

ANNUAL REPORT

2021 - 2022

CENTRE COMMUNAUTAIRE POUR PERSONNES ÂGÉES



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Message From the President & Executive Director

Dear Almage Members,

In reflecting back on a year of uncertainties related to COVID-19, a word comes to mind which describes our Almage Senior Community - Resilience. Despite the extended lockdowns and gradual re-openings, our members and staff overcame many obstacles. Adapting to the ever-changing landscape, reaching out to our members to ensure their safety, and enquiring about their needs, our team has risen to the occasion and challenged itself to face the reality of today. This year's annual report aims to communicate this important message to our Almage Senior community and partners. We are proud to share with you some inspiring stories and insights from the year (2021-2022). It is a remarkable story of resilience and showcases Almage Senior Community Centre at its very best.

Meals were offered to our members, friendly calls were ongoing, isolated seniors were visited, and our staff & volunteers brought a little Christmas cheer to our members with special panettone (Italian cake) deliveries. Our Home Support Program received 33 referrals for our services from various hospitals and CLSC's and 26 of those referrals became new members.

The past year has been busy forging new partnerships and relationships within the communities that we serve. Our Centre belongs to vibrant communities in the East End of Montreal that have an impact on the quality of life for our members. With this in mind, we have successfully taken part in a wonderful community project called La Gériatrie Sociale, which is spearheaded by La Fondation des Âges and the CIUSSS de l'Est. We have forged a partnership with our sister francophone community Centre, Le Chez Nous de Mercier-Est and this project will benefit our home support program. Together with Le Chez Nous de Mercier-Est we applied and received funding from the Mirella & Lino Saputo Foundation for a 3-year period. The monies will allow us to hire a bilingual outreach individual for the next 3 years who will work for both Centres to provide assistance for our Home Support members and act as a liaison for services from the CLSC and increase the number of home interventions for our members. We look forward to advancing this project in collaboration with our francophone counterparts.

The Board of Directors, the management team, and our consultant have embarked on a 3-year strategic plan process. We have begun to lay out the foundation of our Vision, discussed our Values, and painted a general portrait of our Mission. It is a work in progress and we look forward to hearing from the members and our community partners during the next phase of the consultation process in the near future. These are exciting times! As we move forward in this process, we are ensuring the longevity of our Community Centre for future generations to enjoy!

We want to thank and acknowledge the senior community we serve, their families, and our stellar employees for their patience, kindness, creativity and support this past year. During the extended lockdowns, an especially difficult time for everyone, the unwavering dedication of all our members to help and support our most vulnerable seniors was overwhelming.

Our success is the community's success, and with the ongoing support of our members, funders, partners, staff, the Board of Directors, and volunteers, Almage Senior Community Centre is ready for the challenges and achievements ahead in 2022 and beyond.

President, *Ken Henderson*

Executive Director, *Sylvie Lo Bianco*



Our Mission, Vision & Values

Mission

Almage is a Senior Community Centre providing diverse social services and programs to adults (50+) throughout the community. Almage is dedicated to enriching the quality of the life of its members by providing an atmosphere of friendship and confidence, where they can socialize with people having similar experiences or interests.

Vision

Our Community Centre is a home away from home to all, where everyone feels welcome, autonomous, respected, and useful.

Values

Almage wishes to be known for the values which are an integral part of its philosophy. These values act as a base for moral beliefs which guide human behavior.

At the heart of each intervention within our organization's everyday activities, our goal is to fortify our members' self-esteem, the fundamental qualities at the core of each human being that allows for optimal personal growth.

An individual's self-esteem guides their daily behavior, benefiting both the persons delivering and receiving our services within our organization.

CENTRE COMMUNAUTAIRE POUR PERSONNES ÂGÉES



The Almage Team

Board of Directors

President	Kenneth Henderson
Vice President	Caroline Mrazik
Secretary	Dorothy Letang
Treasurer	Mirella Castrechini
Director	Rev. Paul Pomkoski
Director	Maria Maiolo
Director	Yolande Zielinski
Director	Laurie Kerr

Virtual Annual General Meeting – June 10th, 2021

Ms. Fatiha G. Guemiri, Director General of Reisa chaired the AGM.

Participants: **48** members, **4** community representatives, **1** Centraide representative & **4** staff members.

Special General Assembly

A Special General Assembly was held on March 14th, 2022, to approve the new auditors for the 2021-2022 fiscal year.

Participants: **52** members.

Board of Directors

- The Board of Directors comprises community representatives & members.
- The Board of Directors held **16** regularly scheduled meetings for a total of **40 hours**.
- The Board of Directors met **6** times with consultants Griffin Payne, Marlo Turner Ritchie, & Eddie Jude Hareven for a total of **14 hours**.

Meeting with Centraide

The Executive Director met with Centraide representative Anne Lapierre, **5** times for **6 hours** and the Board of Directors **1** time for **2 hours**. The meetings were constructive and productive.

The Board of Directors and the Executive Director have embarked on a 3-year strategic plan with the consultant, Griffin Payne. This exercise will ensure the future vision, mission, and vitality of the organization.



