



WEST ISLAND CITIZEN ADVOCACY

ANNUAL REPORT 2019 - 2020



Annual General Meeting September 9th 2020

Location: Virtual



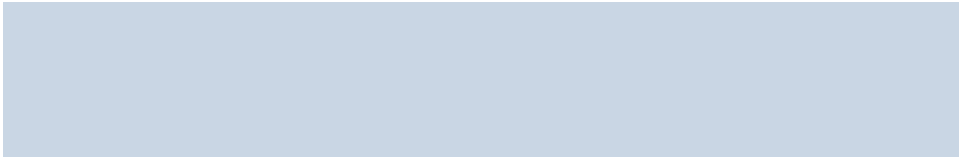


WEST ISLAND CITIZEN ADVOCACY

AGENDA

44th Annual General Meeting
September 9th 2020, at 10:30 am

Location: Virtual

1. Welcome from the President
 2. Verification of Quorum
 3. Minutes of the 43rd Annual General Meeting held on June 6, 2019
 4. Chairperson's Report and acknowledgements
 5. Director's Report
 6. Acceptance of the financial statements 2019-2020
 7. Appointment of the auditors for 2020-2021
 - 8.** Election of the Board of Directors for 2020-2021
 - 9.** Recognition of names for the Awards of Merit
 - 10.** Adjournment
- 

President's Report

This is my first term as President of the Board of Directors of West Island Citizen Advocacy , although I have been involved with WICA for more than 40 years in many different capacities.

Since our last AGM in June 2019, Marla led WICA very capably but decided by the end of January 2020 to go and work for Native Montreal, a cause very dear to her heart. Roya applied for the



position and passed the interview process with flying colours. We are very happy that she is WICA's Director. This is only the start of Roya Jaffari's directorship and what a first few months it has been!!!! (Almost seems like a year but it has only been a few months!).

Things were progressing very nicely when COVID19 walloped us all, especially WICA staff members, advocates and protégés. Roya has guided us all in a very efficient and compassionate manner through all the changes that have occurred since March 15th and the steps necessary to move ahead. The staff members have been working from home, staying in touch with all the protégés and advocates. Roya has been in constant contact with the staff members as well and the members of the Board, making sure that WICA's goals are met and sustained during this difficult time. She has dealt with all the challenges that have presented themselves. The Board members are very sure the future of West Island Citizen Advocacy is in good hands.

I wish to extend a huge thank you to Roya, to the staff and to the members of the Board for their devotion and support of all things West Island Citizen Advocacy. We wish to thank the advocates and protégés for their constant great interaction over this past year. We wish to thank Ian Heron and Harold Gill, departing Board members, for their dedication to WICA during their term of office. We welcome Ike Partington and Robert Atallah to the Board for 2020-2021.

A handwritten signature in cursive script that reads "Margo Heron".

Margo Heron
President

President's Report

I joined this amazing organization in July 2017 as a community worker whose mission was very close to my heart. Following Marla Newhook's departure, I was appointed to fill her role as Executive Director in February 2020.



Wow! What a time to take over such an honorable position. In my first month of leading this great organization, the pandemic had evolved around the world, and shortly thereafter, the quarantine was imposed. This required a quick readjustment in operations.

Has it been challenging for me? Definitely! However, I am fortunate to be surrounded by supportive people who have encouraged me and worked tirelessly with me to overcome this difficult period.

First, I would like to thank our respected members on our Board of Directors for placing their trust in me and offering tremendous support since the first day of my journey.

We wouldn't be able to continue this vital service without the support of all our funders and our community partners. I feel honored to lead such a dedicated team who work wholeheartedly to make a positive impact in our protégés' life.

Despite the fact that many of us had to fulfill family responsibilities simultaneously while working remotely, it didn't prevent us from continuing to provide the much needed support as well as offer new initiatives such as the grocery pick up program which has provided relief to many vulnerable people in the community.

Our precious volunteers are indispensable to the achievement of our mission. In our matching and CAP housing program, the community workers have worked relentlessly to continue the social support by phone and distant matches were made between our protégés and our devoted citizen advocates.

As a way of coping with the quarantine and isolation, our RVA team maintained engagement by sending art supplies to RVA protégés to keep them involved.

