

Annual Report

Fiscal Year 2011



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

Annual Meeting
June 8, 2011

Dear Emergo Camp,

... I really appreciated and seriously liked my visit at the camp. I realized that I should have tried this several summers ago. I really liked the counselors and the other friends in my group. I did not really expect such a nice surprise and it made me really happy. In the group, there was my childhood friend I had met in the Outaouais region and he was such a good friend! His name is Mathieu. We talked a lot, we had a lot of things to talk about, we had not seen each other for 7 years!

After all this, I spent a truly wonderful day and I want to come back next summer, because it was too much fun!!!

I love you very much.

Alexandre Juteau

Enjoy your reading!



Parents talk about Emergo...

Hello to all of you,

Back to school time is a sure sign that summer is coming to an end. And what a summer that was! Not only the weather was amazing, it was one of the best camps ever for Julien. Convinced he would not like his stay, Julien had announced to all that it was his very last year at Camp Mariste. The magic of the camp, the counselors, and Service Emergo quickly made him change his mind.

Our Julien came back to us very happy, more mature and convinced that there was a place for him at Camp Mariste with Service Emergo. A big thanks to all of you for this very nice stay.

See you next summer!

Louise Métivier, Julien's mother



Hello,

We are fully rested and most of all we did some activities that we were or are not able to do with the kids and this has been a major source of help and relief for us, knowing that all was well with the kids at the camp.

We have appreciated this respite even more because we know that children are in great need of socializing, experiencing life outside of home and seeing how other people than their parents are living; we believe they learned how to socialize thanks to you. (We have no family in Quebec and only one friend, which makes for a quite small network of acquaintances.)

Social abilities services offered at the local Intellectual Disability Rehabilitation Centre (CRDI) are still not available and the selection process is quite strict (no difficult behavior, no major crisis, good interaction with others, etc.). That is why we are putting all our hopes on your association, to make sure that our children make progress in their socialization skills.

Many thanks again. Best Regards,

Sophie Michel

I think that if we are still alive, it is mainly thanks to this respite. It's as if we are recharging out batteries while the children are staying with Emergo. After they come back, we start over and fatigue sets in. Then, it's time for respite, then get our energy back again and so on. It would be difficult to survive without this. Thank you, thank you, thank you!!! More, more...

You were adorable with my child. I left without any fear. I have a great confidence in all of your staff. Keep up your good work.

Thank you for the outstanding quality of your service. I always have complete trust when I leave my son to your care and he is quite ecstatic at the idea of staying at Emergo. You give us peace of mind. A thousand thanks!

Hear the staff at Emergo comment on their work experience...

All persons have their own attributes and Emergo provides to all the opportunity to do the extra mile and offer the best moments possible to its campers... In short, at Emergo there is something unique which drives us to try and make people happy!

An incredible life experience where I had the chance to transcend psychological and physical boundaries.

Emergo is one great big family in which one can grow a little more every day. It's a place where we can learn about ourselves, and we can have a different perspective on a very special and unique clientele.

A summer camp that provides some highly needed services to hundreds of families.

An opportunity to go beyond my limits and a chance to help youngsters as well as their parents.

Emergo is one way to understand the reality of parents of autistic children and also a way to discover that, even if a child is different, it is possible to experience unforgettable moments with him or her.

The best school I have attended up until now, the place that made me grow in more ways than one at very different times in my life, an essential gesture of selflessness to help parents in need.

Emergo is more than a mere vacation camp. The organization gives the opportunity for each autistic child, according to his personality, to grow while being supervised by caring and dedicated counselors. Emergo is a place that campers seem to really enjoy and where the employees have a passion for their work. We want to give parents the chance to rest during that respite so that they do not have to worry if their child is safe save... they know he or she will!

Emergo gives us the opportunity to team up with extraordinary people in providing respite to a clientele that truly needs it. Emergo is also a great place of growth and learning.

It is an opportunity to meet wonderful people and discover another aspect of life and the people around us. It is one way to offer a better life to many. Open-mindedness, empathy, mutual help.

My work at Emergo has changed my life. Though, it is not related to my studies, this job showed me a lot of things. Mostly, it has been a very special opportunity to learn about autism.

It is a time where I can find myself, get some strength back, a place where I can help. With the most straightforward type of contact: support.



