



Annual Report

Emergo Respite Services

Autism and other P.D.D.

Fiscal Year 2009

Annual General Meeting

June 10th 2009

Report submitted to the members

of Emergo Respite Services

June 10th, 2009



“Should the Emergo respite be cancelled or significantly reduced, it would be a catastrophe for the children and their family, since Emergo is like a second family to them.”

Parent

“You are not only an essential service to us, you are essential to our children, for whom Emergo is fun, like a vacation. The quality is constantly being improved and your efforts are not vain. Emergo must stay.”

Parent

“I think the camp and its various services are a blessing, both for participants and for the parents and the counselors. The services offered are excellent and the team and family spirits are wonderful.”

Counselor

“I think that what I really like is the wonderful team spirit pervasive there.

Cooperation, solidarity, support, energy and dynamism are all terms that describe the Emergo Respite Services.”

Counselor



INTRODUCTION

The Board of Directors, the General Manager and the Finance Manager submit the 2008-2009 Activity Report of Emergo Respite Services – Autism and other pervasive development disorders. The year that comes to an end has been one of important decisions and great accomplishments, and was marked by significant changes within the personnel and considerable challenges at the operational level. The main issues on which we have concentrated our efforts follow the objectives and actions stated in the “Strategic Plan 2007-2012.”

BACKGROUND

Our social denomination speaks for itself and is increasingly renowned amongst the general public, the various governmental bodies and donors. For the decision makers, it puts us in an important category: Emergo is neither an organization for promotion or defense of rights nor a recreational camp as is usually understood but rather a service provider that vies to help families in distress and in great need for respite. Emergo has experienced strong growth over the years. With an increase in diagnostics of autism, requests for respite services have increased accordingly: “Quebec has undergone an alarming increase in the number of individuals diagnosed with a TSA or TED. According to the research conducted by Dr Eric Fombonne of the Montreal Hospital for Children, one in 166 child born in Quebec may have a TSA (PDD).¹”

THE COMMITTEES

Emergo is governed by a Board of Directors consisting of 15 members – including 10 service-user parents and 5 co-opted members – who meet 6 times a year. The Executive Committee, consisting of 5 parents, also meets 6 times a year, or more, as needed.

With the objective to foster proactivity among the members of the Board and to unburden the management, four (4) committees are formed. Their main goal is to bring forth recommendations to the Board who will then decide on the main actions to be undertaken.

¹ Press release, May 7th, 2009, Réseau d’action Autisme/TED

COMMUNICATION 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 bodies and general public representatives), so as to generate a perception favoring the organization's development.

This committee also has for task to design and update the general communication plan and the financial campaign.

In 2008-2009, the committee has launched its financial campaign under the theme "Me, I love to help Emergo!"

The committee is also responsible for the publication of the quarterly newsletter EmergInfo, thanks to the support of many contributors and to the talents of Karine Desrochers for the editing and graphics.

EmergInfo and all the external documents are translated into English by Eric Plourde to ensure a greater accessibility to the largest numbers of people. Lastly, our website, under the auspices of Pierre Morin, parent and volunteer, (www.servicesderepitemergo.com), is updated regularly.

Visited quite often by parents, students and the general public, it is a priceless asset for Emergo. We are now able to know the number of visitors per day and the degree of interest for the various documents on the site, which in turn allows us to better outline and meet the needs of users.

