



Annual Report 2024 2025



Entraide Bénévole Métro

Office hours:

8:30 - 4:30 - Monday - Friday*

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www.ebmservices.org

**While staff hours are limited to weekdays, our volunteers provide support year-round—including evenings, weekends, and holidays—ensuring continuous care beyond regular office hours.*

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A MESSAGE FROM EBM'S DIRECTOR

This past year has been one of continued growth and meaningful change at Entraide Bénévole Métro. As the demand for our services increases, I am proud of how our staff, volunteers, board members, and partners have responded with resilience and compassion.

This year, we said goodbye to two team members: Brenda, who retired after 14 years of dedicated service, and Ashley, who left EBM to pursue her Master's in Social Work. While their departures marked a meaningful transition for our team, we were also fortunate to welcome two new team members, Tristan and Judy, who have already proven to be excellent additions to the team. They bring fresh ideas, a strong work ethic, and a deep commitment to our mission.

This year, we were honoured to receive three major grants: one from the New Horizons for Seniors Program, one from the TD Ready Commitment, and for the first time, funding from The Lindsay Memorial Foundation. We also received support from Canada Summer Jobs, which, for the first time, enabled us to hire two summer students instead of one. These grants allowed us to expand our services and continue to deliver enriching programming to seniors.

We also embraced new technologies and tools. Sharevision, our new web-based database, now allows us to securely and more efficiently coordinate client, volunteer, and accompaniment information, helping us deliver services more effectively. Meanwhile, our integration of Canva has helped us present a more polished and consistent brand,

supporting everything from printed materials to our soon-to-be-redesigned website and social media platforms.

Beyond these internal changes, we also began accepting accompaniment requests from clients who live outside our traditional territory, an exciting step forward in our mission to reach those who need us most.

Finally, we launched a new feedback initiative: a community survey designed by our board member and volunteer Mariko in collaboration with Concordia's Capstone program. This survey is helping us gather meaningful insights from our clients so we can celebrate our strengths and respond thoughtfully to areas for improvement.

It's hard to put into words everything we accomplished together this past year. From our daily check-in calls that offer comfort to the many hours volunteers spend alongside seniors, these everyday actions are what make our work meaningful. Thank you to everyone, staff, volunteers, donors, community partners and clients, who help make EBM what it is.

Looking forward to another exciting year ahead!

With gratitude,



Valeri Batten
Director

EBM AT A GLANCE

Since 1985, **Entraide Bénévole Métro (EBM)** is a non-profit community organization that has been helping adults over 60 remain autonomous and connected to their communities. We are driven by the belief that all seniors deserve to have their needs prioritized—regardless of their physical, social, or economic situation.

Over the past year, we've been working closely with our Board of Directors to redefine the language of our mission, with a renewed focus on prioritizing the autonomy and dignity of our clients. This process has been both reflective and forward-looking, ensuring that our organizational values remain aligned with the lived realities of the people we serve.

Our Mission: EBM is dedicated to helping older adults live independently and with dignity. Through the support of our compassionate staff and volunteers, we advocate for and provide services that foster well-being, safety, and a strong sense of community.

Our Vision: *Building a community where older adults feel connected and supported.*

Filling the Gaps in Community Care:

INCREASED DEMAND DUE TO GOVERNMENT FUNDING REDUCTIONS

As Quebec implements sweeping healthcare reductions—including a staggering \$1.5 billion in cuts—the province's investment in home-care services is stagnating, with no new funding allocated in the 2025 provincial budget. Seniors' advocacy groups warn that only about 10–12 percent of home-care needs are being met¹. Against this backdrop, the volunteers at Entraide Bénévole Métro (EBM) are more crucial than ever: they fill vital gaps by ensuring seniors who lack social supports or financial means can still access medical appointments and care with dignity. The attached letter from a CLSC social worker underlines just how indispensable EBM's services have become.

¹ CityNews Montreal, "Quebec Budget 2025: Seniors' advocates disappointed by lack of home care investment," April 3, 2025. <https://montreal.citynews.ca/2025/04/03/quebec-budget-seniors-care>



Dear Mission Inclusion,

I have been a social worker at the CLSC Metro Homecare department since 2016 and I have seen firsthand throughout the years, the positive impact that Entraide Bénévole Métro (EBM) has had on our clientele. All their services are essential to seniors who are experiencing a loss of autonomy, especially their medical accompaniment services. Unfortunately, most of our clients do not have the support network or the financial means to go to their medical appointments and the CLSC does not have the personnel to meet this need. With the help of EBM, our clients can attend their medical appointments and feel at ease doing so. We believe that with your grant it will help EBM continue to offer this valuable service and would be in the best interest of our clientele.

