



Annual 2025 Report 2026





Entraide Bénévole Métro

Office hours:

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

750-1801 boul de Maisonneuve Ouest

Tel: 514 - 939 - 9575

ebmmetro@vif.com

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.*

A MESSAGE FROM EBM'S DIRECTOR

This past year has been one of resilience and growth at Entraide Bénévole Métro. While we faced unexpected challenges, we also witnessed the remarkable dedication of our staff and volunteers, whose commitment ensured that our services continued uninterrupted for the seniors who rely on us.

The most significant challenge of the year came when an electrical fire in the building forced us to work entirely remotely. Despite many logistical obstacles, our team adapted and continued to deliver the same high level of service to our clients.

The delivery of our Income Tax Program was one of the strongest examples of this resilience. When the fire forced us to close our office at the very beginning of the tax season, we suddenly lost the space where clients could attend their appointments and drop off /pick up their documents. Despite this, we completed a record number of tax returns by quickly developing new processes and dedicating additional time to coordinating appointments and document exchanges. I would especially like to recognize Tristan for his exceptional coordination of the program under these challenging circumstances, as well as our dedicated income tax volunteers, Jean and Glen, whose hard work and commitment made this achievement possible.

Demand for our services continues to grow. This year, we fulfilled 12% more medical accompaniment requests than the previous year, thanks to the extraordinary dedication of our volunteers and the tireless efforts of our Service Coordinators; Rhiana and Judy who ensure that every client receives the support they need. We are especially grateful to have received a three-year funding commitment from Mission Inclusion, which allowed us to hire paid accompaniers and provide free taxi transportation for our clients. We also thank the Zeller Family Foundation for its generous support of this program. These investments will strengthen our ability to meet the growing demand for this essential service while complementing the invaluable work of our volunteers.

Although this year presented unexpected obstacles, it also demonstrated what we can accomplish when we work together. None of our successes would have been possible without the generous support of our funders, donors, community partners, volunteers, Board of Directors, and dedicated staff. Together, we all play an essential role in helping older adults remain independent, connected, and supported. I am confident that the year ahead will bring new opportunities to strengthen our services, build new partnerships, and continue making a meaningful difference in the lives of the seniors we serve with dignity, respect, and compassion.



EBM AT A GLANCE

Entraide Bénévole Métro (EBM) is a non-profit community organization that has been helping adults over 60 remain autonomous and connected to their communities since it was incorporated in 1985. Originally a special project initiated by CLSC Metro staff, EBM grew to be an independent organization. Today, EBM and the CLSC Metro share a territory and resources to maintain best support its shared clientele.

EBM believes that all seniors deserve to have their needs prioritized—regardless of their physical, social, or economic situation.

Meeting the needs of our clientele depends on understanding their needs and understanding where EBM is placed in the surrounding network of supportive resources. To ensure this, maintaining strong community partnerships is essential. Collaborating with and streamlining referrals has been a focus of this year which will be touched upon later on in this report

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.*

UNEXPECTED CHALLENGES

March 2026 Fire at the CLSC

On March 3, a fire in the elevator shaft at 1801 De Maisonneuve Ouest forced EBM's team out of its office space. While the incident occurred near the end of this reporting period and had limited impact on the results presented here, it has significantly shaped the conditions under which the team is currently working and upon the production and presentation of this report. Staff have been working remotely ever since, creating additional strain on coordination and day-to-day operations. Despite these challenges, the team has remained focused, adaptable, and committed to maintaining services and moving EBM's work forward. A positive note, EBM has learned of the Sanaaq centre and become familiar with the rental spaces it provides and where the 2026 AGA is being held. We thank Sanaaq staff for welcoming us and being so helpful as we acclimated to the big changes.

TESTIMONIAL - CLSC PARTNER LAURENT BELLEFEUILLE

translation

EBM is without a doubt a valued partner organization in the eyes of the CLSC's social services team. We know we can rely on the team and its volunteers to help ensure the well-being of our patients. Their flexibility, as well as their deep sensitivity to the issues affecting older adults, helps us do our work.

We know our patients are in good hands when it comes to grocery shopping, medical appointments, friendly visits, and so much more, because this team is truly dedicated to the people they support.

Thank you so much for your collaboration 😊
Laurent

original

EBM est définitivement un organisme partenaire précieux aux yeux de l'équipe sociale du CLSC. Nous savons que nous pouvons nous fier à l'équipe et ses bénévoles pour assurer le bien-être de nos patients. Leur flexibilité tout comme leur grande sensibilité aux enjeux qui touchent la population âgée nous aide à faire notre travail.

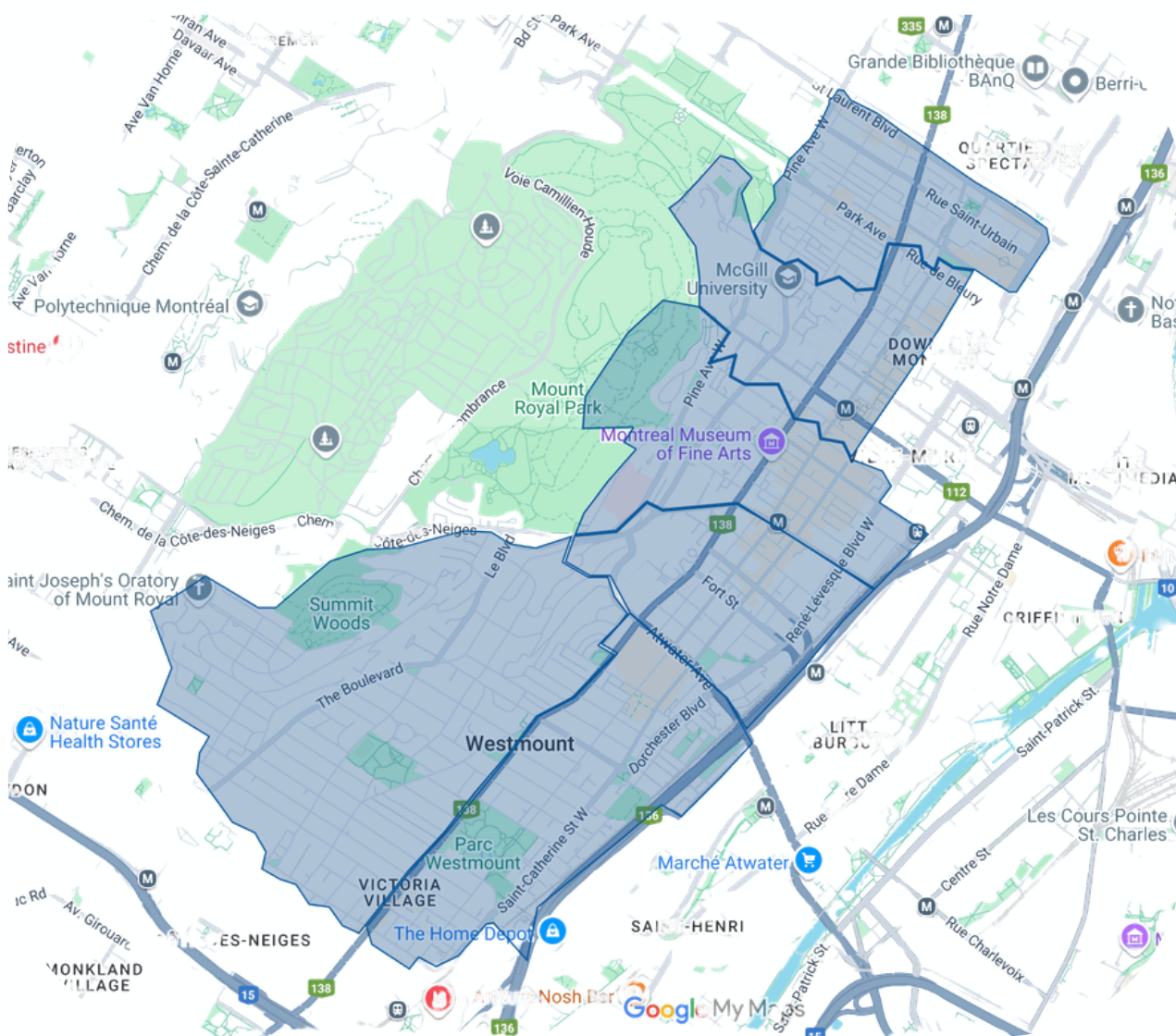
Nous savons qu'ils sont entre bonnes mains pour l'épicerie, les rendez-vous médicaux, les visites d'amitié et bien plus, car cette équipe est réellement dévouée auprès des personnes qu'elle accompagne.

