

# Annual Report

2024-2025

Services à la famille AMCAL  
AMCAL Family Services



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# A Message From Our *Executive Director*

Dear esteemed members and supporters,

This past year marked an incredible milestone for AMCAL—50 years of supporting families with compassion, commitment, and innovation. It was a moment to reflect on how far we've come and to recommit ourselves to the work that lies ahead. While our history grounds us, it is our people who propel us forward.

The 2024–25 fiscal year brought meaningful growth across the organization. We expanded our services, strengthened our school-based programming, and welcomed new communities into our care. With an ever-increasing demand for support, we remained agile and responsive, ensuring our programs continue to reflect the realities of the families we serve.

None of this would be possible without the heart and dedication of the AMCAL team. To our incredible staff—thank you for the empathy, professionalism, and passion you bring to your work every day. You are the foundation of everything we do, and your tireless efforts have made this milestone year truly impactful.

I am equally grateful to our Board of Directors, whose guidance and steadfast leadership continue to shape our vision and ensure we stay aligned with our values. Your support throughout this historic year helped drive strategic decisions that have positioned us for long-term sustainability and greater reach.

Thanks to successful grant opportunities and generous contributions from donors and partners, we've been able to grow our capacity and improve the quality of care we offer. These resources have not only supported program development, but have also created space for thoughtful innovation and collaboration.

As we look ahead, our commitment remains clear. We will continue to listen, learn, and grow—always striving to do more and do better. There is still important work to be done, and with your continued support, I am confident that AMCAL will rise to meet the challenge.

**Thank you for being part of this journey—past, present, and future.**

Warm Regards,  
**Lisa Filice**  
Executive Director



# A Message From Our *President of Board of Director*

Dear Esteemed Members and Supporters,

As we celebrate the 50th anniversary of AMCAL, the Board of Directors is proud to stand alongside this incredible organization, which has been a cornerstone of service to our community for half a century.

Thanks to the unwavering dedication of the AMCAL team and the generous support of all those who believe in our mission, the impact we've made has never been more profound. To each and every one of our supporters—whether through a kind gesture, time, or resources—we extend our deepest gratitude. Your contributions help sustain and expand the vital services that individuals and families in our community rely on.

As a Board, we recognize the responsibility that comes with AMCAL's legacy. We remain committed to upholding strong governance, ensuring fiscal responsibility, providing guidance in strategic planning and supporting the organization.

We witness that the needs of our community are growing increasingly complex, and it is our collective responsibility to adapt. By maintaining and acting upon a robust Strategic Plan, we continue to evolve thoughtfully, making the necessary adjustments to meet emerging needs and maximize our impact.

We are confident that, together, we will continue to navigate the future with purpose and responsibility. Thank you for your continued support. **We look forward to engaging with you in the community and at future AMCAL events.**

With gratitude,

**Len Madigan**

*President, AMCAL Board of Directors*





# *Your family matters...*

## *Building healthy family relationships*

AMCAL Family Services is a non-profit based community organization serving families in Montreal and its surrounding areas for 50 years.

### **Our Mission**

**Healthier Families. Happier Homes. Stronger Communities.**

Our mission is to preserve and foster healthy relationships by supporting and empowering children, youth, young adults and parents.

### **Our Vision**

Creating a community where families are empowered with the knowledge, resources and support they need to thrive.

### **Our Values**

**Nurturing:** AMCAL believes in persevering and fostering positive family relationships.

**Respect:** AMCAL respects the choices of families and empowers parents to regain control of their family dynamic.

**Support:** AMCAL recognizes that each family is unique and seeks to understand the family in achieving a healthier relationship.

**Integrity:** AMCAL incorporates the highest levels of integrity in its governance, administration and programs.

**Collaboration:** AMCAL believes in building collaborative relationships with other organizations, public institutions, schools and businesses to foster and enhance healthy communities.

