

AUTISM GIVES NO RESPITE... EMERGO DOES!



# ANNUAL REPORT

FISCAL YEAR ENDED MARCH 31, 2015

## THE SENIOR DIRECTOR'S MESSAGE

### A VERY BUSY YEAR!

It is hard to report on a year of work: Emergo doesn't stop on March 31 of each year. The work goes on; there are always many challenges to face and priority matters to look after.

We therefore continued implementing the recommendations of the organizational diagnostic report submitted in June 2013 and created two positions with well-defined responsibilities: From now on, Eric Andrade, within the continuation of the scope of his work, now holds the position of Assistant Director - Respites, and Josée Filion, Assistant Director - Communications and Fund-raising. With the in-house team all being at work this year, we took the opportunity to begin drafting procedures booklets for each permanent position. This project comes within a will for sustainability of the organization as well as within an evaluation of our practices in the interest of improvement.

While ensuring that summer and school respites are carried out smoothly and efficiently and that assistance is provided to families, we invested enormous time and energy this year in order to relocate our respites to a friendly location where we could maintain the outstanding quality for which we are known.

We also went out to meet the public by taking part in three exhibitions relating to autism in order to increase our visibility and better define families' needs. Emergo is recognized and appreciated. And that's a fact! We received a lot of rewarding expressions of gratitude from old and new parents which continue to be a source of motivation in accomplishing our mission.

Before letting you browse through this report, I would like to congratulate the loyal Board of Directors, with all their good judgement and understanding. And a big thank you to the counsellors, our young Quebec youth who take such good care of the participants during the respites and with whom I have the chance to associate on a regular basis. We also wish to thank the professional, persevering work team. And the donors and partners who support us so we can provide quality respites all year long.

# MESSAGE FROM THE CHAIR

## PROGRESS TO DATE AND THE ROAD AHEAD

### EMERGO

- **1976** Establishment of Camp Emergo, the first summer camp for autistic people in Québec, by parents of the Association des enfants autistiques du Québec (today, the Fédération québécoise de l'autisme)
- **1991** Start of school respites
- **1994** Recognition from Health and Welfare Canada within the Community Action Program for Children (CAPC)
- **1997** Registration as an independent, non-profit organization
- **2001** Adoption of our name: Emergo Respite Services - Autism and Other Pervasive Development Disorders
- **2002** Launch of the Émergence (socialization) and Adaptatou (Intégration) programs in partnership with Camp Mariste, and Un rêve à réaliser (autonomy)
- **2005** Addition of a 5th summer respite
- **2006** Launch of the iDÉFlx program (close supervision)
- **2011** Creation of the Emergo Foundation



Board members 2014-2015



Permanent staff

For the past two years, the upcoming expiry of our 10-year partnership agreement with the Société pour les enfants handicapés du Québec (SEHQ) has been at the heart of our concerns. Thanks to the tireless efforts of the Relocation Committee, we studied 17 options before finally selecting an offer to lease Domaine du Lac Bleu, owned by the Club des familles de demain, where we will be moving the respites this coming September.

In addition to the relocation project, the Board looked after implementing the recommendations of the organizational diagnostic and also increased efforts to strengthen ties with members, employees, funders and donors, to better increase awareness of our services, as well as ensure employment equity for employees.

The Board of Directors, the very great majority of whom are parent-users of respite services, has always personified Emergo's motto of "Parents helping parents". With Emergo's 40th anniversary fast approaching, the challenges ahead of us to adequately fulfill parents' needs are truly enormous and we will have to reflect on the best way to meet these challenges and draw up a plan to guide us.

Big thanks to all the employees and volunteers who make Emergo a warm organization offering parents well-deserved respites. And big thanks, as well, to Philippe Dagenais, member of the Board of Directors ever since Emergo was incorporated, who is stepping down from the Board after 19 years of devoted services.

