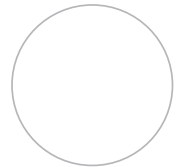




Centre d'action bénévole  
Ouest-de-l'Île  
Volunteer West Island

# ANNUAL REPORT 2018-2019

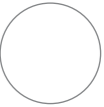


**WE BELIEVE IN THE POWER OF VOLUNTEERING!**

1, RUE DE L'ÉGLISE,  
Sainte-Anne-de-Bellevue,  
(Québec), H9X 1W4

Tel.: (514) 457-5445

[www.cabwi.org](http://www.cabwi.org)



# WE BELIEVE IN THE POWER OF VOLUNTEERING

**We believe** that people can only fulfil their full potential through volunteering.

Volunteer West Island exists to offer quality volunteering experiences to help shape volunteering for the future and to better match people's skills and experience to the needs and opportunities in organizations.

**We believe** that Volunteer Centres plays a strategic and vital role in contributing to healthier and more resilient communities.

A Volunteer Centre is a source of leadership on local trends and issues affecting volunteerism and enhances the capacity of non-profit and community organizations to achieve their missions, increasing their impact on the West Island communities they serve.

## OUR VISION

**Build healthy communities enriched by volunteers**



**We know our 52 year history of outreach** to 5 boroughs and 8 cities has made an impact!

Roxboro, Pierrefonds, Sainte-Genève, L'Île-Bizard, Lachine, Beaconsfield, Baie D'Urfé, Dollard-des-Ormeaux, Dorval, Kirkland, Senneville, Pointe-Claire, and Sainte-Anne-de-Bellevue



## ABOUT US

Volunteer West Island (VWI), true to its mission since its founding in 1967, strongly supports and promotes volunteerism, thereby strengthening the fabric of the community and making it a better place to live, work, and play! We know the importance of recruiting volunteers and maintaining our connection with the 250 West Island not-for-profit organizations to help them enhance their capacity to meet the needs of their communities.

The second part of VWI's mission involves offering outreach programs and services to help seniors and vulnerable individuals remain autonomous and connected to their community. These include the provision of Meals on Wheels and Frozen Meals and Purees to seniors and others with reduced mobility; the Contact and PAIR Programs; Handyperson Service; Income Tax Assistance Service; Caring Paws Animal Therapy; The Young at Heart 55+ Club with a wide variety of classes and activities for seniors; as well as special events such as the popular Seniors' Café.



## HERE'S HOW: BY...

- Matching potential volunteers to 250 + non-profit organizations, based on their needs
- Promoting the importance of volunteerism across the West Island
- Recruiting and reaching out to as many individuals as possible
- Involving high schools in a yearly Volunteer Challenge – The Youth in Action program
- Being the resource and collaborator for John Abbott “Community and Communication” classes that focus on learning through their volunteer projects – we match students to NPO’s.
- Providing training and information sessions for groups
- Guiding and facilitating community groups’ volunteering projects
- Guiding thousands of corporate employees to support community groups
- Supporting volunteers and the leaders of 13 MEALS ON WHEELS kitchens
- Managing a FROZEN MEALS & PUREES service led by a dedicated group of volunteer drivers
- Reaching isolated seniors by telephone 3 times/week – The Contact program
- Offering security calls across the West Island – The PAIR program
- Allowing people with a loss of autonomy to feel safe in their homes – The Handyperson program
- Offering Income Tax Assistance and clinics across the West Island
- Organizing special events and information sessions
- Assisting people to remain active and healthy, allowing them to choose from 20 affordable activities – The Young at Heart 55 Plus Community Centre
- Reaching people’s hearts in public facilities across the West Island and Montreal by means of pet therapy – Caring Paws Animal Therapy

## IT TAKES 2 TEAMS TO ENGAGE VOLUNTEERS!



### THE HOME BASE TEAM

#### VOLUNTEER WEST ISLAND'S

##### BOARD OF DIRECTORS

- Anne Pertus – President
- Victoria Jonas – Vice-President
- Pierre Collins – Treasurer
- Nancy Christiansen – Secretary
- Carmela Carrara – Director
- Normand Dumoulin – Director
- Diane Fry – Director

##### STAFF

- Terry Aitken – Community Programs Coordinator
- Andrea DeRome – Volunteer Recruitment Coordinator
- Melissa Dickerman – Volunteer Recruitment Coordinator
- Kathleen Greenfield – Community Relations & Corporate Coordinator
- Amélie Guilbault – Food Services Coordinator ( since Jan 2019)
- (We said goodbye to Shelley Hayden in October 2018)
- Renée Depocas Smith – Administrative Assistant
- Nora Xu – Accountant
- Lynda Barrett – Executive Director

