



ECO·O2

English Community Organization
Saguenay—Lac-Saint-Jean

Organisme communautaire anglais
du Saguenay—Lac-Saint-Jean

Annual Report 2019-2020

Connecting our Communities



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Abbreviations**Explanations**

ECO-02	English Community Organization Saguenay—Lac-Saint-Jean
SLSJ	Saguenay—Lac-Saint-Jean
NPI	Networking, Partnership, and Initiatives
CHSSN	Community Health and Social Services Network
CIUSSS	Centre intégré universitaire de santé et de services sociaux
CRSSS	Centre Régional de Santé et de Service Sociaux de la Baie-James
MSSS	Ministère de la Santé et des Services Sociaux
Bagotville MFRC	Bagotville Military Family Resource Centre
MMS	MacLean Memorial School
RAMQ	Régie de l'assurance maladie du Québec
CPR	Cardio Resuscitation

Let Us Introduce Ourselves

ECO·02, the English Community Organization, is a non-profit regional organization created to serve the English-speaking communities of Saguenay—Lac-Saint-Jean (the 02 represents our administrative region). We work to make health and social services more accessible to English-speaking communities.

English-speaking communities in the Saguenay—Lac-Saint-Jean represent only 0.7% of the population; it is common that the needs of these communities are overlooked.

We promote access to health and social services in English by:

- Working to make information and resources available in English
- Helping people to navigate the health care system and access information, resources, and services in English

We engage the community by:

- Providing information, reference, and liaison services
- Developing and offering health promotion programs and activities to meet the identified needs of English-speaking communities

To design and deliver strategies, programs, and services we:

- Collaborate and develop partnerships with public and community organizations
- Work to increase the visibility of the English-speaking community among the public health and community sector

ECO·02 acts as a resource, a voice, and a support to English-speaking community members

Message from the President and Executive Director

ECO-02 has had a great year. We became incorporated in May 2019 and held our first Annual General Meeting, September 2019, to elect our first Board of Directors. We were provided funding from CHSSN, through Health Canada to assist our organization with our Networking Plans and to accomplish our goals.

We have been developing programs, completing surveys, building partnerships, networking with other NPI organizations and visiting our communities. A huge part of our success could not be possible without the Executive Director and her employees, board members, supporters, and community partners. We are continually evolving as a new organization.

To assist us with the knowledge of our English-speaking community, we collaborated with CHSSN to hold a town hall and to complete a CROP survey on the healthcare needs of the English-speaking population of the Saguenay region. This information was gathered, and a document was produced by CHSSN called, “Baseline Data Report 2018-2019- Part 2 (Focus Groups) English-language Health and Social Services Access in Québec”. This document was shared with our CIUSSS SLSJ along with our survey and one from the Base Bagotville, to provide information on the healthcare needs of the English-speaking population. This was an important contribution towards the creation of the SLSJ Access Programs of health and social services guidelines. ECO-02 was instrumental in finding applicants from our community to sit on the regional Access to Health and Social Services committee with the CIUSSS. Seven (7) members were selected out of nine (9) for a three-year term. Our English Access guidelines were developed, presented to the Board of Directors at the CIUSSS SLSJ and sent on to the Provincial Access Committee to be studied. It was through these partnerships that this was possible.

To steer us in the right direction, a Strategic Plan 2019-2020 was developed, implemented, and shared with CHSSN and other NPIs. This document will provide ECO-02 with guidance upon which we may build a solid foundation.

To understand our community and their needs, there was a survey completed by parents, whose children attend the English schools in the Saguenay. A visit was paid to Chibougamau local schools, friendship centre, Mental Health organization and the local CRSSS. This resulted in the development of a workshop for the youth, parents, and staff on Mental Health, Drugs and Alcohol. A senior’s round table discussion and survey on their needs was done. This resulted in the development of a Senior Wellness Centre to begin in the fall of 2020.

We had to postpone some of our projects such as our Open House, press release and our mental health workshops due to COVID-19 and the temporary closure of our office. We hope to complete these projects during our next fiscal year.

We are continually expanding and actively creating new partnerships with the French-speaking organizations in our region. ECO-02 finished the year with a strong sense of accomplishment and we look forward to the challenges that lay ahead in 2020-2021.