Please let me know if you have any questions,

Sincerely,

Laura Taylor

Social worker/Travailleuse sociale

CIUSSS Centre-Ouest-de-L'Île-de-Montréal

CLSC Métro-Soutien à domicile

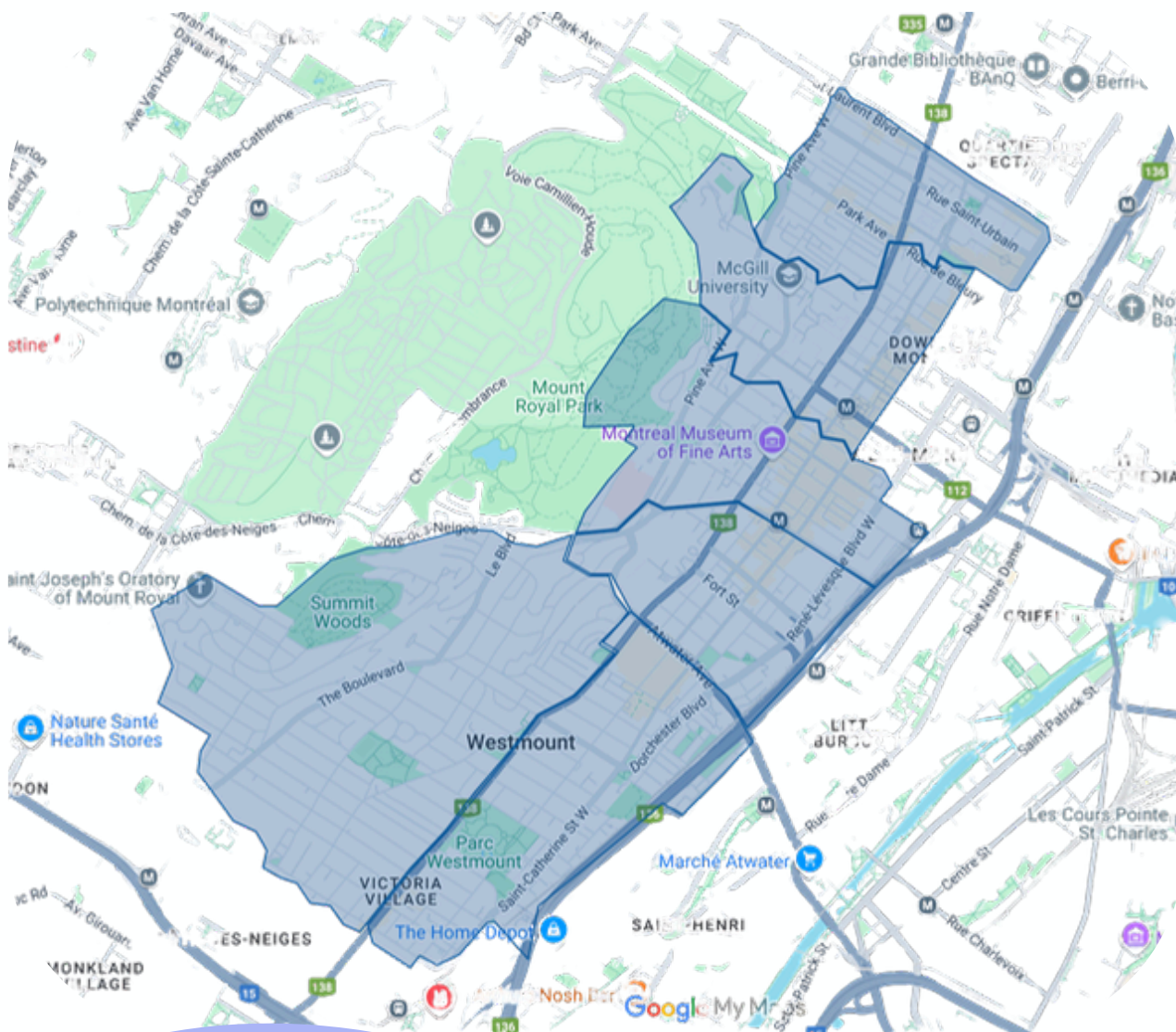
1801, boul.de Maisonneuve Montréal (Québec) H3H 1J9

(514)731-8531 poste 47246

Our Territory

EBM primarily serves seniors living in central downtown Montréal and Westmount, within the postal codes **H3Y, H3Z, H3H, H3A, H3G**, and parts of **H2X**—stretching from Claremont to St-Laurent, and from Pine Avenue to René-Lévesque/Dorchester.

In 2024–2025, we highlighted a need for our services in neighboring communities just outside of our official territory. Selecting towards sustainable growth and accommodating by need, we **accepted some service requests from outside our core territory**. Anecdotally, we have noticed that available services are not accessible or, in some cases, available to them. For example, we have been coordinating resources for the **LIZ residence (Groupe Maurice) located in NDG** due to reports of limited access to the diversity of resources we offer.



OUR SERVICES

Medical Accompaniments are seeing a rise in on-demand requests where volunteers accompany clients to and from medical appointments. This service makes up **71% of all on-demand requests**.

Taxi Service continues to be a highly valued accessibility feature for our clients. We continue to coordinate free return trips from medical accompaniments via our partnership with Taxi Coop. Taxi Coop offers to pay taxes and annually participates in advertising at our annual fundraiser.

Shopping requests, banking and other accompaniment requests provide clients with volunteer support in their homes and collectively make up for 27% of on-demand services requested.

Friendly Visits and Phone Calls are challenging to match but rewarding to many clients. Volunteers provide connection and companionship through regular in-person visits or calls. This can constitute walks, games but most often offers an opportunity for chatting and socializing.

Bonjour Ça-va? The short daily check-in calls offer reassurance and reduce isolation for clients living alone and can also help flag possible emergencies when clients do not respond. This year, we began reassessing the contractual framework of our Bonjour Ça-va? daily call program to ensure it better aligns with the evolving needs of both our clients and the organization'.



Art Expression animator and client working together



Contracted accompanier Matthew assisting a client for medical visit



Residents gathering for a group art session

Income Tax Preparation: via our free tax clinic is provided to low-income seniors each year by our long-time tax volunteer Glen Marcotte.

