



Activity Report

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2015-2016

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# 2015-2016 Activity Report

## A MESSAGE FROM THE PRESIDENT

I have been president since October 2012, and so it is a pleasure to present my fourth annual report. It covers the work accomplished by Tel-Aide during the last year, when there were, once again, major events of great significance for our organization.

As I pointed out last year, Tel-Aide has encountered serious financial difficulties: these caused a significant financial deficit at the end of 2014-15. The Board therefore had to take concrete steps to avoid another deficit this year. The first step, after the departure in February of director general Linda Lauzon, who arrived in 2013, was to leave the position of DG vacant until the financial situation had been rectified.

### ***A Successful Rescue ... but Still the Same Challenge Remains***

The rescue initiated by the Board on 19 June 2015, was a major campaign to raise funds. The English version of the campaign began in July. The response from the media was excellent, such that the Board can now announce that more than \$37,000 was raised from individuals who had been affected by Tel-Aide's work. In addition, a successful application to the office of Lucie Charlebois, minister for Rehabilitation, Youth Protection, Public Health and Healthy Living, resulted in \$5,000 from her emergency fund.

However, it is important to recall the various factors that contributed to the precarious financial situation:

- The fund-raising target for 2014-15 was not reached
- Yearly grants from several private organizations ended and were not reviewed
- Funds from a significant legacy were used up
- Grants from the Quebec government were reduced because of the austerity policy in place since 2014.

We must therefore find new sources of revenue to enable us to

1. Hire and maintain a staff of three people
2. Avoid running deficits every year

But, for the moment, we have to acknowledge the hard work of all members of the Tel-Aide team, as well as the contributions of all our donors, which have allowed us to stabilize our financial situation, and to end the year not with a deficit, but with a surplus!

### ***Other steps to support the process of change***

As part of the stabilization plan, the Board decided to hire an external consultant, who would help us review our situation, as much in terms of internal organization as in the development of a financial strategy. Thanks to a grant from Emploi Quebec, Suzanne Bilodeau, an expert-consultant in the management of organizations, has joined our team. The members of the Board and the new administrative team can thus count on the help of Ms. Bilodeau in managing the changes that Tel-Aide is experiencing.

The final step, after the stabilization of the financial situation, was that the Board was able to hire Julie Messier as director general. This happened on December 6<sup>th</sup> 2015.

### ***Tel-Aide's existence is more than ever relevant to the community of Greater Montreal***

It is also important, at this juncture, to emphasize that Tel-Aide's mission is still relevant to the community of Greater Montreal. The service that has been offered by our volunteers for more than 45 years is still

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essential. In fact, we can count on a richness that those in the community might envy: the skills of active listening.

During the last year, we have been blessed with the reassuring contributions of 157 volunteers, who have responded to 22,540 calls. THANK YOU to all those involved with Tel-Aide over the years.

### ***Priorities for a secure future***

The Board has decided that the following shall be the overriding priorities for the coming year:

- Covering all the listening shifts: recruitment and involvement in a networking project with the Association of listening centres in Quebec (ACETDQ).
- The finances of Tel-Aide: developing a strategy for private funding
- Internal structure: completely revising the by-laws so as there is a solid basis for the actions of the Board and of the management team.

To conclude, I would like to thank all the members of the Board, who met numerous times during the past year. Your unwavering support has meant that Tel-Aide still exists in 2016.

Many thanks to the management team of Josée Labbé and Valéry Chartrand, who had to work even harder to maintain the daily routine of the organization. And I must recognize the arrival of Marc-André Normandin, who assumed the post of Manager of Volunteer Services in March 2016. There has also been the arrival of Suzanne Bilodeau, the consultant, and Julie Messier, Director General.

Thanks to our partners, in particular to BelairDirect for their organizational support, over the years, of our Phonothon.

Thanks to our volunteers for their invaluable contributions during the past year.

And, to you all, a “Thank you” for the interest in Tel-Aide that you demonstrate.

I invite you to read on, so that you can better understand the ways in which our organization serves the community of Greater Montreal.

