



**Centre Famille & Ressource**

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**Family Resource Centre**

ANNUAL ACTIVITY REPORT  
2023-2024

The organization was founded in September 1999 and incorporated in May 2000. Over the course of the next 15 years, several programs were developed and implemented both individually and scholastically.

In 2013, a joint partnership was formed with Station 3 of the SPVM (Service de police de Ville de Montréal), and Projet Communautaire de Pierrefonds. As a result of this partnership, a 5-year grant from the Crime Prevention Action fund of Public Safety Canada was received in 2014 to start the SNAP® (Stop Now And Plan) program in the West Island of Montreal.

In the fall of 2017 after we experienced a major upheaval in staffing and board members, a restructuration plan was put in place with the support of our core funder the “Programme de soutien aux organismes communautaires”. The decision was reached in accordance with our mission, to focus on delivering the SNAP program as our flagship programming.

From 2019 to 2021 the organization offered a summer camp specifically geared towards families with children that, for one reason or another, could not attend regular day camps. Unfortunately, the Covid-19 pandemic, lack of proper staffing and financial restraints made the undertaking no longer viable.

Today referrals to our SNAP program continue to see increases from all sectors. We now see more and more professionals recommending their clients to us. Word of mouth and social media have become the leading referral sources. We also have a Mom's group and a Dad's group composed mainly of parents who have gone through our SNAP program and now want a chance to discuss situations with other parents in a friendly atmosphere. We also offer a 0-5 parent group.

# Our History

*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 mission

### 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.

**3710  
interventions**

**234  
families**

**20  
groups**

**147 on  
waiting lists**

“The SNAP program was incredibly helpful for us, it opened our eyes to a lot and we still have work to do, but we made a lot of progress over the summer”

“The most obvious change I see is that I can control my emotions in a tough situation”

# Message from the President

I'll start with solid kudos and appreciations to the Staff, for their work and focus on our client children and their families and for our volunteer members of the Board of Directors – for their many hours of meetings and good counsel given during this past year. This team has again delivered and advanced our organization to meet and exceed our mandates.

Reflecting back over this year, our organization has made great progress in 2 key areas:

- ✓ The Board of Directors have decided on a name change that will help communicate our brand and let the public know exactly what to expect regarding our offered services. Our key program, SNAP, Stop Now And Plan is now offered in over 120 communities over Canada as well as most of the counties of the State of Florida. Child development Institute of Toronto, the owners of SNAP, work with us to train, maintain our fidelity and improve the quality delivery of the SNAP program.
- ✓ PSOC annual recurrent funding has risen by \$19,955 plus a \$38,000 3-year grant. This has allowed us to give back hours to the staff that were cut at the beginning of the year. This helped us with retention of our well trained and solidly appreciated staff.

Unfortunately, our waiting list has stubbornly remained very high, currently at over 125 families. This waiting list situation seems to stay entrenched, now that our referral network understands our free and willing commitment to access of quality program delivery on a carefully curated shoestring.

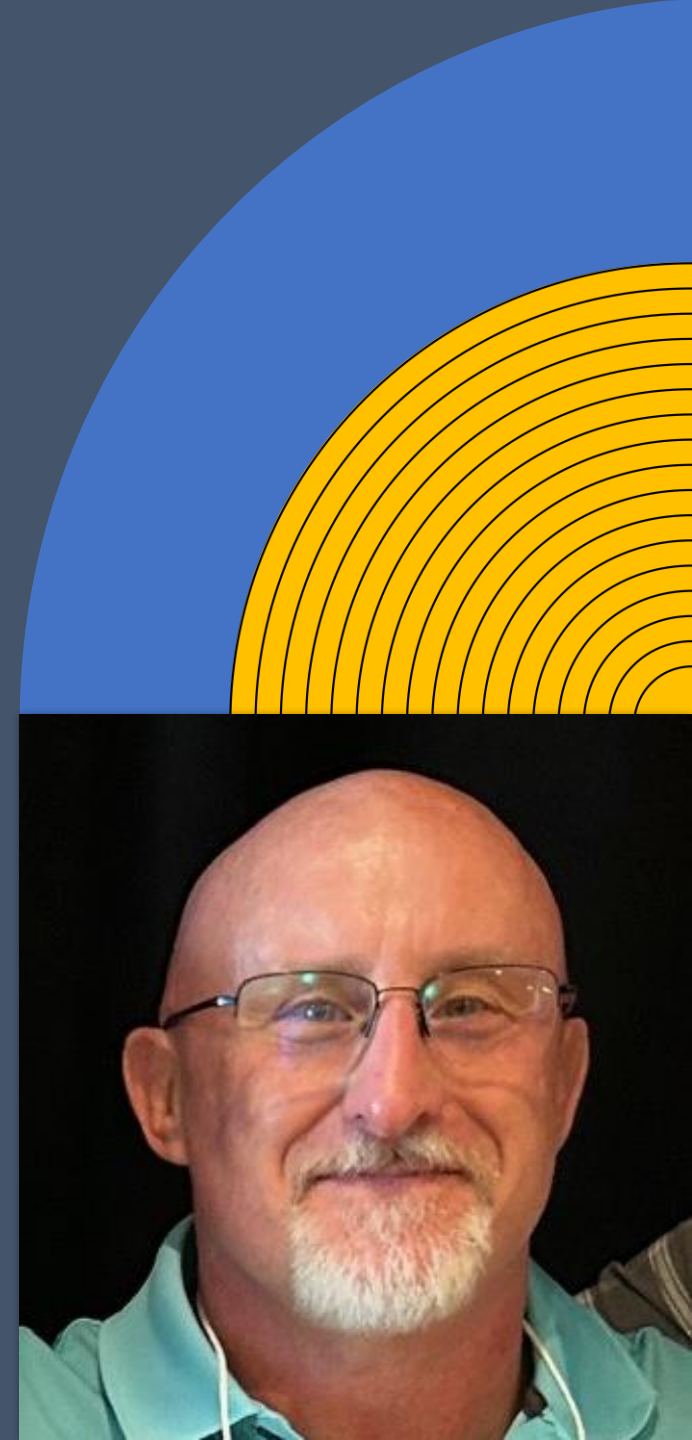
We have not been immune to the general state of the economy. Inflation has landed in our midst. This means that fundraising, again, will be our main focus moving into 2024. This would be a great year to meet our future challenges by adding just one zero at the end of our current donations of \$5000 – moving us to \$50,000 annually.