Merci énormément pour votre collaboration 😊
Laurent

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.

As EBM continues to strengthen its relationships with other organizations across our shared territory, the scale of demand for our services has become increasingly clear. This has been especially evident through our collaboration with CLSC teams for on-demand accompaniment requests, as well as our work with Groupe Harmonie to support older adults with income tax filing. The high volume of referrals and requests received through these partnerships reflects both the growing needs of local seniors and the important role EBM plays within a broader network of community and healthcare services.



OUR SERVICES

Medical Accompaniments allow clients to travel to and return from their healthcare appointments in the company of a volunteer.

Taxi Service, via our ongoing partnership with Taxi Co-op is a complimentary service offered to clients **returning** from medical appointments with their volunteers. The fare is free of charge though the client is encouraged to pay the tip to the driver.

On-demand accompaniments can include banking, shopping, hair appointments and shopping.

Friendly Visits are regular social visits that give clients and volunteers the opportunity to spend meaningful time together. Each match decides how they would like to enjoy their visits, whether that means going for a walk, sitting together in a café, or simply sharing conversation at the client's home.

“Bonjour Ça-va?” calls provide clients with a short daily phone call offering reassurance and regular check-ins, particularly for those living alone. Calls may also include simple reminders, such as taking medication. Depending on the client's needs, we collect emergency contact numbers and establish an action plan so that EBM staff can respond effectively if we feel there is need for concern.



The office team, clients and volunteers all gathered together to celebrate the holidays and EBM's 40th anniversary.



EBM staff and volunteers gathered during a Volunteer Appreciation day picnic.



Judy and Rhiana tabling at CABM: Centre d'action bénévole de Montréal

Income Tax Preparation provides free income tax filing services to eligible clients each year. This year, longtime volunteer Glen Marcotte was joined by Tristan Arsenault as an assistant, as well as Andréjean Bax, who supported the program on a part-time volunteer basis.

Tech Help connects clients to volunteers who have are familiar with mobile devices, the internet and computers. Together, volunteers share their knowledge to help clients better understand their devices and how to safely use them.

Music Expression is a program which brings a trained music animator to develop regular programming including singing, music appreciation and playing instruments. This program is carried out in both group sessions and one on one with clients. For this reporting period Nadia Bashalani and Laurena Segura have been our Music Animators.

Art Expression is a program that brings a trained art animator to develop regular creative programming, including drawing, painting, and a variety of other visual arts activities. The program is carried out through group sessions and individual sessions, giving clients opportunities to explore their creativity, learn new techniques, and connect with others through art. For this reporting period Hilary Larson and Juliana Duimstra have been our Art Animators.



Tristan & Glen, part of the team responsible for EBM's income tax preparation program.



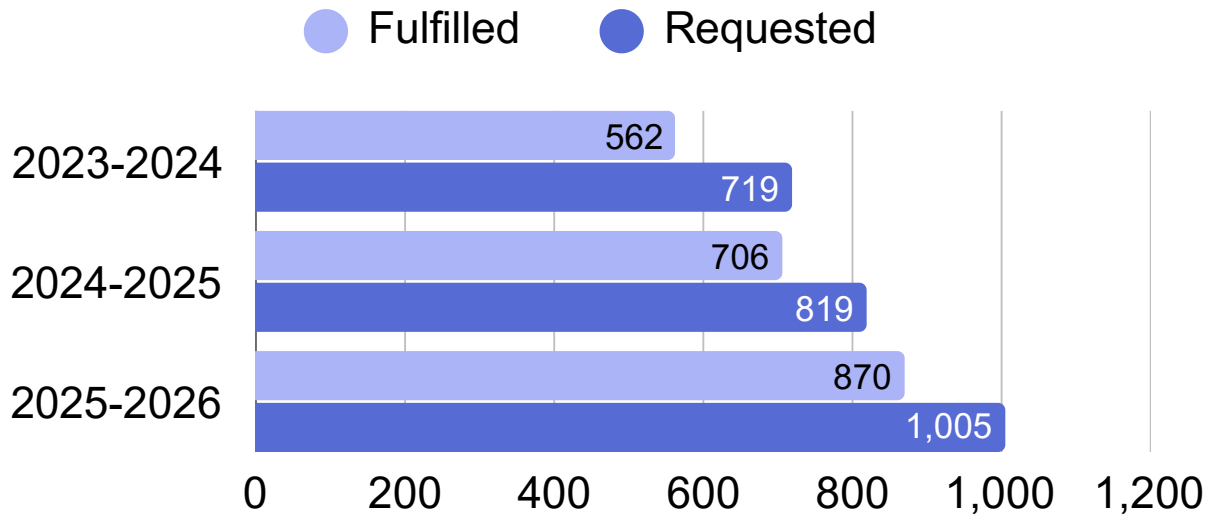
Nadia and a client making music together during a music expressions session

The best thing about being with EBM is knowing that someone cares. I wake up and I often don't feel well and after the daily check in call, I feel much better for the rest of the day. When I need to go to DR, I just have to call EBM and someone comes and takes me to the doctor, EBM is always there for me. You are like a very close friend. I am 93 years old and I often feel like no one cares, but EBM cares, I can feel it.

