

OUR HARBOUR / LE HAVRE
2018-2019 ACTIVITY REPORT



Providing long-term, caring, supported housing
for people with mental illness since 2003.

440 Notre Dame
St. Lambert, Québec J4P 2K4
Tel. 450-671-9160

info@ourharbour.org

www.ourharbour.org

Charitable Registration Number 87723 1803RR0001

Table of Contents

- MESSAGE FROM THE PRESIDENT**3
- MISSION**4
- HISTORY: The Our Harbour Story**5
- SERVICES: Our Harbour Today**7
 - Service to the Community: long-term, caring, supported housing for people with mental illness**7
 - Services for Residents**7
 - Admission criteria**7
- THE OUR HARBOUR TEAM**8
 - Staff**8
 - Volunteers: Our Harbour’s heart and soul** 10
 - Our Board of Directors** 11
 - Committees of the Board** 13
 - Summer Students and *Stagiaires*** 14
 - Staff Professional Development** 15
- PROGRAMS AND SERVICES** 16
 - Weekly meetings** 16
 - Monthly calendar** 16
 - Wellness Program Activities** 16
 - Wellness Workshops and Skill Development** 17
 - Annual Outings and Activities in the Fresh Air!** 19
 - Seasonal, Annual and Social Special events and Activities** 20
 - 2018-19 Seasonal, Annual, Cultural and Social Events and Activities** 21
- SPECIAL PROJECTS AND OPPORTUNITIES** 22
 - Networking Day, Saturday, June 2, 2018, hosted by Our Harbour** 22
 - Community NetLink* Fall 2018. Interview in Community Health and Social Services Network (CHSSN) magazine** 23
 - Alexandra Mendes, MP Brossard–St. Lambert Calendar 2019** 24

Sherry Romanado, MP Longueuil-Charles LeMoyne Newsletter	24
Equine Assisted Wellness at Our Harbour	24
Au Contraire Film Festival (ACFF), November 2018	25
Partnering with Concordia University students to evaluate the volunteer experience	26
2018-19 BY THE NUMBERS AT MARCH 31, 2019	27
Tracking the Need for Our Services	27
Occupancy 2018-19	27
Demographic Profile of Residents	27
Tracking Participation and Progress	28
WHY THE OUR HARBOUR MODEL WORKS	28
IN THE COMMUNITY	29
Outreach and Community Special Events and Meetings	31
Partnerships and Memberships	34
GRANTS, FUNDING AND DONATIONS	39
Our Funding Partners 2018-19	39
Our Harbour, FCEC and ARC: Cooking up partnerships in the kitchen!	40
Our Harbour Navigator Program sets a course for the future	41
Montreal Walks for Mental Health Foundation	42
Our Harbour Individual Fundraising Campaign, Appeals and Activities	43
Montreal Walks for Mental Health 2018: Tenth Anniversary!	43
Psychedelia! 2019 a painting FUNdraiser!	43
A special fundraising team: Team Blue!	43
Individual Fund-Raising: Fall/Christmas Appeal	44
Our Harbour’s Donors, 2018-2019	44
<i>In memoriam</i>	47
THE LAST WORD. Report of the Director General	48
APPENDICES	49
<i>OurHarbourviews</i> newsletters	49
Other documents	49

MESSAGE FROM THE PRESIDENT

Dear Friends,

With the launch of the Navigator Program (see page 41), a dream of mine came true! Thanks to a collaboration, which includes major partner the *Bell Let's Talk Community Fund*, we now have a computer in every apartment.

This is important, since being able to access a computer is a normal part of everyday life for tasks such as banking, maintaining a second line of contact with health professionals and keeping close ties with family and friends. These activities have a direct connection to the health and wellbeing of our residents.

Computer skills are also important for all of us if we wish to rejoin the workforce, which is a goal of many of our residents. I would like to acknowledge the enormous amount of volunteer hours that we have benefited from in the installation of the computers and the initial training of our residents. The list of names is too long to reference everyone involved in this project but they are all much appreciated. Our mission would be impossible without the help of volunteers.

Thanks to the outreach being carried out by our Director General, Dolly Shinhat, I am delighted to see the number of volunteers increasing and new people being interested in serving on our board. I am especially delighted to see more young people volunteering with us and the many group activities hosted by volunteers whether it is cooking mornings, painting and craft sessions or chances for residents to share, in a safe environment, their experiences of living with mental illness with others walking the same path.

I would like to take this opportunity to acknowledge the work done by our coordinators who are responsible for the health of our residents and their general satisfaction with their life in our family.

Thank you to all those, staff, volunteers and board members, who have helped make this such an exciting year.

Catherine Gillbert, President and Co-Founder
St. Lambert, 2019

MISSION

Our Harbour provides a caring, cost-effective long-term housing program on Montreal's South Shore for people of diverse backgrounds living with mental illness.

We offer life-management support, links with resources in the surrounding community and individual assistance in integrating with society at large.

Our Harbour also educates the wider community about mental illness.

One in five Canadians will suffer from a mental illness in their lifetime; all Canadians will be affected through someone they love. Recovery is possible and knowledge is an essential component of eradicating the stigma that is still associated with mental illness.

<https://amiquebec.org/mental-illness-treatments-2/>

According to the 2016 Census of Canada, Québec's English-speaking communities make up 1,103,475 or 13.7% of Québec's population. In the Montérégie region, these are the statistics for the English-speaking communities:

- Montérégie-Centre, 53,800 or 13.6%
- Montérégie-West 82,850 or 19.2%
- Montérégie-East, 19,550 people, 3.8%

Yet, for these 156,200 Anglophones, Our Harbour is the sole resource for long-term residential services for people with mental illness.

Our Harbour continues to receive enquiries and welcome residents from Greater Montreal. Since 2016, Our Harbour has extended its service to people who are Francophone.

However, as the only Anglophone service of this kind, it is essential that we retain our English identity, mission, services and programs.

HISTORY: The Our Harbour Story

Our story begins in 2002 when L'Abri en Ville, a Montreal non-profit organization that offers sheltered housing for people with mental illness, determined that it had grown to an optimal capacity and that the best way to expand was to set up similar organizations in other parts of Canada. The Board of L'Abri en Ville received a federal grant from a program designed to reduce the number of homeless people in Canada. Our journey had begun.

The first meeting of Our Harbour was held in the basement of St. Francis Church in the spring of 2003. About 40 people showed up and many of these remain loyal today. Many had family members or close friends who were living with mental illness; others were concerned about the impact on caregivers; some were aware of the total lack of sheltered accommodation for Anglophones on the South Shore; and some, like those from Ami-Québec, had been talking about such an organization for many years.

