

# **ANNUAL REPORT**

2018-2019

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# WORD FROM THE PRESIDENT

Dear Community Members,

It is my pleasure to present our annual report for 2018-19. This year was a new beginning for MCDC. The team takes an idea and turns it into reality.

Some examples:

- Collaboration with Pigalle Cinema, Thetford Mines to show English movies
- Continued partnership with the school and increased activities for youth and families
- Representation with our local French partners, and regional networks

I wish to thank our partners and funders for their continued belief and support of MCDC. I thank our Board of Directors for their time and their continued support of our community. I thank our staff for without you—the idea would not become a reality. Thank you to our volunteers—you make our ideas possible.

Thank you to our community for participating and believing in MCDC. A special thank you to our executive director, Brian Gignac, who has shown a new and lasting vision for MCDC.

In 2020, MCDC will be 20 years old—a milestone and we plan to celebrate.

Ann Marie Powell

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President

# WORD FROM THE EXECUTIVE DIRECTOR

Dear Community Members,

It has been a very busy and rewarding year at MCDC over the last 12 months. I am extremely satisfied of the results and what was accomplished by the staff and I look ahead to the coming year with confidence and pride.

Our accomplishments in the last year would not have been possible without the hard work and dedication of the MCDC staff and all have contributed to making our community more vibrant. I want to thank Maureen Small, Estelle Leboeuf, Jennifer Nutbrown, Marie-Michelle Laplante and Valerie Lehoux.

I would also like to thank our board members and volunteers who help MCDC fulfill its mission and actively support our community by going the extra mile to help. Finally, I would like to give a special thanks to our partners and funders who support us year after year and are strongly convinced of the work we accomplish.

With many and exciting projects for the upcoming year, TOGETHER we will DISCOVER, DEVELOP, COMMUNICATE and COLLABORATE!

Brian Gignac

**Executive Director** 

# MCDC 360° OVERVIEW

### History

Established in November 2000, MCDC (Megantic English-speaking Community Development Corporation) was the overall result of various initiatives undertaken in previous years to solidify and revitalize a diminishing English-speaking population. Due to a decline in the mining industry and an aging population, the community found itself in a palliative care mode.

Prior to the creation of MCDC, various community leaders sought help from Holland Centre for some direction and assistance. In 1994, what transpired from these discussions was the organization of drop-in afternoons to benefit senior services in the region.

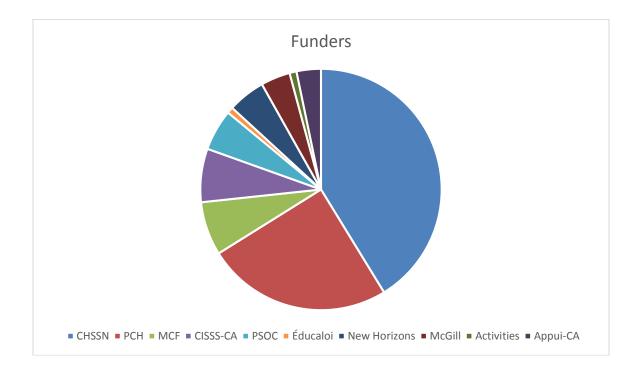
With very positive and encouraging results from this first initiative, members of the English-speaking community began to question the possibility of creating other services. Once again, in 1998, the leaders turned towards Holland Centre for more insight. With new ideas emerging from these discussions, a working group was created to unite more elements from the English-speaking population. Furthermore, the working group focused on the following question: Could the community be doing other things?

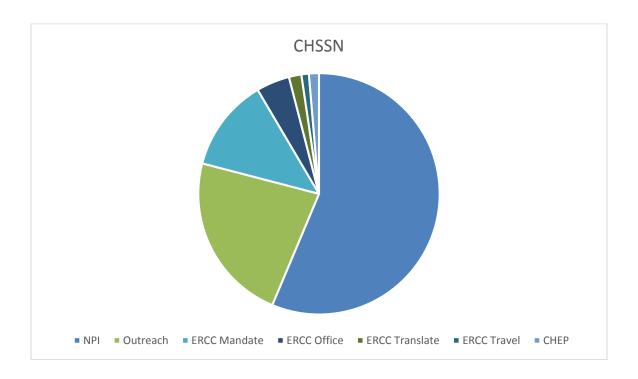
The answer was obvious. In essence, what needed to be done was to establish a non-profit organization that would develop various initiatives to benefit the community. Finally, in November 2000, MCDC was created and now acts as the driving force to foster and develop new initiatives and services.

