

# Annual Report

2023-2024

Services à la famille AMCAL  
AMCAL Family Services



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# A Message From Our *Executive Director*

Dear esteemed members and supporters,

The 2023-24 fiscal year has been marked by remarkable achievements driven by collaboration, dedication, and an unwavering commitment to our mission. From the outset, the profound commitment exhibited by every individual involved in advancing our cause has left an indelible mark. Together, we navigated through unprecedented challenges, adjusting our strategies to ensure the seamless delivery of essential services, including counseling, support groups, and educational workshops.

We achieved great success in securing numerous grants and donations, which have served as catalysts for our continued growth and innovation. These invaluable resources have empowered us to extend our reach to new communities, customize our programs to better meet the evolving needs of our clientele, and introduce groundbreaking initiatives addressing pressing societal issues.

Expanding our reach has allowed us to grow the AMCAL team with talented professionals, enhancing our capacity to provide personalized and comprehensive support to families in need. We've also prioritized improving our facilities to ensure a safe and welcoming environment for those we serve. To our exceptional AMCAL team, your unwavering dedication and tireless commitment are the backbone of our efforts, driving our impactful endeavors forward.

In addition, our achievements would not have been possible without the steadfast backing of our esteemed donors and partners. As the saying goes, "It takes a village," and your unwavering support truly exemplifies this sentiment. **Together, we chart a course towards a brighter future for families within our community.**

As we embark on a new year filled with promise and opportunity, I am filled with anticipation for the journey ahead. Despite inevitable challenges, I am confident in our collective ability to overcome them with continued dedication and resilience. **Let us embrace the possibilities that lie ahead and usher in yet another year of meaningful impact and positive change.**

Warm Regards,  
**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: 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

397

FAMILIES

IMPACTED

1273

INDIVIDUALS

COMMUNITY OUTREACH OF OVER

1588



# Our Partners



Beaconsfield

Québec



**COERENTE** Capital Management Inc.



Eric T. Webster  
Foundation

KILBRANISH INC.

ROBERT BALDWIN

JACQUES CARTIER



SANPOLO INVESTMENTS CORPORATION



Santé  
et Services sociaux

Québec



Regroupement québécois  
des ressources de supervision  
des droits d'accès



# Residence Program

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## Strengthening Family Dynamics with Therapeutic Empowerment

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### PROGRAM OVERVIEW

The Residence Program 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 an eight-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

During the 2023-24 fiscal year, we saw important and positive changes within the Residence Program. In August 2023, we restructured the program, bringing in a new coordinator and appointing a new team leader. We also welcomed two new child care workers, further strengthening our team. Our team was fortified by the continued privilege of hosting four stage students, each in the final year of their respective programs related to the social field. Our numbers this year have been consistent with our previous operations, with 26 families serviced through the Residence program.

Through our psychosocial groups and therapeutic practices, we have observed a deep understanding of stressors faced by adolescents, such as academic demands, peer interactions, and the complexities of social media.



**26 families**



**89 individuals**



We recognize the prevalence of critical issues like suicidal ideation and self-harm, and we provide compassionate support and effective resources to address these challenges. This year, our program has identified emerging trends, notably in drug usage, anxiety management, and self-esteem/image concerns. Furthermore, there has been a consistent upward trajectory in adolescents grappling with self-esteem/image issues, often resorting to harmful coping mechanisms to navigate their internal struggles.



## OUR FUTURE

Looking ahead, the Residence Program is **dedicated to advancing our mission of empowering adolescents and families**. We'll stay informed, updating our psychosocial groups to remain relevant and effective. By integrating the latest research and best practices, we'll ensure high-quality care and support tailored to evolving needs. Moreover, we'll invest in the next generation of Child Care Workers by taking on stage students, providing mentorship and hands-on experience. This commitment will enhance our program's success and contribute to the wider community of youth support services. Finally, we will continue aiming to reach capacity and serve more residents, extending critical support to additional adolescents and families.