What impressed us all was the simplicity of the model and the relatively small amount of money needed to significantly improve the quality of life of at-risk members of our community, alleviate the stress on their families and at the same time reduce the pressure on over-crowded hospital emergency services.

A steering committee chose a name and a logo and we incorporated in July 2003. We had a shared conviction that together we could create something worthwhile. We soon received charitable status from the Government of Canada. We held our first meeting in September 2003. A board was elected and the serious work began.

We set up two committees (Outreach and Funding) in order to recruit volunteers and to raise sufficient money to establish an office, hire a coordinator and operate one apartment for a year.

It was an inspiring time.

Donations were received from individuals and the local churches. The Edith and John Low-Beer (EJLB) Foundation gave substantial seed funding. Other major sources of start-up funding were the Anglican Diocese of Montreal and a federal grant through L'Abri en Ville.

The first apartment opened in July 2003; a coordinator was hired, furniture collected and an apartment found. The landlord was sympathetic to mental illness and was, and still is, supportive of our mission. Our Harbour still rents apartments (now four) from this same landlord.

The number of apartments grew gradually from one to five over the next 13 years. Our team of more than 30 volunteers gave tirelessly of both their physical and emotional energy to assure that our residents have friends, go out; live in clean, well-maintained apartments and eat well.

In 2016, our application for funding under the Employment and Social Development Canada (ESDC) Homelessness Partnering Strategy (*Stratégie des partenariats de lutte contre l'itinérance* or *SPLI*) program was successful and funding was granted to open three more apartments.

The Board, which had previously done all of the day-to-day administration and financial work, realized this model was not sustainable for the long term. A Director General was hired to help manage the growth.

Since then, all three new apartments have been successfully opened bringing the total number of apartments to eight, providing caring, supported housing to 24 people living with mental illness.

The three-year SPLI-funded project ended on March 31, 2019. Our Harbour has successfully applied for two-year transitional funding from the ESDC Reaching Home Program for 2019-2020 and 2020-2021.

Our journey continues.

SERVICES: Our Harbour Today

Service to the Community: long-term, caring, supported housing for people with mental illness

- 24 adult residents
- 8 apartments
- 3 residents per apartment
- each resident has a private bedroom
- common areas are shared

Services for Residents

Fees of \$420 per month cover:

- housing; utilities; telephone (including long-distance service in North America), unlimited internet, insurance, refundable cleaning deposit, pooled apartment improvement fund
- monthly recreational and social activities

Admission criteria

Our residents are adults who:

- have a mental-illness diagnosis and acknowledge it
- are non-violent with no history of violence
- have been treated for drug or alcohol addiction; have been clean for at least six months
- take their medications as prescribed
- collaborate with a health-care team
- have an up-to-date psycho-social report
- are willing to live in, and be part of, a community
- are willing to accept help from staff and volunteers
- are typically on social assistance or have some other form of secure, regular income
- are willing to agree to the Our Harbour house rules

THE OUR HARBOUR TEAM

Staff

Our Harbour achieves its mission with a very small and caring staff team. During this year staffing has stabilized and now each coordinator oversees four apartments, or twelve residents. In collaboration with our volunteers, they ensure that Our Harbour residents receive caring support, accompaniment and encouragement to meet life challenges.

Regine Bouzi, Bachelor of Science in Health Administration, St. Joseph's College, New York, New York.

Coordinator since November 2016

Regine has over 20 years' experience in the health sector in the capacity of caregiver and administrator. She joined the Our Harbour team in 2016. Regine supervises and works closely with our *stagiaires* and is a liaison with health professionals and social service agencies. This year, Regine was instrumental in registering Our Harbour with the *Ministère de la santé et des services sociaux* Attestation de Reconnaissance, which allows Our Harbor staff and volunteer drivers to park without charge at hospitals and clinics when accompanying a resident to appointments.

Dolly Shinhat, Bachelor of Arts, Concordia University. Certified Fundraising Executive, 2015 Director General since March 2017

Dolly has over 30 years' experience in the fields of fundraising and philanthropy. Completing her second year at Our Harbour, and an extensive series of outreach activities, she has a deeper understanding of Our Harbour's special place in the community and its importance. Her priorities remain to ensure that Our Harbour secures and sustains long-term sources of financial and volunteer support to fulfill the organization's mission.

Sarah Germain, Technique de travail sociale, Cégep du Vieux-Montréal. Certificat Intervention psychosocial, Université de Québec à Montréal.

Coordinator since December 2018 -

Sarah has brought to Our Harbour valuable experience in working with a diverse range of clients, including people who are homeless, who abuse drugs and alcohol, are mentally ill, have serious behavioral challenges or who are isolated due to their age or other reality. Sarah's professional experience includes *le Repas du passant* (Longueuil), *Maison l'Échelon*

(Montreal), *Centre de réadaptation en déficience intellectuelle* (Saint-Hyacinthe) and *Centre d'intervention en santé mentale Espoir* (Lemoynes). She has excellent connections throughout the Montréal health and social services network.

Audrey-Ann Truchon, DEC, Social Services, Dawson College. BA in Child Studies, Concordia University

Coordinator November 2017 – September 2018

Audrey-Ann first came to Our Harbour in 2013 as a *stagiaire* in the Social Services program at Dawson College. In November 2017, she joined the Our Harbour team for a second stint as a part-time coordinator, responsible for overseeing three of our eight apartments and coordinating the monthly activity calendar for our residents.

Audrey-Ann left Our Harbour at the end of Summer 2018 to pursue a BA in Social Work at Concordia University. We thank her and wish her all the best!

Geneviève Caya, DEC, Entrepreneurship and Small Business Management, Champlain College.

Web Project Coordinator, May 2018 - December 2018

Before being part of Our Harbour, mental illness was not a topic Geneviève thought about often. She didn't realize just how much mental illness is present in everyone's daily lives

Answering phone calls from individuals in desperate need and getting to know current residents, allowed her to grow professionally and personally. Managing a project was extremely stimulating, revealed capabilities she didn't know she had, and the results kept her motivated. Geneviève was able to develop skills in administration, web page design, and email and social media marketing. In addition, she had the opportunity to develop soft skills such as teamwork, communication, time management and problem solving.

She is extremely grateful to the Our Harbour team for giving her the opportunity to learn more. Our Harbour helped open her eyes to mental health and understand that we do not know others' battles and should not judge people by what we see.

