

Annual Report

2025-2026

Services à la famille AMCAL
AMCAL Family Services



Your family matters

Table of Contents

A Message From Our Executive Director.....	3
A Message From President of Board of Director.....	4
Our Mission, Vision, and Values.....	5
Our Goals.....	6
Our State of Operations.....	7
Our Partners.....	8
Residence Program.....	9
Therapeutic Services.....	11
Early Childhood and Community Resources Program.....	14
Supervised Visitation Program.....	16
Financial Report.....	18
Organigram.....	20
Board of Directors and Management Team.....	21
Our Team.....	22
Events and Highlights.....	23



A Message From Our *Executive Director*

Dear esteemed members and supporters,

Throughout the 2025–2026 fiscal year, AMCAL continued to support children, youth, and families navigating complex emotional, relational, and mental health challenges. As the needs within our community continue to grow and evolve, our commitment to providing compassionate, accessible, and family-centered support remains stronger than ever.

This year also brought continued growth across the organization as we strengthened community partnerships, expanded opportunities for accessibility and engagement, and continued developing programs that reflect the evolving realities families are facing today. Whether through counselling services, residential support, supervised visitation, school-based initiatives, or community programming, our focus remained clear: helping families feel supported, connected, and empowered to move forward.

At the heart of this work is our extraordinary team. To our staff, coordinators, and volunteers, thank you for the professionalism, compassion, and dedication you bring to AMCAL every day. You continue to support families with patience, empathy, and care, often during moments of uncertainty and crisis. Your work has a lasting impact on the lives of the people we serve, and I am deeply grateful for all that you do.

I would also like to thank our Board of Directors and Residence Board for their continued leadership, support, and commitment to AMCAL's mission. To our donors, partners, funders, and community supporters, thank you for your trust and generosity. Your support allows us to continue strengthening our programs and expanding access to services for families throughout the community.

As we look ahead, AMCAL remains committed to evolving alongside the needs of the families we serve. While the challenges facing our communities continue to grow, so does our determination to provide support with humanity, flexibility, and compassion.

Together, we will continue building healthier families, happier homes, and stronger communities.

Warm Regards,
Lisa Filice
Executive Director



A Message From *The President of Board of Directors*

Dear Esteemed Members and Supporters,

Never has AMCAL's mission been more relevant, nor its impact more important.

Today's environment presents growing challenges for both youth and parents. Children are navigating increasing social pressures, anxiety, and uncertainty, while parents are balancing the demands of everyday life while supporting their families through a rapidly changing world. More than ever, families need connection, guidance, and practical support.

The growing needs in our community remind us daily that families and children are counting on us.

We continue to see the importance of AMCAL's school-based programs as we work alongside educators to help children build social skills, emotional awareness, and positive relationships that support their wellbeing. We are equally committed to supporting parents and families through practical guidance, tools, and early intervention strategies that help prevent challenges from becoming more serious difficulties.

As AMCAL enters its second half-century, we do so with hope, a strong and deeply experienced team, and bold new ideas for how we can extend our reach even further. Funding remains an ongoing challenge, but we continue to evolve and innovate — developing new ways to expand our programs, strengthen our services, and deliver meaningful help to the families and children who need it most.

Through our strategic planning efforts, we recently identified four priority initiatives that will help us reach more families, strengthen our services, and respond more effectively to emerging needs. These initiatives are now being advanced with urgency, while we actively pursue additional funding opportunities and partnerships to help bring them fully to life.

We extend our sincere gratitude to our supporters, volunteers, partners, and donors. Your trust, generosity, and belief in our mission make this work possible.

Together, we will continue building a stronger future for the families and children we serve.

Yours truly,

Len Madigan

President, AMCAL Board of Directors



Your family matters... *Building healthy family relationships*

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

SUPPORTED

321

FAMILIES

IMPACTED

2498

INDIVIDUALS

COMMUNITY OUTREACH OF OVER

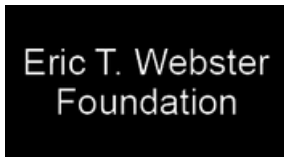
3830



Our Partners



COERENTE Capital Management Inc.