The Almage Team - Staff

Executive Director - Sylvie Lo Bianco



Assistant Executive Director - Gloria King

Activity Coordinators - Rajneet Dhesi & Sabrina Di Ioia



Community Support Coordinator - Rosanna Padula



Community Support Worker - Lynne Tinman



Chefs - Alicia Michelle Dion & Rami Al Khateeb

Bookkeeper - Nuo Xu



Therapeutic Recreation - Student Intern - Allison Barroso



Administrative Support

Nominations Committee

- Caroline Mrazik
- Maria Maiolo
- Father Paul Pomposki

Finance Committee

- Nuo Xu
- Kenneth Henderson/Mirella Castrechini

Rosemont & Montreal North Satellite Centres

- Lynne Tinman

By-Laws/Policy Committee

- Terry Meehan
- Caroline Mrazik
- Mirella Castrechini
- Gloria King
- Sylvie Lo Bianco

By-Law/Policy Committee: The committee met **once (1)** with the consultant Griffin Payne and the Executive Director for **2 hours**.

Finance Committee: The Executive Director met with the bookkeeper **monthly** to go over the finances for a total of **12 hours**.

Nominations Committee: The committee met **twice (2)** prior to the AGM in June for a total of **2 hours**.



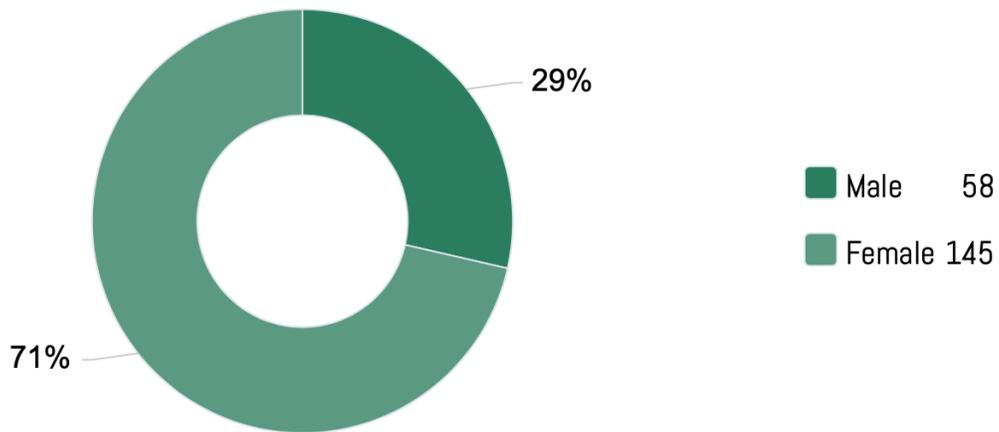
Membership

Membership status from April 1st, 2021, to March 31st, 2022.

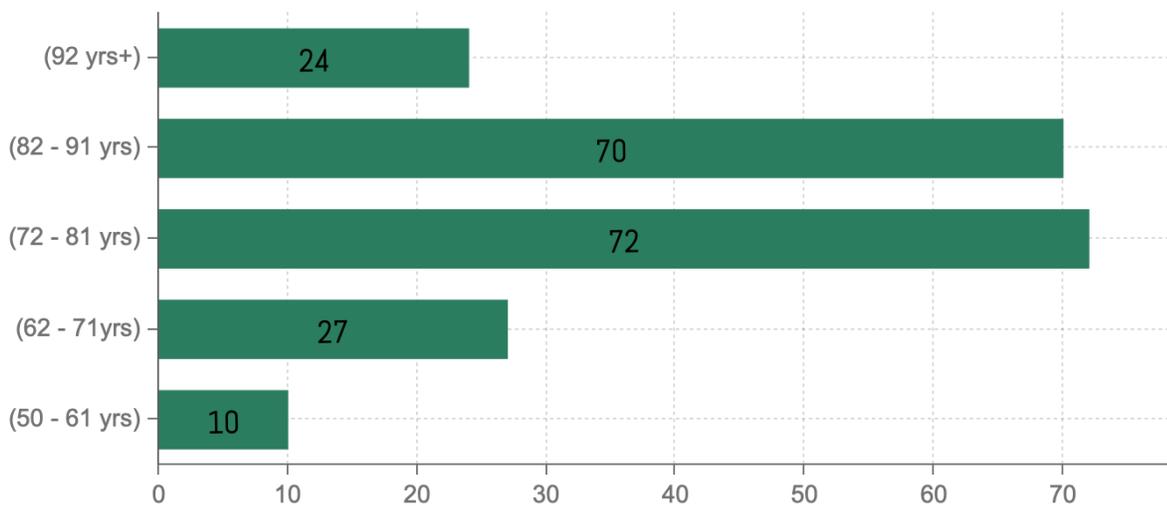
203 members.