Volunteers: Our Harbour's heart and soul

Without the dedicated and generous support of our volunteers, Our Harbour could not exist.

Our Harbour volunteers are women and men of diverse backgrounds. More than ten new volunteers joined Our Harbour in 2018-19. Several of these were young people, students in particular, some of whom worked on a specific project rather than ongoing volunteering. Throughout the year our pool of volunteers grew to about 46 people who support our residents and staff team bringing our mission to life.

Apartment volunteers and apartment treasurers interact directly with residents. Their common concern is to assist our residents in the daily tasks that enable them to function on their own. These range from accompaniment to medical or other appointments, grocery shopping, and helping with budgeting or organization; or simply going out for coffee and conversation.

Facilitators and animators assist in developing, planning, facilitating and animating wellness and skill-building activities, such as discussion groups, cooking classes, and an open art studio.

Board and committee members ensure the responsible and sustainable operation of Our Harbour through careful strategy, planning and financial oversight and provide professional expertise in finance, human resources, communications; marketing, and property management.

Our Board of Directors

Name	Profession	Residence
Catherine Gillbert President and Co-Founder	Retired Director of Studies in an English CEGEP	St. Lambert
Robert Morgan Treasurer	Professional Accountant	Longueuil
Gretchen Cheung Secretary	Retired Librarian	St. Lambert
Edna Ouellette	Retired Corporate Executive	Brossard
Jean-Sebastien Collin Residents' Representative	Resident	Ville Lemoyne
Susan Kerwin-Boudreau Individual Fundraising Chair	Psychology Professor	Carignan
Lesley Régnier Editor	Retired Translator	St. Lambert
Peter Woodruff Web Master	Retired Biology Professor	St. Lambert
Marie Muldowney	Financial Executive	Brossard
Dolly Shinhat Director General	<i>ex-officio</i>	Greenfield Park

Board Meetings

Ten regular and special meetings of the Board were held in 2018-2019:

April 18, May 17, June 2 (Special), June 19 (AGM), August 2, October 4, November 19, December 17 (Special), January 21, March 11.

Annual General Meeting: June 19, 2018

- Number of members present: 45
- Number of members: 388

Welcome aboard!: New Board Members 2018-2019

Our Harbour welcomed two new board members at the AGM on June 19, 2018.

Marie Muldowny came forward with her business card to answer the call for board members at an Our Harbour presentation at Holy Cross Church, Brossard, in May. Marie had heard about Our Harbour for many years and decided that day that she would like to be more tangibly involved with this community. Her extensive financial and executive skills and experience as well as her compassion and spirit (she is a dragon-boater!) make her a great addition to the Board. You may have caught sight of Marie walking with us at Montreal Walks this past October.

Our Harbour was introduced to **Robert Morgan**, a meticulous and experienced chartered accountant, at the AGM. Robert prides himself on assuring that his private clients pay no more tax than is necessary! He knew of Our Harbour and, after coming to the AGM and a thorough review of our financial statements and budget, Robert agreed to join the Board. It was timely, as our long-time Treasurer, Edna Ouellette, stepped down from the role at the end of August (but has stayed on the Board) and Robert accepted to step into it. Robert loves to walk and can be seen striding through St. Lambert on sunny days taking care of Our Harbour business.

A warm welcome to Marie and Robert!

We are most grateful to Edna Ouellette for her dedicated service as Treasurer over many years.

Board Roles and Responsibilities

The Our Harbour Board continues to be a hardworking, operational Board. The Board no longer does institutional fundraising, day-to-day administrative or operational tasks. However, financial planning, tracking and oversight remain the responsibility of the Board as are strategic and annual planning, policy development and oversight of all operations.

Committees of the Board

Executive Steering Committee (ESC)

Our Harbour's by-laws were revised in 2018-19 by the ESC to allow Board members to participate virtually in meetings. This change ensures that Our Harbour's Board members can remain in touch and ensure efficient ongoing operations even when they are not available in person.

Individual Fundraising Committee (IFC)

Members: Susan Kerwin-Boudreau, Linda Magher, Lyn Scott, Peter Woodruff, Dolly Shinhat

The Committee met five times in 2018-19. The IFC was responsible for developing a fundraising plan and setting targets for fundraising from individuals; and planning, leading, executing and reporting on the main individual fundraising events and activities.

The IFC set a goal of \$19,000 from all individual fundraising activities: \$15,000 for the annual appeal and \$2,000 for each of the two events. **By March 31, 2019, over \$24,100 had been raised, exceeding the goal by 27%!** (Read more on page 43.)

Personnel Committee

Members: Catherine Gillbert, Edna Ouellette, Robert Morgan, Marie Muldowney, Jocelyn Saulnier.

The Personnel Committee met twice in 2018-19. Our Harbour working conditions were updated and recommended to the Board for adoption. As well, the Committee approved cost of living increases for staff and approved the hiring of a second coordinator in December 2018.

Finance Committee

Members: Robert Morgan, Gretchen Cheung, John Godley, Tom Haslam-Jones, Dolly Shinhat.

The Finance Committee is chaired by the Treasurer and is responsible for overseeing the apartment budgets, including disbursements for cleaning fees and apartment-related expenses.

This year, the Finance Committee met five times to review resident fees and expenses. In addition, related policies and procedures were reviewed and recommendations to streamline operations were submitted to the Board for approval.

Communications Committee

Members: Peter Woodruff, Genevieve Gaya, CSJ Student, Dolly Shinhat.

The Committee met numerous times during 2018-19 working on a range of interrelated projects including refresh of Our Harbour branding, implementation of the Navigator Program and revision, translation and redesign of the Our Harbour website. The projects are still in progress and we hope to complete them and unveil them to the community at our Annual General Meeting in June 2019.

Summer Students and Stagiaires

Our Harbour collaborates with educational organizations throughout the Montérégie and Montreal to welcome students who bring fresh ideas and energy to our mission each year. These placements allow Our Harbour to invest in youth offering opportunities for training and skill development.

Canada Summer Jobs program students:

- Genevieve Caya, Champlain College, Entrepreneurship Program
- Audrey Ann Truchon, Child Studies Program, Concordia University

We were extremely fortunate to have Canada Summer Jobs (CSJ) program student **Genevieve Caya**, a student in Entrepreneurship from Champlain College through the summer of 2018. In collaboration with Our Harbour webmaster Peter Woodruff, Genevieve helped refresh, redesign and revitalize our web site, materials and social media. Genevieve was able to continue at Our Harbour until the end of 2018, funded by Our Harbour.