#### Mission

Our mission is to serve and promote the well-being of the English-speaking community of the administrative region of Chaudière-Appalaches and the sub-region of MRC de l'Érable and to offer the community, social and cultural services and programs for the benefit of all in partnership with the largest French community.

## **Funders**





### **Board Members**

- Board members met six times.
- We held our Annual General Meeting in June 2018, and 53 people in attendance.
- Finance committee met on four occasions.
- Human resource committee met twice (for two hiring processes)
- Some of our members are involved in local and regional committees on behalf of MCDC.

Ann Marie Laughrea Powell	President	Private sector and members
Annie Stewart	Vice-president	Public sector and members
Ann Marie Campbell	Treasurer	Public sector and members
Joan McCammon	Secretary	Member
James Allan	Director	Private sector and members
Luc Baillargeon	Director	Member
Pauline Davidson	Director	Member
Brenda Trenfield	Director	Public sector and members
Zina Pantorno	Director	Private sector and members
Alice Renaud	Director	Member
Stephen Renaud	Director	Public sector and members
Aline Visser	Director	Member
Harold Ned Young	Director	Member

### **Staff Members**

Executive director	Brian Gignac
Administrative assistant	Valerie Lehoux
Health Coordinator	Marie-Michelle Laplante
Youth Coordinator	Estelle Leboeuf
Senior and Volunteer Coordinator	Jennifer Nutbrown
<b>Events and Communication Coordinator</b>	Maureen Small

A special mention for those who were part of the team in 2018–2019: Judy Johnson and Chris Lapointe.

#### Services

MCDC offers a wide variety of services, initiatives and programs to all age groups, such as community activities and health promotion, access to health and social services in English, volunteer services, youth initiatives, programs for seniors and caregivers, information and referrals, and many others.

In order to help bridge the two linguistic communities of the region, MCDC also offers two activities targeted at French speakers: a conversation club where French speakers can improve their English skills and a playgroup for preschoolers and their parents where the toddlers have the opportunity to familiarize with the English language.

### **Opening Hours**

- Normal schedule (September—June)
  - o Monday to Friday from 8:30 a.m. to 4:30 p.m.
- Summer schedule (July—August)
  - o Tuesday to Thursday from 9:00 a.m. to 3:00 p.m.
- Christmas break
  - o Office was closed from December 22<sup>nd</sup> to January 6<sup>th</sup>
- Summer break
  - Office was closed from July 21<sup>st</sup> to August 4<sup>th</sup>

### **Community Involvement**

- We can count on the contribution of Kinnear's Mills Municipality, Odd Fellows from Inverness and Résidence Fatima and HLM (Ste-Agathe) for the free hall rentals to hold our Drop Ins.
- We have a precious collaboration with St. Patrick Elementary School/A.S.J. High School. We have access to space at the school for guest speakers, workshops and the Breakfast Program.
- We share a human resource with the Megantic Community Foundation (MCF). MCDC's administrative assistant is also MCF's Executive Director.
- We get free advertising from the city of Thetford Mines, "Chambre de Commerce et d'Industries de Thetford Mines" (CCITM) and the "Société de développement économique de la Région de Thetford" (SDERT).
- We received 15 references from our French-speaking community partners.

# **HEALTH PROGRAM**

### Healthy after 50

 Each Healthy after 50 includes health information, a physical exercise session sometimes taught by a health professional and a cognitive exercise session followed by a light lunch. The main purpose of our Healthy after 50 is to engage our members into a healthy active lifestyle and to maintain physical and cognitive abilities. We had 5 sessions this year for 90 participants.

#### **Arts & Crafts**

 We offer Arts & Crafts sessions for our members to improve or maintain their fine motor skills, develop creativity and explore abstract thoughts. The first two workshops took place in December with a Christmas theme. The last two in collaboration with a certified art teacher were in February and March. The Arts & Crafts also gives the opportunity to our members to open up about their concerns and feelings on an informal mode. The four activities reached 25 participants.

