

Annual Report

2021-2022



Centre Famille & Ressource

Family Resource Centre



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.

Highlight's



Strategic/Operating Highlights

Covid-19 was still in the forefront this past year as we continued to run our SNAP groups in virtual mode. The father's group continued throughout the year, the mom's group restarted in March, the 0-5 is still on the back burner and we were able to help 138 families

Financial Highlights

Again no fundraising events were held. We continued the strict monitoring of our finances and with receiving some municipal and provincial funding we successfully made it through another year.

Looking Ahead

We are looking forward to going back to in person groups while continuing some virtual groups. At the forefront of our efforts we continue to look for recurrent funding for our programs as well as creating and maintaining partnerships.

President's message



Thank you to all the stakeholders who continue to believe in the invaluable work of our little Family Resource Center (FRC).

I want to express our sincere sympathies to all the members in our community who have experienced loss and have had to grieve these past years due to the pandemic. And once again, it has been a uniquely challenging year, but we are facing the future with agility and new ideas.

We benefited from several government programs related to the pandemic and they provided us the necessary extra resources to sustain our online services, continuing to support families in our community. This extra funding also provided FRC with a bit more time to continue to develop sustainable funding solutions for the organization's future stability and growth.

The FRC saw a 20% increase in admissions from last year. 89% of children participating in the SNAP program remain to the end. 138 families were helped this past year. Being online for 2 years now has provided deep learning experiences for all staffers. We wish 2 facilitators the best of luck as they sought to further their careers outside our organization and we welcome a new member to our team. Our summer camp last year had 12 enrollees, and demonstrated the critical issues facing families today.

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 in our efforts. We have taken steps to undertake fundraising in the community, and have initiated a relationship with [ExplorationsLearning.com](https://www.explorationslearning.com), a fellow Montreal charity.

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

Our Board members



Executive Committee

Ely Bonder, president – community representative

Fred Jansen, Vice-president - community representative

Brian Gutenplan, Treasurer - user

Geneviève Gagnon, Secretary - community representative

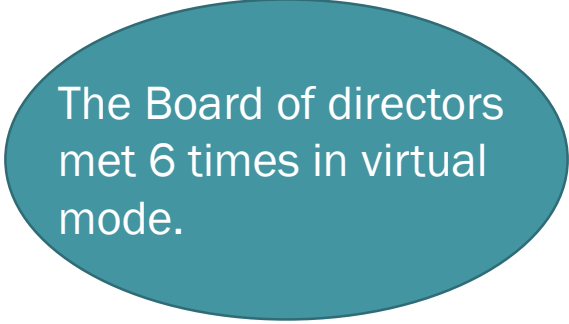
Directors

David Ronai - community representative

Laura Mosca - user

Sam Tenser - community representative

Brett Humphries - user



The Board of directors met 6 times in virtual mode.



Fundraising committee met twice

Executive Director's message



We find ourselves at the beginning of another fiscal year filled with hope, promise and plenty of work to be done.

The past year was filled with ups and downs and wins and losses that highlight the amount of commitment and work ethic that I have come to rely on from my colleagues. Their tireless efforts and out of the box thinking have manoeuvred the organization into a position of trust, respect and innovation.

Together with our board of directors, whose volunteer spirit and enthusiasm have further motivated our endeavours, we “SNAP” to the attention of our clientele and solidify our niche in the communities we serve.

It has and remains a privilege to work with a group of people that care so much and ask so little.

