



Centre Famille & Ressource

Family Resource Centre

ACTIVITY REPORT 2020-2021

Centre Famille & Ressources A.D.D

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FROM THE DESK OF OUR DIRECTOR



Ron Swan, Executive Director

The 2020/2021 fiscal year has been interesting, to say the least! We experienced numerous challenges which forced us to adapt, overcome & thrive. While a worldwide pandemic wreaked havoc on our social, personal & professional lives, it also provided opportunities for reflection & growth. Innovation became a necessity in order to ensure connection.

Although there has been turnover in regards to staffing, the “core crew” represent the true heart & soul of a community, non-profit organization. Their commitment & dedication are inspiring & create a workplace that is warm, welcoming & as motivating as that morning’s first cup of coffee! In regards to leadership, our Board of Directors becomes more involved, dynamic & reassuring with each obstacle & success experienced.

In a year that could easily be etched forever in our minds for loss, heartache, frustration & isolation, I choose to focus on the “cool thoughts” that are inspired by the indomitable spirit of the families that we serve. Indeed, 2020-2021 has forced us to use our “stops”, bounce back from our “hard thoughts” & make better “plans” for a future that embraces our resiliency.

Onward & upward!

A handwritten signature in black ink, appearing to read 'Ron Swan'. The signature is fluid and cursive, with a large, stylized 'S' at the end.

HIGHLIGHTS

Strategic/Operating Highlights

We were able to successfully adapt our SNAP program to a virtual mode, a more demanding mode, but it enabled us to continue delivering much needed services to our families. Unfortunately, our other programs had to take a backseat due to time restraints. Our summer camp helped children from 7 families to enjoy independent activities.

Financial Highlights

Due to Covid-19, we were not able to hold any fundraising events. We did however, reduce some of our costs and we were eligible for the Canada Employment Wage Subsidy. We also received some emergency funding, enabling us to finish the year with a small surplus that will help the 2021-22 budget.

Looking Ahead

The upcoming year is still a challenge with the uncertainty caused by the Covid-19 pandemic and it's broad reaching affects. We are hopeful that the end is near! Fundraising continues to be at the forefront of our endeavors. We continue to remain vigilant for opportunities to create new partnerships as well as to strengthen our existing ones.



JIM BEIS, MAYOR OF
PIERREFONDS-ROXBORO
DELIVERING SOME MUCH
NEEDED MASKS

A MESSAGE FROM OUR CO-PRESIDENTS

On behalf of all of us at the Family Resource Centre (FRC), I want to express our sincere sympathies to all the members in our community who have experienced loss and have had to grieve this year due to the pandemic. Be it family or friends who passed away, lost opportunities, or having had to endure other hardships, it has been a uniquely challenging year.

The FRC had to adapt to change as well this year, and several government programs related to the pandemic provided the FRC extra resources to move many services online to best continue to serve families in our community. This extra funding also provides FRC with a bit more time to continue to develop sustainable funding solutions for the organization's future stability and growth.

On behalf of the Board of Directors, I'd like to thank all of our team members for their efforts throughout the year. Our team remained engaged and active in providing support to all of our families while respecting the health guidelines in place.

I would like to also extend thanks to all members, funders and supporters of the FRC, and once again encourage any person interested in further supporting this organization to reach out and join us in our efforts.

Through our collective efforts, the FRC will continue to make a difference in creating resilient families, and lasting positive change in our community.

David Ronai and Ely Bonder

OUR MISSION

Our mission is to help families with children experiencing learning and/or behavior problems by offering individual and group support to the children and their parents.

Our goals and objectives to achieve this mission

- Help children and families to better manage their emotions and reduce the impact of their challenging behaviors
- Assist and support families in crisis
- Empower families to assist in their children's academic objectives
- Be a point of reference for families that require assistance beyond FRC's scope of services through referral
- Build and strengthen connections within the community
- Act as a Centre of excellence for the implementation and development of effective parent/child intervention programs.

THE FACES BEHIND OUR PROGRAMS

Under the leadership of our Executive and Clinical Director, *Ron Swan*, we have continued to pursue the organization's mission. *Deborah St-Martin*, as our Administration Director, has worked diligently to make sure our finances were in order while learning, using and training everyone on the new computerized "SNAPiT" system for our SNAP families. She also acts as a facilitator & our Intake worker.

Several changes happened in regards to our family workers. *Jennifer Lichtner* has continued to be our main worker. Our second worker left us in March of 2020 and for various reasons we waited until December to engage the services of *Sara Lyele*. Unfortunately, for personal reasons, Sara announced that she would be leaving at the end of the winter cohort in April. Thankfully, our stagiaire, *Annomeka Nesadurai*, who is completing her degree in April will be able to replace Sara, making the transition much easier since she was learning the ropes already.

In January, we welcomed back two of our previous part-time workers (*Jill* and *Kirsten*) to help us out with our virtual groups.

