

**Autism gives no respite... But Emergo does!**  
**35 years of serving families living with an autistic person!**



# ANNUAL REPORT

*Fiscal year 2012*



**Emergo Respite Services – Autism and  
Other Pervasive Development Disorders**

**June 12, 2012**



# Annual Report

*Fiscal year 2012*

Emergo's Board of Directors and General Management are pleased to present the 2011-2012 Activity Report of Emergo Respite Services – Autism and Other Pervasive Development Disorders.



## Introduction

Over the course of Emergo's fiscal year that ended on March 31, 2012, and during which it celebrated its 35<sup>th</sup> anniversary, we worked toward ensuring Emergo's future and sustainability. To begin with, Johanne Houde, mother of an autistic child, joined our team as our new Communications and Financing Manager. We wanted someone to lend a hand to Manon Carle Dagenais, who took over the reins of Emergo's general management once again, while Josée Filion was on maternity leave. Then Josée returned in late February, to find that she was well assisted by Eric Andrade with regard to operations as well as by Johanne. Our faithful Manon, who has guided Emergo for so many years, may now take a well-deserved retirement at last, knowing that the organization into which she has put all her effort, is still in good hands.

Marking the 35<sup>th</sup> anniversary of our organization in an outstanding way, we established a foundation for Emergo. Through an excellent fund-raising event, we set up a reserve to provide for lack of financial resources in case of difficult times. Incorporated on May 25, 2011, the Emergo Foundation will look after future fund-raising activities and providing Emergo Respite Services with the assets it needs for its operations, in conjunction with government subsidies and financial assistance from parents. To mark the invaluable contribution made by Manon Carle Dagenais and her husband Philippe to Emergo's growth and development, a special fund in their name has been created within the Emergo Foundation: the *Manon, Philippe and Martin Dagenais Fund*, to which parents and friends of Emergo have been called upon to make donations.

**Emergo is like a breath of fresh air in my life, a shining star along our road!**

*A parent*



## Background

In 1976, parents from the Association des enfants autistiques du Québec (today, the Fédération québécoise de l'autisme), wanting to help other parents, organized the first camp in Québec for autistic people. Over the years, this camp extended its scope throughout the province and developed expertise recognized by parents, autism professionals and the various governmental authorities concerned. Initially located at an outdoor recreational area in Saint-Donat, Emergo subsequently shared the facilities of several other camps: Weredale, Bruchési, Papillon and Colonie des Grèves.

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In the beginning, Emergo offered a summer respite service to families living with an autistic person. Then, at the families' request, counsellors touched by parents' exhaustion decided to offer them respite services on weekends and school holidays. And that was the start of the "school respite". In 1994, Camp Emergo was recognized by Health and Welfare Canada, within the Community Action Program for Children (CAPC) – Public Health Agency of Canada, which has renewed Emergo's mandate ever since.

In 1997, Emergo became an independent non-profit organization. Four years later, it adopted a new corporate name: Emergo Respite Services – Autism and Other Pervasive Development Disorders, entered into a partnership with the Société pour les enfants handicapés du Québec and adopted a strategic development plan.

In the summer of 2002, Emergo added two new programs to its main *Emergence* program: the *Adaptatou* program, in partnership with Camp Mariste in Rawdon, for 6-14-year-olds with higher social skills, in order to integrate them into a regular group of campers. *Un rêve à réaliser*, a program originally offered at our satellite camp in Val-des-Lacs in the Laurentians, but then relocated to Colonie les Bosquets in 2011, provides an opportunity for people with high-level autism or Asperger syndrome to take up many challenges tailored to their needs, all in a vacation atmosphere.

In 2004, the Emergence program, designed for participants of all ages with a lesser degree of autonomy and low social skills, was relocated to the Colonie les Bosquets Albert Hudon in Otterburn Park, within a long-term partnership with the Société pour les enfants handicapés du Québec, which owns the site. The following summer, to meet the special needs of autistic people requiring even closer supervision, due to serious behaviour problems, Emergo developed the *iDÉFIx* program at the site of Les Bosquets.

Today, Emergo offers its services to over 300 families living with one or more autistic people or those with a pervasive development disorder. Coming from all over Québec, our clientele is a true reflection of Québec's society in all its diversity.

## The Committees

In order to ensure the quality and sustainability of the services offered to families, the Board of Directors relies on the guidance and recommendations of five committees: Programming, Partnership with SEHQ, Strategic Planning, Financing and Communications.