Through these strategic initiatives and our unwavering commitment to the community, **AMCAL Residence looks forward to continuing to make a positive difference in the lives of adolescents and families.**

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

# Therapeutic Services

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Strengthening Communities One Family at a Time

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## 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

In 2023-24, the AMCAL Therapeutic Services team continued its mission to provide essential counseling and support programs to individuals and families in need. Due to an increase in demand, we expanded our team and launched new initiatives to meet the growing needs of our community. We supported 240 individuals through counseling, mentoring, parental support groups, and emotional management programs, while also hiring 6 new family workers to address the increased demand.

To enhance team collaboration and support, we established a "Family Worker Peer Support" group, providing a forum for discussing current trends, brainstorming ideas, and addressing challenges together. This peer support group compliments clinical supervision and ensures that the team have the tools needed to fulfill their responsibilities as family workers and keep up with the needs of the community.

The Coordinator of therapeutic services went on a marketing blitz in the fall of 2023 to rekindle old and form new collaborations with external organizations. These Collaborations with LBPSB and KSCS in Kawhnewake allowed us to provide more counseling services and raise awareness about our programs, while our partnership with CIUSSS de l'Ouest-de-l'île-de-Montreal enabled the launch of a Parental Support Group, supporting parents in navigating early childhood.

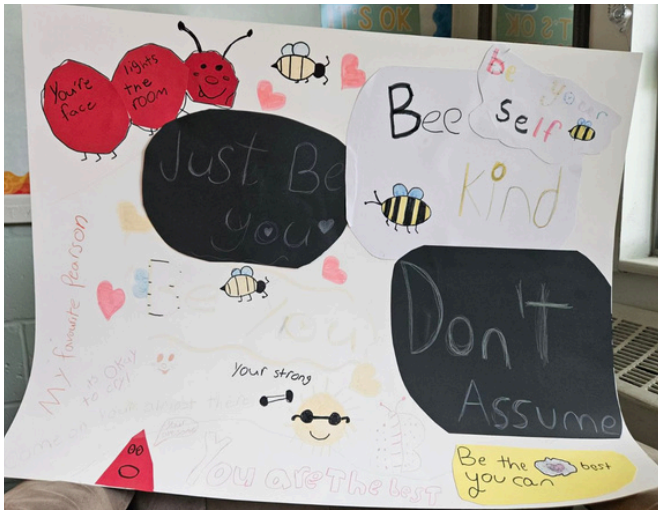


77 families



240 individuals

Another milestone for the year was the expansion efforts that led to servicing 27 families through our "Families First" program, a huge increase from the previous year, as well as the introduction of "Parents Pod" and "Rebuilding the Village" parental support groups to address the needs of parents of elementary-aged children and adolescents, respectively. Additional programs like "You Are Not Alone" for teens and "Finding Balance" targeting anxiety in elementary school children further strengthened our services.



## OUR FUTURE

The Therapeutic Services team remains dedicated to serving our community and looks forward to the opportunities ahead, **committed to upholding our strengths-based, solution-focused approach to support clients and foster healthier family dynamics.**

We continue to express our gratitude to donors, volunteers, staff, and partners for their invaluable support, and we are excited about future collaborations and opportunities to make a positive impact within Montreal and the greater Montreal territory.

**Jeff Andrews**

*Program Coordinator*

# Community Outreach

## A Link Between Families and Their Community

### PROGRAM OVERVIEW

The Community Outreach program, formally named School-Based and 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.

Additionally, **our program focuses on fostering strong connections between families and their communities.** Through strategic workshops and support services, we aim to empower families, promote collaboration, and build resiliency. Our goal is to enhance lives, create opportunities, and strengthen the bonds within communities.

### A YEAR AT A GLANCE

In the fall, we introduced our "Building Your Best Self" initiative across four elementary schools, resulting in a mutually beneficial experience for both the students and AMCAL. This innovative program was designed to provide social and emotional skills essential to their development and enables us to assist young children in fostering respect, self-confidence, cooperation, and cultivating healthy friendships. Emotional well-being and social skills provide a strong foundation for later cognitive skills; together, these skills represent the building blocks that make up the foundation of successful child development. By teaching children skills needed to succeed, we can help them achieve their full potential and build a brighter future for themselves and their families.