### THE OUTREACH TEAM

#### VOLUNTEER WEST ISLAND'S OWN

##### “IN-HOUSE” VOLUNTEERS

**4,381 VOLUNTEERS CONTRIBUTE** BY LEADING OUR OFFICE ADMINISTRATION AND ALL OUR OUTREACH PROGRAMS AND SERVICES (MEALS ON WHEELS & FROZEN MEALS, CORPORATE, YOUTH IN ACTION, VOLUNTEER STUDENTS, YOUNG AT HEART, CARING PAWS ANIMAL THERAPY, INCOME TAX, HANDYPERSON, PAIR PROGRAM)



## MESSAGE FROM THE PRESIDENT

On behalf of the Board of Directors, we welcome you here today at our Annual General Meeting. We look forward to meeting you all at this annual event where we recap the events and achievements of the past year. I've had the privilege of serving on the board for six years, including two as president. Today is my last day. I leave with a richness that comes from the people I've met and served with. I'm so impressed with the dedication of the volunteers, the staff, board members and all participants who help make VWI a special place to be.

One star shines especially bright at VWI: Lynda Barrett, your Executive Director. She has been working tirelessly with all stakeholders to ensure that the best possible solutions are created and implemented, all this with limited resources and a perpetual smile and incredible grace. What has been a focus in the past year? Enabling the closing of one Meals on Wheels kitchen while opening the 13th kitchen, integrating and assisting the Caring Paws volunteers and committees, being a participant in the community during last year's and this year's flooding crises. All this above and beyond her daily operations of your VWI.

Anne Pertus  
President of the VWI Board

A particular highlight this year was defining our Three-year Strategic Plan. The project was implemented in several phases: we started at the board level with a vision of involving more people in the process. Then we invited 25 representatives from various sectors of the community to help us understand what VWI does well and where the opportunities lie for the future. We met on a Saturday morning - such dedication from our participants - the muffins must've been good! We gathered all the great ideas that we compiled and presented them to the board. Once discussed and refined, Lynda and her staff looked at the priorities and produced an action plan for the coming year. We have completed the document in a more user-friendly format for all to see.

The future looks bright and I'm confident that VWI will continue to shine and fulfil its mission:

- To facilitate volunteerism by recruiting, training and referring volunteers within the Montreal West Island community
- To assist seniors to remain autonomous and to break their isolation by developing and implementing social programs.



## MESSAGE FROM THE EXECUTIVE DIRECTOR

West Islanders have a deep-rooted approach to volunteering in our part of the Island of Montreal. Volunteers care about their local community and formally and "informally" will do what they can to help their neighbourhoods and offer their voluntary acts of kindness. We've experienced incredible dedication and informal acts of giving for a second-time with this year's most recent flooding - a local emergency for several municipalities.

*Formal volunteering is defined as any unpaid contribution of time to activities of organizations. Informal volunteering is any assistance given directly to individuals, for instance helping a neighbour or neighbourhood in times of need (Carson 1999; Lee and Brudney 2012).*

No doubt, Volunteer West Island continues to have an important role to play in the flooding crisis. We are the resource that is available to the community whereby anyone who wants to volunteer can do so readily. We also can reach out to our existing volunteer base of 8,000 individuals to guide them to where their efforts are most needed in an emergency situation.

Beyond emergencies, formal volunteering is what we generally handle on a daily basis to help support the 250 not-for-profit groups that essentially contribute to building a healthy West Island community. We connect West Islanders to meaningful volunteer opportunities that usually have defined supervision, structures, and roles. Besides which, we work hard at promoting civic engagement in so many different ways, such as initiating youth empowerment programs in high schools; celebrating the successes of volunteers in the media;

Lynda Barrett  
Executive Director, Volunteer West Island

and guiding corporate employee-volunteer events to NPO's in need of their assistance.

This year in particular, we were astonished at the number of people who came through in support of two of our 13 Meals on Wheels kitchens that required a body of new volunteers to take on their operations. The same can be said for all the "Caring Paws Animal Therapy" volunteers who touch the lives of children, adults, and vulnerable citizens by means of a simple visit with their pets.

I would like to acknowledge Anne Pertus and Pierre Collins who served a combined 11 years on the Board of Directors of Volunteer West Island. Anne Pertus has been largely responsible for promoting healthy discussions that led to concrete board actions. Pierre Collins has generously shared with us his mathematical mind and financial vision for Volunteer West Island. This year marks 52 years of service for the organization. With a new Strategic Plan in place until 2022, the Board of Directors has helped us expand our reach to enable us continue to build on the power of volunteering.