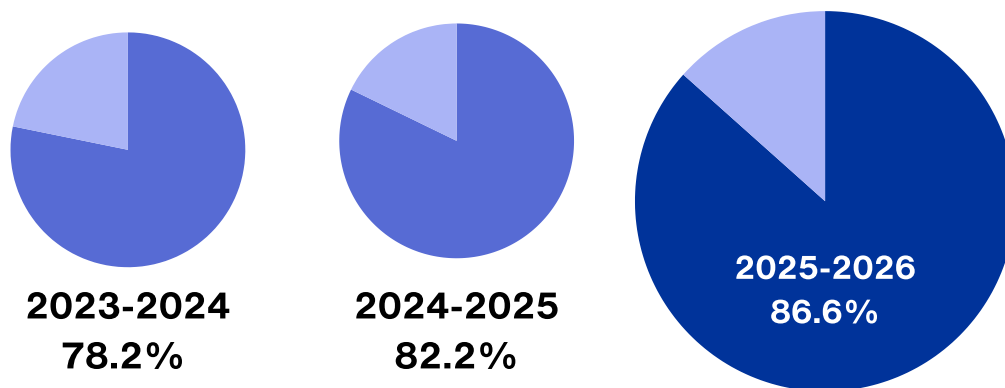
-Client, anonymous, April 2026

Service Statistics ON-DEMAND SERVICES

Total on-demand service requests increased from **819 to 1005 (+22.7%)** while **fulfillments** rose from **706 to 870 — a 23.2% increase**. In the last two years, both demand and fulfillments have increased steadily.



ON-DEMAND FULFILLMENT COMPARISON

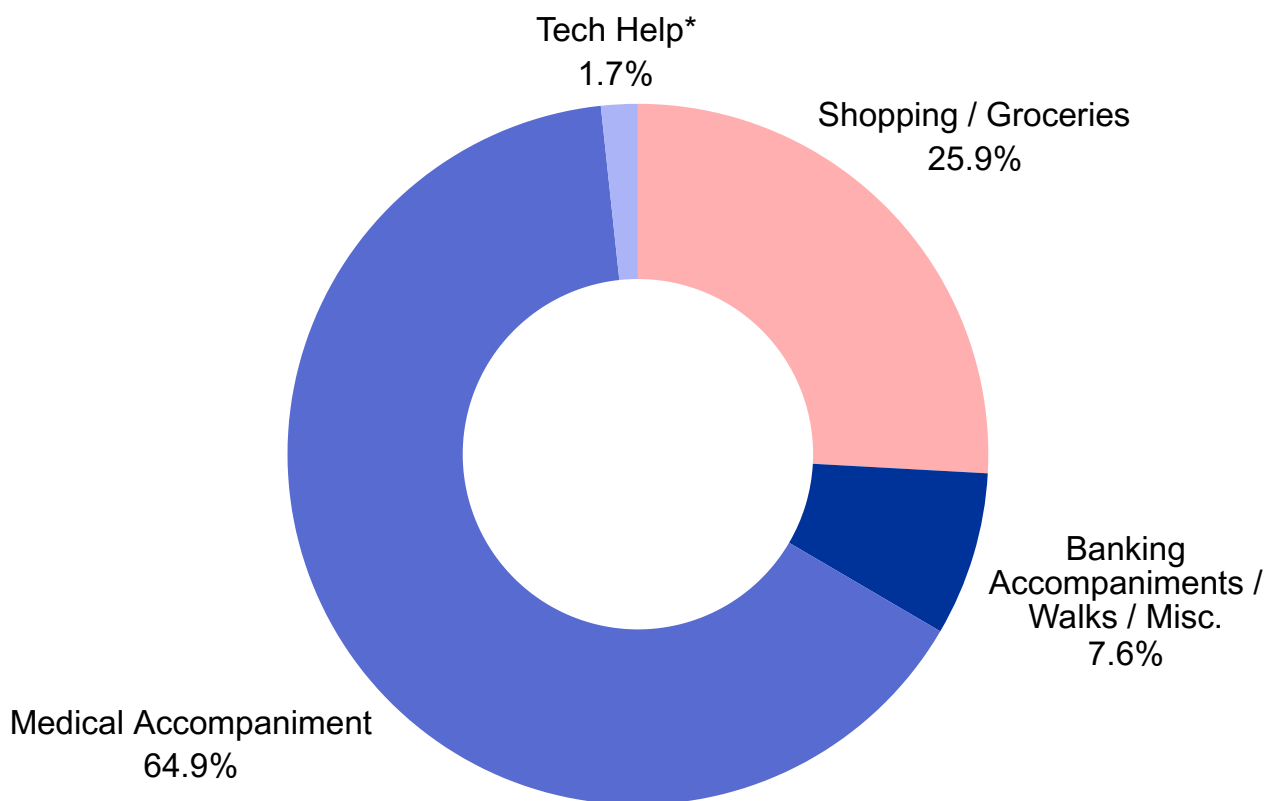


EBM has maintained and slightly improved its ability to meet this growing demand. The proportion of requests successfully fulfilled reached **86.6% this year, compared with 86.2% last year and 78.2% in 2023–2024.** This suggests that, **even as the volume of requests continues to rise, EBM has strengthened its capacity to connect clients with services they request.** Due to funding from **Mission Inclusion** and the **Zeller Family Foundation**, EBM was able to hire three contracted companions which has dramatically increased our ability to meet priority on-demand requests made by clients.

Service Statistics

On-demand services breakdown

Although demand increased across all on-demand service categories, the proportion of requests represented by each category remained relatively consistent with the previous year.

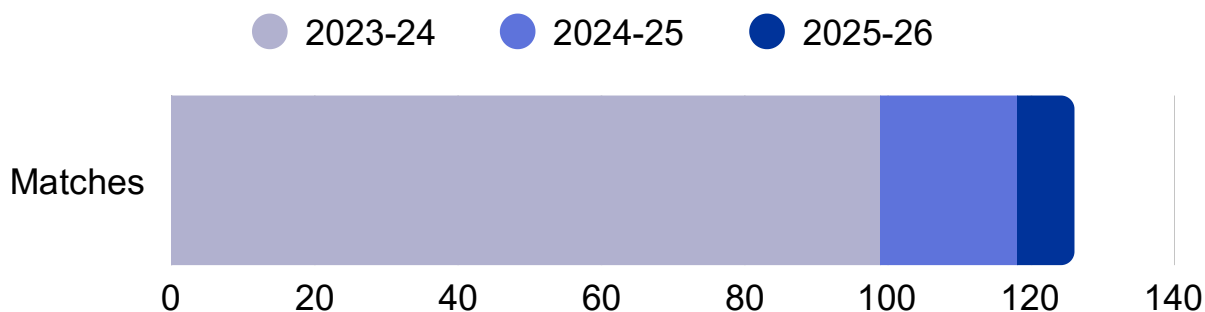


Note: Tech Help requests increased, the service is still relatively new and the total number of requests remains too small to draw firm conclusions from the data.

Service Statistics

REGULAR SERVICES MATCHES INCREASE

This year, we averaged **128 matches to regular services**—up from **118 matches**—this means over the course of the year, 128 clients were receiving some kind of regular EBM service.