To all of our employees who helped us through this pandemic and adapted to our virtual reality we say

**MANY, MANY THANKS! Without your help,
all of this would not have been possible**

Our summer workers, *David, Gabrielle, Jenny, MacKenzie, Madeleine and Sarah*, adapted very well despite having to deal with a new reality brought on by the Coronavirus. This reality brought many new safeguards to be put in place including hourly cleaning. They applied a lot of imagination to finding activities that would replace not being able to go on outings. Kudos guys! You made camp fun and several of the children are returning this year.



THE POWERS BEHIND THE STAFF

This year we welcomed two new board members, Geneviève and Sam. As with everyone else we adapted to virtual mode and 7 meetings took place via ZOOM.

2020-2021 Board of Directors

David Ronai, Co-President

Ely Bonder, Co-President

Fred Jansen, Vice-President

Brian Gutenplan, Treasurer

Laura Mosca

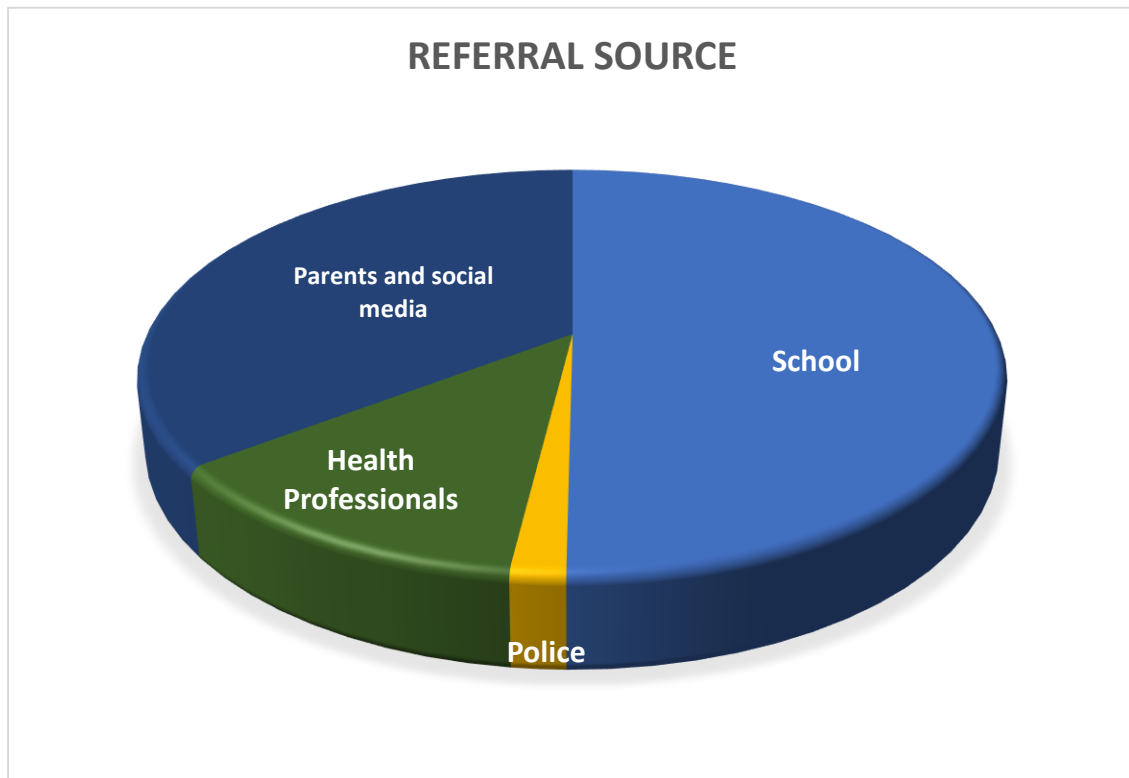
Geneviève Gagnon

Sam Tenser

2020-2021 AT A GLANCE

We reached out to **438** families this past year

68 children were admitted to programs



OUR YEAR IN RETROSPECT

This past year has been an interesting one in the sense that we, and pretty much everyone else on earth, had to adapt to new and scary times. In March 2020, our government issued a total shut down and stay at home rule. The Coronavirus arrived and with it, an entirely new set of obstacles.

So far over 3.7 million deaths have been registered! Some countries continue to struggle. Here in Canada, we suffered the loss of over 27 thousand souls. But the good news is that the vaccines have arrived and, as we speak, more and more people are getting vaccinated.

April

The Board of Directors decided to let us continue running organizational programming. We (the staff) decided it was important to reach out to all our previous SNAP clients and offer them an ear, a shoulder, and, if necessary, a referral for services. Many were surprised to hear from us and very appreciative that we made the effort. We have maintained contact with many throughout the year.