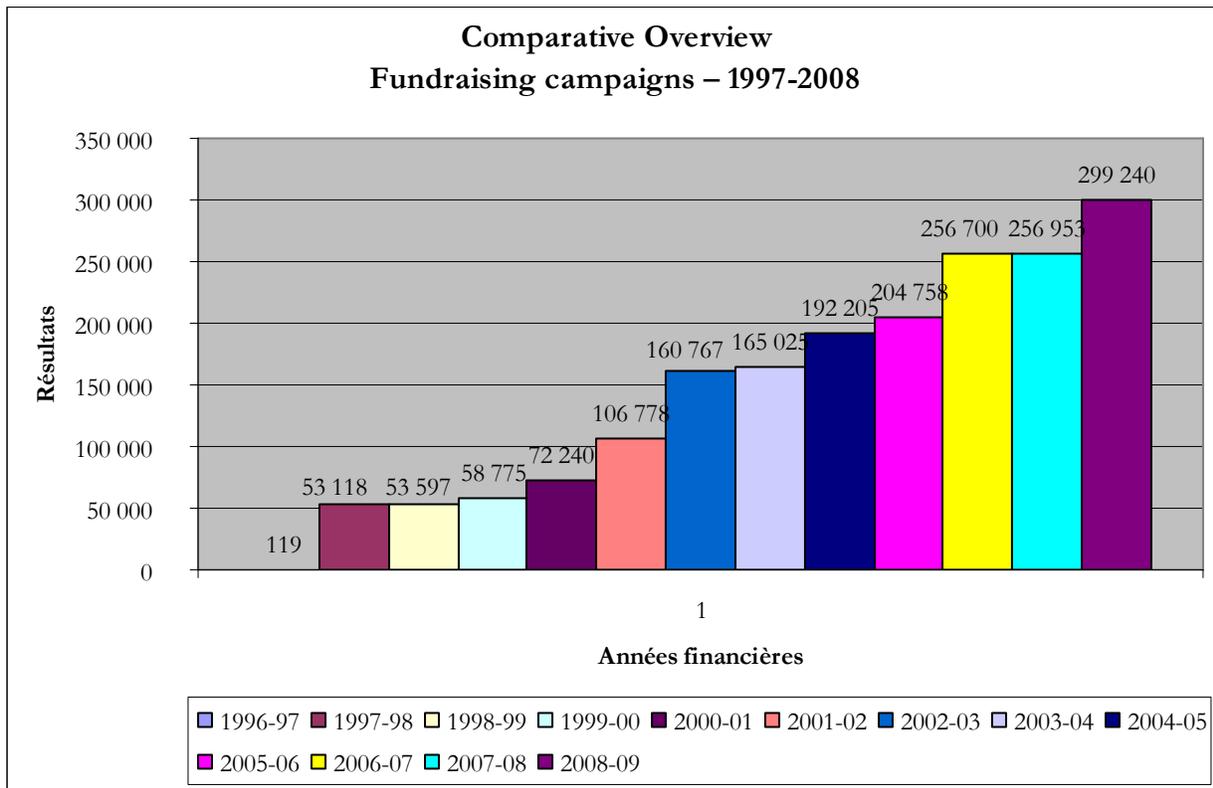
FINANCE COMMITTEE

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

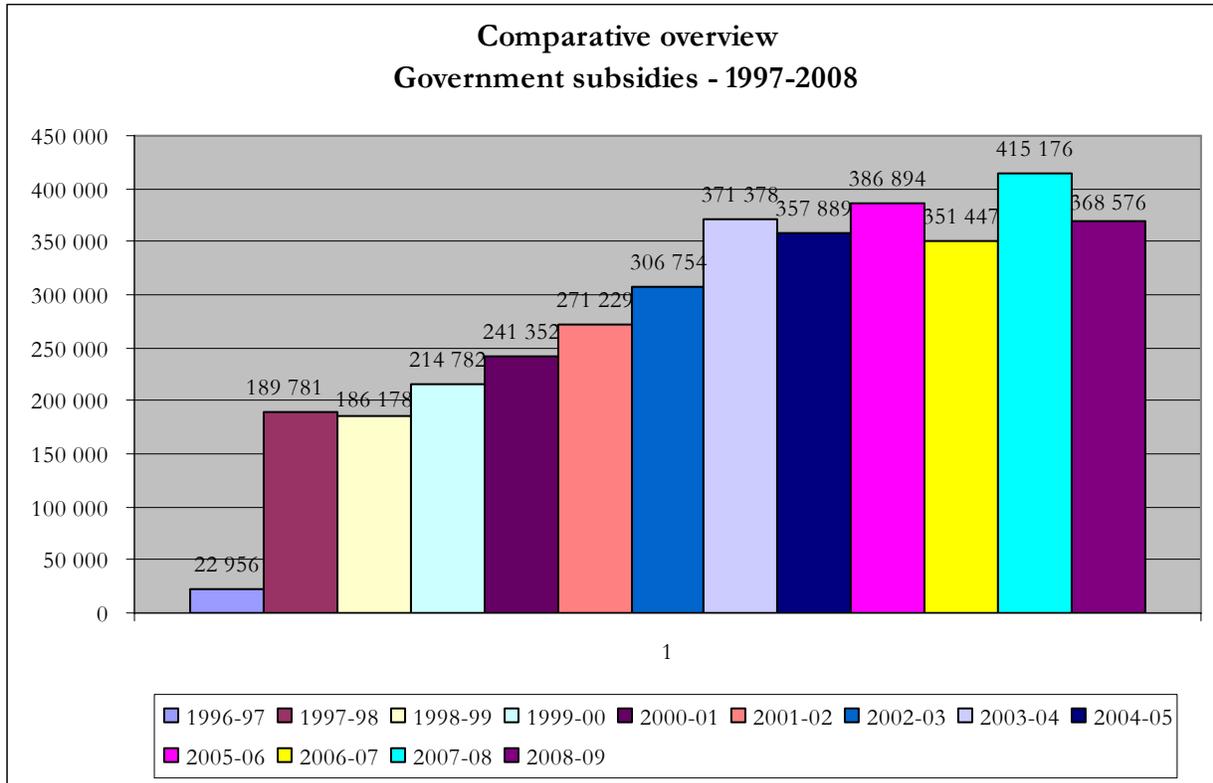
- creating and maintaining lasting connections with various partners from the business world
- creating and maintaining lasting connections with various governmental bodies
- developing the concept of sponsorship
- leading a diversified annual fundraiser
- maintaining a spirit of cooperation between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

