



Partenaires
communautaires
Jeffery Hale
Community Partners

Une communauté de soins
A Community of Care



Impact Report

2022-2023



Annual Impact Report

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About Jeffery Hale Community Partners

JH Partners is a community-based charitable organization whose mission is to better the health and wellness of the English-speaking community of the Greater Québec City (or *Capitale-Nationale*) region, including Portneuf, and Charlevoix, with focus on those most at risk.

JH Partners plays a leadership role in the community by helping to ensure that the region's English-speaking population is a priority when it comes to organizing health and social services. We are a catalyst for innovative outreach approaches to help improve community members' quality of life.

As part of our commitment to Community Development & Vitality, we provide support and guidance to many other organizations and initiatives, including, SNACS Entrepreneurs, Saint Brigid's Guild, Holland Community Housing Corporation (McGreevy Manor), and the Aging in Community initiative.

We are also active on a number of regional tables including the Jeffery Hale - Saint Brigid's Advisory Committee, the Regional Access Committee for health and social services in English, l'Équipe de recherche en partenariat sur la diversité culturelle et l'immigration (EDIQ), the *Table régionale de concertation en immigration de la Capitale-Nationale*.

Another initiative in which we remain involved is the project to improve the living environment at Saint Brigid's, including a possible new construction.

Together, JH Partners and Jeffery Hale - Saint Brigid's (grouped with the *CIUSSS de la Capitale-Nationale*) have forged a unique partnership that unites the strengths and resources of the community and public.

This relationship is a testament to the fact that our community has a long tradition of direct involvement when it comes to meeting the needs of its own members.

In this report, you will notice not only how active we are, but also that we offer our activities at six sites as well as online. Read on to learn more about our Community of Care and our areas of strategic focus: Community Development & Vitality, Wellness Programs, and WE Volunteer.



Community Development & Vitality

Through this area of focus, we have continued to have a positive impact on some of the most vulnerable members of our community.

This past year, we supervised the 27th annual Christmas Hamper Campaign, helped to manage McGreevy Manor (in collaboration with *Action Habitation*), and secured additional funding to further improve and develop our Special Needs program.

RISE Program

Creative and specialized activities to help participants with special needs to develop life and social skills, as well as autonomy and employability skills.

- Provided services 5 days a week to 5 families of adults with special needs.
- Implemented work plateau projects for our participants to give back to the community:
 - Prepared handouts and other supplies for Fall Fest.
 - Prepared and sold 200 jars of cookie mix to fundraise for the Community Christmas Hamper Campaign.
 - Helped in the setup and sorting of the books donated to SNACS Entrepreneurs' Book Fair.
 - Collaborated with *Urbainculteurs* in the annual community gardening project.
 - Cleaned toys after each Family Matters' Take-a-Break Drop-in.
 - Crafted an appreciation gift for WE Volunteers to give out at the annual appreciation event.
 - Received, washed and sorted clothing donations for a clothing bank project of benefit to low-income families in the English-speaking community.
 - Baked goodies for 9 different meetings and social events at McGreevy Manor.
 - Established a partnership with *Caisse Desjardins du Plateau Montcalm* to purchase kitchen



equipment and a wheelchair that are all adapted for special needs.

SNACS - Special Needs Activities and Community Services

Activities for children, teens, and young adults with special needs to help develop social and life skills, while providing respite for parents at the same time.

Children's Respite

- Offered 8 times to 11 families for a total of 74 participants over the year.
- Joined forces with Quebec High School (QHS) to offer an on-site haunted house to our participants.
- Collaborated with *Collectif de la Cité* to offer a free music show to families at our Christmas Party.
- Engaged 10 volunteers and buddies from QHS for a total of 330 hours of volunteerism.

Dinner with the Gang and Bowling Respite

- Offered to 17 families for a total of 142 participants.
- Went on 9 bowling outings, each being preceded with a supper at QHS.
- Partnered with QHS to integrate our services to their school dance, music show, and sports evenings.
- Held 10 cooking activities at QHS to help develop

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Community Development & Vitality - continued

skills such as cooking, cleaning, and social skills.

- Engaged 21 volunteers and buddies from QHS, for a total of 175 hours of volunteerism.

Pool Party

- Offered in partnership with Holland Elementary School, Ste-Foy Elementary School, St. Vincent's Elementary School, QHS, and the RISE gang.
- Associated with *PEPS Université Laval* for lifeguard provision.
- Offered 19 times to a total of 484 participants.

Social Club

- Held Social Club get-togethers on 25 occasions.
- Enabled a total of 100 young adults on the Autism Spectrum to develop and maintain meaningful relationships, from friendship to romance.

Parents' Group

- Held 6 sessions.
- Benefited 28 families who were able to share and gain useful information at these sessions.