Somers Foundation
Robert Baldwin

Matt Nardoza
Benefit Concert

Residence Program

Strengthening Family Dynamics with Therapeutic Empowerment

PROGRAM OVERVIEW

The Residence Program (RP) is a 14-week therapeutic and supportive program designed for youth experiencing crisis situations or challenges at home, school, or within their personal lives. The program focuses on helping youth build structure, healthy habits, emotional regulation, communication skills, stress management strategies, and healthier boundaries in preparation for long-term success at home and in the community.

A core component of the program is family involvement. Parents and caregivers are expected to actively participate in weekly parenting groups and ongoing meetings with a social worker. This collaborative approach helps strengthen family dynamics, improve communication within the home, and create greater consistency and accountability for both youth and parents. The emphasis on whole-family participation continues to be one of the defining strengths of the program.

A YEAR AT A GLANCE

This past year brought many positive outcomes for the Residence Program. One of the most meaningful successes continued to be the positive changes observed within family relationships and communication. Families shared that participation in the program helped strengthen understanding, improve communication, and create healthier dynamics within the home environment.

The program also experienced increased interest and demand for placements, reflecting the strong reputation the Residence Program has built within the community. Families and referral sources continue to recognize the value of the program's hands-on, family-centered approach and the active involvement expected from both youth and caregivers.

A major highlight of the year was the continued success of the Summer Program. The program provided youth with structure, routine, recreational opportunities, and continued therapeutic support during the summer months while helping families maintain consistency throughout the school break.



28 Families



74 Individuals

The Summer Program remains an important extension of the Residence Program and continues to be a valuable source of support and engagement for participating youth and families.

As demand for services continues to grow, balancing accessibility with the individualized support each family requires remains an ongoing focus. The increasing complexity of family situations and mental health needs has reinforced the importance of maintaining flexibility while ensuring youth receive consistent and structured care throughout their stay.

The fiscal year also brought changes within the program team, including a transition in the coordinator role toward the end of the year. Despite these changes, the Residence Program continued to demonstrate stability, adaptability, and a strong commitment to supporting youth and families. The dedication and collaboration of the staff team played an important role in maintaining the supportive and therapeutic environment that families have come to rely on.

LOOKING AHEAD

In the coming year, the Residence Program hopes to continue building on its family-centered approach while exploring additional ways to support youth transitioning back into their home and school environments. Expanding life-skills programming, strengthening aftercare and follow-up supports, and increasing opportunities for family engagement are all areas of interest moving forward.

There is also a continued goal of strengthening community partnerships and increasing awareness of the program so that more families can access support earlier, before challenges escalate into crisis situations.

As the program continues to evolve, there is a strong focus on supporting team growth, strengthening internal collaboration, and building on the foundation already established within the Residence Program. Continued investment in staff development and program stability will remain important in ensuring families receive consistent, high-quality support.

Through continued collaboration, compassion, and dedication, the Residence Program looks forward to further strengthening its impact on the youth and families it serves.

Brandon Doret
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. Through counselling, school-based programming, workshops, and community partnerships, our team works to strengthen emotional well-being, improve family relationships, and provide practical support tailored to the unique needs of each client.

A YEAR AT A GLANCE

This year reflected continued growth and impact for the Therapeutic Services Team. Through increased accessibility, flexibility in service delivery, and strengthened community outreach, the team supported a growing number of individuals and families across the community. These efforts helped clients remain engaged in services while receiving meaningful and consistent support.

A significant milestone this year was the continued expansion of services into new geographic areas. Building on previous growth, the team further extended its reach into underserved communities, increasing accessibility to counselling services and strengthening the overall support network available to families. This expansion reflects the team's ongoing commitment to reducing barriers and ensuring equitable access to care.

Partnerships continued to play an essential role in the success of the program. The team maintained and strengthened collaborations with organizations including the CLSC, Montreal Children's Hospital, CHU Sainte-Justine, Douglas Mental Health University Institute, Batshaw Youth and Family Centres, Lester B. Pearson School Board, Kahnawà:ke Shakotii'a'takehnhas Community Services, and the Service de police de la Ville de Montréal (SPVM). These collaborations supported coordinated care, improved referral pathways, and strengthened outcomes for clients and families.