Introduction

The Board of Directors, the General Management and the Finance Management present the 2010-2011 Activity Report of the Emergo Respite Services – Autism and other pervasive development disorders.

This fiscal year, which ended on March 31, 2011, was once again one of consolidation and reflection. After experiencing significant and rapid growth during the previous years, we had to consolidate our succession, rethink our structure and ponder on the choices opened to us with limited financial resources.

Indeed, despite excellent fundraiser results, we must cope with government subsidies that have been practically at the same level since 2004, combined with an annual increase of our expenses. Among those expenses is the minimum wage increase, a quite non-trivial element for us. To simplify the management of our summer respites, the decision was made in 2010 to transfer all participants in the program “Un rêve à réaliser” to the site of Colonie les Bosquets. Although they felt they were a bit cramped, the participants to this program found one advantage: being closer from the various sites for integration activities.

Background

In 1976, parents from the Association des enfants autistiques du Québec (today the Fédération québécoise de l'autisme), willing to help other parents, established the first camp dedicated to autistic individuals in Quebec. Throughout the years, this fledgling regional camp acquired a wider, provincial level scope and developed an expertise recognized by parents, autism professionals and various relevant governmental authorities. Initially located on an outdoor recreational area in Saint-Donat, Emergo shared the facilities with several other camps (Weredale, Bruchési, Papillon, Colonie des Grèves, then back to Papillon) until 2004, when the main campus moves to the Colonie les Bosquets Albert Hudon, in Otterburn Park.

In the beginning, Emergo offered a summer respite service to families living with an autistic individual. Then, at the families' request, counselors concerned by the exhaustion of parents decided to offer respite during weekends and school holidays. This was the beginning of the “school respite”. In 1994, Camp Emergo was recognized by Health 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 took on a new social denomination: Emergo Respite Services – Autism and other pervasive developmental disorders, and developed a partnership with the Société pour les enfants handicapés du Québec while setting up a strategic development plan.

In the summer of 2002, Emergo added two new programs to its main feature. The “Adaptatou” program, in partnership with Camp Mariste in Rawdon, which welcomes children of ages 6 to 14 with higher social skills, to integrate them in a regular group of campers. The “Un rêve à réaliser” program, originally offered on our subsidiary campus of Val-des-Lacs in the Laurentians but transferred this year at Colonie les Bosquets, allows individuals with high-level autism or Asperger syndrome to take up challenges tailored to their needs, all in a holiday atmosphere.

In 2004, Emergo renewed its partnership with the Société des enfants handicapés du Québec. The “Emergence” program, designed for participants of all ages with a lesser degree of autonomy and low social skills, started on the site of the Colonie les Bosquets with a long-term lease. The following summer, to meet the special needs of autistic individuals that require an even tighter environment because of significant behavioral problems, Emergo developed the “iDÉFix” program on the site of Les Bosquets.

Today, Emergo offers its services to more than 300 families living with a person with an autism spectrum or pervasive developmental disorder.

Our social denomination speaks for itself and is increasingly renowned to the general public, the various governmental authorities and contributors. For the decision-makers, it positions us in an important category: Emergo is not an organization that promotes or defends rights, nor a recreational camp, but rather a service organization that helps families experiencing hardship and in great need of resourcing. Emergo has experienced a significant growth over the years. With the number of children diagnosed with autism increasing, so do the number of requests for respite: “Quebec has undergone an alarming rise in the number of children diagnosed with a ASD [Autism Spectrum Disorder] or PDD [pervasive developmental disorder]. According to research conducted by D^r Eric Fombonne from Montreal Hospital for Children, of all children born in Quebec in a year, 1 in 166 may have a TSA (PDD) ».¹



¹ News release, May 7, 2009, Réseau d'action Autisme/ TED

The committees

Emergo is headed by a Board of Directors that meets six times a year and consists of 15 administrators, including 11 service user parents and 4 co-opted members. The Executive Committee, consisting of 5 parents, also meets six times a year or more, depending on the situation.

With the objective to foster proactivity among the committee members and to unburden the management, five committees have been set up. Their main goal is to bring forth recommendations to the board members, who will reach a decision based on these recommendations and will settle on the main lines.