27th Annual Community Christmas Hamper Campaign

- Surpassed the \$50,000 fundraising objective.
- United 17 community groups on the organizing committee to help deliver some goodness to 209 households in need during the holiday season.
- Collaborated with another 16 community organizations in the campaign, particularly in fundraising efforts.
- Benefited from the generosity of 246 individual donors and 6 corporate sponsors, as well as 9 fundraising events.



- Filled 534 boxes with both fresh and non-perishable food.
- Counted on the support of over 125 volunteers who gave 336 hours of their time, including the RISE participants, pictured here.



- Organized specific group discussions and additional activities such as baking and crafting.

After-school Program

- Held multiple fun games and activities each day.
- Provided countless snacks to participants.
- Employed 9 part-time staff persons.
- Helped 14 full-time participants who used the services 180 days over the year.



Health and Social Services Community Leadership Bursary

In collaboration with McGill University, we awarded bursaries to 5 students pursuing full-time studies in the area of health and social services.

All of the students were studying at local institutions, and we hope they will stay in the region after completing their studies.

Wellness Programs

Our shared Community of Care comes to life through the Wellness Centre at Jeffery Hale and Wellness Activities at Saint Brigid's and at McGreevy Manor. Thanks to strong volunteer engagement and dynamic partnerships with both the non-profit and public sectors, Wellness Programs help reduce social isolation and support vulnerable members of our community.

We have increased our outreach over this past year by creating a new Instagram account, increasing our followers on Facebook to 352, and having 9,500 active users (according to Google's new analysis tool) on our wejh.ca website.



Family Matters

Informing and supporting families, while helping parents and their children of all ages maintain their health and well-being even in challenging situations. Our activities took place either in person or online.

- Welcomed 666 parents and 420 children, and 214 dads to our 55 Family Matters activities bringing English-speaking parents together and helping them stay in touch with other families in similar situations, for a total of 1082 participants.
- Continued to work on being more inclusive to fathers by promoting fatherhood through our WE Dads programming and into our activities.
- Through our new WE Dads program, we offered 12 activities, welcoming 214 dads for a total of 463 participants
- Thanks to our unique collaboration with our partners at Jeffery Hale Community Services, we offered 3 series of prenatal classes, totaling 12 classes for 35 expecting parents.

- Offered 5 parenting and school readiness virtual workshops to 143 participants.
- Volunteer parents hosted 7 Park Playdates with a total of 51 participants.
- Distributed more than 75 Baby Book Bags to the parents of newborns to foster the parent-child bond and promote a love of reading.
- Delivered 12 issues of our monthly Family Matters e-letter to 1007 subscribers.

WE Mind Mental Health

Dedicated to the mental well-being of English-speakers in the Québec City region, while helping them to support those around them.

- Received funding from the CHSSN, the *Sécretariat à la jeunesse*, and the *Fondation Lucie et André Chagnon* for this new program.
- Welcomed a full-time coordinator to our team for this program in Oct. '22.
- Began work on a new section on our website featuring many informative pages.

Well 50+ & Caregivers

Helping English-speaking older adults of the region live a healthy and active life in the community, and to support their informal or family caregivers, or they themselves in their role as caregivers to others.

- Connected with 63 different caregivers who ...

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Well 50+ & Caregivers - continued

attended our different activities for caregivers or used our Caregivers' Concierge service, 11 of whom were new to our services this past year.

- Offered 47 hours of individual support to caregivers.
- Offered 11 Caregivers' Circle activities to inform, support and empower caregivers.
- Successfully delivered 12 editions of our monthly Well 50+ & Caregivers e-letter to 466 subscribers.

Wellness Activities at Saint Brigid's

Providing culturally and socially enriching adapted activities that also help residents and their caregivers of Saint Brigid's stay connected to the community.

- Happily removed our masks to show our daily smiles to the residents of Saint Brigid's in April 2023 and brought our activities back up to full capacity whenever possible.
- Offered a total of 364 days of leisure activities at Saint Brigid's.
- Held 37 different activities, thanks to the help of 62 volunteers who went above and beyond as always to help keep residents active and sharp.
- Hosted 48 music activities for a total of 1098 residents and their loved ones in attendance.
- Facilitated more than 552 hours of activities of an arts and culture kind, such as weekly art classes and 4 photos exhibits in the Kildare Lounge.



- Helped to maintain residents' cognitive abilities through more than 220 hours of reading, the Stay Sharp Program, brain games, and quizzes.
- Enjoyed the buzzing of 18,000 bees as they made their honey in the beautiful Memory Garden, thanks to Saint Brigid's Guild.



