

Annual Report

2022-2023

Services à la famille AMCAL
AMCAL Family Services



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A Message From Our *Executive Director*



I am honored to present my first annual report as the Executive Director of AMCAL Family Services. It has been a privilege to work alongside the dedicated members of our team and witness firsthand the exceptional work we do. As a newcomer to the organization, I was struck by the passion and commitment of everyone involved in our mission. From the talented employees to the supportive board of directors and generous donors and partners, I am grateful to be part of such a dedicated community.

During the 2022-2023 fiscal year, we have accomplished a great deal. We have shown our collective ability to adapt to worldly circumstances by transitioning to a hybrid model of providing both in-person and virtual services, such as counseling services, support groups and educational workshops. Despite the obstacles, we have remained committed to our mission and have found new and creative ways to serve those in need.

I am also proud to report that we have successfully secured several grants and donations over the past year, which have allowed us to continue progressing toward our strategic goals. We have expanded our reach to new communities, adapted our programming to better suit the needs of our clientele and have implemented innovative programs that address critical issues facing our society.

This progression is also thanks to the support we receive from our donors - we are committed to being responsible stewards of their generosity. Together, we can continue to create a brighter future for families in our community.

I would also like to express a deep gratitude for the AMCAL Team. Your dedication and hard work have not gone unnoticed, and I want you to know how much you are valued and appreciated. You are the heart and soul of our organization, and it is because of your tireless efforts that we are able to make a real difference in the lives of those we serve.

As we move forward into a new year, I am excited to work with all of you to build on our successes and continue to make a positive impact. I know that we will face new challenges and obstacles this year, but I am confident that, with your continued hard work and dedication, that we may overcome whatever comes our way. **Together, we have the power to make a difference, and I am honored to be part of this incredible organization.**

Thank you for your continued support and unwavering commitment to AMCAL's mission - I look forward to another successful year ahead.

Sincerely,

Lisa Filice
Executive Director



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 over 40 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

We believe in preserving and fostering positive family relationships.

RESPECT

We respect the choices of families and empowers parents to regain control of their family dynamic.



SUPPORT



We recognize that each family is unique and seek to understand and support all members of the family in achieving a healthier relationship.

INTEGRITY

We incorporate the highest level of integrity in its governance, administration and programs.



COLLABORATION



We believe in building collaborative relationships with other organizations, public institutions, schools and businesses to foster and enhance healthy communities.

LEARNING

We encourage 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: OUR ACCESSIBILITY

Increase our visibility within the community in order to serve more families, young adults, youth, and children.

To meet this goal we will...

- Develop and publish a monthly community newsletter.
- Be more present on social media platforms.
- Connect with other organizations in the community.
- Host an annual Open House

GOAL # 2: COMMUNITY NEEDS

Ensure programs remain relevant and effective, taking into account the challenges faced by modern families.

To meet this goal we will...

- Maintain current sources of revenue and research new revenue opportunities, in order to implement new programs/workshops to meet the evolving needs of the community.
- Listen to our clients and remain adaptable to unique circumstances.

GOAL #3: INVEST IN OUR TEAM

Foster professional development and retention to enhance program growth and development.

To meet this goal we will...

- Plan team building activities both on a managerial and systemic level.
- Ensure employee compensation packages remain competitive.
- Maintain a friendly and healthy working environment.



Our Numbers

SERVICED

232

FAMILIES

IMPACTED

916

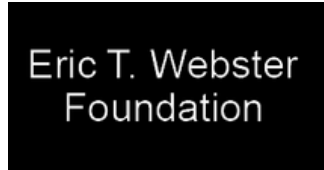
INDIVIDUALS

COMMUNITY OUTREACH OF OVER

11000



Our Partners



ROBERT BALDWIN

JACQUES CARTIER



SANPOLO INVESTMENTS CORPORATION



Therapeutic Services

Strengthening Communities One Family at a Time

It has been three years since Covid-19 began and, although the burden on the health care system has somewhat diminished, the social services sector is now seeing and dealing with the negative impact the pandemic has had on mental health and emotional well-being amongst our society. This includes children, adolescents, emerging adults and parents alike.

A YEAR AT A GLANCE

The Therapeutic Services team observed a much greater volume of phone calls and a higher demand for services for the 2022-23 fiscal year. We are proud to announce that all of our programs under therapeutic services increased from the previous year with the biggest jump in our residential (+9) and emerging adult programs (+11). This is the second year in a row with increased stats for services rendered in all programs (+9). Although majority of the calls for potential services still originate from Montreal and the West-Island communities, we received more phone calls and serviced more families within the greater Montreal area including the Laurentians, the South Shore and Montérégie.