"We believe in the power of volunteering" is this year's Annual Report theme where you'll notice that it does take two teams to engage volunteers: the Home Base team - an extremely dedicated staff and Board of Directors who have done an incredible job at strengthening our programs and services, and the Outreach team - all the volunteers who are the true leaders and community-builders.

Thank you for making 2018-19 yet another remarkable year for Volunteer West Island.

# MOST MEMORABLE AND IMPORTANT MOMENTS OF 2018-2019



## STRATEGIC PROCESS

### Step #1 - Planning a SWOT Analysis in consultation with our stakeholders:

The Board of Directors invited 25 representatives, both users of our programs, as well as those active in offering essential services to the community, to a strategic planning session held **Saturday, November 10th, 2018**. This event allowed us to enhance the development of a three-year strategic plan. The discussion amongst all stakeholders promoted the importance of a volunteer recruitment centre and how VWI provides value for West Islanders to engage in their community.

### STEP #2 - VWI's personnel identified important future program strategies at a brainstorming/planning session.

**STEP #3- Trends, past outcomes, and collected data** were discussed and challenged by the Strategic Planning Committee.

### STEP #4 - 3 main strategies:

- **Governance**
- **Support to the community**
- **Encourage volunteering and empower volunteers**

## INAUGURATION OF A NEW MEALS ON WHEELS KITCHEN IN DDO ON VALENTINE'S DAY-

Forty volunteers, including a steering committee, will handle the responsibilities of running a kitchen to nourish and visit seniors who reside in the DDO area. As the population in the region ages, the need for a centralized kitchen became necessary. It was made possible through the collaboration of the DDO City Council, the Recreation Department, and all the volunteers who wanted to be part of this venture with us. It took hours of planning, but after 6 planning/information meetings and 5 training sessions with all the recruited volunteers, we were pleased to have the following media cover the event and celebrate the importance and the purpose of a Meals on Wheels kitchen: The Gazette (picture and phone interview), Cités Nouvelles and The Suburban, and CTV and Global news (Television interviews).

**By opening the first new Meals on Wheels kitchen in 34 years, we have eased a growing waiting list! Lucky number 13 MOW Kitchen in DDO!**

## ONGOING SUCCESS OF THE SENIORS CAFÉ

Orchestrated by volunteer Margo Donovan, a team of 12 volunteers help make the popular monthly one-of-a-kind social gathering for seniors at VWI the best secret in the neighborhood! Positive Impact: The Café provides a friendly environment, complete with refreshments, musical entertainment, and dancing – a place to meet others and have a good time. These are crucial considerations in warding off isolation, helping people stay connected to their community. There were 9 events = over 400 participant simply having fun!

## CHRISTMAS MEALS

**COMPLIMENTS OF THE Montreal Airport MARRIOTT-In Terminal / SHERATON Hotel who offered to all Meals on Wheels recipients on the West Island!**

Thank you to all employees, with special thanks to Kevin Gillespie, General Manager at the Sheraton, and Brenda Rodricks, General Manager at the Marriott.

- 413 meals
- 358 regular desserts
- 55 diabetic desserts
- A beautiful gift given by corporate to our volunteers and clients!



## CELEBRATING NATIONAL VOLUNTEER WEEK APRIL 15<sup>TH</sup> – 21<sup>ST</sup>, 2018 WITH THE WEST ISLAND

Volunteer West Island, in keeping with its mission, strongly supports and encourages all those interested in becoming volunteers, promoting volunteerism in the community, or setting up a volunteer program for their employees or group members.

Volunteerism strengthens the fabric of a community. National Volunteer Week is an excellent time to let your current volunteers know how much you appreciate them!

Volunteer Canada and the FCABQ have some great ideas on their sites, or you can implement one of the following suggestions:

- Provide your volunteers with ongoing feedback of the positive impact of their volunteering
- Offer them a workshop relating to the work they do in your organization
- Show your appreciation with something as elaborate as a special lunch, or as simple as a card and some sweets.



# MOST MEMORABLE AND IMPORTANT MOMENTS OF 2018-2019



## ART HIVE

- An Art Hive is a free community space where everyone is welcome to make art and share volunteering experiences, or simply learn new skills from others. At the VWI Art Hive, we encourage participants to skill-share, try new activities and learn about our services and volunteering opportunities. Through conversation and art-making, we get to know the needs of our community through those who are living in it.
- Our very first Art Hive Open House welcomed 30 attendees
- One Art Hive a month (seven sessions) with a total of 105 participants
- 16 at-risk young people participated from Horizon School