Pierre Riley

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### A MESSAGE FROM THE DIRECTOR GENERAL

Following my arrival, last December, there has been an in-depth diagnostic analysis of the functioning of Tel-Aide. This has been carried out in co-operation with the Board, and with the assistance of Suzanne Bilodeau, expert-consultant in organizational management. She and I have worked closely together on various dossiers and projects of our organization, as we elaborate the action-plan which will guide us in the short and medium terms.

Thus, there have been six requests for funding, from both private and public sources, focused on our overall mission, contributions towards salaries, or projects. We are continuing to work in this manner to reach a state of financial equilibrium – our finances are still precarious at the present time.

As you know, Josée Labbé and Valéry Chartrand, who maintained the administrative functions of Tel-Aide after the departure of the last Director General, both accepted positions elsewhere in March of this year – position offering new opportunities that they could not refuse. We were equal to the challenge, and succeeded in finding the ideal candidate to join the team: Marc-André Normandin became the new Coordinator. His presence has re-energized the management team, and I am confident that the results will not be long in coming.

With respect to the restructuring of Tel-Aide, there is already progress, including the creation of a new budgeting tool, and the revision of the management control system.

#### ***Priorities for next year***

We have two overriding goals for next year:

- Filling all the shifts, English and French, to 100%.
- Obtaining sufficient funding, both private and public, to ensure financial stability

But, to even begin work on these goals, we must first restructure and consolidate the organization, which implies, in particular, the following elements:

- Organizing the management team
- Revising the management tools and procedures
- Repositioning Tel-Aide relative to other listening centres
- Consolidating our internal government, and revising its tools and procedures

Once these are achieved, we can proceed to

- Expand recruitment and training
- Developing a campaign to obtain private funding
- Promoting our offers of service

Despite the significant workload, this all seems possible. Tel-Aide offers an indispensable service to the Montreal population, and we are ready to do what it takes to ensure the survival and the healthy development of the organization.

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## **Acknowledgements**

I would like to thank all those who contributed to my integration whether they were board members, the management team, or listeners. The warm welcome was most appreciated.

In addition, and I think I speak for everyone; I would like to thank Pierre Riley, who for several months became interim director general. This was despite having a full-time job, and many other responsibilities. Thank you, Pierre, for your perseverance during the storm!

Julie Messier

## **A BRIEF ACCOUNT OF TEL-AIDE**

### **Our mission**

Since its beginnings in 1970, Tel-Aide's mission has been to offer a free telephone listening service to people from the Montreal region who are in distress. The service is anonymous and confidential, and is offered both in French and in English.

### **Our Principles**

Tel-Aide's philosophy represents respect, empathy and authenticity towards the callers. We adhere to the humanist school of psychology, which proposes that the person best qualified to solve an individual's problems is the individual him- or her-self. The principles that we have adopted guarantee that those who call can express themselves in total confidence, no matter who it is that listens to them.

### **Our service**

#### **Listening Centre**

In 2015-16 Tel-Aide offered its listening service to the whole Montreal community for the 46th consecutive year. The service is offered 7 days per week, and 24 hours per day, subject to the availability of our listeners, who are all volunteers.

This past year, Tel-Aide responded to 22,450 calls, representing a diminution of 18% with respect to the year before.

<b>Number of calls recieved in 2015-2016</b>													
	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Total</b>
Français	1 395	1 466	1 547	1 494	1 572	1 405	1 248	1 247	1 440	1 468	1 319	1 578	17 179
English	453	455	448	373	420	403	350	393	523	474	477	592	5 361
<b>Total</b>	<b>1 848</b>	<b>1 921</b>	<b>1 995</b>	<b>1 867</b>	<b>1 992</b>	<b>1 808</b>	<b>1 598</b>	<b>1 640</b>	<b>1 963</b>	<b>1 942</b>	<b>1 796</b>	<b>2 170</b>	<b>22 540</b>

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### *The subjects of calls*

Over the years, the principal subjects of our calls have not changed. Just like last year, the majority of callers were suffering from loneliness, depression, anxiety or difficult relationships. Mental health, often a secondary factor, has become more important during the last few years.

The following table reports the number of our calls corresponding to each of the subjects most commonly encountered.