Debbie Ford-Caron
ECO-02 President

Jacqueline Switzer
Executive Director

Board of Directors

Board Members are:

Debbie Ford-Caron – President



Eleanor Perry Morissette – Vice President



Martin Caron – Treasurer



Charlene MacPherson – Secretary



Karen Knight – Director



Anne-Marie Cronkwright – Director



Krystyna Pourrajabian – Director



Executive Director

Jacqueline Switzer was hired in January 2020. She holds a bachelor's degree in Business Administration. She brings a wealth of experience in; administration, human resources, marketing plus experience from other companies and organizations that she has worked for in Switzerland, the USA and Canada. Along with her many talents she can speak four languages. English, French, German and Swiss-German.



Meet my Team:

Jessica McIsaac

Nova Scotia is where Jessica calls home, and this is where she completed an undergrad in Health Promotion from Dalhousie University.

After school she worked in the non-profit sector providing health education on behalf of the Canadian Cancer Society, the Heart & Stroke Foundation, municipal governments in Nova Scotia and Diabetes Canada in Alberta.

While living in Alberta, she was fortunate to start working in the research field at the University of Alberta in Edmonton. Working there is what motivated her to continue her education. She is currently working to complete a Master in Health Studies and will complete a thesis focused on the resiliency of military spouses in Canada this winter.



Reba Wallin

Reba Wallin is a Registered Nurse with over 5 years of experience working in healthcare. Her career has spanned across a variety of disciplines, such as pre-hospital care, acute care (including medical, surgical, geriatric, psychiatric, palliative, and postpartum care), emergency care, and most recently working as a virtual care nurse.

She also found her passion for teaching as a First Aid and CPR instructor.

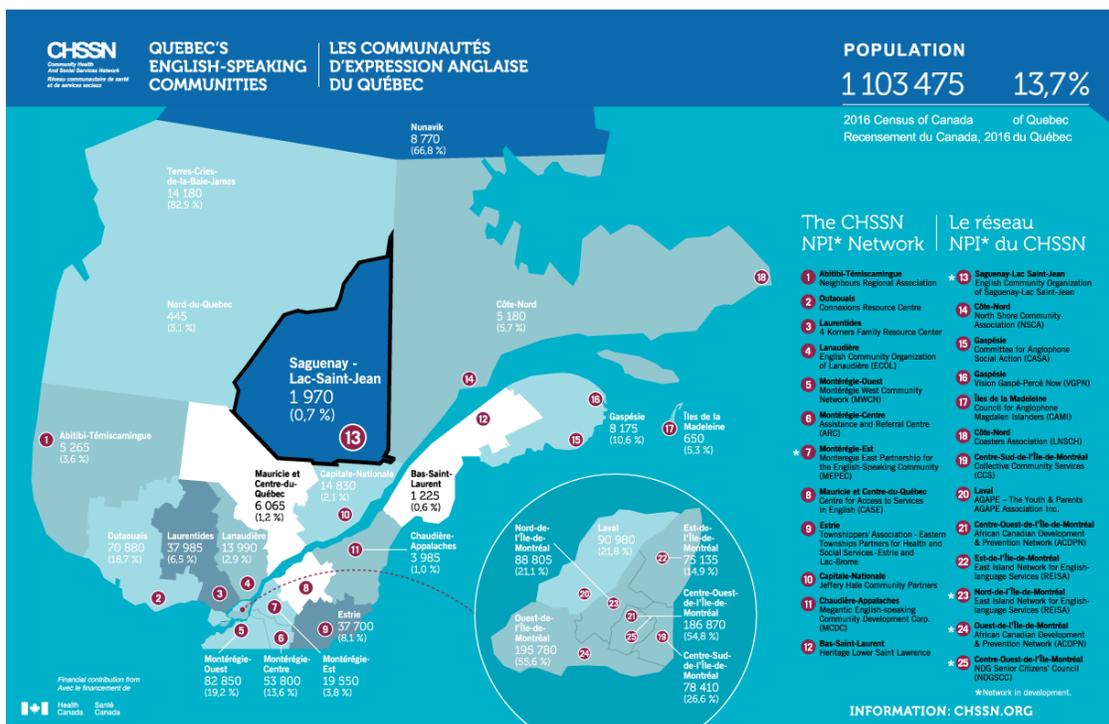


What is an NPI?

An NPI stands for Networking and Partnership Initiative (NPI). The Community Health and Social Services Network (CHSSN) coordinates a Quebec-wide health and social services “Adaptation Program” designed to enhance the vitality of the English-speaking minority communities in Quebec by increasing access to existing health and social services for English-speaking Quebecers.

The program was supported by an investment from Health Canada and has been undertaken in partnership with the *Ministère de la Santé et des Services Sociaux* (MSSS). An implementation agreement between CHSSN and the MSSS was concluded to incorporate the projects into Quebec’s initiatives to improve access to health and social services in English through partnerships between local English-speaking communities and health and social services system.