Ron Swan, Executive Director

Our dedicated team

Executive Director / SNAP Worker

Ron Swan

Administrative Director/SNAP Worker

Deborah St-Martin

Part-time Facilitators

Kirsten Rouppe van der Voort

Jilian Budd

Line Chidiac

SNAP workers

Jennifer Lichtner

Annomeka Nesadurai – April to December 2021

Sara Lyele-Gouolali – finished in April 2021

Georgia Triantafillos – since January 2022

Summer camp

Coordinator: *Madeleine*

Animators: *Arabella,
Catelynn, Emily, Kailie,
Mackenzey*

Stagiaires

Nicky – Sept to December 2021

Adriana – September to March 2022

Our numbers

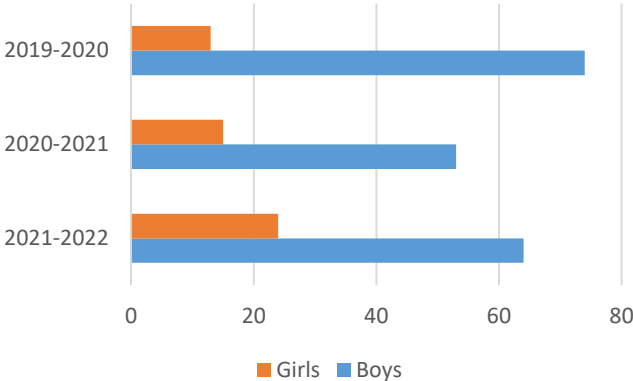
Number of families helped

138

Although the number is much lower than last year, we must remember that at the beginning of the pandemic we had reached out to all previous families. Only a few have needed to stay in contact.

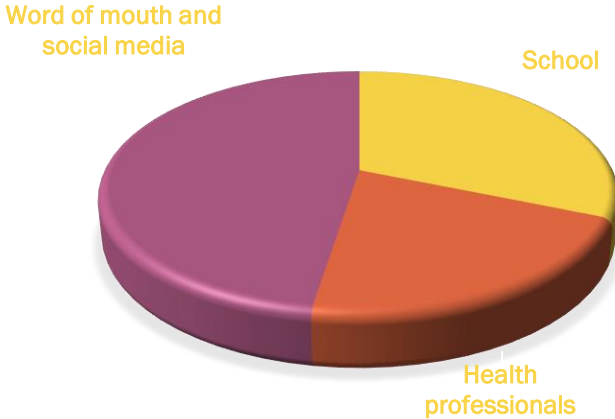
Children in programs

We are seeing a steady increase in girls registering for our programs



Referral source

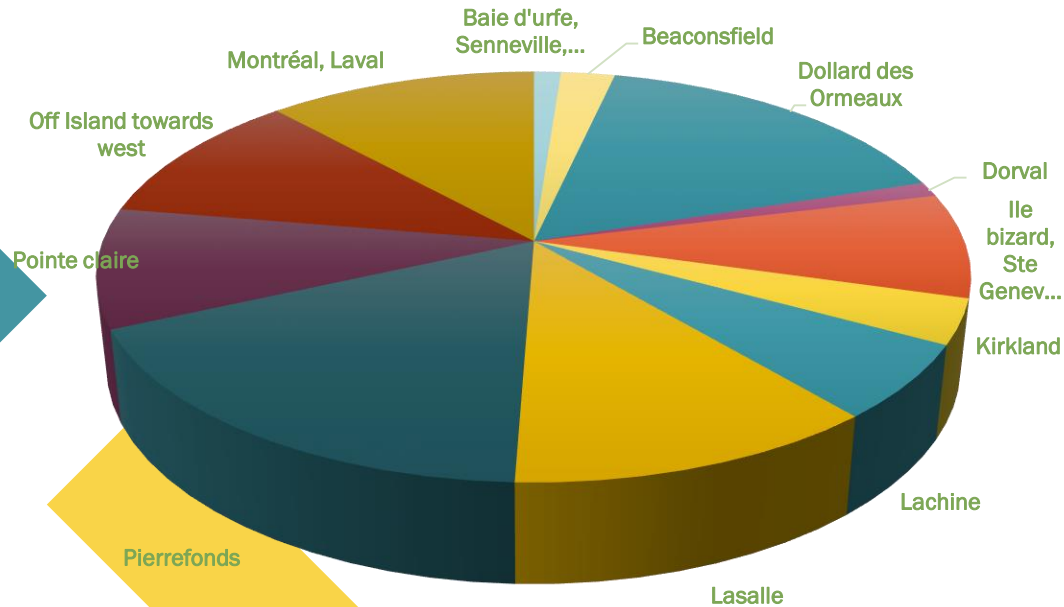
Over the years our referrals have come majorly from schools, this year word of mouth and social media took over



...Our numbers

Territory served

Pierrefonds is once again the dominant area of referral followed closely by DDO and LaSalle which differentiates from previous years. We are receiving more calls from outside the West Island as the service is not offered anywhere else.