CSJ student, **Audrey Ann Truchon**, a former *stagiaire*, worked at Our Harbour through the summer, enhancing her skills and reconnecting with the Our Harbour community.

Stagiaires:

- Hilda Keskin, Special Care Counselling, Champlain Regional College
- Caitlin Marchand, 3rd year Dawson Social Services Program

Hilda Keskin, a Special Care Counselling student from Champlain College, completed a 6-week, fulltime *stage* at Our Harbour during October and November 2018. Hilda brought unique skills and a wealth of experience to her *stage*, including training in meditation and equine therapy. With her assistance, a meditation and journaling group held several sessions and two residents had a very special opportunity to experience equine therapy.

Our Harbour takes the responsibility and opportunity each year to help train the next generation of social services workers.

In 2018-19 **Caitlin Marchand** from Dawson College Social Services Program, undertook her *stage* at Our Harbour. Coordinator Regine Bouzi supervised her in collaboration with volunteer Deborah Weissberg, M.A., a practicing psychologist and clinical supervisor with over 25 years of experience.

Staff Professional Development

Regine Bouzi, Genevieve Caya, Hilda Keskin Caitlin Marchand

- November 22, 2018: Table Itinérance Rive Sud (TIRS). *Le cannabis, Tout ce qu'il faut savoir. Le cadre légal et les enjeux médicaux. Un panel informatif.*

Director General Dolly Shinhat

- January 14, 2019: Webinar on the new Canada Summer Jobs program
- Abnormal Psychology Course (PSYC 435) University undergraduate-level online course at Athabasca University. 17 unit topics examine human behaviours and mental phenomena that diverge widely from the normal.

PROGRAMS AND SERVICES

Our Harbour's programs for residents go well beyond providing safe, affordable places to live. We provide regular weekly meetings with a professional coordinator, monthly, planned and facilitated activities, a wellness program, workshops for skill-development as well as seasonal events and activities and outings in the fresh air. Twice a year, residents submit their suggestions and preferences for activities, outings and workshops. Their requests and preferences are integrated into planning for the next season.

Weekly meetings

These one-hour meetings are held in each apartment with a professional coordinator to discuss apartment living, negotiate challenges, help develop and sustain routines for cleaning and care of the apartment, observe and follow up on individual concerns, ensure proper handling and use of medication, and more.

Monthly calendar

Each month, Coordinators plan a calendar of social and recreational activities and outings based upon the surveys that residents complete. Residents help to coordinate the activities and one or two volunteers facilitate. The activities and outings provide an opportunity to socialize together, help make friends and break the isolation that is characteristic of people struggling with mental illness.

- Movie night twice a month. One of these outings is supported by the Fednav Community Employees' Committee (FCEC)
- Pool
- Games night hosted by residents and facilitated by volunteers
- Bowling was on hold after April 2018 due to the closure of Champion Bowling Lanes. It was re-introduced in March 2019.

Wellness Program Activities

These monthly activities are planned and facilitated by staff and volunteers:

- Open Art Studio with Jessica Gardner, MA Creative Arts Therapies, ATPQ
- Men's Discussion Group started in April 2019, with David Gobby, BA, MHSI
- Nutrition and Cooking Group, started by Jody Ceccarelli and Lyn Scott in the Spring, was going strong by July 2019 (read more on page 40)
- Since January 2019 yoga / meditation / journaling classes have been offered, facilitated by volunteers and *stagiaires*

- A Women's Discussion Group was started in March, 2019 facilitated by Maria Chiarrelli, RN
- Weekly swimming, dancing and music classes are offered by network partners Macadam Sud and the CLSC's *suivi intensif communautaire (SICOM)* program. Resident participation is encouraged and supported by coordinators and volunteers

Wellness Workshops and Skill Development

Workshops are scheduled four to six times per year, based upon available staff / student / *stagiaire* resources. These address constructively specific wellness needs or requests and involve interactive learning, skill-development and problem-solving opportunities in a variety of settings. In 2018-19 ten workshops were held.

2018-19 Workshops:

Date	Topic/Activity	Facilitator / Presenters	Number of participants
April 25, 2018	Spring Cleaning!	Elina Pojar, <i>stagiaire</i>	11 residents
May 31, 2018	Financial Planning for People with Disabilities	Nathan Leibowitz, Senior Investment Advisor, Manulife Securities	8 residents 4 parents
September 24, 2018	Fitness and Movement	Elina Pojar, <i>stagiaire</i>	3 residents 1 volunteer
October 10, 2018	World Health Organization (WHO) World Mental Health Day	Regine Bouzi, Genevieve Caya, Caitlin Marchand, <i>stagiaire</i>	9 residents 3 volunteers
October 18, 2018	Self-care. Topics: Dental Care; Understanding medications	Caitlin Marchand, <i>stagiaire</i> Maria Chiarelli, RN Dr. Petra Dando, DDS	10 residents
November 5, 2018	Equine Wellness Activity (Read more on page 23)	Hilda Keskin, <i>stagiaire</i>	2 residents
November 22, 2018	Fraud Prevention	Caitlin Marchand, <i>stagiaire</i>	9 residents
January 30, 2019	Bell Let's Talk Brunch. Topic: Let's talk about suicide	Caitlin Marchand, <i>stagiaire</i>	7 residents 5 volunteers
February 4, 2019	Revenue Canada Information sessions: English and French presentations	Marie-Claude Gagné, CRA Caitlin Marchand, <i>stagiaire</i>	11 residents 3 parents
February 22, 2019	Coping Skills	Caitlin Marchand, <i>stagiaire</i>	9 residents 2 staff
March 27, 2019	Healthy Eating	CLSC Nutritionist Jody Ceccarelli Caitlin Marchand, <i>stagiaire</i>	8 residents 1 volunteer

Annual Outings and Activities in the Fresh Air!

Residents welcome the opportunity to leave the city and spend time outdoors.

Date	Outing location	Facilitator	Number of participants
May 17, 2018	Hiking in Mont St. Bruno	Elina Pojar, <i>stagiaire</i>	8 residents 1 volunteer 3 staff/students
May 22, 2018	Cascades Mini golf	Coordinators	7 residents 1 volunteer
April 20, 2018	Spring Outdoor clean-up at St. Lambert United Church	Coordinators	12 residents
June 27, 2018	La maison de Lavande, St. Eustache	Coordinators	9 residents
July 24, 2018	Cascades Mini golf	Coordinators, <i>stagiaire</i>	8 residents
August 9, 2018	Kayaking on the Lachine Canal	Coordinators	8 residents 1 volunteer
September 18, 2018	Zoo Ecomuseum, St. Anne de Bellevue Funded by the Fednav Community Employees' Committee	Coordinators	12 residents 2 volunteers
October 29, 2018	Apple picking at Les Vergers Petit & Fils, St. Hilaire	Coordinators, <i>stagiaire</i>	8 residents 2 volunteers

Seasonal, Annual and Social Special events and Activities

Birthdays are celebrated jointly with breakfast or lunch at a restaurant chosen by residents. This is one of the most popular activities where almost all of our residents come together to celebrate. In 2018-19, we held four birthday celebrations on June 14, September 13, December 13 and on February 27, 2019.