## RECRUITING FOR 250 NOT-FOR-PROFIT GROUPS

- We recruited: **2,998 volunteers**
  - We presented 27 information sessions to 1,080 individuals
  - 84 groups specifically requested a total of 1,856 volunteers
  - We recruited almost 100 volunteers for Pierrefonds' St. Barnabas Meals on Wheels kitchen and for the new DDO MOW several new volunteers were given training and guidance.
- The purpose of the Volunteer Recruitment Coordinator is to promote and facilitate volunteerism in adults 25 years and older by identifying and promoting volunteer opportunities in the West Island and matching these opportunities to volunteers we recruit. There is a level of charisma involved in successfully motivating people to volunteer. Prospective volunteers will respond more to a spokesperson who seems warm, likeable, and enthusiastic than to someone someone going through the motions of simply giving information.
- 439 referrals to volunteering opportunities were made to existing volunteers
  - Every time we've made a presentation, 25% of the participants register as volunteers!

## MASS EMAILS

- OF THE LATEST VOLUNTEER OPPORTUNITIES were sent 13 times throughout the year to anywhere from **7,684 to 8,054 recipients**. Why is this important? Because we can reach citizens who truly want to help the community!
- WEBSITE: CABVWI.ORG**
- 405 NEW adult volunteers signed up through our website
  - 147 different job opportunities & numerous positions are visible on our website. Through the interview process many opportunities are filled before being publicly posted!
  - All our opportunities can be searched by municipality, age group, or by interest

## SCHOOL RAISES FUNDS FOR MEALS ON WHEELS

- Gisela Gründges-Andraos Lehrer – who teaches at the Alexander von Humboldt German International School in Baie D'urfé was pleased to offer us a cheque of \$1,350 to benefit Meals on Wheels. "It's the students who did all the work; they made posters, crafted various decorations to sell, and solicited participants at their annual Bazaar."

### "A TEACHABLE MOMENT!"



## INCOME TAX CLINICS IN MARCH AND APRIL FOR LOW-INCOME EARNERS, WEST ISLAND-WIDE!

- 14 volunteers... recruited, trained, and registered by VWI, based on the requirements outlined by Revenue Quebec.
- 14 volunteers and 1 VWI staff managed income tax clinics and drop-off services
- 500 citizens were supported in obtaining important credits and benefits for themselves and their families

### Thank you to the following collaborators!

MP. Frank Baylis  
The West Island CRC  
Norma McAlister Residence,  
Chateau Pierrefonds  
West Island Citizen Advocacy

MP. Francis Scarpaleggia  
Maywood Residents  
Pointe-Claire Seniors Aid  
Ville de Beaconsfield

## YOUTH GALA EVENT - MAY 2018

- Whether it be by going on a humanitarian trip to El Salvador, spending time with veterans at Sainte-Anne's Hospital, or simply by participating in school activities in order to create a positive climate in our West Island high schools, every student who finishes the Youth in Action Challenge is a winner!
- 64 students completed the challenge and received a certificate signed by our four Members of the National Assembly at an event attended by parents, dignitaries and school officials!

# MOST MEMORABLE AND IMPORTANT MOMENTS OF 2018-2019



## COMMUNICATION

### MEDIA SUPPORT VITAL TO THE ONGOING AND INCREASING SUCCESS OF VWI

Visibility in the media impacts positively on the continuing growth and development of VWI's Individual, Youth, and Corporate/Service Group volunteer recruitment programs. It also supports activities, services, and programs we provide to seniors and to those with reduced autonomy, resulting in increased corporate and community awareness, heightened interest, and increased volunteer support.

- Print, on-line, on-air media including Global TV, Jewel 106.7, Ville Marie coverage
- Quoi de neuf – 10 issues
- VWI web site – articles, announcements, opportunities, links
- Social Media: Facebook; The West Island Blog; Twitter; Instagram – ongoing posts, updates, photos - volunteers in action!
- Specific recruitment ads were published on 12 separate weeks (Gazette; Suburban; Post media)

### VWI CONDUCTED 340 POLICE VERIFICATIONS TO SUPPORT WEST ISLAND GROUPS!

We share our knowledge on the importance of applying the 10 steps when screening volunteers.

**THE SPVM GAVE AGAIN THIS YEAR!** The Police Brotherhood hosts its Annual Beans Day across the Island of Montreal and raises funds which are shared amongst community organizations. The Meals on Wheels Kitchens received a very large donation of an old-fashioned baked beans luncheon that they distributed to the seniors receiving hot meals.

### A SMALL GRANT THAT ALLOWED US TO REACH OUT EVEN MORE!

In Québec, French is the official language of public administration. Consequently, all health and social services institutions in the province offer their services in French. However, some people are more comfortable communicating in English, and they have the right to ask to receive services in English. The Act Respecting Health Services and Social Services ensures that a broad range of health services is accessible in English. Thank you to the CIUSSS du Centre-Sud-de-l'Île de Montreal for their support.