120 families



1,162 individuals

This year also brought the introduction of new initiatives aimed at supporting youth and families through early intervention and education. The caseworker team facilitated a new Emerging Adult Workshop at CVR High School in Ormstown, designed to support Grade 11 students as they transition into adulthood and post-secondary education. The workshop focused on practical life skills, emotional readiness, and mental health awareness, helping students prepare for increased independence and new responsibilities.

In addition, the team launched a virtual pilot of the AMCAL/JED parental workshops through video conferencing. This initiative increased accessibility for parents who may experience barriers to attending in person, including scheduling limitations or geographic distance. The virtual format allowed for increased participation while continuing to provide meaningful and engaging support to families.

Professional development remained a priority throughout the year. Team members participated in specialized training related to mental health interventions, conjugal violence awareness and response, and cultural sensitivity and inclusive service delivery. These learning opportunities strengthened the team's ability to provide safe, respectful, and responsive care to diverse client populations.

The Finding Balance emotional well-being program also experienced significant growth this year, expanding from two to five schools and supporting the well-being of 618 students. Parent and caregiver engagement continued to increase, with 189 parents participating in AMCAL/JED parental workshops.

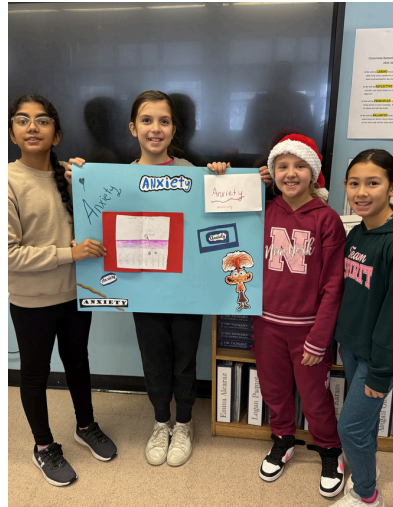
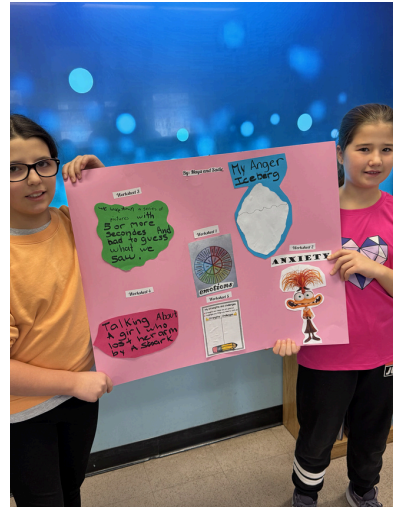
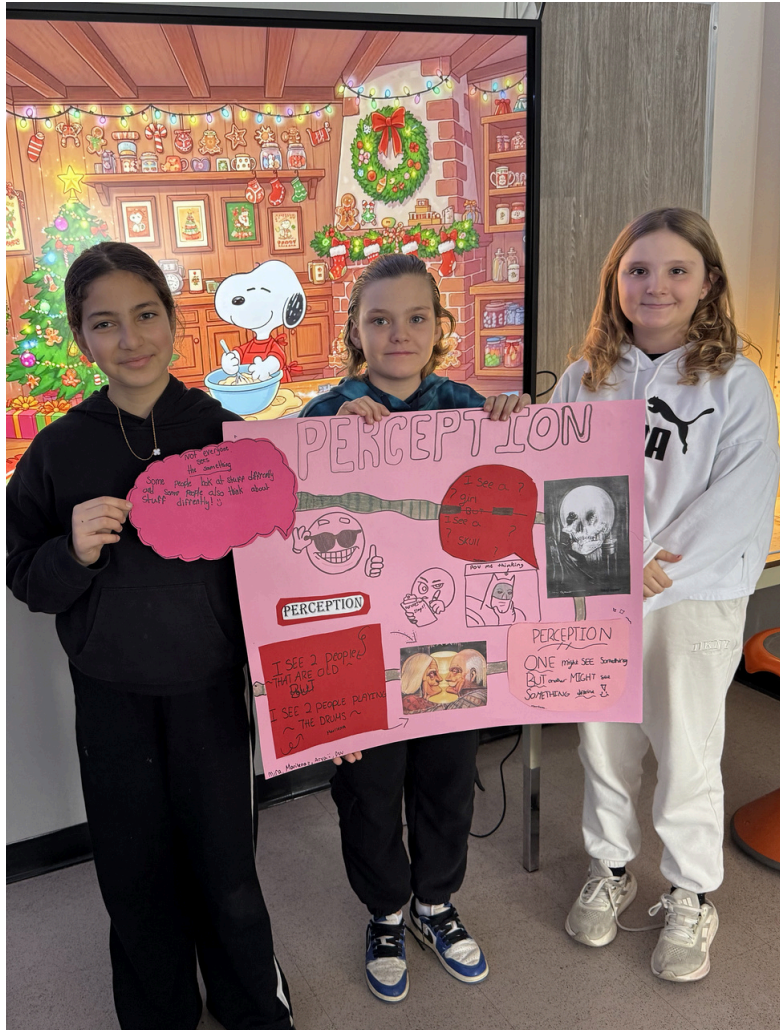
LOOKING AHEAD