The Partnership Committee

The goal of this committee is to manage and ensure the follow-up of the agreements signed with the Quebec Society for the Disabled Children [Société pour les enfants handicapés du Québec (SEHQ)]: office space, rent of the site les Bosquets, exchange of services, etc. Within the framework of this partnership, a representative of the committee is ensuring a sustained presence at the Board of Directors of les Bosquets. At the more recent meetings, representatives from Colonie les Bosquets Albert Hudon and the Quebec Society for the Disabled Children have expressed their satisfaction regarding their relationships with Emergo and the will to maintain this partnership in the future. Furthermore, considering that the program « Un rêve à réaliser » is now housed at the Bosquets, the committee is thinking about ways to find more space.



The Strategic Plan Committee

The mandate of this committee is to ensure the production and follow-up of the Emergo strategic plan after it has been adopted by members at the Annual General Meeting. In February 2010, members of the Board of Directors took part in a information seminar whose goal was to initiate a joint discussion and establish priorities with respect to customer base, programming, financing and operational structure. These priorities will be taken into consideration by the committee members for the setting up of the strategic plan of 2012-2015. Meanwhile, the operating structure has been remodelled owing to the successive maternity leaves of the General Manager.

The Programming Committee

The Programming Committee has the mandate to:

- Evaluate the achievement of objectives pursued within the framework of the school and summer respites and the actual program according to the needs of the clientele.
- Review and update the general and specific objectives of the various programs.
- Analyze the summer and school respite reports and ensure the follow-up of the recommendations.
- Evaluate the structure and the services offered in the various programs.
- Submit its recommendations to the Executive Committee.

The committee has met once and has since been on the backburner due to the absence of the General Manager. The summer and school programming remains an important issue, the quality of our services literally depends on it. During the summer of 2010, the transfer of the program “Un rêve à réaliser” proved to be beneficial. It is the third program to find its home on the site of Colonie Les Bosquets.



The Communications Committee

The goal of the committee is to provide Emergo with a distinct public identity, especially with its target audience (autistic individuals, parents, students, teachers, business people, government body representatives and general public), so as to generate a perception favoring the organization’s development.

The committee is also responsible for the publication of the newsletter EmergInfo, thanks to the support of many collaborators. EmergInfo and all the external documents are translated into English to ensure a greater accessibility to the largest number of people.

Lastly, our website, (www.servicesderepitemergo.com) – visited quite often by parents, students and the general public – is updated regularly and is a valuable asset for Emergo. We are now able to know the exact number of visitors per day as well as their interest for the various documents available on the site. This in turn allows us to better understand and meet the need of the users.

The Finance Committee

The goal of this committee is to ensure the financial support of Emergo Respite Services through efficient and creative means, such as:

- creating and maintaining lasting connections with various partners from the business world and governmental bodies
- developing the concept of sponsorship
- leading an diversified annual fundraiser
- maintain a spirit of cooperation between the members of the Honorary Committee, volunteers from the business world, the arts and communication and those of the Board of Directors, to meet the objectives of fundraising.

