



# **Annual Report**

**Emergo Respite Services**

**Autism and other P.D.D.**

**Fiscal Year 2010**

**Annual Meeting**

**June 15 th 2010**



**Good reading!**



**“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**

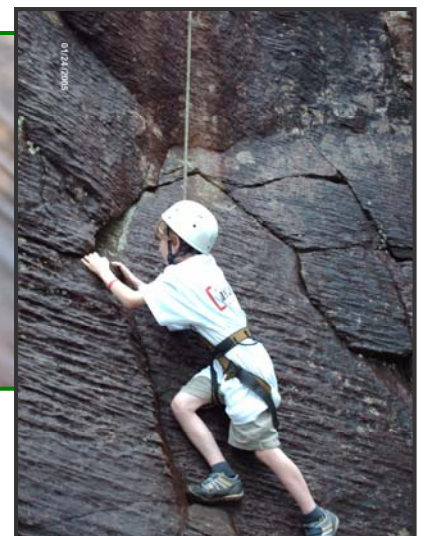
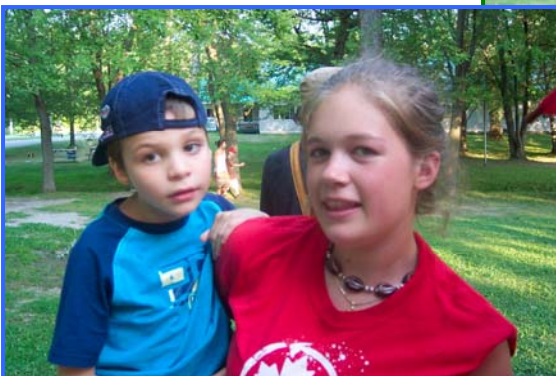
**“I think the camp and its various services are a blessing, both for participants and for the parents and the counselors. The services offered are excellent and the team and family spirits are wonderful.”**

**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 Management and the Finance Management present the 2009-2010 Activity Report of the Emergo Respite Services – Autism and other pervasive development disorders.

This fiscal year, which ended on March 31 2010, was 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. The endless challenge of recruiting new counselors is even more important, since the people working on the field stay for shorter periods than they used to. In this context, and to simplify the management of our summer respites, the decision was made to transfer all participants in the program “Un rêve à réaliser” to the site Colonie les Bosquets for the summer of 2010.

## 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 “Émergence” 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<sup>r</sup> Eric Fombonne from Montreal Hospital for Children, of all children born in Quebec in a year, 1 in 166 may have a TSA (PDD) ».<sup>1</sup>

## THE COMMITTEES

Emergo is supervised 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 five 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.

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

## **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 bodies 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](http://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**

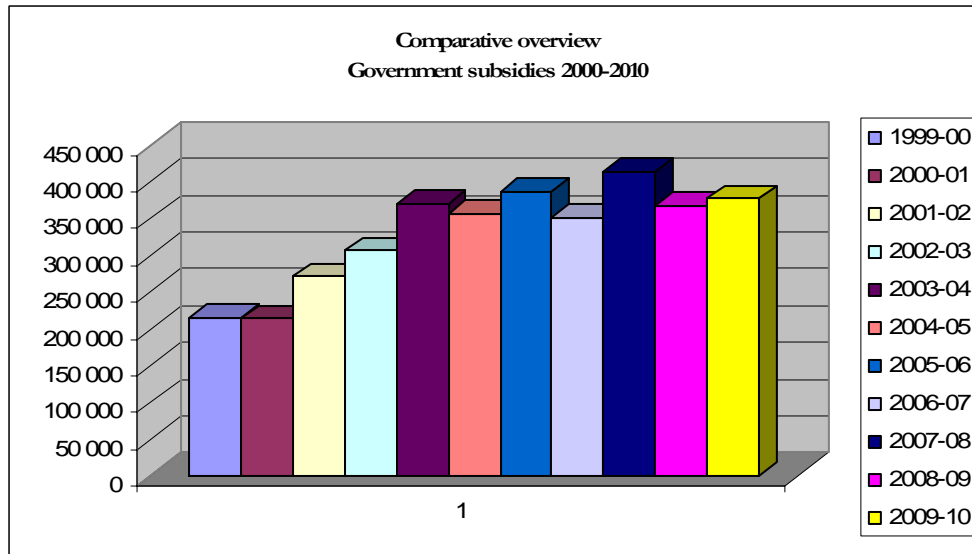
The goal of this committee is to ensure the financial support of Emergo Respite Services through efficient and creative means, such as:

- 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
- maintaining 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.