Our participation to the NPI organization allows ECO-02 to network with other NPIs, organizations and to express our concerns to the government. We will be able to participate in local roundtable discussions to create a better understanding between both linguistic groups on how existing programs may become increasingly accessible through the incorporation of English services.



CROP Survey

Community Health and Social Services Survey of the English-speaking Community of Quebec

The CHSSN has launched a province-wide survey of English-speaking Quebecers to develop a better understanding of their experience and opinion(s) on accessing health and social services in English in Quebec.

The survey focuses on the use of a range of services in English and the individual's satisfaction with those services.

This survey will provide critical information to the CHSSN and other organizations interested in better serving the English-speaking community in the area of health and social services. The results will highlight the perceptions of over 3000 people using services and what they see as priority areas for the future. The CHSSN will compare the results with three previous surveys produced 5, 10 and 15 years ago to see if opinions have changed over time. This will hopefully provide insight on how things are evolving.

Taken from Baseline Data Report 2018-2019: Jennifer Johnson, Executive Director for CHSSN

"Baseline Data Report 2018-2019 Part 2 (Focus Groups)"

English-language Health and Social Services Access in Québec – Regional Focus Groups – CHSSN Survey 2019

Saguenay—Lac-Saint-Jean

A majority of this focus group were families from which one or both parents worked at the Bagotville base. While military has access to English-language health services on the Bagotville military base, their dependants do not. Therefore, as unilingual English speakers, the spouses and children are facing a particular set of challenges when seeking English language health and social services in the region. Military families are assigned to the base for up to 6 years, and non-military members of the family receive no language assistance.

Crop Survey group participants



Left to Right: Cynthia Craig, Anne-Marie Cronkwright, Casey Craig, Debbie Ford-Caron Julia McIsaac (behind), Eleanor Perry Morissette, Genevieve Levesque, Hugh Maynard

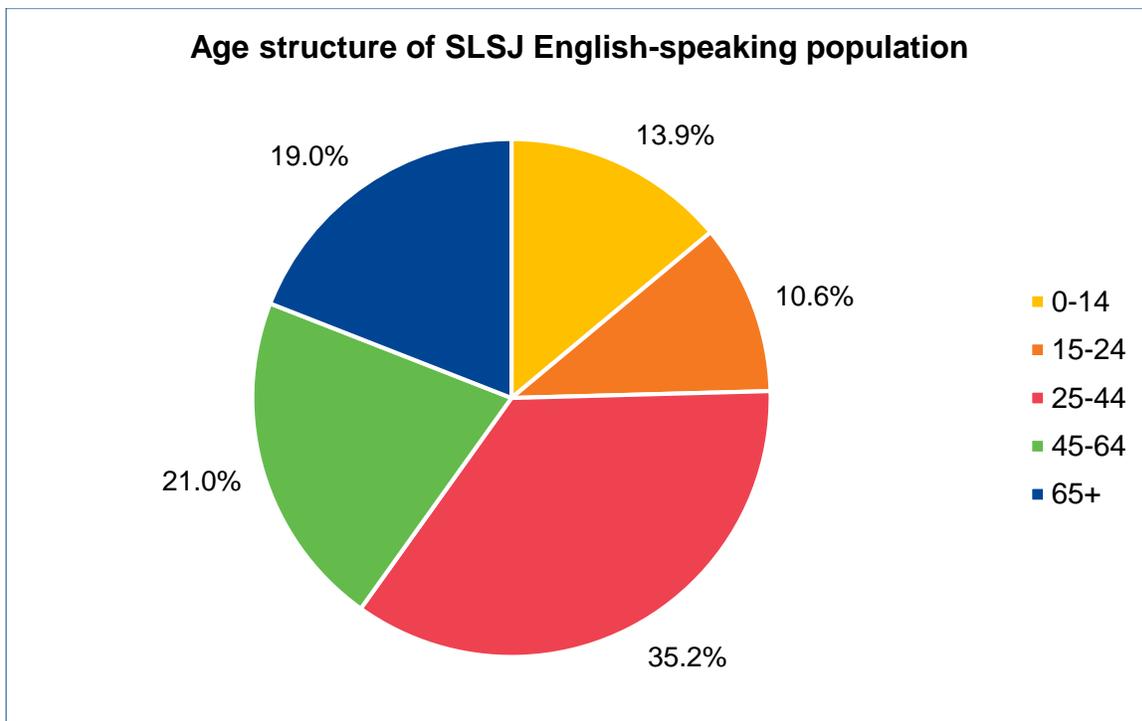
**Source of information from CHSSN, based on data from Focus Groups held between March 21, 2019 and June 16, 2019*