Additionally, we continued to provide our ICS services to 36 families and launched a pilot version of our Early Years parent workshop in the summer. In total, with all our programs, we were able to serve 179 families this fiscal year.



**5 schools**



**179 families**

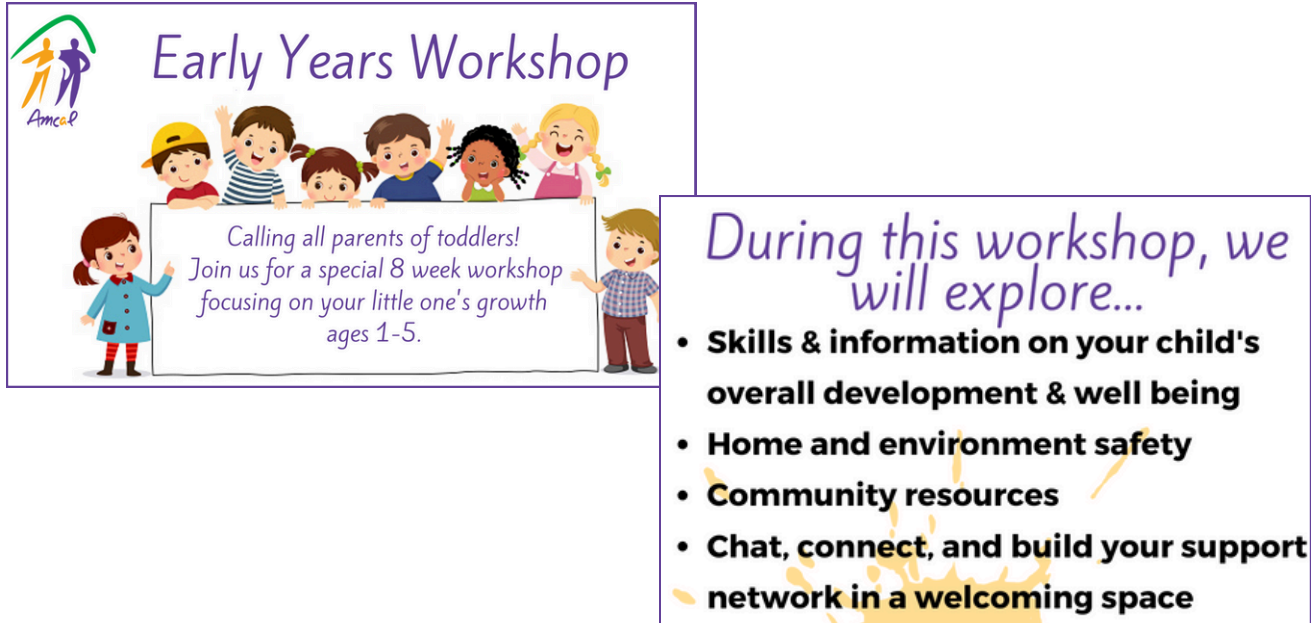


**556 individuals**



## OUR FUTURE

We will continue to offer our Early Years parent workshop this spring and summer. Specifically designed for parents of young children, this workshop aims to foster a supportive environment for the comprehensive development of both the child and the family. With a focus on nurturing the social, emotional, and global growth of the child, our workshop also offers resources and materials to assist parents throughout their journey with toddlers.

A graphic for the 'Early Years Workshop'. It features a purple border. In the top left corner is a logo with two stylized figures (one orange, one purple) and the word 'Amcal' below them. The title 'Early Years Workshop' is written in a large, purple, cursive font. Below the title are six diverse cartoon children of various ethnicities and ages, some with their hands raised. At the bottom, two more children are holding a large white rectangular sign. The sign contains the text: 'Calling all parents of toddlers! Join us for a special 8 week workshop focusing on your little one's growth ages 1-5.' To the right of the sign, there is a purple box with a yellow paint splatter at the bottom. Inside this box, the text 'During this workshop, we will explore...' is written in a purple cursive font. Below this text is a bulleted list of four items: 'Skills & information on your child's overall development & well being', 'Home and environment safety', 'Community resources', and 'Chat, connect, and build your support network in a welcoming space'.