<b>Sujet principal/ Main Subject</b>	<b>Total (Appels)</b>	<b>%</b>	<b>Anglais (Appels)</b>	<b>%</b>	<b>Français (Appels)</b>	<b>%</b>
Solitude/ Loneliness	8 033	35,64 %	2 467	45,97 %	5 566	32,41 %
Dépression ou angoisse/ Depression or Anxiety	3 876	17,20 %	592	11,03 %	3 284	19,12 %
Relations interpersonnelles/ Strained Relationship	3 727	16,54 %	630	11,74 %	3 097	18,03 %
Maladie mentale/ Mental Illness	970	4,30 %	198	3,69 %	772	4,50 %
Maladie physique/ Physical Illness	904	4,01 %	236	4,40 %	668	3,89 %
Critique/ Criticism	786	3,49 %	169	3,15 %	617	3,59 %
Deuil/ Mourning	573	2,54 %	93	1,73 %	480	2,80 %
Besoins matériels/ Material Needs	526	2,33 %	147	2,74 %	379	2,21 %
Événements heureux/ Happy Events	480	2,13 %	111	2,07 %	369	2,15 %
Violence	465	2,06 %	238	4,44 %	227	1,32 %
Demande d'information/ Information Request	339	1,50 %	67	1,25 %	272	1,58 %
Travail ou études/ Work or Studies	304	1,35 %	69	1,29 %	235	1,37 %
Dépendance/ Addiction	290	1,29 %	49	0,91 %	241	1,40 %
Problèmes d'ordre sexuel/ Sexual Problems	286	1,27 %	87	1,62 %	199	1,16 %
Homosexualité/ Homosexuality	156	0,69 %	16	0,30 %	140	0,82 %
Appels de nature sexuelle inappropriés/ Inappropriate Calls of Sexual Nature	101	0,45 %	32	0,60 %	69	0,40 %
Suicide	80	0,35 %	30	0,56 %	50	0,29 %
Propos abusifs/ Verbal Abuse	75	0,33 %	22	0,41 %	53	0,31 %
Grossesse ou avortement/ Pregnancy or Abortion	40	0,18 %	16	0,30 %	24	0,14 %
Proches d'une personne suicidaire/ Next of Kin of Suicidal Person	15	0,07 %	2	0,04 %	13	0,08 %
Endeuillés par suicide/ Bereaved by Suicide	11	0,05 %	4	0,07 %	7	0,04 %
Non précisé/ Unknown	502	2,23 %	91	1,70 %	411	2,39 %
<b>Total</b>	<b>22 540</b>	<b>100,00 %</b>	<b>5 366</b>	<b>100,00 %</b>	<b>17 173</b>	<b>100,00 %</b>

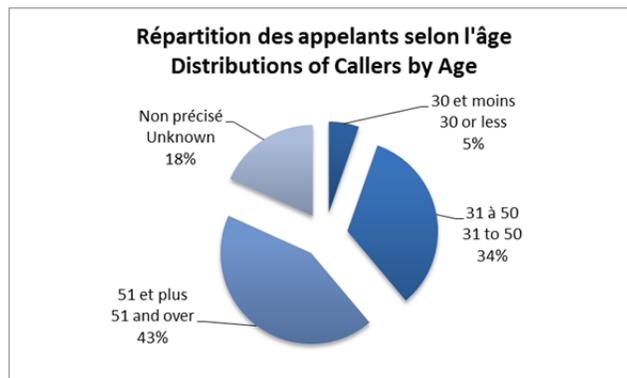
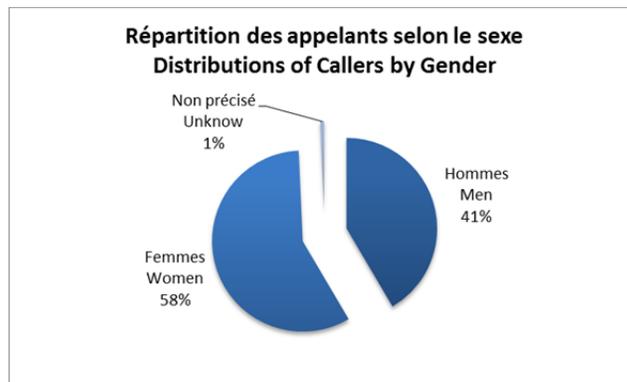
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Our calls have many aspects. Therefore, to better illustrate the context in which our callers live, the next table presents the secondary factors present in our calls. These factors are either explicitly expressed by the callers, or deduced by our listeners.