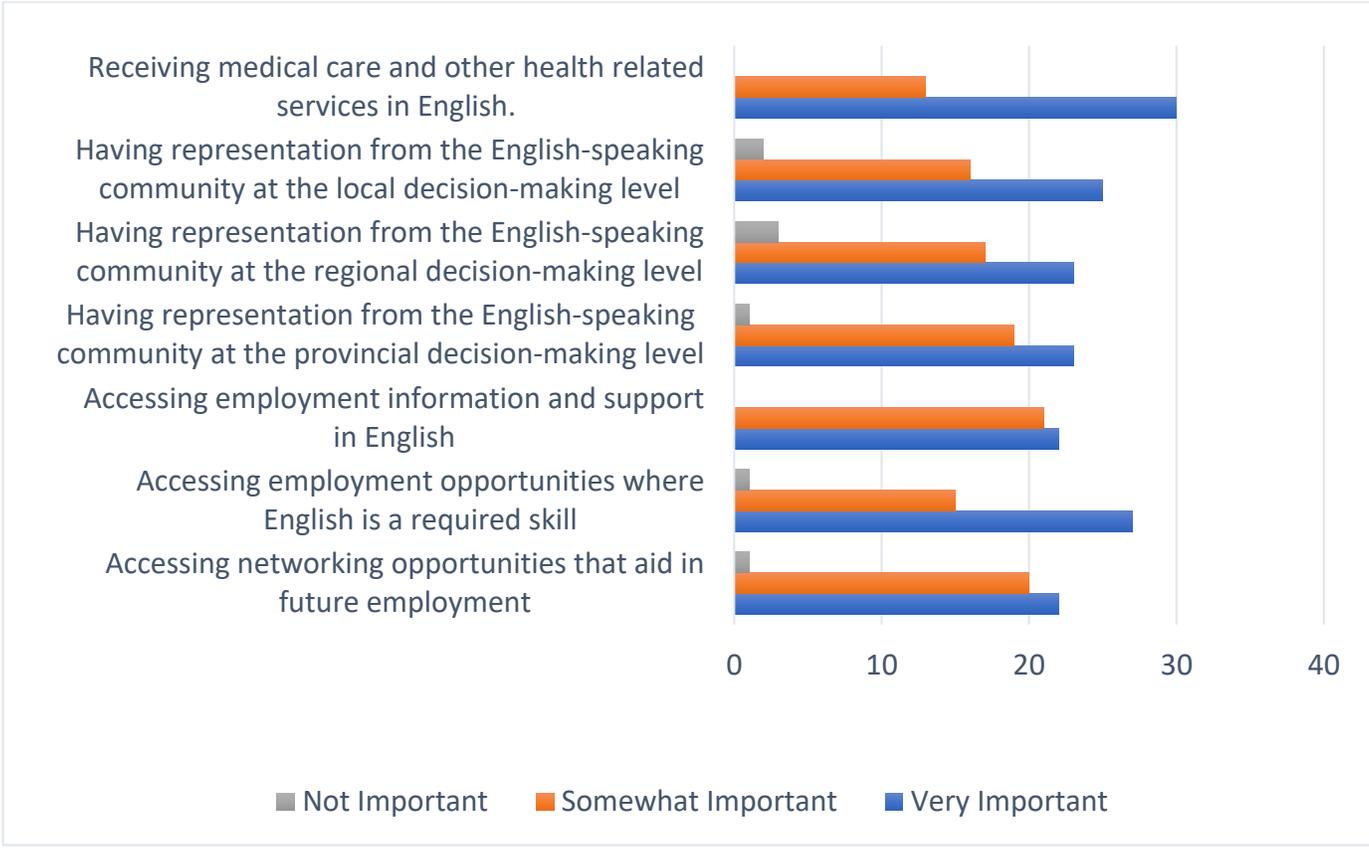
Our Work

According to the 2016 Canadian Census, the region of Saguenay—Lac-Saint-Jean is home to 276,368 residents, 1,970 of whom identify as English-speakers. The history of the English-speaking community is intertwined with the history and the development of the region, with people having been brought in by the companies which preceded Rio Tinto and Résolu Produits forestiers, as well as by the Canadian Forces Base Bagotville.

Today we have both an elementary and high school which serve the Saguenay—Lac-Saint-Jean region and are attended by a total of 460 students. These schools act as the hub of our local English-speaking community.

Because of the low percentage of English-speakers, we do not benefit from a bilingual status in our hospitals. Therefore, healthcare services in English are hard to find, or nonexistent.