Wellness Activities at McGreevy Manor

- Increased the presence of our program coordinator at McGreevy Manor from 2 to 3 days a week.
- Organized 144 community life and wellness activities for the 42 tenants, including weekly group lunches, games, poetry sessions, and on special occasions like St. Patrick's Day, Christmas, etc.
- Offered a group exercise program 3 times per week with an average of 10 tenants per session for a total of over 100 hours.
- Provided more than 6 days and 11 hours of one-on-one time to help and support 52 tenants, caregivers and health professionals.
- Engaged 10 volunteers in the community life at McGreevy.
- Assisted the Tenants' Social Committee that has 6 active members and meets monthly.
- Held 5 support groups for caregivers at the Manor, in conjunction with our Well 50+ & Caregivers coordinator.

WE Volunteer

As always, it was thanks to our dedicated team of volunteers that so many Wellness activities were made possible.

WE Volunteers generously give their time to work at Saint Brigid's Home, at the Jeffery Hale, and with the Community Christmas Hamper Campaign (see page 4 for the impact of the Campaign, including volunteer involvement).



- 304 total volunteers, 22 of whom volunteer with more than 1 of the 3 above-mentioned organizations.
- Collaborated with more than 20 health professionals on 4 different teams at Jeffery Hale Community Services and at Saint Brigid's, as well as with our partners at VEQ.
- Experienced an increase of 72% over the last 5 years of requests for volunteer transportation to medical appointments, which we revamped to call WE Drivers.
- Delivered 3 issues of our WE Volunteer e-letter to 759 volunteers (up from 698).

WE Volunteers at the Wellness Centre

- 55 volunteers gave 1246 hours.
- Recruited and trained 33 new volunteers who volunteered at least 1 hour over the course of the year, of whom a third are dedicated to assisting seniors living at home.
- Received 131 transport requests to medical appointments, which 88 were successfully fulfilled for 29 vulnerable seniors, which represents a 81%



fulfill rate.

- Relied on the amazing availability of 10 dedicated volunteer drivers who collectively gave 216 hours of their time and drove 2200 km, equalling the distance more than a round trip from Québec City to Halifax.
- 9 volunteers assisted with grocery shopping and errands for 5 community members.
- 11 volunteers had friendly visits to 8 community members, for a total of 348 hours, in increase of hours of 96.6% from last year.
- 4 volunteers did a whopping 259 hours of senior telephone calls to check in for those living at home.
- 15 volunteers supported the staff of the Day Centre through 525 hours of volunteer time.

WE Volunteers at Saint Brigid's

- 62 volunteers gave 2106 hours.
- Welcomed and trained 23 new volunteers, an increase of 44% of our volunteer base.
- Gave out cozy scarves, blankets, and shawls to residents, thanks to 2 volunteers who knitted for an incredible 700 hours.
- 18 dedicated volunteers made 350 friendly visits to residents.
- 7 volunteers gave 240 hours to animate the Soundbeam activity. This activity also became mobile so it could be available at McGreevy Manor, and now features video conferencing so family members can join from home.

Financial Structure and Position

Jeffery Hale Community Partners receives funding based on a 5-year commitment cycle from our 6 member organizations. All member organizations have renewed their annual commitment until 2026. Below are the revenues and expenditures for the year ending March 31, 2023.

Core funding from our members	\$651,500
Project funding, grants, and revenues from activities and interest	\$1,418,854
Total revenues for the year	\$2,070,354
Total expenses for the year	\$2,018,981
Surplus on Operations	\$51,373
Net Change in Market Value of Investments	<u>-\$148,927</u>
Deficit for the year	-\$97,554

Expenditures

JH Partners expenditures for the period ending March 31, 2023, according to our areas of focus:

- 33% Community Development & Vitality
- 33% Wellness Programs
- 22% Foundations' Office
- 12% Administration

In 2022, JH Partners' Board of Directors undertook an evaluation of our sub-mission of supporting the Foundations' Office with the intent of optimizing structure and roles. As a result of this assessment, on January 1, 2023, the three staff members of the Foundations' Office officially became employees of the Citadel Foundation.

In addition to becoming an employer, Citadel Foundation is also now assuming all of the roles, responsibilities, functions, and tasks that the staff of the Foundations' Office was providing to JH Partners and our associated organizations, such as investment support, accounting, payroll, etc.

Special thanks to our 6 member organizations for their ongoing support and invaluable contributions to the region's English-speaking community.

- Citadel Foundation
- Jeffery Hale – Saint Brigid's Corporation
- Saint Brigid's Home Foundation
- The Church Society of the Diocese of Quebec
- The Congregation of the Catholics of Quebec Speaking the English Language
- The Jeffery Hale Foundation

Thanks also to our close collaborators in the Wellness Centre: Jeffery Hale – Saint Brigid's and Voice of English-speaking Québec.

Our community is very fortunate to have such engaged and united players in improving the quality of life and the health and well-being of its members.



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