# Our Director

We find ourselves moving into our 25<sup>th</sup> year of operations on a high note. With the inclusion of our SNAP program, the organization has reinforced its place within our community. Referrals have risen exponentially; our partnerships have strengthened, and our overall reputation has been solidified as a much-needed resource. All of this can be attributed to the commitment, perseverance, dedication, and hard work of our employees, board of directors and volunteers.

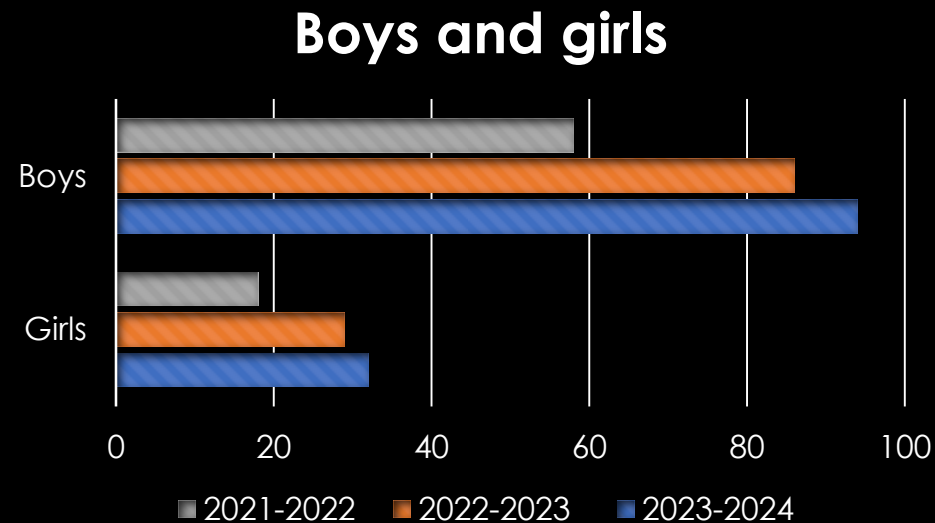
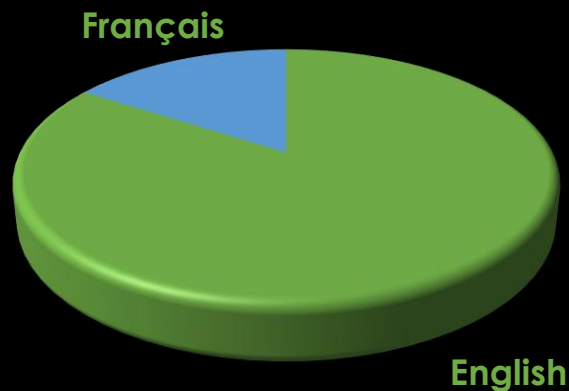
Although we constantly remain vigilant for new funding sources in order to minimize our waiting list numbers, we continue to struggle with ever-increasing numbers of families desperate for assistance. Thankfully, the staff's extraordinary efforts have been more than equal to the challenge. As a staff, we greatly look forward to continuing our outreach through our different groups, new projects and community liaisons.



