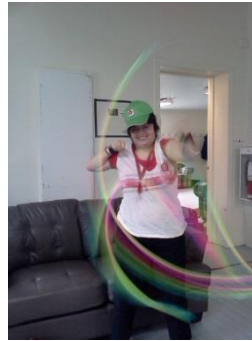


Autism gives no respite... But Emergo does!
Serving families living with an autistic person for more than 35 years.



ANNUAL REPORT

Fiscal Year 2013



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

June 5, 2013



Annual report

Fiscal Year 2013

The Chairperson's Message

Emergo is both a large team—over 90 counsellors worked in the school respite program and 80 during last year's summer respite—and a small, four-member administrative staff.

Forming the large team of counsellors involves recruiting, training and supervising a lot of people—and every year in fact, as our counsellors are students and stay with us for a short period of time.

Our little administrative staff lost one member following the departure, last fall, of our Communications and Financing Manager, who is still active on the Board of Directors. Management then tried to call more upon volunteer assistance and didn't immediately recruit a new staffer, as our financial resources are limited. Our administrative staff worked hard to shoulder the additional tasks and a certain number of volunteers invested a lot of time in ensuring that all the work was successfully completed. We wish to express our special thanks to Manon Dagenais, Louise Riel and Marie-Claire Michoud, who devoted long hours looking after various matters. And also to our administrative staff, and to Marcelle Grand-Pierre, in particular, who courageously agreed to take on additional responsibilities and handle new tasks as well.

With a baby on the way, our General Manager will have to take a leave of absence for a few months. Since we are already short-handed, we have embarked on an examination of the organization's needs so that Emergo can pursue its important mission with a solid team.

Background

In 1976, parents from the Association des enfants autistiques du Québec (today, the Fédération québécoise de l'autisme) organized the first camp in Quebec for autistic people. Over the years, this camp extended its scope throughout Quebec and developed expertise recognized by parents, autism professionals and the various governmental authorities concerned.

In the beginning, Emergo offered a summer respite service to families living with an autistic person. Then, at the families' request, counsellors decided to offer them respite services on weekends and school holidays as well. And that was the start of the "school respite". In 2001, Emergo 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.

Today, Emergo offers its services to over 250 families living with one or more autistic people or those with a pervasive development disorder. Coming from all over Quebec, our clientele is a true reflection of Quebec's society in all its diversity.

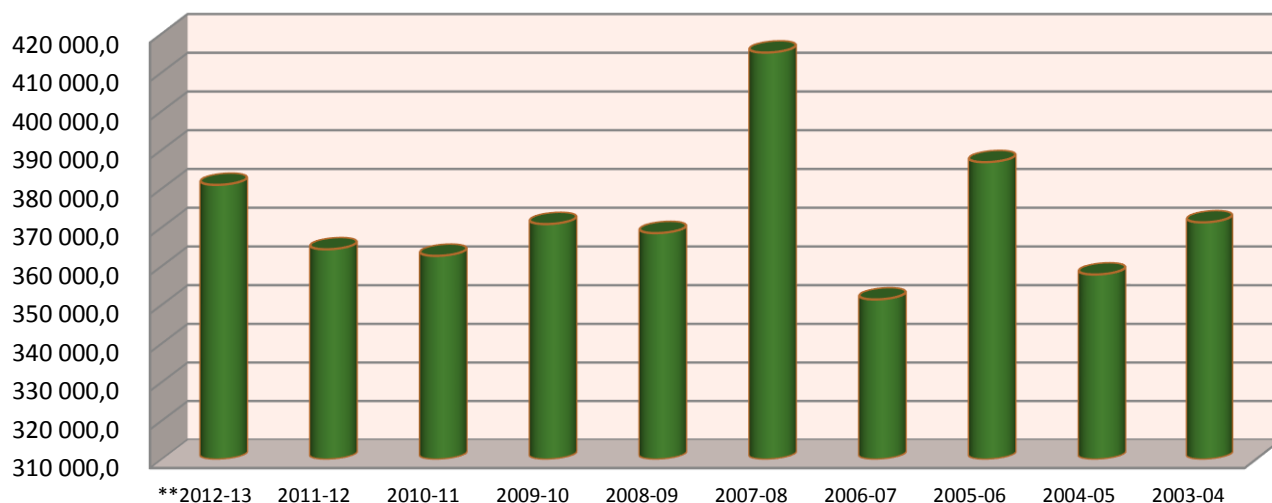
Financing – Always a Huge Challenge for Emergo