Éléments secondaires/ Secondary Elements	Total (Appels)	%	Anglais (Appels)	%	Français (Appels)	%
Appelants réguliers/ Regular Users	13 084	58,05%	4 090	76,22%	8 994	52,37%
Santé mentale/ Mental Health	6 052	26,85%	1 232	22,96%	4 820	28,07%
Pauvreté/ Poverty	1 670	7,41%	350	6,52%	1 320	7,69%
Dépendance/ Addiction	1 042	4,62%	251	4,68%	791	4,61%
Violence	290	1,29%	176	3,28%	114	0,66%

### Our Callers

Listening at Tel-Aide is possible because of the confidential relationship between callers and listeners. In every case, anonymity and confidentiality are guaranteed, in accordance with our principles. Thus, it is important to note that the following figures provide information given voluntarily and spontaneously by our callers.



## 2015-2016 Activity Report

### External workshops

In 2015-16, a special committee including Marcel Parenteau, Kit Racette, Albert Girard and Josée Labbé was formed to develop external workshops about active listening. Three formats were created, both in French and in English, to be given in 1½ hours, 3 hours and 6 hours respectively. The workshops are already popular, even though, for the time being, they are not listed on our website.

This year alone, nine workshops were given, for the most part in Montreal and Toronto:

- Action ontarienne contre la violence faite aux femmes – Toronto – 28 people;
- Carrefour d'Entraide Lachine – Lachine – 10 people;
- Centre d'action bénévole de Rivière-des-Prairies – RDP – 2 x 8 people;
- Centre de prévention de la radicalisation menant à la violence (CPRMV) – Montréal – 9 people;
- Dans la rue – Montréal – 7 people;
- Entraide Bénévole Métro – Montréal – 13 people;
- Fondation de la Visite – Montréal – 22 people;
- Maison Nazareth – Montréal – 6 people.

We hope to see this program develop further, because it is an effective way to raise awareness of our presence in the community. The workshops allow Tel-Aide, as a community organization, to:

- Publicize our mission
- Be visible in the community
- Promote our service
- Reach people who have need of them
- Recruit volunteers
- Create linkages