# Our numbers

After talking with our core funder in January 2024, we realized that we needed to change the way we reported our numbers. In the past, we reported only the number of families not how many interventions were made. Because this was recently discovered we had to estimate some of our numbers for the past year and cannot compare interventions with previous years.

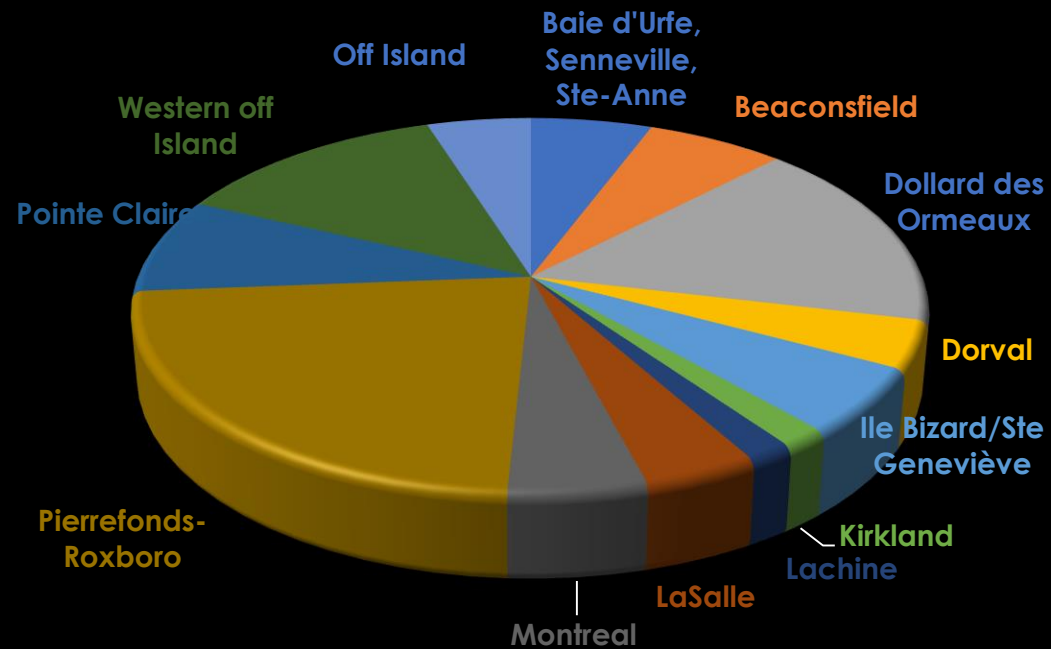
Boys services continue to dominate our referrals.



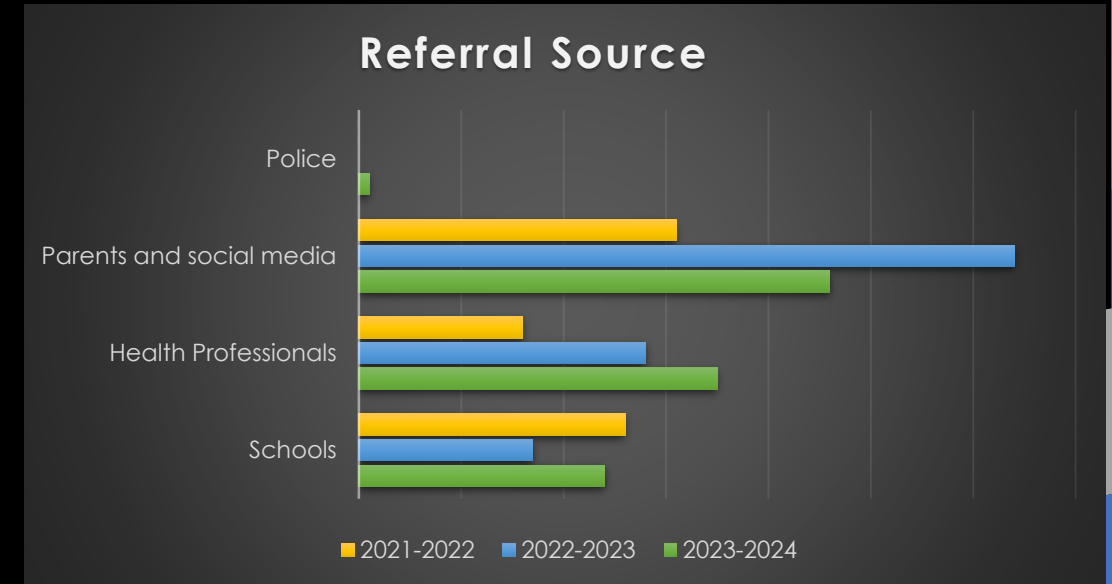
**“Absolutely opened up my thought processes and reassured some aspects of our day-to-day behaviour throughout”.**

# ...Our numbers

Dollard and Pierrefonds remain our main areas of referral.