**Early Years Workshop**

Calling all parents of toddlers!  
Join us for a special 8 week workshop  
focusing on your little one's growth  
ages 1-5.

*During this workshop, we  
will explore...*

- **Skills & information on your child's overall development & well being**
- **Home and environment safety**
- **Community resources**
- **Chat, connect, and build your support network in a welcoming space**

Recognizing the significance of community collaboration, we are committed to further enhancing our network within the community. Through the cultivation of new partnerships and the nurturing of relationships with diverse organizations, **our aim is to extend a broader array of resources to schools and families**. Our objective is to establish a comprehensive support system for all families associated with us.

Utilizing our community and school-based programs, family-centered activities, and community engagements, we strive to make a positive impact on our clientele. We eagerly anticipate collaborating with additional schools, families, and community partners throughout 2024-2025.

**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

The past year has been characterized by significant growth and operational milestones for SVP. Our program has experienced remarkable expansion, extending our services to an additional 27 families, reflecting our commitment to enhancing accessibility within the community. This significant increase in clientele prompted us to bolster our team, ensuring that we could effectively meet the growing demand for our services. This included the welcoming of a new team leader, who has been instrumental in fortifying the operational backbone of SVP, bringing fresh perspectives and expertise to enhance our overall effectiveness.

With a growing team, we recognized the importance of investing in our staff's professional development. Thus, we invested in comprehensive training sessions, with a particular focus on honing skills in report writing and de-escalation techniques, which directly aligns with our mandate and clientele needs.



**115 families**



**416 Individuals**



**1553 services**

To further support our families, we actively engaged in various family activities and invested in infrastructure enhancements, thanks to SDA grants, including the refurbishment of visitation rooms and renovation of our front entryway. Feedback from families regarding these renovations has been overwhelmingly positive, with many noting the center's homelike atmosphere, promoting a sense of ease. Our renovations reflect **our dedication to prioritizing the safety, comfort, and well-being of everyone involved in the supervised service process.**



