

**HELPING  
SENIORS STAY  
INDEPENDANT  
IN THE  
COMMUNITY  
SINCE 1985**



# **Annual Report 2019-2020**



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## **A Brave New World**

**This has been a year of new beginnings.**

**EBM held our 9th annual High Tea fundraiser in November at the Light House. In a sense, this was a homecoming, as many years ago EBM held our Summer and Winter parties for clients at the Light House. Our guests especially enjoyed the renovated premises, and being entertained by the West Island New Horizons Band.**

**Our Music Therapy and Pet Visiting programs were temporarily discontinued due to lack of funds. We hope to be able to re-launch them as these programs were much appreciated by our homebound clients, as they helped to break their isolation.**

**We welcomed 2020 knowing we would celebrate too important milestones – the 10th anniversary of our Remembrance High Tea Fundraiser and 35 years since EBM has been offering services to seniors in the community.**

**Then, in March, the world as we knew it turned upside down by this pandemic!**

**EBM reflected deeply on how to keep our staff, clients and volunteers safe, and what services we could continue to offer.**

- We decided to work from home, while still being available to respond to EBM's clients' needs, through our faithful and courageous volunteers.**
- Friendly Visits were temporarily discontinued in order to ensure client and volunteer safety.**
- We continued offering grocery shopping, accompaniments to the bank and a taxi service to our clients.**
- in an effort to break our clients' enforced isolation, we initiated a Friendly Call Program and volunteers call clients for a telephone visit once or twice a week.**

**Like all non-profit organizations, EBM is faced with the challenge of fundraising in non-traditional ways.**

**One thing is certain, EBM MUST continue our fundraising efforts! We want to offer as much help as possible to our clients and are committed to providing excellent service to our clients during these unprecedented times.**

**We rely on the dedication of our wonderful volunteers and the continued generosity of our supporters in order to continue "Helping Seniors stay independent in the community".**

**Sincerely,**

**Letitia Wallis  
Director, Entraide Bénévole Métro**



## ***EBM BOARD OF DIRECTORS***

Glen Marcotte, MSW, President  
Retired Social Worker

The Rev. Canon Keith Schmidt, Vice-President  
Rector, St. John the Evangelist (The Red Roof) Church

Rod Scott, Treasurer  
Retired Accountant

Xinli Huang, Secretary  
Administrative Assistant

Justin Demers LL.B., Administrator  
Lawyer/ Civil Mediator

Samra Alavi, MBA, PMP, Administrator  
Head of Business Process Organisation, Indirect Procurement,  
Bombardier

Marissa Fernandez LL.B., Administrator  
Lawyer

Bahadur Sihota, Administrator  
Retired

Jitendra Desai, Administrator  
EBM Client Representative

## ***EBM STAFF***

Letitia Wallis, Director  
Valeri Batten, Volunteer Services Supervisor  
Kevin Husereault, Volunteer Coordinator  
Sandra Chouchani, Volunteer Coordinator  
Karine Séguin, Volunteer Coordinator  
Brenda Gervais, Assistant to the Director

## ***REFLEXIONS NEWSLETTER COMMITTEE***

Letitia Wallis, Publisher  
Brenda Gervais, Writer/Design  
Valeri Batten, Contributor  
Glen Marcotte, Contributor  
Claude Faucher, Translation

## ***WHO WE ARE***

Entraide Bénévole Métro (EBM) is a non-profit community organization and for 35 years has been offering services to clients 65 years and over living in central downtown Montréal and part of Westmount.

## ***OUR MISSION***

To help seniors 65+ maintain their autonomy and independence while living in the community.

## ***SERVICES WE OFFER***

Accompaniments - medical, bank and more

Friendly visiting

Assistance with grocery shopping

Daily phone calls (*Monday - Friday*)

Income Tax preparation (*for seniors with a modest income*)

## ***OUR TERRITORY***

Seniors living between Pine Avenue and René Lévesque Boulevard and between Claremont and St-Laurent; within the postal codes H3Y, H3Z, H3H, H3A, H3G and part of H2X, can benefit from our services.

# ***COMMITMENT TO OUR CLIENTS***

Our trained volunteers and staff provide physical and emotional support to seniors 65+ living in central downtown Montreal and Westmount experiencing a temporary or permanent loss of autonomy.

## ***Our Clients***

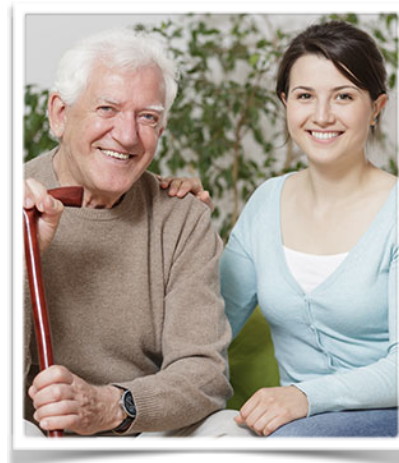


16% of our clients are 65 to 74 years  
59% of our clients are 75 to 89 years  
25% of our clients are 90 years+  
81% of our clients are female  
81% of our clients live alone

## ***Our Services***

### **Medical Accompaniments**

This is the service for which EBM receives the most requests. Between April 1, 2019 and March 31, 2020 EBM received 415 requests for medical accompaniments.