## RISING TO THE CHALLENGE

This has indeed been a year for VWI Meals on Wheels Program (MOW) in terms of crises and accomplishments and exemplifies the importance of media support:

- Opening of a new MOW kitchen in DDO in response to demands for this service
- DDO kitchen request for volunteers and official inauguration of new kitchen
- Awareness-raising of MOW as an important community program via promotion of MOW services
- MOW Pierrefonds - desperate need for volunteers to keep the kitchen open
- Lachine MOW's request for volunteers to fill vacant positions
- Annual celebration of Meals on Wheels Week in Quebec

*"After I finish volunteering, I walk out with a feeling of accomplishment, the feeling that today I have made a difference. This feeling drives me to sign up for other volunteer opportunities and I never want it to stop."*

Amanda Bock, Youth in Action participant

*Two volunteer drivers from the Saint-Anges Meals on Wheels kitchen called an ambulance for a client whom they found on the floor. She had fractured a hip and had suffered from cardiac pain. The medics said that had arrived just in time. Thankfully, because of the volunteers' prompt action, she was able to be taken care of fast and received medical attention rapidly. She had to be hospitalized but will return home.*

Josée and Jacques are Heroes!  
Saint-Anges Meals on Wheels kitchen

*"We had three volunteers helping at the On Rock Community Services grocery store on Monday and it looks like we'll be eight helping at the Welcome Hall Mission tomorrow. On Thursday, I will be delivering Easter chocolates to the Denis-Benjamin-Viger residents. I spoke to Kathleen Greenfield of Volunteer West Island. She told me she loves to see that we do so much volunteer work and she reminded me that Pierrefonds-Roxboro Meals-on-Wheels Kitchen needs volunteers."*

Brenda Scalzo,  
Social Action Chair  
of Montreal-Lakshore Rotary  
The Lakeshorian

# CRUCIAL PROGRAMS AND SERVICES THAT ARE WORTH TALKING ABOUT

## YOUTH VOLUNTEERING

Volunteer West Island engages youth volunteers through two formal programs, in addition to its outreach activities and social media, to develop a web of volunteering actions that create value in the West Island community and support helping organizations and vulnerable residents.



### COLLABORATION WITH JOHN ABBOTT

John Abbott College “Community and Communications” English class – 123 students = 3,690 hours for West Island community groups.  
 Despite the transition and new connections, it’s important that the students walk away with a better understanding of the impact of volunteering. We distributed special certificates to all the students in recognition of their efforts. NEW THIS YEAR: John Abbott College “Community and Communications” French class – 45 students = 1,350 hours

### WHOM DID THEY IMPACT?

Adults with special needs, seniors in day centres, seniors in housing facilities, children in homework programs, young children at daycares, health and social service departments, at-risk youth, mental health participants, and children with special needs.

### GENERAL YOUTH VOLUNTEERING

- 445 youth sign-ups who were provided with guidance by our Youth Recruitment Coordinator for volunteers 24 years and under



### WHY ARE WE IN THE SCHOOLS?

- VWI facilitates youth engagement
- VWI promotes learning among young people through volunteer experience
- VWI encourages youth to contribute in their own community and to learn about the importance of giving back.
- Giving youth a positive volunteering experience creates the desire to continue volunteering as adults!



### FUTURE PLANS

- Mini - volunteers Club: going into elementary schools to recognize younger volunteers
- Using Art Hive to give opportunities for younger volunteers (12 years and under) to give of their time through art work or other initiatives
- Creating a focus group with Youth in Action Volunteers to discuss potential improvements to the program (Student ambassadors, digitalizing the program)

### HIGH SCHOOLS PARTICIPATING IN YOUTH IN ACTION FROM SEPTEMBER TO APRIL 2018

- Beaconsfield High School
- Lakeside Academy
- École secondaire Jean XXIII
- Lindsay Place High School
- Horizon High School
- École secondaire Dalbé Viau
- John Rennie High School
- École Secondaire Saint-Georges

### WE ATTENDED SO MANY VOLUNTEER FAIRS THAT WE REACHED 269 POTENTIAL VOLUNTEERS FROM THE FOLLOWING 10 WEST ISLAND SCHOOLS

- École Secondaire Saint-Georges – 60 registered
- École Secondaire Dorval – Jean XXIII – 50 registered
- Beaconsfield High School – 60 registered
- Lakeside Academy - 25 registered
- Lindsay Place High School – 4 registered
- John Rennie High School – 7 registered
- Pierrefonds Comprehensive High School – we tried!
- Riverdale High School - 10 registered
- Dalbé Viau: met with student council and AVSEC
- Horizon High School: three meetings with teachers and students

# CORPORATE

This year marks VWI's Corporate Volunteer Program's 11th anniversary.