All of our groups were on standby, our SNAP cohort with 3 groups was stopped mid-session. In order to keep the communication lines open, we quickly started Zoom “get together” sessions. The first 30 minutes the children came on and chatted amongst themselves, they even taught us how to use Zoom, quite an experience! Following this, the parents came on for 60 minutes and a lot of discussions were held around this pandemic, its’ implications and how we could be of any assistance.

May

Still no change in the stay at home rule. Our SNAP team in Toronto is scrambling to help us find a solution to continue providing our much needed SNAP programs. We continue with the Zoom chats and phone calls. Some financial support may be on the way!

We applied to the PSOC for emergency funding, which we received; to the Canada Employee Wage Subsidy program (CEWS), and we were eligible to receive up to 75% of our wage costs for the 3 full time employees and to the Fondation du Grand Montréal for special emergency funding to run a summer camp

June

Since there is no light at the end of the tunnel, our staff made the decision to attempt continuing the SNAP groups virtually. After the experience with the children earlier it was decided to switch to individual sessions for the children and to continue the group format for the parents. All the parents were grateful to get back into the swing of it.

June also brought us more good news in our finances, we received \$40,000 from the Fondation du Grand Montreal to help adapt our premises to comply to Health measures imposed. The funding also helped us get the supplies and extra staff needed for our summer camp. Daily cleaning was mandatory and PPE supplies were required. Fortunately, the CLSC generously supplied for many of our needs.

We also received the Federal summer grant for our camp animators.

July

Our 13-week cohort that started in January finally finished mid-July. This meant that we lost the opportunity to run our usual summer cohort.

July brought us the training on how to use the SNAPiT database. Some of us are looking forward to this new change.

We started a modified summer camp on July 6 for 5 weeks and with all the health measures in place we reduced our camp from 4 to 3 days a week. 7 children were registered.

August

The end of our reduced summer camp. The families that participated greatly appreciated the opportunity, even if only for 3 days a week.

Normally at this time of the year, the staff would go on vacation but this year, well... some were able to take small getaways around the region and putter around the house!

Work started on the intake of families for a fall cohort that would be totally virtual. Deborah practices on the SNAPiT and trains the staff on how to use it. Now, intakes can be done directly in the system and the file is then given to Ron who assigns it to a worker. No more printing of dozens of binders!!

September

The start of our fall cohort, since we were going virtual it was limited to 2 groups (1 boy, 1 girl). We were still at 3 employees and children's group demanded a lot more time, instead of our usual 90 minutes now we were spending up to one hour per child.

The Child Development Institute adapted many forms for us to use virtually and made the parent's home practices as fillable PDF's helping parents avoid printing. Everything is sent by email to the parents which also alleviated some costs.

For the children, we prepared binders with the necessary paperwork that we delivered to them.

October, November

While continuing to run the SNAP program, everyone was on the lookout for any possible funding to help us through the year.

PSOC opened two possible grants to which we applied. The first one was funding to offer extra services, we applied to hire another worker to run SNAP. And the second one was emergency funding to compensate organizations who had a deficit at the end of September.

December

Brought us good news as one of our grants from PSOC was accepted and a new worker (Sara) was hired. With this new worker we would be able to offer 3 groups in the January cohort.

Our fall cohort ends and, for the first time, there were no dropouts! Why is this? Virtual meant that the parents could stay home, avoid the weather, no babysitting needed and no rushing supper.

January

The start of a new cohort. This time with 3 groups (1 boy's French, 1 boy's English and 1 girl's English). Two of our part-timers came to help us facilitate the groups

We received confirmation that we would get the second PSOC grant for funds to cover our deficit at September 30.

February

SNAP groups continued as well as numerous phone calls for parents needing support.

March

Deborah started attending the Director's meet-ups. Every week an informal gathering was held by the Community Resource Center giving the Director's a chance to talk, vent or joke with each other. Once a month there was a specific topic.

During this pandemic Deborah kept busy attending many webinars on coping financially during the pandemic and how to recoup once things go back to normal, how to use Zoom (which in itself required a full course) and how to hold a virtual annual general assembly.

Ron attended a workshop on Super Dads Super Kids, an interactive activity program for the dads and the children they are raising.

Here we are at the end of the year that has been mostly virtual. We have seen positives and negatives from these changes.

Positives

- no dropout in groups;
- in our SNAP groups we are normally limited by age (we would not have a 6 year and an 11-year-old in the same group because they learn differently), and, with virtual this was not an issue making it possible to have a French group and 2 girl's groups;
- more individual time spent with the children;
- some parents stated that their children would not have been so open with their facilitator if there were more children present;
- having online meetings afforded us the chance to limit traveling;
- our costs were less (no traveling, less photocopying, less staff needed);
- all staff were able to adapt to working from home.

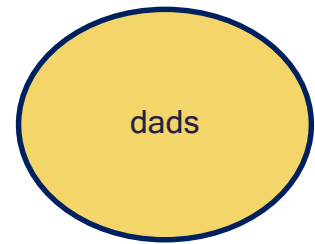
Negatives

- we were not able to have all our groups, namely the Dad's group and the Mom's group;
- the children lacked the socializing aspect of the groups;
- parents were not as connected with each other as they would be if they were in person;
- technology issues.