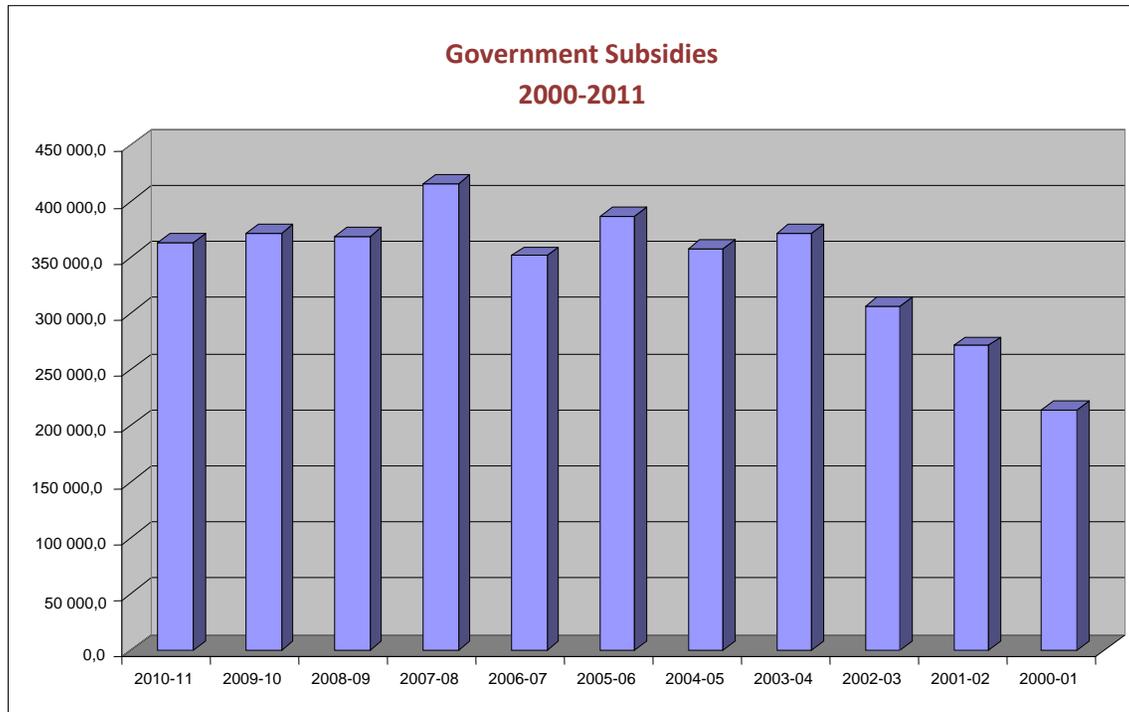
This year, the Honorary Committee launched its fundraiser under the theme “Mommy, when do I go back to Emergo Camp?”

Emergo also held its third golf tournament, which was quite successful. The tournament was held at Club de golf Saint-Jean in Saint-Jean-sur-Richelieu. More than 170 people took part.

Thanks to fundraisers that concluded with impressive results, Emergo has succeeded in maintaining its services for its members. Since the families meet about a third of the expenses required for our activities, the difference is made up for by the funds raised during our campaigns and with government subsidies. As an example: the cost – for one family – of a regular summer stay in 2010 was \$990 for 10 days, but it costs a total of \$3,070 to Emergo for the operation: the shortfall is thus \$2,080 and is made up for with money from the fundraisers and subsidies.

