

Annual Report 2022-2023



Since 1985 EBM
has helped
seniors remain
autonomous
while living at
home in their
community



TABLE OF CONTENTS

<i>DIRECTOR'S MESSAGE</i>	<i>3</i>
<i>BOARD OF DIRECTORS, STAFF & NEWSLETTER COMMITTEE</i>	<i>5</i>
<i>OUR MISSION</i>	<i>6</i>
<i>SERVICES WE OFFER</i>	<i>6</i>
<i>OUR TERRITORY</i>	<i>6</i>
<i>COMMITMENT TO OUR CLIENTS</i>	<i>7</i>
<i>OUR CLIENTS</i>	<i>7</i>
<i>OUR SERVICES</i>	<i>7</i>
<i>MEDICAL ACCOMPANIMENTS</i>	<i>7</i>
<i>GROCERY SHOPPING</i>	<i>7</i>
<i>FRIENDLY CALLS & FRIENDLY VISITS</i>	<i>7</i>
<i>DAILY PHONE CALLS</i>	<i>8</i>
<i>INCOME TAX PREPARATION</i>	<i>8</i>
<i>MUSIC THERAPY</i>	<i>8</i>
<i>TAXI SERVICE</i>	<i>8</i>
<i>ART EXPRESSION</i>	<i>8</i>
<i>INVOLVEMENT WITH OUR VOLUNTEERS</i>	<i>9</i>
<i>PARTNERSHIPS WITHIN THE COMMUNITY</i>	<i>10</i>
<i>FUNDING AND OTHER SUPPORT</i>	<i>11</i>
<i>VOLUNTEER AND CLIENT STATISTICS</i>	<i>12</i>
<i>STATISTICS ON EBM SERVICES</i>	<i>13</i>
<i>STATISTICS ON VOLUNTEER AND STAFF HOURS</i>	<i>14</i>

Director's Message



2022-2023 has been a year of transition for EBM. In March 2022, EBM finally resumed all services after pausing Friendly Visits and Medical Accompaniments for most of the duration of the COVID-19 pandemic. By the second quarter of our fiscal year, our client requests gradually increased to pre-pandemic levels. The Volunteer Coordinators, Ashley and Rhiana have been working hard at recruiting and training new volunteers to respond to the many new requests we are now receiving.

There have also been some exciting changes at EBM throughout the year;

First, EBM was the recipient of a grant from the Bell Lets Talk campaign allowing us to hire Laurena Segura, a certified Music Therapist who has been offering Music Therapy sessions to EBM clients. This service has been well received; our clients have expressed how beneficial this program has been in contributing to their mental well-being.

Then, in November, EBM resumed the free taxi service to seniors returning home from their medical appointments. It has been very appreciated by many clients as it helps to reduce the financial burden of transportation costs for medical appointments.

EBM also introduced a new program called “Art Expression” in March. Artistically talented volunteers have been recruited to facilitate and engage our clients in creative projects. The program is in its very early stages, and we are determined to expand this service in the coming year.

Brenda has been exceptionally busy working with our web developing team to finally launch our new website in 2023, in time for our AGA.

Finally, perhaps the biggest change at EBM is that after almost 20 years. Letitia Wallis retired in September, and I took over the role of Director. I am extremely grateful to the Board of Directors for their guidance and the EBM team; Brenda, Ashley and Rhiana for bringing their strong work ethic and enthusiasm to EBM every single day. As a team we are committed to offering a high quality of service to seniors, helping them to stay independent in the community and enhancing their quality of life.