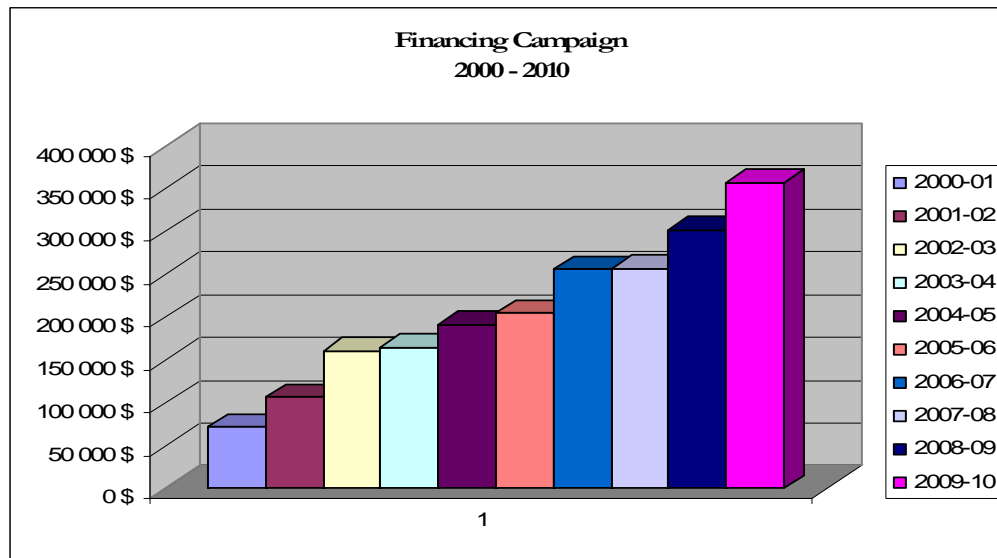
This year, the Honorary Committee launched its fundraiser under the theme “In 2009, I choose to help Emergo!”

Emergo also held its second 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 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 2009 was \$950 for 10 days, but it costs a total of \$2,900 to Emergo for the operation: the shortfall is thus \$1,950 and is made up for with money from the fundraisers and subsidies.



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 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.

### **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. This year, 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 next strategic plan of 2012-2015.

### **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 clientèle
- 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

After taking a break in the Spring of 2008, the committee has gathered twice last Fall. The summer programming was at the heart of the members' concerns. A few recommendations were brought to the attention of the Executive Committee. Some changes will be made in the summer of 2010. For example, the "Un rêve à réaliser" program will be relocated on the site Les Bosquets and the 5<sup>th</sup> stay of the "Émergence" program (which was designed for participants of all ages on the waiting list) will be the 1<sup>st</sup> stay of the summer and will be offered to adults of over 32 years of age as well as participants of 21 or over living out of home placement resources.



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## 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 appendices for a short description of each program: “Émergence,” “IDÉFIX,” “Un rêve à réaliser” and “Adaptatou.”

Over the last thirteen years, the number of summer respite participants has more than doubled. During the Summer of 2008, we have reconfigured the summer stays, shifting from 4 stays of 12 days to four stays of 10 days and one stay of 8 days in Otterburn Park and added a 12-day stay at Val-des-Lacs. This reconfiguration allows us to welcome more participants and to meet the needs of a greater number of families. Despite all those efforts, a dozen families remained on the waiting list in 2009.