Our team of family workers and childcare workers demonstrated once again that our “family systems approach” model continues to work when doing family work. We chose to become more flexible when working with our families to ensure that we were able to meet their needs in an ever-changing world. We achieved this using a balanced approach of providing nurture and accountability. Our team recognized the significance of having to keep up with current trends and the latest research on mental health, trauma and emotional well-being so we accomplished this through ongoing training, internal/external collaboration, providing the staff with regular clinical supervision, biweekly clinical team meetings, guest speakers and professional development funds allotted to staff.

Counselling Programs



Residential Program



Outreach Family Counselling



Parental Counselling



Families First

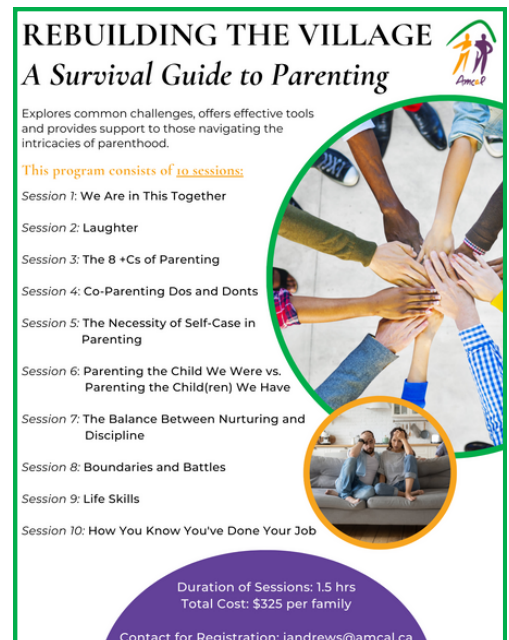


Emerging Adult

OUR FUTURE

It takes a village to raise a child.

We will continue to collaborate with different social services organizations such as the CIUSSS, hospitals, schools and DYP as well as other community-based organizations moving forward. Four new family workers were hired in 2023 to keep up with the demand of services we had and in anticipation for the volume of potential services for the year ahead. We will continue to prioritize training for all staff to ensure that we're able to provide the best quality care to our clients. We need to be at our best in order to give our best so we will also prioritize the significance of self-care for the staff for the year 2023-24. Recognizing the warning signs of possible compassion fatigue or burnout will be essential amongst the staff so we will continue to be flexible with scheduling, covering for one another, providing open space in clinical supervision and clinical team meetings to share feelings, concerns, and more.



REBUILDING THE VILLAGE
A Survival Guide to Parenting

Explores common challenges, offers effective tools and provides support to those navigating the intricacies of parenthood.

This program consists of 10 sessions:

- Session 1: We Are in This Together
- Session 2: Laughter
- Session 3: The 8 +Cs of Parenting
- Session 4: Co-Parenting Dos and Don'ts
- Session 5: The Necessity of Self-Care in Parenting
- Session 6: Parenting the Child We Were vs. Parenting the Child(ren) We Have
- Session 7: The Balance Between Nurturing and Discipline
- Session 8: Boundaries and Battles
- Session 9: Life Skills
- Session 10: How You Know You've Done Your Job

Duration of Sessions: 1.5 hrs
Total Cost: \$325 per family
Contact for Registration: iandrews@amcal.ca

The Therapeutic Services team would not be able to operate as successfully without the continued support of the community through donations and fundraising events so we want to take this time to really thank you for your ongoing support. You are a part of the “village” and we are grateful that you choose to give back. We will need your help again this year so we can continue offering our five counselling services and parental support group to the community.

Jeff Andrews

Program Coordinator

School-Based & Community Outreach Program

A Link Between Schools, Families and the Community

PROGRAM OVERVIEW

AMCAL's School-Based and Community Outreach program aims to strengthen the connections and links between schools, families and the community. We work to better understand the realities of families, their needs and their concerns, in order to ensure the success of the children's education. We currently sit on many community tables, such as Poverty Reduction and Social Inclusion, Table for Mental Health, Comité Envol, and more. An ongoing goal of ours is to foster connections and partnerships with community organizations and offer our programs to as many youth as possible in elementary and high schools.