Sincerely,

Valeri Batten, Director

EBM BOARD OF DIRECTORS

Glen Marcotte, MSW, President
Retired Social Worker

Justin Demers LL.B., Vice-President
Lawyer/ Civil Mediator

Rod Scott, Treasurer
Retired Accountant

Zoha Kibar Ph.D., Secretary
Professor, University of Montreal

Bahadur Sihota, Administrator
Retired

Samra Alavi, MBA, PMP, Administrator
Director, Business Process Optimization & Strategic Projects
for Indirect Procurement, Bombardier

Jitendra Desai, Administrator
EBM Client Representative

EBM STAFF

Valeri Batten, Director
Ashley Mayoff, Volunteer Coordinator
Rhiana Warawra, Volunteer Coordinator
Brenda Gervais, Communications & Administration Coordinator

RÉFLEXIONS NEWSLETTER COMMITTEE

Valeri Batten, Publisher
Brenda Gervais, Editor/Designer
Glen Marcotte, Ashley Mayoff, Rhiana Warawra, Contributors
Claude Faucher, Translation
Réjean Claude, Translation

WHO WE ARE

Entraide Bénévole Métro (EBM) is a non-profit community organization and, since 1985, has been offering services to clients 65 years and over living in central downtown Montréal and Westmount.

OUR MISSION

To help seniors 65+ be more autonomous and break their isolation while helping stay in their own residence.

SERVICES WE OFFER

Accompaniments - medical, bank and more
Friendly calls/visiting
Assistance with grocery shopping
Daily phone calls (*Monday - Friday*)
Income Tax preparation (*for seniors with a modest income*)
Music Therapy, Art Expression
Taxi Service

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

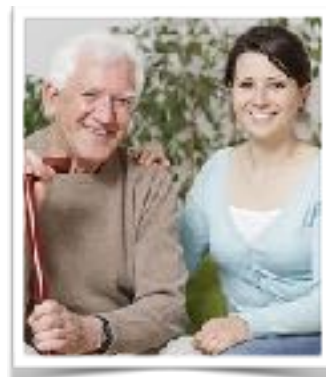


9% of our clients are 65 to 74 years
60% of our clients are 75 to 89 years
31% of our clients are 90 years+
71% of our clients are female
29% of our clients are male
83% of our clients live alone

Our Services

Medical Accompaniments

Between April 1, 2022 and March 31, 2023, EBM received 197 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, 2022 and March 31, 2023, EBM received 248 requests for Emergency Grocery Shopping (last minute request or replacement of the regular volunteer). An average of 23 clients received regular shopping services.



Friendly Calls & Friendly Visits

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. Some prefer to receive Friendly Calls. Between April 1, 2022 and March 31, 2023 an average of 18 clients received regular Friendly Visits, and an average of 9 clients received regular Friendly Calls.



Our Services

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, 2023, 16 clients received 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. Clients unable to attend tax clinics can benefit from this service throughout the year as long as they have an active file with both EBM and CLSC Métro. We are fortunate to have volunteers certified by the government to help us provide this additional service to our clients. As of March 31, 2023, 91 income tax returns were completed.



Music Therapy

A grant received from Bell allowed us to reintroduce our Music Therapy program in March 2022. One hour sessions with our Music Therapist, Laurena Segura include discussing or listening to music or learning a new instrument or song. This service has been contributing favourably to our client's mental well-being. As of March 31, 2023, 10 clients received this service.



Taxi Service

Clients of EBM returning from a medical accompaniment can benefit from our free taxi service appreciated by many clients as it helps to reduce the financial burden of transportation costs. As of March 31, 2023, 28 EBM clients were provided with a free taxi.

Art Expression

EBM's newest supplemental service is Art Expression. Introduced in March 2023, artistically talented volunteers inspire clients' creativity during individual sessions. As of March 31, 2023, 2 clients received this service.

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, 2022 and March 31, 2023, we welcomed 73 new volunteers, 5 student interns and reactivated 9 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: Volunteer Coordinators contact volunteers to provide ongoing support as questions and concerns arise.

Café Échange: During our Café Échange volunteer evenings, EBM provides training workshops and a forum for volunteers to meet, socialize and support each other.



In March, the EBM staff presented Mental Health First Aid to volunteers in attendance. Unlike regular first aid that treats a physical injury, our volunteers were shown mental health first aid through active listening, showing empathy and using appropriate language until a crisis is resolved.

Recognition

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

To celebrate National Volunteer Week, volunteers were invited to Art Night where one of EBM's Art Expression volunteers led the group to get everyone's creative juices flowing. Beverages and hors d'oeuvres were served and everyone left with their own masterpiece.