OUR PROGRAMS

A Father's journey

Unfortunately, due to the pandemic, the Fathers' program went on hiatus in order to ensure sufficient time for the organization's other programs.



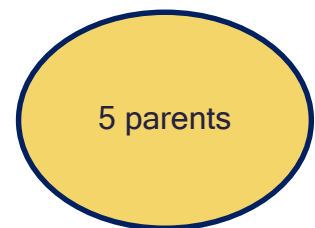
Mom's group

Regrettably, Covid brought a pause on the Mom's group. With trying to cope with everything else and virtual mode, the mom's group was put on hold. We have high hopes that come September 2021 we will be able to get back to our regular meetings. The mom's group is a chat style group giving them the opportunity to share the struggles of daily life with other mom's.



0-5 parents groups

A 5-session workshop given for parents of 0-5-year-old children presenting with behavioural issues. The content of the workshop focuses on the parent-child relationship, parental expectations of their child and more effective ways to communicate. The workshops were sponsored by "Grandir Ensemble".



STRENGTHS: Video calls made it possible to give more individualized sessions to parents, as scheduling is more relaxed. We are able to give much more follow-up than ever previously which is in very high demand during Covid restrictions.

WEAKNESSES: Families would benefit from in-person sessions and children would benefit from socialization during daycare sessions.

Summer day camp

Due to the coronavirus, our summer camp was very uncertain until June when we received a special grant from the Fondation du Grand Montreal to help with the costs related to adapting our camp to the health measures set down by Health Quebec. We also received our Canada Summer grant.



7 children

Because of the restrictions, we were limited in the number of children we could take. “Bubbles” had to be followed and, with the late notice, many parents were left feeling uncomfortable about sending their children to camp. Therefore, we had a low number of children. We also only held the camp 3 days per week, instead of the usual 4, so that our cleaner could do a thorough job mid-week.

STRENGTHS: A lower ratio of staff to camper provided a secure and nurturing environment for the kids. Behaviour modulation based on “SNAP” principles and strategies made for a constructive environment that provided socialization opportunities for our campers.

WEAKNESSES: Less children, having to comply to health regulations and not been able to go on outings or the pool.

Dad’s drop-in

The monthly sessions were halted due to governmental restrictions and limited to only a few meetings when those restrictions were loosened.



6 dads

STRENGTHS: Loyalty to the group was apparent by frequent telephone and text conversations that were inspirational.

WEAKNESSES: Obviously, not being able to get together was unfortunate!

SNAP® program

Stop Now And Plan is a proven evidence based, gender specific model that teaches children with behavioral problems and their parents how to make better choices using cognitive behavioral strategies. Their trademark procedure teaches self-control and problem solving in relation to situations such as failing in school, acting out in response to bullying and aggression, physical abuse and other disruptive, non-compliant and anti-social conduct behaviors that border on, or lead to delinquency.



68 children

SNAP in numbers

We had hopes to have a fabulous year this year but, as we know, Covid reigned! We were unable to hold three cohorts but we did have a cohort with NO DROPOUTS!!!!

We started two cohorts this past year - fall and winter - 2 boy's groups, 1 boy's French group and 2 girl's group.

STRENGTHS: Our success as seen by the continuing referrals from past families and schools. That we offer the program in both languages. That we adapted to the virtual reality.

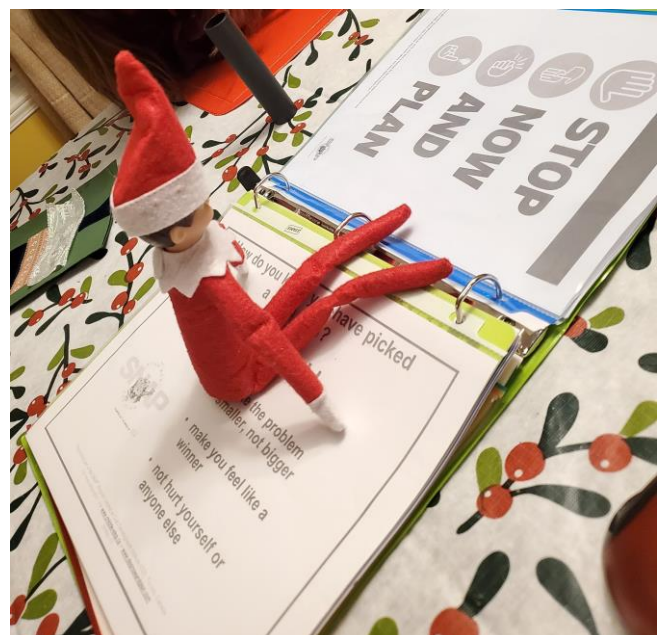
WEAKNESSES: The uncertainty of never knowing if we can continue to offer this program because of funding. The continuous change of staff.