### Info-Session

- Alzheimer Workshop: To demystify the myths and realities of Alzheimer's disease, we held and info-session including the viewing of the movie "Still Alice" followed by a guest speaker from "Société Alzheimer de Chaudière-Appalaches". "Still Alice" portrayed a linguistic professor diagnosed with Alzheimer's disease shortly after her 50<sup>th</sup> birthday. The disease takes hold swiftly and it changes relationship with her family.
- CAAP-CA Workshop: We held a workshop with the "Centre d'assistance et d'accompagnement aux plaintes Chaudière-Appalaches" (CAAP-CA) about the complaint process and user rights to access health and social services in English. There were 15 people attending. This workshop has strengthened our partnership with the CAAP-CA and they asked us to do some translation work for them (French to English).

### Info-Session (continued)

- CRA Workshop: We had Canada Revenue Agency guest speakers explaining Disability Tax Credit and Disability Amount, Medical Expenses, Home Accessibility Expenses, Canada Caregiver Amount, Volunteer Program and Pension Income Splitting. Ten people attended.
- Healthy after 50: After one of our regular Healthy after 50 session, we held a special info-session on the new Canadian food guide. We explained and distributed it.
- On National Seniors day, we had a pharmacist guest speaker that did a presentation on medications. We reached 35 members.

### CHEP/Cummings Videoconference

- We presented three CHEP DVDs: "Eating well Sugar and Salt—What's new", "Why can't I sleep?" and "Let's talk about proteins" and one live videoconference "What's new in palliative care".
- We presented three Cummings Centre preregistered videoconference: "The doctor is in: The many faces of arthritis", "Alzheimer: warning signs and how to communicate with someone who has the disease" and "The science of happiness and the six pillars of Well-Being".
- We reached 55 participants.

### **Health Consultation (access)**

- Following the request of the CISSS Chaudière-Appalaches, the MCDC began
  a process of consultation of its community living in the territory of the MRC
  des Appalaches as well as that of Lotbinière. The first objective of the
  approach was to consult members to obtain their opinions on the
  accessibility to health services in English. Secondly, to guide the reflections
  of the regional access committee that will be in place at the beginning of
  2019.
- We also conducted a telephone consultation with several pharmacies in Chaudière-Appalaches, targeting the largest cities in the territory: Thetford Mines, Sainte-Marie-de-Beauce, Saint-Georges, Lévis and Montmagny. In each city, we contacted five pharmacies to find out if they had English speakers in their clientele. In addition, we asked whether they could answer in English. These telephone consultations took place from January 7 to 11, 2019.

 Members concerns include difficulties in accessing English-speaking staff (telephone system, psychiatrists, doctors and more), lack of sensitivity on the part of some staff members. They also noticed the lack of availability of English forms and the flyer explaining how to access English services is only in French.

#### Partners in Health

 We produced and distributed Partners in Health publication four times a year. Each pamphlet includes health information (prevention, disease, and drugs), cognitive games and healthy recipes. We reach approximately 265 members each edition.

#### Translation

- When needed, we offer translation to facilitate access to health-related services. For 2018–2019, we estimate 60 translation requests.
- We also translate documents and publications of our partners like:
  - "Comité Bientraitance Chaudière-Appalaches" requested our help to translate their English regional flyers. They will be printed and distributed to 2,500 English-speaking members in the Chaudière-Appalaches area.
  - "Centre d'assistance et d'accompagnement aux plaintes Chaudière-Appalaches asked us to translate in English their user's right and complaint process presentation.
  - Same for the senior's abuse presentation by Thetford police.

### Meetings

 MCDC represent the interests and the needs of the English-speaking community by participating in different committees and maintaining collaboration with our French-speaking community partners. You will find the complete list of our representations in the dedicated section below.

### Something New

 We also organized a health-related focus group for our partner "Community Health and Social Services Network" (CHSSN). A group of seven members met with a facilitator discussing English service accessibility, the ups and downs and their concerns.

# SENIOR SERVICES

### **Caregiver Program**

- We provide respite care through volunteers when caregivers need to leave the house for a couple of hours. Last year, we had 5 visits representing 41 hours of respite care.
- We offer home visits to identify caregivers' most pressing needs and offer individual support. In 2018–2019, we visited 48 caregivers for a total of 73 hours. When we visit them, we bring some frozen meals from "Popote roulante" (meals-on-wheels) for themselves and their care receivers.
- Between home visits, we maintain individual follow-ups through phone calls on a regular basis. It represents 61 phone calls, total of 41 hours.
- Once a year, we offer training specially designed for caregivers and volunteers. This year we had a paramedic giving basic tools on best ways for moving another person, based on the principles of safe moving of beneficiaries (PDSB). We trained 15 people. This allows us to raise awareness amongst caregivers who are still working and recruit volunteers.
- Sometimes we meet new caregivers and share with them various information. We also provide them with flyers and brochures.
- In 2018–2019, the need for group support changed. Some members decided that their needs were met and left the group. Over the course of the year, seven community members requested help on a monthly basis (from phone calls, to visits, etc.). Then, the Care-Chat structure (frequency, time, setting, functioning, etc.) is in re-evaluation for 2019–2020.