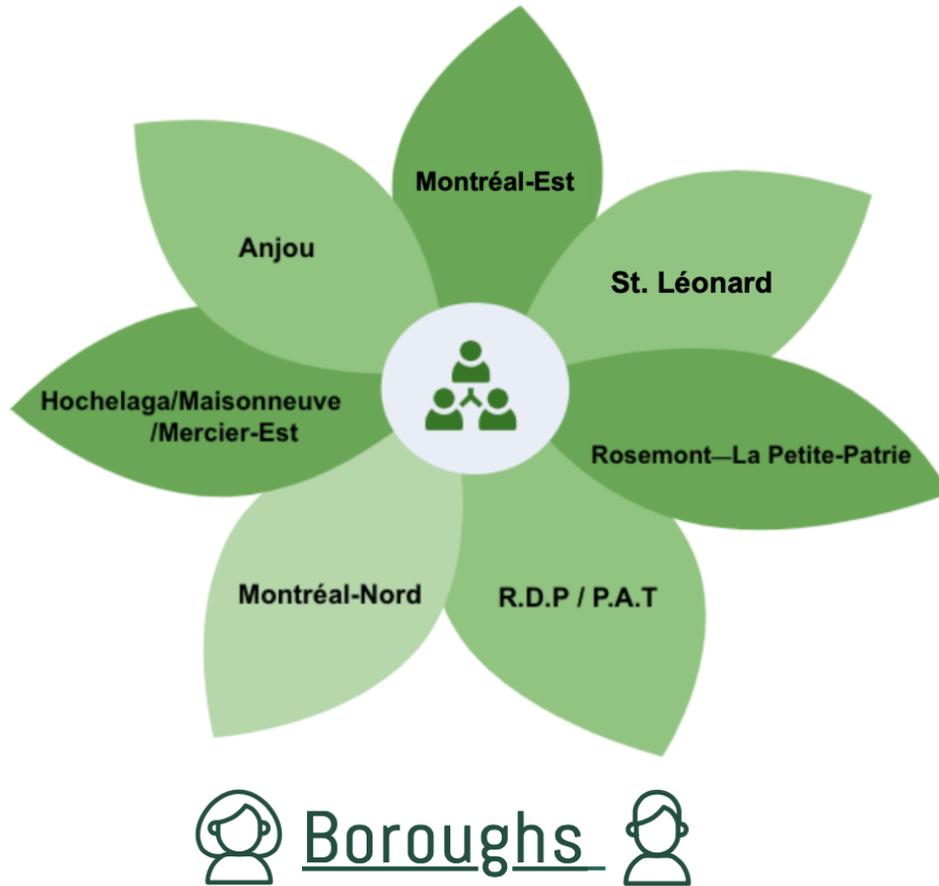
Number of Male & Female Members



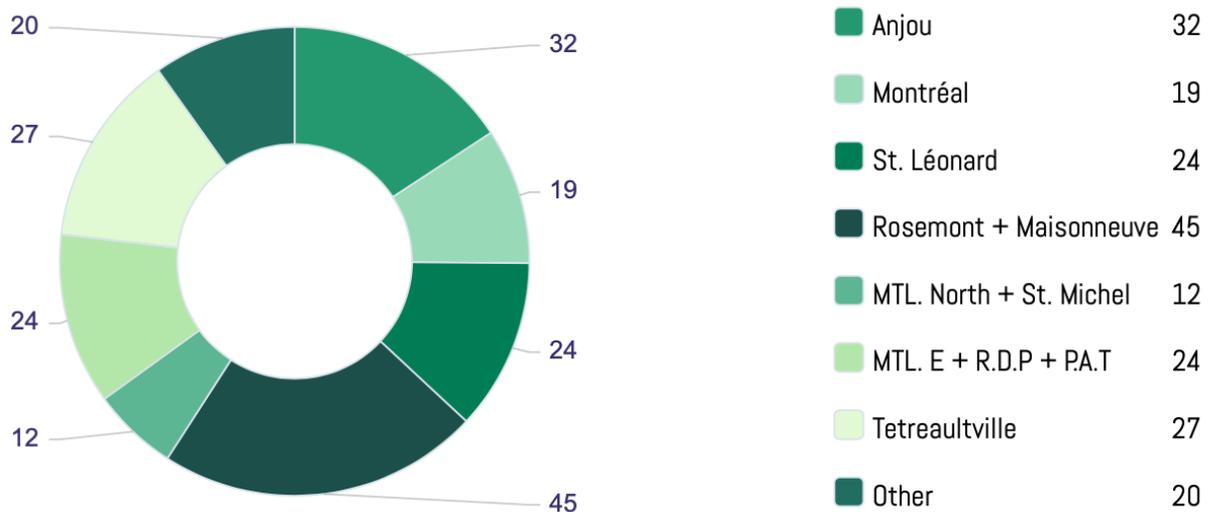
Membership Age Demographics



The Almage Community Centre is available to all senior citizens (50 years of age and over) living in any of the following boroughs:



Number of members living in each borough.



Our Impacts!



- **45** Visits.
- **230** Units of Service.



- **4989** Prepared Meals.
- **4662** Units of Service.
- **266** Frozen Meals.
- **6** Volunteers.
- **903** Hours of Service.



- **30** Members.
- **210** Units of Service.



Services offered to and from the centre. Helps members integrate socially/participate in daily activities.

- **16** Members.
- **241** Units of Service.



We have had **33** new referrals to support and service a new clientele for the Meals on Wheels program, Medical Transportation, etc.

- **33** New Referrals.
- **26** New Members.



- **1332** Calls to Isolated Seniors
- **1105** Friendly Calls.
- **701** Hours of Friendly Calls.



Thanksgiving, Christmas, & St Patrick's Day:

- **3** Volunteers.
- **183** Units of Service.
- **20** Hours of Service.



Discussion Group, Trivia, Arts & Crafts, Baking, Exercise, Music, 5-Week Virtual Program, & Cummings Centre Programs on Zoom:

- **1,251** Units of Service.
- **462** Hours of Service.



Due to Covid-19 lockdowns, the In-House Meal Program (Tuesday & Wednesday) was available from July 20th to December 15th 2021 & from February 22nd to March 31st 2022.

- **1146** Meals Served.
- **56** Take-Out Meals.
- **218** Units of Service.
- **7** Volunteers.
- **168** Hours of Service.



