

Helping seniors stay autonomous while living at home.



Annual Report 2023-2024

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WHO WE ARE

Entraide Bénévole Métro (EBM) is a non-profit community organization. Through dedicated volunteers, we have been offering complimentary services, to seniors, living in central, downtown Montréal and Westmount since 1985.

OUR MISSION

We strive to empower seniors to maintain their independence and overcome social isolation, enabling them to continue living in their own home.

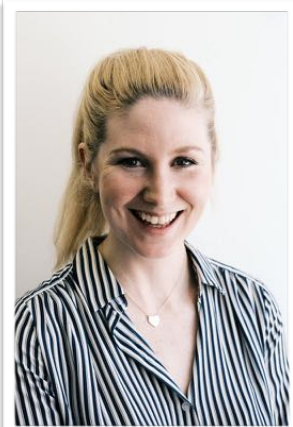
SERVICES WE OFFER

Accompaniments - medical, bank and more
Friendly calls and 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
Tech Help

OUR TERRITORY

Seniors living between Pine Avenue and René-Lévesque/
Dorchester 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.

Director's Message



It's been another busy year at EBM, perhaps one of the busiest yet. Thanks to the unwavering dedication of the staff, board of directors, volunteers, and donors, we have accomplished a lot over the course of a year. As the population ages and social isolation increases, we are receiving more requests than ever. The staff have been diligently working to meet the increase in demand. We have been focusing on adapting to the changing needs of our clients. To ensure that more individuals can benefit from our support, this year we began accepting requests from seniors aged 60 to 64. As more of our clients become technologically savvy, we have also been responding to requests of clients who require minor technological assistance. Our clients have found this to be empowering as it allows them to gain skills and knowledge, helping them to remain connected to a community that is becoming more and more technologically dependent.

We also tapped into new funding opportunities which has allowed us to offer supplemental services such as Music Therapy and Art Expression. These funding opportunities have allowed us to offer additional individual sessions and, for the first time in over 15 years at EBM, offer group sessions which take place in HLM buildings. The groups are valuable opportunities for seniors to connect with neighbours, build friendships and create a sense of community in their building.

We have welcomed students from various educational institutions and programs. These students have helped to enhance the services we offer seniors as well as improve productivity in the office.

I am very grateful for EBM's staff, Board of Directors, volunteers and donors who have played a fundamental role in helping us meet our goals, adapt to the changing needs of seniors and continue to offer high-quality services. As we move into the new fiscal year, we are excited for many new opportunities and to celebrate EBM's 40th anniversary!

Sincerely,

Valeri Batten, Director

Our Volunteers

Volunteers form the backbone of our organization, providing invaluable support and dedication that fuels our mission. Their selfless commitment, tireless efforts, and passion for making a difference empower us to achieve our goals and serve our community effectively. Whether it's providing a much-needed service for a client, lending a helping hand at events, contributing their design talents or helping a senior understand technology, their unwavering enthusiasm and willingness to contribute time and effort inspire us every day. This reminds us of the profound impact that collective action can have on creating positive change. We are deeply grateful for the unwavering support and invaluable contributions of our volunteers, who are the heart and soul of our organization.



EBM BOARD OF DIRECTORS

Samara Alavi, MBA, PMP, Interim President
Director of Business Process Optimization and Strategic Projects for
Indirect Procurement, Bombardier

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

Rod Scott, Treasurer
Retired Accountant

Jitendra Desai, MSc, Administrator
EBM Client Representative

Margo Godin, Administrator
Artist

Mariko Imanaka, Administrator
Long-term contributor

EBM STAFF

Valeri Batten, Director
Ashley Mayoff, Volunteer Coordinator
Rhiana Warawa, Volunteer Coordinator
Brenda Gervais, Communications & Administration Coordinator
Karine Séguin, Communication Assistant for Grant Applications

NEWSLETTER TEAM

RéfleXions, EBM's newsletter, is published four times a year. Printed copies are mailed to EBM clients and donors who don't have access to a computer. An electronic version is emailed to volunteers and a link to the newsletter is available on EBM's website. RéfleXions covers updates on our organization, community highlights, and success stories. It also serves as a platform for sharing valuable resources and articles relevant to the interest and needs of our clients. The newsletter aims to inform, inspire and connect with our readership.