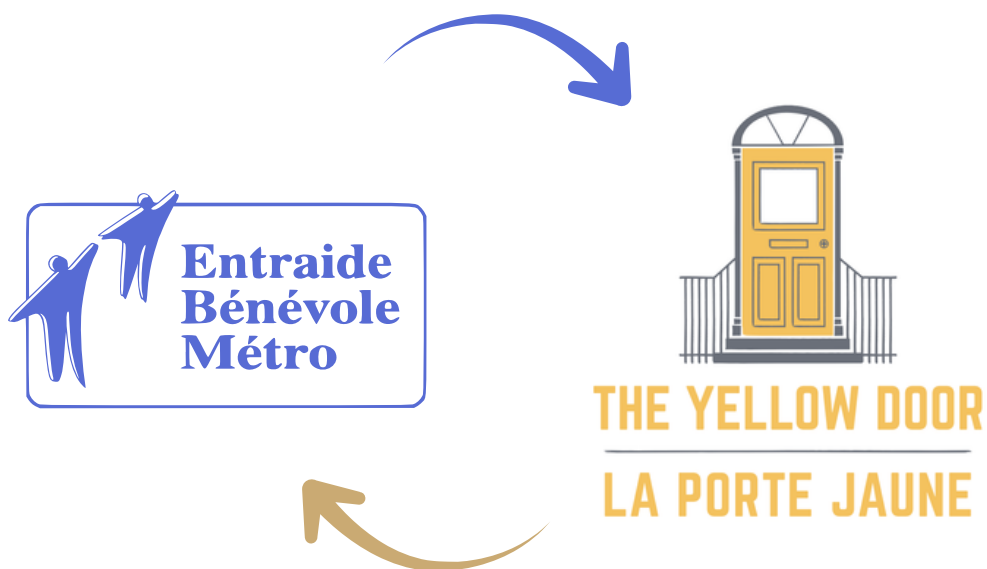


Regular services have remained stable overall, with growth occurring relatively evenly across all service categories though our rate of growth has slowed down from last year.

WAITLISTS

Waitlists have also increased across several service categories, most notably **Music Expressions and Friendly Visits**, where the number of clients waiting has doubled.

Based on the Services Coordination team's experience, the growing waitlist reflects several challenges. Demand for services has increased more quickly than the number of available volunteers, **while a growing proportion of referred clients have more complex support needs, making appropriate volunteer matching more difficult**. Language compatibility can also create barriers, particularly when there are not enough French-speaking volunteers or volunteers who speak languages other than English and French.



MUTUALIZATION

This year, Entraide Bénévole Métro, in partnership with **Yellow Door**, launched a **Mutualization Project made possible through funding from Centraide of Greater Montreal**. The project aims to strengthen support for older adults with more complex needs by fostering collaboration and sharing resources between the two organizations.

Throughout the year, staff from both organizations participated in **mutualization training, workshops, and planning sessions to develop shared practices, strengthen collaboration, and prepare for the implementation of the project.**

Beginning in the summer of 2026, the project will introduce a shared Outreach Officer, as well as trained volunteers and paid accompaniers who will provide enhanced support to seniors with more complex needs across the organizations' shared service territory. **By working together and sharing resources, EBM and The Yellow Door are increasing their capacity to provide flexible, high-quality services while helping more older adults remain safe, connected, and independent in their communities.**



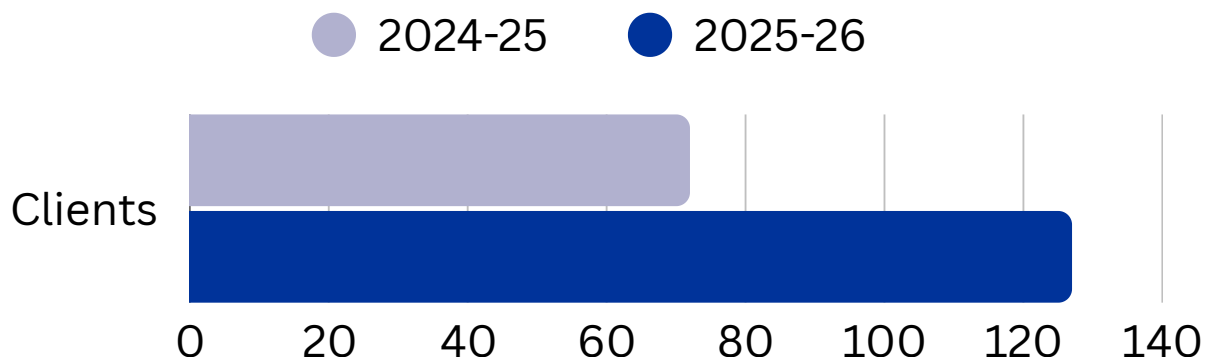
Community
Volunteer Income
Tax Program



ESSENTIAL SERVICE HIGHLIGHT: TAXES

Income Tax Assistance continued to see significant growth this year, with **127 clients** receiving support to file their provincial and federal income tax returns, compared with **72 last year**. This work was made possible through the dedication of longtime volunteer **Glen Marcotte**, with support from a second income tax volunteer, **Andréjean Bax**. EBM also partnered with **Groupe Harmonie**, coordinated closely with **CLSC staff** throughout the office building closure, and held income tax clinics at **Centre Sanaaq and Habitations Du Fort**. Tristan additionally organized preparation sessions at **Manoir Charles-Dutaud and Habitations Du Fort** to help clients gather and submit the documents needed to complete their returns.

Anecdotally, conversations with both new and returning clients suggest that **several income tax clinic services in the downtown area were not renewed this year**. As demand continued to grow toward the end of tax season, EBM was ultimately required to turn away some requests and refer clients to other organizations for assistance.



Capstone survey results

This year, Entraide Bénévole Métro partnered with a **Capstone** team of graduate students from **Concordia University's Department of Applied Human Sciences** to conduct an in-depth analysis of our **2025 Client Satisfaction Survey**. The project examined client experiences, service usage, and perceptions of independence to help inform our future planning and strengthen our funding applications.

The findings confirmed what we strive to achieve every day: our clients value the services we provide and the relationships they build with our staff and volunteers. Overall client satisfaction was exceptionally high, with an average rating of **4.91** out of **5** and staff responsiveness received an average rating of **4.93** out of **5**. Clients identified medical accompaniment, grocery shopping, and friendly visits as the services that have the greatest impact on supporting them to continue living safely and independently in their homes.

One of the most significant findings explored what the students referred to as the **"Autonomy Paradox."** While many clients require assistance with everyday tasks, they continue to view themselves as independent because EBM's services allow them to maintain control over their lives and remain in their own homes. **Rather than creating dependency, the research concluded that our services help preserve autonomy, dignity, and quality of life.**

We are grateful to the **Concordia University Capstone team** for their thoughtful analysis and recommendations. Their work has provided valuable insight that will help guide our strategic planning and ensure that **Entraide Bénévole Métro** continues to empower older adults to live independently, safely, and with dignity.