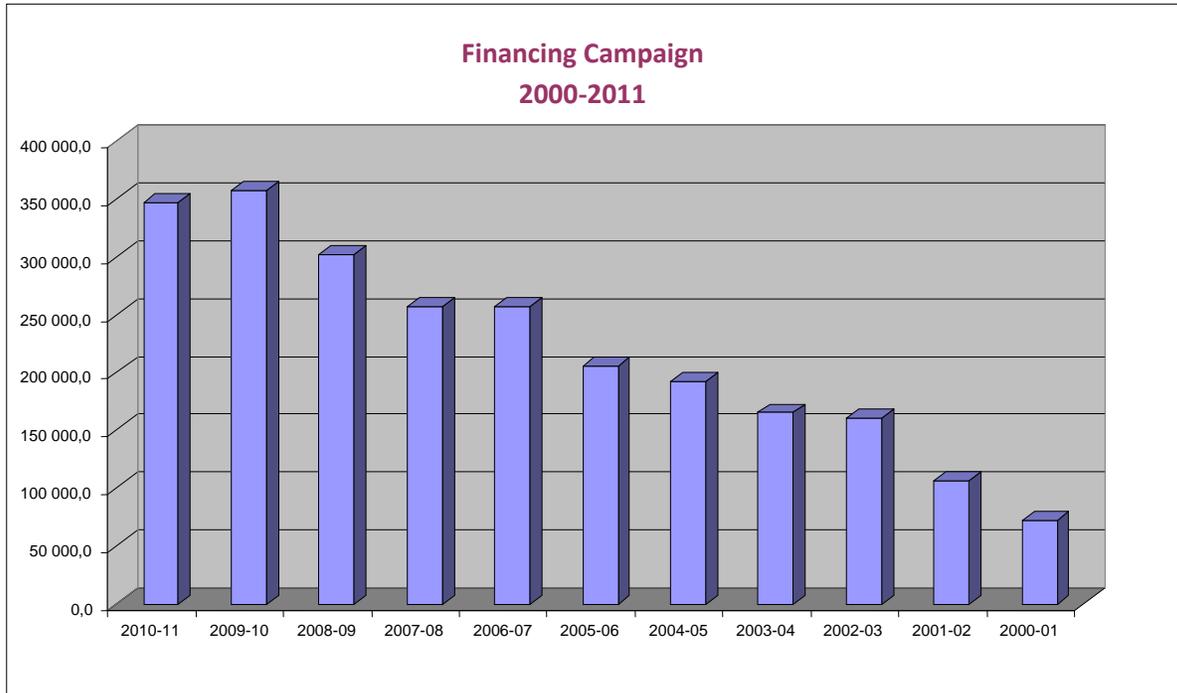


Government subsidies and Financing Campaign



Since its incorporation in 1997, thanks to the efforts of the Finance Management, the Honorary Committee and the parents, Emergo has slowly but surely gained ground with the business community, which better understands the importance of our mission and supports our cause generously and faithfully. These efforts are even more important knowing that government subsidies have not increased since 2004, even if the partnership with various governmental instances remains a vital financial resource for Emergo.





The services : programs and customer base

Summer respite

Within the frame of the summer respite, Emergo has developed, over the years, four programs designed for its customers. Each program has its own objectives and welcomes groups of autistic individuals with similar needs and level of functioning. See the appendix for a short description of each program: “Emergence,” “iDEFix,” “Un rêve à réaliser” and “Adaptatou.”



A dream come true!

Is there something more gut-wrenching for a mother than hearing her child say: “No, I don’t want to be away from you! I don’t want to go to camp... I miss you too much there!

...So, there is no way I could have imagined what was to happen on the day I picked my daughter up.

To my biggest surprise, upon my arrival, instead of a young girl happy to see me and anxious to go back home, I met a sad and worried Alexia. She was half-smiling, but we could clearly see how she was concerned to leave her new friends at camp Emergo.

The long-awaited miracle had happened... finally! Alexia had grown out of her juvenile homesickness and, in its place, a desire to create deep friendship bonds had arisen. So, on that day, having to leave her new friends indeed made her sad and nostalgic.

This is a wonderful gift for Alexia, as well as for me. You cured her from her “momsickness”!

Thank you... Thank you to all the counselors of Emergo. Each and everyone one of you, in your own way, has allowed for “Un rêve à realiser (A dream to fulfill) to “Un rêve devenu réalité” (A dream come true)...

Alexia is still working on her autonomy and she is becoming better every day. I am very proud of her and share with her my joy of seeing her blossom.

Looking forward to see you again next summer,

Michelle Léger



School respite

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



Special Project

For the seventh consecutive year, we have succeeded in planning a vacation with our more self-sufficient participants. This time, six participants from the « Un rêve à réaliser » Program discovered the Gatineau area together : the magnificence of Ottawa as well as the Parc de la Gatineau, thus living a fascinating experience that allowed them to widen their horizons.



The field team

Our team of counselors and coordinators mainly consists of students who come to work for Emergo for a year or more, forcing us to regularly renew a significant portion of the personnel. On average, our retention rate hovers around 40%. For the summer of 2010, the team included 64 employees, i.e. a team of 54 counselors and a 9 member management team (all programs inclusively).

As for the school respite, more than 90 employees worked in this context. Of that number, about twenty have participated to more than 10 school respites. Since they are full time students, the employees choose the number of respites in which they wish to work. Our employees come from all the regions of Quebec.



Recruitment and training courses

To be able to maintain high quality personnel, Emergo recruits students all year round through student employment services of cegeps, colleges and universities.

Lastly, the optimal use of computer tools allow for an easier and more efficient management of the counselor database for the school respites.

There were no training courses during the year 2010-2011.

Formation

Each year, the content of the training guides is updated to meet the needs of Emergo employees.



Here is an overview of the workshops offered to our staff:

Management Team

- role, duties and responsibilities of the manager: task description, general rules, internal operation, ethics, etc.