Valeri Batten, Publisher
Brenda Gervais, Editor/Designer/Contributor
Ashley Mayoff, Rhiana Warawa, Contributors
Claude Faucher, Translation
Réjean Claude, Translation

Empowering our Clients

Our organization is deeply committed to empowering seniors, recognizing the wealth of wisdom and experience they bring to our community. Through a range of tailored programs and services, we strive to foster independence, promote well-being, and enhance the quality of life for seniors. Our group Music Therapy and Art Expression programs provide opportunities for seniors to stay active, engaged, and connected with their peers. Our dedicated team works tirelessly to ensure that seniors have access to resources, support, and assistance tailored to their unique needs, empowering them to live fulfilling and meaningful lives. By fostering a culture of respect, inclusion, and support, we aim to empower seniors to thrive and continue making valuable contributions to our society.

Mr. P. enjoys a music therapy session with Laurena each week. As soon as the music starts, he drums, sings and plays guitar with curiosity and humour. He also uses music as a bridge to the past when songs elicit memories of his youth and career. At the end of the sessions, he often shares his feelings by stating, "I feel more like myself again."

Mrs. A. who receives a daily Bonjour ça-va? call every morning states, "Receiving these calls is a great boost for me. I wasn't expecting to receive so much help". Not only are the volunteers helping her but she also feels she is helping them through the mutual connections they are building together.

Once every week, Mrs. I. is visited by one of EBM's Art Facilitators. Thanks to EBM's Art Expression program she has developed a passion for art. She values these weekly visits and feels a strong connection to the volunteers.

Mrs. E. says EBM's Art Expression program necessitates active participation regardless of whether the outcome is perfect. She finds the discussions with the art facilitators to be highly stimulating and engaging, greatly enhancing her overall experience in this program.

OUR COMMITMENT

Our trained volunteers and staff extend support to seniors in our community, addressing both their physical and emotional needs. We ensure seniors have access to essential groceries, that they are accompanied to medical appointments and can receive friendly visits, providing companionship and social interaction.

A profile of our clients

Our clients are 60 years of age and over. Many have encountered situations leading to either temporary or permanent loss of autonomy, necessitating various levels of support. This loss of independence may stem from factors such as health challenges, mobility issues, or other life circumstances. A notable percentage of our clients face the additional challenge of not having family living nearby to provide immediate assistance or support. As a result, our services aim to bridge this gap.



Age 60-74	14%
Age 75-89	58%
Age 90+	28%

Female	68%
Male	32%

76% of our clients live alone

Recruiting Clients

Many of our clients are referred through our partnership with the CLSC Métro Home Care team. A Social Worker from that team states, "I have been working with the EBM team since my arrival at CLSC Métro over a decade ago. They always manage to find solutions to help my clients. This partnership is invaluable to myself and my colleagues."

Promoting our free income tax program for seniors attracts new clients. In 2023, EBM was featured in a member of the National Assembly of Quebec's newsletter, generating increased interest in our organization.

As a member of the Peter-McGill Community Council, EBM is focused in their community newsletter.

Our annual fundraiser attracts donors who gain insight about our organization, leading to client referrals.

Our Services

Our services to seniors play a crucial role in enhancing their overall well-being and quality of life. Regular visits and interactions with volunteers provide companionship and help in reducing isolation and loneliness.

Accompaniments to Medical and other Appointments

Between April 1, 2023 and March 31, 2024, EBM received 440 requests for Medical Accompaniments. These accompaniments not only address logistical challenges but also help alleviate feelings of loneliness and provide seniors with much-needed assistance and care during medical visits.

This service is also highly valued by seniors who face challenges going out on their own and wish to go to the bank, visit their hair salon or go clothes shopping.



Grocery Shopping

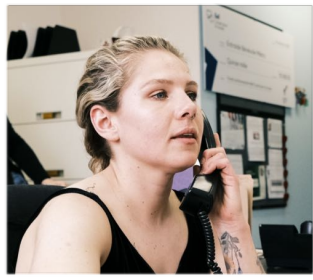
EBM's volunteers shop with or for seniors throughout the year. This service is provided regularly or as needed by the client. Between April 1, 2023 and March 31, 2024, EBM received 247 requests for on demand Grocery Shopping (last minute request or replacement of the regular volunteer). An average of 27 clients received regular weekly shopping services.

Friendly Visits and Calls

Seniors, especially those who are isolated, can always benefit from a weekly visit with a volunteer. Some receiving this service go out for a walk with a volunteer or do errands together. Others prefer to stay home during the visit and listen to music, talk or play games. Some prefer to receive a Friendly Call. Between April 1, 2023, and March 31, 2024, an average of 30 clients received regular Friendly Visits. and an average of 6 clients received regular Friendly Calls.



Our Services



Bonjour. Ça-va?