I want to thank each and every WICA staff member who showed exceptional effort in their respective field to deal with the challenges of our new reality.

With the support and commitment of our little WICA army, I am confident that we will be able to rise above any challenge that might arise in the future.

A handwritten signature in black ink, appearing to read 'Roya'.

Roya Jaffari
Executive Director



WEST ISLAND CITIZEN ADVOCACY

NOMINATING COMMITTEE REPORT

September 9, 2020

The following nominees have agreed to stand for election to the Board of Directors of West Island Citizen Advocacy for the year 2020-2021. The executive members of the Board of Directors will be chosen at the first board meeting.

Shaheen Ashraf

Robert Atallah

Nathalie Chapman

Mary Jane de Koos

Kay Heaton

Margo Heron

Ike Partington

Warren Thomas

Vincent Wesley

Respectfully submitted,

Nathalie Chapman
Board Member

Our Mission

West Island Citizen Advocacy (WICA) is a non-profit community group which aims to improve the quality of life for those living with a handicap or disadvantage (protégés) by matching them with volunteer citizens (advocates).

Board of Directors

- Nine members
- Meet 10 times per year
- Responsible for the overall activities
- Make decisions about budgeting, approve policies, and plan direction of the organization
- Members sit on various sub-committees
- Members represent various sectors such as; finance, business, municipal government, education and community volunteers.

Staff

14 staff members:
8 full-time, 6 part-time*

- Executive director
- Accountant*
- Administrative assistant*
- Receptionist
- Publicity coordinator*
- Data manager*
- Community worker in Seniors Advocacy*
- Community worker in Seniors Liaisons
- Community worker in RVA*
- 1* +2 Community workers in Church Apartment Program (CAP)
- 3 Community workers in the Matching Program, including Youth Engagement



"I have been involved with WICA since 1999, first and foremost as a volunteer until most recently as the Executive Director. I always imagined I would retire from WICA until the opportunity came up to work with another organization close to my heart. I feel privileged to have been part of a team that has made a positive impact in the community and proud to have worked for such a caring organization."

- Marla Newhook.



PROGRAMS

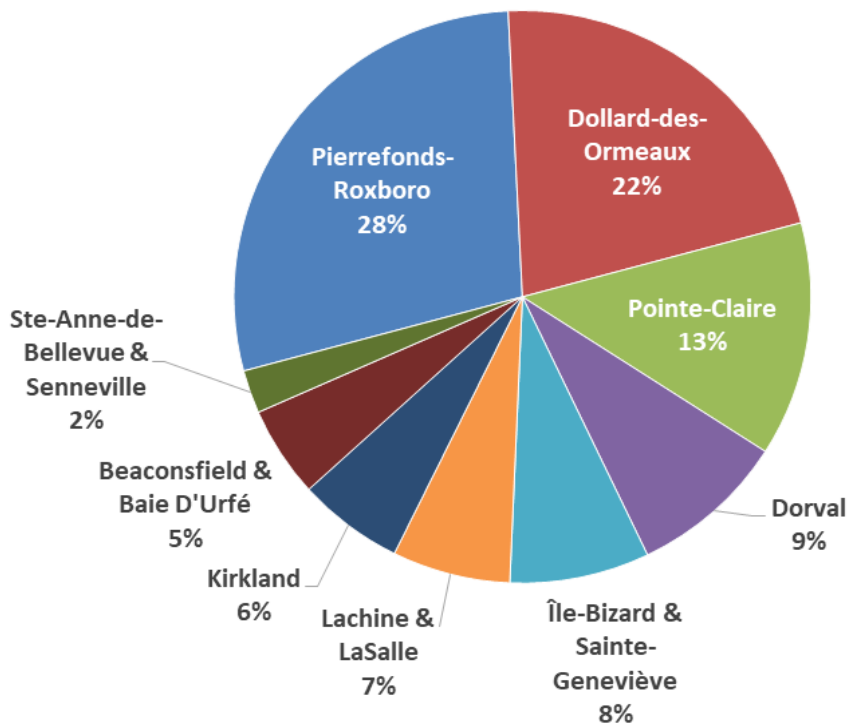
Matching Program

Matching is our core mission. Three community workers interview, screen, and match volunteer advocates with protégés. They also follow-up on a regular basis with both matched and unmatched volunteer advocates and protégés.