As we look ahead, the Therapeutic Services Team remains committed to continued growth, innovation, and collaboration. Expanding accessible counselling services, strengthening community partnerships, and responding to the evolving needs of individuals and families will remain central priorities moving forward.

The progress achieved this year reflects the dedication, adaptability, and compassion of the counselling team. Their ongoing commitment to providing meaningful support continues to strengthen the well-being of the individuals, families, and communities we serve.

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, is dedicated to strengthening the connection among schools, families, and the wider community. Our goal is to better understand the unique situations, challenges, and needs of families in order to support and nurture each child's overall growth and development. Through active involvement in community initiatives and partnerships with local organizations, our efforts focus on connecting students and families with valuable programs, resources, and opportunities that support learning, overall growth, and positive youth development throughout their elementary and high school years.

A YEAR AT A GLANCE

K4-5 Social Skills Workshop

Throughout this year, we strengthened the connections between schools, families, and community partners through ongoing collaboration and shared understanding. The program continued to evolve and expand, providing responsive support to families while fostering long-term, community-centered initiatives that promote lasting and meaningful impact.

Our K4-5 social skills initiative continued to grow significantly this year, expanding its reach to a total of 55 classrooms across both English and French institutions. The program not only welcomed several new schools, but also returned to partner with schools that had previously participated, reflecting the ongoing value and positive impact of the initiative within the community. Using engaging, play-based activities such as music and movement, collaborative games, and creative play, children developed foundational social and emotional skills while practicing teamwork, communication, sharing, turn-taking, and respectful conflict resolution through positive peer interactions.



15 schools



57 families



736 individuals

Throughout the year, ongoing collaboration with educators and school staff provided valuable insight that helped shape and strengthen the program. Feedback received from classrooms was continuously used to refine workshop activities and approaches, allowing the sessions to remain meaningful, engaging, and responsive to the needs of students. Since each classroom and group of children is unique, the program maintained a flexible approach by adapting activities and delivery styles to best support individual class dynamics. The positive connections established with students and staff contributed to strong school partnerships, with several schools expressing interest in continuing the program next year. The continued enthusiasm and support from participating schools highlight the meaningful impact the initiative has had within classroom communities.

“ Thank you so much for everything you did for our students! This a great and fun way to engage the students. Learning through play is and essential part of the kindergartens global development. ”



Welcome Program

Our Welcome Program supported newly arrived families throughout the year as they adapted to life in a new environment. To broaden its reach, the program strengthened collaboration with the CRC and worked closely with schools, a variety of community and sporting organizations, and faith-based groups. These partnerships have been key in expanding our network and improving the sharing of resources, ensuring families are connected to a wide range of services and supports that help them settle and move forward with confidence.

LOOKING AHEAD

Looking ahead, our focus remains on strengthening and expanding the scope of our programs to better serve children, families, and communities. We aim to extend the both programs to reach a greater number of families while also engaging with more schools to deepen our impact across different settings. In doing so, we will continue to build strong, collaborative relationships with community partners, ensuring our work remains responsive and accessible. Above all, we are committed to fostering connection, supporting resilience, and creating inclusive environments where families feel supported and able to thrive.

Melissa Alary

Program Coordinator

Supervised Visitation Program

Providing Neutrality, Security and Confidentiality

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 year marked continued growth and expanded accessibility within the Supervised Visitation Program. Services at the 6 Weredale location were expanded through the addition of an extra day of supervised visits each week, increasing accessibility and allowing the program to support more families involved with Youth Protection services. The intake process was also enhanced through more flexible and hybrid models, helping better accommodate the varying schedules, transportation realities, and needs of families accessing services.