In 2008, Emergo innovated by setting up its first golf tournament, which was quite successful. The tournament was held at Club de golf Saint-Jean in Saint-Jean-sur-Richelieu. More than 144 people took part.

Thanks to the impressive results of its fundraising campaigns , Emergo has developed new 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, for one family, the cost of a regular summer stay in 2008 was \$930 for 10 days, but the total cost for Emergo was \$2,647. The difference of \$1,717 is made up for with money from the fundraisers.



Since its incorporation in 1997, Emergo has slowly but surely gained ground in the business community, which allowed us to show the various governmental instances the legitimacy of our mission and, most notably, to show our collective efforts to develop other financial resources. A partnership with the governmental instances remains a significant source of funding for Emergo.



PARTNERSHIP COMMITTEE

The goal of this committee is to manage and perform the follow-up of agreements signed with the Quebec Society for the Disabled Children [Société pour les enfants handicapés du Québec (SEHQ)] covering rental of office space in Montrealand facilities on the site of les Bosquets, exchange of services, etc. Within the framework of this partnership, a representative of the committee is ensuring a sustained presence on the Board of Directors of les Bosquets.

PROGRAM COMMITTEE

The Program Committee has the mandate to:

- evaluate the achievement of objectives pursued within the framework of the school and summer respites
- evaluate the actual programs according to the needs of the clientele
- review and update the general and specific objectives of the various programs
- review summer and school respite reports and ensuring the follow-up of the recommendations
- evaluate the structure and the services offered in the various programs
- submit its recommendations to the Executive Committee

According to a poll carried out with parents whose child was a participant at the Émergence or iDÉFIx programs for the summer of 2008, most respondents (53) were **very satisfied** with the phone reception, the registration process, the support/supervision offered, the activities offered and the camp facilities. They were also **satisfied** with the complaint resolution process and the respect of the special diet of their child.

Following suggestions from parents resulting from the poll, some measures were taken :

- The Participant's daily (*journal du participant*) has been improved: it contains more details and a section to be filled out by the nursing supervisors and the coordinators.
- The picnic lunch with the counselors will be restored. Parents can then ask all their questions to the team.
- We are looking at the possibility to hand out a picture CD to all participants.
- The activity coordinator is trying to build the activity calendar by including as much activities as possible, depending on the budget available
- However, due to the lack of financial resources, it is not possible to increase the duration of summer stays.

We will examine this possibility next year.

THE SERVICES

SUMMER RESPITE

Within the frame of the summer respite, Emergo has developed, over the years, four (4) programs designed for its customers. Each program has specific objectives and welcomes groups of autistic individuals with similar needs and level of functioning. See the appendices for a short description of each program: “Émergence,” “iDÉFIx,” “Un rêve à réaliser” and “Adaptatou.”

SCHOOL RESPITE

The school respite is in a way the continuation of the summer respite. On average, Emergo offers a total of 23 weekends of respite each accommodating 20 participants. The groups are formed according to the participants’ age and the summer program for which they registered.