A YEAR AT A GLANCE

The 2022-2023 fiscal year had a tumultuous start with not having a long standing Program Coordinator. The obstacles faced without this guiding presence were challenging but we overcame them as a team. In February, we excitedly welcomed a new Program Coordinator and have been working tirelessly to incorporate our programs into schools and the community. Through the challenges that we faced, the Intervenant Communautaire Scolaire (ICS) program persevered and prospered.



AMCAL is in its third year of its three-year ICS mandate, which is an initiative of the Maguerite-Bourgeois Service Centre. We have two workers providing support and resources to families of children in the welcome classes of three schools: École St-Louis, École Gentilly and École Marguerite Bourgeoys. The ICS workers play a valuable role in helping newly-arrived families in Quebec adapt to their new lives. By providing resources and support, they greatly assist these families in their transition process and help them understand their specific needs and challenges. They also play a crucial role in developing and conducting workshops for school staff. This has helped raise awareness and understanding among educators, which in turn creates better support and accommodation for these families within the educational system. Our goal is to empower families to feel confident in meeting their needs in their new home.

OUR FUTURE

As we kick off the new fiscal year, we are actively working on the development of one community program set to launch this summer, as well as three school-based programs scheduled to begin in schools this fall. We have also applied to the Marguerite-Bourgeois Service Centre for a new three-year mandate, with a specific request to expand their services to more schools in the upcoming year.



Raising the Future Together!
Bright Minds,
Happy Hearts & Healthy Bodies

Are you looking to learn how to best support your child's overall development?
Check out AMCAL's NEW program!

Program Details:

- 8-week program offered free of charge
- For parents of children 1-5 years of age
- Skills & information on the core aspects of your child's well-being:
 - Physical well-being
 - Social and emotional well-being
 - Cognitive well-being
 - Home environment

For more information
Please contact:
Tracy Bieszcz
School and Community-Based Programs Coordinator
tbieszcz@amcal.ca
514-694-3161
Ext.305

School-Based Programs:

BUILDING MY BEST SELF

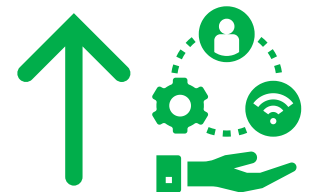
CONQUERING ANXIETY

EMOTIONAL MANAGEMENT

Our primary objective is to increase our workforce and provide enhanced resources and support to families and schools within different communities. We aim to focus on offering more workshops to school staff for they are designed to equip educators with necessary knowledge and skills to better understand their students and families. In order to streamline our support services, we have set a goal to create a comprehensive resource booklet. This will serve as a valuable reference tool for all ICS workers, enabling them to access essential information quickly and efficiently. This will enable our team to provide prompt and effective responses to the needs of the families we serve.

We also recognize the importance of community collaboration and thus intend to continue expanding our connections within the broader community. By forging new partnerships and establishing relationships with various organization, we hope to provide an even wider range of resources to schools and families. The goal is to ensure a comprehensive support system for all our families.

Through our community program, school-based programs, expanded workforce, resource book and community connections, we aim to have a positive impact on our clientele. We look forward to working with more schools, families and community partners in 2023-2024.



Tracy Bieszcz
Program Coordinator

Supervised Visitation Program

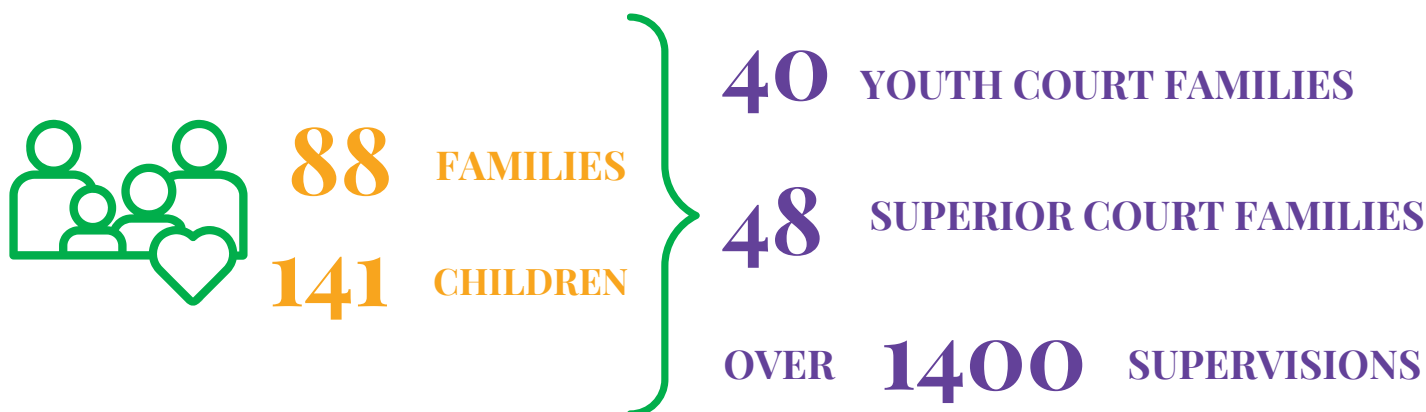
Providing Neutrality, Security and Confidentiality