**Learning:** AMCAL encourages continuous learning through professional development and various collaborations, training, mentoring, evaluation, dialogue and constructive feedback.



# Our Goals

*Our commitment is to meet the evolving needs of families, young adults, youth and children through the following goals:*

## **GOAL # 1: ACCESSIBILITY**

AMCAL is seen as a lifeline for families, youth, children in vulnerable situations and community partners.

### *Objectives*

1. Increase our visibility within the community.
2. Increase AMCAL's participation in collective action strategies regarding youth and family dossiers.

## **GOAL # 2: COMMUNITY NEEDS**

AMCAL's services and programs evolve to meet the community's emerging needs.

### *Objectives*

1. Develop strategies to monitor emerging needs from our clients and community as well as opportunities for collaboration and mutualization.
2. Ensure programs remain relevant and effective.

## **GOAL #3: AMCAL VALUES**

Bring our values to life as a community partner, an employer and as a board.

### *Objectives*

1. Model our values through our organizational culture, team, and board alike.
2. Foster professional development within the team and board.



# Our State of Operations

SERVICED

276

FAMILIES

IMPACTED

1831

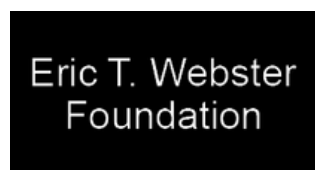
INDIVIDUALS

COMMUNITY OUTREACH OF OVER

2230



# Our Partners



Somers Foundation

Louise Trottier

Matt Nardoza

Alan Templeton

Anne Smith

Robert Denver

Benefit Concert



# Residence Program

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## Strengthening Family Dynamics with Therapeutic Empowerment

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### PROGRAM OVERVIEW

The Residence Program (RP) offers a therapeutic journey, tailored to empower adolescents and their families in overcoming challenges and fostering well-being. Central to our approach are fourteen structured family meetings, strategically designed to cultivate communication, understanding, and cohesion within familial relationships. Over a ten-week respite period, adolescents reside at AMCAL during weekdays, engaging in immersive therapeutic activities, and return home on weekends, facilitating the integration of newfound skills and insights into their daily lives.

### A YEAR AT A GLANCE

This past year brought meaningful growth and important changes for the Residence Program. As several staff members moved forward in their professional journeys, we experienced a natural turnover within the team. Among them, we hosted two long-term stagiaires from Concordia University and John Abbott College, whose contributions brought fresh perspectives and valuable support. At the same time, we were fortunate to welcome back former team members whose experience and leadership helped maintain program stability.

In parallel with these team changes, we introduced several key program adaptations. Based on staff insights and family feedback, the Residence Program was extended from 8 to 10 weeks. This change allows for a more gradual, immersive experience, creating more space for relationship-building, emotional regulation, and sustained personal growth. We also refined our psychoeducational group offerings, enhancing structure and consistency while tailoring content to meet the evolving needs of our clients. These group sessions play an essential role in fostering self-awareness, communication skills, and emotional development—and will continue to be reviewed and strengthened in the coming year.

Thanks to external funding, we were able to implement a more accessible sliding scale fee structure, allowing us to serve a broader demographic and improve access for families from diverse socio-economic backgrounds. This expansion has enriched our program and affirmed our commitment to inclusive, family-centered care.



**21 families**



**63 individuals**

Our summer program was another highlight. Built around a full calendar of engaging, therapeutic, and recreational activities, it offered a dynamic and meaningful experience in a condensed time frame. Despite the shorter duration, the outcomes were notably positive—youth made strides in self-regulation, communication, and social interaction, all while enjoying a safe and enriching environment.

To improve accessibility and community engagement, we launched a targeted outreach initiative this year in partnership with local organizations. Through presentations, social media, and new promotional tools, we sought to expand awareness of our services. Strengthening these relationships has reinforced our program's visibility and credibility as a trusted support for families navigating crisis or conflict.