SPECIAL PROJECTS

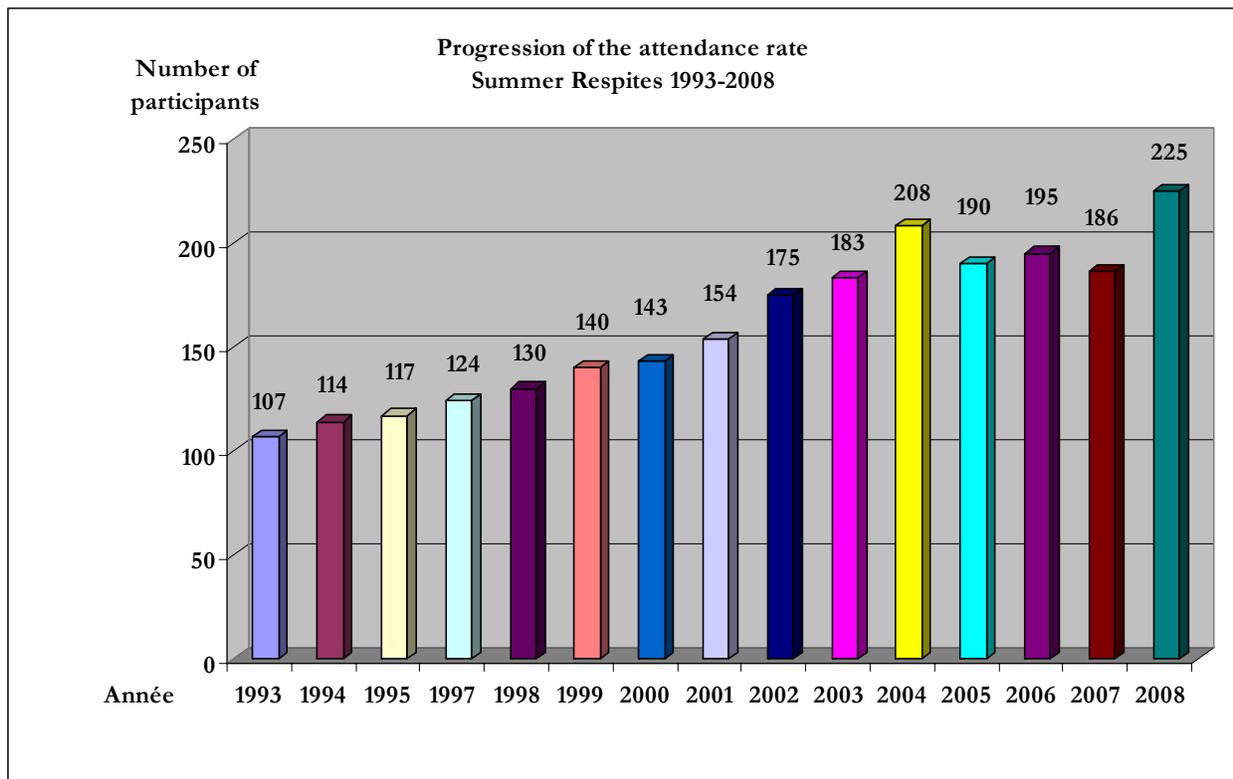
For the fifth consecutive year, we managed to organize a special outing – this time a short three-day trip in the Niagara Valley area. Six participants to the program “Un rêve à réaliser” were selected for that project.

It was magical! Each scheduled activity took place seamlessly and the people in the Niagara Valley provided us with a very warm welcome.

THE CLIENTELE

SUMMER RESPITE

For the last fifteen years, the number of participants has more than doubled. During the summer of 2008, we have reconfigured the summer stays in order to go from 4 stays of 12 days to 4 stays of 10 days and one stay of 8 days in Otterburn Park as well as the addition of a stay of 12 days at Val-des-Lacs. This reconfiguration has allowed us to welcome more participants and support all the families that were on a waiting list during the previous summers. The new summer schedule has allowed us to eliminate our waiting list and help an additional 39 families.