EMPOWERING OUR CLIENTS

Empowering our clients begins with understanding who they are, how they experience our services, and listening carefully to what they tell us. This year, results from the CAPSTONE project provided valuable insight into clients' sense of autonomy and self-concept, **as well as the importance of the language used when offering and describing support.** These findings are helping EBM rethink how information is shared with clients and how services can be presented in clearer, more accessible ways. This work is also informing the development of our new client guide, with the goal of placing more information, choice, and decision-making power directly in the hands of the people we serve.

INTERNAL DEVELOPMENTS

This year, EBM placed significant focus on strengthening its internal tools, procedures, and documentation. **Initiated by Rhiana**, a new monthly volunteer newsletter and check-in process was developed to encourage volunteers to report on their experiences, share service updates, track STM tickets used, and stay informed about upcoming events. **Jotform-based request forms were also introduced to streamline on-demand service referrals from collaborating CLSC staff.**

Additional work focused on preparing content for a comprehensive client guide, which EBM aims to produce in 2026, and developing clearer program agreements and guidelines. These include **Tech Help contracts** outlining EBM's responsibilities and appropriate procedures for clients and volunteers, as well as an **Art Expressions agreement** defining program parameters and expectations for facilitators and matched clients. These initiatives are part of EBM's continued effort to strengthen communication, clarify team responsibilities, and build more consistent internal systems as we continue to grow.

DONATION PLATFORM:



Zeffy has been prioritized as EBM's primary donation platform since spring 2025. The platform provides greater flexibility in processing different types of donations and in-kind contributions, **while also allowing EBM to sell serialized tickets for the High Tea fundraiser.** Its expanded tracking tools have been particularly valuable in helping EBM better understand donor profiles, identify returning donors, and more consistently recognize the ongoing support of individuals who contribute regularly.

RING-GROUPS & REMOTE PHONES

During the final month of the reporting year, the temporary closure of EBM's office required the team to transition to remote work and quickly explore new ways of managing incoming calls.

This led EBM to begin testing **ring groups**, which allow incoming calls to be directed to several computers and mobile phones regardless of their location. **This system has helped the team remain accessible while working remotely** and may also provide a more flexible model for future hybrid work, allowing staff to respond to EBM calls from different locations while maintaining the phone number our clients are familiar with and offering the team the ability to toggle their availability throughout the day.

Client Statistics overview

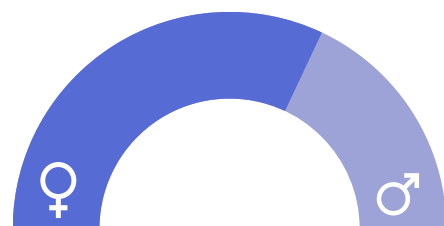
102
2024-2025



168
2025-2026

clients receiving regular services have increased by 64%

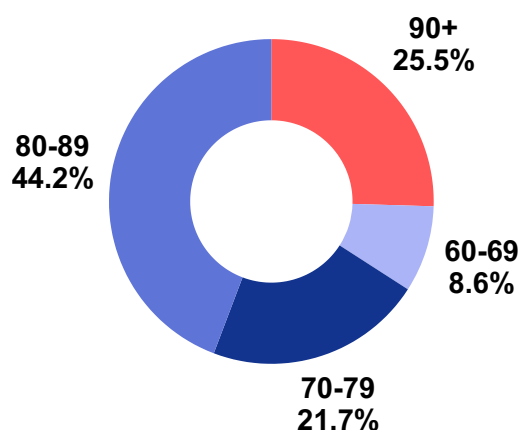
*average across the full reporting period



Women - 64% Men - 36%

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

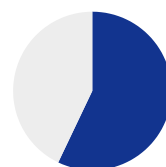
Client Age



56% of clients use mobility aids



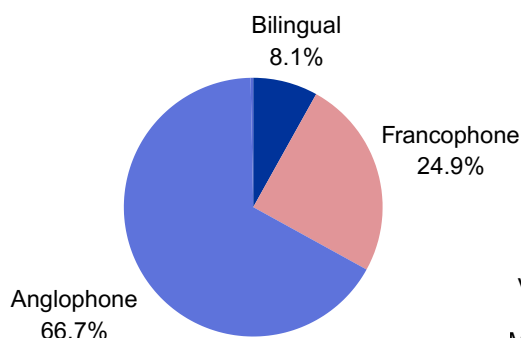
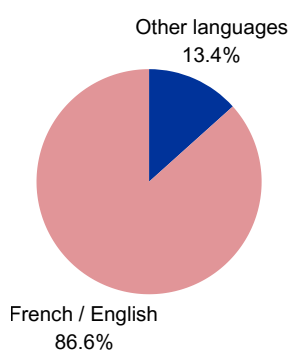
26% of clients report vision loss