Finally, we were deeply moved by the generosity of the West Island Quilter's Guild, who donated handmade quilts for our full capacity of teens. This thoughtfulness added a sense of warmth to the residence, helping to create a home-like atmosphere that has been consistently recognized and appreciated by both staff and youth. Acts of kindness like this remind us of the vital role our community plays in supporting the well-being of families and youth.



## OUR FUTURE

Looking ahead, we remain committed to continuous program improvement. We will continue to review and refine our approach in response to the evolving needs of youth and families, ensuring our services remain relevant, responsive, and impactful. Efforts to increase visibility and engagement will also continue, with a particular focus on strengthening our presence in schools—especially during key transition periods such as the move from elementary to high school. We plan to maintain and further develop our summer programming, building on last year's success to offer youth a meaningful and therapeutic experience in a condensed format. Collaboration with community partners will remain a priority, and we look forward to building new relationships that support our shared mission.

As always, the strength of the Residence Program lies in the dedication of our team, the resilience of the youth we serve, and our commitment to responsive, family-centered care. We look forward to the year ahead and all the possibilities it holds.

**Alex Tweedie-Smith**  
*Program Coordinator*

# Therapeutic Services

## Strengthening Communities One Family at a Time

### PROGRAM OVERVIEW

Our Therapeutic Services (TS) are dedicated to offering support, guidance, and practical solutions for families confronting a variety of challenges. Our goal is to assist families in recognizing their strengths and implementing strategies to prevent the escalation of more serious problems. The program comprises three core counselling services aimed at addressing various family dynamic challenges. There are also three community support programs and additional services.

### A YEAR AT A GLANCE

This year marked meaningful progress and expanded impact for the Therapeutic Services Team. Guided by our commitment to client-centered, accessible, and trauma-informed care, we deepened our presence in communities, launched new initiatives, and strengthened collaborations to support emotional and mental health across diverse populations.

A major milestone was the expansion of our counselling services into the Montérégie region, supporting Birchwood Elementary in Saint-Lazare and Mary Gardner Elementary in Châteauguay. This growth allowed us to reach individuals and families who previously faced barriers—particularly in accessing English-language services—and we hope it opens the door to future partnerships with other schools in the area.

In line with our focus on early intervention and family support, we launched two school-based initiatives: Parents Pod, a support group helping parents reduce isolation and build confidence, and Finding Balance, an emotional well-being program that reached students in Grades 4 to 6. Parents Pod also offered practical tools and a safe space for parents to share experiences and build community. Delivered at West Park and Children's World schools, Finding Balance supported the development of emotional literacy, resilience, and social skills. Feedback from both parents and teachers underscored the value of these programs in promoting connection, self-regulation, and classroom engagement.



**107 families**



**781 individuals**

Our partnerships were instrumental to our success. We deepened collaboration with the CIUSSS Centre-Ouest Jeunes en difficulté team, working alongside healthcare professionals to support 133 parents through practical strategies and guidance. Our continued work with the Lester B. Pearson School Board helped deliver school-based counselling, mental health workshops, and parenting support. Through these efforts, we provided counselling to 29 families via the Families First program, supported 20 parents in the Parents Pod group, and reached 390 students through Finding Balance.

A new partnership with Miyoskamin Housing for Women allowed us to provide trauma-informed counselling to Indigenous women experiencing homelessness and domestic violence. Our continued collaboration with Kahnawà:ke Shakotii'a'takéhnhas Community Services (KSCS) also grew stronger. Together, we offer culturally grounded services and ongoing knowledge exchange, and we are proud to continue supporting the Kahnawà:ke community through this meaningful partnership.

Professional development remained a priority throughout the year. All caseworkers participated in training on conjugal violence, cultural sensitivity, and trauma-informed care. The sessions reinforced our commitment to inclusive, respectful, and safety-centered practices. We also maintained regular clinical supervision and hosted monthly peer support meetings to foster learning and well-being across the team. Two new caseworkers joined us this year, helping to increase our capacity and bring diverse perspectives to our work.