- WICA obtained **144** inquiries/requests about volunteering, each one was contacted by a community worker.
- Screened and signed-up **80** new volunteer advocates and matched **68** with a protégé.
- **140** new protégé referrals received; **83** seeking a volunteer advocate, **69** were matched.
- Community workers had a busy year;
 - **8403** follow-ups (telephone calls and meetings)
 - **6913** emails sent/received
- At the end of the year, WICA had a total number of:
 - **279** advocates - **211** matched (76%)
 - **412** protégés - **244** matched (59%)

"It is a true blessing to have met you and this organization. I am grateful that you have matched us together as we have a lot in common and we get along well." - Protégé.

Protégés by City



Did you know?

Last year, WICA supported **353 active** matches!

Church Apartment Program (CAP)

CAP provides semi-supervised, transitional and permanent housing options to those struggling with mental health issues. Three community workers along with church volunteers help to support this program. It is funded by the Québec government through *Programme de soutien aux organismes communautaires (PSOC)*, *soutien communautaire en logement social (SCLS)*, churches and private donors.

Community workers meet with the residents on a regular basis. Church volunteers help with practical and social support. CAP supports **52** residents;

- Farley House & Heron House Apartments owned by L'île des Amis (Société d'Habitation du Québec housing project) - **25** residents, supported by PSOC and SCLS.
- **5** shared apartments - **15** residents, supported by **7** churches; St. Veronica's Parish, Cedar Park United Church, Beaurepaire United Church, St. John Fisher Parish, St. Michael's and All Angels Church, Dorval Strathmore United Church and St. Thomas à Becket Parish.
- St. Michael's House - **5** residents, supported by St. Michael's and All Angels Church.
- Sunshine Residence - **7** residents - transitional house, in collaboration with the Cheshire Foundation.

"I'm very fortunate to be part of WICA's Church Apartment Program (CAP). Through this program I live in a nice house with roommates I get along with.

Through WICA there are activities such as game night and cooking group to take part in. We also sometimes go for fun outings such as bowling, movie theatres and museums. These outings give us something different to do, and something to look forward to.

I am very grateful for all the activities we do and the support we receive from the WICA staff."

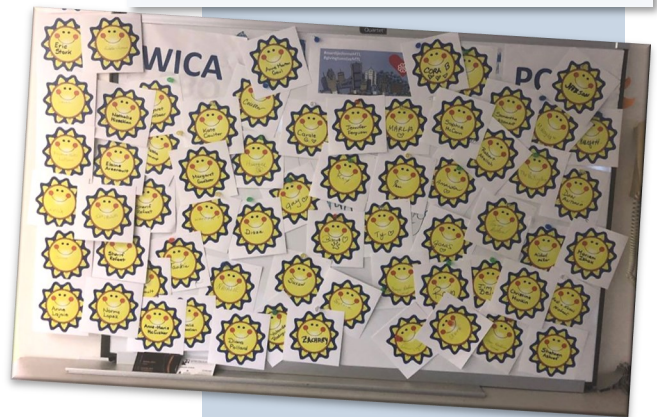
- Jim Sutcliffe, CAP resident.



Residents enjoy a number of social activities such as; cooking, art classes, outings, BBQs, Christmas parties, walking and biking.



"I love the WICA staff they are so kind and compassionate. I look forward to my weekly meeting." - Robin Little, Farley House.



WICA raised **\$1,160** selling \$5 Sunshines for our Giving Tuesday Campaign in Support of Sunshine Residence.

PROJECTS

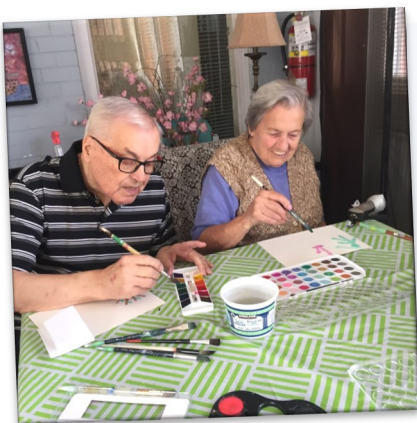
Rendez-Vous Arts (RVA)

RVA, funded through Centraide, is coordinated by one community worker and offers art classes to adults facing special challenges to improve their quality of life through artistic expression. Volunteer art coaches help the RVA participants hone their skills.