Reducing barriers to participation remained a key focus throughout the year. The Transportation Support Initiative continued to play an important role in helping families access visits by providing STM two-way fares, Uber rides, and gas vouchers. Families consistently highlighted this initiative as extremely helpful, expressing appreciation for the increased accessibility and reduced financial stress associated with attending visits. This continued support has contributed to greater consistency in participation and improved access to services for many families.



116 Families



526 Individuals



1629 Services

Professional development and team growth were also significant areas of focus throughout the year. Staff completed Mental Health First Aid training and certification, strengthening the team's ability to recognize and respond to signs of declining mental well-being and mental health crises. The training also increased staff confidence in navigating conversations surrounding mental health within families, workplaces, and the broader community.

The program also continued to expand its team in response to increasing service demands, growing to a total of 17 staff members. The addition of administrative support staff helped strengthen coordination, scheduling, communication, and overall program operations across the program. During the year, the program also received a generous donation of 10 laptops from a private donor, helping enhance communication, staff support, and overall service delivery across the program.



Throughout the year, the program continued prioritizing meaningful parent-child connection during visits through a variety of arts, crafts, and family-centered activities designed to encourage engagement, communication, and positive shared experiences. These activities continue to support relationship-building opportunities between parents and children within a safe and structured environment

LOOKING AHEAD

As the Supervised Visitation Program continues to grow, AMCAL remains committed to improving accessibility, strengthening family supports, and enhancing the experience of families accessing services. In the coming year, the program hopes to further improve the referral and intake process through website enhancements and a more streamlined online system designed to support smoother coordination and easier access to services.

The program also remains focused on investing in staff development, strengthening team collaboration, and expanding access to post-supervision supports such as referrals, psychoeducation, and community resources. By continuing to strengthen both staff capacity and family connections to ongoing supports, the program aims to promote greater stability and positive long-term outcomes for the families it serves.