- legal aspect of the manager’s work: labor standards, health and security in the work environment, civil responsibility, etc.
- hiring, training and coaching of the employees
- work planning and organization
- communication and team work
- problem analysis: conflict resolution, management of problematic employees, management of grievances
- health and security issues at camp: prevention, health and security rules, emergency procedures
- programming and activities

Counselors

- operations and typical day activities
- animation techniques
- characteristics of autistic individuals
- expectations of parents
- techniques and tools for intervention
- health and security at camp: hygiene, prevention, health and security regulations, emergency procedures, introduction to first aid and to the principles of secure transportation of the participant

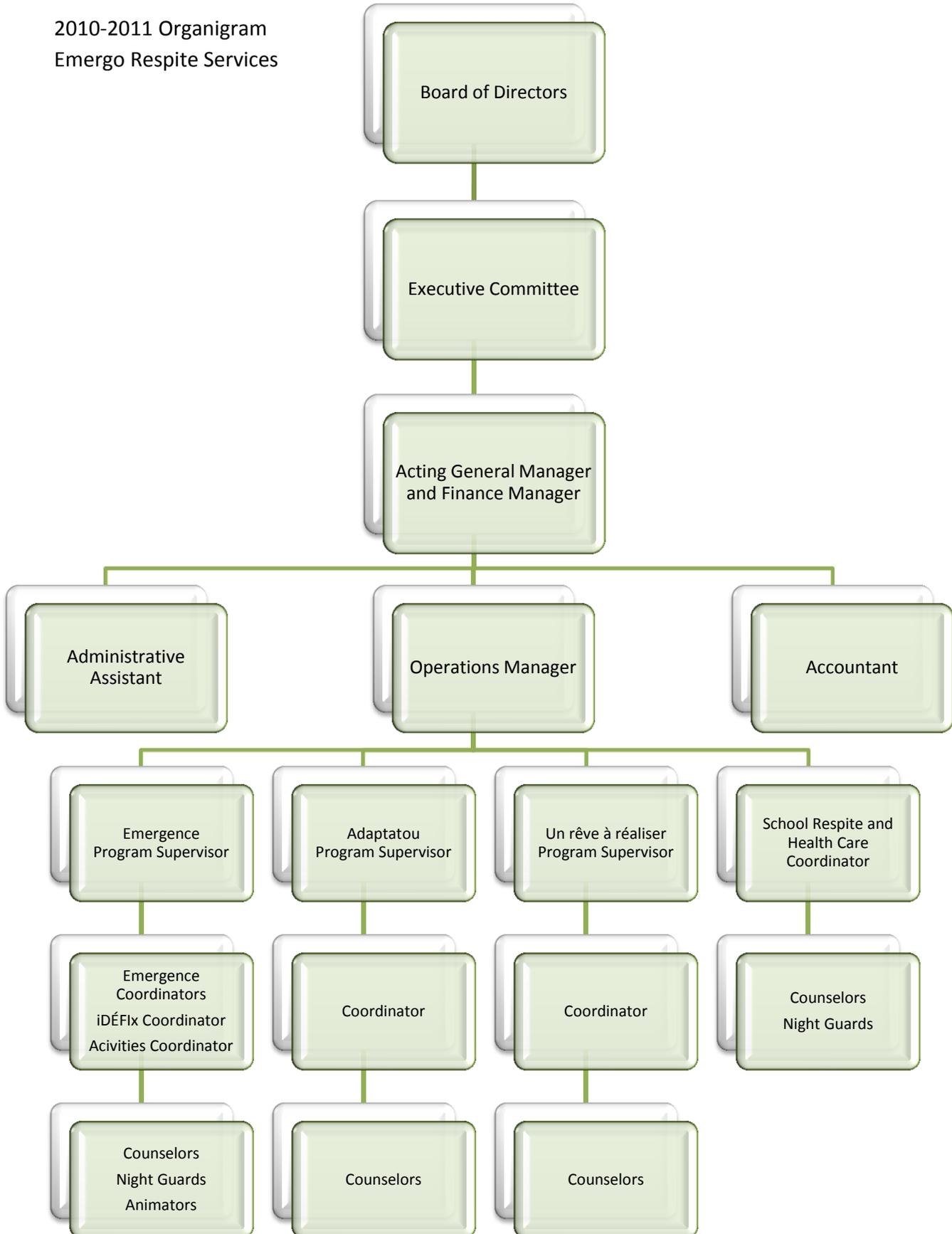
Furthermore, we call upon two expert instructors to complete the training offered:

- the ***ICARE*** (intervention for aggressive behavior) 7-hour training session is offered to the counselors of the iDÉFix program. The instructor addresses the evolution of the crisis, intervention strategies and techniques of personal protection. A shorter training session (two hours) is offered to the counselors of the Emergence program.
- the ***“Urgences camp”*** training is offered to all the members of the management team. It covers the emergency first aid and cardio-pulmonary resuscitation.