- **54** Participants
- **7** Classes
- **5** Coaches

In addition to their annual fall exhibition at the Dorval Surrey Centre, RVA also participated in Artium Profundae, a mental health exhibition at Viva Vida Art Gallery in Pointe-Claire Village. RVA sold greeting cards, calendars as well as small 6x6 plant and tree themed canvases painted by participants and also received donations from Dorval's Plein'Art Exhibition last summer.

My happy time! The best time of the week. The best two hours, absolutely! I love to be with people to share my joy and experience the gift of paint on canvas. WICA provides such an accommodating atmosphere and freedom - This program has allowed me to express a part of me I never knew existed. Before I never thought others would have encouraged me to express considering my blindness. There are not enough words to express my appreciation to this organization. It is healing and freeing to the soul and spirit. May everyone be blessed who are a part of and support this wonderful program!" - Nadia Baraghi, RVA participant.



Over the past year, WICA started a new RVA class at the Residence Sainte-Anne doing watercolor painting with our art coach Linda Dion who also coaches at Farley House. Residents thoroughly enjoyed the opportunity to paint with her on weekends.

WICA also hosted another successful Paint Nite fundraiser to benefit RVA in September!



Participants look forward to the annual art exhibition and sale in October at the Surrey Centre in Dorval.



"Being an RVA Coach these past 5 years has truly been enjoyable and an honour to spend with an amazingly talented group of people, full of kindness, creativity and laughter". - Gaby McCleery.



Thank you to Ryan and Nan at Integral Performance Physio who are displaying these lovely paintings by RVA participants: Michael Gray and Rosa Chong.

PROJECTS

Seniors Advocacy

This project along with a community worker aims to assist and educate seniors who are facing issues of abuse, social crisis, defense of rights and who need emotional or practical support. The project is funded by Centraide.

There were **122** cases last year.

- **29** Financial
- **27** Housing
- **17** Legal
- **10** Document and Forms
- **6** Mediation
- **8** Health & Social Services
- **8** Taxes
- **5** Information
- **4** Accompaniment
- **4** Emotional Support
- **2** Fraud
- **2** Abuse

Seniors Liaisons (ITMAV)

This project reaches out to seniors at risk of abuse or fraud due to cultural or linguistic barriers. A community worker provides much-needed practical support to these under-served and vulnerable seniors. This project is funded by the Ministère de la Famille as part of the *Initiatives de travail de milieu auprès des aînés vulnérables (ITMAV)*.

ITMAV handled **114** interventions.

- **60** Rights/recourse
- **13** Lack of knowledge of resources
- **8** Housing
- **7** Emotional support
- **7** Other
- **6** Isolation
- **5** Abuse
- **4** Health and social services
- **2** Food Security
- **2** Poverty

"As an immigrant I struggle communicating with others. Because of my accent I find it very difficult to express myself. I appreciate you calling me often because whenever I need your help you always know what to do." - ITMAV protégé.

Defense of Rights

WICA offers support to our protégés in cases of crises and/or defense of rights along with document help which includes;

- Government, financial and housing issues; Régie du logement, tenants rights etc.
- Referrals to other services
- Advocating on behalf of protégés for essential services such as health and social services, etc.

WICA helped in:

- **62** crisis cases
- **32** document help
- **28** defence of rights cases

Seniors Liaisons worker Mirella Castrechini was happy to be a part of the Annual Kirkland Carnival Luncheon.



Bread Basket, in partnership with Seniors Liaisons at WICA, CRC and OMHM provided a great luncheon treat for all residents at Roger Bernard.