Tech Help: wherein volunteers help clients in better understand their phones, tablets, or computers, is still in development. We've made progress near the end of the year towards highlighting guidelines on how to carry out this service. This comes at a time in which many seniors report feeling that technology makes many things inaccessible to them.

Music Expression: Our group sessions and one on one sessions that use music as a bridge towards connection. At the beginning of 2025, we welcomed Nadia to join us as second Music Expression animator via specialized funding. We have now replaced the term "therapy" for "Expression" to more clearly describe the form and practice of the programming.

Art Expression: Art-based programming that fosters creativity, self-expression, and mental wellness in both group and one on one settings continues to be a meaningful way of engaging our clients.

"This service (medical accompaniment) was a lifeline for my mom. The volunteers were kind, dependable, and made a stressful time so much easier. We're truly grateful."

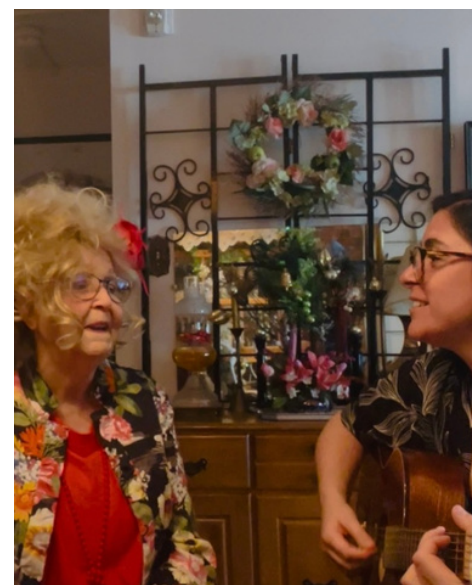
-Omar Dabbous



*Dedicated volunteer
Kevin via MURA*



*Board member and
volunteer*

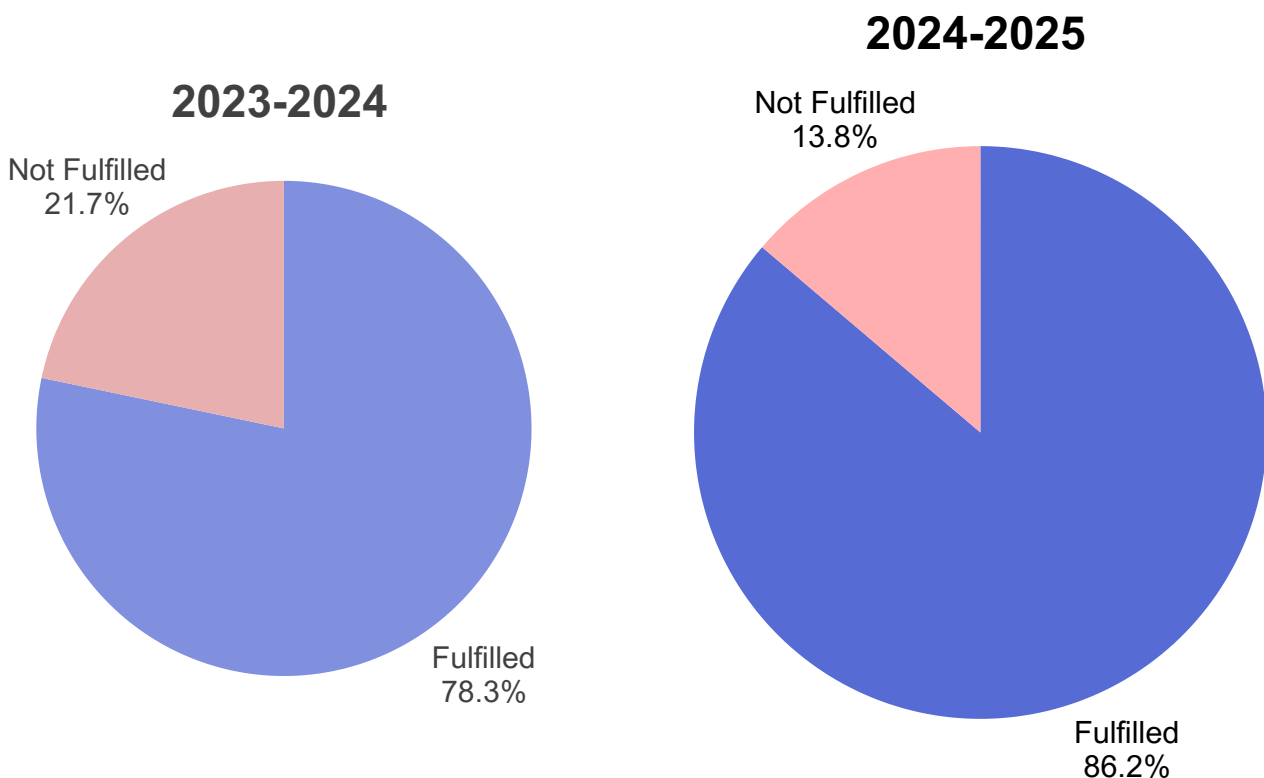


*Music Expression session
with client*

Service Statistics

ON-DEMAND SERVICES

Total on-demand service requests increased from **718 to 819 (+14%)**, while **fulfillments** rose from **562 to 706 — a 26% increase**. This growth highlights both rising demand and a stronger ability to respond, thanks to improved coordination, a strong core of dedicated volunteers and added support from contracted accompaniers.