Once again word of mouth/social media continues to be the leaders in referrals. However, we did see an increase from the school and professional sector.





# Our programs

## Mom's Group

*The mom's group offers a safe and supportive atmosphere where moms can come together and share their struggles whether it be in regards to their children or other aspects of their lives.*

Unfortunately, circumstances prevented the group from meeting more than once. This has been addressed for the new year

**11  
moms**

## Dad's Group

*The drop-in group took place 10 times this past year.*

The fathers appreciated the opportunity to share experiences, commiserate and celebrate triumphs.

**10  
dads**

"As moms we often feel overwhelmed and feel as though we are not doing enough, and forget to put ourselves first.

The moms group has provided time for us to reflect on and talk about what's going on in our lives with other women who can relate to our struggles as well as provide and encourage different solutions in a judgement free space."

# ...Our programs

## 0-5 Parent Group

*The workshops focus on the parent-child relationship, parent expectations of their child and more effective ways to communicate.*

Although we have been able to go back to in-person meetings with clients, schedules, availabilities, and the pace of learning and applying strategies has made it more desirable to remain at individual virtual sessions for the 0-5 workshops.

Parents have been very receptive to the information, and they report success when they apply the skills.

**11  
interventions**

# ...Our programs

*In the spring of 2023 we were asked to come up with a project to introduce SNAP in a school that has no Family & School Support treatment team (FSSTT). The objective was to show the educational staff ways to manage behavioral children in their classroom and to get referrals to our clinical SNAP® program.*

The 6 week project took place in the fall of 2023 at Wilder-Penfield Elementary. Revision of the program will be required before we reengage in the fall of 2024.

Comments received from the staff:

“The most obvious change I see is that I can control my emotions in a tough situation”

“Some ways to speak with students about how to deal with their emotions”

“Step back and breathe, remove myself from the situation in order to better reflect before acting”

**Pilot Project with  
Lester B Pearson  
School Board**

# ...our programs

## SNAP®

*SNAP (Stop Now And Plan) is a program for children aged 6 to 11 who have behavioral problems, difficulty managing their emotions and/or difficulties with authority. Over a 13-week period, children work on acquiring and consolidating social and emotional management skills. Parents, for their part, work on acquiring new parenting skills and develop tools for managing their own emotions.*

We held **16** groups composed of 2 English girls, 1 French girls (a first-time event), 1 French boys, 4 English boys and 8 parent groups.

We, at SNAP, have come to realize that we have never taken note of what the children say about the SNAP program. This will be added to our future questionnaires.

**16 groups**

**840 interventions**

**“The facilitators  
were very  
understanding and  
empathetic  
teachers”**



## Extracts from our group satisfaction survey

- Parents responded that the quality of service was excellent
- 95% parents saw an improvement in their relationship with their child

### **“What did you like the most about the parent group?”**

“Being able to speak openly, to feel heard, to not feel alone. Encouragement and teachings from both Ron and Debbie were so refreshing and truly made me feel valid and helped me to understand I need to change my ways and lead by example”.

“I am so happy I was recommended the SNAP program and will be eternally grateful for everything I learned. I would and have, recommended this to friends of mine who have difficulties with their children. This was an exceptional group and experience. The difference in the relationship between my children and me since we began is enormous and the skills I've learned are invaluable. Thank you!”

### **What did you like the least about the group?**

“I wish there was more opportunity to speak and do more Q&A. I found the topic discussions to be very helpful and it would have been nice to have more round table discussions”

“Sometimes I wanted to speak and felt I couldn't”

## ... Extracts

"SNAP has been such an amazing eye-opening experience, it has become a part of our daily lives, and every day gets a little easier knowing what Ron and Debbie have taught us throughout the sessions. I have been able to look within and see that I was causing myself more problems by power struggling, not listening to my kids, and not being consistent and creative"

"The more changes I make the happier our home is becoming. I can say we have not had one severe escalation since starting the program. Having the tools and skills in place now to avoid escalation is probably the best part about all of it"

"I cannot thank the SNAP group enough for all they have done. I look forward to having Debbie and Ron as a part of my new found "village" and continuing to seek help as needed. Thank you, you are truly making a difference in people's lives"