## CONTRIBUTIONS OF OUR COMMUNITY

### Listening

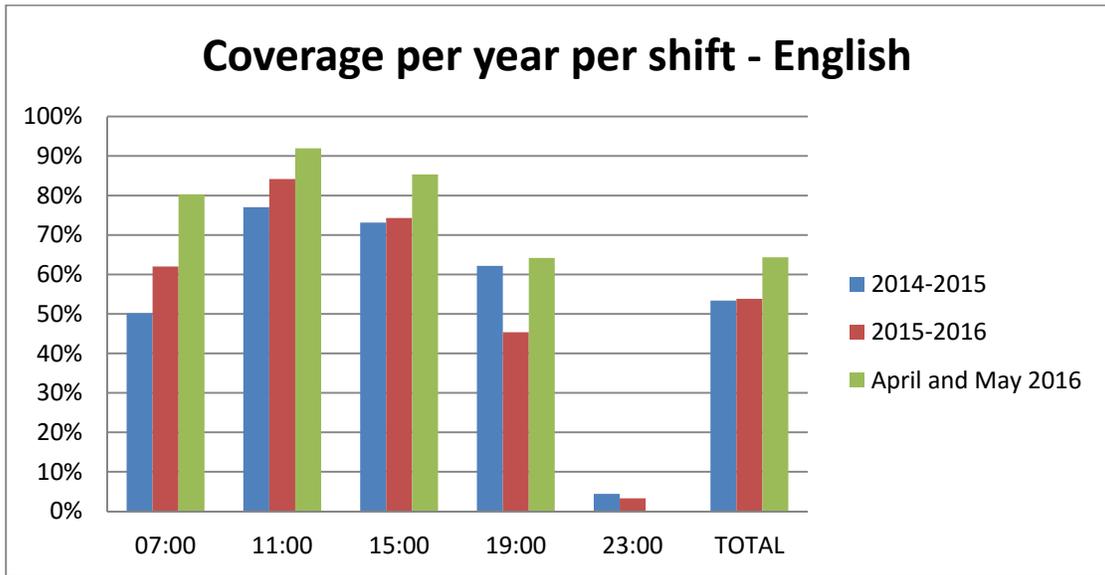
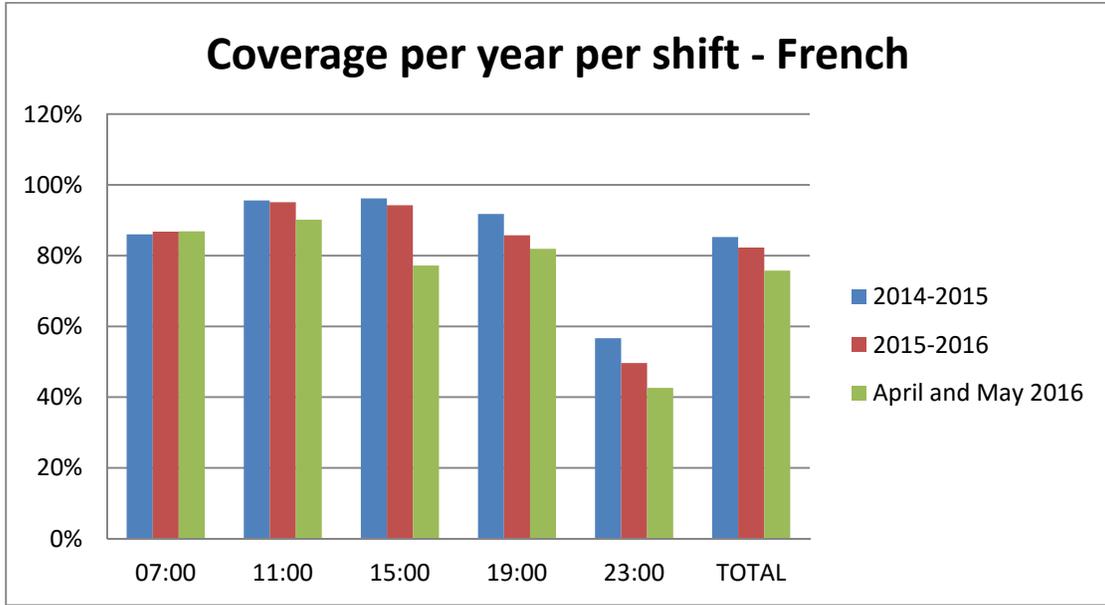
In total, for 2015-16, Tel-Aide had 157 listeners – essential for our service. However, this was a drop of 14% compared with the previous year.

Nevertheless, on the francophone side, more than 82% of shifts were filled. However, the coverage of the night shifts changed the most, with only 50% being filled. And, for the first two months of this year, the downward trend continued, with only 43% being filled.

On the anglophone side, the overall average was that 54% of shifts were filled. However, the night shift was filled only at the 3% level, so that the Board made the decision to temporarily close it while studying the situation. Outside of the night shifts, those at 7 a.m. and 7 p.m. were the least covered, at 62% and 45% respectively, although the trend seems to be upwards: for the first two months of this year, the percentages were 80% and 64%.

Another tendency that we have observed is the rising rate of absenteeism, both among francophones and anglophones. At present there is no data for analysis, but we are working to provide what is required. Our committees will then be able to study the trend, and look for solutions.

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### Listener Committees

Tel-Aide also has numerous listener committees which contribute to the smooth running of our organization.

#### Coordination

Presiding: Julie Messier

Membres: Chantal Perreault, Diane Drolet, Dik Harris, Germaine Montpetit, Kit Racette, Marcel Parenteau et Josée Labbé (now Marc-André Normandin).

This year, the pilot project for bilingual listeners became official; after due consideration by this committee, the Board established a procedure for the vetting of candidates. From now on, a listener who wishes to take part must first notify the Volunteer Coordinator. Then, the principal steps are a telephone interview and a support shift in the candidate's second language.