Training and Workshops

An important activity of our organization is volunteer advocate training through orientation sessions. WICA also offers skill-building workshops in the fall and spring, which are open to the public as well. Some topics included:

- Achieving Your Goals
- How to Overcome Hoarding
- Tenant's Rights
- Exploring the Basics of Dementia
- Being a Positive Force in the Recovery of a Loved One
- Accident Prevention in the Home



Affordable and accessible housing is a problem in the West Island. WICA was proud to host a housing workshop presented by Janet Torge of Radical Resthomes.

Recruitment and Ambassador Program

WICA takes part in community activities to promote the organization and recruit new volunteers. Last summer, we started an Ambassador Program to train volunteers to help us out at such events, including:

- Community Awareness Day in Pointe-Claire
- City events and activities (Valois Day, Kirkland Day, Summer Concerts, Shakespeare in the Park...)
- Local Farmer's Markets
- The YMCA
- John Abbott College and local schools
- West Island Community Shares (WICS) kick-off breakfast
- Centraide's "March of 1,000 Umbrellas"



MP Greg Kelley with our amazing volunteer Karen Losinger (middle) at the Pointe-Claire Plaza.



Board Member Vincent Wesley at the Beaconsfield Summer Concert Series.

Marina Mankarious and Marie Politou at former MP, Frank Baylis' BBQ.



Volunteer Terry Aitken with staff member Tracey Aitken (RVA) at Kirkland Day!

Fundraising

Garden Tour 2019



The 26th Garden Tour showcased private and public gardens in Pointe-Claire and Dorval and raised a net amount of **\$3,480**.

WICA also paired up again with the City of Dorval to host the refreshments at the Dorval Museum, a hidden gem in the West Island!

Thank you to the homeowners who open up their private gardens for the benefit of WICA, to the many volunteers who make this event a wonderful experience for participants and to the advertisers who support us through program ads.

Many thanks to Dix Mille Villages, Florist Fleurifik and Westmount Florist for being our point-of-service for garden tour ticket sales once again.



The Lights on Boischatel Christmas event raised **\$200** for WICA.



Dorval resident Ivan Dow opened up his haunted garden and **\$1,200** was



Thank you to Dix Mille Villages for helping us fundraise during their Community Shopping Night.



A big thank you to the Surrey Knitters who donated beautiful hand-knitted hats, scarves, mittens and blankets for our protégés.

Wine Tasting

"In the Spirit of Advocacy" 2019



Frank Lyman and Marla Newhook.



Beryl Wajsman (left) and Kenny Bodanis (right).



Guests of our annual wine tasting fundraising event, "In the Spirit of Advocacy" celebrated the wines and tastings of Portugal.

Many thanks to Frank Lyman Design for their continued support and event sponsorship as well as to our new table sponsors for 2019: Lerner Promotions, 30 Minute Hitt, Golden Home Care, Horizon Strategy, TWMG, BCGO and The S.P.O.R.T Specialists.

Our net profit was **\$13,180** at our 9th annual event last year!

Thanks to our guests, sponsors, advertisers and donors whose contributions helped to make this event a resounding success.

A big thank you to the Cité de Dorval for the use of the wonderful venue, Sarto-Desnoyers Community Centre and to Ivan & Co. for the donation of all the lighting.

Our emcee, Kenny Bodanis, was funny and entertaining and our Honorary Chairperson, Beryl Wajsman editor-in-chief of The Suburban Newspaper Group, founder and president of the Institute for Public Affairs of Montréal gave a most heartfelt speech.

Many thanks to our wonderful RBC volunteer servers, receptionists, photographers and raffle ticket sellers!



"Privileged to have served as Honorary Chair for West Island Citizen Advocacy's important fundraising Gala themed "In the Spirit of Advocacy" tonight. There is no more effective model to help the vulnerable than the one-to-one helping hands that WICA uniquely provides and has perfected. We will all need this kind of support and compassion. So many need it now. WICA helps so many fight loneliness, overcome often unfeeling and uncaring bureaucracy and just get through the needs of the day whether they be doctor's visits or food shopping. In a community where almost one-third are seniors - many with no children here - and a fifth living below poverty, WICA's work is more essential every day. And no one else does it! This event is a vital part of WICA's budget. And the need is right here, right now, right in our own backyard..." - Beryl Wajsman.

Community involvement and Community Partners

WICA and the Seniors Liaisons program continues to collaborate with Bread Basket to prepare healthy, economical meals.