PROGRAM OVERVIEW

The Supervised Visitation Program (SVP) at AMCAL Family Services provides families a safe and neutral environment to exercise their access rights through supervised visitations and exchanges. In the presence of a trained visitation supervisor, who takes detailed observational notes, parents or others can demonstrate to their child(ren), to each other and to the court, their ability to cooperate. Through our mandate, we help families restore the positive parent-child bond that is often times effected when families have been divided and fractured by custody battles.

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 lowered fees to all our SVP clientele.

A YEAR AT A GLANCE



Over the last year, the Supervised Visitation Program has changed quite significantly. We said goodbye to our previous program coordinator and many supervisors, which left us to overcome many unforeseen obstacles. With great perseverance and strength, this farewell ensued the rebuilding of our team by welcoming a new cohort of supervisors and coordinator. Together we adapted the program to meet both our needs and that of our clientele, while ensuring the best quality of services. Activities, such as seasonal holiday events, were incorporated into our regular programming, for we know that our families do not always have the opportunity to celebrate together. SVP also received two grants that contributed to the refurbishment and enhancement of our Centre and visitation rooms. What is more is that these grants assisted in the reopening of our CIUSSS location, which has significantly increased our servicing capacity.



OUR FUTURE

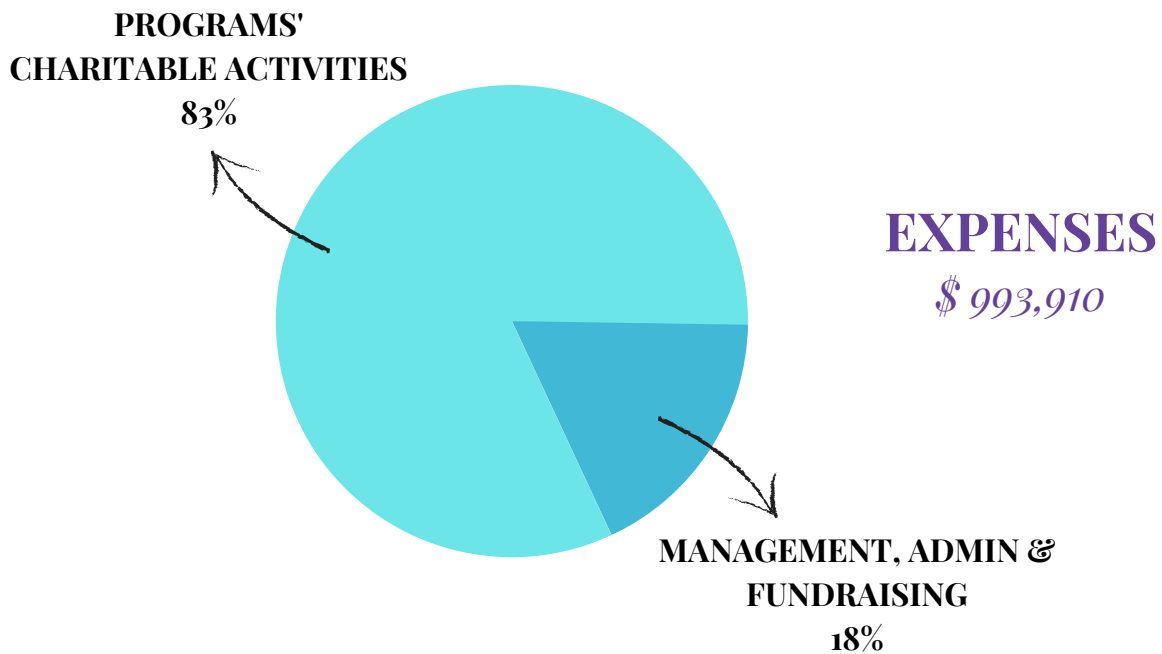
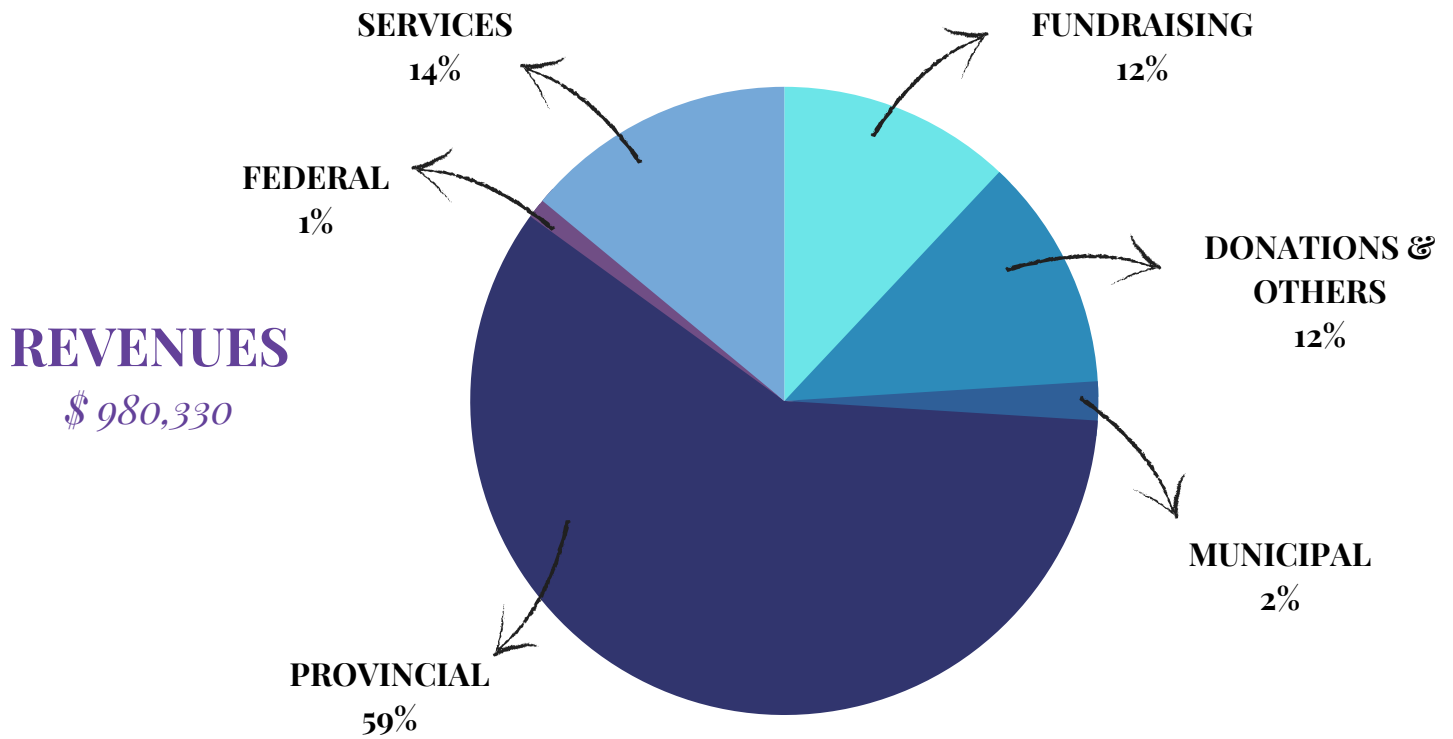
The aftereffects of the pandemic is tangible within SVP, both in terms of our team members and our families. Not being able to operate at full capacity due to the limitations associated with the pandemic has ignited a drive within the team to continue increasing the scope, accessibility and quality of our services. Our goal is to operate with five visitation rooms at all times, at the AMCAL location, allowing more than 30 families per week to exercise their visitation rights. We will continue to organize seasonal events in hopes emulating a home-like environment and fostering the parent-child bond. Moreover, to ensure that the most recent observational techniques are utilized, supervisors will participate in recurring training. The SVP team is dedicated to providing the best of services to our clientele and we are ready to hit the ground running.