Our Programs - Activities - Events

Almage aims to offer programs that enrich the quality of life of our members. We focus on delivering programs that will enhance their mental, emotional, physical, and social well-being.

Our in-person programs usually consist of in-house community lunches on Tuesday and Wednesday, followed by a bingo activity. Additionally, with the COVID-19 restrictions gradually lifting, Almage is excited to announce the return of in-person programs such as its knitting group, carpet & lawn bowling, darts, outings, special events, and more!

As for virtual programs, Almage offers baking sessions, arts and crafts, discussion groups, and trivia over Zoom. Almage also partnered with the Cummings Centre to encourage the members to participate in a broader selection of virtual activities over Zoom, such as adapted chair yoga, chair aerobics, movement and balance, singing, and game hour.

The virtual programs offered by the Cummings Centre specifically target the cognitive, physical, and social domains of wellness which are imperative for the well-being of our members and are elements that support Almage's mission to positively contribute to older adults' quality of life.

Due to the uncertainty with the Covid-19 restrictions, The Almage team continues to run virtual programs to accommodate all members unable to attend in-person sessions at the Centre. Each month, Almage designs and distributes a calendar advertising the virtual programs to all interested members.

In-Person Programs:

- In-House Community Meals
- Weekly Bingo
- Wellness Sessions
- Mental Health Discussions
- Arts & Crafts Sessions
- Special Event Lunches
- Hudson Village Theatre
- St. Pius X Culinary School

Virtual Programs:

- Discussion Groups
- Virtual Trips
- Baking Sessions
- Arts & Crafts Sessions
- Mental Health/Wellness
- Nutrition / Healthy Body
- Chair Zumba
- Chair Yoga

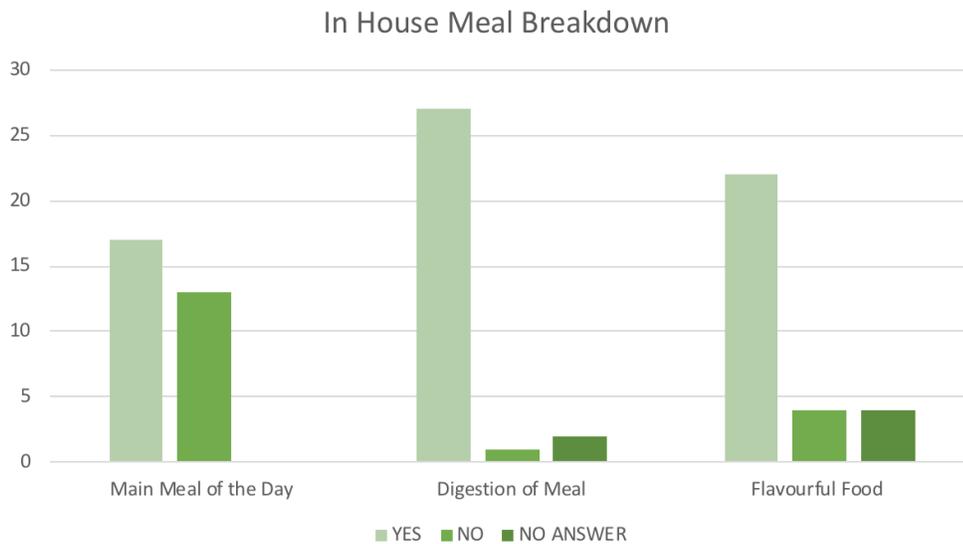


In-House Community Lunches

In order to help support seniors in our community, Almage provides in-house lunches twice a week. A survey was conducted to evaluate the program to examine the benefits of this service. The following is a breakdown of our members' satisfaction with the program:



→ **83%** of Members are overall satisfied with the In-House Meals.



- Just over half (**56%**) of the members claimed that the In-House meals offered on Tuesdays and Wednesdays are their main meal of the day.
- **90%** of the members said their meals are easily digestible.
- **73%** of members said the food is flavourful, which correlates to the overall meal enjoyment rating.



July 2021 - Helping Those in Need

100 Lunch Bags were prepared and distributed to support homeless individuals in the Montreal region by 1 volunteer, totaling 6 hours of service.



October 2021 - Thanksgiving Community Lunch

After being in lockdown for almost 1 and a half years, Almage hosted a Thanksgiving lunch for its members.



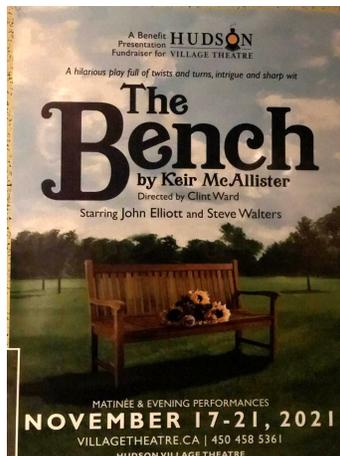
Memorial Service

33 hours of volunteer work from **11** participants.



Hudson Theatre

Almage members attended the play "The Bench" at the Hudson Village Theatre.



Christmas Lunch + Panettone

Almage members enjoyed a wonderful Christmas lunch and were all gifted with a panettone!



International Women's Day (March 8th, 2022)

Women members received a beautiful carnation to mark this important day.