The Our Harbour community looks forward to special occasions to come together and celebrate the seasons and community life! Residents, their families and friends, volunteers, and staff are all welcome.

2018-19 Seasonal, Annual, Cultural and Social Events and Activities

Date	Event / Activity	Facilitator / Host	Number of participants
April 19, 2018	Volunteer thank-you event	Staff team, <i>stagiaires</i>	15 residents 11 volunteers 3 staff
June 19, 2018	Annual General Meeting	Board and staff team	17 residents 45 members
June 26, 2019	Visit from Jacques Francoeur Foundation to OH office and apartments	DG, Board members and Coordinators	2 guests: Mme. Francoeur, Stephanie Kakos
August 18, 2018	Invitation to BBQ at St. Gabriel's Parish	Volunteer, Mary Ann Bresba and Coordinators	9 residents 1 volunteer
August 22, 2018	Donor stewardship visits to Apartments 4, 5 and 7	DG, Board members and Coordinators	7 guests: Mme. Nicole Menard, William, Neil Bonnema, Alexandra Mendes plus 3 staff members
August 24, 2018	Summer BBQ and pool party	Director General	16 residents 12 volunteers
September 27, 2018	Queens of Egypt Exhibition, <i>Musée Pointe à Callière</i>	Volunteers: Anna Lapage and Monica Frieburg	8 residents 2 volunteers 3 staff
October 8, 2018	Thanksgiving Dinner	Residents of Apt. 3	14 residents
October 31, 2018	Pumkpin carving for Halloween	Caitlin Marchand, <i>stagiaire</i>	6 residents
November 8, 2018	Canadians vs Buffalo Sabres hockey game	The Canadians Ticket Donation Program	6 residents 1 <i>Stagiaire</i> , 1 volunteer
December 6, 2018	Our Harbour Christmas Party	Staff and Volunteers, led by Jody Ceccarrelli	70 guests total incl. 25 residents
December 25, 2018	Christmas dinner hosted by residents of Apartment 3	Residents of Apt. 3	9 residents
January 18, 2019	Brunch at Canada Drive-In restaurant, Greenfield Park	An anonymous philanthropist	20 residents 2 staff members

SPECIAL PROJECTS AND OPPORTUNITIES

Networking Day, Saturday, June 2, 2018, hosted by Our Harbour

In 2002, as described in our History on pages 5-6, L'Abri en Ville's Board of Director's was debating whether or not to continue to expand the number of apartments it offered as long-term housing for people with mental illness.

It was felt that beyond 10 apartments, L'Abri would lose the family / community feeling that was at the heart of its mission and philosophy.

Instead, L'Abri began to look at replicating its mission through different organizations. Because of this process, three new organizations were established on the same model as L'Abri:

1. Ancoura in Ottawa
2. Les Toîts d'Émile in Chateauguay
3. Our Harbour in St. Lambert

The Network Day was a platform for bringing these organizations together each year to share and exchange news and experiences. For a variety of reasons, the Network Day had not taken place for a few years.

In 2018, Catherine Gillbert, President and co-founder of Our Harbour, took the initiative to host the Networking Day at Our Harbour. Part of the Agenda was to consider the value of the meeting and desire of the partners to continue on an annual or other regular basis.

2018 Network Day Summary

- By Gretchen Cheung and Lesley Régnier, Our Harbour Board Members

On the first Saturday morning in June, some 50 participants from four cooperative community housing projects gathered to share experiences and ideas at a networking event organized by Our Harbour. There were three organizations from Québec: Les Toîts d'Émile (Châteauguay), L'Abri en Ville (Montréal), Our Harbour/Le Havre à nous (St. Lambert), and from Ottawa, Ancoura. Together, these four organizations provide community-based homes for over 80 people living with mental illness.

After the introductions, volunteers, residents and staff attended concurrent workshops. Skilled facilitators led the participants to discuss the issues and challenges that they perceived as most important to them. "This was a great opportunity to air my concerns and I felt validated that they were listened to," said one resident. Staff members were able to share the differences in practice that had developed over time within the same service model. The coordinators agreed that they would aim to meet more often.

Board members and volunteers focused on recruitment and fund-raising and left with useful tools to think more creatively about problem solving.

The residents, in their group, shared their interests and opinions on the way things are handled in their respective organizations and enjoyed the ease with which information was shared. David Gobby and Anne Weymann proved to be very skillful in encouraging sometimes reluctant residents to talk.

In the board workshop, a major concern was fundraising, which, however much government grants bring in, constitutes a full-time activity. The different groups willingly shared the ways they raise funds. For example, the annual dinner /auction in Ottawa raises \$20,000 by charging \$100 per person and sending invitations to hundreds of people in order to have 200 at the dinner. Money is raised largely from the auction by procuring great items to auction off (vacations, hockey tickets, etc.) and by finding the right emcee. Abri has its citrus sale.

All these activities require manpower and organization, which in turn raises the question of Board renewal. Our Harbour and Abri in particular are very aware of the need to bring fresh blood on board but Les Toîts d'Émile has managed to do just that and has brought new, younger, millennials onto their board and seen increased vigour and enthusiasm as a result. Shaun Lynch suggests boards seek new members by thinking outside the box, i.e. not among their friends (same age) but among other community organizations, via social media (using students) or even with the help of a professional media person.

As always, it proved especially helpful to chat informally with so many people who shared the same goals and interests. It was agreed that this event should be repeated every two years.

Heartfelt thanks to the group facilitators, who did a stellar job: David Gobby and Anne Weymann for the residents, Shaun Lynch for the board and volunteers, and Deborah Weissberg for the staff; to Catherine Gillbert and Dolly Shinhat who organized and co-chaired the event; and to the many other volunteers who contributed to its success.

Community NetLink Fall 2018. Interview in Community Health and Social Services Network (CHSSN) magazine

Our Harbour is a member organization of the Community Health and Social Services Network (CHSSN). In late summer 2018, Our Harbour Director General was approached for an interview for their newsletter *Community Netlink*.