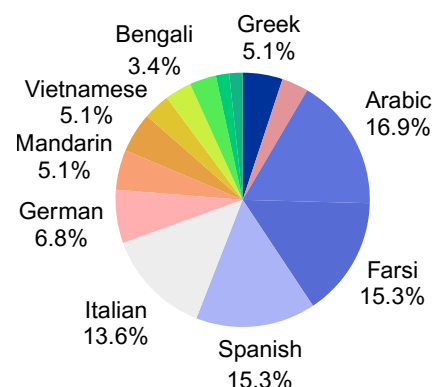
57% experience memory loss

SPOKEN LANGUAGES

FR ENG Only



Other languages



Volunteer Statistics overview

(2024- 2025) 9356 hrs

(2025- 2026) 9284 hrs

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

87 active volunteers as of the year end

Women - 51%

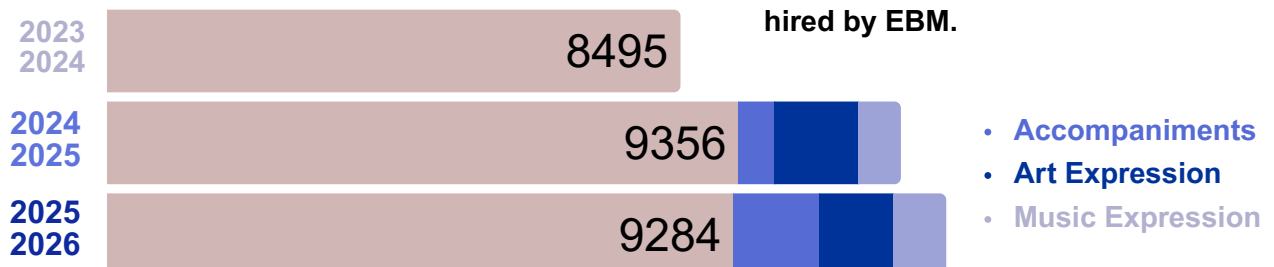
Men - 49%



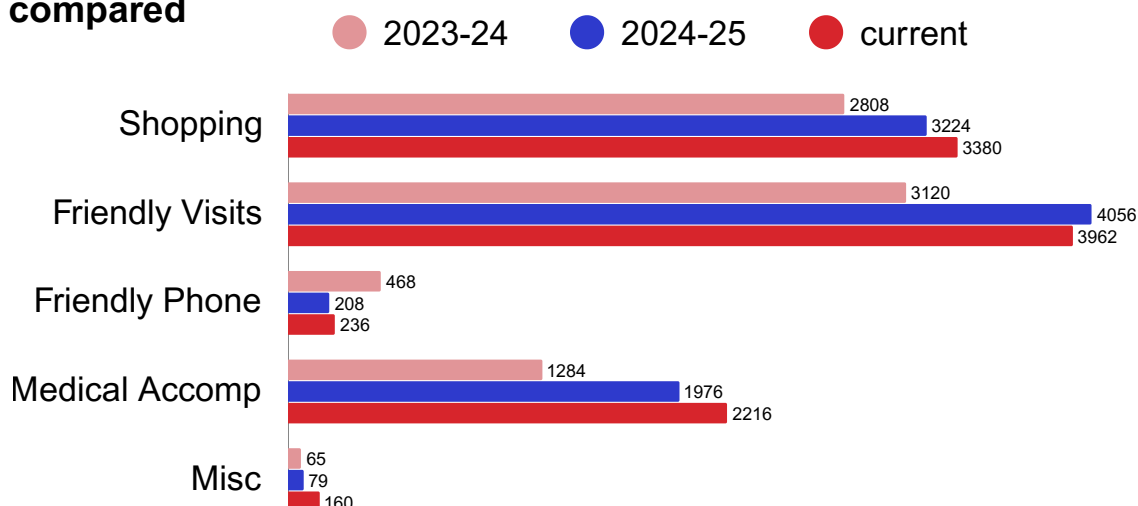
*Based off of self-identification & inclusive of all gender identities.

Year to year comparison

Volunteer hours are reported separately from **contracted hours**, which reflect work completed by part-time or fixed-term personnel hired by EBM.



Service hours compared



Staff & Board Information

Staff hours: (2025–2026)

- Director (Full time) : **1,820 hours**
- Services Coordinators (Full time): **1,820 hours x 2**
- Communications and Administration: **1820 hours**

CONTRACTED HOURS

1276
HRS

ACCOMPANIERS
*accompaniments and
grocery shopping*

776
HRS

MUSIC Expression
individual & group

1096
HRS

ART Expression
individual & group

50
HRS

Volunteer intake

=3198 hrs

BOARD OF DIRECTORS

Samra Alavi, MBA, PMP, *Private Sector*
President

Director of Business Process
Optimization & Strategic
Projects Bombadier

Justin Demers LL.B., *Private Sector*
Vice-President

Lawyer/ Civil Mediator

Saleem Yadav *Community member,
volunteer*
Secretary
Analyst

Rod Scott, *Community member*

Treasurer

Accountant (Retired)

Margo Godin, *Community member,
Service user, Volunteer*
Administrator

Artist, Volunteer
Translator

Jitendra Desai, MSc, *Community member,
Service user*
Administrator

EBM Client Representative

Maanvi Arora LL.M *Community member,
Volunteer*
Administrator

Lawyer, recent

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
- McGill University Retiree Association - MURA
- McGill Iranian Student Association (MISA)
- McGill Students for Geriatric Health (MSGH)
- MUSHVC- McGill University Students Hospital Volunteering Club
- CAPS platform
- Concordia Housing and Job Resource Centre (HOJO)
- RABQ-Réseau de l'action bénévole du Québec

New client Referrals

New clients often discover our services through trusted community and healthcare channels. A majority of referrals come from **CLSC Métro social workers and nurses**. Referrals also come from:

- Family members, caregivers, and word of mouth
- Social workers at hospitals
- LIZ Residence via CLSC Benny Farm
- Manoir Westmount (clients referring other residents)
- Community partners ie. Groupe Harmonie
- 211 Quebec: 211qc.ca
- Quarterly Réflexions Newsletter, our website, pamphlets
- Québec Health Resource Directory: sante.gouv.qc.ca

INTERNSHIPS

EBM continued to strengthen its role as a learning environment for emerging community and social service professionals. Over this period, we welcomed a total of **ten interns from the following insitiutions: Dawson College, Université de Laval, Université de Montréal, Cégep du Vieux Montréal, and Collège Décarie.** Students joined us from programs including Social Services, specialized education, occupational therapy and pharmacy contributing to day-to-day services while gaining direct experience working with older adults in a community setting. These placements have also helped EBM build stronger relationships with educational institutions and support the development of future professionals in the community sector.



CÉGEP DU
VIEUX MONTRÉAL



COLLÈGE
DÉCARIE



UNIVERSITÉ
LAVAL

INTERNS 2025 - 2026

Fahmida — Dawson College

Liliane — Université de Montréal

Salma - Université de Montréal

Yuliia — Université de Montréal

Anne-Gabrielle — Université de Montréal

Zachary — Université de Montréal

Arnaud — Cégep du Vieux Montréal

Jessika — Cégep du Vieux Montréal

Natasha — Dawson College

Perex — Collège Décarie

Community partnerships & contributions

EBM and Groupe Harmonie have continued to work increasingly closely, particularly through the Income Tax Assistance program, where collaboration helped facilitate the processing of a record number of clients. Their team also assisted with returning completed tax documents to clients and supported EBM activities at **Manoir Charles-Dutaud, Du Fort, and Hillside**.

EBM also maintained an active presence within local community networks throughout the year. Judy regularly attended **Peter-McGill Committee** table meetings, while Rhiana represented EBM at meetings of the **Community Council on Volunteerism (CCV) of Greater Montreal**—a network of volunteer service managers from community organizations and the health and social services sector dedicated to strengthening volunteer program planning, administration, and service delivery. In addition to participating at council meetings, **Rhiana serves on the CCV Executive Committee as Vice President**, reinforcing EBM's commitment to leadership, collaboration, and the advancement of volunteerism across Montreal & Valeri participated in meetings of the **Secuirty Committee of Charles Dutaud**.

Through this participation, EBM remained connected to emerging best practices and fostered valuable relationships with colleagues across the volunteer sector.