SCHOOL RESPITE

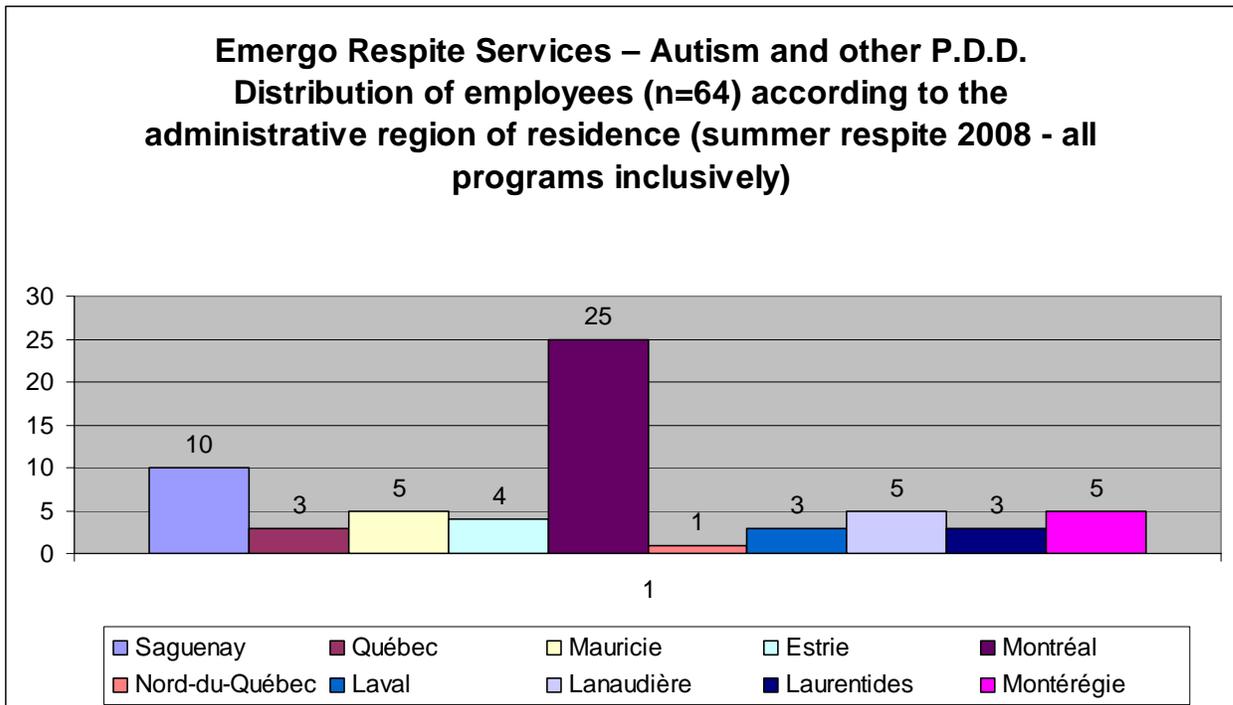
Concerning the school respites, the number of registered participants has increased by 70% between 1998 and 2002. Since 2003, we have gone from 16 respites of 16 participants to 24 or 25 respites of 20 participants on average, an increase of 91% in the number of respites.