March 2021

Our SNAP dragons are still asking a year later: When are the children coming back? It's lonely here!

AN ELF WAS CAUGHT CHECKING A CHILD'S BINDER



At the end of the 13-week sessions, we asked the parents their positive and negatives about the group, here are some of the comments from the last year:



Learning new tools and being supported by leaders in understanding how to use them.

It was a safe space to openly share, Ron and Debbie fostered trust within the group which facilitated dialogue on issues that I otherwise kept inside. It helped me understand I was not alone in my challenges and it provided perspective in comparison to the other parents in the group.

I believe this course works very well. It brings to the surface what may be lacking in the home dynamic, which might, in itself, be so much harder to modify (dynamic beyond just the child). What I learned as a result is that consistency is so very lacking for us and there are many reasons for this. Thank you for the opportunity to participate and giving us tools we can work with. You are truly devoted to this cause and it shows.

The role play was too idealistic - life never happens like that.

Being able to talk with each other and hear from others in similar situations

I've done therapy before for myself, but I've never been challenged like this before, called out on, and really made to think, and that's why I don't feel like I have worked on myself effectively in the past. This group, leaders AND fellow participants, all contributed to a style of improvement that absolutely got through to me, and forced me to look at my situation, my family, and my relationships with others.

C'est génial que l'enfant puisse parler seul avec un intervenant. Il a tendance à s'ouvrir davantage. C'est ce que nous avons aimé le plus de la session SNAP. Aussi, le faire via Zoom est merveilleux, dès que l'enfant a fini, il peut vaquer à ses occupations rapidement. Pas de logistique de transport est clairement plus facile pour les parents. Même après la pandémie, je conserverais cette portion du programme par Zoom. En plus, ça permet d'aller chercher des enfants de différents milieux géographiquement parlant.

Une équipe merveilleuse et un groupe super. Offrir le service et une rencontre avec l'école de mon enfant pour leur donner des conseils et trucs pour mieux encadrer les jeunes qui sont en difficultés. Sinon, pour finir, honnêtement, je vais m'ennuyer de mon groupe et des intervenants. Pour une fois depuis longtemps, je me suis senti compris, aider, soutenu et surtout que je n'étais pas seule à vivre cette situation et que nous avons beaucoup de points en commun. Vous avez fait de nous et de nos jeunes de meilleures personnes avec de nombreux outils pour avoir une belle réussite pour l'avenir dans tous les domaines et aspect de la vie. MERCI beaucoup



OUR INVOLVEMENT IN THE COMMUNITY

Obviously this pandemic had a major impact in our involvement. Absolutely no in-person events happened this past year. Zoom meetings were the norm but we missed out tremendously in not been able to speak face to face with other organizations. Thankfully at the beginning of 2021, the CRC (Community Resource Center) started organizing weekly Director's "meet-ups", a very informal gathering of Directors who get a chance to catch up with others, share their problems and discover all the changes that have happened since we last met sometime at the beginning of 2020.

We are also part of different associations:

- Member of the Table de concertation enfance-famille-jeunesse de l'Ouest-de-l'Île (TCEFJOI)
- Board member of the West Island Crisis Center (WICC)
- Board member of the Table de quartier du nord-ouest de l'Île de Montréal (TQNOIM)
- Member of the Quebec Community Groups Network (QCGN)
- Member of Ma Communauté
- Member of Grandir Ensemble
- Member of the Regroupement pour la valorisation de la paternité
- Member of RIOCM (Regroupement intersectoriel des organismes communautaires de Montreal)
- Member of the Table de sécurité urbaine de Pierrefonds-Roxboro
- Member of the African Canadian Development and Prevention Network (ACDPN)
- Went to several Annual General Meetings of our partners in the community.