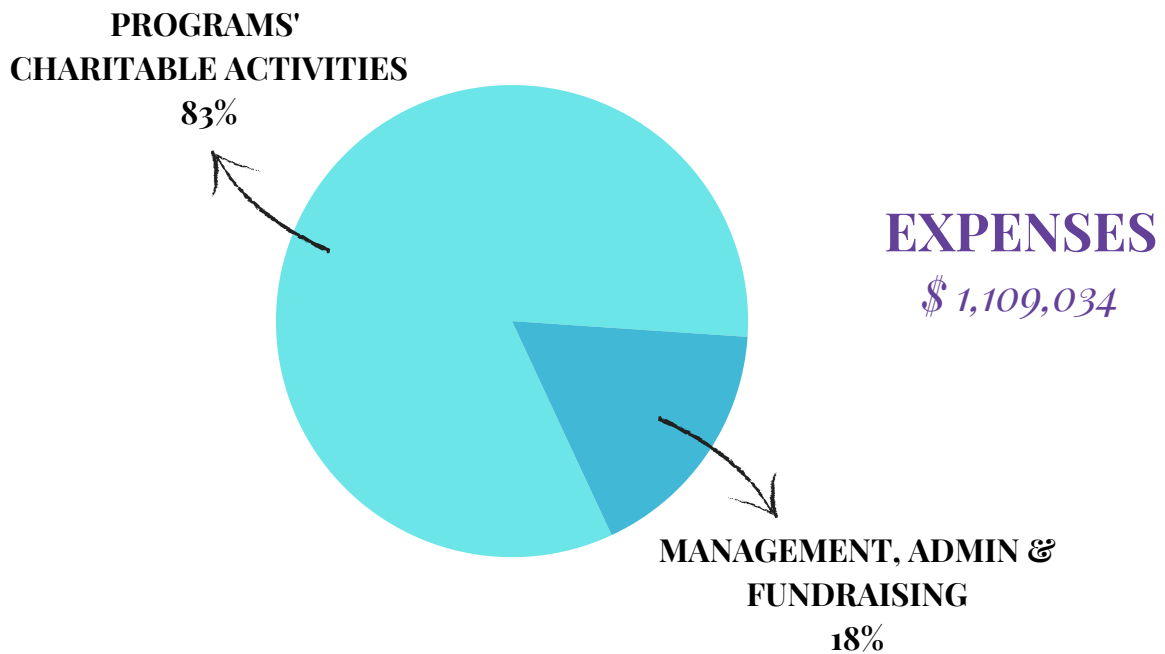
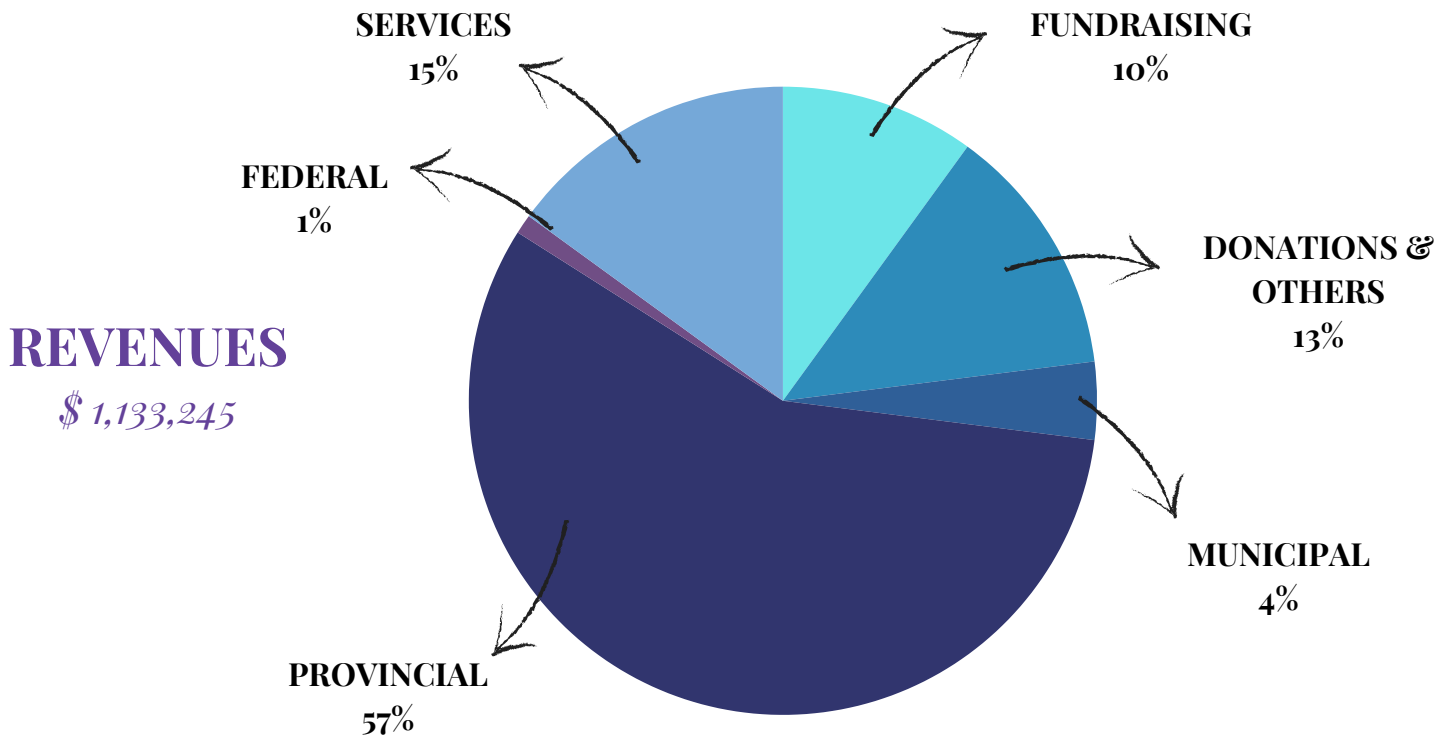
## OUR FUTURE