CCV-Community Council On Volunteerism
The Power Of Volunteers In Our Community



*Centre intégré
universitaire de santé
et de services sociaux
du Centre-Ouest-
de-l'Île-de-Montréal*

Québec



CLSC Métro — Client referrals, case coordination, office space and resource sharing

COMACO — Community coordination and information sharing

MURA — Referrals, outreach and connection to local resources

Yellow Door — Volunteer coordination and accompaniment initiatives

Vanier College — Fundraiser volunteer assistance

Manoir Charles-Dutaud — Tax program hosting, security committee, resident coordination and access to space

Résidences Dufort — Tax program hosting, resident outreach and access to space

Hillside Residence — Tax program hosting, resident coordination and access to space

St-Andrews & St-Pauls Church — Priority hosting of rental space for fundraiser

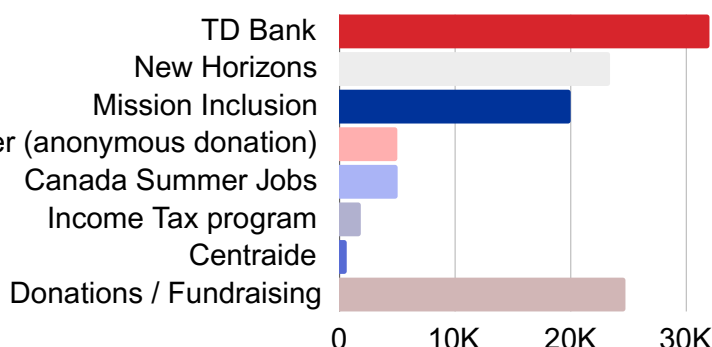
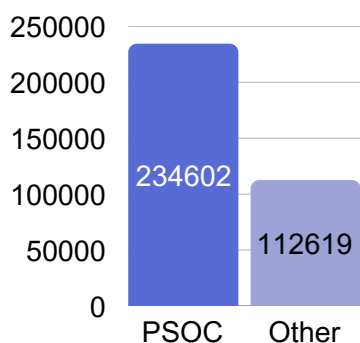
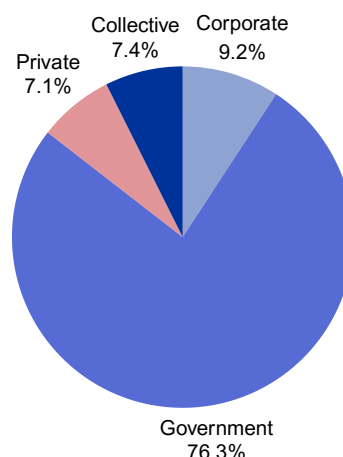
SANAAQ Centre — Free workrooms / event space rentals, tech assistance, day-of coordination

Funding Overview

EBM continued to benefit from significant government, foundation, corporate, and community support throughout the year. Provincial funding through **PSOC provided \$234,602** in support of EBM's core operations. **TD Bank's Ready Commitment renewed its \$32,000** contribution to Art Expressions, while the **Government of Canada's New Horizons for Seniors Program awarded \$24,300** in support of music and art programming for older adults. **Mission Inclusion also committed \$19,995** toward EBM's accompaniment and taxi services as part of a three-year funding commitment. The **Zeller Family Foundation also contributed to support our taxi program.**

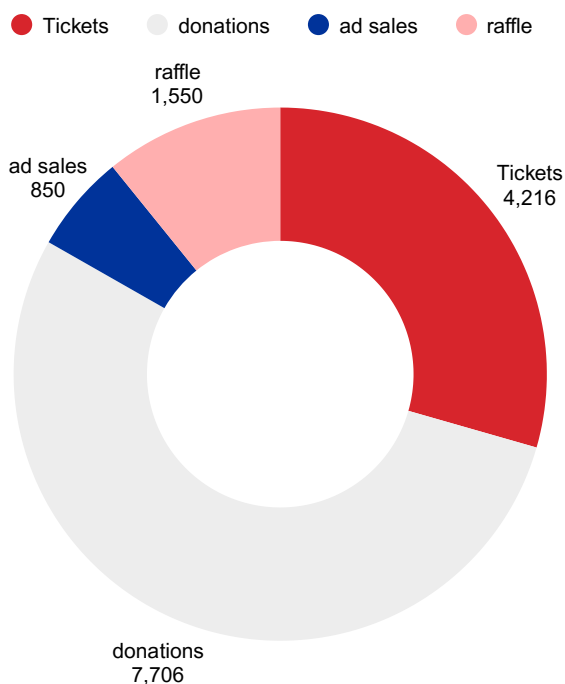
Canada Summer Jobs provided \$5,027 toward summer student employment, and EBM received **\$920 each from federal and provincial income tax programs in support of its Income Tax Assistance service.** Through a partnership with The Yellow Door, EBM also **received \$623.40 from Centraide** as part of a mutualization project. In addition, individual and community donations totalled **\$24,734** over the course of the year. Together, these contributions strengthen EBM's ability to maintain core services, develop programming, and respond to the growing needs of older adults in our community.

Approximately 76.3% of EBM's identified funding this year came from government grants and public programs, continuing to form the core of our operational stability. **Corporate funding accounted for 9.2%**, while **foundation and community-based funding represented 7.4%**. **The remaining 7.1% came from private and individual donations**, reflecting the continued importance of direct community support alongside EBM's institutional funding.





EBM's 2025 High Tea Fundraiser celebrated the organization's 40th anniversary and raised over **\$14,000** in support of our work. The event brought together clients, volunteers, donors, and community partners for an afternoon of celebration, fundraising, and connection. We are deeply grateful to the many businesses, organizations, and individuals whose sponsorships and contributions helped make the event possible.