Regional Committee for Access Programs for Health and Social Services in the English Language

The Regional Committee is composed of no fewer than seven and no more than eleven members who are representatives of the region’s English-speaking population. The integrated centre concerned determines by by-law the composition of its regional committee, its rules of operation and internal management, the manner in which its affairs are to be conducted and its functions, duties, and powers. The members of the Regional Committee are appointed by the board of directors of the integrated centre from a list of names provided by organizations that promote the interests of English speakers and are identified by the Provincial Committee. In regions that have more than one integrated centre, the Regional Committee is attached to the centre constituted from the amalgamation of the agency and other institutions. In the Montréal region, the lists of names are provided by organizations that promote the interests of English speakers and are identified by the integrated centres recognized under section 29.1 of the *Charter of the French Language*.

To ensure that English speakers can receive the health and social services they need in English, some facilities have been designated to make all their services available in English, while others have been indicated to provide some services in English.

Each institution must develop an access program for its English-speaking clientele. The access program must identify the English-language services that are available in the facilities operated by the institution. The access program may, where applicable, include facilities operated by other public or private institutions under agreement with which a formal service agreement has been concluded.

An access program is based on a thorough knowledge of the English-speaking community’s needs, a complete inventory of accessible English-language resources and services and an analysis of the gaps that need to be filled to achieve the objectives of accessibility, continuity, and quality of English-language services. Thus, responsibility for the access program is integrated into organizational measures* as a whole to ensure the accessibility, continuity, and quality of services for the entire population.

* Organizational measures include organizational policies and procedures relating to access to English-language services and support mechanisms adopted by the institution with respect to the access program.

Base Visit

Family Day at Base Bagotville, August 22, 2019

Objective:

- To provide information to military families on our services and what is available to them in Saguenay
- To give visibility to ECO-02
- To network with other groups that service the military

Results:

- Five ECO-02 volunteers donated 17 service in kind hours. Thirty-four ECO-02 bags were distributed containing information from Promotion Saguenay, as well as our pamphlets from CHSSN
- Approximately 90 people visited our Kiosk

Feedback:

- Concerns were voiced on the amount of time it takes to speak with a representative from RAMQ and often once connected the request for English services where not available. Clients were hung up on

It was a wonderful opportunity to connect with the groups that service the military as they are also helping the spouses and dependants who may need additional help off the base where the MFRC (Military Family Resource Centre) does not cover.



Col. Normand Gagné, LCol. Laura Gagné, Debbie Ford-Caron



Eleanor Perry Morissette, Hana Ali, Julia McIsaac, Debbie Ford-Caron, Karen Knight

1st AGM 2019-2020 Election of Board of Directors

For our first AGM 7 members were elected as Board of Directors on September 30, 2019 to serve for a one-year term.

In the photo left to right – (front row) – Aline Joly, Debbie Ford-Caron, Charlene MacPherson, Krystyna Pourrajabian, (back row) Martin Caron, Karen Knight, Eleanor Perry Morissette, Anne-Marie Cronkwright



Chibougamau

Objectives:

- To increase our knowledge about this community, and the Cree population
- To examine the possibility to open a satellite office in the next 2 to 3 years
- To meet and create new partnerships



Results:

- 24 people participated in the 4 separate meetings that were held. We formed new partnerships with: Corporation Le Zéphir, Chibougamau Eenou Friendship Centre, MacLean Memorial School and a contact at the CRSSS.

Feedback:

The various organizations met during our visit have shown an interest in having access to a full day medical information session given in English by a nurse or other health specialist on several topics. These topics would include general health, mental health, drug and alcohol, diabetes, gaming etc.

It should be pointed out that there is an inherent lack of trust with people outside their community among the Cree population. This is also compounded by peer's perception with health-related issues. This is not atypical of Indigenous groups or of close-knit communities.

The Cree community speak 3 languages: Cree, English, and French. The English-speaking population in Chibougamau is small.

To ensure a successful implementation of a satellite centre, if one is opened, it is essential to ensure that access be channeled through a unique dedicated facilitator/representative. The local hospital created their health passport in Cree and French.

There is a lack of specialists that work within the health care system that can speak English. We were reassured by the CRSSS that there are medical professionals who speak English. There is a high turn-over rate in the health and social services system, and this makes it difficult to maintain the English language training and to keep those who have had this training.

All groups felt that there would be a need to have a satellite office however, with the population being as small as it is, would it be used and how?