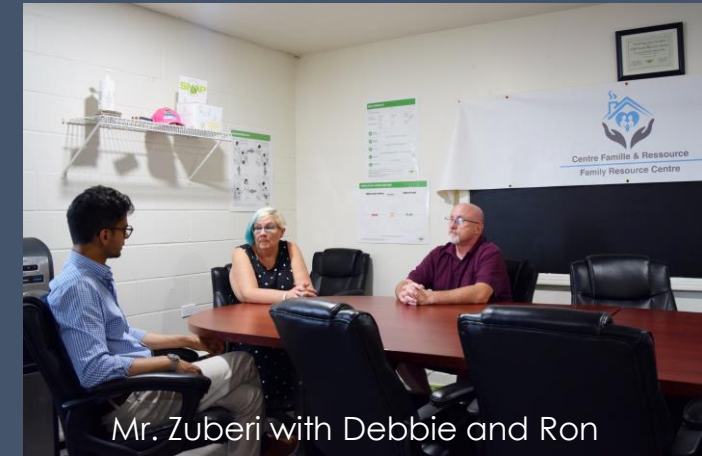


# Review of the year

15

**Looking back, we realized how busy the year was.**

- ✓ Attended the information session regarding the new normative framework of our funders (PSOC)
- ✓ Were counselled by Kathy VanBronswyk in regards to possible funding solutions
- ✓ Visit from Sameer Zuberi, our local member of Parliament
- ✓ Visit from Brigitte Garceau, our local member of national assembly (MNA)
- ✓ Networking with the Carousel Bereavement Program (Children Grief group) of NOVA West Island
- ✓ Met with Lester B Pearson school board about a pilot project in an elementary school which we started in November
- ✓ Had 2 stagiaires from the Gerald Godin College
- ✓ Attended an information session "Access to justice in both official languages"



Mr. Zuberi with Debbie and Ron



Mrs Garceau with Debbie and Ron

# ...Review of the year

On September 21 we held our first, and hopefully not last, presentation to the community. We were very lucky in having the co-creator of the SNAP program, Dr. Leena Augimeri, help us explain about SNAP. 38 people were in attendance including many representatives of the Montreal Police force, schools, Centre Jeunesse and Batshaw, schools, municipal dignitaries and a few community organizations. We hope to repeat this event for all community organizations in the West Island.

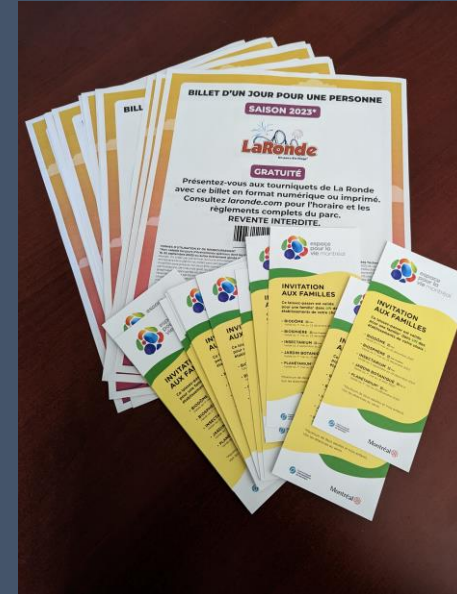


Great  
breakfast bar  
prepared by  
Hunger  
Busterzz



# ... Review of the year

- ✓ Once again, the borough gave us tickets to Montreal events which our families thoroughly appreciated
- ✓ Attended the borough of Pierrefonds volunteer appreciation evening
- ✓ Participated in a 7-week course run by l'Appui on digital transition for organizations that are involved with caregivers.
- ✓ Attended a meeting with CDI and the member of parliament for Sherbrooke, Elisabeth Brière to present SNAP
- ✓ Presented our services to a team of Youth Protection workers
- ✓ Presented our services to the socio-community officers of the West of Montreal police stations
- ✓ Attended a medal ceremony honoring two of our local Pierrefonds police station officers



Our social community workers, Khobee Gibson and Julie Dupré

# Special Projects

## **Urban safety prevention program for vulnerable children and young people**

In Spring 2023 we received a 32-month grant from the City of Montreal. This came at an opportune time as cuts to our staff hours would also mean reducing the number of SNAP groups starting in September. This grant will ensure that we can maintain the same level of service as previous year.

This past year resulted in 800 interventions not counting the weekly SNAP groups.

## **Caregivers**

At the end of November we received a 3 year grant from The ministry of Health and Social Services, as part of the Government Action Plan for Caregivers 2021-2026.

A part-time worker was hired in January to help alleviate the SNAP waiting list. This will give us the opportunity to reach and offer services to more caregivers expediently. In the fall of 2024, we will be adding 2 extra groups to our cohort.

Already in the first 3 months we have had 34 interventions and 24 phone calls. Thus expediting the process of assistance to caregivers more efficiently and quickly.