## **OUR FUTURE**

As we look to the future, we remain committed to expanding our presence in schools and communities, while deepening our focus on culturally responsive care. Strengthening partnerships with KSCS, CIUSSS Centre-Ouest, and Miyoskamin will continue to be essential, ensuring our services remain grounded in connection, collaboration, and community relevance.

We are immensely grateful to our counselling team for their compassion, professionalism, and dedication. Their commitment to their clients, to each other, and to ongoing growth is the foundation of our impact.

To the individuals, families, and partners who continue to place their trust in us—thank you. Together, we are creating safer, more supportive communities, one relationship at a time.

**Jeff Andrews**

*Program Coordinator*





# Early Childhood and Community Resource Program

## A Link Between Families and Their Community

### PROGRAM OVERVIEW

The Early Childhood and Community Resource Program, formally named Community Outreach, strives to enhance the bond between schools, families, and the community. We prioritize gaining a more comprehensive understanding of the circumstances, needs, and concerns of families to maximize children's educational success. We actively participate in various community forums and strive to cultivate collaborations and alliances with community entities, extending the reach of our programs to a broad spectrum of youth in both elementary and high school settings.

### A YEAR AT A GLANCE

This year, we continued to build meaningful bridges between schools, families, and the wider community. Rooted in collaboration and understanding, the program has grown significantly, delivering targeted support and laying the groundwork for sustainable, community-driven impact.

Our K4–5 social skills initiative saw meaningful growth this year, expanding to 9 schools—4 more than the previous year—and reaching hundreds of young children across both English and French institutions. Through engaging, play-based learning such as parachute games, block building, and music and movement, students explored essential themes like sharing, teamwork, cooperation, turn-taking, communication, and conflict resolution.

The feedback from educators and school staff has been overwhelmingly positive. Strong relationships were formed with both children and staff, and many schools have already asked us to return next year. These partnerships reflect the trust and value placed in the work we do, as well as the tangible benefits seen in classroom environments.



**41 families**



**582 individuals**



We also soft launched our Welcome Program, an initiative designed to support newly arrived families as they adjust to their new environment. In its first few months, the program provided direct assistance to one family—offering a new computer to support the children’s education and connecting them with a food bank to help meet basic needs. Our team continues to build relationships with local organizations to expand our referral network and ensure that families have access to a wide range of community resources.

Are there specific social skills you think need more focus in future workshops?

No, I think all activities had a variety of skills! Working in teams allowed them to build trust, develop empathy and recognize value of each student's contribution.

Is there anything else you would like to share about the workshop experience?

REALLY ENJOYED THE WARMTH OF INSTRUCTOR, VERY KIND & NON JUDGING.

Any other comments....

It would be a pleasure to participate in this workshop again. 😊

## OUR FUTURE

Looking forward, we are committed to growing both the reach and depth of our programming. We plan to expand the Welcome Program to support more families, and we’ll be reaching out to additional schools to extend our presence and impact. As always, we remain focused on strengthening family and school connections, empowering parents and children alike, and enhancing resiliency through meaningful community partnerships.

Together, we will continue to create safe, connected, and supportive environments for families to thrive.

**Melissa Alary**

*Program Coordinator*

# Supervised Visitation Program

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Providing Neutrality, Security and Confidentiality

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## PROGRAM OVERVIEW

The Supervised Visitation Program (SVP) provides families with a safe and neutral environment to exercise their access rights through supervised visitations and exchanges. In the presence of a trained visitation supervisor, parents or others can work towards restoring a positive bond that is often affected when families have been impacted by separation, divorce, or conflict.