NetLink Editor Royal Orr came to the Our Harbour office in September to interview coordinator Regine Bouzi and Dolly to find out about Our Harbour's mission and activities. The interview was published in the Fall 2018 edition of *NetLink*.

Please see appendices for a copy of the article.

Alexandra Mendes, MP Brossard-St. Lambert Calendar 2019

In the fall of 2018, Our Harbour was offered the opportunity to be included in the Calendar published by Ms. Mendes' office. Featured in the October 2019 pages, the bilingual entry includes our mission and a photograph from Montreal Walks 2018. This calendar provides an opportunity for raising awareness about our mission, services and programs throughout these two communities, which both have sizeable Anglophone populations.

Please see appendices.

Sherry Romanado, MP Longueuil-Charles LeMoyne Newsletter

In 2018, we were fortunate to receive funding from the Canada Summer Jobs (CSJ) program, funded by Employment and Social Development Canada (ESDC). Genevieve Caya, Web Project Coordinator, was hired with funding from this program. An article featuring Genevieve, her work at Our Harbour and the CSJ program was published in the October 12018 edition of the MP's newsletter.

Please see appendices.

Equine Assisted Wellness at Our Harbour

According to PATH International, the Professional Association of Therapeutic Horsemanship, in its broadest sense, any interaction between a person and a horse is an equine-assisted activity.

Equine-Assisted Therapy has a more specific goal. It is a treatment that uses horses to reach rehabilitative goals that are bounded by a medical professional's scope of practice. Equine-Assisted Therapy is not an activity run by local horse clubs, church groups or trainers. Instead, it is overseen by a medical professional, usually a licensed psychotherapist or physical therapist. Equine-Facilitated Psychotherapy, which is used by addiction treatment facilities, veterans' groups, and trauma centers, is always overseen by a licensed mental health professional. These types of therapies rarely involve riding the horse.

From: *The Therapeutic Value of Horses. Who Benefits from Equine-Facilitated Psychotherapy? Psychology Today Posted August 23, 2017*

<https://www.psychologytoday.com/ca/blog/ending-addiction-good/201708/the-therapeutic-value-horses>

On November 5, 2018, two residents, Mario and Diana, accompanied by coordinator Regine Bouzi and *stagiaire* Hilda Keskin, visited Ecurie MED at 20292 Rue Charles, St. Javier, to introduce residents to the benefits of time spent with horses. This opportunity was available to us because of the training that Hilda brought with her to Our Harbour.

An introduction to safety tactics preceded instruction to grooming, which entails brushing, combing and picking hoofs. Then the residents assisted in turning the horse, Zen, loose in the paddock, grooming, feeding and guiding him in the arena.

Zen was saddled up with Mario`s help and the group entered the arena with Zen and Hilda explained how horses move and why, including their body language. Breathing techniques were discussed and demonstrated to stabilize heart rate in participants. Horses detect human heart rates from as far as 20 feet away, and so it is essential to remain calm when interacting with a horse.

Diana was excited, happy yet nervous. Mario walked Zen around the arena, taking deep breaths and generally beginning to calm down. He admitted feeling very happy and confident. Mario had previously attended the SICOM riding program and was more comfortable around horses.

After an hour in the arena, Zen was taken back into the barn to be groomed again. Mario jumped right in while Diana distributed carrots and apples to another horse.

Once all tack was removed and the area cleaned up, both Mario and Diana were elated and extended warmth to Hilda via hugs and gratitude. It was an exceptionally fun experience for all.

- *Excerpted from a report by Hilda Keskin, Stagiaire*

Au Contraire Film Festival (ACFF), November 2018

In the fall of 2018, Director General Dolly Shinhat became aware of a film festival featuring films about mental illness and/or made by people with mental illness. The ACFF began in 2013 and goes beyond screening films by engaging the Montreal community through film experiences that inspire, educate, challenge and entertain. The ACFF strives to erase the stigma and dispel the myths surrounding mental illness and to achieve awareness of and advocacy for mental health issues. In partnership with the Montreal Museum of Fine Arts (MMFA), the Festival is a signature initiative of Urban Pardes / Paradis Urbain, a registered charity benefiting mental health initiatives.

The ACFF annually screens, in English and French, jury-selected films from around the world. The films explore different dimensions of mental illness through stirring and thought-provoking films. It is hoped that these films stimulate dialogue through audience participation. As well, the organizers encourage mental health front-line organizations to use the festival as a mini-fundraiser through ticket sales. The ACFF provides free youth-awareness programs to Montreal area high schools.

On the day, provided free for community organizations, ten residents attended a screening along with three volunteers and three staff members. The response was interesting:

volunteers and staff found the films thought-provoking and inspiring. Residents responded cautiously. While they enjoyed the experience of going to the MMFA, some of the films made residents uncomfortable because they reflected in many respects residents' own challenges.

This is certainly an interesting and educational event for volunteers and staff and, depending upon the films themselves, for those residents who truly wish to attend. This year, the Festival is scheduled from October 21-24, 2019.

<https://www.acff.ca/>

Partnering with Concordia University students to evaluate the volunteer experience

Shaun Lynch, a friend of Our Harbour (he facilitated one of the sessions at the June 2 Networking Day) approached Our Harbour with a request. He was teaching a course in Organizational Behaviour at Concordia University. One of the major assignments was a group project in which students made contact with a small business or non-profit to assess their Human Resources activities to identify one to three challenges, and develop recommendations to address those challenges, with specific reference to peer-reviewed research.

The students would need to interview the DG and perhaps other key players to identify the challenges, after which they may undertake further interviews or surveys to dig a little deeper in order to gather data to guide their development of recommendations. The project assessed our volunteer activities to identify one to three challenges and develop recommendations to address those challenges, with specific reference to peer-reviewed research.

The challenges related to volunteers were identified based upon feedback received at the Our Harbour Network Day in June. As Our Harbour grows and matures, volunteer recruitment, training, supervision and retention were legitimate areas in which the students could focus their research.

The demands on the organization were fairly low-impact. Following a lengthy interview and a couple of further exchanges, the students submitted a paper for the assignment, a copy of which has been provided to Our Harbour. It is entitled The Our Harbour Report and includes a number of recommendations related to our volunteer program.