### SCHOOL RESPITE

The school respite is more or less 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 PROJECT

For the sixth consecutive year, we have succeeded in planning a vacation with our more self-sufficient participants. This time, six participants of the “Un rêve à réaliser” program visited the city of Washington together, lived a fascinating experience and widened 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 35%. For the summer of 2009, the team included 66 employees, i.e. a team of 54 counselors and a management team of 12 members (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 has adopted three significant measures:

- recruit students year round through student employment services of cegeps, colleges and universities
- assert our presence at job fairs for targeted departments (special education, social work, nursing, psychoeducation, etc.)
- create openings to cegeps and universities by restarting the conference program and welcoming 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:
  - students from various programs (special education, social work and osteopathy) came to meet us to conduct various research and observation work pertaining on autistic clients and the services offered to them

- a trainee in special education from Université Pierre Mendès (Grenoble, France) completed her second year of training course at Emergo: she has accumulated 375 hours, including six respite weekends
- our partnership with the École Internationale de Zoothérapie is still going strong. This partnership gives future participants the opportunity to complete a training course with autistic individuals. On six occasions, Emergo participants (50) have enjoyed the benefits of a zootherapy intervention with a dog.

## TRAINING

During the winter of 2008, we have started to the review of our “in-house” training programs, i.e. the training of our counselors (5 days) and of the management team (3 additional days). Each year, the content of the training guides is updated to meet the needs of Emergo employees. After a meeting with the General Manager and the Service Coordinator of the Société de l’autisme - Région du Saguenay – Lac St-Jean, they have asked us to collaborate on the training of their future counselors. We went to Chicoutimi in June 2009 to organize a day of training for the employees of the S.A.R Saguenay – Lac-St-Jean.

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

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## 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 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
- leadership 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



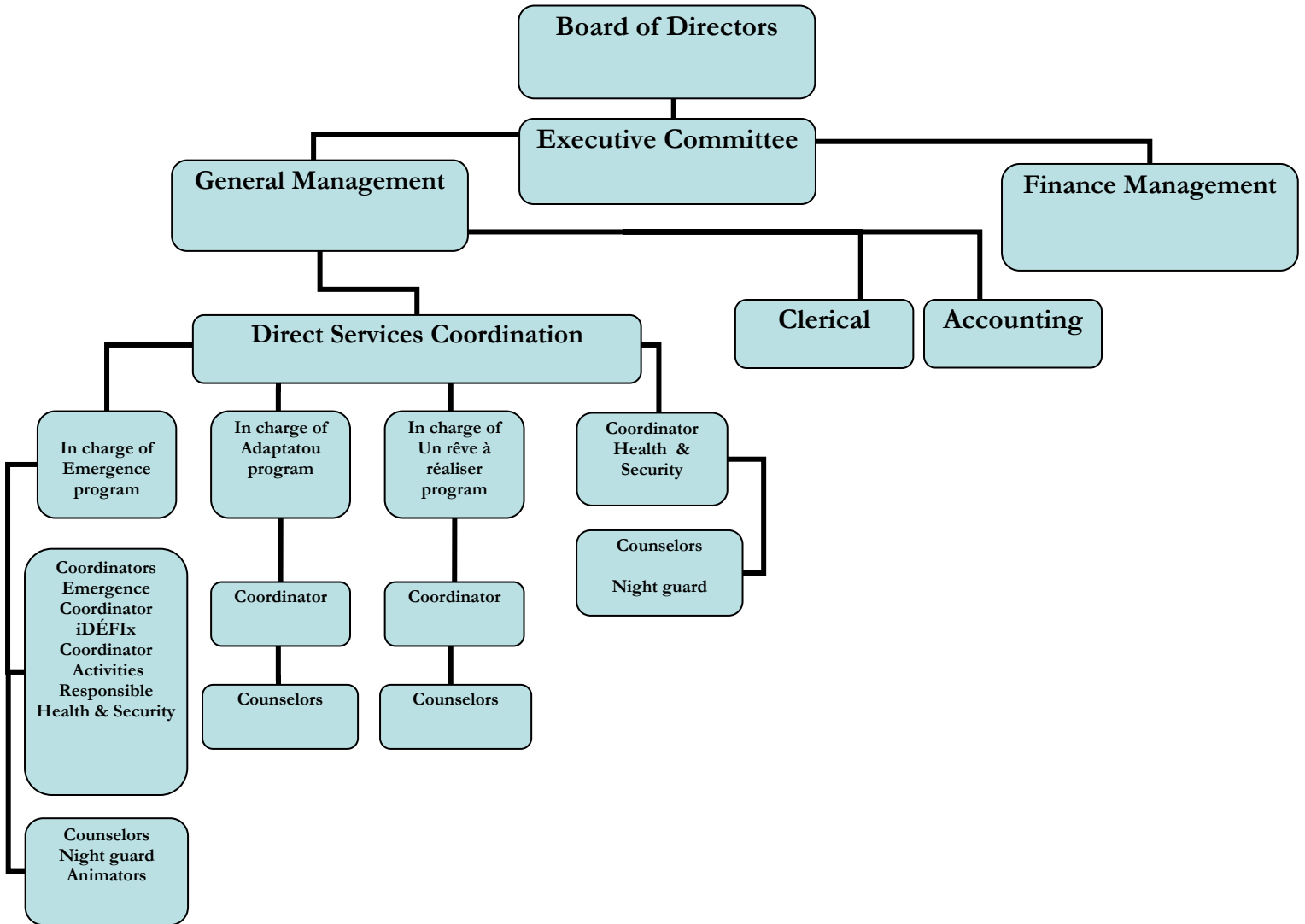
Furthermore, we call upon two expert instructors to complete the training offered:

- the ICARE (intervention for aggressive behavior) training, of a 7-hour duration, is offered to the counselors of the iDÉFIx program. The instructor 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

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 2008, the structure was redesigned to increase the efficiency and prepare the succession. Since then, the General Management oversees the field operation and personnel management, whereas the Finance Management is responsible for the financial survival of the organization (fundraisers and subsidies). In June 2009, Emergo hired a Direct Services Coordinator whose mandate is to supervise the teams in the field and to ensure a seamless flow of activities during the summer and school respites.

ORGANIGRAMME DES SERVICES DE RÉPIT EMERGO 2009-2010

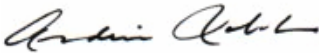


## CONCLUSION

On a final note, we would like to thank all the people and all the organizations that help us offer services, our generous contributors, representatives of various government bodies, our energetic Honorary Committee and our loyal volunteer workers whose effort is 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. Thanks to our counselors and coordinators, exceptional young people who have chosen a very difficult but essential and appreciated task

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



Andrée Robert  
President



Josée Filion,  
Executive Director



Manon Carle Dagenais  
Finance Director

**June 15, 2010**



## **APPENDIX**

**PROGRAMMING - SUMMARY TABLE - YEAR 2009-2010**

**DONATORS 2009-2010 - \$1000 AND PLUS**

**FINANCIAL REPORT (SUMMARY)- MARCH 2010**



**PROGRAMMING**

**SUMMARY TABLE**

**YEAR 2009-2010**

	<b>Emergence</b>	<b>iDÉFIx</b>	<b>Un rêve à réaliser</b>	<b>Adaptatou</b>
<b>Clientele</b>	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
<b>Program Description</b>	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.
<b>Ages</b>	3 years and up		13 years and up	6 à 14 years
<b>Lieu</b>	Colonie Les Bosquets Albert Hudon (Otterburn Park, South Shore)		Villa Marie-Rose (Val-des-lacs, Laurentians)	Camp Mariste (Rawdon, Lanaudière)
<b>Ratio</b>	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
<b>General Objectives</b>	<ul style="list-style-type: none"> <li>• Provide a respite period for the parents or tutors of the autistic person.</li> <li>• Ensure the health, security and wellbeing of the autistic individual.</li> <li>• Provide vacations to autistic persons of all ages, in a secure and structured environment in an outdoor setting.</li> <li>• Preserve the achievements, the skills and the autonomy level already developed.</li> <li>• Build the parent or tutor's confidence towards Emergo and its employees</li> </ul>			
<b>Specific Objectives</b>	<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 AND PLUS**