## Financing: Emergo’s Big Challenge for the Past 35 Years

Organizing services such as the ones we offer requires solid, recurrent financing to maintain and develop this resource that has become—throughout the years—a **genuine lifesaver for many families**. Our ability to respond to the substantial increase in respite requests is our **BIGGEST** challenge for the future. To face this challenge, we organize an annual fund-raising campaign, develop effective partnerships and plead with conviction for the cause of our families to the government departments concerned, to companies and to the public at large. These efforts are all the more important considering the fact that government subsidies have barely increased since 2004, even though partnership with various government authorities remains a vital source of funding for Emergo.

Thanks to the good results of fund-raising events, Emergo has so far managed to maintain its services to its members. While the families shoulder approximately one-third of the expenses required for our activities, the remaining costs are absorbed by the funds raised during our campaigns and those received from government subsidies. For example: a regular summer stay for a family in the Emergence program in 2011 amounted to \$990 for 10 days; however, the actual cost for Emergo was \$3,040: the shortfall of \$2,050 had to be covered by donations and subsidies. Our operating budget increased from **\$40,000 in 1997 to one million dollars today**. We make it our duty to manage these funds in a responsible manner in order to stretch each dollar received as much as possible.

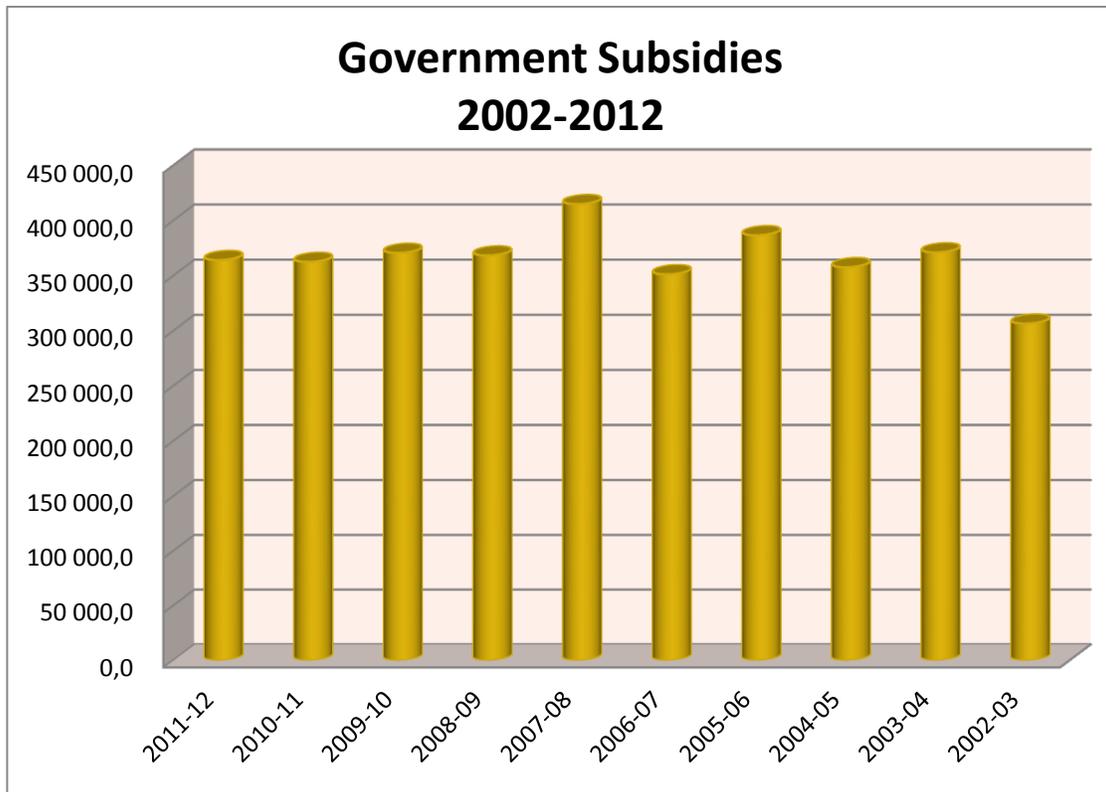
### Breakdown of funding sources

Government subsidies		
<i>Federal</i>	<i>Provincial</i>	<i>Regional</i>
CJS (Canada Summer Jobs)	PSOC (Community organizations support program)	Agence régionale de la santé et des services sociaux – Montréal centre
CAPC (Community Action Program for Children)	<i>Ministère de la Santé et des Services sociaux</i>	CSSS - Centre de santé et de services sociaux
	<i>Ministère de l'Éducation, du Sport et du Loisir</i>	CLSCs - Centres locaux de services communautaires CRDI-TED - Centres de réadaptation en déficience intellectuelle et en trouble envahissant du développement