St-Patrick's Day Lunch

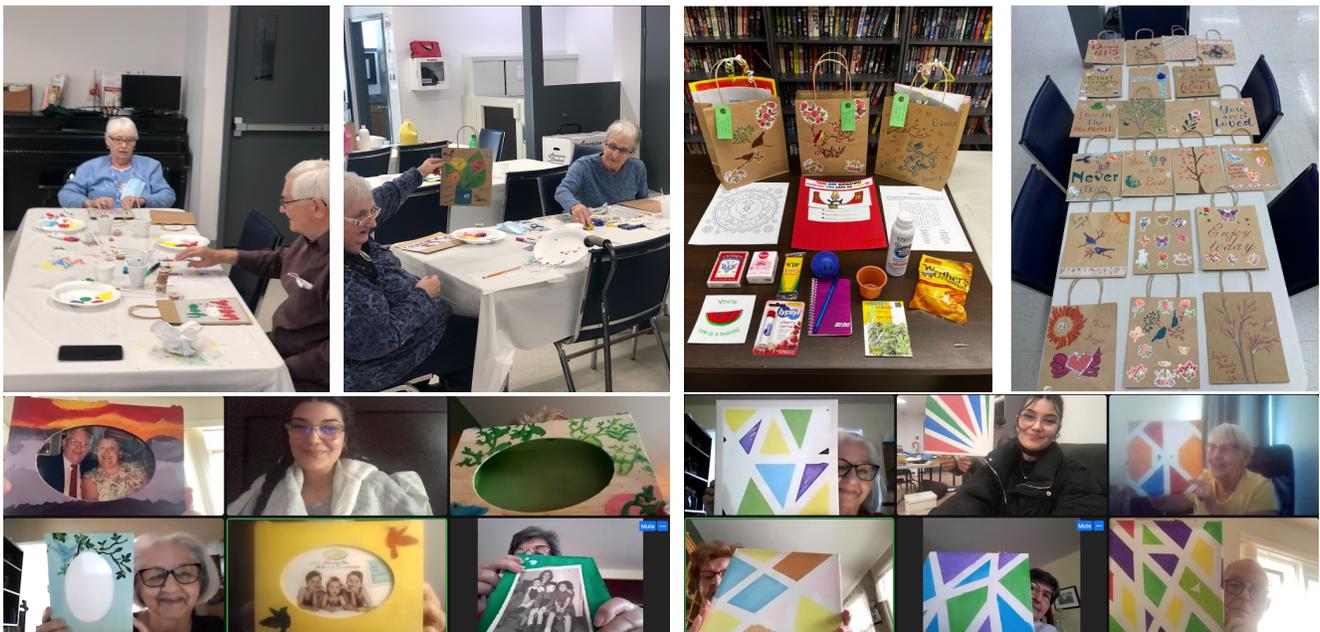
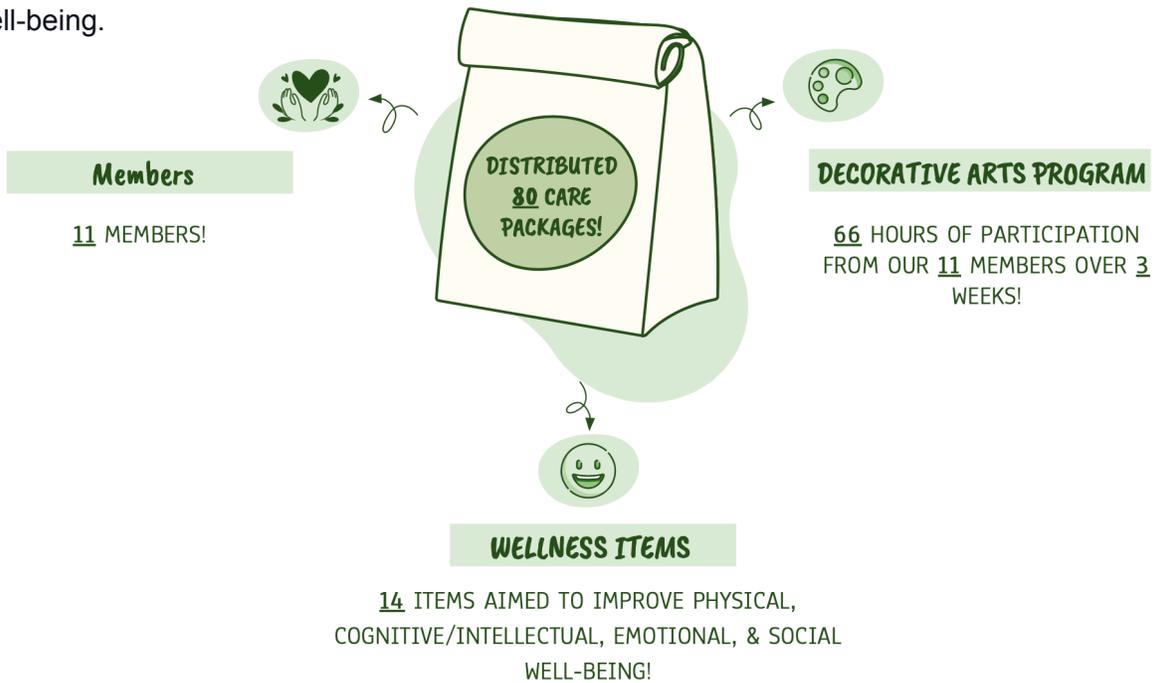


A traditional Irish luncheon was served at Almage for this special day. Corned beef with cabbage, potatoes, and mashed turnip & carrots. Chef Shelly delighted the crowd with Guinness cupcakes. Mr. Gamache entertained our members with traditional Irish songs. Great fun was had by all!