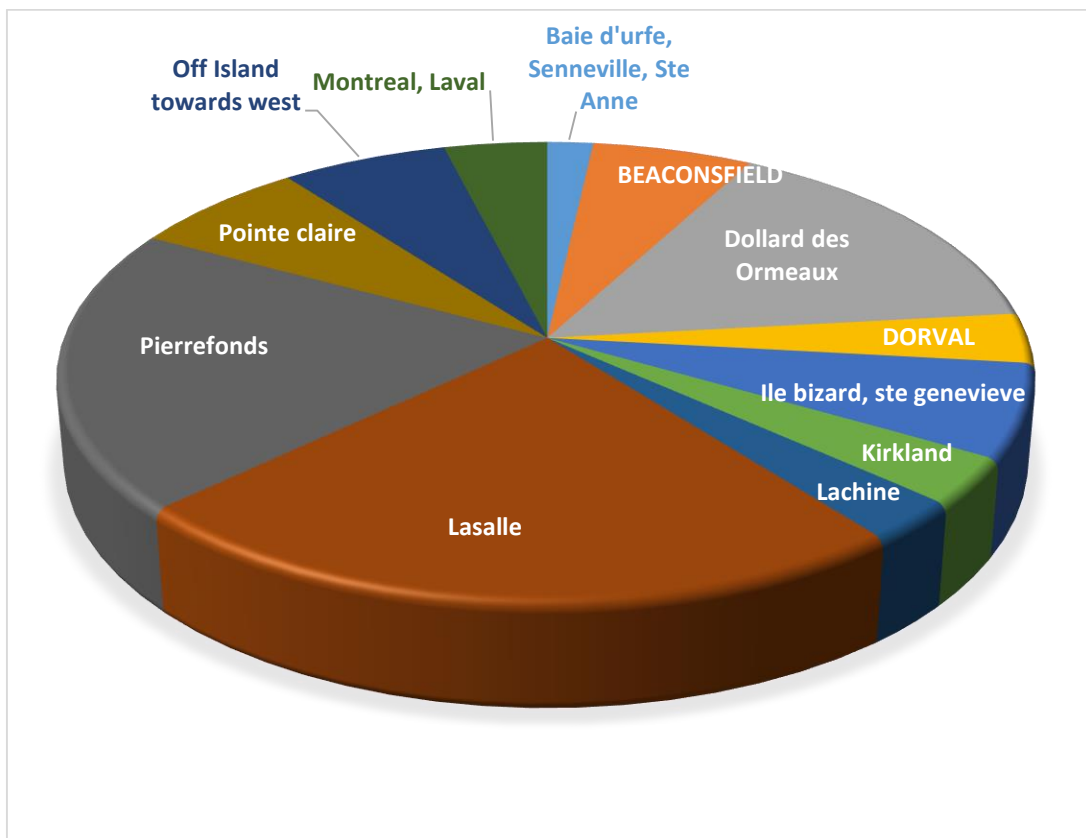
A GENEROUS DONATION OF SCHOOL BAGS WITH SUPPLIES IN THEM CAME FROM ACDPN



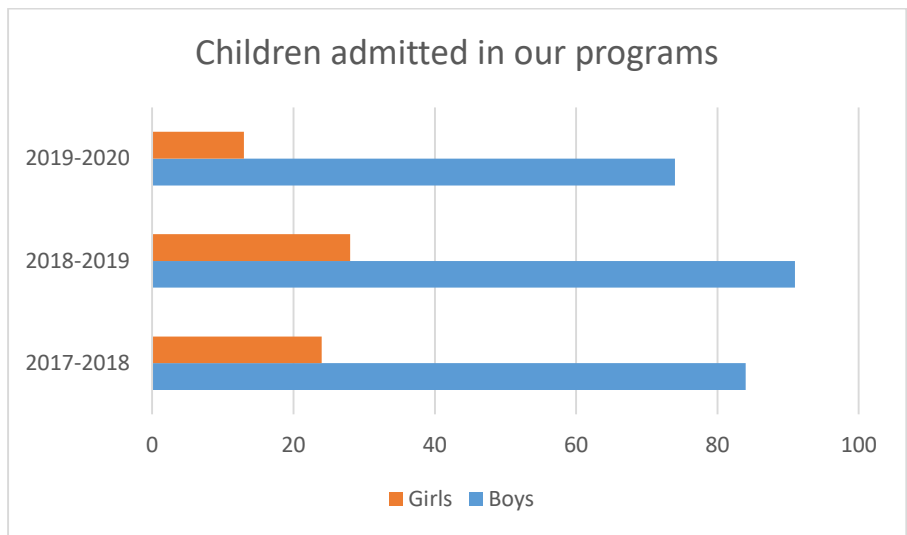
OUR NUMBERS

Once more we see that most of our families reside in the Pierrefonds-Roxboro and LaSalle boroughs. Dollard des Ormeaux follows with Ste-Geneviève-Ile Bizard close behind. This past year has seen families from Mirabel, Montreal-North and St-Lazarre calling us and this is where the virtual sessions came in handy. Parents are desperate for help; they will make the long trip in traffic to help their children.