## BOARD OF DIRECTORS

*Executive Committee - Marie-Claire Michoud, parent, Chairperson  
Michelle Lizotte, parent, Vice-Chairperson  
Andrée Robert, parent, Treasurer  
Louise Riel, parent, Secretary  
Johanne Houde, parent, Advisor*

*Directors - Henriette Angers, parent  
André Beaulieu, parent  
Sylvie Cataford Blais, parent  
Philippe Dagenais, coopted  
Pierre Martin, parent  
Richard Ménard, parent  
Marc Meunier, parent  
Quoc Luong Ngu, parent  
Natalie Hamel Roy, parent  
Marie-Christine Tremblay, coopted*

## PERMANENT STAFF

- Pierre Ricard, Senior Director
- Eric Andrade, Assistant Director - Respites
- Josée Fillion, Assistant Director - Communications & Fund-raising
- Anh Pham, Accountant
- Marcelle Grand-Pierre, Administrative Assistant

# COMMITTEES' REPORTS

## RELOCATION COMMITTEE

Having learned of the non-renewal of the agreement with Colonie Les Bosquets and the upcoming move, the Partnership Committee was logically renamed the Relocation Committee. It was no picnic... A number of difficulties came up, namely questions of space, zoning and availability. But through perseverance, we found a camp that was interested in our mission and available for our respites.

In short: 17 camps visited, 3 projects halted in mid-course, many numerical simulations and long discussions, all the while keeping our spirits high.

## PROGRAMMING COMMITTEE

This year, through a concern for continual improvement of the services offered and faced with an eventual move of our operations to a site other than Les Bosquets, the Board decided to relaunch the activities of the Programming Committee.

Based on the staff's recommendations following the 2014 summer respites, the Committee worked on revising the selection criteria of the participants in the various programs, in an effort to determine what Emergo's real needs are with regard to human, financial and material resources, including those relating to living space, while bearing in mind to offer quality respites as long as possible and to as many families as possible.

The Committee moreover turned its attention to communications procedures between the camp staff and parents in special situations that may occur during the respites and worked on the respite schedule for 2016.

## COMMUNICATIONS COMMITTEE

The Committee adopted a new strategy and drew up an ambitious action plan focusing on five priorities: strengthening ties with parents, employees and funding organizations; soliciting parents to get involved; making external communications more dynamic and increasing Emergo's visibility; going digital; developing communication policies and tools.

The launch of the Newsletter marked the start of this new communications era, where digital technology will enable us to better inform our contacts in a more timely manner, while reducing our environmental footprint and costs.

As exchange continues to form the basis of our communications, Emergo also took part in a number of events to promote its services among families and practitioners.

## MISSION

To provide respite services to families living with autistic persons, by welcoming them in a safe, stimulating outdoor environment that is adapted to their needs, thereby helping them maintain or develop their abilities

## VISION

A leader in its field, Emergo is recognized for the quality of its services, its personalized supervision and its adapted programming.

## GUIDING PRINCIPLES

Permanent interaction with families, prompting us to constantly re-evaluate the quality of our services

Efficient, effective management of operations and resources

Active, ongoing fund-raising efforts to fully carry out our mission

## VALUES

Client satisfaction  
Respect  
Search for excellence  
Transparency  
Integrity  
Loyalty  
Confidentiality

## STATISTICS

HERE IS A SNAPSHOT OF OUR MEMBERS:

- 246 members, including 45 new ones

- language spoken: 85.4% French and 14.6% English

- living in:

Montreal: 41.5%  
Montérégie: 31.7%  
Laval: 6.5%  
Lanaudière: 5.7%  
Laurentians: 5.7%  
Other: 8.9%

- Participants' age:

5-15: 27%  
16-25: 47.7%  
26-35: 15.5%  
36 and over: 9.8%

## TYPICAL DAY

### Native Indian legends

8 a.m. Wake-up time  
8:30 a.m. Breakfast  
9:45 a.m. Assembly  
10 a.m. Creation of a talking stick  
10:30 a.m. "Swap your beaver skin" relay race  
11 a.m. Catch-the-flag games  
War between the Iroquois & Algonquins  
11:30 a.m. Creation of a dream catcher  
Noon Lunch  
1:30 p.m. Bannock bread  
2:15 p.m. "The significance of feathers" treasure hunt  
3 p.m. Camp fire and snack  
3:45 p.m. Sliding  
5 p.m. Supper  
6:30 p.m. Pow-wow evening (legends and dancing)  
8 p.m. Wash-up time  
8:30 p.m. Bedtime

# PROGRAMMING

## 2014 SUMMER RESPITE

Within the 2014 summer respite, we welcomed **206 participants**, representing **1660 respite nights** granted to our members.