Thank you to all our clients, new and old, for their continued support and trust in the Supervised Visitation Program.

Barbara Stuart
Program Coordinator



Financial Report





Organigram

Board of Directors

Executive Director

Office Coordinator

Financial Director

Therapeutic Services Coordinator

CCW Team Leader

Family Workers

Child Care Workers

Overnight Supervisor

Supervised Visitation Coordinator

**School-Based & Community Outreach
Coordinator**

Team Leader

ICS Workers

Community Outreach Worker

Visitation Supervisors





Board of Directors

2022-2023

PRESIDENT

Peter Ho

Vice-President

Subibe Choudhury

SECRETARY

Leonard Madigan

DIRECTORS

Michael Hiles

John Deakin

Carol Horn

Mike Regan

Rachelle Rose

Maria Viscione

Anne-Marie Angers-Trottier

Jennifer D'Allaire

AMCAL Management Team

EXECUTIVE DIRECTOR

Lisa Filice

OFFICE COORDINATOR

Jennifer Forbes

FINANCIAL DIRECTOR

Marie-Josée Beaulieu

SCHOOL-BASED & COMMUNITY OUTREACH COORDINATOR

Tracy Bieszcz

SUPERVISED VISITATION COORDINATOR

Barbara Stuart

THERAPEUTIC SERVICES COORDINATOR

Jeff Andrews



Our Team

THERAPEUTIC SERVICES

Family Workers

Faye Assee
Chrystal Assee
Valerie Collin
Leah Corcos
Kaya Davis
Christian Kishfy
Susan Layne
Melanie Leonidas
Jennifer Hassard
Ilana Mayoff
Tamara Medford-Williams
Christina Papadacos
Nick Pare
Dave Peters
Anne-Marie Rheume

CCW Team Leader

Alexander Tweedie Smith

Child Care Workers

Amy Champagne-Rivard
Ariana Borjian

Overnight Supervisor

Carol Hamlet

SUPERVISED VISITATION PROGRAM

SVP Team Leader

Olivia Frangedakis

Visitation Supervisors

Elaine Sher
Mekella Smith
Kim Rokas
D'Onna Pyle-Norville
Felicia Joseph-Thomas
Melissa Fehr
Anna Steele
Jalis Sheikh
Jennifer Brewerton
Georgia Triantafillos

SCHOOL-BASED & COMMUNITY OUTREACH PROGRAMS

ICS Workers

Sabrina Lambert
Sarai Edwardville

Outreach Worker

Cristin Bleau

Early Childhood and School Programs Coordinator

Valerie Gotteland



AWARDS & RECOGNITION

Without the tireless efforts of our team members, AMCAL's mission would remain unfulfilled. They are the heartbeat of our organization, the ones who bring our vision to life and make a positive impact on the lives of those we serve.



AWARDS

To our departing board members...

John Deakin - 28 years, Honorary

Karen Pratt - 22 years, Honorary

Susan Hough - 7 years, Honorary

Rachelle Rose - 2.5 years

RECOGNITION

Of our staff service, up to 2022...

Susan Layne - 22 years

Delia Noel - 22 years

Jeff Andrews - 11 years

Nick Pare - 10 years

Valerie Collin - 10 years



EVENTS & HIGHLIGHTS



A TASTE OF AMCAL

The 14th edition of A Taste of AMCAL, held on April 8th, 2022, was once again planned using a social distancing model. Participants were able to pick-up their orders from one of many delicious local options!

DRAGON BOAT CHALLENGE

The annual AMCAL Dragon Boat Challenge and Fundraiser took place along the Lachine Canal on June 4th, 2022. Four teams spent the day training and competing.



FAMILY MATTERS GOLF TOURNAMENT

On September 12th, 2022, 144 golfers joined together for 18 holes at the Beaconsfield Golf Club. Our biggest fundraiser to date, participants enjoyed lunch, contests, a cocktail dinatoire, and a silent auction!

AMCAL OPEN HOUSE

On February 24th, 2023, we held our first open house as an afternoon of community outreach and networking.



HIGHLIGHTS

- Welcoming over 20 new team members.
- Designing and painting the AMCAL mural.
- Acquiring and installing a new SMARTBOARD.
- Refurnishing our family rooms.

COMING SOON!

- A new website.
www.amcal.ca
- A horticultural garden.





Services à la famille AMCAL AMCAL Family Services

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afs@amcal.ca | www.amcal.ca



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