### **Grocery Shopping**

EBM's volunteers shop with or for clients throughout the year. This service is provided on a regular or occasional basis as needed by the client. Between April 1, 2019 and March 31, 2020 EBM received 368 requests for emergency grocery shopping. An average of 27 clients received regular shopping services.





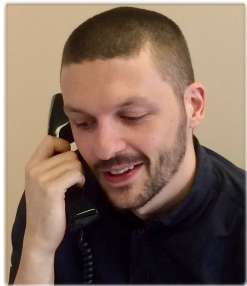
# **Our Services**

## **Friendly Visiting**

Seniors, especially those who are isolated, can always benefit from a weekly visit with a volunteer. Some clients receiving this service go out with a volunteer for a walk or do errands. Others prefer to stay home during the visit and listen to music, talk or play games. Between April 1, 2019 and March 31, 2020 an average of 34 clients had regular friendly visitors.



## **Daily Telephone Calls**

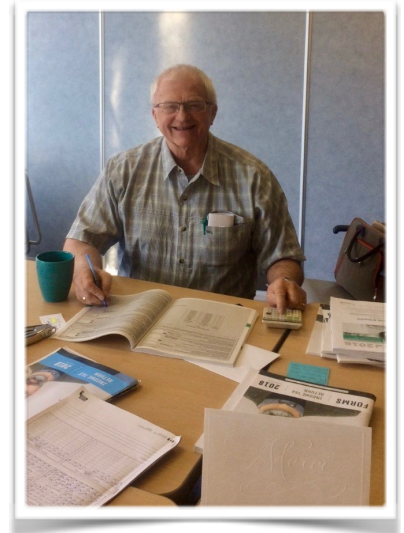


From Monday to Friday, an EBM employee offers a daily, “Hello, how are you today?” telephone call to clients who sign up for this service. These calls help our clients maintain a safe and independent lifestyle. They also provide contact with the outside world and offer peace of mind. We make three attempts to reach a client for a scheduled call. If there is no response, we reach out to their designated emergency contact. As of March 31, 2020, 14 clients were receiving this service.



## **Income Tax Preparation**

In conjunction with Canada Revenue Agency through the Community Volunteer Income Tax Program, EBM hosts free tax preparation clinics for seniors who live in our territory, have a modest income and are mobile enough to attend in person. Those unable to attend the tax preparation clinics can benefit from this service offered throughout the year. A client must have an active file with both EBM and CLSC Métro. The client’s CLSC worker will bring the paperwork to EBM. We are fortunate to have volunteers who are certified by the government to help us provide this additional service to our clients. As of April 2020, 29 income tax returns were completed.



# ***Involvement with our Volunteers***



## **Recruiting**

EBM recruits volunteers through the Volunteer Bureau of Montreal, Volunteer Fairs at Universities, our website and local online advertising. Between April 1, 2019 and March 31, 2020, we welcomed 96 new volunteers, 18 student interns and reactivated 12 volunteer files.

## **Volunteer Support**

Our volunteers take on a lot of responsibility. That is why we are committed to providing them with training, ongoing support and recognition.

**Monthly Follow-Ups:** EBM contacts volunteers and ongoing support is always available as questions and concerns arise.

**Café Échange:** During our Café Échange evenings, we provide training workshops and a forum for volunteers to meet, socialize and support each other.

In February, the Program Coordinator from Hear Entendre Quebec, spoke to volunteers about seniors living with hearing impairments along with the challenges and consequences they face.

## **Recognition**

A holiday gathering, meal and gift exchange was organized in December for EBM volunteers to celebrate the Holiday Season.

During National Volunteer week, EBM traditionally honours long-standing volunteers at a restaurant with our thanks for their dedication to EBM clients. Unfortunately, because of government restrictions during the global pandemic, we were unable to have our celebration meal.

A volunteer is featured in every issue of our newsletter RéfleXions and is presented with a gift card from Indigo.

## ***Partnerships within the Community***



- Collaborating with the CLSC Métro Home Care Team to provide services for their clients.
- Partnering with the Yellow Door and Contactivity.
- Financing from the Regional Board of Health and Social Services.
- Agreements with École des Faubourgs, Pearson Adult and Career Centre, Université de Montréal, McGill University and Dawson College providing a total of 24 student internships.
- Collaborating with the Montreal Volunteer Bureau to recruit volunteers and for staff development.
- Continuing membership of COMACO (COalition pour le MAintien dans la COmmunauté).
- Continuing membership and involvement in the Community Council for Volunteerism.
- Alliance with Taxi Coop.