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<b>Fund-raising campaign</b>			
Companies	Foundations	General Public	Emergo Parents
<b>Donations</b>			
Individual Donations	Donations in memory of a deceased person	Donations to commemorate an event or to honour a person	Donations of equipment, games or non-perishable food
Donations to support families	Donations for integration activities	Planned donations (will, insurance, pension, trust, securities)	
<b>Fund-raising activities</b>			
Annual Golf Tournament		<i>Lotomatique</i>	
<b>Parent contributions</b>			
Membership		Registration fees (summer or school respite)	

We never refuse a child because of a parent's financial difficulties.



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## Overview of the annual fund-raising campaign for the fiscal year ended March 31, 2012

The theme for this annual campaign was *A Better World for the Families of Autistic Children*. Proceeds from the annual fund-raising campaign totalled slightly over \$345,000, thanks to our Honorary Committee, to our Financing Committee and to our generous donors,

➤ Golf Tournament	\$90,064.60
➤ Regular donations	\$194,977.79
➤ Donations – Purchases of equipment	\$12,380.25
➤ Donations – Programs	\$31,412.95
➤ Donations – Family support	\$17,100.91
	<b>\$345,936.50</b>

Working at Emergo is seeing life in a different light and taking advantage of each little moment of happiness... It's also seeing the smallest accomplishment as something outstanding!

*A counsellor*

### News about the Golf Tournament

The fourth Golf Tournament organized by Emergo Respite Services was held on June 15, 2011 at the Saint-Jean Golf Club. Even though two of the holes at the course were closed due to flooding on the banks of the Richelieu River, the tournament was held on a very sunny day and in very high spirits. Some 140 golfers took part in this event, which made it possible to raise a little over \$90,000. And thanks to our traditional auction during the dinner, which featured very attractive items once again this year, courtesy of our benevolent sponsors, we were able to raise \$16,000. In addition, the tournament benefited from the invaluable contribution of a number of friends of Emergo, including our loyal supporters Groupe Robert and Les Industries Lassonde. Our friend Charles Lafortune, Emergo's Honorary Patron, emceed the dinner with vim, vigour and vitality.

### Emergo on television!

Over the past year, Emergo took part in two television shows: *Le Cercle* on TVA and *L'Union fait la force* on Radio-Canada. In so doing, we were able not only to win \$5,000 to fund our activities, but also to become better known nation-wide.

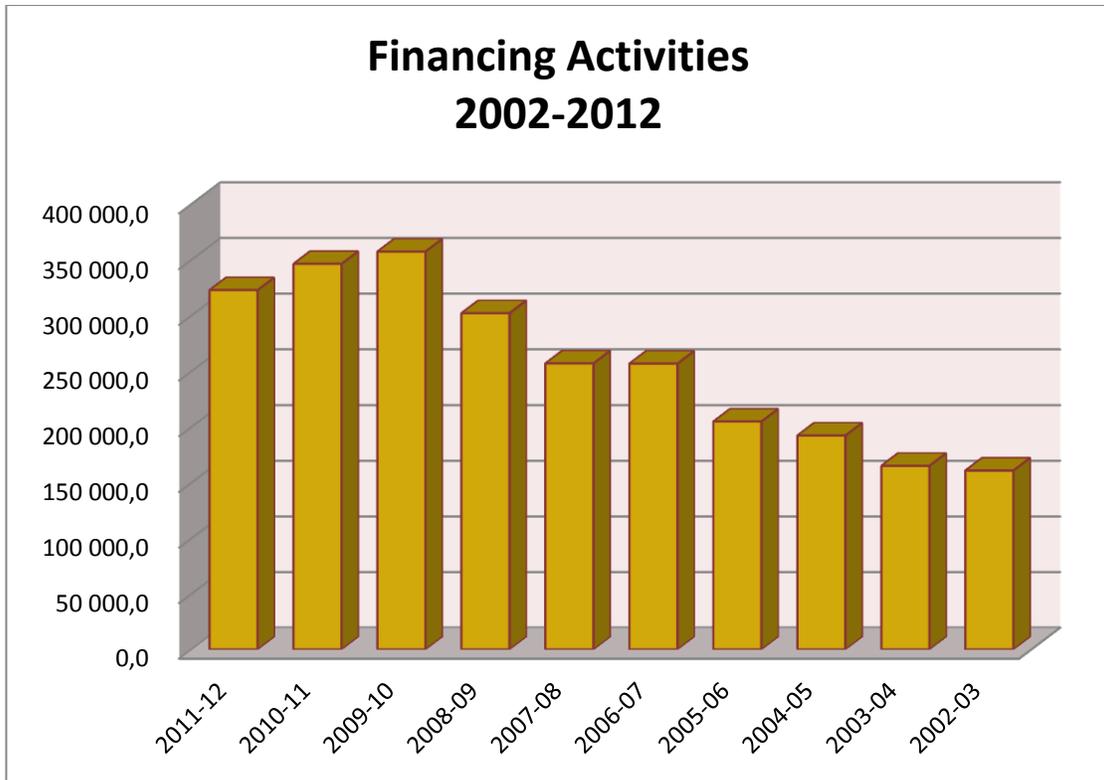
Emergo is:

An indispensable service for parents of autistic children. People who are dedicated, professional and truly admirable! A place where we don't feel we are being judged, but rather supported.

*A parent*



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## The Services: Programs and Clientele Base

### Summer respite

Over the years, within the scope of its summer respite services, Emergo has developed four programs designed for its clientele. Each program has its own objectives and welcomes groups of autistic people with similar needs and level of functioning. A brief description of each program—*Emergence*, *iDÉFIx*, *Un rêve à réaliser* and *Adaptatou*—may be found in the appendix of this report.

In the summer of 2011, we welcomed 211 participants, with the following breakdown:

- 162 participants between 5 and 57 years old in the *Emergence* and *iDÉFIx* programs
- 15 participants between 10 and 17 years old in the *Adaptatou* program
- 34 participants between 15 and 39 years old in the *Un rêve à réaliser* program

It is interesting to note that 84% of our clientele is male and that the first language of 15% of our participants is English-speaking.

### School respite

The school respite is more or less a continuation of the summer respite. On average, Emergo offers a total of 20 weekends of respite, each one accommodating some 20 participants. The groups are formed according to the participants' age and the summer program in which they took part.

# Human Resources

Human resources are the driving force behind any organization. In order to be able to meet the expectations of the Board of Directors and our members, Emergo has adopted a solid, flexible structure that has proven to be effective and that makes it possible to provide its services under the best possible conditions and within its means. The General Manager is assisted by the Communications and Financing Manager, the Head of Operations, an Accountant and an Executive Assistant.

## The field team

Our team of counsellors and coordinators mainly consists of students who work one year for Emergo or a bit more, obliging us to regularly replace a significant percentage of our staff. In 2011, our retention rate stood at 65%. For the summer of 2011, the team included 64 employees, i.e., a team of 55 counsellors and a 9-member management team (all programs combined).

As for the school respite, over 90 employees provided these services last year. Out of that number, approximately twenty took part in more than 10 school respites. Since they are full-time students, these employees choose the number of respites during which they want to work. Our employees come from all over Québec.

## Recruitment and training sessions

To be able to maintain high-quality staff, Emergo recruits students all year round through CÉGEP, college and university student employment services in the various regions in Québec. These youngsters then become Emergo ambassadors in their region.

To easily and efficiently manage the database of counsellors assigned to school and summer respites, we make optimal use of computer tools and social networks.

## Training

Every year, the contents of the training guides are updated to meet Emergo employees' needs. The range of workshops offered to the management team extends from administrators' responsibilities to programming to communication as well as to health and safety at camp. The counsellors also undergo intensive training on such topics as autism, leadership and intervention techniques as well as health and safety at camp.

The Head of Operations took the CPI's 5-day intensive training in Non-Violent Crisis Prevention, certifying him as a trainer and authorizing him to pass on such training within Emergo. This 8-hour training session, during which the instructor discusses how a crisis unfolds, what the intervention strategies are and the techniques for personal protection, will be offered to all employees starting this year.

Working at Emergo gives me an opportunity to constantly excel in a welcoming, open-minded atmosphere. *A counsellor*

## Conclusion

On a final note, we would like to thank all the people and all the organizations that help us provide our services as well as our generous donors, the representatives of the various government bodies, our energetic Honorary Committee in addition to our loyal and to dedicated volunteers whose contribution is of the utmost importance.