### **Buddy System (friendly visits)**

- Many seniors find themselves lonely and isolated. In an effort to protect our seniors better, break isolation and prevent abuse, we offer friendly visits called the Buddy system. Isolated seniors are paired with a volunteer offering phone calls or visits on a regular basic. Last year, this represented 86 visits and 164 phone calls for a total of 231 hours. Some home visits are made by our Senior and Volunteer Coordinator who ensures their general health and safety and brings frozen meals from "Popote Roulante".
- This year we bought games, arts & crafts supplies, brainteasers and magazines to use when we do home visits. We leave the material until our next visit so the seniors will have time to use them.

### **Volunteer Transportation**

- For our senior members, we offer volunteer transportation in order to get to a medical appointment. Volunteers offer a ride from home, assistance and translation. We compensate the travel expenses. For 2018–2019, we fulfilled 46 transportation requests representing 5795 kilometres and 205 volunteering hours.
- At the end of the fiscal year, we made the purchase of car canes that we gave to our volunteers. This makes it easier to get in and out of the car.

### Drop-In

- Drop-Ins provide an opportunity to meet, play cards or games and to socialize in friendly surroundings. This activity is an essential element for our breaking senior isolation strategy. We also take the opportunity to inform members about health-related topics. The members met on three different occasions every month. We have an average of 20 participants.
- We have two special Drop-Ins each year. The Christmas Drop In and the St. Patrick's Drop In.

### Intergenerational Activities

- The Pen pal's Project: 26 seniors are exchanging letters with 26 grade 3 elementary school students. They sent letters once a month from December 2018 until June 2019. At the end of the school year in June, they have a special Drop In at school where the seniors meet their pen pal and played cards and board games.
- Christmas Drop-In: The 6<sup>th</sup> grade students of St. Patrick attend the Drop-In to chat, sing and dance with the seniors to add Christmas vibes.
- Drop-In supper: Once in a year, MCDC host a community supper at Café l'Espérance for our members. The students of the "I volunteer" program serve the supper.
- History of our region given by Mr. S. Cameron to sixth grade students.

### Something New

 On Caregiver's day, we invited our caregivers to a special meal. This allowed them to gather around a good meal to help break caregivers' isolation. Thirty people attended.

# YOUTH PROGRAM

#### I Volunteer

- Our "I Volunteer" program is very popular with both students as well as community members and has proven to be successful to create a link between these two age groups. Students can volunteer at the SPA, during community suppers, helping with the breakfast program and with the Christmas baskets. Overall, more than 75% of the students (elementary and high school) are volunteers.
- The volunteer students served 30 seniors at a Drop In supper, 35 seniors at the Souper des Petits Frères and 71 people at the Community Supper.
- A.S.J. High school students help St. Patrick elementary school with reading.

### **Parents and Tots**

• The Parents & Tots is our weekly playgroup that reaches out to 13 young children aged 3 to 5 years old. This playgroup is an excellent opportunity for the children to discover the English language through crafts, songs and storytelling and develop their interpersonal skills.

#### Career Orientation

- For the 2018–2019, MCDC has continued to work in close partnership with A.S.J. High School and partners to support our youth employment support program.
- Four career exploration activities were held. In April, students met with a local physiotherapist to discuss the rewards and challenges of a career in health and social services. In October, secondary IV and V students visited the campus at Champlain Regional College in Lennoxville to discover educational programs and discuss with staff. In December some students (10) participated in an Open Door activity at the Thetford Hospital. Students had the opportunity to discuss careers in health and social services sector. Finally, on March 26, 2019, students visited "Centre de formation professionnel Le Tremplin" to learn more about the programs offered and discover new fields of study.