MacLean Memorial School, Chibougamau, Québec
K4 to Secondary 5 English school



High School Staff from MacLean Memorial School (MMS)



High School Staff member, Philippe Côté, MMS principal and
Debbie Ford-Caron

Translation CIUSSS SLSJ

To assist with the new website for the CIUSSS SLSJ, ECO-02 in collaboration with the Centre linguistique Cegep de Jonquiere, translated the following topics into English:

⚠ Gastroentérite	Gastroenteritis
⚠ Grossesse et accouchement	Pregnancy and childbirth
Infections nosocomiales	Nosocomial infections (hospital-acquired infections)
Infections transmises sexuellement et par le sang	Sexually transmitted and blood-borne diseases
Maladies à déclaration obligatoire	Notifiable diseases
Morsures	Bites
Programme Olo	Olo program
⚠ Services de sage-femme	Midwifery services
Servies intégrées en périnatalité et petite enfance	Integrated Perinatal and Early Childhood Services (SIPPE)
Suivi postnatal	Postnatal follow-up
COVID-19 cliniques désignées dans la région	Designated COVID-19 clinics in the region
Pour la population	COVID-19-For the population
Pour les partenaires communautaires	COVID-19-For community, political and economic partners

1

Membership

Since ECO-02 became incorporated on May 3, 2019 we have grown from being unknown to 43 members. Our membership includes those who live on the territory that we serve; Chicoutimi, Jonquière, Arvida, Laterrière, Alma, Base Bagotville and Chibougamau.

Our membership is free and provides access to the following services:

- ❖ Access to our information and reference services
- ❖ Access to our programs, activities, and events
- ❖ New and current information regarding access to English health care services
- ❖ Issues of our newsletter via email
- ❖ Voting privileges at the Annual General Meeting
- ❖ Elect the Board of Directors
- ❖ Be elected to the Board of Directors as a Director

Our Knowledge

Strategic Plan 2019-2022

ECO-02 has created a Strategic Plan that will provide a strong foundation to guide us over the next 3 years. It was achieved through a consultation process including the Board of Directors, stakeholders, and an outside consultation firm.

Below, in this one-page document, that was created and translated into French, we incorporated our mission, objectives, and vision for ECO-02. Our challenges and orientations were put down with how we will accomplish these on the second page keeping in mind the five components from the Community Health and Social Services Network (CHSSN).

NETWORKING-REPRESENTATION-KNOWLEDGE-PARTNERSHIP-OUTREACH





2019-2022 STRATEGIC PLAN

Mission and Objectives

ECO-02 (English Community Organization Saguenay-Lac-Saint-Jean) is a non-profit organization fostering the well-being of the English-speaking communities through existing community programs and information available to them.

We support and nurture the development of partnerships with existing French organizations through discussions of the needs and priorities of the English-speaking communities that we serve

Objectives

- Provide information and resources to promote improved access to health and social services.
- Support existing programs that enhance the quality of life and the well-being of all.
- Strengthen our regional network and create partnerships between the French and English organizations through community development initiatives.
- Participate in roundtable discussions to promote a greater understanding of the needs of this English-speaking community.

Vision and Goals until 2022

Connecting our Communities

1. To build a network with mutually beneficial interests
2. To help the English-speaking newcomers with an easier integration into the predominately French community
3. To be a credible voice, invited to share the needs of the English-speaking community on regional boards
4. To engage with external stakeholders using various appropriate channels proficiently
5. To create an information base regarding the products and services we offer
6. To obtain and collect measurable data highlighting ECO-02's relevance
7. To have a proper knowledge of ECO-02's potential user base, their needs and their expectations
8. To build and strengthen partnership with key organizations whose activities are linked to ECO-02
9. To increase awareness and build trust in our services and activities
10. To be recommended by third parties

CHALLENGES AND ORIENTATIONS

1

Defining and promoting our business model

- 1.1 Determining ECO-02's value proposition, and clarifying the legal aspect of the organization's activities
- 1.2 Assisting members of the English-speaking community in navigating the health and social services system by offering guidance
- 1.3 Providing access to translation services to promote a better access to health and social services for English-speakers

2

Being visible and fostering engagement in the community

- 2.1 Defining ECO-02's hubs and engaging with the existing networks within them
- 2.2 Organizing events and promoting the participation of the English-speaking community in events
- 2.3 Developing branded merchandise in ECO-02's image
- 2.4 Structuring the organization's communications through an integrated media strategy

3

Accessing the necessary resources to operate

- 3.1 Mapping out the existing resources in place which can be used by the English-speaking community
- 3.2 Developing a base of volunteers and a supporting appreciation strategy
- 3.3 Maintaining and maximizing funding