2018-19 BY THE NUMBERS AT MARCH 31, 2019

Tracking the Need for Our Services

	2018-19
Phone calls/enquiries	47
Phone intake interviews	38
In-person Assessments	14
Admissions	9
Discharges	10

Occupancy 2018-19

Occupancy has not fallen below 92% (2 out of 24 vacancies) this year with the exception of one month. Typically, vacancies are filled within one month. In July 2018, we were able to increase spaces for women from six to nine, two to three apartments for women. This is a better balance for our community.

Longest length of residence: 12 years. Shortest length of residence: > 1 year.

Occupancy rate by month

MONTH	APR 2018	MAY	JUNE	JULY	AUG	SEP
Occupancy rate	100%	96%	100%	92%	100%	100%
MONTH	OCT	NOV	DEC	JAN 2019	FEB	MAR
Occupancy rate	96%	96%	96%	96%	100%	88%

Demographic Profile of Residents

	At March 31, 2019
Age – youngest resident	27 years
Age – oldest resident	62 years
Average age	46 years
Females	6
Males	15
Ratio of females / males	1:2.5

Tracking Participation and Progress

As this report illustrates, staff and volunteers work hard to provide a wide range of events, activities and opportunities to enhance the day-to-day life of our residents and also to make unique opportunities available. Staff and volunteers' community partnerships, networking and contacts, both professional and personal, help us in this part of our mission.

Not all residents participate in all activities. However, we ensure that all residents are participating according to their interests and capacity and encourage those residents who are struggling to participate in a minimum of social, recreational, physical or cultural activities. In this way, we gently ensure that they do not remain isolated and inward-looking.

WHY THE OUR HARBOUR MODEL WORKS

The Our Harbour experience over the last 17 years confirms that while stable, long-term, secure and safe housing is essential, alone it is not sufficient to break the cycle of homelessness, repeated hospitalization, and the stigma and isolation experienced by people with mental illness. Stable housing accompanied by a **broad range of support services**, the ***approche généraliste***, is essential for **long-term stability and recovery of the individual.**

In addition to these elements, **the sincere caring, kindness and warmth** of other human beings are equally essential. In this respect, **Our Harbour's volunteers play a tremendous role.** Giving personal time and attention to visit, go for coffee, shop for groceries together, accompany a resident to a medical appointment, or simply chat ... these are precious gifts.

Our Harbour's professional support services include weekly visits by a coordinator to meet apartment residents as a group. Monthly one-on-one meetings are an opportunity to discuss and explore personal issues and concerns.

Equally important is the **willingness and commitment of the individual** to use the resources available and commit to wellness and recovery.

This holistic approach is the most successful. All these elements (the stable housing, the support and caring, the commitment of the individual) must be present along with a caring, supportive environment. When all these elements are in place, personal or psychosocial crises are managed and overcome. Our Harbour's team of staff and volunteers offers support and steadiness before, during and after crises to help sustain hope and overcome personal challenges.

IN THE COMMUNITY

Our Harbour participates regularly in the meetings and activities of several community networks and *tables*. These partnerships are an important source of information, support and collaboration. At the same time, Our Harbour's services and programs become better known.

The Director General, in collaboration with staff and volunteers, continues to work hard to forge relationships with key people within the Montérégie health and social services network in order to understand better the environment, resources and support available to us and to participate and enrich our community network. Except where stated, the following meetings were attended by the Director General.

- Monthly meetings and Annual General Meeting (June 14, 2019) of the *Table Itinérance Rive-Sud (TIRS)*.
- Monthly meetings and Annual General Meeting of the *Table de Concertation Santé Mentale (TCSM)*
- *Regular meetings of the Regional Health and Social Services Partnership Table (RHSSPT) Montérégie*
- Regular meetings of the *Corporation de développement Communautaire – Agglomération Longueuil, CDC-AL*
- May 29 2018: CELCI : Une Communauté engagée pour lutter contre l'itinérance. Journée Bilan et perspectives
- October 15 and November 1, 2018: *Regroupement des Organismes Communautaires Santé Mentale Montérégie (ROCSMM). Tournées des membres et non-membres.*
- September 2018 – present: Volunteer facilitator in the weekly program Lunch, Laugh and Learn, a collaboration between the CISSS de la Montérégie Centre, CHSSN ARC, Health Canada and McGill University.
- November 6, 2018: TCSM meeting: *Présentation de l'organisme : Our Harbour*, par Dolly Shinhat, *Directrice Générale*

- November 13, 2018 : *Déjeuner-Causerie, Corporation de développement communautaire – Agglomération Longueuil, CDC-AL. Itinérance : parcours d'une itinérante et survol des ressources offertes.*
- November 26, 2018 : *CDC-AL. Le processus développement social Vieux-Longueuil (DVSL). Neighborhood meeting: Old Greenfield Park. Discussion of day- to-day reality in the neighborhood. Neighborhood, local community, security, community organizations, health, leisure, culture, sports, education (schools, daycares), etc., urban planning (streets, parks), transport, housing, noise, etc.*
- December 13, 2018 : *Visit from Adam Rousseau, Agent de programmes, Direction des Programmes. Service Canada / Gouvernement du Canada.*
- January 22, 2019 *DSVL: Adoption de la structure et élection du Coco Vigie*
- January 30, 2019: *Déjeuner-Causerie, Corporation de développement Communautaire – Agglomération Longueuil, CDC-AL. Topic: l'Approche alternative en santé mentale. DG and coordinators presented Our Harbour's mission, programs and services in collaboration with la Maison Jacques Ferron and Maison Vivre.*
- January 31, 2019 : *Lancement de la 29e Semaine nationale de prévention du suicide, Février 3-9. L'Association québécoise de prévention du suicide. Director General with Kevin Erskine-Henry, South Shore Community Partners Network.*
- February 12, 2019: *ARC and South Shore Community Partners Network (SSPCN) community planning. DG, an Our Harbour parent and a volunteer participated in a Focus Group on Mental Health Issues and Services for Anglophones.*
- March 14, 2019: *TCSM-RS regular meeting chaired by Our Harbour Director General Dolly Shinhat*
- March 28, 2019: *Meeting with Meeting with Martin Boire, Director General of CDC Agglomération Longueuil prior to recommendation of Our Harbour for CDC membership*
- April 12, 2018 : *Journée d'information et d'échanges sur la révision du PSOC. Réseau d'action des femmes en santé et services sociaux (RAFSSS) Director General*
- May 29, 2018: *Table de Vie de Quartier Ville LeMoyne meeting attended by a coordinator and two residents.*

Outreach and Community Special Events and Meetings

Extensive efforts were made throughout 2018-2019 to raise our Harbour's profile throughout the community. This included visits to a variety of organizations, events, *salons* and active participation in new and ongoing network events and activities.