The theme of the *Émergence* and *iDÉFix* programs held at Colonie Les Bosquets was "A trip through time: from the stone age to today!" Each respite stay took place in a different era. From the era of the dinosaur to the Vikings, to the Far West to the disco era—a number of celebrities were on hand: Hercules, Julius Caesar and Christopher Columbus, to name a few!

*Outer space* was the summer theme of the *Adaptatou* integration program, held at Camp Mariste. Each section of the camp was divided into different peoples from different planets.

In the *Un rêve à réaliser* program, which also took place at Camp Mariste, the participants set out to discover continents.

In all the programs, the activities offered at Emergo meet the same criteria: They focus on the outdoors, they are diversified and adapted and they create enjoyment!

## 2014-2015 SCHOOL RESPITE

The 2014-2015 school respite provided an opportunity to welcome **376 participants** during **21 weekends**, representing **942 respite nights** offered to our members. The families had the chance to benefit from six long respites of three to five nights, including the one at Christmas and the one during school break week, which count among the most appreciated respites during the school year.

The leadership team invested a lot of energy in developing and carrying out the camp activities. The variety of themes during the year truly delighted the participants: from Alice in Wonderland, to Tintin, The Pirates, *La petite vie*, *Les débrouillards*, Céline Dion, the Lord of the Rings and Seaworld.



*My son doesn't talk very much, but on his return, he repeated "Emergo respite, Emergo respite" over and over again. He isn't yet able to express his emotions in words (...), but when he repeats something a number of times, it's because he is happy and likes something or that activity.*

# PROGRAMMING

## PROFILE OF EMPLOYEES

During the summer of 2014, we hired over 80 students:

- Out of that number, 61% were university students and 38% from CÉGEPs.
- The average age was 22.6.
- They mainly came from three regions: Montreal (44%), Montérégie (25%) and the Laurentians (10%).

## TRAINING

The 60-hour **Emergo training program** was held over a six-day period. In 2014, 50 people took the training. The workshops dealt with a number of different topics, including:

- autism (characteristics and manifestations)
- supportive care and attention, and intervention (philosophy and techniques)
- non-violent intervention in crisis situations
- personal care
- camp leadership
- teamwork

In addition, within the theme talks, we welcomed Georges Huard, an adult with Asperger's syndrome, as well as Manon Dagenais and David Canse, parents of autistic children. The talks are always very well appreciated by future employees.

## PARTICIPANTS' SUPPORT

Within the scope of the **Émergence program**, the support ratio is 1:1 (80% of participants) or 2:3 (20% of participants). In the **Adaptatou** program, the average ratio is 1:2, and in the **Un rêve à réaliser** program, 1:3.

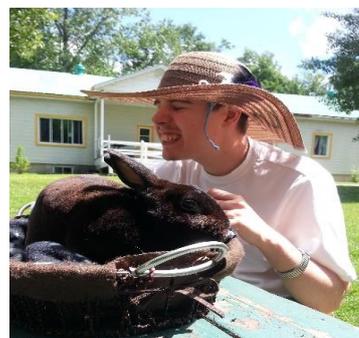
This ratio enables us to become well acquainted with the participants and then create significant ties with each one of them. In this way, we can adapt the level of expectations, personalize interventions, support participants and, at times, get them slightly out of their comfort zone to let them discover new experiences and activities, always in keeping with each one's pace.

Since 2013, Emergo has been a member of the **Association des camps du Québec**. This organization ensures that we meet over 60 standards relating to safety, supervision, programming, the environment and nutrition.



*After my first stay at Emergo as a camp counsellor, I understood that for the first time in my life, I had discovered a passion. I already liked helping people a lot in general, but Emergo is special and that's an understatement!*

## EMERGO IN PICTURES



## DEDICATED DONATIONS

Thank you to the foundations, the companies and the individuals who support our activities and enable us to fully accomplish our mission.