Human resources

The human resources constitute the main engine of an organization. In order to meet the expectations of the Board of Directors and our members, we had to build a solid and dynamic team. In 2010, as a consequence of the General Managers’ maternity leaves, the structure was redesigned and revised as follows:

2010-2011 Organigram
Emergo Respite Services



Conclusion

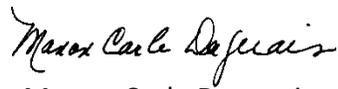
On a final note, we would like to thank all the people and all the organizations that help us offer services, our generous contributors, the representatives of various government bodies, our energetic Honorary Committee and our loyal and dedicated volunteers whose efforts are absolutely essential.

Thanks to all of the people who give a helping hand to the Board of Directors and to the various committees. Thanks to the permanent staff, a small dynamic team that adapts efficiently and seamlessly to the various priorities of Emergo and who were able to cope with the successive maternity leaves of our General Manager. Thanks to our counselors and coordinators, exceptional young people who have chosen a very difficult but essential and appreciated task

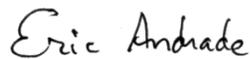
To you, dear parents, rest assured that we are fully dedicated to giving you this vital respite and that we focus all our energy on our mission.



Andrée Robert
President



Manon Carle Dagenais
Acting General Manager and Finance Manager



Eric Andrade
Operations Manager

June 8, 2011



Imperishable memories at camp...



APPENDIX

- Listing of 2010-2011 over \$1,000 contributors
- Summary Table of the 2010-2011 Programming
- Summary of Financial Statements as of March 31, 2011

Over 1,000 \$ Contributors

Fiscal Year 2011 (December 1, 2009 to November 30, 2010)

Andrée Robert and Jacques Chartrand
Banque de Développement du Canada
Banque royale du Canada
Bombardier inc.
Boutin Express Inc.
Caisse populaire Kahnawake
Cameron Baker
Chantal Carrier and Louis Vachon
CIBC Children's Foundation
Corporation Gestion de Placements Claret
Crédit Suisse (Securities) Canada Inc.
Élise Messier and Benoit Robert
Encadrex
Fédération interprofessionnelle de la Santé du Québec
Fiducie JAB
Financière Banque Nationale
Fondation Déficients mentaux (QC) inc.
Fondation Familiale Trottier
Fondation François Bourgeois,
Fondation Imperial Tobacco
Fondation J. Armand Bombardier
Fondation J.A. De Sève
Fondation Marcelle et Jean Coutu
Fondation Paul A. Fournier
Fonds de charité des Employés d'Imperial Tobacco (Montréal)
Francine Langan and André Pagé
Galerie Simon Blais
Gaz Métro
Ghislaine Gauvin
GMP Valeurs Mobilières S.E.C.
Henriette Angers
Huguette and Robert Roy
Huguette and Jean-Louis Fontaine
Industries Lassonde Inc.
Institut des Filles Réparatrices du Divin Cœur

Intact Corporation financière
Jean-Luc Gravel
Joanne Bissonnette
Johanne Aubé
La Fondation Gustav Levinschi
La Great-West, compagnie d'assurance-vie
Le Fonds humanitaire du SCEP
Les Pneus Robert Bernard
Les Pros de la Photo
Letko, Brosseau & Associés inc.
Loto-Québec
Luc Bertrand
Marc Lacoursière
Marisa D'Emilio and Marc Trottier
Martine Duquenne and Michel Brossard
Œuvres Charitables des Chevaliers de Colomb du Québec
Philippe Angers
Pierre-Paul Lassonde
Pierre Simard
R. Bédard et Fils inc.
Raymond James
Rémi Vigneault
RBC Marché des Capitaux
Richard Fraser
Scotia Capital
Services Conseils GAP INC
Services de vérification Difference Plus
SOTRAMONT Québec Inc.
Ste-Marie Centre du camion
Succession Renée Dupuis Angers
Sylvain Trottier
Sylvie Pouliot and Patrick Gagnon
The E J L B Foundation
The George Hogg Family Foundation
Transport Robert
Valeurs Mobilières Desjardins
Zeller Family Foundation
152245 Canada inc.