Organizing services such as the ones we offer requires solid, recurrent financing to maintain and develop this resource that has become a genuine lifesaver for many families. We make it our duty to manage these funds in a responsible manner in order to stretch each dollar received as much as possible. While the families shoulder approximately one-third of the expenses required for our activities, the remaining costs are absorbed by funds raised during the campaign organized by the Emergo Foundation, government subsidies and funds received for special projects. For example: a regular summer stay for a family in the Emergence program in 2012 amounted to \$1040 for 9 days; however, the actual cost for Emergo was \$3,108.78: the shortfall of \$2,068.78 had to be covered by donations and subsidies. The supervision ratio of one counsellor per camper, as required for a good many of our campers, partly accounts for the high cost of the respites. We never refuse a child because of a parent's financial difficulties.

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 |

Government Subsidies 2003-2013



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2012-2013 Program

| | 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 | 6-16 |
| 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 on 2 or 1:3 | 1 on 1 or 1:2 |
| General Objectives | <ul style="list-style-type: none"> • To provide a respite period for parents or guardians of the autistic person • To give vacation opportunities to autistic people of all ages, in a safe, structured environment at outdoor recreational areas • To ensure the health, safety and well-being of autistic people • To maintain the acquisitions, skills and autonomy level already developed • To develop parents' or guardians' confidence in Emergo and its employees | | | |
| Specific Objectives | <ul style="list-style-type: none"> • To provide activities adapted to the needs of autistic people • To provide a customized, safe setting for intervention • To promote the emergence of new interests among autistic people | <ul style="list-style-type: none"> • To provide a well-structured, adapted environment • To develop a customized approach • To reduce the number of instances of disorganization and their impact • To prevent aggressive behaviour | <ul style="list-style-type: none"> • To provide an environment fostering accountability • To give autistic people a chance to enjoy vacations among friends and cultivate new friendships • To promote social integration • To develop the concept of choice and compromise | <ul style="list-style-type: none"> • To give participants social integration experience • To increase awareness about differences, among the children in the regular group • To promote socialization with peers of the same age • To develop the concept of choice and compromise |

In the summer of 2012, we welcomed 209 participants: 159 participants between 4 and 58 years old in the Emergence and iDÉFIx programs, 16 participants between 9 and 17 years old in the Adaptatou program and 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.

Emergo offered 20 weekends of school 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 Emergo's most invaluable asset. It is thanks to the energy, creativity and devotion of each and every one that Emergo can offer quality respite services to the families of autistics or those with a pervasive development disorder.

The Board of Directors and its Committees

Our Board of Directors has 13 members who sit as volunteers six times a year and whose role is to efficiently manage Emergo in order to ensure the quality and sustainability of the services it offers families. To do so, the Board draws on the recommendations of its five committees: Programming, Partnership with the SEHQ, Strategic Plan Review, Communications and Information Technology.

Andrée Robert, our Chairperson, a finalist in the *Gens de cœur* competitions

While many people volunteer their time to lend a hand in order to meet our organization's present and future needs, there is someone who—for more than six years now—has been sparing no efforts and has been working relentlessly to ensure Emergo's efficient operations and future. Her concrete actions and immense devotion have been recognized province-wide within the *Gens de cœur* competitions, where she was selected among the ten finalists for Volunteer of the Year award.