### Programming

Daughters of Wisdom Canada

ECHO Foundation

Fondation J.A. De Sève

J. Armand Bombardier Foundation

UNIFOR Social Justice Fund

The George Hogg Family Foundation

### Accessibility

Club Richelieu Laval

Club Richelieu Vaudreuil-Dorion

Fondation Marcelle et Jean Coutu

Phillips-Van Heusen Foundation

### Equipment

CIBC Children's Foundation

Industries Lassonde



## FUND-RAISING

### FUND-RAISING CAMPAIGN

For an organization such as Emergo, seeking the funds needed to pursue its activities is a constant challenge. And it gets tougher from year to year, as obtaining government grants or private contributions is uncertain and unforeseeable.

However, through strict management of the funds put in place by Emergo's Management, the conscientiousness and professionalism with which we pursue our mission as well as the bond of trust established with our partners over the years, we have succeeded in reaching our objective for the 2014 fiscal year.

Our offer of respite services is based on a supervisory style that is customized according to each participant's needs. Most of the participants require a counsellor/participant ratio of 1:1 or 1:2, resulting in high operating costs.

We have always strived to maintain our rates as low as possible so that all families can benefit from our services. **The rate charged families therefore represents less than one-third, or 28%, of the actual cost of respites.** The difference is offset by government grants (38%), by funds raised within fund-raising activities and by dedicated donations (34%).

### EMERGO FOUNDATION

Since 2011, we have been able to count on the financial support of the Emergo Foundation, which was created on our 35th anniversary to set up a reserve fund to help prevent setbacks and ensure the sustainability of our services. Through the success of its main activity—the traditional golf-cycling event held in June, which made it possible to raise over \$90,000 in 2014—as well as the solicitation campaign and the major gift fund-raiser, **the Foundation surpassed its objective of \$400,000.**

We wish to extend our heartfelt thanks to the members of the Foundation's Board of Directors, and particularly, to its Chairman, Jacques Chartrand, for the time and energy invested in aid of Emergo. We also wish to express our deepest gratitude to all the generous donors, both big and small, who believe in Emergo's mission and who show their support through their financial contributions.

### OUTLOOK

Emergo will have to evaluate the possible impacts of the existing austerity situation on our families' needs and expectations and our ability to adequately meet them. One thing is for sure: We will pursue our mission and continue to serve the families living with an autistic person, because **autism gives no respite... Emergo does!**

# SUMMARY OF FINANCIAL STATEMENTS

## MARCH 31, 2015

### STATEMENT OF FINANCIAL POSITION

Current assets	\$204,320	Current liabilities & deferred revenues	\$44,717
Investments	\$---		
Fixed assets	<u>\$9,995</u>	Net assets	<u>\$169,601</u>
	<u>\$214,315</u>		<u>\$214,315</u>

### RESULTS

#### REVENUE

Subsidies	\$402,678
Cost of respite stays	\$281,544
Fund-raising activities (net)	\$353,097
Other revenue	<u>\$24,791</u>
	\$1,062,110

#### EXPENDITURE

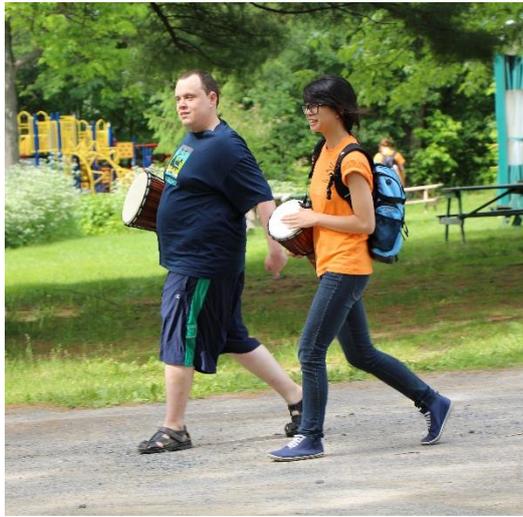
##### Operating costs

Summer respite		
<i>Émergence</i> program	(Socialization)	\$477,148
<i>Adaptatou</i> program	(Integration)	\$82,001
<i>Un rêve à réaliser</i> program	(Autonomy)	\$67,033
School respite		\$285,393
Administrative costs		\$150,185
Amortization		<u>\$8,281</u>
		\$1,070,041

SHORTFALL OF REVENUE OVER EXPENDITURE (\$7,931)

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# 2014-2015 IN PICTURES



## EMERGO RESPITE SERVICES

### AUTISM AND OTHER PERVASIVE DEVELOPMENT DISORDERS



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