Volunteers and helpers

We have been thankful once again to have Claudine, who helps us with administrative paperwork and french translations.

Thank you to Lesley for the scanning of over 200 files.

Our very important cleaning and painting crew: Catelynn, Steve, Andrew and Victoria

Not to forget our board members who are always helping us throughout the year.



What happened this year

April

- ❑ Another SNAP cohort completed with 25 families and again no dropouts.
- ❑ Approval of a grant from the City of Montreal as part of the “Politique de l’enfant” action plan. This will help us cover the costs of a full time SNAP worker for the year

May

- ❑ SNAP summer cohort starts with 18 families

June

- ❑ Summer camp starts with 13 children registered
- ❑ Approval of a grant from the City of Montreal as part of the “Fond Québécois d’initiative sociale” action plan – this will help towards the cost of the French coordinator for our SNAP program in September
- ❑ A surprise non recurrent \$32,977 from the provincial government

July

- ❑ Our SNAP and Summer camp continues
- ❑ City gives us tickets to Montreal activities



...What happened this year

August

- ❑ Summer camp ends
- ❑ Our SNAP summer cohort comes to an end with only 1 dropout.

September

- ❑ Approval of funding from the “Mesure 3.1” surplus of the Table enfance-famille-jeunesse for a 0-5 parent group
- ❑ Approval of funding from the “Mesure de santé publique 4.2” for the facilitators in our SNAP French program
- ❑ Start of the SNAP fall cohort with 18 families

October

- ❑ Our provincial indexation is 10 096\$, slowly building up our recurrent funding bringing us to a yearly recurrent of 113 884\$

November

- ❑ 2 board members and 2 staff participate in the QCGN roundtables
- ❑ SPVM awarded us a portion of the annual baked bean sale that occurred before Covid



Our borough mayor, Jim Beis, delivering the tickets

The SPVM cavalry closed off the cheque ceremony.



...What happened this year

December

- ❑ Another SNAP cohort finishes, retention was not as good with 5 families dropping out.
- ❑ A much needed time off for the team to celebrate the holidays

January

- ❑ A new SNAP cohorts starts, 16 families are registered
- ❑ With some help we started a much needed makeover of our rooms. What a difference a fresh coat of paint can make for the morale.

February

- ❑ Great news, starting in April we will be receiving an extra recurring 80,609\$ added to our provincial funding with a portion allocated for February and March of current year. This will bring us to 194,183\$ and gives us some breathing room for the new year.

March

- ❑ The second half of our donation from the Mirella & Lino Saputo foundation comes in.

Programming

Mother's Group – 4 moms

The mom's group is a chat style group giving them the opportunity to share the struggles of daily life with other mom's. With Covid the group took a back burner until March when finally it restarted in person and virtual.

Father's Group - 8 dads

The drop-in group continued to take place once a month with the fathers appreciating the opportunity to share experiences, commiserate and celebrate.

0-5 Parent group – 3 families

Although no groups took place in person, Jennifer maintained a contact with 3 individual families throughout the year offering help and encouragement for their young ones.

... Programming

Summer Camp – 13 children

The summer camp ran for 6 weeks with some children attending all 6 weeks. Reptizoo came and visited with their animals.

Positives: The children responded well to the arts and crafts projects which were reworked to include more variety. Going to the park, became not only an outing but an opportunity for picnicking. And finally, water games happened twice a week to the delight of all.

Negatives: the age gap and small number of children made planning activities very difficult. If we go ahead next year some changes will need to be made.

SNAP program – 53 families

Quite the busy year in our SNAP program. With extra funding we were able to reach out to more French families.