We also wish to express our thanks to all the people who devote their time on our Board of Directors and committees. And to the permanent staff—a small, dynamic team that flexibly and efficiently adapts to Emergo's various priorities, as well as to our counsellors and coordinators—such exceptional young people who have chosen a very difficult, but very essential and well-appreciated task. And a very special thank you to Manon, who has guided Emergo so well, for so many years, and to whom we convey all parents' affection.

And to you, dear parents, rest assured that we are committed to providing you with this vital respite and that we focus all our energy on this mission.



Andrée Robert  
Chairperson



Manon Carle Dagenais  
Acting General Manager



**For my son, it's a time to be  
with friends who are like  
himself.**

**For me, it's the only respite in  
the whole year.**

*A parent*

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## 2011-2012 Program

### Summary Table

	Emergence	iDÉFix	<i>Un rêve à réaliser</i>	Adaptatou
Clientele	Autism and other PDDs	Autism and other PDDs with severe behaviour problems	High-functioning autism or Asperger syndrome	High-functioning autism or Asperger syndrome
Program Description	Customized program for participants of all ages with a lower autonomy level and problems in socializing	Program designed for participants with behaviour problems and in need of stricter supervision	Program allowing high-functioning autistic people to develop in a more conventional environment and enjoy vacations among friends	Integration program in a regular summer camp
Age	3 and over		13 and over	6-14
Location		Colonie Les Bosquets Albert Hudon Otterburn Park (South Shore)		Camp Mariste Rawdon (Lanaudière)
Ratio	1 on 1 or 2:3	1 on 1 or 2:1	1:2 or 1:3	1 on 1 or 1:2
General Objectives	<ul style="list-style-type: none"> <li>• To provide a respite period for parents or guardians of the autistic person</li> <li>• To ensure the health, safety and well-being of autistic people</li> <li>• To give vacation opportunities to autistic people of all ages, in a safe, structured environment at outdoor recreational areas</li> <li>• To maintain the acquisitions, skills and autonomy level already developed</li> <li>• To develop parents' or guardians' confidence in Emergo and its employees</li> </ul>			
Specific Objectives	<ul style="list-style-type: none"> <li>• To provide activities adapted to the needs of autistic people</li> <li>• To provide a customized, safe setting for intervention</li> <li>• To promote the emergence of new interests among autistic people</li> </ul>	<ul style="list-style-type: none"> <li>• To provide a well-structured, adapted environment</li> <li>• To develop a customized approach</li> <li>• To reduce the number of instances of disorganization and their impact</li> <li>• To prevent aggressive behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• To provide an environment fostering accountability</li> <li>• To give autistic people a chance to enjoy vacations among friends and cultivate new friendships</li> <li>• To promote social integration</li> <li>• To develop the concept of choice and compromise</li> </ul>	<ul style="list-style-type: none"> <li>• To give participants social integration experience</li> <li>• To increase awareness about differences, among the children in the regular group</li> <li>• To promote socialization with peers of the same age</li> <li>• To develop the concept of choice and compromise</li> </ul>

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## Summary of Financial Statements

### March 31, 2012

#### BALANCE SHEET

Current assets	\$222,714	Current liabilities & deferred revenues	\$112,545
Investments	\$31,623		
Fixed assets	<u>\$26,967</u>	Net assets	<u>\$168,759</u>
	<u>\$281,304</u>		<u>\$281,304</u>

#### RESULTS

##### REVENUES

Subsidies	\$358,559
Cost of stays	\$287,565
Fund-raising activities (net)	\$322,662
Other revenues	<u>\$15,949</u>
	\$984,735

##### EXPENSES

###### Operating costs

###### Summer Respite

Emergence Program	\$445,805
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Autonomy Program	\$73,813
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Integration Program	\$62,915
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School Respite	\$267,564
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Administrative costs	<u>\$142,332</u>
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\$992,429

##### SURPLUS (SHORTFALL) OF REVENUES OVER EXPENSES BEFORE AMORTIZATION OF FIXED ASSETS

(\$7,694)

##### Amortization of fixed assets

(\$7,301)

##### SURPLUS (SHORTFALL) OF REVENUES OVER EXPENSES

(\$14,995)



*For our son, Emergo's services provide a unique opportunity to take a vacation in a family setting where he feels good and where he is happy and active.*



*For our family, it gives us a chance to recharge our batteries and sometimes take part in certain activities that we couldn't otherwise do when with our autistic child.*

*A parent*



**Emergo Respite Services – Autism and other P.D.D.**

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