**DECEMBER 2008 TO NOVEMBER 2009**

**FISCAL YEAR 2010**

152245 Canada inc.  
ALDO Groupe  
Alice & Euphemia Stewart Family Foundation a/s Trust Scotia  
André Marcotte  
Andrée Robert et Jacques Chartrand  
Antoine Desgagné  
Aon Conseil  
Banque de Développement du Canada  
BMO Marché des Capitaux  
Bombardier Inc, Services immobiliers  
Bombardier inc.  
Caisse populaire Kahnawake  
Chantal Carrier et Louis Vachon  
CIBC Children's Foundation  
CIBC World Market  
Claude Boulos  
Club Richelieu Laval  
Corporation Gestion de Placements Claret  
Costco Wholesale Canada  
Difference Plus  
Élise Messier et Benoît Robert  
Fédération des Caisses Desjardins du Québec  
Fiducie JAB  
Financière Banque Nationale  
Fondation de bienfaisance des employés de BMO  
Fondation Déficients mentaux (QC) inc.  
Fondation Famille Benoit  
Fondation François Bourgeois,  
Fondation J. Armand Bombardier  
Fondation J.A. De Sève  
Fondation Laure-Gaudreault  
Fondation Marcelle et Jean Coutu  
Fonds de charité Dunkin'donuts  
Genuity Capital Markets  
Gestion Louise Brulé INC  
GMP  
GMP Valeurs Mobilières S.E.C.  
Henriette Angers  
Industries Lasonde Inc.  
Intact Corporation financière  
Jacques Champagne  
Jean-Louis Fontaine  
Johanne Aubé et Yvan Morin  
La Brasserie Labatt  
La Fondation Gustav Levinschi  
La Fondation Jean-Louis Lévesque  
La Great-West, compagnie d'assurance-vie  
Le Fonds humanitaire du SCEP  
Les Pros de la Photo  
Letko, Brosseau & Associés inc.

Loto-Québec  
Luc Bertrand  
Marisa D'Emilio et Marc Trottier  
Martin Roberge  
Martin Veilleux  
Michel Brossard  
Patrick Saurel  
Pierre Paul Lassonde  
R. Bédard et Fils inc.  
Raymond James  
Robert Roy  
Scotia Capital  
Services Conseils GAP INC  
SOTRAMONT Québec Inc.  
SSQ Groupe Financier  
Ste-Marie Centre du camion  
The E J L B Foundation  
The George Hogg Family Foundation  
Transport Robert  
Valeurs Mobilières Desjardins  
Yvon Tardif  
Zeller Family Foundation



## Financial Report (Summary)

March 2010

Financial Statement (Summary)  
March 31, 2010

**BALANCE  
SHEET**

Current Assess	251 788 \$	Current liabilities	185 805 \$
Investments	74 091\$	and deferred revenues	
Fixed Assets	<u>13 821 \$</u>	Net Assets	<u>153 895 \$</u>
	<u><u>339 700 \$</u></u>		<u><u>339 700 \$</u></u>

**RESULTS**

**REVENUES**

Grants	370 908 \$
Cost of stays	303 003 \$
Financing activities (net)	357 309 \$
Other revenues	<u>19 168 \$</u>
	<u><u>1 050 388 \$</u></u>

**EXPENSES**

Operation costs

Summer respite	
Emergence Program	454 291\$
Autonomy Program	87 383 \$
Integration Program	73 233 \$
School respite	253 987 \$
Administrative costs	142 116 \$
Amortization of fixed assets	<u>9 771 \$</u>
	<u><u>1 020 781 \$</u></u>

**SURPLUS OF REVENUES OVER EXPENSES**

29 607 \$

AGA, June 15, 2010



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

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**No d'enr. - # 891299398RR0001**