We had 4 English boy's groups (36 boys), 1 girl's group of 9 and a French group with 8 boys.

Positives: more and more referrals are coming from word of mouth. Despite the virtual mode, the sessions were successful.

Negatives: the virtual mode continues... Due to the decline in Covid isolation, parents' priorities swayed towards extracurricular and social activities thus causing an increase in family discontinuations compared to previous years.

Comments from the parents

THANK YOU! You have helped our family in more ways than you will ever know. Your expertise and compassion make a recipe for success. You have been supportive in times of crisis and have taught us skills that we will forever be grateful for. You have made our family stronger.

This was an extremely helpful process for my son and myself. I feel like I have the tools to support me in various situations that may occur and I also know that even though we don't have weekly sessions anymore 😊, I can always call you for help and advice. Jennifer will still be speaking to my son regularly. I can't thank you enough this is by far the best thing I have ever done for my son and myself.

If your child is struggling with regards to behavioral issues within the school system, then I strongly suggest you apply for this course. SNAP is an extremely helpful and informative program which will teach you a wide array of tools to use to help improve the overall behavior of your child at home and when attending class. The most eye opening thing about this course is realizing how important it is to use the proper disciplinary techniques within the home in order to position your child to have the best chance of success by replicating proper behavior in the class room.

Comments from the parents

Ron and Debbie are amazing instructors and you can feel the passion behind what they are saying, 12 weeks is a big commitment to make as a parent but because of how enthusiastic they were and how interesting the material was I always looked forward to every session. I feel like completing this course I am leaving with some very key contacts of which I can use as a resource for possible future moments of adversity with my child however more importantly I am leaving with friends as they always made us feel like family. Thank you again for the awesome job you did, I truly appreciate it!

This program is a gem for any parent who is struggling in terms of what to do next, to help their child and themselves with emotional or behavioural regulation. The sessions, which are expertly run by fun, non-judgemental, wise, and creative moderators, provide concrete and actionable tools to families. We and our children were able to implement the tools we learned starting as soon as we learned them, and they have made a huge difference. The group environment was supportive and was a welcome atmosphere considering that previously we felt isolated and alone in our issues. If you're thinking you may need some help, please don't wait another second: sign up for the SNAP program! From one parent to another, I highly recommend it!

Our involvements

Members of:

- Table de concertation enfance-famille-jeunesse de l'Ouest-de-l'Île (TCEFJOI)
- West Island Crisis Center (WICC)
- Table de quartier du nord-ouest de l'Île de Montréal (TQNOIM)
- Quebec Community Groups Network (QCGN)
- Regroupement pour la valorisation de la paternité
- RIOCM (Regroupement intersectoriel des organismes communautaires de Montréal)
- Table de sécurité urbaine de Pierrefonds-Roxboro
- African Canadian Development and Prevention Network (ACDPN)

- ROHIM (regroupement des organismes pour hommes de l'Île de Montréal)
- (WITT) West Island Think Tank

Participated in:

- Director's informal weekly meetings held by the CRC (Community Resource Center)
- QCGN (Quebec community group network) roundtable on data
- QCGN roundtable on funding
- QCGN roundtable on representation
- QCGN roundtable on organizational and Network Health

... Our involvements



A new French SNAP affiliate opened in Saint-Jean sur Richelieu and in July, Ron and Deborah visited them with the SNAP representative. They were very eager to learn how we did it and we had no problems sharing what went wrong and what worked best.

Without even thinking we offered any help they could need to help them start. Deborah did a visit in October to go over all the paperwork and even shared some of our templates. Another quick visit in February to see the group setup, offer some recommendations and debrief on their first week.

Our financial situation

As can be seen on the balance sheet we have \$175,157 in cash of which \$100,000 from the Saputo foundation has been deferred to this current fiscal year. We also have receivables for \$21,871 of which \$20,000 is from our Canada Emergency Business Account (CEBA) and the balance \$1,871 is GST/PST to be received.