INSIGHTS

This sharp increase is clearly linked to having **Matthew and Lu** as **contracted accompaniers**, significantly boosting our ability to fulfill requests. **525 hours of services were offered by the two accompaniers making up for ≈5.3%** of the total service hours.

This ≈5.3% margin of support helps the coordinators fulfill requests and tend to clients with specialized needs.

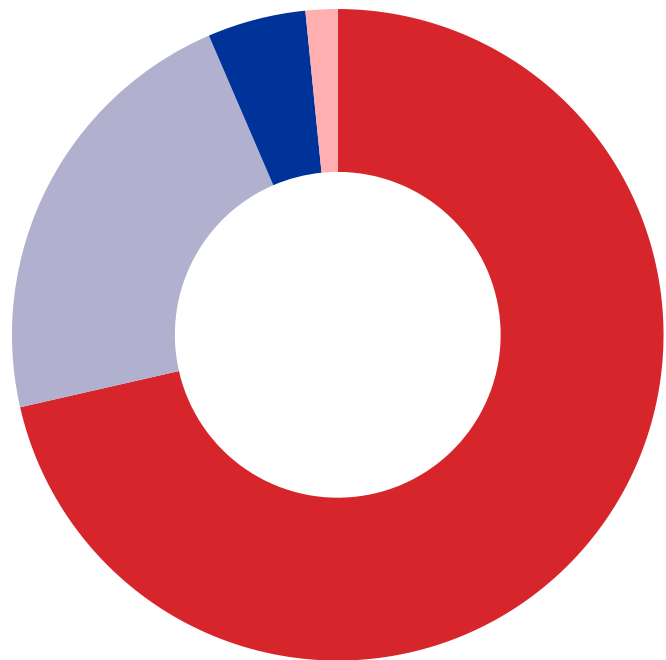
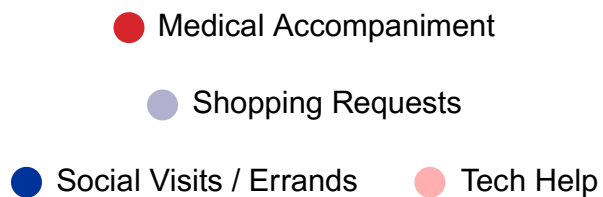
Service Statistics

On-demand Highlights 2024-2025

MEDICAL ACCOMPANIMENTS

High Demand, Great Success

Our on-demand Medical Accompaniment service saw significant growth this year. **Total requests rose from 440 to 585, a 33% increase**, reflecting rising need among our clients for support in attending medical appointments. Even more notably, the number of matched accompaniments jumped from **321 to 494, a 54% increase**, demonstrating a remarkable improvement in our ability to meet this growing demand.

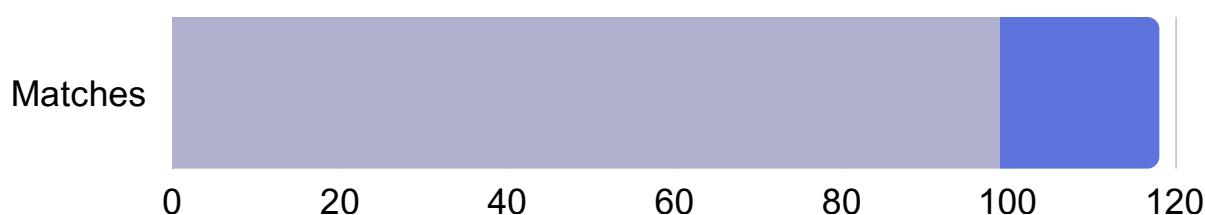


Our Medical Accompaniment service remains our most requested, reflecting a critical need among clients who often have no one else to rely on for transportation or support. Many are unable to leave their homes unassisted, and volunteers are frequently requested by name—highlighting how important it is to clients to find the right person for this service. Medical visits can be emotionally and physically taxing, and we regularly hear from clients just how much they appreciate the care, patience, and support shown by our volunteers. Thanks to our Co-Op Taxi Return trip, clients are also able to return home at no personal cost after their appointments, making the entire experience more accessible and less stressful.

Service Statistics

REGULAR SERVICES MATCHES INCREASE

This year, we averaged **118 matches to regular services**—up from **99 the year prior**— this means over the course of the year, 118 clients were receiving some kind of regular EBM service - **an increase of nearly 20%**



AREAS OF GROWTH

Steady Demand and Increased Matching for Friendly-Visits

This year, we matched **30% more clients with regular Friendly Visit services**. On average, this accounts for **39 volunteers actively matched for weekly services with clients** throughout this reporting year.

- In addition, we saw a **27% decrease on stopped or interrupted services**.
- **New requests were down 10%, but demand remains strong**

An interesting note: While we have increased capacity to match volunteers and succeeded in securing stable matches, we still had nearly twice as many clients waiting to be matched on average, highlighting a continually growing demand. **As our current clients develop trust in our services and more clients are introduced to our organization, it is essential that we find ways to reach more volunteers to keep up with this demand.**

ART & MUSIC EXPRESSION

Art Expression and **Music Expression** have been prioritized in the fundraising goals of recent years and have seen considerable growth and engagement throughout 2024-2025. Both programs offer clients with activities that meet clients at their own residence and offers content tailored to their needs, ability and interests.