Programmation 2010-2011

Summary Table

	Emergence	iDÉFlx	Un rêve à réaliser	Adaptatou
Clientele	Autism and other P.D.D.	Autism and other P.D.D. with severe behavioral problems	High-functioning autism or Asperger Syndrome	High-functioning autism or Asperger Syndrome
Program Description	Individualized program suitable for participants of all ages with a lower autonomy level and socializing difficulties	Program designed for participants with behaviour problems and in need of a more rigorous supervision	Program allowing high-functioning autistic persons to develop in a more normalizing environment and experience vacations among friends	Program for integration in a regular summer camp.
Ages	3 years and up		13 years and up	6 to 14 years
Locations	Colonie Les Bosquets Albert Hudon Otterburn Park (South Shore)		Villa Marie-Rose Val-des-Lacs (Laurentians)	Camp Mariste Rawdon (Lanaudière)
Ratio	1 for 1 or 2 for 3	1 for 1 or 2 for 1	1 for 2 or 1 for 3	1 for 1 or 1 for 2
General Objectives	<ul style="list-style-type: none"> • Provide a respite period for the parents or tutors or the autistic person. • Ensure the health, security and well-being of the autistic individual. • Provide vacations to autistic persons of all ages, in a secure and structured environment on an outdoor campground. • Preserve the achievements, the skills and the autonomy level already developed.. • Build the parent or the tutor's confidence towards Emergo and its employees. 			
Specific Objectives	<ul style="list-style-type: none"> • Provide activities adapted to the needs of the autistic individual. • Provide an individualized and safe framework for intervention. • Promote the emergence of new interests with the autistic individual. 	<ul style="list-style-type: none"> • Provide a well-structured and adapted environment. • Develop an individualized approach. • Decrease the number of disorganizations and their impact. • Prevent aggressive behaviors. 	<ul style="list-style-type: none"> • Provide an environment favoring accountability. • Provide autistic individuals the opportunity for vacations among friends and allowing them to develop new friendships. • Promote social integration. • Work on the concept of choice and compromise. 	<ul style="list-style-type: none"> • Allow participants to experiment social integration. • Raise awareness about differences among children of the regular group. • Promote socialization with peers of the same age. • Work on the concept of choice and compromise.

Financial Statements

March 31, 2011

BALANCE SHEET

Current Assets	\$98,844	Current liabilities & deferred revenues	\$144,891
Investments	\$224,903		
Fixed Assets	<u>\$4,898</u>	Net Assets	<u>\$183,754</u>
	<u>\$328,645</u>		<u>\$328,645</u>

RESULTS

REVENUES

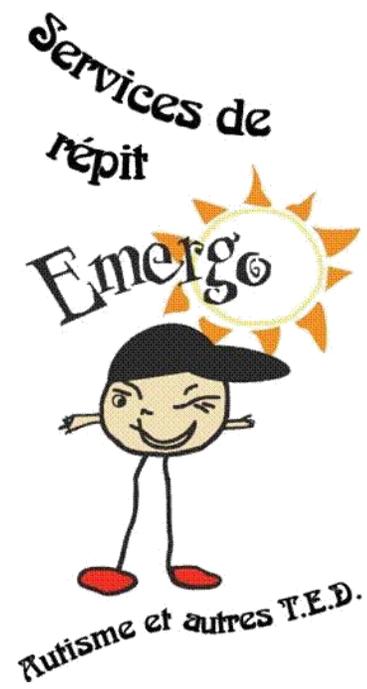
Grants	\$356,638
Cost of stays	\$303,691
Financing Activities (net)	\$346,276
Other revenues	<u>\$15,772</u>
	\$1,022,377

EXPENSES

Operation Costs	
Summer Respite	
Emergence Program	\$436,291
Autonomy Program	\$70,139
Integration Program	\$76,022
School Respite	\$263,115
Administrative costs	\$138,028
Amortization of fixed assets	<u>\$8,923</u>
	\$992,518

SURPLUS OF REVENUES OVER EXPENSES

\$29,859



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