Allison Barroso - Concordia University Student Intern

Allison joined the Almage team in January to complete her degree in Therapeutic Recreation. She has been a wonderful addition to the staff by engaging our members in various activities and ensuring that her internship offers her the opportunity to experience best practices linked with academic skills. As part of her internship requirements, the Almage team and Allison collaborated to **decorate and distribute wellness care packages** to its members and lead a new **five-week virtual program** over Zoom to provide resources to the Almage members. The objective was to encourage meaningful recreation and leisure participation, nurture enjoyment and self-actualization, and support optimal physical, social, emotional, and intellectual/cognitive well-being.



Guest Speakers

McGill University Nursing Students - November 16th, 2021 & March 8th, 2022.

The Almage members had the pleasure of receiving McGill University nursing students on two occasions during the past year in collaboration with Services Communautaires Canadiens-Italiens du Québec (SCCIQ).

On both occasions, the nursing students held various discussion sessions with our members concerning health issues and those issues that matter most to our members. On both occasions, the nursing students held interactive presentations for our members that were informative and engaging. Our members learned about various medications, and health issues such as diabetes, cholesterol, and high blood pressure. The impact on our seniors was a positive one. They felt engaged and understood by the nursing students and were happy to have their questions answered. The members requested more sessions in the fall with a future group of McGill nursing students.



Our Volunteers & Supporters

Thank You for Making a Difference in the Almage Members' Lives!

Our Volunteers

Jerry Baumann
Dominic D'Abate
Jason Lombardi
Pierre Trudel
Laurie Kerr
Bob Molloy
Allan Roberts
Mac Circelli
Rami Al-Khateeb
Shirley Lajeunesse

Julien Di Lollo
Mynor Estrada
Martine Larose
Diane Underwood
Kathleen Lolly
Fernand Bouchard
Ruth Keddy
Richard King
Tanya King
Jessica King

Mike Scully
Patricia Ciccarelli
Tullio Straccini
Gail Whitewick
Miguel Sanon
Phyllis Keddy
Bianca King
Noah Caron
Alexis Amerides
Sara King

In-Kind Donations

Kathleen Lolly
Frances Delorme
Jean Cardinal
Elio Carpenzano (R.T. & Tony Electricque)
Virginie Coignet (FRIGO de l'Est)
Sara King
Mike Cecere (Deci Inc.)
Tony Leone
Katia Stopponi

Nancy Desbois
Rosemary Minicozzi
Gail Whitewick
Franca Cristiano (VMC Collegiate)
Carmine Primerano (Cuisines Crotone)
Livia Cimaglia (Livabec)
Shirley Lajeunesse
J.P. Mallet



MANY HANDS MAKE LIGHT WORK



Donations From Our Members

Thank You for Contributing to Almage's Success!

\$10.00 to \$99.00

Frank Kramer

Jean Wall

Annabelle Munro

Elyse Guilmette

Myriam L'Archeveque

Linda Palesch

Rosanna Padula

George Young

Angela Procesi

Read Sherman

Margaret Hutton

Patra Andruski

Jean Assels

Monique Guilmette

Edith Lemieux

Sara King

Rami Al Khateeb

Janina Szuszkowska

Dorothy Letang

Lorna McIntyre

Marliese Black

J.P. Mallet

Pauline Plasse

Andrew Mestan

Lynne Tinman

Virginie Coignet

Terence Meehan

Kingsley Holder

\$100.00 to \$499.00

Tom Ornowka

Margaret Martell

Simone Di Tomasso

Liliana Pecorilli Longo

Patricia Chancey

Gordon Snell

Carol Doherty

Domenica Kumps

Elio Carpenzano

St. Aloysius (Hope Committee)

Clifford Wraight

Judith Wraight

Nancy Desbois

Carol Di Staulo

\$500.00-\$999.00

Kathleen Lolly

Terry Yasunaka

\$1000.000 +

Bernadette Cambria

Cheryl & Paul Langevin

Denise Provencher



Community Support Programs

The Community Support Programs offered at Almage aim to help the English-speaking seniors in the East End of Montreal. Through Community Support Programs, Almage's **goal** is to improve its members' overall quality of life and well-being. In our Community Support programs, the **objectives** are:



To provide programs that prevent isolation by contributing to our members' leisure repertoires.

To provide programs and services that aim to increase the members' autonomy.

To provide outreach services to increase the awareness and understanding of the Almage community's needs.

To provide services that offer opportunities to experience enjoyment by socializing through virtual and in-person programs.

To provide transportation services that help our members arrive safely to their medical consultations and the Almage centre for in-person programs.

To provide affordable meals through our weekly community lunches and Meals on Wheels program to support any loss of autonomy among our members.



Home Support Program

As our population gets older, most seniors want to continue to live at home as independently as possible and as long as possible with the assistance of our **Home Support Program**.

Aging at home is often the first choice for older adults. It can prevent the emotional and physical hardships associated with leaving home to live in institutional settings. It can also help older adults be active, engage in social participation, and maintain their social networks with family, friends, and community members, thus supporting their mental health and identity.

In order to meet their care needs, seniors rely on home support programs and services provided by governments and community organizations such as Almage Senior Community Centre. These services not only allow our seniors to live autonomously as long as possible, but we also provide the necessary support and liaisons with the health care sector.