A wide variety of volunteer options are offered: large company-wide Corporate Community Partnership Days, smaller team-building events, rotating teams volunteering on a regular basis – something for everyone!

Ongoing, responsive liaison linking corporate partners' accessibilities and interests with community partners' needs and schedules.

Referrals/requests from Centraide, Volunteer Canada and corporate partners.

Some corporate partners have contacted community partners we connected them with directly – thus the Corporate Program becomes self-sustaining, as it were. These volunteers are not always reflected in our stats however. As well, certain companies experienced attrition for a variety of reasons including downsizing, thus reducing the numbers of employees available to volunteer in the community. Notwithstanding, the Corporate program is popular with both our Corporate and Community partners and continues to prosper!



Keller Williams Annual Red Day community action at Moisson Montréal.

- In 2018-19 VWI's Corporate/Group Volunteer Program enabled 1,571 corporate/service group volunteers from 16 "repeat business" corporate partners and 20 new ones to volunteer at 77 separate volunteer events in the community at the numerous locations amongst the majority of our partners in the non-profit sector.
- Corporate partners continued to refer other departments and other companies to the VWI Corporate Volunteer Program

*"Your help and hard work are truly instrumental for this event (Novartis Annual Community Partnership Day) so it was very important to recognize you! We had a total of 160 associates volunteer at 12 sites (Moisson Montreal, Tyndale St-Georges, Saint-Antoine 50+, Welcome Hall Mission, Montreal Oral School, Le Nichoir, WIAIH Angelman/Valois/Pat Roberts Centre, WI Palliative Care, WI Cancer Wellness Centre, and Salvation Army). Please find attached a summary of our day and our press release which has a quote from Janice and from Moisson Montreal. I am looking forward to next year's Community Partnership Day, as well as keeping in touch throughout the year as requests for volunteering/donating come in from employees or vice versa".*

**Lorraine-Noelle Pellicone,  
Novartis**



# CARING PAWS ANIMAL THERAPY

(CPAT) is a service of Volunteer West Island. This group of dedicated volunteers provides therapy dog and cat visits to various facilities within the West Island and Greater Montreal area.

Our volunteer teams of exceptionally caring dogs and handlers consisted of **74 West Island and Montreal volunteers** who contributed more than...

- ✓ **975 hours to visit more than**
- ✓ **8,890 recipients at**
- ✓ **67 different establishments!**

On the West Island and in Montreal, CPAT was active with seniors, students, patients; adults with ASD; women with mental distress; children and students with disabilities, special needs adults; homeless men and women; Alzheimer's patients; addiction rehab, adult respite, and palliative care clients; mental health centres for men and women, and adult day centres.

The Volunteer Steering Committee met more than 6 times this year to discuss issues pertaining to CPAT and to help guide the fine work of their volunteers.

Volunteers have created their own informational newsletter that they distribute to their handlers at least 3 times a year.

Dog evaluations are an important part of being accredited.

Volunteers are always willing to participate at local events.



## CARING PAWS ANIMAL THERAPY VISITS ALL OVER THE ISLAND OF MONTREAL

John Abbott College CEGEP, McGill University - Faculty of Law, McGill Math Society, Concordia University Hall Bldg, McGill U Gardiner Hall, Solin Hall and Citadelle Residences, Collège Ste-Anne, Air Canada Rouge Wellness Day, WIAIH-The Angelman Respite Center, Beaconsfield High School, Cambridge, Centre d'Hébergement Dorval, Centre d'Hébergement Lachine, Centre d'Hébergement Nazaire Piché, Chartwell Le Wellesley, Château Sur le Lac, Denis Benjamin Viger L'Île-Bizard (CHSLD), Maison Herron - Dorval(CHSLD), Manoir Beaconsfield, Manoir Kirkland, Nova Daycentre Briarwood Church, Residence des Sources, Residence Maywood, Roxboro United Church, Sunrise of Beaconsfield, Teapot 50+ Community Centre – Lachine, Vigi Santé Ltee, Résidence Vivalis, CHSLD Du Manoir De L'Ouest De L'île, Le Cambridge, Bayview Residence, Beaconsfield United Church, Mtl West Children's Library-Summer Reading Program, Adult Activity Respite Centre, South Shore Reading Council, Anne House, Centre d'Activités Récréatives et Educatives (CARE), Centre d'hébergement Henri Bradet, Centre Idola, Chateau Westmount, Chez Doris, Cummings Drop-In Center, Father Dowd, Forward House, Fosters Addiction Rehabilitation Centre, Kateri Memorial Hospital Center, Maison Lucien Lallier, Manoir Westmount, Miriam House, Montclair Residence, Montreal Chinese Hospital, Montreal Ministry to Seafarers, Nazareth House, Red Roof (Church of St-John the Evangelist), Réseau Selection de Prestige McKay Centre, Montreal, Lauren Hill Academy,