- Along with these career exploration visits in public institutions, students had
  the opportunity to visit two local businesses (Portes et Fenêtres Isothermic
  and Oceania Baths). Both these businesses offer a wide variety of positions
  (trades and manual work, office work and management positions).
- As well, 25 additional students participated in a variety of career orientation experiences.

### Job Shadowing

- One information session was held in 2018–2019. CATTARA offered a workshop on workers' rights since many students do part-time work.
- In addition, 2 days of job-shadowing activities were held in the month of April 2018. This is extremely popular amongst Sec IV students and allows us to be known by local organizations and businesses.

#### McGill

 MCDC is the local lead organization for the "Health and Social Services Community Leadership Bursary Program" from McGill. MCDC promotes the program, helps potential candidates to complete the application process and keep in touch with the bursary recipient. We had four winners in 2018– 2019.

### Life-Skill Workshops

• We offered life-skill activities: "Cooking on a low budget" to all the secondary V students and an info-session on finance with a Desjardins guest speaker. We also offered a babysitting course for grades 5 and 6 students, 14 participated.

### Something New

 In March 2018, MCDC organized its first Community Day in collaboration with A.S.J. High school and Community Learning Centre (CLC). More than 300 people participated in the activity (students, parents, staff and community members). This activity was very beneficial in our partnership with the school. Another community/family day is planned for 2019–2020.

# COMMUNITY LIFE

### Library and Book Club

- Our Community Library is very popular with our members since it allows them to have access to books in English. Many of our members and volunteers donated books. This year, we also bought 50 new books.
- Our library allows us to host a monthly Book Club.
- On an annual basis, we estimate 100 members using the Library.

### **Community Resource Centre**

- We have numerous documents and flyers that are available at our community centre. For example, members may have access to many legal documents produced by Éducaloi. Documents from some of our partners are also available and brought to community members participating at our Drop-In afternoons.
- MCDC also has access to DVDs, and videoconferences related to health topics. Members can come to our community centre to watch them.
- MCDC has opened its doors to community members and organizations who need a meeting space. We offer it free of charge.

### Social Activities

- Every Thursday afternoon, members are coming over to MCDC for the Cribbage Club. We usually get four to eight people.
- A summer outing is planned every year. In 2018–2019, a group of 20 members visited the gardens in St. Séverin followed by a tour of some of the sites where benches from the historical bench project were installed.
- Thanksgiving lunch: 37 members attended our annual Thanksgiving lunch.
- The organization of our Annual Community Supper & Dance was a major success with 88 participants. We also used the opportunity to hold a live auction.
- Each November, MCDC organizes its annual shopping trip to the City of Québec. Many of the seniors that participate do not have many opportunities to shop in Québec (mobility, stress, age, etc.). Twenty seniors participated.

### Social Activities (continued)

- Our annual Christmas Meet & Greet is the perfect venue for our members to wish each other Happy Holidays. Seventy people attended.
- We organized two Movie nights (one in autumn and one in winter). Both movie nights have allowed us to reach out to 25 members.
- Each year, we teamed up with the Freemasons to host MCDC/Masons Sugar Party. Families from across the three MRC's do attend this event. Last year, 65 people participated.
- During the fiscal year 2018–2019, our conversation club continued with the support of our volunteers who are the leaders of this activity. The comments we received from the participants are excellent and a positive impact is that with their improved language skills, they regularly participate in some of our activities. Each week, we have 15 participants. Due to logistical reasons, the activity has moved outside of our offices because the group was getting too big for the space available. The participants at the Conversation Club are also members of our organization so they are informed of our activities (info-sessions, training and social activities).

## Éducaloi Special Workshops

- On January 22, 2019, we held a legal information workshop with l'ACEF in Inverness. The topics covered were legal guarantees, choices of a senior residence, legal information pertaining to the rights of ownership of a residence, etc. Flyers were handed out to the participants. Fifteen people attended this conference.
- On February 19, 2019, we had a presentation by the Thetford Mines police dealing with senior abuse and their rights followed by a question period. Presentation material was given out to the participants. In the upcoming months, more presentations with the Thetford Mines police could take place. Folders containing printed information provided by Éducaloi were provided to the community members present. Twenty people were present.
- On March 25, 2019, we held an information session with a group of 27 seniors in Kinnear's Mills with the notary Brigitte Delisle to discuss the importance of having a will and the power of attorney. Again, folders containing printed information provided by Éducaloi were provided to the community members present.