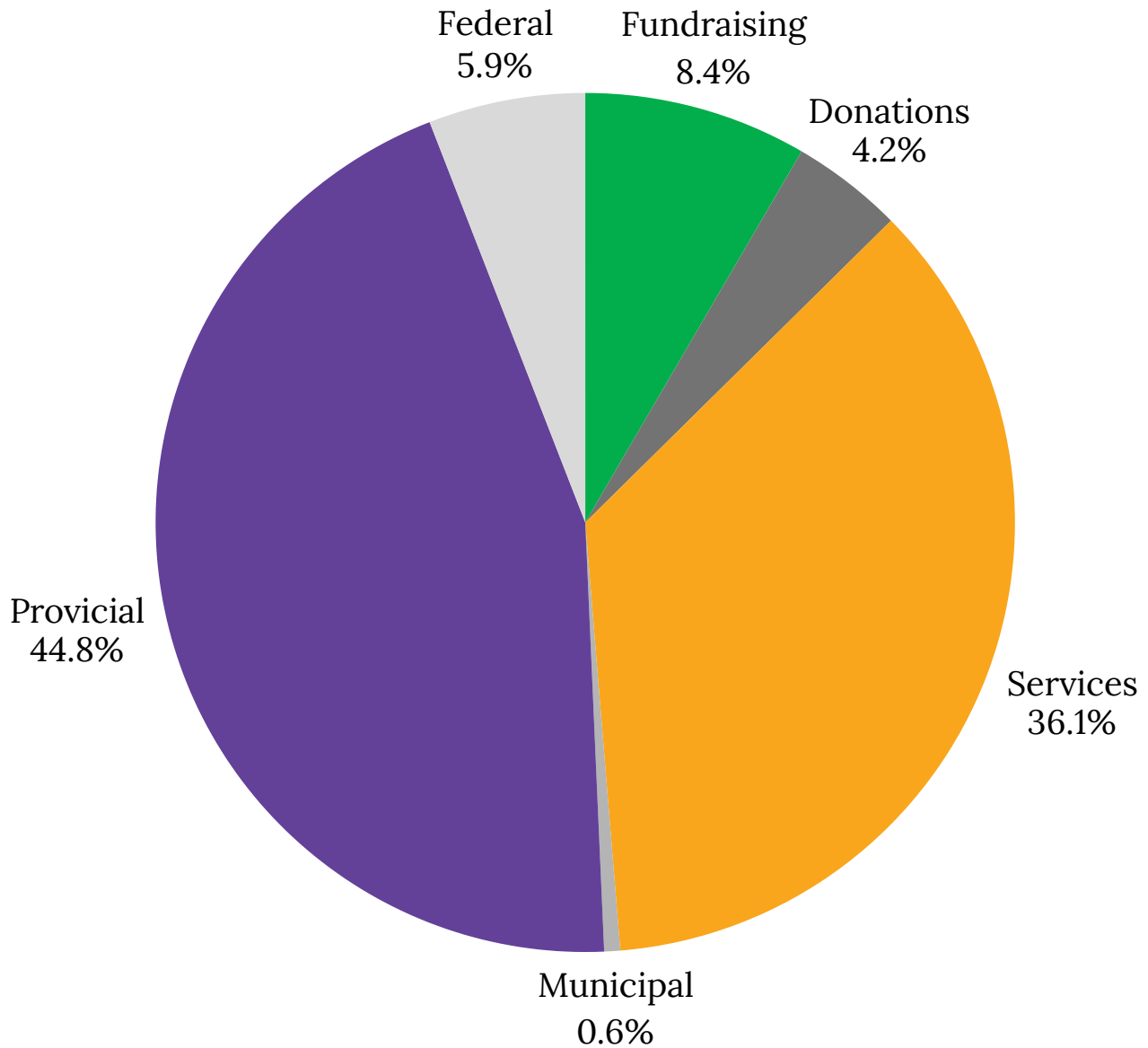
Veronica Scotto

Program Coordinator

Financial Report

Revenues

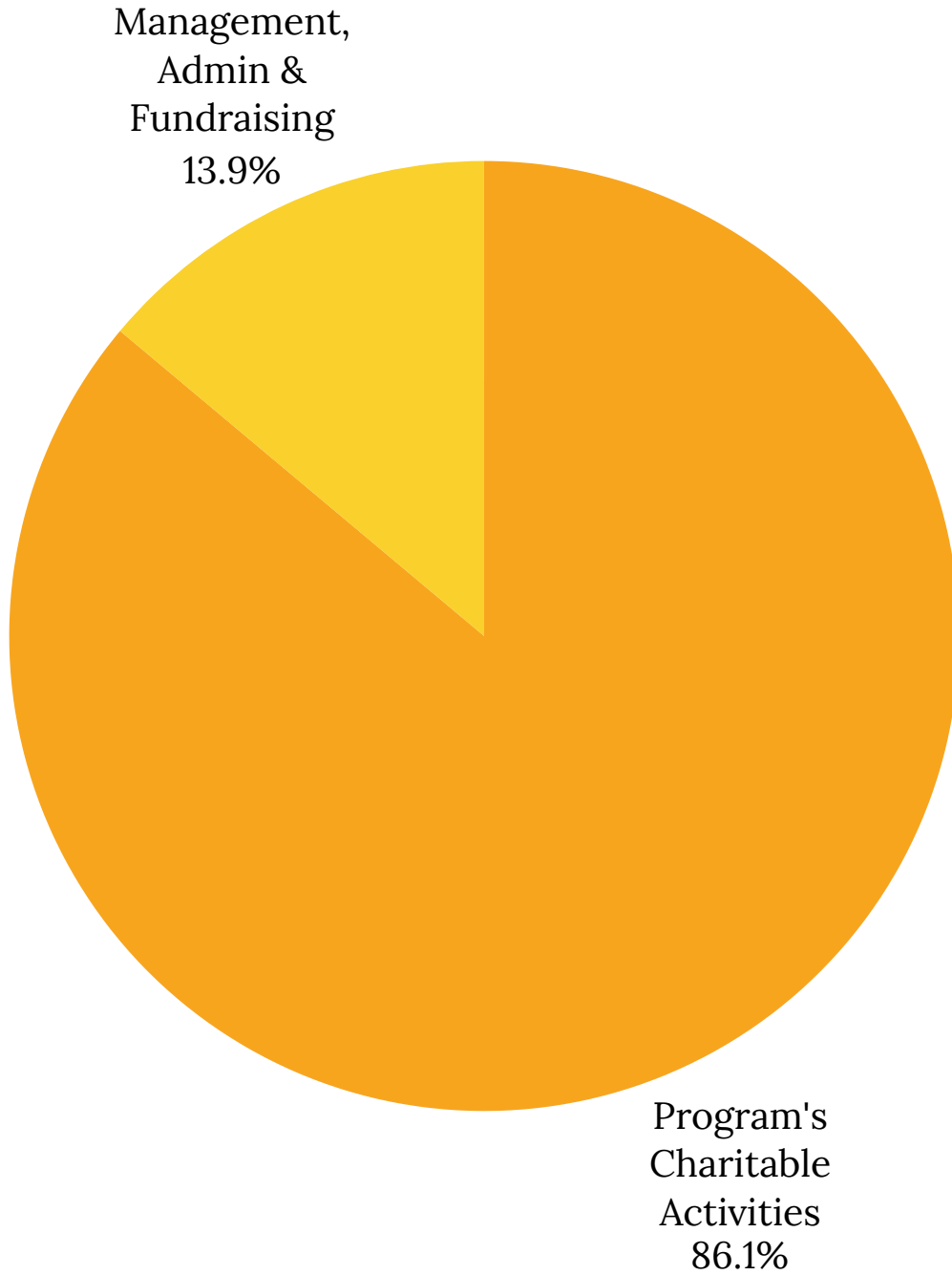
\$1,433,937



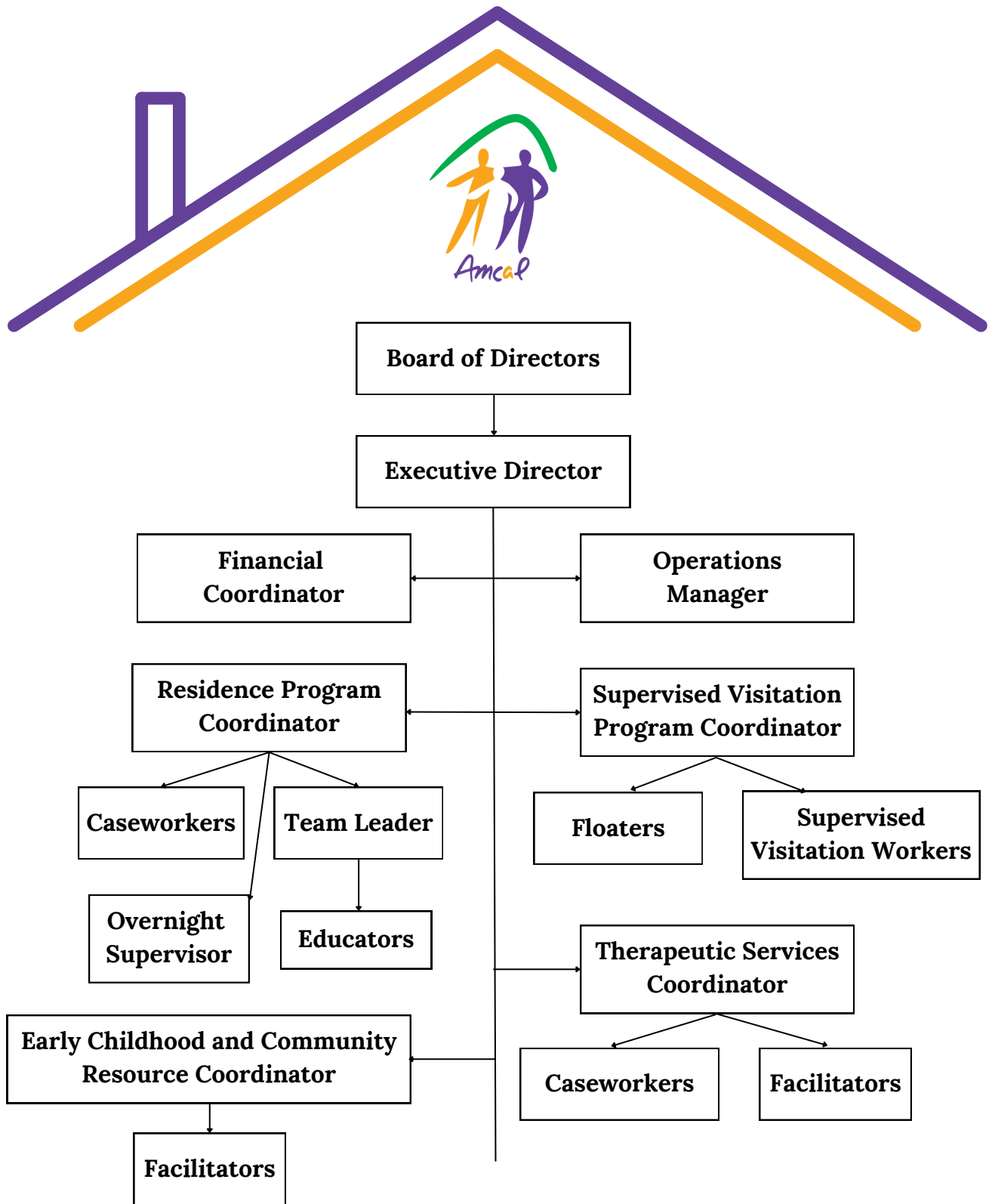
Financial Report

Expenses

\$1,376,647



Organigram



Board of Directors

PRESIDENT

Leonard Madigan

VICE-PRESIDENT

Caroline Samne

SECRETARY

Lawrence Harris

TREASURER

Norman Jones

DIRECTORS

Marga Ashley

Jakub Storalek

Gregory M.C. Orleski

Dennis Vossos

Management Team

EXECUTIVE DIRECTOR

Lisa Filice

FINANCIAL COORDINATOR

Philip Hou

OPERATIONS MANAGER

Barbara Stuart

RESIDENCE PROGRAM COORDINATOR

Alex Tweedie Smith

THERAPEUTIC SERVICES COORDINATOR

Jeff Andrews

SUPERVISED VISITATION PROGRAM COORDINATOR

Veronica Scotto

EARLY CHILDHOOD AND COMMUNITY RESOURCE COORDINATOR

Melissa Alary



Our Team

THERAPEUTIC SERVICES

Caseworkers

Leah Corcos