We continue to operate as part of a contractual agreement with the Centre Intégré Universitaire de Santé et de Services Sociaux du Centre-Sud-de-l'Île-de-Montréal (CCSMTL) and de l'Ouest-de-l'Île-de-Montréal (MWI IUHSSC). This agreement allows AMCAL to offer consistent services at no cost to all our SVP clientele.

## A YEAR AT A GLANCE

This fiscal year marked a period of sustained impact and consolidation for SVP. After last year's significant expansion, we successfully maintained our enhanced service capacity. This consistent reach reflects our commitment to meeting community needs while delivering high-quality support to children and families navigating complex circumstances.

To improve service reliability and reduce missed appointments, we introduced a confirmation protocol tailored to each family's communication preferences—via email or telephone. This small but strategic change resulted in a 5% reduction in cancellation rates. We also observed a shift in service usage patterns, with families now engaging more consistently—reflecting strengthened trust and ongoing support needs.

Our team of approximately 15 staff members remains stable and engaged, which has allowed us to maintain service quality and enhance team cohesion. A major transition this year was the promotion of our Team Leader to Program Coordinator in January 2025. This shift in leadership was smooth and has proven to be highly beneficial for the continued growth and structure of the program.



**107 families**



**405 Individuals**



**1521 services**



Thanks to new grant funding, we officially launched our transport support initiative to reduce logistical barriers to accessing our services. Over the year, we distributed 351 support passes, including STM two-way fares, Uber rides, and gas vouchers. Feedback from families was overwhelmingly positive, with many expressing gratitude for the added support that made participation more accessible.

All team members participated in an intensive, in-person training on conjugal violence led by an expert in the field. This session offered in-depth insights into the dynamics of domestic abuse and equipped our staff with practical tools and trauma-informed approaches to better support survivors and their families. The training was deeply relevant to the realities faced by many of our clients and reinforced our commitment to creating a safe, empathetic, and informed therapeutic environment.

This emphasis on safety and empathy also extended to our physical spaces. With RQRSDA support, we upgraded our technology with new laptops and improved facility security with a new doorbell camera system. We also enriched our play areas with sensory bins and fidget toys—small tools that support emotional regulation and ease during visits.

To encourage meaningful parent-child interaction, we continued to offer optional family activities during visits. These small moments of connection helped reinforce SVP's role as a supportive and child-centered environment.



## OUR FUTURE

Looking ahead, SVP remains committed to providing high-quality, accessible services. We will continue investing in staff training focused on cultural sensitivity, child development, and trauma-informed care to better meet the needs of our diverse families.

We're also expanding our reach through a collaboration with Batshaw Youth and Family Centres to open a new visitation space for Batshaw youth court families in the greater Montreal area. At the same time, we're exploring new, engaging family activities to help strengthen bonds and enhance the visitation experience.

Our mission remains to promote family safety, well-being, and connection through consistent, compassionate, and accessible services. We're grateful to the families who trust us and to the dedicated team who makes this work possible.