Looking ahead, SVP is dedicated to continued growth and the enhancement of our services. Plans include launching a transport support program to remove access barriers and continuing staff training, particularly in handling conjugal violence, with the support of a new government grant. Additionally, plans are underway to further renovate our backyard, expanding the available space for families during visits. Our goal is to maximize facility utility and enhance the overall experience for our clientele.

As we move forward, **our dedication to strengthening bonds and promoting family well-being remains unwavering, one supervised service at a time.** Thank you to all our clients, new and old, for their continued support and trust in the Supervised Visitation Program.

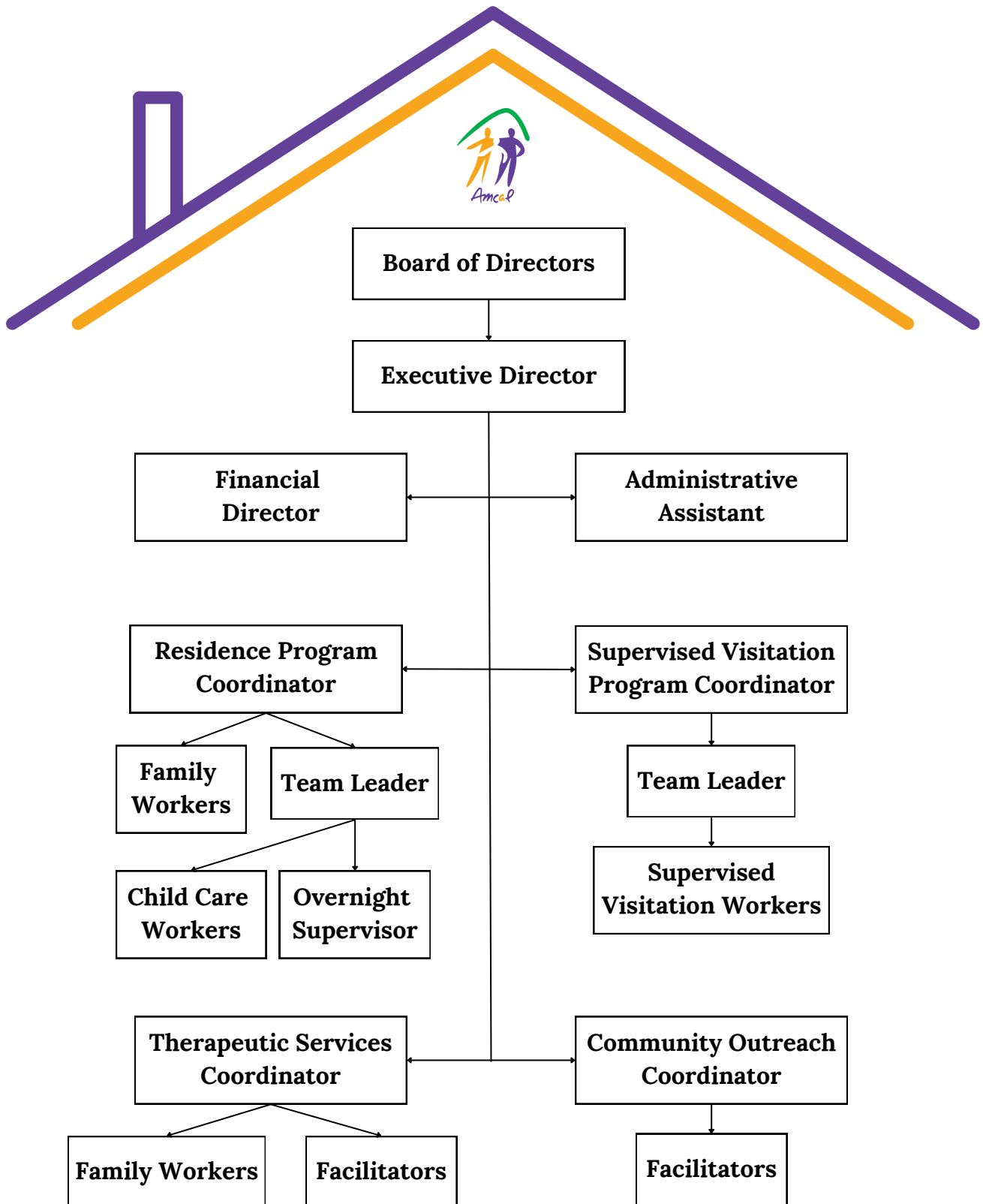
**Barbara Stuart**  
*Program Coordinator*