Jennifer Hassard
John Jo
Christian Kishfy
Kailin Dee
Daniel Maler
Ilana Mayoff
Tamara Medford-Williams
Nick Pare
Dave Peters
Susan Layne
Lorraine Seales
Kayla Seguin
Ajantha Vignarajah
Antonia Haywood
Emily Kate Rusyn
Chrystal Assee
Melanie Leonidas
Zaria Nesfield

Facilitators

Nicole Meecham
Christabelle Talaro
Chris Menis
Maria Pettigrew

ADMINISTRATION

Financial Coordinator

Marie-Josée Beaulieu

SUPERVISED VISITATION PROGRAM

Supervised Visitation Workers

Natasha Dean
Hannah Gallardo-Cagadoc
Nikita Guarascio
Vanessa Iori
Felicia Joseph-Thomas
Alex McMullen
Ella McMullen
Mary Johanne Noury
Melanie Parisi
Jordana Plotnick
D'Onna Pyle-Norville
Elaine Sher
Julianne Smith
Helen Valkanas
Olivia Villella
Emilie Wood
Patrick Meagher
Panagiota Skoulikas
Ryan Hartloper
Anton Zemba
Tea Ieraci
Wendy Figueroa

RESIDENCE PROGRAM

Team Leader

Samantha Tosi

Educators

Angelica Alfaro
Jason Vickers
Chris Menis
Jade Parkinson-Gayle
Sean Wood
Ciara Tweedie-Smith
Julia Mac Donald-Edstrom

Overnight Supervisor

Carol Hamlet

** Names in italics indicate AMCAL staff being recognized.*

Events & Highlights



A TASTE OF AMCAL

The 17th edition of A Taste of AMCAL, held on April 14, 2025, 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 22, 2025, 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!



SAINT-PATRICK'S DAY BREAKFAST

On March 13, 2026, we hosted our thirdcommunity 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 27, 2026, we were once again the proud beneficiary of Matthew Nardoza musical concert. 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

7 Rue Ste-Anne, Pointe-Claire

Tel: 514-694-3161 | Fax: 514-694-1109

afs@amcal.ca | www.amcal.ca



[Facebook](#)



[LinkedIn](#)



[Instagram](#)