NETWORKING
REPRESENTATION
KNOWLEDGE
PARTNERSHIPS
OUTREACH



2019-2022 STRATEGIC PLAN

1

Defining and promoting our business model

To build a case for English-language services in a context where most of the English-speaking community have a basic understanding of French language

To define where ECO-02 adds value, through translation and through guidance

To cater to the needs of the English-speaking community while avoiding overlap with services offered by other organizations

- 1.1 Determining ECO-02's value proposition, and clarifying the legal aspect of the organization's activities
 - Building a message around ECO-02's identity as a service provider to the ES community
 - Obtaining legal advice clarifying the obligations of ECO-02 towards its users
- 1.2 Assisting members of the English-speaking community in navigating the health and social services system by offering guidance
 - Designing a walk-in package to improve the user experience in the health and social services system for members of the ES community
- 1.3 Providing translation services to promote a better access to health and social services for English-speakers
 - Defining a delivery model for translation services
 - Identifying the priority needs to support through translation services (ex. ER, pediatrician, specialist visit, mental health support, etc.)
 - Enabling access to existing and new translation services
 - To translate French documents to facilitate their understanding by the English-speaking population, and assist them in filling out the necessary forms wherever necessary

2

Being visible and fostering engagement in the community

To reach the pockets of individuals who are isolated and need our services

To connect the available services to the potential users

- 2.1 Defining ECO-02's hubs and engaging with the existing networks within them
 - Collaborating with the priority partners in the development of initiatives which provide value to members of the ES community
 - Representing the ES community in the health and social services system at the regional level
- 2.2 Organizing events and promoting the participation of the English-speaking community in events
 - Ensuring a presence of ECO-02 in every events which are targeted at the ES community, especially at the MFRC and the schools, as well as remote and secluded communities
 - Organizing an event aimed at promoting awareness of ECO-02 in the ES community
- 2.3 Developing branded merchandise in ECO-02's image
 - Promoting ECO-02 through the distribution of free branded goods, such as tote bags
- 2.4 Structuring the organization's communications through an integrated media strategy
 - Hosting and up-to-date list of services and volunteers on ECO-02's web site
 - Developing ECO-02's online presence and using it to provide information helping members of the ES community navigate the health and social services system
 - Launching ECO-02's brand in an updated webpage site

3

Accessing the necessary resources to operate

To encourage people to be actively involved as volunteers

To ensure the renewal and growth of funding

To generate a membership

To obtain support from the French-language organizations whose services are needed by the English-speaking community

- 3.1 Mapping out the existing resources in place which can be used by the English-speaking community
 - Documenting the different agencies which may be needed by members of the ES community
 - Provide a rating of the capacity of different resources to offer services in English
 - Identify the perimeter of the services offered by the existing hubs of the ES community, such as the MFRC and the schools
- 3.2 Developing a base of volunteers and a supporting appreciation strategy
 - Promote volunteerism through networks of the ES community, such as military spouses, or French language groups with comparable objectives
 - Defining categories of volunteers and their roles in ECO-02's service delivery model (ex. Social media, translation while visiting the ER, translation of written documents, etc.)
 - Setting up a structure and plan to manage volunteers
 - Developing an appreciation strategy for volunteer
- 3.3 Maintaining and maximizing funding
 - Diversifying funding by securing access to new sources of recursive revenue, such as funds through the ERCC and the Department of Canadian Heritage
 - Maintaining NF funding by ensuring a proper accountability process
 - Creating sustainable partnerships with funding bodies

NETWORKING
REPRESENTATION
KNOWLEDGE
PARTNERSHIPS
OUTREACH

Volunteers

During this past year, ECO-02 has held many activities that required volunteers to participate. From this community we had 12 volunteers come forward to assist us to disseminate information, participate in our development through engaging discussions, translation and promoting the organization

The stakeholders participated in CROP Survey, Strategic Plan development, AGM, trip to Chibougamau and translating material.