# Financial Report





# Organigram



# Board of Directors

## **PRESIDENT**

Peter Ho

## **VICE-PRESIDENT**

Subibe Choudhury

## **SECRETARY**

Leonard Madigan

## **TREASURER**

Norman Jones

## **DIRECTORS**

Michael Hiles

John Deakin

Carol Horn

Mike Regan

Rachelle Rose

Maria Viscione

Anne-Marie Angers-Trottier

Jennifer D'Allaire

# Management Team

## **EXECUTIVE DIRECTOR**

Lisa Filice

## **ADMINISTRATIVE**

### **ASSISTANT**

Melissa Alary

## **FINANCIAL**

### **DIRECTOR**

Marie-Josée Beaulieu

## **RESIDENCE PROGRAM**

### **COORDINATOR**

Alex Tweedie Smith

## **SUPERVISED VISITATION**

### **COORDINATOR**

Barbara Stuart

## **THERAPEUTIC SERVICES**

### **COORDINATOR**

Jeff Andrews

## **COMMUNITY OUTREACH**

### **COORDINATOR**

Melissa Alary



# 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  
Anne-Marie Rheaume  
Kaya Davis

## RESIDENCE PROGRAM

### Team Leader

Christina Papadacos

### Child Care Workers

Lauren Katchan  
Sydney Nelson  
Amy Champagne-Rivard  
Jonathan Hull

### Overnight Supervisor

Carol Hamlet

## ADMINISTRATION

### Clinical Supervisor

Faye Assee

### Office Coordinator

Jennifer Forbes

## SUPERVISED VISITATION PROGRAM

### Team Leader

Veronica Scotto

### Supervised Visitation Workers

Elizabeth Bourque  
Natasha Dean  
Felicia Joseph-Thomas  
Ella McMullen  
Mary Johanne Noury  
Melanie Parisi  
D'Onna Pyle-Norville  
Kim Rokas  
Elaine Sher  
Julianne Smith  
Emilie Wood  
Anna Steele  
Jalis Sheikh  
Georgia Triantafillos  
Mekella Smith  
Olivia Frangedakis  
Emily Snow  
Panagiota Skoulidakis  
Melissa Fehr

## COMMUNITY OUTREACH

### Coordinator

Tracy Bieszez

### Interim Coordinator

Valerie Gotteland

### ICS Workers

Sabrina Lambert  
Sarai Edwardville



# Events & Highlights



## A TASTE OF AMCAL

The 15th edition of A Taste of AMCAL, held on April 17, 2023, 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.

## FAMILY MATTERS GOLF TOURNAMENT

On September 11, 2023, 72 golfers converged for 18 holes at the Beaconsfield Golf Club. Participants relished lunch, contests, a cocktail dinatoire, and a silent auction!



## AMCAL OPEN HOUSE

On October 20, 2023, we hosted our second 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 17, 2023 we held our first ever Casino Night Fundraiser in Baie-D'Urfe. It was a great evening and we look forward to hosting it again!



## SAINT-PATRICK'S DAY BREAKFAST

On March 15, 2024, we hosted our inaugural 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!





## 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](mailto:afs@amcal.ca) | [www.amcal.ca](http://www.amcal.ca)



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