# In the community

- ✓ We were present with our booth at 2 events held at école primaire Lalande. We also discussed a possible partnership for our lunch time program. Unfortunately, the program has not come to fruition.
- ✓ Presentation of our SNAP program at the organisation “La Perle” in the borough of St-Michel and helped them prepare a funding request for the SNAP program.
- ✓ Attended several WITT (West Island Think tank) networking events.
- ✓ Present at a celebration of CRC's 40 years in the community, an opportunity for community partners to come together to assess the system of information and referral in our community.
- ✓ Played “pin the tail on the Dragon” at the Pierrefonds-Roxboro Family Day celebrations.
- ✓ Presentation to new cadets and officers at our local police station (PDQ-3).
- ✓ Attended several community partners Annual General Meetings (West Island Women's Centre, Table de Quartier du Nord de l'Ouest de l'Île, West Island Crisis Center, Community Resource Center, Table de concertation Enfance-Famille-Jeunesse).





# ... in the community

- ✓ Attended many of the bi-weekly Directors meetings with the Community Resource Center (CRC).
- ✓ Attended the launching of the Teresa Dellar Foundation
- ✓ Attended the neighborhood party organized by Community Perspective in Mental Health
- ✓ Had a kiosk at the local MNA Brigitte Garceau 1<sup>st</sup> BBQ event
- ✓ Attended the West Island Community shares breakfast event
- ✓ Participated in several Human resource committee meetings held by the CRC
- ✓ Attended the LGBTQ2+ drag show
- ✓ Attended the Jingle & Mingle community event sponsored by the Community Resource Center
- ✓ Attended the Big Brother, Big Sisters valentine breakfast fundraiser
- ✓ Attended the West Island Women's Centre International Women's Day
- ✓ Attended the Teresa Dellar Palliative Care annual Irish Breakfast fundraiser





# Training

- ✓ An information session held by the borough of Pierrefonds in regards to how to make our activities more inclusive (ADS+)
- ✓ Clinical meetings with the Child Development Institute, our partner in the SNAP program.
- ✓ All staff attended the 2 day training for the EARL V3 (Early Assessment Risk List) held by the Child Development Institute.
- ✓ CTRI (Crisis & Trauma Resource Institute) workshop on ADHD support training
- ✓ Participated in workshops on application writing and coaching sessions related to City of Montreal grants
- ✓ Attended the training on Bill 25 offered by the borough of Pierrefonds

# Participation in committees

- ✓ Member of the TSUAPR (Table de sécurité urbaine de l'arrondissement Pierrefonds-Roxboro)
- ✓ Member of the planning committee for the SNAP symposium in 2024 with the Child Development Institute
- ✓ Members of the SNAP Community of Practice in both the English and French groups
- ✓ Member of Table de Concertation Enfance-Famille-Jeunesse de l'Ouest de l'Île
- ✓ Member of Table de quartier du nord de l'Ouest de l'Île de Montréal
- ✓ Member of the West Island Crisis Center
- ✓ Quebec Community Groups Network (QCGN)
  - ✓ Ron Swan and Fred Jansen are members of 2 QCGN round tables
- ✓ Regroupement pour la valorisation de la paternité
- ✓ RIOCM (Regroupement intersectoriel des organismes communautaires de Montréal)
- ✓ African Canadian Development and Prevention Network (ACDPN)
- ✓ Member of Regroupement des Organismes pour Hommes de l'Île de Montréal (ROHIM)



# Our finances

Despite operating under a lack of recurrent funding, thanks to the provincial and municipal government we were able to maintain a status quo with services.

Thanks to special “COVID” funding we maintain a funding surplus that will allow us to balance our budget for the upcoming year.

Our statements were audited by the firm Mizgala & Cie as per our funders requirements