Tel-Aide has approached Suicide Action Montreal (SAM) with the intent of revising the checklist that we use to judge the urgency of calls that mention suicide. As a result, SAM gave a presentation to our trainers about the new tool that they have developed. Before proceeding with SAM, we are now waiting to hear more about the training on this topic developed specifically for listening centres by ACETDQ and AQPS.

We will also evaluate the networking project being developed by ACETDQ. This project will allow several listening centres to connect in a network, such that if one centre's lines are busy, a call will be transferred to another centre. The idea behind this project is to work together to fill the empty shifts of various centres, to reduce waiting times for callers, and to increase opening hours for centres across the province. The pilot project will connect five centres, and should start very soon. We will attend information and training session in the fall, and we have asked to be represented on the committee developing the project.

The committee has also begun to study the management of complaints, and hopes to present its findings sometime next year.

#### Basic training

##### **Francophone**

*Presiding: Marcel Parenteau*

*Members : Diane Drolet, Albert Girard, Chantal Perreault, France Hébert, Louise Tremblay, Danielle Petit, Hervé Leduc, Claudine Paquin and Josée Labbé (now Marc-André Normandin).*

##### **Anglophone**

*Presiding: Dik Harris*

*Members: Kit Racette, Claudia Frate, Crina Iuga , Kristina Mahler, Shannon Morrison, Gianni Verelli and Josée Labbé (now Marc-André Normandin).*

This past year there have been three training in French (29 new listeners) and two in English (18 new listeners). The two committees are continually improving the format of their training in order to attract as many candidates as possible. On the anglophone side, the principal challenges are to find new trainers, and to identify enough listeners who can serve as supporters for the listeners-in-training.

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### Supports

#### **Francophone**

*Presiding: Diane Drolet*

*Members: Albert Girard, Isabelle Larivière and Josée Labbé (now Marc-André Normandin).*

#### **Anglophone**

*Presiding: Germaine Montpetit*

*Members: Kit Racette, Minda Bernstein, Rosalind Arkell, Crina-Mirela Iuga and Josée Labbé (now Marc-André Normandin).*

Supports during the basic training permit future listeners to benefit from the presence of experienced listeners as they take their first calls. Such supports help us maintain a high standard for active listening. Tel-Aide has 42 active supporters, and, during the year 6 more were added to the number.

### Continuing Education

*Presiding: Chantal Perreault and Kit Racette*

*Members: Claudine Paquin, Hervé Leduc, Ginette Bacon and Josée Labbé (now Marc-André Normandin).*

During the year there were six sessions of sharing experiences and three presentations. These latter were on different subjects, and attracted a total of 65 listeners. The sharing sessions allowed listeners to share their experiences on the lines. However, the attendance at such sessions and presentations is in steep decline. Half of presentations and three quarters of sharing sessions had to be cancelled.

### Recruitment

*Presiding: Josée Labbé (now Marc-André Normandin)*

*Members: Kit Racette, Dik Harris, Minda Bernstein, Manon Charbonneau, Laurent Langevin, Roland Côté*

This committee has both anglophone and francophone members. Tel-Aide received 162 requests for information from francophones, and 65 from anglophones. Most of these originated from the website, from reference sites, from other listening centres, or from the universities. The committee proceeded with 120 interviews, 85 in French and 35 in English.

### Social Activities

*Presiding: Josée Labbé (now Marc-André Normandin) (interim)*

*Members: none, for the moment*

A Christmas lunch was organized on the 6th of December 2015, to which listeners and their families were invited. Almost 60 people attended.

In March, during Volunteers' Week, ACETDQ organized a day of free presentations for listeners from all its members centres. More than 20 listeners from Montreal participated in these presentations, held in Drummondville.

For the moment, the Social Committee has no members who are listeners. We expect to address this situation during the coming year.

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### Financial Support From the Private Sector

From the financial point of view, the 2015-16 year was a difficult one because a crisis of liquidity was discovered in April. The Board, supported by the management team then in place, worked hard to allow Tel-Aide to recover from this situation. A campaign requesting financial support from the public was launched in the summer of 2015, and realized a total of \$36,700. We also began determined efforts to clean up our expenditures, efforts which are continuing today. In addition, the Phonothon of November 2015 raised \$34,865.