From Monday to Friday, an EBM employee offers a daily, “Hello, how are you?” telephone call to seniors who sign up for this service. These calls help to maintain a safe and independent lifestyle. They also provide contact with the outside world and offer peace of mind. For certain clients, we also offer medication reminders.



We make three attempts to reach a senior for a scheduled call. If there is no response, we reach out to their designated emergency contact. At March 31, 2024, an average of 20 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 if 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. At March 31, 2024, 81 income tax returns were completed.



Taxi Service

Seniors returning from a medical accompaniment can benefit from EBM's complimentary taxi service provided by Taxi COOP. This service is widely appreciated for alleviating the financial burden of transportation expenses. At March 31, 2024, 178 seniors were provided with a free taxi.

Tech Help

Some of our volunteers can offer ongoing support with trouble shooting common technical issues with a computer or cell phone. This assistance empowers seniors to feel more confident and comfortable with technology. Between September 1, 2023 and March 31, 2024, 7 clients received tech help.



Movement for Wellness

This program is tailored to seniors promoting physical activity and well-being. It encourages self-awareness, empowering participants to stay active and maintain independence in their daily lives. This is a student-run project inspired by the desire for such a program as expressed by clients living in a HLM building. This initiative was made possible through the efforts of our Vanier College intern, who is now working with EBM as a summer student.

Our Services

Music Therapy

Our Music Therapy program was reintroduced in 2022 and extended into 2024, thanks to grants provided by TD Ready Commitment, New Horizons and funds that were raised at our annual High Tea fundraiser. Individual or group sessions with our Music Therapists, Laurena Segura and Alexandra Hadjis Chartrand, include discussing or listening to music, learning a new instrument or a new song. This service has been contributing favourably to our client's mental well-being.

Group sessions are held in community rooms within HLM buildings where song sheets are provided for everyone to join in. Music therapy has the power to uplift a seniors mood, enhance self-esteem and offer a sense of connection.

At March 31, 2024, an average of 12 clients per month received weekly, individual sessions and, as of the summer of 2023, 3 weekly group Music Therapy sessions were held in HLM buildings.



Art Expression

Art Expression was launched in March 2023 and has been increasing in popularity. Thanks to funding from the Grace Dart Foundation, our team of talented art facilitators inspire clients through creativity engaging activities in both individual and group sessions. These sessions are offered in the community rooms in HLM buildings, fostering communication among seniors effectively decreasing social isolation.

At March 31, 2024, an average of 4 individual Art Expression sessions per week were offered and beginning March 1, 2024, 2 weekly group sessions were offered in HLM buildings.



Involvement with our Volunteers



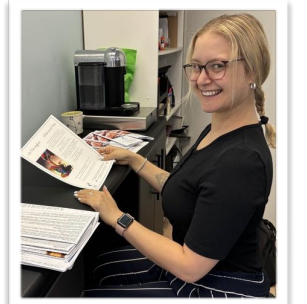
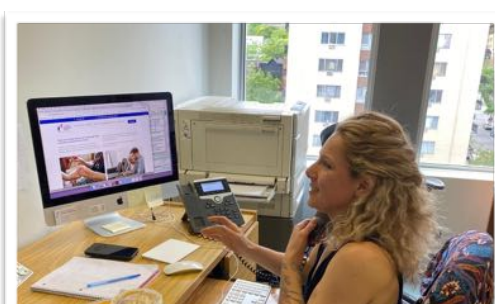
Recruiting

EBM recruits volunteers through the Volunteer Bureau of Montréal, RABQ (Réseau de l'action bénévole du Québec), Je Bénévole, Volunteer Fairs at Universities, CEGEPS, our website and local online advertising. Between April 1, 2023, and March 31, 2024, we welcomed 67 new volunteers and 8 student interns



Volunteer Support

Our volunteers take on a lot of responsibility and EBM is committed to providing them with training, continued support and acknowledgment. Our Volunteer Coordinators are always available to answer any questions, and ensure our volunteers feel valued and equipped to succeed in their roles. We believe in fostering an environment where volunteers thrive and make meaningful contributions to EBM's mission.



Recognition

Every year we honour our volunteers during National Volunteer Week to show our appreciation for the contribution they make at a moment when we need their support more than ever.

Volunteers are also showcased in our newsletter RéfleXions, and their volunteerism is acknowledged with a gift card.

Café Échange

EBM regularly hosts volunteer events offering valuable opportunities for volunteers to enrich their skills, share experiences and foster camaraderie, while building a sense of community. EBM provides training workshops and a forum for volunteers to meet, socialize and support each other.