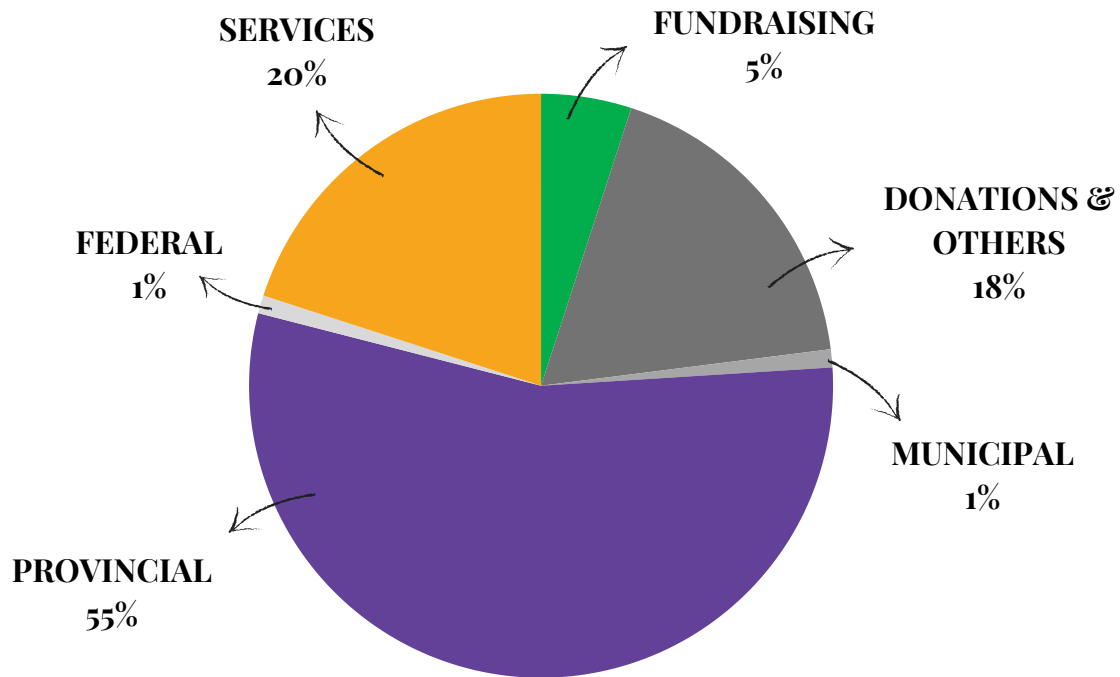
**Veronica Scotto**

*Program Coordinator*

# Financial Report

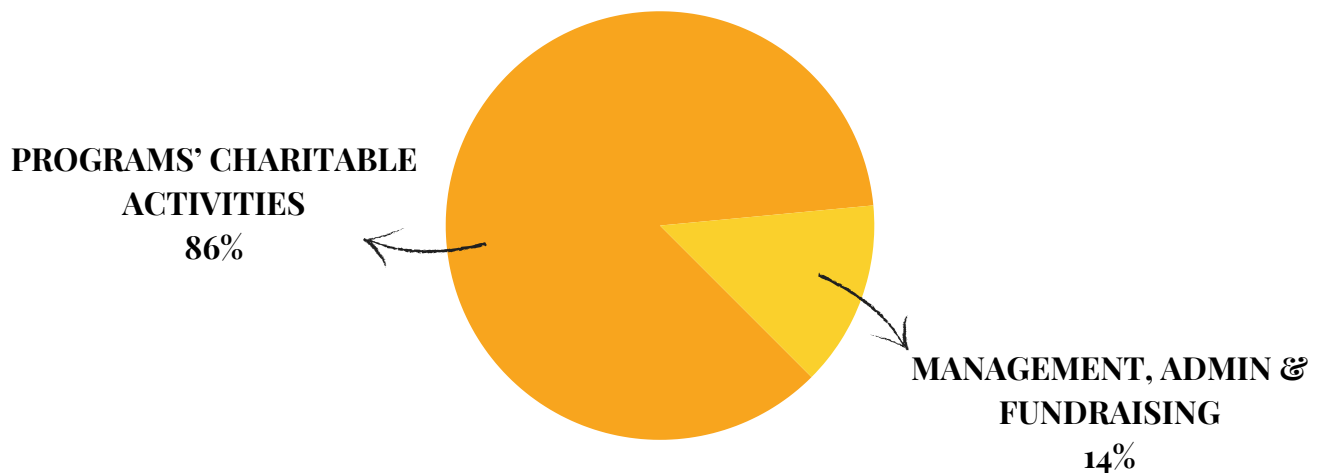
## REVENUES

*\$ 1,256,920*

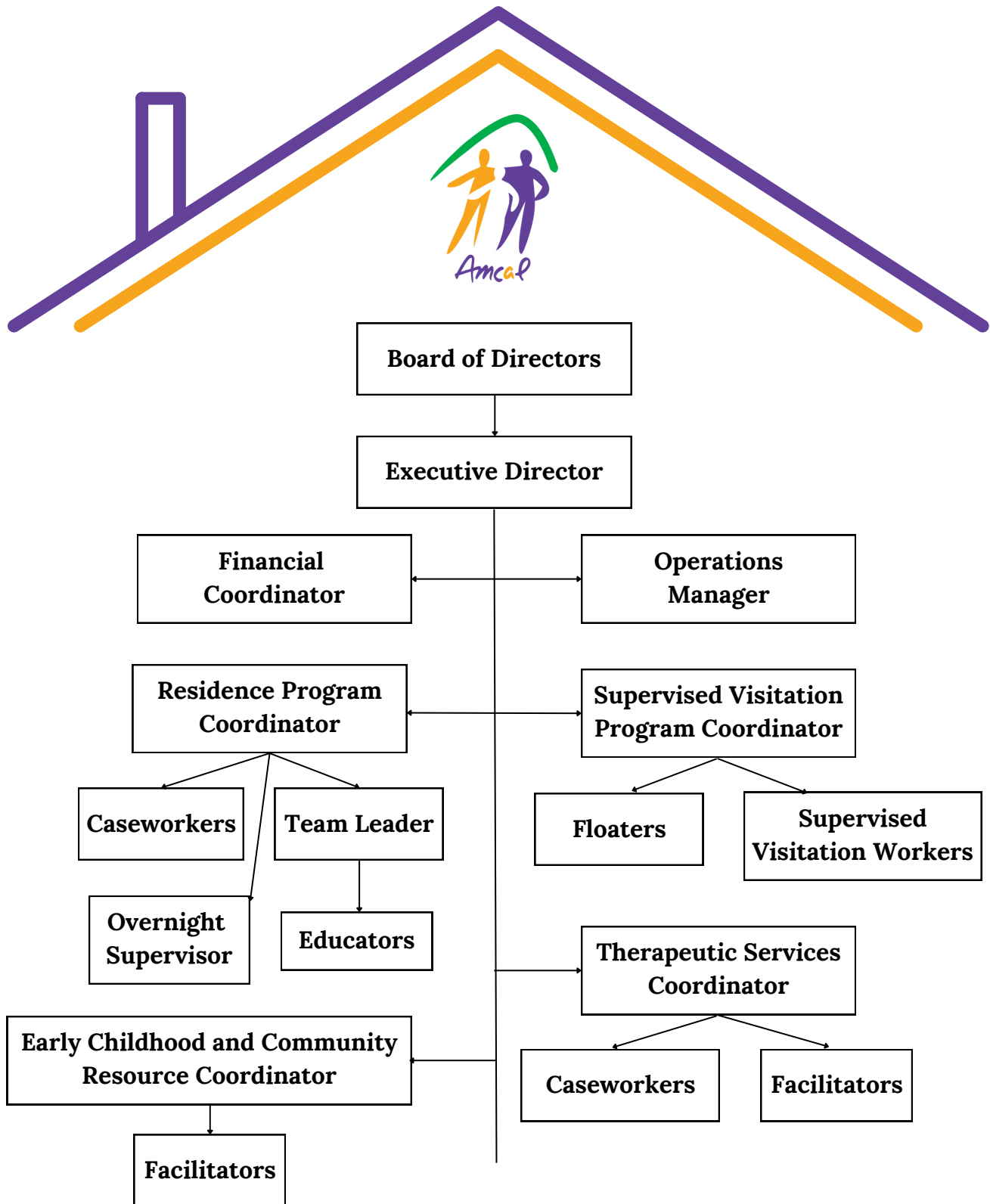


## EXPENSES

*\$ 1,240,107*



# Organigram



# Board of Directors

## **PRESIDENT**

Leonard Madigan

## **VICE-PRESIDENT**

Anne-Marie Angers-Trottier

## **SECRETARY**

Maria Viscione

## **TREASURER**

Norman Jones

## **DIRECTORS**

Sarah Volstad

Jennifer D'Allaire

Caroline Samne

Terry Wan Jung Lin

Lawrence Harris

# Management Team

## **EXECUTIVE DIRECTOR**

Lisa Filice

## **FINANCIAL COORDINATOR**

Marie-Josée Beaulieu

## **OPERATIONS MANAGER**

Barbara Stuart

## **RESIDENCE PROGRAM COORDINATOR**

Alex Tweedie Smith

## **THERAPEUTIC SERVICES COORDINATOR**

Jeff Andrews

## **EARLY CHILDHOOD AND COMMUNITY RESOURCE COORDINATOR**

Melissa Alary

## **SUPERVISED VISITATION PROGRAM COORDINATOR**

Veronica Scotto





# Our Team

## THERAPEUTIC SERVICES

### Family Workers

Chrystal Assee  
Leah Corcos  
Jennifer Hassard  
Antonia Haywood  
John Jo  
Christian Kishfy  
Susan Layne  
Melanie Leonidas  
Daniel Maler  
*Ilana Mayoff*  
Tamara Medford-Williams  
Murielle Montreuil  