During the year, we were able to raise a total of \$227,171 of public and private money.

Towards the end of the year, several other requests for public and private support were sent out. One example is a request for funds to modernize our listening room – a digital telephone system, computers, sound insulation, etc. We expect news on these projects next Fall.

Tel-Aide thanks the following organizations for their generous support:

- BÉLAIRdirect (partenaire depuis 2002)
- La Caisse de bienfaisance des employés et retraités du CN
- La Caisse de la Culture
- Le CLSC de Hochelaga-Maisonneuve
- Cogeco Câble
- La Corporation des Soeurs franciscaines
- La Fondation de bienfaisance T.A. Saint-Germain
- La Fondation Prytula/Charpentier
- La Fondation Yvon Boulanger
- McCarthy Tétrault / S.E.N.C.R.L., s.r.l.
- Partage St-François-de-Sales
- RBC Banque Royale
- Régulvar
- Terry K. Lyons
- La Fondation Gustav Levinschi
- La Fondation Holt
- United Way of Greater Toronto

In addition, we particularly thank the following:

- Le Centre intégré universitaire de santé et de services sociaux du Centre-Sud-de-l'Île-de-Montréal (CIUSSS), (PSOC)
- L'Association des centres d'écoute téléphonique du Québec (ACETDQ)
- Le Centre des aînés de Pointe-Saint-Charles
- L'Université du Québec à Montréal (UQAM)
- La Ville de Montréal (Programme de soutien aux OBNL locataires)

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### ***Training and improvement***

To improve our knowledge in private funding, the team Help has participated in various seminars and training during the year.

- November 2015 – Sommet 2015 sur la culture philanthropique de l’Institut Mallet (écosystème philanthropique : perspectives, perceptions et échanges)
- December 2015 – Rendre sa cause plus sexy, par le formateur Manuel Soto au Centre St-Pierre (Donnez à votre cause tout l’impact qu’elle mérite chez le public que vous visez)
- January 2016 – Dons majeurs et planifiés, par Jocelyne Gonthier et organisé par la Fondation J.A. Bombardier.

## THE MANAGEMENT

### The Management team

#### Permanent staff

Julie Messier, executive director – since December 2015

Marc-André Normandin, coordinator – since March 19<sup>e</sup> 2016

Pierre Riley, executive director (unremunerated) – from February to December 2015

Josée Labbé, manager of volunteer services – until March 18<sup>e</sup> 2016

Valéry Chartrand, administrative assistant – until March 24<sup>e</sup> 2016

#### Contractual

Suzanne Bilodeau, management consultant

Patrick St-Amour, CPA, book keeping – since March 2016

Julien Mignault, marketing intern, HEC – from May to July 2016

Administrative assistant – position to be filled

#### Support from volunteers – compilation of statistics

Huguette 2314F

Laurent 2222F

Manon 2364F

Minda 1986E

#### Auditeur

Roland Naccache and associates

### Communication

During the emergency funding campaign of last summer, Tel-Aide had a significant media presence. There were several published articles, and also several interviews, both on the radio and on television. Our Facebook page is still active.

Internally, throughout the year, the weekly news bulletin has been sent by email to all our volunteers.

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### PARTICIPATION IN THE COMMUNITY

#### ***A new involvement***

It is clear that, for the past many years, Tel-Aide has not been participating in meetings with like-minded groups, whether this be at local, regional or provincial level. In 2015-16, however, we have begun to re-engage, particularly in the contexts of mental health and the funding of community organizations.

Tel-Aide is now a member of the following groups:

- AMI Québec, Action on Mental Illness
- Association des centres d'écoute téléphonique du Québec (ACETDQ)
- Association canadienne pour la santé mentale (ACSM)
- CDC Centre-Sud
- Centre d'action bénévole de Montréal (CABM)
- Interaction du quartier Peter-McGill (table de concertation)
- Regroupement intersectoriel des organismes communautaires de Montréal (RIOCM)
- Réseau alternatif et communautaire des organismes en santé mentale (RACOR)

During the year, members of the management team have been able to participate in several presentations and meetings, for example the extraordinary general meeting of RIOCM in February, and the presentation and discussion " Comprendre et commenter le Plan d 'action en santé mentale 2015-2020 », with Dr André Delorme, organized by RACOR, also held in February.