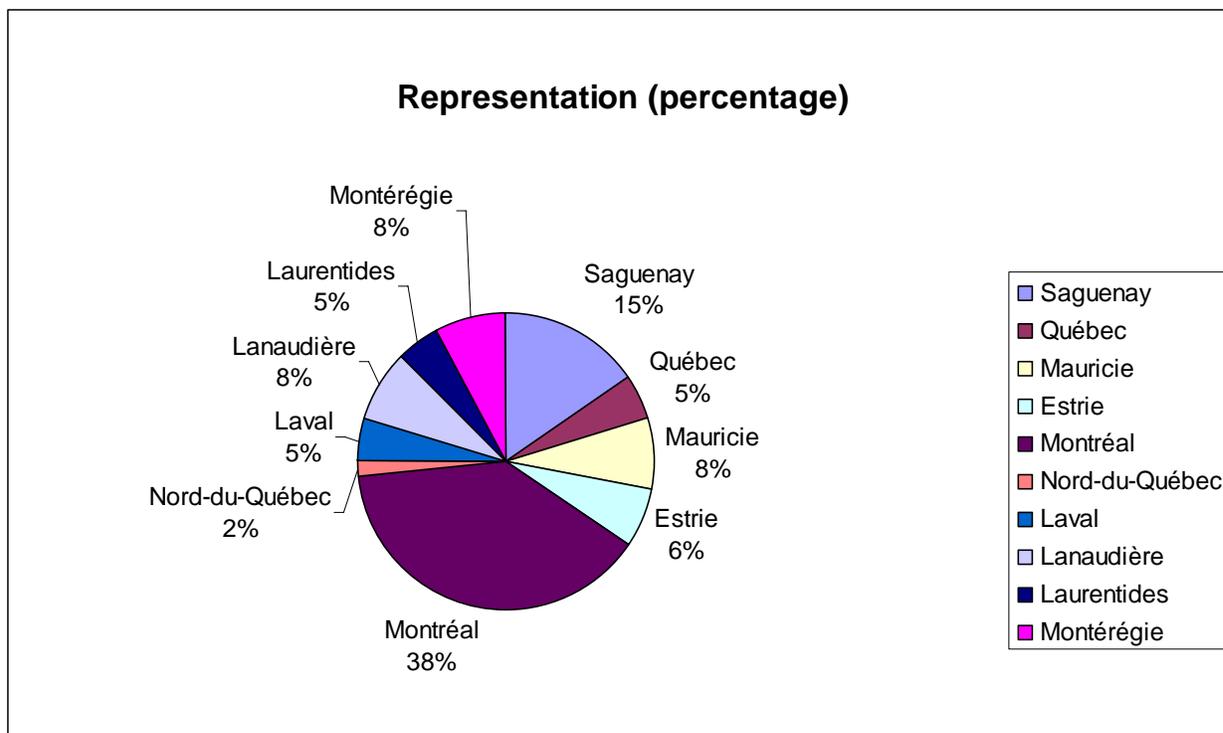
THE FIELD TEAM

Emergo has always managed to adapt to change. Our team of counselors and coordinators is mainly composed 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 35%. In the summer of 2008, the team included 65 employees, i.e. a team of 53 counselors and a management team of 12 members (all programs inclusively).

As for the school respite, we estimate that 90 different 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 regions of Quebec and in that respect become ambassadors of our services in their respective area. Please see the following chart on the origin of our counselors for the summer of 2008.





RECRUITING AND TRAINING COURSES

On a similar note, the Board has focused on two important priorities:

- Recruiting students on a continual basis (year round) through student employment services of cegeps, colleges and universities and assert our presence at job fairs for targeted departments (special education, social work, nursing, psychoeducation, etc.).
- Creating openings to cegeps and universities by restarting the conference program and welcoming the trainees in Emergo or by collaborating to the setting up of special programs. Here are some of our accomplishments and partnerships developed throughout the year.
- Some students from various programs (sexology, special education and social work) came to meet us to conduct various researches and observations pertaining to autistic clients and the services offered to them.
- A trainee in special education from Collège Lasalle completed her second year training course at Emergo: she has accumulated 270 hours and has participated to seven weekends of respite
- A new partnership has taken shape with École Internationale de Zoothérapie [International School of Zootherapy]. Training of the future caregivers requires 446 hours, with two intensive stays including a seminar. The École has chosen the site of Les Bosquets as its location for their stays. On three occasions, Emergo participants (for a total of 22), have enjoyed the benefits of a zootherapy intervention with a dog. For each participant, an intervention report was submitted to Emergo.

TRAINING

During the winter of 2008, we have undertaken the review of our “in-house” training programs, i.e. the training of our counselors (five days) and of the management team (three days). Each year, the content of the training guides will be updated to meet the needs of Emergo employees. Here is an overview of the workshops offered:

MANAGEMENT TEAM

- Roles, 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 problem employees, management of grievances
- Health and security issues at the camp: prevention, health and security rules, emergency procedures
- Programming and activities

COUNSELORS

- Operation and typical day
- Leadership techniques
- Characteristics of autistic individuals
- Expectations of parents
- Techniques and tools for intervention
- Health and security at camp: basic hygiene, prevention, health and security regulations, emergency procedures, introduction to first-aid and to the principles of secure transport of the beneficiary