# Our finances

Please reach out if  
you wish the full  
version of our  
financial statement

## CENTRE FAMILLE & RESSOURCE A.D.D.

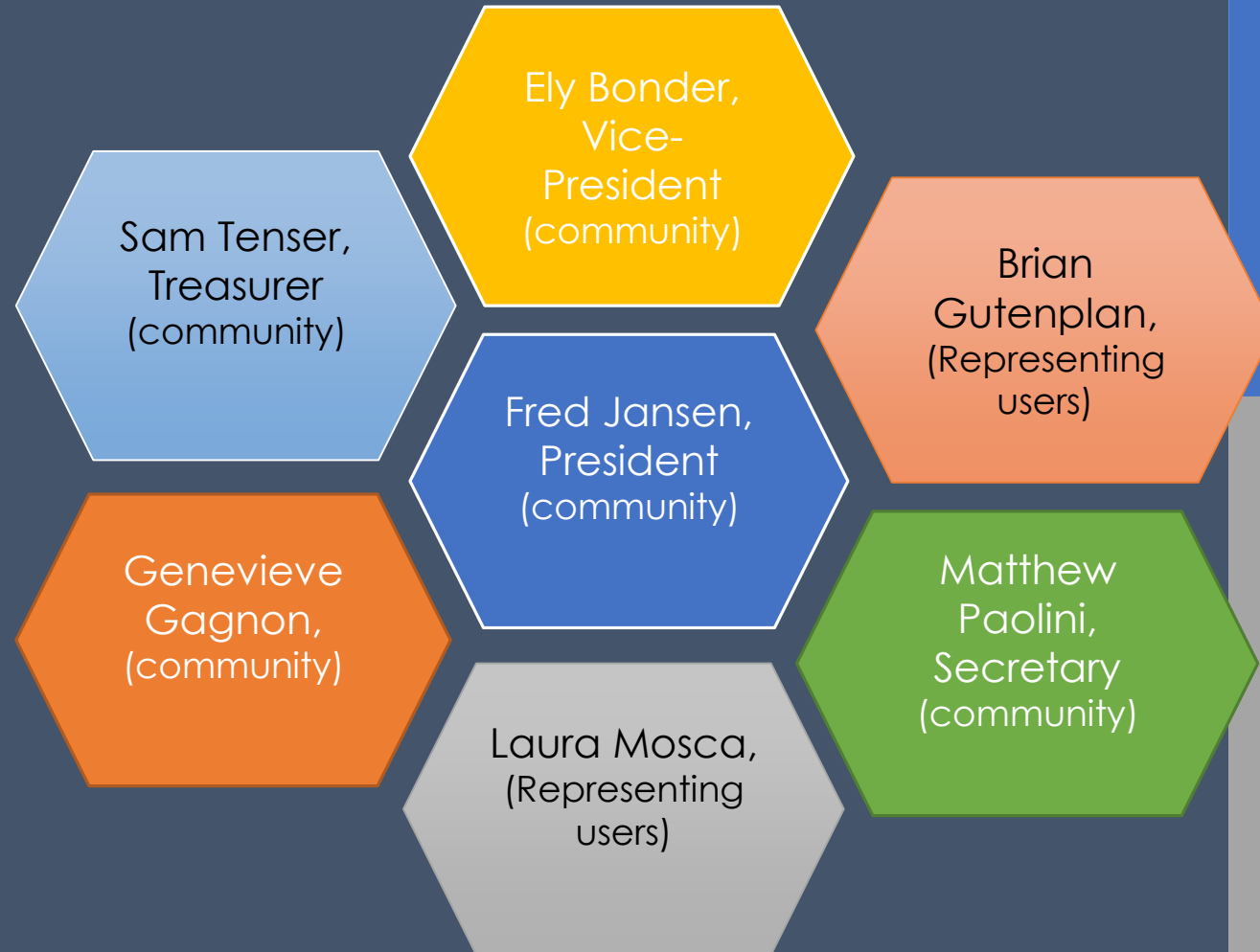
### ÉTAT DES RÉSULTATS

POUR L'EXERCICE TERMINÉ LE 31 MARS 2024

	Note	2024	2023
<b>PRODUITS</b>			
Subventions & contributions:			
Fédéral	(7)	31 996 \$	- \$
Ministère de la Santé et des Services Sociaux du Québec	(8)	265 761	220 222
Ville de Montréal	(9)	32 800	23 000
		<b>330 557</b>	<b>243 222</b>
Dons		15 647	81 531
Autres		2 779	2 217
		<b>348 983</b>	<b>326 970</b>
<b>CHARGES</b>			
<b>PROGRAMMES</b>			
Salaires et avantages sociaux		239 297	229 623
Dépenses de programme		7 474	3 045
Formation		1 625	366
		<b>248 396</b>	<b>233 034</b>
<b>ADMINISTRATION</b>			
Salaires et avantages sociaux		42 567	43 217
Fournitures de bureau		5 743	5 820
Loyer		13 913	14 770
Assurances		1 897	1 621
Amortissement		6 846	-
Frais de licences, taxes et permis		6 500	5 375
Entretien et réparations		1 099	1 636
Télécommunications		6 773	7 172
Honoraires professionnels		14 803	8 599
Frais bancaires		94	72
		<b>100 235</b>	<b>88 282</b>
<b>TOTAL DES CHARGES</b>		<b>348 631</b>	<b>321 316</b>
<b>EXCÉDENT DES PRODUITS PAR RAPPORT AUX CHARGES</b>		<b>352 \$</b>	<b>5 654 \$</b>