Under sunny skies on a February afternoon, EBM staff, board members, volunteers and friends gathered at Esplanade Tranquille for an enjoyable skating event. Hot chocolate and Timbits added to the enjoyment.



In March, EBM volunteers gathered for a workshop covering techniques for assisting seniors with reduced mobility, fall prevention strategies, methods for helping them stand up if they can, how to help a senior get back on their feet if they fall without injury, and guidance on aiding clients with transfers from taxis and wheelchairs.



Partnerships within the Community



- Collaborating with the CLSC Métro Home Care Team to provide services for their clients.
- Partnering with the Yellow Door and Groupe Harmonie.
- Coordination with l'Office municipal d'habitation de Montréal (OMHM) and la Fédération des locataires d'habitations du Québec (HLM) tenant committees.
- Agreements with CÉGEP Vieux Montréal, CÉGEP André Laurendeau, Dawson College, Vanier College, and Concordia University, providing a total of 0 student internships.
- Collaborating with Concordia University's Applied Human Sciences Department and their Capstone Team to support EBM in developing solutions that will enhance our organizations effectiveness within the community.
- Member of the Peter-McGill Community Council and Réseau d'Éclaireurs Peter-McGill.
- Collaborating with the Montreal Volunteer Bureau, RABQ (Réseau de l'action bénévole du Québec) and Je Bénévole to recruit volunteers.
- Member of COMACO (COalition pour le MAintien dans la COmmunauté).
- Membership and involvement in the Community Council for Volunteerism.
- Alliance with Taxi Coop.

Funding and Other Financial Support



Sources of Revenue for 2023-2024

Government of QC:	
Ministère de la santé et des services sociaux PSOC	64%
Grants:	
Grace Dart Foundation	11%
TD Bank	9%
New Horizons	7%
Data Aide	2%
Canadian Volunteer Income Tax Program	1%
Fundraising	3%
Individual Donations	3%
 TOTAL	 100%

Volunteer and Client Statistics for the period of April 1, 2023 - March 31, 2024

Volunteers	<u>2023</u>	<u>2024</u>
Total active volunteers	78	88
New Volunteers recruited:	73	67
Student Interns:	5	8

Gender of Volunteers

Female:	62%	53%
Male:	38%	47%

Clients

Active clients receiving regular services:	*66	*85
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Gender of Clients

Female:	71%	68%
Male:	29%	32%

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

Statistics on EBM Services **for the period of April 1, 2023 - March 31, 2024**

Services	<u>2023</u>	<u>2024</u>
Daily phone call “Bonjour. Ça va?” <i>(Clients receiving regular phone call service)</i>	*16	* 20
Shopping		
Regular (weekly)	23	27
On Demand		
Total requests received	248	247
Total requests filled	224	216
Friendly Phone Calls <i>(Clients receiving regular friendly calls)</i>	* 9	* 9
Friendly Visits	*18	*30
Music Therapy		
Individual	* 6	* 12
Group (number of attendees)	0	* 5
Art Expression		
Individual	* 0.2	* 4
Group (number of attendees)	0	* 4
Movement Wellness Group (number of attendees)	0	* 3
Taxi Service	28	178
Medical Accompaniments		
Total requests received	197	440
Total requests filled	153	321
Banking		
Total requests received	19	24
Total requests filled	14	18
Income Tax Preparation	91	81
Tech Help	0	** 7

* average over 12 months

** from September 1, 2023 to March 31, 2024

Statistics on Volunteer and Staff Hours for the period of April 1, 2023 - March 31, 2024

Volunteer Hours

Regular Services	<u>2023</u>	<u>2024</u>
Shopping	2392	2808
Regular Friendly Calls	468	468
Friendly Visits	1872	3120
Art Expression	0.2	318
Income Tax Preparation	45	40
Accompaniment Services		
Medical Accompaniments	456	1284
Shopping on demand	420	432
Banking	6	18
Tech Help	0	7
Total Volunteer Hours	5659.2	8494

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 Coordinator: *(Two 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):* Executes communication strategies. Creates and prints promotional materials, annual reports, and RéfleXions newsletters. Updates EBM's website and social media platforms. Organizes fundraising activities secure 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.**

Communications Assistant for Grant Applications:

In collaboration with the Director, this position supports the research, development and submission of grant proposals to secure funding for EBM. This involves researching potential grant opportunities, drafting and editing proposals, and managing communication with funders.

25 hrs.

Total Staff Hours

6577 hrs.



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HELPING SENIORS STAY AUTONOMOUS IN THE COMMUNITY SINCE 1985

Aussi disponible en français