THE FAMILY RESOURCE CENTRE
BALANCE SHEET
AS AT MARCH 31, 2022 Page 4

	2022	2021 (Unaudited)
Assets		
Current assets		
Cash (Note 3)	\$ 175,157	\$ 93,412
Accounts receivable (Note 4)	21,871	10,499
	\$ 197,028	\$ 103,911
Liabilities		
Current liabilities		
Salaries and vacation payable	\$ 27,666	\$ 26,401
Deferred revenues (Note 5)	106,759	25,000
	134,425	51,401
Net assets		
Unrestricted net assets	62,603	52,510
	\$ 197,028	\$ 103,911

...Our financial situation

In revenues we received many grants, PSOC, summer camp, municipal grants, Canada Emergency Wage Subsidy and because we paid off our 60,000 CEBA loan before the due date we get to keep 20,000\$.

For the operating expenses, our salaries were higher this year because with the grants received we were able to hire a person to replace the worker who left in March 2019. We finished with a surplus of \$10,093 bringing us to a total accumulated of \$62,603 which will be used in the current fiscal year.

THE FAMILY RESOURCE CENTRE

STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2022

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	2022	2021 (Unaudited)
Revenues		
CCSMTL PSOC (Note 9)	\$ 160,295	\$ 148,936
Grants - Federal government (Canada Summer Jobs)	23,843	18,046
Public Health (Note 10)	6,996	40,000
Donations, camp registration fees and other	33,616	15,002
Ville de Montréal (Pierrefonds-Roxboro) (Note 11)	55,438	10,000
Grants - Canada Emergency Wage Subsidies and Canada Emergency Business Account	97,241	98,887
	377,429	330,871
Operating Expenses		
Salaries and wage levies	329,918	283,275
Program expenses	5,106	8,808
Office and general	3,645	11,732
Rent	13,738	13,319
Insurance	2,260	2,167
Taxes, licenses and permits	1,500	1,500
Repairs and maintenance	1,196	3,783
Telecommunications	6,268	7,008
Professional fees	2,687	2,687
Training	899	383
Interest and bank charges	119	108
	367,336	334,770
Excess (deficiency) of revenues over expenses	\$ 10,093	\$ (3,899)

The future

A decision was made not to hold the summer camp this upcoming year. Although the need is there, the pressure on our permanent personnel was becoming too much. The requirement for adequate staffing in order to handle behavioural children demands that we offer a better salary and since our funding was uncertain we decided to put on hold this year. Perhaps a partnership with another organization, in the future, would be more beneficial.

We will not renew the grant for our 0-5 parent program. The past two years, despite our best efforts, we have not seen many applicants.

We continue our work towards finding more permanent recurrent funding.

A potential fundraising event in the fall.

Testimonials

Dear Annomeka, Debbie, Adriana and Nicky

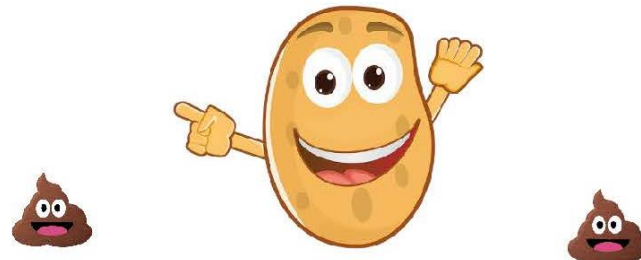
I want to thank you for helping me and my mother improve our relationship.

You taught us a better way to communicate and understand each other.

I had a lot of fun and wish that our sessions could continue.

I bid you farewell my potato squad!

The one & only... ALEXA



Dear Debbie & Ron,

Please know how grateful I am to have been introduced to this program and sincerely thank you!

I know it was only 12 weeks/sessions but these tools and awareness you brought to our day to day interactions will remain for the rest of our lives.

We all mature, grow and evolve yet despite our best efforts at times we falter... from not being taught the best ways from our own parents to personal struggles, we all need to pause and evaluate how we're doing.

This program gave us the chance to reflect on our communication patterns and helped us gain better visibility on where we'd like to be and how we can get there.