WICA has had the privilege of collaborating with Dawson College and we've worked with a number of intern students over the years.

This past year we had intern students working in our Matching Program and CAP.

WICA also collaborated with Pearson Adult Career Centre, the Université de Montréal and Collège Ste-Anne.



Moisson Montréal continues to be an important community partner. They serve 253 community organizations, including WICA. Community workers pick up and distribute food every month to CAP residents.

WICA collaborates with West Island community groups and participates in a number of Tables for the betterment of the community.

Mental Health Table

Table de concertation des aînés de l'Ouest-de-l'Île (TCAOI)

Health sub-committee of the TCAOI

Table de concertation multisectorielle pour contrer l'abus envers les aînés

Local Table for the Intellectually Handicapped (WILT)

CIUSSS de l'Ouest-de-l'Île

Table du Quartier Sud de l'Ouest-de-l'Île (TQS)

Transportation sub-committee (TQS)

Housing sub-committee (TQS)

JMSB - CRT (John Molson School of Business - Community Round Table)

Poverty and Social Exclusion Table (sub-committee of TQSOI)

Summer Students



"Throughout these couple of months, as a psychology student, I learned a lot about mental health, such as how to counsel an individual undergoing a time of stress and how to be more empathetic and understanding towards mental health patients. I am glad to say I was able to form a friendship with all our CAP residents. Despite the social stigma of mental health, I had the opportunity to observe how much our residents have to offer to society. Each CAP protégé added a unique presence to the group.

Together, we had an amazing summer. I loved working for WICA so much, I applied for a permanent part-time position in 2020!"

- Christine Bedrossian.



Christine was hired to join the **CAP team** at WICA as an activities coordinator. She kept the residents on their feet and had a great summer full of activities around the West Island! She enjoyed organizing outings such as: the Eco-museum zoo, ice cream at Wild Willy's, picnics at Millennium Park, bowling at Bowl O'Drome and much more.

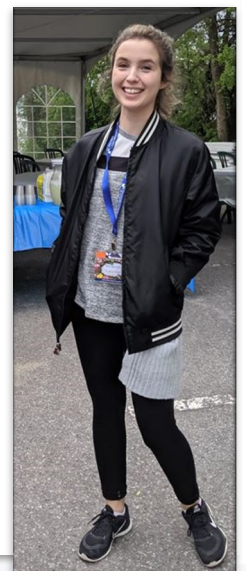
At the end of the summer, Christine organized a Family BBQ where families came together to celebrate a wonderful summer. Everyone had a great time, with music, dancing, and delicious food!



Victoria was hired to work in our **matching program** where she recognized a significant need to provide additional support to protégés who were facing severe isolation.

Following Victoria's idea, WICA launched a pilot project called the **Summer Outreach Program**. Victoria targeted those without social workers, CLSC support and/or family support, as well as those who were living alone in their own home.

Taking into account special considerations such as varied interests, capabilities and the level of support required, Victoria successfully developed and executed an outreach plan for each protégé that she assisted over the summer.



"I feel so grateful that my first job in the field was with WICA. My experience was nothing short of incredible. It brought me a lot of joy to meet so many deserving people, and see the direct impact of this pilot project. Our protégés really looked forward to our weekly activity or outing, and it was clear that it had a positive impact on their overall wellbeing and morale. It was a rewarding opportunity that allowed me to learn and grow as a professional. I felt so lucky to be given this chance, and I look forward to implementing the Outreach Program for many summers to come."

- Victoria Sobol.

Funding

WICA is grateful for the continued financial support from the following agencies, foundations, clubs and service groups, churches, municipalities, community groups and corporations.