Partnerships within the Community



- Collaborating with the CLSC Métro Home Care Team to provide services for their clients.
- Partnering with the Yellow Door, Contactivity and Groupe Harmonie.
- Coordinating with tenant committees and the direction of senior residences.
- Agreements with CÉGEP Vieux Montréal and Dawson College providing a total of 5 student internships.
- Partnership with Peter-McGill Community Council and Réseau d'Éclaireurs Peter-McGill.
- 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 2022-2023

Regional Board of Health and Social Services of Central Montréal and PSOC - Programme de Soutien aux Organismes Communautaires - Maintien dans la communauté. (renewed annually)	89.77%
Grants (Bell Let's Talk, Volunteer Income Tax Program)	7.36%
Fundraising (donations and fundraising activities)	2.87%
TOTAL	100%

Volunteer and Client Statistics for the period of April 1, 2022 - March 31, 2023

Volunteers	<u>2022</u>	<u>2023</u>
Total active volunteers as of March 31, 2023	60	78
New Volunteers recruited:	43	73
Student Interns:	6	5
Volunteer files closed:	55	63
Volunteer files reactivated:	4	9
Gender of Volunteers as of March 31, 2023:		
Female:	68%	62%
Male:	32%	38%

Clients	<u>2022</u>	<u>2023</u>
Active clients receiving regular services:	*103	*66

(* 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, 2023:		
Female:	71%	71%
Male:	29%	29%

Statistics on EBM Services

for the period of April 1, 2022 - March 31, 2023

Services	<u>2022</u>	<u>2023</u>
Daily phone call “Bonjour. Ça va?” <i>(Clients receiving regular phone call service)</i>	*19	* 16
Shopping <i>(Clients receiving regular help with shopping)</i>	*18	* 23
Friendly Phone Calls <i>(Clients receiving regular friendly calls)</i>	*21	* 9
Friendly Visits	* 4	* 18
Music Therapy	* 0	* 6
Art Expression	* 0	* 0.2
Taxi Service	0	28
<i>*average over 12 months</i>		
Medical Accompaniments		
Total requests received	20	197
Requests matched:	14	153
Cancelled requests		
Cancelled by EBM**	3	19
Inappropriate requests	4	7
Cancelled by client or Worker	2	56
Referred to another organization	0	1
Shopping		
Total requests received	176	248
Requests matched	153	224
Cancelled requests		
Cancelled by EBM**	3	5
Inappropriate requests	1	0
Cancelled by client or Worker	43	33
Referred to another organization	0	0
Banking		
Total requests received	8	19
Requests matched	7	14
Cancelled by EBM, client or Worker	3	13
Income Tax Preparation	49	91

*******(last minute volunteer cancellations, unable to find a volunteer)*

Statistics on Volunteer and Staff Hours for the period of April 1, 2022 - March 31, 2023

Volunteer Hours

Regular Services	<u>2022</u>	<u>2023</u>
Shopping	1872	2392
Regular Friendly Calls	1092	468
Friendly Visits	416	1872
Income Tax Preparation	25	45
Accompaniment Services		
Medical Accompaniments	44	456
Shopping	258	420
Emergency Banking	5	6
Total Volunteer Hours	3712	5659

Staff Hours

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 Coordinators: (2) (Full-time) 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 and volunteers; prepares monthly statistics. coordinates guest speakers and training workshops; collaborates with community resources. **3640 hrs.**

Communications and Administration Coordinator: (Part-time/3 days per week average): Develops and implements strategies for donors, clients and volunteer communications. Designs and prints promotional materials, annual reports, and RéfleXions newsletters. Updates EBM's website and social media platforms. Organizes fundraising activities to raise funds or solicit and gather monetary donations or door prizes for the organization. Supports the Director and Volunteer Coordinators. Coordinates logistics for volunteer evenings, fundraisers and tax clinics. **1092 hrs.**

Total Staff Hours **6552 hrs.**



1801, boul. de Maisonneuve W. Suite 750
Montréal QC H3H 1J9
(514) 939-9575
www.ebmsservices.org
ebmmetro@vif.com



HELPING SENIORS STAY INDEPENDENT IN THE COMMUNITY SINCE 1985

Aussi disponible en français