Stakeholders Participation

- As part of our knowledge component objectives, ECO-02 reached out to the community through surveys, table discussions and visiting their community. We had a total of 89 active participants who shared their thoughts as to their health care concerns and the difficulty to obtain English information or health care services for region 02. When the English-speaking population establish themselves in the region, the results are that they become proficient enough to express themselves in French and to live a full life in this region. This is evident with the students and the seniors that live here. Our survey results from the first survey of 43 respondents tell us that 31.72% speak both French and English, 6.14% speak French and 4.9% speak- English, French, Spanish and Italian and 2.5% speak Portuguese. The age group that were surveyed were from 35 to 59. 79% of the respondents were women.
- There were 12 participants from the senior survey and discussion. All participants were over 65. There are multiple languages spoken from this group and all are proficient in French. The languages spoken by this group are French, English, Dutch and Polish. They mentioned that they do not need assistance to have information translated as they are fluent in French and understand it well. Many seniors do not have family members that live in this region as their children have grown up and moved away. Most have lived in this region for over 40 years.
- ECO-02 listened to 24 participants from 4 separate groups or organizations. All are bilingual and there is a lack of English information, programs, and other health care information in English. The languages spoken here are French, English and Cree.
- Crop Survey had 10 participants.
- Overall, we had 89 community participants that provided ECO-02 a better input into the community that we serve and their needs in health care.

Dissemination of Information

- **Facebook (@ECO.SLSJ)**
 - We are providing Health care info to our readers that come from HC site – CHSSN – Santé et Services sociaux Québec – Votre gouvernement and employment opportunities:
 - COVID-19
 - Mental Health
 - Let’s protect our children
 - Guide for Self Care
 - Members from Community
 - Privacy and Security online
 - Employment opportunity: This was our most engaging with 98 views and two shares
- **Website (<https://eco-02.ca/>)**
 - Our new website was launched in March 2020. We hired Josée Tremblay, “Designer Graphique” to create the new ECO-02 website. This has provided our organization with an additional outlet for anyone to find out who we are and to promote our activities.
- **Newsletter**
 - We published two (December and March) Newsletters. These were sent to our members and posted on our ECO-02 website and Facebook page. These newsletters are created to disseminate health information that is current and to unite the English-speaking community through interesting topics and to show case a community member.

Our Community Support



ECO-02 Bursary

Both ECO-02 trophy winners were chosen by two Riverside Highschool staff members with a vision to continue their education towards a degree in healthcare.

Winners 2019-2020:

- Krystina Tremblay from Riverside Regional High School
- Megan Kirouac from Riverside Regional High School

Financial Contributions

Volunteer Service-In-Kind Contribution

Board of Directors contributed 60 hours over the year for meetings x\$15.00/hour =	\$ 900.00
Board members who volunteered in the ECO-02 office for 38 hours x \$15.00/hour =	\$ 570.00
Bagotville Family Day volunteers donated a total of 17 hours x \$15.00/hour =	\$ 255.00
Strategic Plan had 7 volunteers who donated a total of 8 hours x \$15.00/hour =	\$ 840.00
Newsletter committee had 2 volunteers who donated a total of 8 hours x 15.00 =	<u>\$ 120.00</u>
TOTAL service-in kind contribution by volunteers	\$2,685.00

Monetary Contribution from Members: **\$ 565.00**

Government Grant

Emploi-Québec Grant **\$1,200.00**

Companies Professional Cost Contribution

Financial contributions by companies: Unicause Service in-kind towards the development of the Strategic Plan	\$1,340.00
Xavier Dufour Professional Service Cost	<u>\$ 600.00</u>
TOTAL :	\$1,940.00

TOTAL AMOUNT CONTRIBUTED BY VOLUNTEERS, ADDITIONAL GRANTS AND PROFESSIONAL COST CONTRIBUTION TOTAL: **\$6,390.00**

This is the summary of the Engagement Review of the 2019-2020 fiscal year.

ECO-02
Operations and Changes in Net Assets

Ten-month period ended March 31, 2020
(Unaudited)

	<u>\$</u>
Income	
Grants - Community Health and Social Services Network	50 976
Government grants - Emploi Québec	<u>1 200</u>
	<u>52 176</u>
Expenses	
Salaries and employee benefits	18 950
Contractual personnel	6 859
External consultant	7 178
Travel and accommodations	2 148
Materials & supplies	2 633
Equipment	3 225
Rent & Utilities	5 106
Publicity & Dissemination	4 872
Volunteer recognition	180
Insurance	631
Senior Wellness Center Survey	<u>394</u>
	<u>52 176</u>
Excess of revenues over expenses and changes in net assets at the end of the year	<u><u>-</u></u>

How can you help?

- Donate
- Volunteer
- Be a Board Member

Our Partners

Networks

CHSSN (Community Health and Social Services Network)



Government Agencies and Institutions

CIUSSS du Saguenay—Lac-Saint-Jean

Health Canada



Schools, School Boards and Universities

Central Quebec School Board

Riverside Regional Elementary School

Riverside Regional High School

MacLean Memorial School



Other partners

Bagotville Military Family Resource Centre

Association PANDA Saguenay—Lac-Saint-Jean