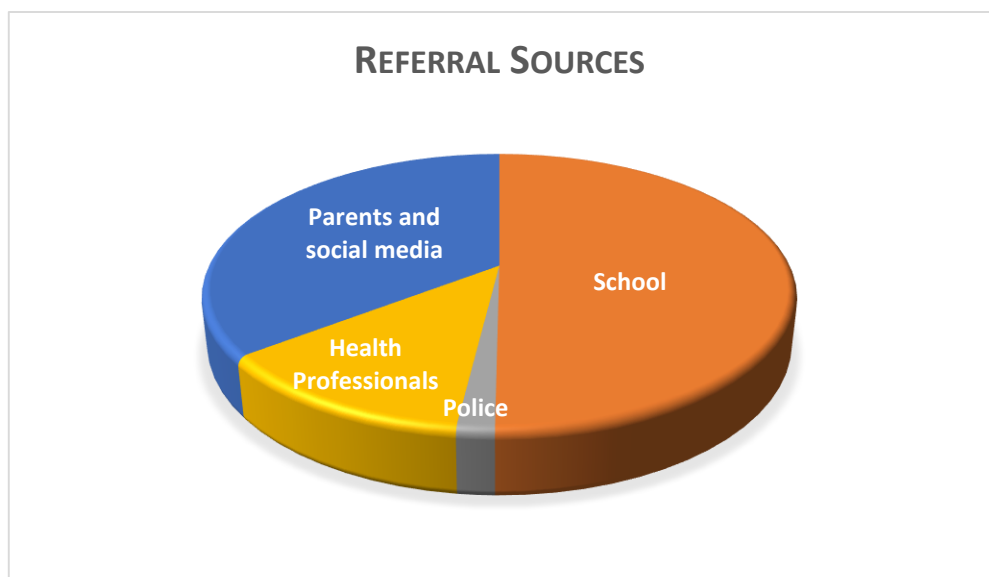
Families par borough/city



Because of Covid we were only able to offer 2 full cohorts (Fall and Winter) instead of our usual 3 (Summer, Fall and Winter) causing a dip in the amount of children admitted. This was a potential lost of 24 families. We are still scrambling to catch up with our waiting lists. The new year is looking much better!



Once again our referrals were predominantly from the schools with social media and word of mouth close behind. 13% of new clients this past year came from Google searches.



FINANCIAL STATEMENT

- Our financial statements are examined by an independent accountant.
- PSOC came through this year with some emergency funding to help alleviate the costs of keeping the organization going despite the pandemic.
- We were uncertain if our summer camp would happen but last minute funding was received by the Fondation du Grand Montréal to help us with the extra costs related to the Health Measures and once again our Federal Summer Employment grant came through to help with the salaries.
- In December more good news was received in an increase of 20% of our core funding from “PSOC” (programme de soutien aux organismes communautaires).

As can be seen in the balance sheet below, we are showing a net asset of 52 509 \$. This can be partially attributed to an outstanding debt that was removed from our books. This amount will be allocated to our 2021-2022 budget.

	2021	2020
Bilan non vérifié		
31 mars 2021		
	2021	2020
Actif		
Encaisse - non affecté	68,411 \$	66,725 \$
Encaisse - affecté	25,000 \$	27,348 \$
Débiteurs	10,499 \$	5,203 \$
	103,910 \$	99,276 \$
Passif		
Créditeur	26,401 \$	17,868 \$
Revenu reporté	25,000 \$	
Autres prêts à payer, sans intérêts ni modalité de remboursement		25,301 \$
	51,401 \$	43,169 \$
Actif net	52,509 \$	56,107 \$
	103,910 \$	99,276 \$

Our sincere thanks to the Borough of Pierrefonds-Roxboro for their \$10,000 contribution and to the Fondation du Grand Montréal for the \$ 40,000 that was allocated to programs.

In the expenses as is usual, most of our funds go towards salaries and with the grants we were able to maintain our core employees. We were able to save in areas not needed.

États des résultats non vérifié		
	2021	2020
Revenus		
PSOC		
<i>Mission Globale</i>	102,154 \$	84,397 \$
<i>Aide d'urgence pour détérioration financement</i>	8,935 \$	
<i>Projet ponctuel</i>	19,077 \$	
<i>Aide d'urgence pour réorganisation service</i>	18,770 \$	
Gouvernement du Canada - emploi été	18,046 \$	7,773 \$
Gouvernement du Canada - subvention salariale	98,887 \$	
Dons	9,118 \$	86,134 \$
Programmes	45,884 \$	17,692 \$
Sécurité publique Canada (SNAP)		240,186 \$
	320,871 \$	436,182 \$
Frais d'Opération		
Salaires et avantages sociaux	283,275 \$	295,373 \$
Frais d'évaluation	8,808 \$	51,760 \$
Bureau, papeterie, général	11,731 \$	7,533 \$
Publicité et promotion		9,165 \$
Loyer	13,319 \$	24,196 \$
Frais de garde		5,882 \$
Dépenses de véhicule		10,010 \$
Téléphone	7,008 \$	7,059 \$
Assurance	2,167 \$	1,385 \$
Frais de licences	1,500 \$	4,031 \$
Fournitures éducatif	383 \$	414 \$
Honoraires professionnels	2,688 \$	3,385 \$
Entretien et réparation	3,783 \$	171 \$
Frais bancaires	108 \$	133 \$
	334,770 \$	420,497 \$

MANY THANKS ARE NECESSARY

Once again, our impact is dependent upon the devoted efforts of many individuals. Our staff, volunteers and board members are to be praised for their tireless dedication to our families and organizational mandates. However, it is with great pride and respect that we, as an organization, salute the persistence, growth and resolve of the families we serve.