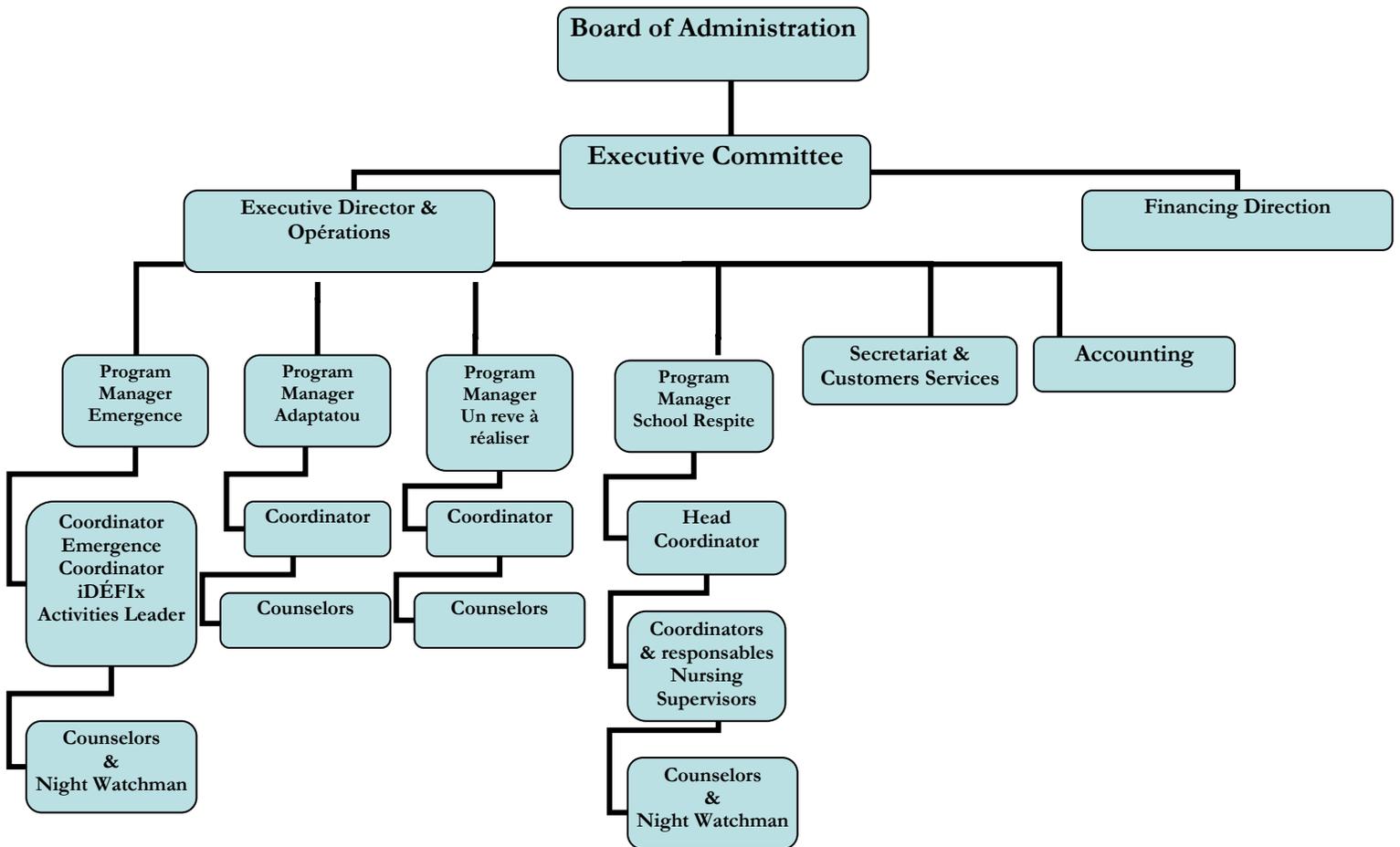
Furthermore, we call upon two expert trainers to complete the training offered:

- The ICARE (intervention for aggressive behavior) training, of a 7-hour duration, is offered to the counselors of the iDÉFIX program. The trainer addresses the evolution of the crisis, intervention strategies and techniques of personal protection.
- 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

Human resources is 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. The structure was rethought to be more efficient and also to better prepare the next generation. We have now two management structures: General Management, which includes field operations, and Finance Management – philanthropic and governmental.

EMERGO RESPITE SERVICES ORGANIZATION CHART 2008-2009



CONCLUSION

On a final note, we would like to thank all those who acknowledge the usefulness of our services: our generous contributors, governmental representatives... without them, Emergo would not exist. Be assured that all our actions are and will always be centered on the well-being, the comfort, the security and the development of autistic individuals and their families. We would also like to thank the parents and the legal representatives for the trust they express by committing their children under our responsibility. Not forgetting the students (our counselors) who, leaving behind their home or their distant region, come and help the participants all summer long. Their goodwill and their determination have turned Emergo into a success.