Art and Music Expression were offered throughout the year in both group and individual formats. One-on-one sessions were also available to all clients within our territory, allowing for flexible, personalized engagement. Group sessions took place weekly at three low-income housing residences—which we can refer to in shorthand as **Manoir Charles Dutaud, DuFort, and Hillside**—bringing accessible, community-based programming directly to where our clients live.

Note: There was a temporary hold on some Music Expression programming due to staff capacity earlier in the year, as we operated with only one facilitator. All locations have now returned to full operations with the hiring of Nadia.



Nadia visiting a client



Group art sessions

ART EXPRESSION IN DETAIL

This year marked the first full year of our Art Expression Program across three locations, following our increase in art programming-specific funding.

The average number of clients matched with regular Art Expression sessions has **more than doubled** (specify) thanks to new funding streams and expanded facilitation. Group sessions are stabilizing, with an average of **10 clients per week across all sites**. The Hillside group shows steady growth, often reaching 7 participants in a single week while the DuFort group saw challenges in engagement, with only one participant in most sessions during the last few months of the year.

While still early in the program's development, we're encouraged by these trends and look forward to comparing data across two full years to better assess long-term outcomes.



MUSIC EXPRESSION PROGRAM REVIVING: NADIA HIRED

Music Expression has seen a stable demand despite temporarily slowed services. The dip was due to having only one music program animator from **December to February** though numbers stabilized immediately in March with the arrival of Nadia, our new Music Expression facilitator.

Among group sessions, the Manoir Charles Dutaud location remained strong, but overall numbers were low due to the discontinuation of weekly sessions at two other locations. Sessions have since resumed in one of these buildings.



EVOLVING NEEDS AND SERVICE USE

Friendly Phone Calls & Bonjour-Ça-Va Check-ins: This year saw a **32% decrease in regular Friendly Phone Call matches**, with no notable rise in client demand. Both clients and volunteers appear less inclined toward this type of interaction, though our **Bonjour-Ça-Va (BCV)** program, managed by staff, continues to show steady growth. **Averaging 24 clients per month**, BCV check-ins provide peace of mind, social connection, and helpful reminders for appointments and medication. Retention among participants is strong, even as new request rates hold steady.

We are currently exploring how this service might evolve. In particular, a transition to a volunteer-led model is under consideration, as staff-led calls—while effective—can occasionally disrupt daily office operations. Moving to a volunteer format could support both greater continuity and operational efficiency.

ESSENTIAL SERVICE HIGHLIGHT: TAXES

Income Tax Assistance Thanks to the continued dedication of our Income Tax Coordinator, we **assisted 72 clients in filing their provincial and federal taxes.**

Thank you Glen Marcotte for your continued work



Empowering clients

At Entraide Bénévole Métro, we believe that aging should never mean losing connection, autonomy, or purpose. Our services—whether it's friendly check-in calls, medical accompaniments, or creative programming—are designed to support seniors in maintaining their independence and staying engaged in their communities. With an approach that is rooted in respect, consultation, and agency, we aim to meet our clients' individual needs by ensuring they are active participants in the process. By building trusting relationships and honoring each person's autonomy, we empower seniors to live with dignity, confidence, and connection.

CAPSTONE SURVEY PROJECT

Our **Capstone Survey Project**, launched in the fall of 2024, was created to better understand how clients experience and evaluate our services. Coordinated by board member Mariko, the project entered its active phase in early 2025, as we began gathering client responses through interviews and surveys. **While our dataset is still growing, one striking insight has already emerged: a high proportion of clients describe themselves as highly autonomous**, even when they regularly use services that suggest significant support needs.

This has prompted meaningful reflection within EBM. It reminds us that autonomy is subjective—rooted not only in physical independence, but also in personal dignity and self-perception. We're learning to adjust the language we use around services to ensure we empower, not unintentionally alienate, those who might benefit from our help the most.

BONJOUR-ÇA-VA AGREEMENTS

Our Bonjour Ça-va? call service is seeing increased use, offering brief but impactful connections. For some, it's reassurance; for others, a medication reminder or a moment of connection. This demand raises the question: Are we ready to act when issues arise?

We are revising intake processes to clarify expectations for clients and volunteers and establishing clearer guidelines on escalating concerns, including involving emergency services.



*Staff & volunteers at a workshop presented by
Hear Québec*

Key Developments of 2024 - 2025

SHAREVISION IN / FILEMAKER OUT

We officially transitioned from **FileMaker** to **ShareVision** this year, retiring our old local database system. Led in significant part by Rhiana, our Volunteer Coordinator, this move centralized client, volunteer, and phone log data in one browser-based platform. This means **the whole team can access the information remotely and link information** that had previously required multiple cross-references. The onset has been a tedious task however we saw more fluidity and ease of access fairly quickly.



ShareVision is a privately held software company that provides cloud-based service and client management tools specifically for small nonprofits and human/social services organizations.

PAID ACCOMPANIER'S FILLING IN THE BLANKS

The **Grace Dart foundation**, awarded in March of 2024, allowed for us to explore a hybrid model wherein paid accompaniers could support a baseline of requests and offer the volunteer coordinators more flexibility in meeting demands. This is worth bringing up because it has allowed us to send our contracted accompaniers in cases where special needs, additional follow up or uncertainty in assessing a client's situation arise.