We cannot forget the many funders that came through this past year

- ✓ PSOC (programme soutien aux organismes communautaires)
- ✓ La Fondation du Grand Montréal
- ✓ Service Canada
- ✓ The Miriella and Lino Saputo Foundation
- ✓ Greg Kelley, member of National assembly
- ✓ The borough of Pierrefonds-Roxboro
- ✓ Centre intégré universitaire de santé et de services sociaux (CIUSSS) West Island
- ✓ And many private donations

A very special thank you to our volunteer, Claudine Campeau, her help throughout the year was immensely appreciated!

THANK YOU!



OUR FUTURE

- ✓ We will be starting the year with a grant from the borough of Pierrefonds-Roxboro that will enable us to hire a new worker for the SNAP program.
- ✓ We have received funding to run 3 French groups in the upcoming year.
- ✓ Our mom's and dad's groups will be restarting.
- ✓ Summer camp 2021 is getting ready to happen.
- ✓ While most of our programs have the funding necessary to run throughout the year, our SNAP program requires much more and the search continues to obtain recurrent funding, not a small feat when you need approx. \$350K per year to run at full capacity.

TESTIMONIALS

Notre fils a suivi ce programme de 12 semaines en début d'année 2021, en pleine pandémie. Il est diagnostiqué TDAH avec impulsivité et trouble oppositionnel. L'arrêt des sports d'équipe, les changements de routine à l'école, port du masque, etc. ont été une adaptation très difficile pour notre enfant. Il est très sensible au départ, tous ces changements s sont venus amplifier une fragilité émotionnelle qui était sous-jacente.

Ce programme nous a permis d'avoir une écoute active, une main tendue pour nous apporter du soutien académique et moral, pour avoir des trucs testés et approuvés pour ces enfants quelque peu différents des autres. Le mode d'emploi parfait n'existe pas, mais avoir recours à des spécialistes qui ont de l'expérience avec ces enfants parfois difficiles à comprendre nous a permis d'avoir une bouffée d'air frais, de reprendre le dessus. Aussi, le fait de rencontrer d'autres parents qui vivent de moments similaires avec leur progéniture est encourageant. Ça fait du bien de savoir qu'on n'est pas les seuls au monde à vivre ça...

Dans un monde idéal où tous les parents veulent ce qu'il y a de mieux pour leur enfant, la gestion des émotions devrait être enseignée dans le cadre scolaire de toutes les écoles du Québec, autant le système anglophone que francophone. C'est la base de beaucoup de conflit et tout simplement un beau cadeau à offrir à ses jeunes qui vont grandir plus épanouis, plus équilibrés.

Du même coup, si le programme SNAP est présenté comme un outil supplémentaire à la disposition des parents, si au cours du primaire de grandes embûches arrivent sur leur chemin, ce serait tout simplement génial ! Lors des séances de bienvenue à la maternelle, il serait simple de parler de ce programme, donner des dépliants et d'ajouter leurs coordonnées sur les sites internet de toutes les écoles. Si tout le monde travaille dans le même sens, la vie de tous en sera améliorée et plus agréable.

Car même les professeurs peuvent bénéficier de certains trucs pour aider leurs élèves, des mots tout simple comme RESPIRE un grand coup pour 5 secondes et observe la situation...

Je recommande vivement ce programme à toutes les familles qui pensent avoir perdu le contrôle, qui vivent de grands obstacles. Il est normal d'avoir besoin d'aide par moment et il faut que les ressources soient disponibles et accessibles.

Merci SNAP pour votre soutien.

Marie-Claude

I strongly believe that the SNAP program is excellent! I have learned a lot and feel stronger and more confident in what I do with my son. My husband and I also have used SNAP and it helps, we are on the same page with everything that concerns our children and to have had been a part of this group with Ron and Jill, I am very grateful and thankful. They do love what they do and it shows, it really does. Not once have I felt like I was a bad parent and did something wrong, and that to me is very important, not to be judged by the teachers or the group of parents.

I have only positive things to say for myself and my husband we are very happy to have done this program and will continue to use the tools they have given us. Thank you so much for calling us to be part of this, really.

And I cannot speak for my son, but I do see he has grown and use the SNAP and is proud of it when he does. Which makes me a very happy and proud mother.

Thank you again, so so much!!

Sandra Milioto and Gerard Guilbaut



I want to thank Ron, Debbie and Jennifer for their exceptional support and guidance through the SNAP program. They were able to adapt each session to the group/child's relative mood and energy, they consistently found ways to connect with each participant and, in my case in particular, helped me understand and connect the course content to my particular situation. This is even more impressive since they are working with very sensitive subjects (parents and their children) who are carrying pre-existing anxiety and frustration into each session/technique.

Thank you all so much for helping me better understand myself, my daughter and for providing me with strategies to adjust/improve/enable my parenting style to support the positive growth and development of my daughter.

Anonymous