Finally, thank you to all those who will take the time to read this document and will continue along with us

Andrée Robert,
President

Josée Filion,
Executive Director

Manon Carle Dagenais,
Financing Director

June 10th 2009

APPENDIX

PROGRAMMING

SUMMARY TABLE

YEAR 2008-2009

Programming – Summary Table

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

DONATORS FROM \$ 1,000 & PLUS

DECEMBER 2007 TO NOVEMBER 2008

FISCAL YEAR 2009

Donators from \$1000 & plus

ALDO Groupe
Alice & Euphemia Stewart Family Foundation a/s Trust Scotia
André Marcotte
Andrée Robert
Autodesk Canada Inc.
AXA Assurances Inc.
Banque de Développement du Canada
BMO Marché des Capitaux
Bombardier inc.
Boutin Express Inc.
Caisse populaire Kahnawake
Camille Joly et Roger Carle
Cannacord Adams
CIBC World Markets Children's Miracle Foundation
Communications financières Renmark inc.
Corporation Gestion de Placements Claret
DAWCOLECTRIC Inc.
Desjardins Sécurité Financière
Difference Plus
Élise Messier
Fédération interprofessionnelle de la Santé du Québec
Filles Réparatrices du Divin Cœur
Financière Banque Nationale
Fondation de bienfaisance des employés de BMO
Fondation Déficients mentaux (QC) inc.
Fondation Émilie-Tavernier-Gamelin
Fondation François Bourgeois,
Fondation ING
Fondation J. Armand Bombardier
Fondation J.A. De Sève
Fondation Marcelle et Jean Coutu
Fondation Pathonic
Fonds ACHBÉE
Fonds de Charité des employés IBM
Francine Langan
Franco Niro Holdings Inc
Genuity Capital Markets
Gestion de portefeuille Natcan
Gestion Louise Brulé INC
Gretchen Anne Timmins et Marc Lacoursière
Groupe Jean Coutu
Henriette Angers
Industries Lasonde Inc.
La Great-West, compagnie d'assurance-vie
Le Conseil d'État des Chevaliers de Colomb du Québec
Le Fonds humanitaire du SCEP

Donators from \$1,000 & plus

Les Pros de la Photo
Letko, Brosseau & Associés inc.
Loto-Québec
Marisa D'Emilio et Marc Trottier
Mercer (Canada) ltée
Power Corporation du Canada
Purkel Products inc.
Raymond James
Robert Roy
SAJO
Sajo Construction Inc.
Scotia Capital
Serge Carle
Services Conseils GAP INC
Société de Fiducie Computershare du Canada
SSQ Groupe Financier
Ste-Marie Centre du camion
Sylvie Pouliot
TD Securities
The E J L B Foundation
The George Hogg Family Foundation
Transport Robert
Valeurs Mobilières Desjardins
Yvan Morin
Zeller Family Foundation
9002 - 8192 Québec Inc

Financial Report (Summary)

March 2009

Financial Statement (Summary)

BALANCE SHEET

Current Assets	\$ 153,825,00	Current liabilities	\$ 197,925,00
Investments	\$ 144,797,00	and deferred revenues	
Fixed Assets	<u>\$ 23,591,00</u>	Net Assets	<u>\$ 124,288,00</u>
	<u><u>\$ 322,213,00</u></u>		<u><u>\$ 322,213,00</u></u>

RESULTS

REVENUES

Grants	\$ 368,576,00
Cost of stays	\$ 294,414,00
Financing activities (net)	\$ 301,984,00
Other revenues	<u>\$ 14,176,00</u>
	<u><u>\$ 979,150,00</u></u>

EXPENSES

Operation costs

Summer respite	
Emergence Program	\$ 417,074,00
Autonomy Program	\$ 74,285,00
Integration Program	\$ 75,040,00
School respite	\$ 259,863,00
Administrative costs	\$ 131,796,00
Amortization of fixed assets	<u>\$ 10,977,00</u>
	<u><u>\$ 969,035,00</u></u>

SURPLUS OF REVENUES OVER EXPENSES

\$ 10,115,00

AGA, June 10th, 2009



Services de répit Emergo – Autisme et autres T.E.D.

2300, René-Lévesque blvd. West
Montreal, Quebec H3H 2R5
514-931-2882

repit-emergo@bellnet.ca

www.servicesderepitemergo.com