Nick Pare  
Dave Peters  
Kayla Seguin  
Lorraine Seales  
Kailin Dee Mailly  
Jade Parkinson-Gayle

### Facilitators

Nicole Meecham  
Chris Menis  
Christina Papadakos  
Sarai Edwardville

## ADMINISTRATION

### Administrative Assistant

(April 2024-January 2025)  
Melissa Alary

## SUPERVISED VISITATION PROGRAM

### Coordinator

(April 2024-January 2025)  
Barbara Stuart

### Team Leader

(April 2024-January 2025)  
Veronica Scotto

### Supervised Visitation Workers

Natasha Dean  
*Felicia Joseph-Thomas*  
Ella McMullen  
Mary Johanne Noury  
Melanie Parisi  
D'Onna Pyle-Norville  
Elaine Sher  
Julianne Smith  
Émilie Wood  
Panagiota Skoulidakis  
Elizabeth Bourque  
Patrick Meagher  
Ryan Hartloper  
Téa Ieraci  
Vanessa Iori  
Nikita Guarascio

## RESIDENCE PROGRAM

### Team Leader

Christina Papadakos

### Child Care Workers

Lauren Katchan  
Sydney Nelson  
Chris Menis  
Gabrielle Chalifoux  
Julia Mac Donald-Edstrom  
Nuria Larochelle

### Overnight Supervisor

Carol Hamlet

*Names in italics indicate AMCAL staff being recognized.*

# Events & Highlights



## A TASTE OF AMCAL

The 16th edition of A Taste of AMCAL, held on April 8, 2024, was a resounding success. Hosted once again at the Royal St. Lawrence Yacht Club, the event featured an evening of fundraising coupled with delightful tastings from our generous local partners.

## AMCAL OPEN HOUSE

On October 23, 2024, we hosted our annual open house—an afternoon dedicated to community outreach and networking, providing an opportunity to discover our programs and learn about upcoming events!



## CASINO NIGHT

On November 8, 2024 we held our second Casino Night Fundraiser at Baie de Valois in Pointe-Claire. It was a great evening filled with community spirit—all in support of a great cause.

## SAINT-PATRICK'S DAY BREAKFAST

On March 14, 2025, we hosted our second community event at the Ye Olde Orchard Pub in Pointe-Claire Village. It was a tremendous success, and we were delighted to see numerous community members come out to support and enjoy breakfast on us!



## BENEFIT CONCERT

On March 28, 2025, we were the proud beneficiary of a concert organized by Matthew Nardozza. The event brought together community members in support of AMCAL's mission, raising funds to help continue providing vital services to families in need.



## Services à la famille AMCAL AMCAL Family Services

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