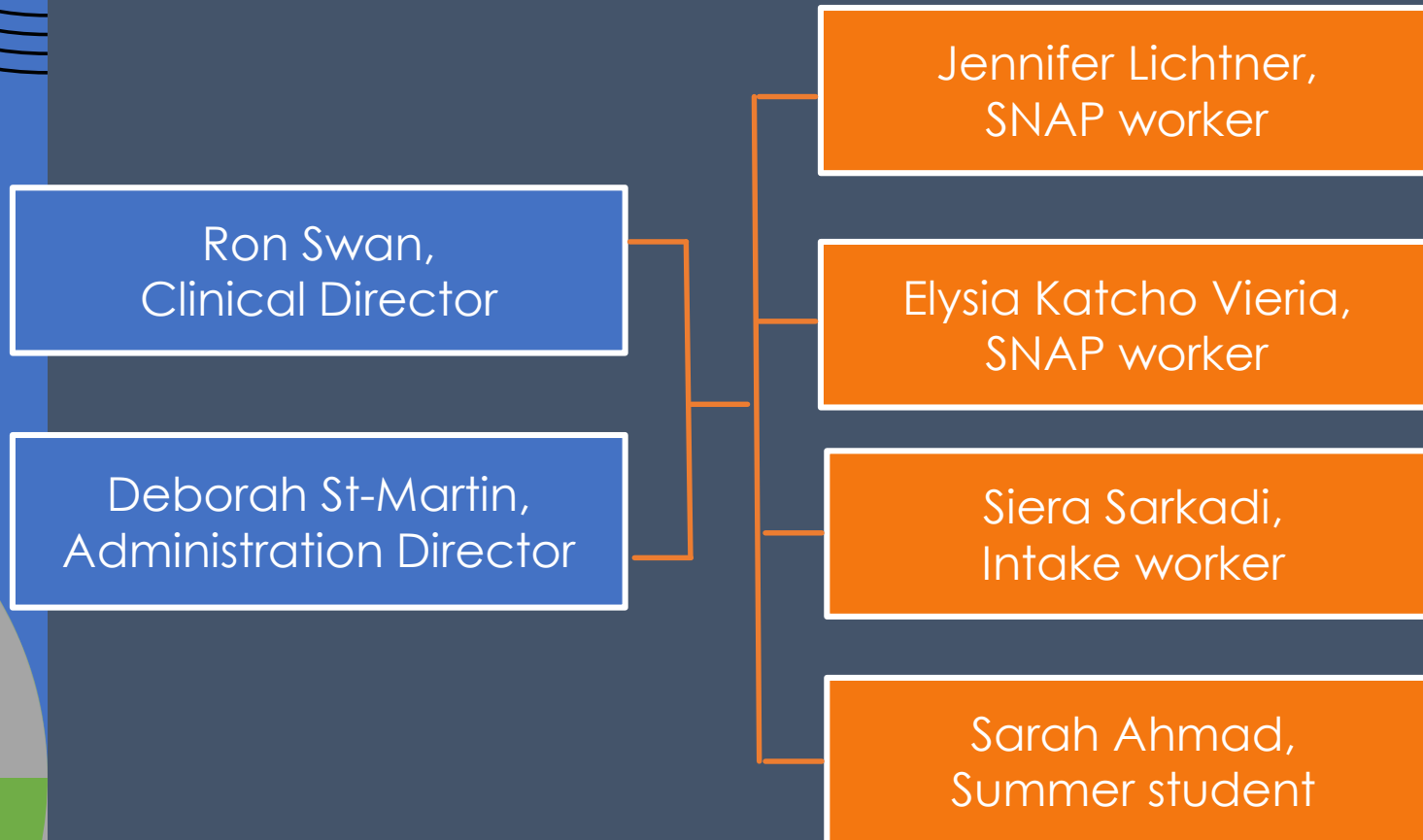
# Our Board of Directors



25

The Board met 6 times in hybrid mode

# Our Staff



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

**Québec**



Financé par le gouvernement  
du Canada par le Fonds de relance  
des services communautaires

**Canada** 

**Agence de la santé  
et des services sociaux  
de Montréal**

**Québec**



Employment and  
Social Development Canada

Emploi et  
Développement social Canada



Pierrefonds  
Roxboro

**Montréal**



Diversité et  
inclusion sociale

**Montréal**



**Thank you to our main funders this year**

# What's next

- ❑ The search continues to find the funds to grow our team and serve more clients.
- ❑ Continuing the pilot project with Lester B Pearson and start it at other schools.
- ❑ Plan our 25<sup>th</sup> Anniversary

# 25 years

We are starting our 25<sup>th</sup> year of service and what better way to start but with some changes.

The year Covid hit, we had asked the membership to change the organization's name. Unfortunately because of the inability to reach government offices the change was never officially made.

This past year we once again looked at our name and how we could better represent who we are.

We will be asking the membership at our Annual General Meeting to approve the name change.

# A final word

*A genuine thank you to our volunteers, our staff, our Board of Directors. Without your valued input we would not be able to offer our services to those in need. All these efforts have helped us maintain a benchmark for services in relation to families struggling with behavioural issues. Most importantly a sincere thanks to you the families who put your trust in us and make us seek to better our services.*

*We couldn't do what we do without the help of our precious volunteers who have given us over **300** hours this past year. Thank you never seems enough for all the help these great people give us.*

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