\$10,000+

- Programme de soutien aux organismes communautaires (PSOC)
- Programme de soutien communautaire en logement social (SCLS)
- Ministère de la Famille et Aînés
- Centraide
- West Island Community Shares
- Emploi Québec
- Echo Foundation
- Fondation Jeanne-Esther
- Tenaquip Foundation



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



THE TENAQUIP FOUNDATION



Centraide

\$2,000 to \$10,000

- Beaconsfield Oldtimers
- Ville de Dollard-des-Ormeaux
- City of Pointe-Claire
- Frank Lyman Design Inc.
- Pointe-Claire Oldtimers Hockey Club
- Merck Employees' Charity Trust Fund

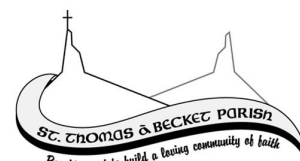


FRANK LYMAN
MONTREAL



\$1,000 to \$2,000

- Lachine Borough
- Benevity Community Impact Fund
- Chameleon Innovations
- Lakeshore Civitan Club
- Cedar Park United Church
- Dorval Oldtimers Hockey Association
- Club Kiwanis Lakeshore
- Senneville Shares
- St. Thomas à Becket Parish
- St. Michael & All Angels Anglican Church
- MNA Robert-Baldwin; Carlos Leitão



\$200 to \$1,000

- City of Beaconsfield
- Saint Edmund of Canterbury Parish
- MNA Marquette; Enrico Ciccone
- Chorale Philomela Singers
- Pierrefonds-Roxboro Borough
- Viva Vida Art Gallery



A community is stronger when we come together!



A big thank you to Lakeshore Civitan for the **\$1,000** donation! Their continued support is greatly appreciated.



Thank you to Malcolm Andrews and the Philomela choir who donated **\$600** from funds raised at their Christmas concert.



The Pointe-Claire Oldtimers continues to support us! WICA board member Kay Heaton accepted a **\$2,500** donation on behalf of WICA.



Robert Bou Faissal (left) and Robert Atallah, Les Robert of Royal LePage Village generously donated **\$500**.



The Dorval Artists Association raised **\$180** during their Plein'Art event selling refreshments for the benefit of WICA's Rendez-Vous Art program.

Thank you!

Elected Officials

The **City of Pointe-Claire** has always been a supporter of WICA. We have our offices in the Valois Library and we are given a donation from the Pointe-Claire Council.

Thank you also to Mayor Edgar Rouleau and the **Cité de Dorval** for their support with our events. A big thank you to Dorval Councillor Margo Heron who also sits on WICA's Board of Directors.

We also thank the **borough of Pierrefonds-Roxboro**, as well as the cities of **Beaconsfield, Baie d'Urfé, Dollard-des-Ormeaux, Ste-Anne-de-Bellevue** and **Kirkland** for their support.

We would like to thank our local members of the National Assembly. We have enjoyed working with **Greg Kelley** as our new MNA for Jacques Cartier and **Enrico Ciccone** as our new MNA for Marquette. Thank you to **Martin Coiteux** and to **Monsef Derraji** as MNA for Nelligan.

Thank you to Members of Parliament, **Anju Dhillon, Francis Scarpaleggia** and former Member **Frank Baylis**. They have given us their whole-hearted support, both moral and financial.

We extend a special thank you to the staff of our elected officials, which often help us solve social crisis situations for protégés.

Churches

Thank you to West Island Churches who support WICA through donations and sponsorship of our housing program CAP.

Local Media

West Island media have been our major resource for recruiting volunteers by donating publishing and we appreciate the publicity.



***Thank you to all our volunteer advocates for their years of
volunteering and their dedication.***



5 YEARS

Anna Grabowski
Linda Holtzman
Catherine Hudon
Assumptia Kennedy
Vimmie Kulasegaram
Louise Marquis
Gabrielle McCleery
Gladys Nolan
Jeannie Saliba
Catherine Thomas
Peng Yu

10 YEARS

Mona Azer
Michel Bourque
Ann Carroll
Kristin Fasciano
Mireille Girardin
Andrew Hall
Jason Mayoff
Anne-Marie Ndabahaganye
Dorothy Newey
Lynne Prevost
Philip Rosenblatt
Lorraine Salicco
Corinne Wile
Tony Zeepvat

15 YEARS

Irene Hapanowicz
Robert Provost
Barbara Watkins

20 YEARS

Jennifer Gunn

25 YEARS

Pauline Birks
Scott Birks
Yolanda Ghirotto
Lawrence Stote

30 YEARS

Salve Desprez

40 YEARS

Dennis Partington
Ike Partington