# FOOD INSECURITY AFFECTS OUR PHYSICAL, MENTAL, AND EMOTIONAL HEALTH

## WHO IS ELIGIBLE TO RECEIVE MEALS ON WHEELS?

- Adults unable to regularly prepare adequate meals due to chronic illness or convalescence, lack of strength, skill, motivation, or cooking facilities
- Applicant who has no one at home who can prepare meals
- Applicant who can eat without help and can manage on weekends
- Clients must be referred by one of the following:
  - Hospitals
  - Social Workers
  - Healthcare professionals
  - Rehabilitation centres
  - MOW's Coordinators
  - Community group leaders
  - Other non-profit organizations

## WHY DO PEOPLE GET MEALS?

Food is a means of breaking social isolation, nourishing our community and building trusting relationships

## HOW LONG HAS MEALS ON WHEELS BEEN IN OPERATION?

The Meals on Wheels program in the West Island began in a church kitchen in Lachine in 1969. We now have 13 separate operational kitchens that are 100% volunteer-driven!



## WHO'S BEHIND THE KITCHEN OPERATIONS?

850 West Island Volunteers prepare and deliver hot, nutritious meals twice a week, although Volunteer West Island will play a part in the equation and work with the volunteers to support and guide them the best to our ability.

## HOW IS MEALS ON WHEELS FUNDED?

1.5 staff at VWI to support the basic administration that includes risk management, client referrals and volunteer recruitment. The kitchens rely 100% on DONATIONS AND CLIENT CONTRIBUTIONS

- All kitchens keep their meal costs low: A full - course meal can cost between \$3.00 and \$5.00.
- Average age of Meals on Wheels volunteers: 71
- # of new clients served in 2019: 365 seniors
- # of clients who used our Frozen Meals and Meals on Wheels services this year: 3,262
- Average age of meal recipients: 80
- Total number of MEALS ON WHEELS, FROZEN MEALS & PUREES = 43,235 meals!
- We're up-to-date on food preparation and hygiene training sessions at the MAPAQ.

# RECOGNIZING VOLUNTEER ACHIEVEMENTS

With 40+ years of service and the unmeasurable impact of providing over 109,200 hot meals, given her leadership and dedication, in our eyes, Brenda Murphy is beyond the definition of an exceptional volunteer. Because she exudes goodness, without even knowing, she engages others to want to perform their civic duty. Brenda Murphy is an exceptional human being who is simply motivated by a remarkable sense of responsibility towards her fellow-citizens and has contributed majorly to an improved quality of life in our neighborhoods.



Congratulations Brenda!  
We're all so proud of you!



## THE YOUNG AT HEART 55+ CLUB

THE YOUNG AT HEART 55+ CLUB IS A COMPREHENSIVE OUTREACH PROGRAM OFFERING CLASSES & ACTIVITIES AIMED AT HELPING PEOPLE REMAIN CONNECTED TO THE COMMUNITY. WE ALSO ENCOURAGE THEM TO CONTRIBUTE TO THEIR COMMUNITY AS VOLUNTEERS THEMSELVES. AND THEY FREQUENTLY DO SO!



### Weekly Health, Fitness & Education Programs

17,059 attendances  
203 registered members

Tai Chi, Gentle Toning classes, Yoga, Postural Gymnastics, Zumba Stretch, Zumba Gold, Stretch for Vitality course, Line Dancing, Bridge Acrylic Painting, IPAD and IPHONE teaching, and workshops  
New activities this year: IPAD and IPHONE teaching and Stretch for Vitality course  
A planning session will be organized in the Spring

### The Contact Program Calls to people 55+

8,828 reassurance calls

4 volunteers called 52 clients referred by the CLSC's **THREE TIMES A WEEK** to simply say hello and chat

### The PAIR Program

This is an important service directly affiliated to the SPVM

2 volunteers visited 5 West Island seniors referred by the CLSC who qualified to receive the service.  
PAIR is an automated service providing daily security phone calls to clients and reminders to take their medication.

### Handyperson Program

21 seniors feel safe and capable of remaining in their own homes.