### **Community Forum**

- Community members were consulted during the Community Forum held in February 2019. A total of 29 participants were present at the activity. The participants were divided into four groups with a facilitator to take notes.
- A summary of their concerns and ideas was made and will be used for further planning.
- For those who were not able to be present at the Forum, a survey was mailed to all our members with the same questions that were asked at the present activity.

#### **Newcomer Services**

 This year we have welcomed four newcomers to our region and MCDC has played a vital role in the transition period. Our role is also to introduce them to other organizations in the French-speak Community when they require other services. It has happened to serve as an interpreter in a few occasions.

#### Down Home News

 MCDC publishes a monthly newsletter from September to June in order to inform our community on upcoming activities (MCDC and other groups.). It is emailed to an extensive membership list, mailed to a few members and distributed by Rev. Fotheringham at her service. We reached over 400 people with the monthly Down Home News.

### **Community Calendar**

• Over the years, MCDC has put together a community calendar (period of four months) to inform members of activities that are organized by the MCDC as well by other community groups. This calendar is distributed in the same fashion as the Down Home News. MCDC'S role within the community is to act as a communication hub to keep people informed and to allow other community groups to share their upcoming activities. This collaboration is very important and this year we have assisted other ESC organizations promoting their activities: Masons, I.O.O.F., the Megantic County Historical Society, the Loyal Orange Order, A.S.J. High School craft sale, cookie dough sale and other activities.

#### Facebook

 Our Facebook page is becoming an important communication tool to advertise material since many of our members have a Facebook account. At the moment we have 705 followers.

### Something New

- We began Movie Matinee to target a new audience. This year, we organized three on Friday afternoons. We obtained immediate results with new people attending. This new activity allowed us to reach 30 members.
- We hosted a Tupperware bingo on Valentine's Day in Inverness. It was an enjoyable afternoon of fun. Eight people attended.
- Puzzles are now available to borrow from the MCDC Library. Community members donated them all.
- Mandate expansion: The objective was to reach out to the 20–64 age group in our community. Moreover, to begin the process of engaging and reaching out to this age group, MCDC met with various partners to discuss the possibility of holding activities that are more family orientated. The result in terms of outreach was holding a family/community day at school so that we could engage with this age group. Another objective was to foster a stronger dynamic between the CLC, the school and MCDC. This dynamic was present; however, it was necessary to bring it to a new level. In the long term, this new partnership will be beneficial for our community.
- Satellite office: MCDC and its partners (VEQ and JHCP) met with numerous members to discuss the project of establishing a satellite office in the Lévis area to serve the English-speaking community (ESC) of that territory. Meetings and discussions happened with key partners. It is clear from the discussions with them that they are not serving the ESC. Another result of the meetings and discussions is that these organizations have an interest in serving the ESC but have very little knowledge or expertise. This mean that there is some space left for some organization to be active in the territory.

# Partnership

### Meetings and committees

- Appui Chaudière-Appalaches Annual general meeting
- Comité Emploi Région de Thetford
- Comité sectoriel Soins Palliatifs Fin de Vie secteur Thetford
- Comité « Vieillir en santé » CSSS Région de Thetford
- Conseil des aînés des Appalaches
- Comité des usagers de la Région de Thetford
- Community Health And Social Services Network (CHSSN) Annual general meeting
- La grande tournée des organismes (community organizations touring the MRC des Appalaches)
- Quebec Community Groups Network (QCGN) Annual general meeting
- Regroupement des organismes communautaires en services à domicile de Chaudière-Appalaches
- Salon des organismes (NPI Kiosque, shopping mall)
- School Governing Board
- Table de concertation des aînés de Chaudière-Appalaches
- Table de concertation des proches aidants des Appalaches
- Table de concertation en immigration
- Table de concertation Jeunesse-Famille
- Table de concertation pour les personnes aînées de l'Érable
- Table de prévention Vieillir sans abus de Lotbinière
- Table de prévention et lutte à la maltraitance envers aînés de Chaudière-Appalahces
- Voice of English-speaking Quebec (VEQ) Annual general meeting

## PRESS COVERAGE

### Courrier Frontenac (August 22, 2018)



# Courrier Frontenac (November 7, 2018)



# Courrier Frontenac (January 23, 2019)



# SPECIAL THANKS





Canadian Heritage

Patrimoine canadien













Government of Canada

Gouvernement du Canada





Vous êtes là pour eux, nous sommes là pour vous.