CANVA EXPANDS OUR COMMUNICATION

This year, we registered Entraide Bénévole Métro as a non-profit with Canva, giving us free access to the full premium suite of design tools. This upgrade has allowed us to produce more professional materials—including this report and our most recent newsletter—while improving workflow and collaboration across our administration, program coordination, communications, and website design. With cloud-based access, our team can now work from anywhere using high-quality, brand-consistent templates and assets.



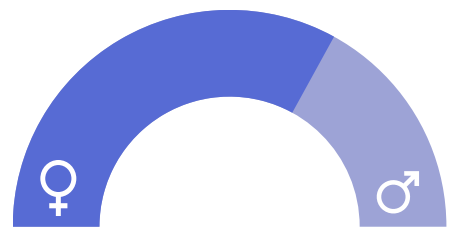
Canva is an Australian-founded, cloud-based graphic design platform launched in 2013. It allows users to easily create visual content such as posters, social media graphics, presentations, reports, and more—using a drag-and-drop interface and a vast library of templates, images, fonts, and design elements.

Client Statistics *overview*

102

clients receiving regular services

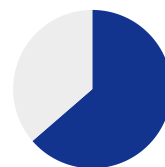
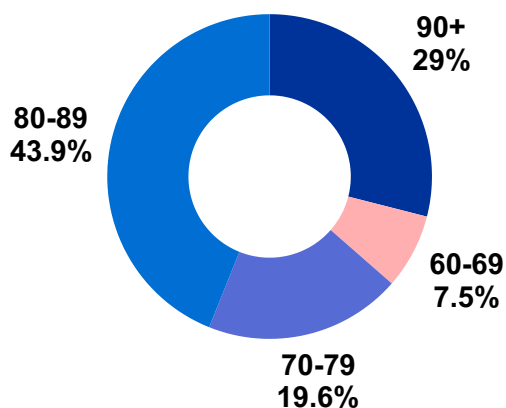
**average across the full reporting period*



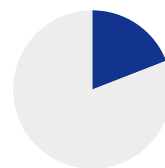
Women - 67% **Men - 33%**

**Based off of self-identification & inclusive of all gender identities.*

Client Age



64% of clients use mobility aids



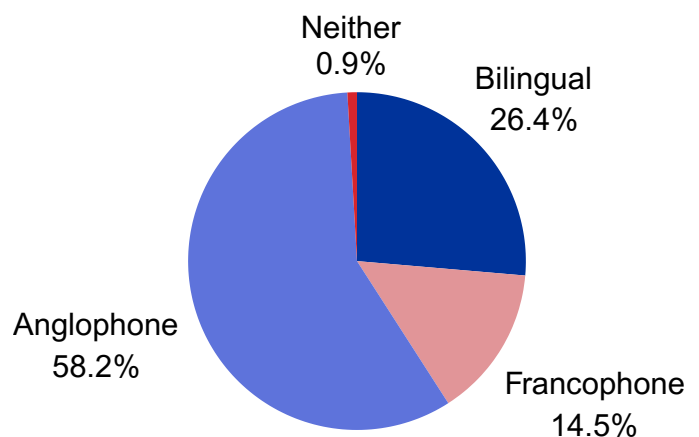
19% of clients report vision loss



43% experience memory loss

Spoken Languages

Individuals who are not fluent in French often face increased social isolation and barriers to accessing essential services. We observe that both Anglo-Québécois and non-francophone immigrants tend to have more limited local support networks, making them more vulnerable to isolation and unmet needs.



Volunteer Statistics overview

9356 hrs

This is the total number of hours volunteers served clients across all services.

87 active volunteers as of the year end

Women - 51%

Men - 49%



*Based off of self-identification & inclusive of all gender identities.

Year to year comparison

2023
2024

8495

2024
2025

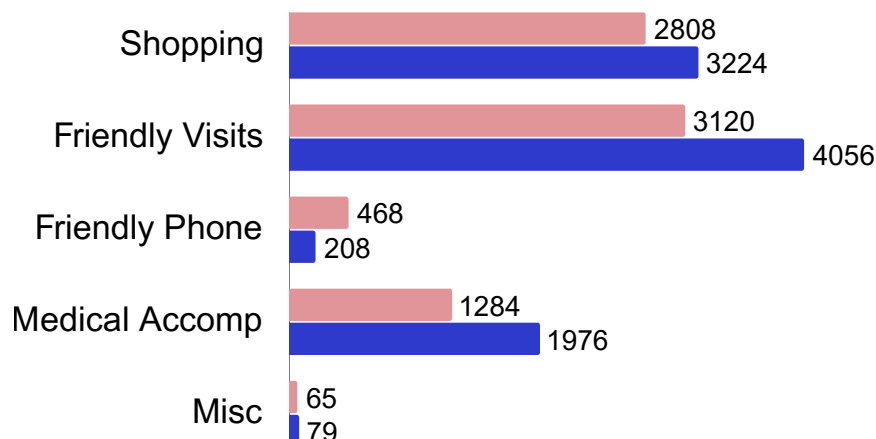
9356

In addition to the 9356 hours of volunteering, **2404 hours of services** were offered to clients via contractors.

- Accompaniments
- Art Expression
- Music Expression

Service hours compared

● Previous ● Current



Personnel: Our Team & Volunteers

Staffing Changes

This year brought significant changes to our team. **Brenda Gervais retired after 14 years** of dedicated service in administration and communications, and **Ashley Mayoff departed to pursue graduate studies in social work**. We welcomed Judy Batal as our new volunteer coordinator, and Tristan Arsenault joined the team to lead communications, fundraising, the tax clinic, website, and reporting. A dedicated transition period ensured continuity in our operations and public engagement.