6 volunteers gave 116 hours to help seniors with small maintenance repair jobs

### Other Special Events (not including Seniors' Café)

30 seniors received goodies from Young at Heart Volunteers

12 volunteers gave 54 hours and delivered homemade cookies before the Holidays

Young at Heart participants helped a Meals on Wheels kitchen in Pierrefonds remain open. 12 Volunteers were recruited from the Young at Heart activities and stepped-up to the plate, helping VWI fill volunteer positions for Pierrefonds Meals on Wheels kitchen and they continue to volunteer for Meals on Wheels. 20 seniors receive hot meals twice a week from visiting volunteers.

## VWI IS CONNECTED ACROSS THE PROVINCE, THE COUNTRY, AND WORLD-WIDE



## A NETWORKING COMMUNITY

We chaired, were active members, and/or attended the regular and subcommittee meetings of the following groups:

### LOCAL GROUPS/AD HOC COMMITTEES:

- Table de Quartier Sud de l'Ouest-de l'Île(TQSOI) and its subcommittee Food Security
- Table de Quartier Nord Ouest-de-l'Île de Montréal
- The West Island Table for the Needs of Seniors
- Le Comité de Santé ODI and fiduciaire of le Comité Maltraitance
- Table de Concertation Enfance Famille Jeunesse de l'Ouest de l'Île (TCEFJOI)

### MONTREAL, PROVINCIAL & FEDERAL ORGANIZATIONS:

- Regroupement des popotes roulantes et autres services alimentaires bénévoles (PRASAB)
- Coalition pour le maintien dans la communauté du Québec (COMACO)
- Fédération des centres d'action bénévole du Québec (FCABQ)
- Volunteer Canada
- Volunteer Council of Canada – VWI is one of 13 representatives
- Centraide of Greater Montreal
- West Island Community Shares
- Regroupement des centres d'action bénévole du Grand Montréal et Laval
- CCC – Father Dowd Foundation, The Pillars Trust, Catholic Foundation of Montreal



# OUR WORK IS MADE POSSIBLE BY THE SUPPORT OF THE FOLLOWING GENEROUS FUNDERS TO WHOM WE ARE INDEBTED FOR HELPING US MAKE A DIFFERENCE IN THE LIVES OF SO MANY!



## A SPECIAL THANK YOU

- Our members of the National Assembly for being our advocates and for supporting the Youth in Action program:  
Nelligan: Monsef Derraji                      Jacques-Cartier: Greg Kelley  
Robert-Baldwin: Carlos J. Leitão              Marquette: Enrico Cicconi
- The following boroughs and municipalities that believe in volunteerism: Pointe-Claire, Beaconsfield, Dollard-des-Ormeaux, Lachine, Sainte-Anne-de-Bellevue, Baie d'Urfé, Dorval, Kirkland, Pierrefonds-Roxboro, Partage Senneville Shares
- Our Members of Parliament Francis Scarpaleggia & Frank Baylis for being our advocates
- The Father Dowd Foundation for supporting the Young at Heart Program
- Bell Canada Employee Giving Program with a special thank you to Joan Fowell, Linda Pestell, Audrey Szanter, and Stella Ashford who applied for and obtained a grant to benefit Meals on Wheels
- Merck Frosst Employees' Charity Trust Fund donation to Meals on Wheels
- CN Railroaders Employees' Fund donation to Meals on Wheels
- Royal Canadian Legion Lachine Branch 85/90 for their unwavering support to the Lachine West MOW #1 Kitchen
- Royal Canadian Pointe Claire Legion, Pointe-Claire Branch #57 (donations went to 3 Pointe-Claire MOW kitchens)
- La Fondation Communautaire de Lachine
- St-Edmund's of Canterbury Parish
- Kleargo Inc.
- The West Island Quilters Guild for their donation of placemats to MOW
- Police SPVM and the Police Brotherhood for their donation of hot baked bean meals to our MOW recipients
- Beaconsfield Old Timers Hockey (donated to MOW Beaconsfield #4)
- Dorval Old-timers Hockey Association (donated to MOW Dorval)
- Students from Faith First St. Edmund's of Canterbury Church made beautiful crafts Easter crafts to MOW clients
- To Global TV, Jewel 106.7 FM, The Suburban, The Gazette, The Senior Times, Your Local Journal, Cités Nouvelles, The West Island Blog
- To the students, parents and staff at Alexander Von Humboldt German International School in Baie D'Urfé
- Collège Sainte-Anne for CPAT
- Manoir Beaconsfield for CPAT
- CHSLD Bayview for CPAT
- SEC le Cambridge for CPAT
- Manoir Kirkland for CPAT
- Air Canada Rouge LP for CPAT
- Sodexo Foundation Inc for Meals on Wheels
- The Education Undergraduate for CPAT
- John Abbott College for CPAT
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