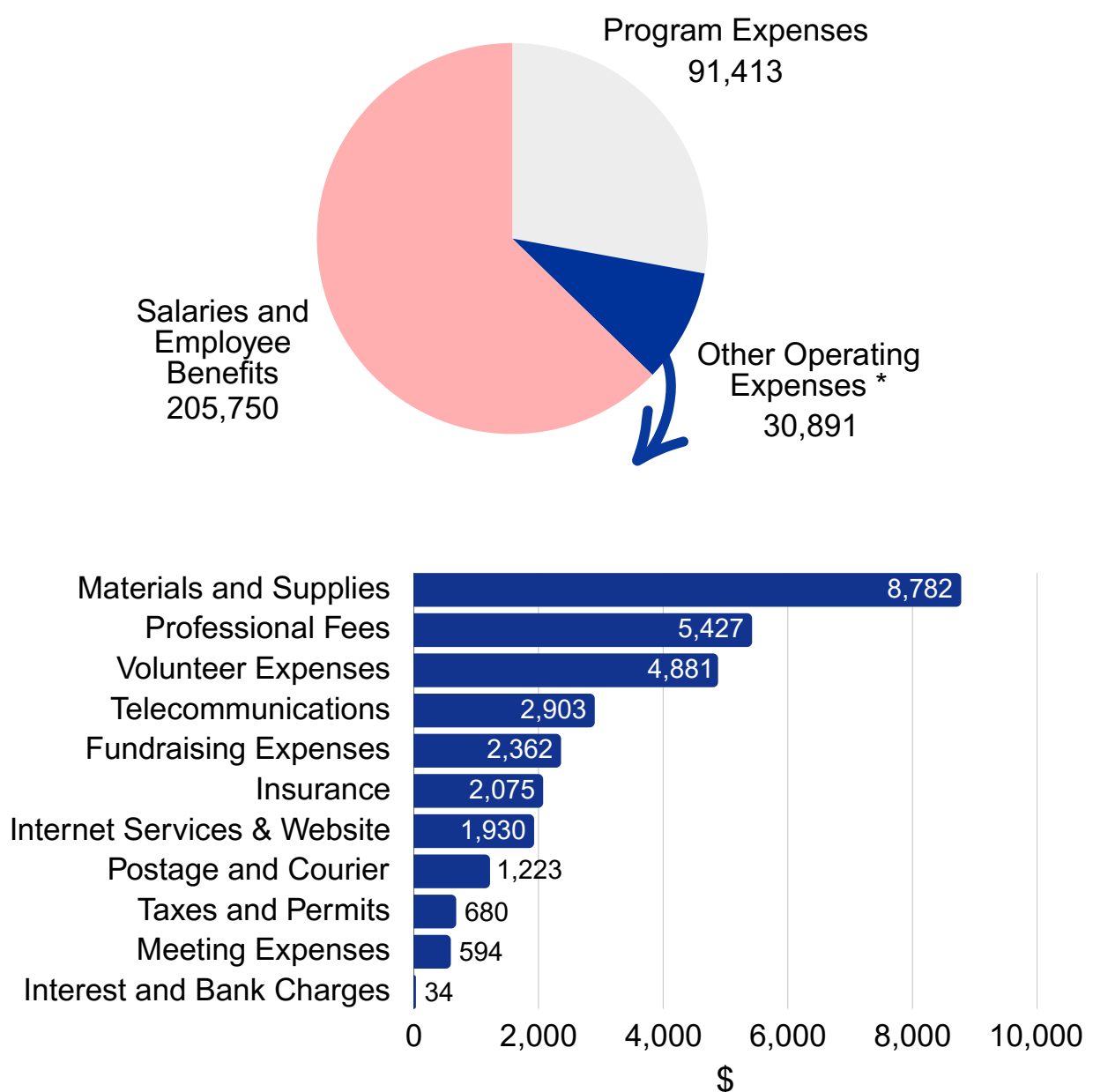


THANKS TO SPONSORS, RAFFLE PRIZE DONORS & AD PLACEMENT BUYERS

ATELIER FORMA, BOUTIQUE SURPRISE, CINÉMA DU PARC, CLARINS, COMINAR, COOP TAXI, FÉLIX & NORTON COOKIES, FLEURISTE CENTRE-VILLE, FORT INSURANCE, GRYPHON BAKERY, GOURMET GRINDS, J ROUSSEL CREATIONS, THE KEG, LINDT CHOCOLATES, MARGO GODIN, METRO LA CITÉ, NESPRESSO, ORCHESTRE MÉTROPOLITAIN, ORCHESTRE SYMPHONIQUE DE MONTRÉAL, PA SUPERMARCHÉ, PÉTRA DEMERS, IMMOBILIER, RÉSIDENCE SOLEIL, RESTAURANT PETROS, WESTMOUNT FLORIST

Budget lines

EBM's expenses reflect the people-centred nature of our work. A significant portion of our budget supports our four full-time employees, who coordinate programs, volunteers, administration and the delivery of essential services. We also engage contracted workers for fixed-term projects and specialized services, allowing EBM to respond to specific community needs flexibly. The remaining expenses support program delivery and the day-to-day operations required to provide reliable, accessible services to the seniors we serve.



Membership, meetings and assemblies

The governance of **Entraide Bénévole Métro (EBM)** is rooted in active member participation. Anyone who supports the organization's mission (clients, family members, community members, volunteers, etc.) may become a member and contribute to its growth and direction. Membership provides the opportunity to participate in the **Annual General Assembly (AGA)**, where members vote on motions, take part in electing members of the Board of Directors, and help shape the future of the organization.

Beyond its formal governance structure, **EBM** creates opportunities throughout the year for volunteers, clients, staff, Board members, and community partners to connect, collaborate, and strengthen the organization. These activities foster a strong sense of community and encourage meaningful participation in EBM's mission.

Numbers 2025–2026

- Active Members: **21**
- Attendance at the Annual General Assembly: **12 participants**

ACTIVITIES PROMOTING PARTICIPATION AND COMMUNITY ENGAGEMENT

(April 1, 2025 – March 31, 2026)

- Annual General Assembly – Members reviewed the year's achievements, voted on organizational business, and elected members of the Board of Directors.
- Annual High Tea Volunteer Planning Meetings – Volunteers and staff collaborated to organize EBM's signature fundraising event.
- Annual High Tea Fundraiser – Brought together clients, volunteers, staff, Board members, donors, and community supporters.
- Café Exchange – Death Café – A facilitated community discussion encouraging open conversations about aging, loss, and end-of-life topics.
- EBM's 40th Anniversary Celebration – Celebrated four decades of community service with clients, volunteers, staff, Board members, and community partners.
- Volunteer Appreciation Gathering – Recognized the invaluable contributions of EBM's volunteers while strengthening connections across the organization.
- Art Expressions and Music Expressions Programs – Ongoing opportunities for clients, volunteers, facilitators, and staff to connect through creative activities.
- Income Tax Assistance Program – Brought together volunteers, staff, community partners, and clients in a collaborative effort to provide an essential community service.
- CAPSTONE Surveying – Volunteers and Board members carried out interviews with clients to better understand the needs of our community.

EBM is committed to participatory governance, community engagement, and creating meaningful opportunities for members, volunteers, clients, staff, and partners to connect and contribute to the organization's mission.

A message from our client

As a senior with some mobility issues, and with many required medical appointments throughout the year, I am so very grateful for the dependable and timely assistance provided by EBM (Entre aide benevole Montreal (EBM)). It is thanks to your efficient and effective organization, well trained and motivated staff, and wonderful volunteers who give so generously of their time. By way of example, below is an excerpt of an e-mail that I sent to EBM in March 2026, to thank them for helping me in a particularly urgent and stressful situation:

“On Friday, March 6, I received a phone call from Jean Talon Hospital (Montreal East), informing me that I had an appointment for Sunday, March 8, at 9:00m p.m. — yes, on a Sunday, at 9:00 p.m. In the evening! In a panic, I immediately phoned EBM with my urgent request for a volunteer but had little hope for success given that this was already mid-day on Friday. Despite all the odds, i.e., the extremely short notice, and the unusual day and time of the appointment, I received a phone call from EBM telling me that a volunteer will be available. On Saturday, March 7, I received an e-mail from the volunteer to confirm that he will, indeed, accompany me as needed. Shortly after, I received another e-mail from him to assure me that he was aware of the time change to Eastern Saving Time starting on Sunday, the day of my appointment. This uniquely thoughtful gesture impressed me greatly.”

I must add that, in addition to the wonderful help provided me by EBM, I have also benefitted, with great enjoyment, from the companionship of volunteers who have accompanied me to my medical appointments. I have been enriched by many conversations and opportunities to exchange knowledge and experience with volunteers of all ages, from young college/university students to retired seniors giving generously of their time.

Thank you, EBM, for all that you do.

--Lillian Rubinlicht-Cohen, Manoir Westmount