## ***Funding and Other Support***



### ***EBM's Primary Sources of Revenue for 2019-2020***

Regional Board of Health and Social Services of Central Montréal (renewed annually and PSOC ( <b>P</b> rogramme de <b>S</b> outien aux <b>O</b> rganismes <b>C</b> ommunautaires - <b>M</b> aintien dans la communauté))	<b>87%</b>
Fundraising (donations and fundraising activities)	<b>11%</b>
Employment projects (non-renewable)	<b>2%</b>
<b>TOTAL</b>	<b>100%</b>

## ***Volunteer and Client Statistics for the period of April 1, 2019 - March 31, 2020***

<b>Volunteers</b>	<b><u>2019</u></b>	<b><u>2020</u></b>
Total active volunteers as of March 31, 2020	82	96
New Volunteers recruited:	74	86
Student Interns:	24	18
Volunteer files closed:	94	85
Volunteer files reactivated:	13	12
Gender of Volunteers as of March 31, 2020:		
Female:	61%	70%
Male:	39%	30%

<b>Clients</b>	<b><u>2019</u></b>	<b><u>2020</u></b>
Active clients receiving regular services:	*65	*68

(\* Average over 12 months - some clients receive more than one service on a regular basis:  
e.g. Daily Phone Call and Shopping)

Gender of Clients as of March 31, 2020:		
Female:	80%	81%
Male:	20%	19%

# **Statistics on EBM Services**

## **for the period of April 1, 2019 - March 31, 2020**

<b>Services</b>	<b><u>2019</u></b>	<b><u>2020</u></b>
<b>Daily phone call «Bonjour. Ça va? »</b> <i>(Clients receiving regular phone call service)</i>	<b>*10</b>	<b>*14</b>
<b>Shopping</b> <i>(Clients receiving regular help with shopping)</i>	<b>*24</b>	<b>*27</b>
<b>Friendly Visits</b> <i>(Clients receiving regular friendly visits)</i>	<b>*34</b>	<b>*34</b>
<i>*average over 12 months</i>		
<b>Emergency Medical Accompaniments</b>		
Total requests received:	<b>498</b>	<b>415</b>
Requests matched:	<b>447</b>	<b>364</b>
<b>Cancelled requests</b>		
Cancelled by EBM <i>(volunteers unavailable)</i>	<b>9</b>	<b>11</b>
Cancelled by EBM <i>(inappropriate request)</i>	<b>18</b>	<b>6</b>
Cancelled by client or Worker	<b>86</b>	<b>92</b>
<b>Emergency Shopping</b>		
Total requests received:	<b>308</b>	<b>368</b>
Requests matched:	<b>300</b>	<b>352</b>
<b>Cancelled requests</b>		
Cancelled by EBM <i>(volunteers unavailable)</i>	<b>6</b>	<b>6</b>
Cancelled by client or Worker	<b>20</b>	<b>52</b>
Referred to another organization	<b>0</b>	<b>0</b>
<b>Emergency Banking</b>		
Total requests received:	<b>22</b>	<b>13</b>
Requests matched:	<b>20</b>	<b>13</b>
Cancelled by EBM <i>(volunteers unavailable)</i>	<b>0</b>	<b>0</b>
<b>Income Tax Preparation</b>	<b>61</b>	<b>64</b>

# ***Statistics on Volunteer and Staff Hours for the period of April 1, 2019 - March 31, 2020***

## **Volunteer Hours**

<b>Regular Services</b>	<b><u>2019</u></b>	<b><u>2020</u></b>
Shopping	986	2608
Regular Friendly Visits	814	3240
Income Tax Preparation:	122	29
<b>Accompaniment Services</b>		
Medical Accompaniments	1788	1456
Shopping Accompaniments	600	704
Emergency Banking	40	26
<b>Total Volunteer Hours</b>	<b>4350</b>	<b>8063</b>

## **Staff Hours**

### **Permanent Staff**

**Director:** Responsible for the successful leadership and management of the organization; manages staff; oversees strategic planning, direction and reporting; supports Board of Directors to achieve the organization's mission; leads and manages fund development activities; fosters cohesion and cooperation among local support groups. **1820 hrs.**

**Volunteer Services Supervisor:** Supervises and trains Volunteer Coordinators; recruits, communicates with and provides direction to volunteers and students to ensure they are well-placed and fulfilled in their roles; follows-up with clients; coordinates guest speakers and training workshops; collaborates with community resources. **1820 hrs.**

**Volunteer Coordinators: (2)** (Part-time/3 days per week average) Supports Volunteer Services Supervisor; provides guidance, support and training to volunteers - including students; follows-up with clients and volunteers; prepares monthly statistics. **2650 hrs.**

**Assistant to the Director:** (Part-time/3 days per week average): Administrative and office support - bank deposits, reports; supports Volunteer Coordinators; coordinates logistics for volunteer evenings and fundraisers; designs and produces print material such as promotional brochures, annual report, greeting cards and RéfleXions newsletters. **1325 hrs.**

**Total Staff Hours** **7615 hrs.**







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Aussi disponible en français