internships through development and dissemination of material promoting East end internship opportunities to community organizations, private sector, public health institutions and educational institutions.
- Learning about existing strategies and partnerships between Universities - and departments - and CIUSSS - or specific CLSC's - by bringing together different players and supporting linguistic adaptation of public services.
- Development of a Google Drive with Montreal NPIs who are partners of the McGill Retention program in order to exchange best practices.

Thank you for your collaboration!



A special thank you to our funders