It is indeed a process but at least we are now equipped with tools to handle situations more effectively, reminded us that it's ok to take a step back and simply being more conscious of how we express our emotions has helped.

That being said, I truly appreciate the work you've done with my daughter and me! I will now do my best to integrate my oldest to the SNAP ways as she plans to move back in after the Holidays. I wish I could have done this with her in her younger years but better late than never right :-)

Keep up the good work, you were both pleasant, funny & kind! I'll miss these weekly chats ... but at least I've saved all the pdf's LOL

Thanks again :-)

Take care, bye for now.

Best regards,

Christina

I wanted to take a few minutes to write you guys all this morning because September 2021 has been a 360-degree turnaround from September 2020 and I really wanted to share.

Rewind to this time last year. My son had just started at a new school. He was having difficulty fitting in and making friends (obviously the Covid aspect did not help) - and he was overall NOT getting along with his teachers. Every day was a battle - a battle to get him out of bed, to get dressed, to go to school, to do homework and our biggest challenge was at bedtime. He spent many nights wandering into MY bedroom crying and not being able to sleep. He was purposely getting into trouble in class so he wouldn't have to go outside for recess and was spending way more than average time with the guidance counsellor and principal. We received no support from the school, they had us convinced that our son was some kind of delinquent and that his previous school was just ignoring his "bad" behaviour. One morning I did however, have the pleasure of speaking with DEBBIE who I feel literally talked me off of the ledge that day and I will forever be appreciative of that conversation!

May 2021 arrived along with the start of our SNAP experience. I will admit - my husband and I weren't 100% convinced that we needed or wanted to proceed with this program. It meant MORE people to criticize us and judge us.

Turns out, our son really enjoyed SNAP. He really seemed to like his weekly conversation with Jennifer and sort of took pride in explaining things to us that he spoke to her about. I also think that my husband and I took what we needed from our weekly meetings. We also felt a sense of relief knowing that our son's situation was not unique and that we weren't the only parents being totally let down by the school system. I can only hope that all the other parents were able to get what they needed from our weekly meetings....

Continued on next page

Following our move, our son started at a new school this September. Everything about the past four weeks has been the opposite of last year. Granted we approached the year differently but I can NOT explain the extreme turnaround. He is a new person. He wakes up happy and he actually looks forward to school every day. He has made new friends and only had one "pushing incident" which was resolved by the recess supervisor and ended in apologies (and it was our son who told us about it - not the school). Most importantly (for me anyways) - he falls asleep every night and sleeps through the night with no tears. I recently spoke to the principal who informed me that he is a delight and that she doesn't really understand everything I had told her previously. She also said that she has visually noticed/witnessed him work through his "decision making process" and that she has seen him get frustrated or upset about something but says that he is able to walk away from it or "flip his switch" quickly (if that makes sense?).

I just really wanted you guys to know that whether its big or small - you guys really made a difference in OUR lives. Our son has not forgotten about meeting Ron at camp or speaking with Jennifer weekly - he actually mentioned her recently when telling me about another boy who was rude at school. He said that maybe that kid should speak to Jennifer;) Debbie - I will always remember the first conversation I had with you where you assured me that we were not alone and I appreciate the support that all of you gave us during a very stressful time in our lives. I hope that you guys continue the work you are doing because it's obvious that you are doing what you are meant to do and it changes things for people.

THANK YOU

Sincerely,
Lyndsay Browley

A special thanks to the dedicated, volunteers and board members for their determination in making sure we meet our organizational mandates. We wish to acknowledge the perseverance, progress and tenacity of the families we serve.

Not to forget our collaborators:

- PSOC – Programme de soutien aux organismes communautaire
- Service Canada (summer program)
- The Mirella and Lino Saputo Foundation
- City of Montreal - Borough of Pierrefonds-Roxboro
- Canada Revenue Agency - (Canada Emergency Wage Subsidy (CEWS))
- Saint Barnabas Anglican Church
- Direction régionale de santé publique et les CIUSSS montréalais – for our personal protective equipment (PPE)

Thank you

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