#### ***A new involvement with ACETDQ and its members***

On the 12th of June 2015, two members of the management team visited Tel-Aide Saguenay-Lac-St-Jean. They were able to attend training on directive learning, to visit the suicide prevention centre, and the premises of Tel-Aide Saguenay-Lac-St-Jean. At the latter, they were able to meet with the director, Charles Lauzier, who is also president of ACETDQ, to discuss, principally, funding.

In February 2016, Charles Lauzier came to Montreal to make a presentation, to certain Board members and members of the management team, about various projects in the works for ACETDQ. There are some interesting developments concerning a partnership among several members of the organization, as well as implications for Tel-Aide's participation in various committees.

In the same month, there was a meeting of the director general of Maison Monbourquette, Sophie Chartrand, and the coordinator of volunteers at Centre d'écoute et de référence Halte-Ami, Nathalie Dubois, with two members of our management team. The visit to Maison Monbourquette and the interesting discussions about the challenges which face us were truly inspiring.

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### INTERNAL MATTERS

#### The Board

On the 4th of April, 2016, the Board adopted an amendment to the by-law on its own composition. Consequently, the Board is made up of nine people, of whom a minimum of six must be listeners, either francophone or anglophone. The remainder will be external members.

For 2015-16, the members were:

- Pierre Riley, president – external member
- Dik Harris, vice-president – listener
- Albert Girard, treasurer – listener
- Denise Charbonneau, secretary – listener
- Rosalind Arkell, member – listener
- Michel Rondeau, member – listener
- Crina-Mirela Iuga, member – listener
- Louise Ouimet, member – listener
- one position is vacant

#### *Thanks*

First of all, we thank the members of the Board, who spent countless hours in their efforts to rescue Tel-Aide from our financial crisis. Your help cannot be measured!

#### Our Volunteers

Our by-laws recognize three classes of members: volunteer members who are listeners, volunteer members, and honorary members. Presently, we have 154 listeners, and one honorary member.

During the months to come, the committee on governance will thoroughly revise all our by-laws, with the goal of presenting their proposals at a special general meeting in the Fall of 2016.

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## THE HONOUR ROLL

### Those who have listened for more than 150 hours

- 1821E James
- 1986E Minda
- 2011E/2222F Laurent
- 2022E/2341F Louise
- 2052E Serena
- 2208F Jean-Yves
- 2241F Madeleine
- 2304F Denise
- 2320F Christiane

### Those who have completed more than 50 hours in committees, training, and other such

- 1766E Dik
- 1771F Diane
- 1928E Kit
- 1986E Minda
- 2011E+2222F Laurent
- 2047F Albert
- 2080F Marcel
- 2155F Isabelle
- 2172F Chantal
- 2233F France
- 2279F Ginette
- 2280F Louise
- 2338F Hervé
- 2352F Denise
- 2362F Claudine

### 5 to 10 years of involvement

- 1865E Joy
- 1881E Martha
- 1916E Vicki
- 1928E Kit
- 1944E Eric
- 1972E Elizabeth
- 1986E Minda
- 1991E Tania
- 2121F Sylvain
- 2137F Akli
- 2155F Isabelle
- 2172F Chantal
- 2179F Pierre
- 2185F Éric
- 2190F Renée
- 2192F Céline
- 2201F Cédric
- 2208F Jean-Yves
- 2211F Roméo
- 2222F Laurent
- 2226F Michel
- 2231F Danielle
- 2233F France
- 2237F Jocelyne
- 2241F Madeleine
- 2244F Liliane
- 2245F Roland

### 11 to 20 years of involvement

- 1718F Daniel
- 1729F Alain
- 1771F Diane
- 1766E Dik
- 1925F Claire
- 1821E James
- 1964F Yvon
- 1988F Céline
- 2047F Albert
- 1851E Guy
- 1852E Germaine
- 1854E Carl
- 2068F Guy
- 2080F Marcel

### 21 to 43 years of involvement

- 293F Rolande
- 628E Tony
- 853E Howard
- 1030F Jean-Pierre
- 1204E Courtney
- 1352F Lucie