We are pleased that at Almage Senior Community Centre, we provide support to our members by offering multiple services such as:

- **Helping people maintain or improve their health status and quality of life.**
- **Assisting people in remaining as independent as possible.**
- **Encouraging people to be physically and socially active.**
- **Supporting families in coping with a family member's need for care.**
- **Providing healthy and low-cost take-out meals on a weekly basis.**



Support for Loss of Autonomy: Meals on Wheels

Upon its initial development in March 2020, the **Meals on Wheels Program** catered to a less autonomous clientele. The Meals on Wheels program is currently available to all members 50+ due to increased demand, and our members enjoy fresh and healthy meals at a low cost.

Frozen meals continue to be in demand, and they are available for pick-up at any time or can be delivered with orders from the Meals on Wheels program.

It is always a pleasure to receive the member's opinions or suggestions for our Meals on Wheels program.

Testimonials from our Members:

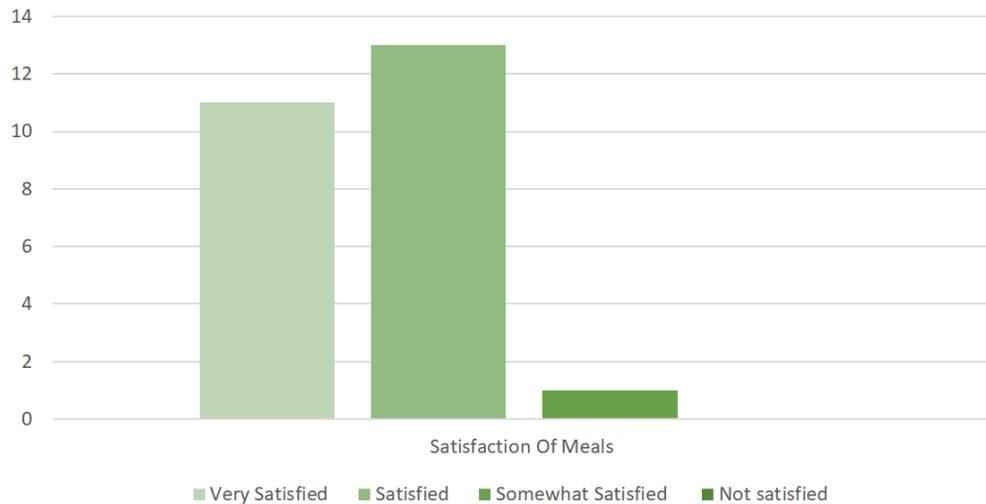
- ❖ *Husband and wife, new clients to our program, who are homebound with health issues, have told us, “**We cannot believe how wonderful it is to have such delicious “homemade” meals.**” Their daughter searched everywhere for an organization whose meals are fresh and tasty instead of frozen. “**We are lucky to count on Almage!**”.*
- ❖ *A weekly regular member B.C. said to our delivery driver during a winter storm, “**I was sure you wouldn't come with this weather, thank you for caring about us, give my best to the team at Almage. You are all wonderful!**”.*
- ❖ *“**Le repas de poisson et chili était vraiment bon, je commande toujours extra!**”. S.M., membre depuis 2020.*



Meals on Wheels Satisfaction Survey Results

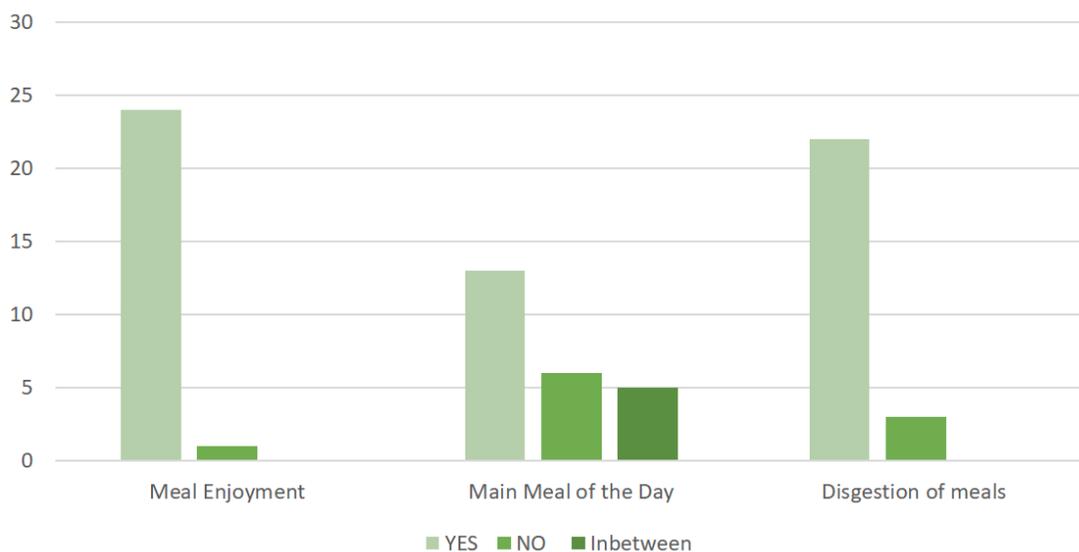
In order to evaluate the benefits of the meals on wheels program, a survey was given to 30 different Almage members. It was concluded that overall, the members enjoy the meals, and following are the results:

Take Out Survey Breakdown - Satisfaction Level



→ **96%** of Almage’s members are satisfied with the take-out meals

Take out Survey Breakdown



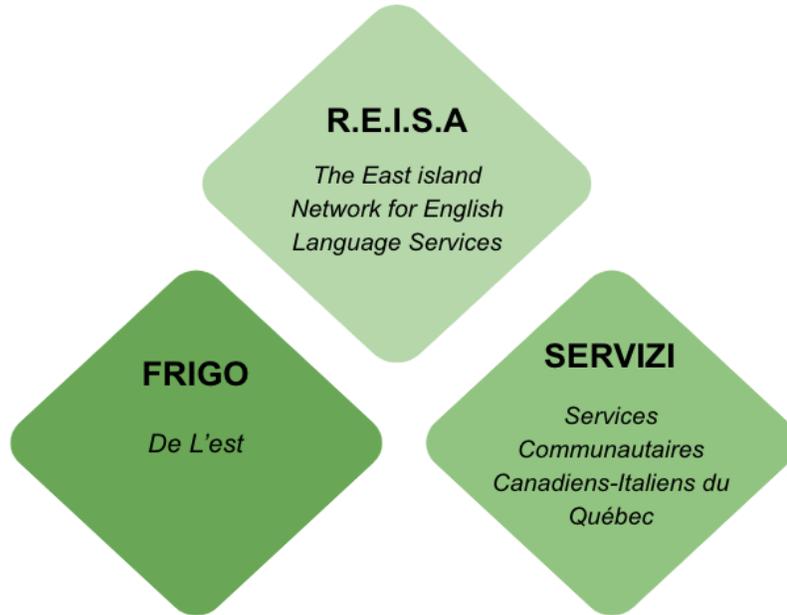
→ Just over half (**52%**) of Almage’s members stated that the take-out meals were their main meal of the day.

→ **88%** of Almage’s members said that the meals prepared are easily digestible.



THANK YOU TO OUR COMMUNITY PARTNERS

Highlights of some of our community partners' continued support and contributions to our members' well-being.



R.E.I.S.A



Frigo De L'est



Servizi



Medical and Centre Transportation Services

The purpose of **Transportation Services** is to ensure that our members travel safely.

The transportation services offered by the Almage Community Centre are beneficial to members who require assistance traveling to any of the following locations:

1. Medical appointments (hospital, dentist, optometrist, cancer treatments, etc.).
2. Almage Community Centre for Community lunches on Tuesday and Wednesday.
3. Almage Community Centre for in-person activities.
4. Transportation to and from their homes.

Testimonials from our Members:

- ❖ A member who was referred by Maisonneuve Rosemont hospital this past year for medical transportation has benefitted from our services. Her husband had undergone an important surgery last year, and our Home Support team accompanied this family throughout their ordeal. The taxi coupons helped her (D.J.) accompany her husband to his follow-up appointments. ***They were “grateful for Almage to offer this service. You are truly angels from heaven.”*** she said to our community home support worker.
- ❖ A regular member for medical transportation cannot thank us enough. ***“I am truly grateful for your help and kindness, especially delivering the taxi coupons to my home.”*** To thank the Home Support team, H.D. frequently treats us with homemade goodies from her country, Lebanon, when we deliver the coupons.
- ❖ ***“I don’t know what I would do without Almage or the fantastic medical transportation service that helps me tremendously for all my appointments”***, says M.K., a longtime member of Almage.



Satellite Centres: Montreal-North & Rosemont

Due to the Covid19 extended government lockdowns over the past two years, Almage's satellite centres were closed. The Montreal-North Centre recently reopened, and the Rosemont Centre remains closed. We are presently working with local authorities in the Rosemont area to assist us in finding a new location to house our Rosemont members.

All members were able to come to the main Centre to participate in community lunches, activities, and outings. Our staff has kept in touch with members through other means such as telephone calls, zoom sessions for some, and organizing get-togethers in the parks or restaurants to help break the isolation. During the summer months, Almage also organized picnics, card games, and coffee chat groups in local parks with our satellite members.



Our Funders



**Centraide
du Grand Montréal**



La Table de quartier
Hochelaga-Maisonneuve



Fondation
GRACE DART
Foundation



mazon
C A N A D A



Mercier
Hochelaga-Maisonneuve
Montréal



Santé et Services sociaux



**PROGRAMME
DE SOUTIEN
AUX ORGANISMES
COMMUNAUTAIRES**



**Marvin A. Drimer
Foundation**



Richard Campeau

Député de Bourget
Coalition avenir Québec
Adjoint parlementaire du ministre de l'Environnement et de la Lutte contre les changements climatiques



Lise Thériault

Member for Anjou-Louis-Riel
Quebec Liberal Party
Chair of the Committee on Culture and Education
Official Opposition Critic for Women's Entrepreneurship
Official Opposition Critic for Consumer Protection



Our Partners



St. Brendan's Parish
Serving the Roman Catholic Community of the Rosemont District since 1928



Our Community Partners



Les *Fourchettes*
de l'*Espoir*



 **CLSC de Rosemont**

2909, rue Rachel Est
Montréal QC H1W 0A9

Téléphone: 514 524-3541

 **CLSC de Mercier-Est**

9503, rue Sherbrooke Est
Montréal QC H1L 6P2

Téléphone: 514 356-2572

 **CLSC Olivier-Guimond**

5810, rue Sherbrooke Est
Montréal QC H1N 1B2

Téléphone: 514 255-2365