Judy Batal



Tristan Arsenault

Volunteers

Despite maintaining an **average of 83 active volunteers**—similar to previous years—EBM's overall impact grew significantly. This speaks not only to the dedication of our volunteers but also to how well we've matched individuals to roles where they can make a meaningful difference.

As always, **Café Échange** and volunteer gatherings continue to create a meaningful way of bridging the gap between volunteers, coordinators and board members. Among the highlights was a special session with the **Alzheimer Society of Montreal**, which provided guidance on navigating client relationships involving memory loss and cognitive change as well as **workshops on helping volunteers understand and accommodate the needs of people with reduced mobility**. Also, we had a presentation centered on **hearing accessibility by Hear Québec**.

We continue to make sure that our volunteers know how significantly they impact the lives of our clients with their support. Along with Café Échange, we have also hosted a successful **Volunteer Holiday party** and a **Volunteer Appreciation Week** characterized by fun games and food.

Staff & Board Information

Staff hours: (2024–2025)

- Director (Full time) : **1,820 hours**
- Volunteer Coordinators (Full time): **1,820 hours x 2**
- Communications and Administration: **1,092 hours**

CONTRACTED HOURS

525
HRS

ACCOMPANIERS
medical & friendly visits

631
HRS

MUSIC Expression
individual & group

1248
HRS

ART Expression
individual & group

=2404 hrs

BOARD OF DIRECTORS

Rod Scott, *Community member*

Treasurer

Accountant (Retired)

Samra Alavi, MBA, PMP, *Private Sector*

President

Director of Business Process
Optimization & Strategic
Projects Bombadier

Mariko Imanaka, *Community member,*

Administrator *Volunteer*

Volunteer & Long-term
contributor

Margo Godin, *Community member,*

Administrator *Service user, Volunteer*

Artist, Volunteer
Translator

Justin Demers LL.B., *Private Sector*

Vice-President

Lawyer/ Civil Mediator

Jitendra Desai, MSc, *Community member,*

Administrator *Service user*

EBM Client Representative

Saleem Yadav

Secretary

Analyst

*Community member,
volunteer*

Maanvi Arora LL.M *Community member,*

Administrator *Volunteer*

Lawyer, recent

Maanvi Arora was voted onto the board of directors on July 15, 2025 during the annual general meeting by vote.

AGA Report - July 15th, 2025

Number of attendees: 14

Number of Members: 29 members

Communications & Recruitment

Volunteer Recruitment

We rely on a wide network of platforms and partnerships to recruit dedicated volunteers. Our opportunities are shared on:

- Our website
- TD Ready Commitment Network (via Benevity)
- NGO1 Directory
- MURA (McGill University Retiree Association)
- MaCommunauté Québec: macommunaute.ca
- Idealist: idealist.org
- Volunteer Match: volunteermatch.org
- Accès Bénévolat: accesbenevolat.org
- Concordia LIVE Centre: concordialivecentre.symbiotic.coop
- Je Bénévole: jebenevole.ca
- McGill MyFuture: myfuture.mcgill.ca

Client Referrals

New clients often discover our services through trusted community and healthcare channels. Referrals come from:

- Our website, pamphlets at other organisations
- CLSC Métro social workers and nurses
- Family members, caregivers, and word of mouth
- Le Carnet Communautaire (Comité des Aînés Cavendish)
- MURA
- L'Appui pour les proches aidants: lappui.org
- 211 Quebec: 211qc.ca
- Québec Health Resource Directory: sante.gouv.qc.ca

Partnerships & Community Contributions

In 2024, EBM welcomed a **Concordia University's Capstone team** who developed a satisfaction survey in collaboration with the EBM staff and Mariko. We also began a new collaboration with **Vanier College's Special Care Counselling department**, welcoming intern **Catherina**, whose presence helped initiate a short-term **Movement for Wellness program at Résidence Hillside**. Following this, we were able to hire both **Catharina and Karine via the Canada Summer Jobs Program**. This marks the first year we were approved for two summer positions via the program.

Entraide Bénévole Métro actively engages in several community roundtables and networks to stay connected and responsive to the needs of our clientele. We are a member of **COMACO**, a coalition of nonprofit directors in Montreal that keeps a close eye on policy and legislative developments affecting our sector. **Rhiana is a representative at the CCV** (The Community Council on Volunteerism), a group for volunteer coordinators across the city. **Judy represents us on the Seniors Committee with the Peter-McGill Community Council**. **Valeri also takes part as a board of directors member for the Peter-McGill Community Council**. Via Peter-McGill Community Council, we recently participated in a seniors-focused event held at the **YMCA where we promoted EBM services to prospective clients**. Through our collaboration with **MURA (the McGill University Retirees Association)**, we've also been able to promote volunteer opportunities—resulting in the recruitment of two exceptional volunteers. We also continue to work in partnership with the tenant's committee at both the HLM Dufort, and HLM Hillside to support local residents more effectively.

We've also extended our reach through partnerships that reinforce our client's access to services via cross promotion. Our collaboration with **Yellow Door** helped ensure that seniors could vote during the federal elections—an essential civic act that's too often inaccessible to those with limited mobility. By cross-promoting services among our volunteers and theirs, both organizations amplified their impact.