Our administrative staff

In order to be able to meet the expectations of the members of the Board of Directors and our member families, Emergo counts on an experienced, devoted, flexible administrative staff consisting of the General Manager, the Operations Manager, the Accountant and the Executive Assistant, who have all had to redouble their efforts this year to take up Emergo's new challenges.

Our 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. 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 Quebec. 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 on health and safety at camp.

Process Optimization


Tight management of our financial resources and a cutback in our human resources within our administrative team have prompted us to reconsider our methods and procedures, review our structure and explore new computer tools.

Last July, steps were taken to rationalize and optimize the Foundation's data processing of donations, fund-raising activities and membership dues as well as registration fees and the cost of stays of Respite Services, using the Donor Perfect software.

Implementing the software, configuring it according to Emergo's needs, training the users and creating gateways with our former databases required an enormous effort on everyone's part, but once mastered, this technological investment will be an invaluable, efficient, profitable tool for the Respite Services and for the Foundation as well. We are even considering being able to offer online registration to our families in the near future!

Conclusion

Every year brings its share of challenges at Emergo and we must face them with limited human and financial resources. We must regularly reinvent and reorganize ourselves in order to continue fulfilling our mission. We wouldn't be able to succeed without the contribution of our volunteers, our generous donors and the various government authorities, who recognize the importance of our mission. We also wish to thank those youngsters who support our children and whose work is demanding but so very essential and well appreciated. And we also want to express our gratitude to our administrative staff—a small, dynamic team that strives to flexibly and efficiently adapt to Emergo's various priorities. And you, dear parents, rest assured that we put all our heart and soul and invest our energy in providing you with those moments of respite that allow you to recharge your batteries so that you can continue on.



Andrée Robert
Chairperson



Josée Fillion
General Manager

Summary of Financial Statements

March 31, 2013

BALANCE SHEET

| | | | |
|----------------|------------------|---|------------------|
| Current assets | \$248,063 | Current liabilities & deferred revenues | \$87,411 |
| Investments | --- | | |
| Fixed assets | <u>\$24,829</u> | Net assets | <u>\$185,481</u> |
| | <u>\$272,892</u> | | <u>\$272,892</u> |

RESULTS

REVENUES

| | |
|-------------------------------|-----------------|
| Subsidies | \$377,651 |
| Cost of stays | \$274,975 |
| Fund-raising activities (net) | \$328,253 |
| Other revenues | <u>\$29,220</u> |
| | \$1,010,099 |

EXPENSES

Operating costs

Summer Respite

| | | |
|----------------------------|---------------|-----------|
| Emergence Program | (Regular) | \$451,269 |
| Adaptatou Program | (Autonomy) | \$69,642 |
| Un rêve à réaliser Program | (Integration) | \$61,699 |

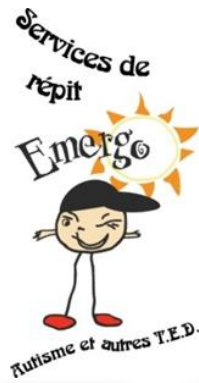
| | |
|----------------|-----------|
| School Respite | \$270,212 |
|----------------|-----------|

| | |
|----------------------|------------------|
| Administrative costs | <u>\$132,355</u> |
| | \$985,177 |

SURPLUS OF REVENUES OVER EXPENSES BEFORE AMORTIZATION OF FIXED ASSETS

| | |
|------------------------------|------------------|
| Amortization of fixed assets | <u>\$24,922</u> |
| | <u>(\$8,200)</u> |

| | |
|-----------------------------------|-----------------|
| SURPLUS OF REVENUES OVER EXPENSES | <u>\$16,722</u> |
|-----------------------------------|-----------------|



Emergo Respite Services – Autism and other PDDs

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Incorporated – 1997 ♦ Registration no. : 891299398RR0001

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