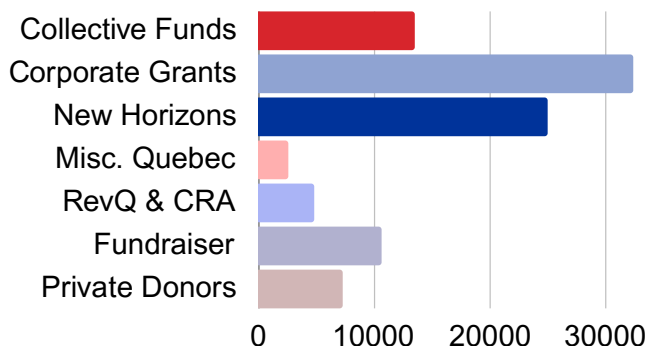
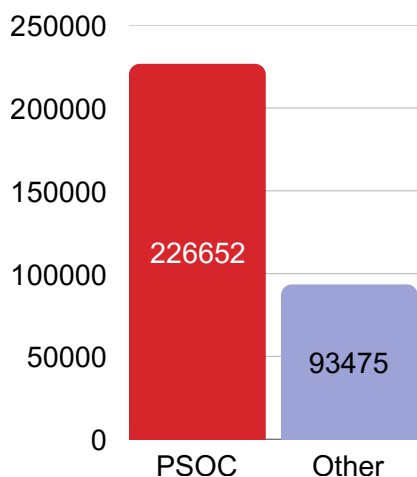
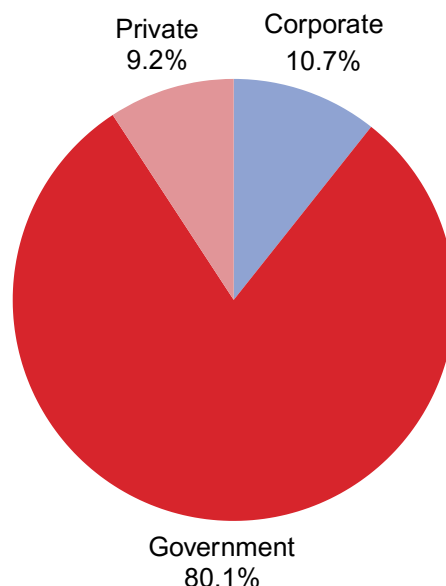
Meanwhile, our **growing connection with the LIZ residence (Groupe Maurice) in NDG** has allowed us to welcome new clients from beyond our traditional territory.

Funding Overview

Our annual **High Tea fundraiser** drew over **160 attendees in September 2024** and raised over **\$11,500 in support of our Art Expression program**. This event continues to be a key moment for bringing together donors, volunteers, and friends of EBM in celebration of our continued engagement. Additionally, the **Gallop Family Memorial fund** awarded \$3,500 in honour of Art Animator, Rae. The **Lindsay Memorial Foundation** also awarded \$10,000 for the Art Expression service. A big thank you to **Dexterra Group** for a generous donation of \$1000.00.

Among our most significant government and corporate funding, **TD Bank's Ready Commitment grant** renewed its contribution of \$32,000.00 and the **Government of Canada Horizons for Seniors** grant was awarded to the sum of \$24,975.00. PSOC contributed **\$226,652.00**.

Approximately **80.1% of EBM's funding this year came from government grants and public programs**, forming the core of our operational stability. **Corporate contributions, including both grants, High Tea advertisement purchases and donations**, made up **10.7%**, while the remaining **9.2%** was raised through **private donations, family memorial funds, donation drives and community-driven fundraising events**.



June 2025: Testimonial

Entraide Bénévole Métro is a beneficial and essential community service, whose work and staff, together with these teams of volunteers make it possible for elderly persons, to remain living in their own cherished homes, with some help.

I am a recipient of Entraide's support, and I am deeply grateful for its listening ear, and for the confidence that it has given me, to take a new path forward, in my life with a helping hand. The volunteers provide me with assistance and companionship, whenever it is required, in doing my weekly affairs. This may involve shopping, banking, and either an appointment with a dentist or a doctor. The help gives me a sense of security and dignity because I am not forgotten.

In all of my encounters with a Volunteer, I found each one to be attentive and thoughtful, considerate, and understanding, not to mention, their work and patience, as one and all, and to accommodate themselves, to my reduced mobility. The word Hare and the Tortoise!

It is in this approach that Entraide generates a life-affirming balance between the seniors and the young adults. It is worthy work and a good thing in itself. This is a small sampling of the generous help provided to Entraides' beneficiaries, together with the relief it provides to the Entire Health System.

Entraide enables the elderly to remain living in their own home, reducing the work of residents in the long-term care homes, as well as assisting those who suffer some disability, and who wish to remain in their own homes, instead of in some specific institution.

Like the volunteers, my own life is changing, challenging, and rewarding. I am happy residing in my own home, with a sense of new found freedom, because I have help, if required, when going about my daily affairs. And, I have a renewed sense of appreciation, for all that I still have, and for all that I can still do.

Every day after I wake up, I go to my window, and look down upon Montreal, this beautiful and charming city, with a mountain and a lore, coming to life, and glowing in the early morning sunlight. If I look up, then I can see across the city, diverse flights of birds, soaring in their ancestral trajectories, to their chosen destinations, ever upward and they rise, ascending to the blue sky above, as they too begin a new day.

-Mrs. LeSueur