The results were fruitful, including additional awareness about Our Harbour and about mental illness, renewal of partnerships, recruitment of several new volunteers, raising awareness about *stage* opportunities and an increase in donations of money and of gifts such as the quilt that is being made for Our Harbour.

Special thanks to Susan Gardner, who as well as being a loyal and resourceful Our Harbour volunteer, is Coordinator, Saint John Paul II Pastoral Unit, Diocese of St-Jean-Longueuil. She was instrumental in scheduling and facilitating outreach to the Diocese.

Date	Event / Activity	Facilitator / Host	Participants
April – May 2018	Our Harbour outreach visits by Director General to eight churches throughout the English Roman Catholic Diocese of Longueuil	Susan Gardner, Coordinator, Diocese of St. Jean-Longueuil	Church congregations of Good Shepherd, St. Francis of Assisi, St. Mary's, St. Gabriel's, Holy Cross, St. Raymond's, St. Clare's and St. Augustine's
April 11, 2018	Volunteer Workshop on Mental Illness.	Host: L'Abri en Ville Presenter: Dr. Allan Fielding, MDCM, FRCP(C)	Director General with two new volunteers, David Gobby and Lyn Scott
April 26, 2018	Director General attended a luncheon to thank the FCEC and provide a report for a donation to Our Harbour	Fednav Community Employees' Committee (FCEC)	Approximately 50 Fednav employees
April 28, 2018	Presentation by Director General and invitation to partner with Our Harbour.	Susan Martin Kaller and the Catholic Women's League, a national sisterhood of Catholic women who promote awareness and respond to political and social issues that affect all Canadians.	Approximately 40 members of the CWL Diocesan Council

Date	Event / Activity	Facilitator / Host	Participants
August 29, 2018	Presentation by Director General to Nursing Students	Champlain Regional College, St. Lambert	Approximately 30 nursing students, 5 teachers and administrators
September 26, 2018	Director General, coordinator Regine Bouzi and <i>stagiaire</i> Caitlin Marchand welcomed local high school and CEGEP students at Champlain College.	<i>Salon Benevolat jeunesse 2018</i> . Centre Benevolat Rive Sud (CBRS)	More than 200 students visited the <i>Salon</i>
November 15, 2018	Reception: <i>Éduquer, élever & célébrer : Mieux ensemble!</i>	Champlain College Continuing Education Department.	Director General and OH President
November 13, 2018	<i>Dejeuner-Causerie. Itinérance: parcours d'une itinérante et survol des ressources offertes</i>	Corporation de Développement Communautaire Agglomération Longueuil (CDC-AL) / Macadam-Sud	Director General, OH President 30+ participants
November 27, 2018	DG spoke about Our Harbour's mission and services following a lecture about mental illness by Jillian Ritchie.	South Shore University Women's Club (SSUWC)	50+ participants
December 9, 2018	DG spoke about Our Harbour's history mission and services	St. Lambert United Church White Gift Service	200+ members of the congregation
January 9th, 2019	DG attended a meeting of the Guild. Members are making a green and white quilt for Our Harbour to raffle off later this year at an appropriate event.	Mosaïc/que Quilters Guild	30+ members of the Guild

Date	Event / Activity	Facilitator / Host	Participants
January 17, 2019	DG spoke about Our Harbour's history mission and services	TimeOut, Greenfield Park social group	50+ group members
January 19, 2019	DG attended Annual New Year Brunch. Networking opportunity.	Alexandra Mendes, MP for Brossard - St. Lambert	300+
January 30, 2019	Our Harbour kiosk: Non Profit/Public Service Fair / <i>Journée carrière secteur OSBL et la Fonction Publique</i>	McGill University	Director General
February 9, 2019	DG and coordinator Regine Bouzi were present at the Our Harbour kiosk: Building Community Together. An exposition on various services and programs aimed at enhancing the vitality of the English-speaking community of the Montérégie.	Assistance and Referral Centre (ARC) and the Regional Health and Social Service Partnership Table (RHSSPT). Building Community Together event.	400+ participants, including two Our Harbour residents
March 2, 2019	DG attended Annual Open House. Networking opportunity.	Sherry Romanado, MP for Longueuil-LeMoyne	
March 23, 2019	DG attended Care-Share Reading Club breakfast fundraiser.	South Shore Reading Council (SSRC)	

Partnerships and Memberships

Our Harbour has engaged regularly with local partners who can provide support and resources to enhance our mission; equally, they are a source of support and information as well as referrals for people in need of Our Harbour’s services and programs.

Our Harbour is also a member of the L’Abri-en Ville Network, together with Ancoura and Les Toîts d’Émile; these four organizations share a common mission.

During 2018-19, we interacted with all the partners listed here, including attending meetings and participating in community and collaborative initiatives.

Organisation	Mission
AMI-Québec, Rive Sud	AMI-Québec Action on Mental Illness AMI-Québec is a non-profit organization that helps families manage the effects of mental illness through support, education, guidance, and advocacy. Programs are free.
Ancoura	Ancoura is a not-for-profit, volunteer-based organization and a registered charity in Ottawa. Ancoura’s mission is to provide a nurturing, fulfilling environment for adults living with mental illness, through stable, affordable housing and a supportive community.
Assistance and Referral Centre (ARC)	Founded in 2011, Assistance and Referral Center Health and Social Services (ARC) is a not-for-profit community-based organization that promotes access to services in English in the Montérégie.
Centre Bénévolat Rive Sud	To promote and develop quality volunteering with a focus on community support, since 1978
Centre intégré de santé et de services sociaux (CISSS) de la Montérégie Centre	<i>Au (CISSS) de la Montérégie-Centre (Réseau local de services de Champlain), tous s’unissent afin d’offrir à la population des soins de santé et des services sociaux de qualité, continus, sécuritaires, et ce, en collaboration avec les partenaires du territoire.</i>
Centre hospitalier Charles Lemoyne	<i>L’Hôpital Charles-Le Moyne offre une gamme de soins et services généraux, spécialisés et surspécialisés. Il est reconnu pour ses activités d’enseignement et pour son</i>

Organisation	Mission
	<i>Centre de recherche axé sur les interventions novatrices en santé. Il est désigné centre affilié universitaire avec l'Université de Sherbrooke.</i>
Community Health and Social Services Network (CHSSN)	Formed in 2000 to support English-speaking communities in Québec in their efforts to redress health status inequalities and promote community vitality. CHSSN achieves this by building strategic relationships and partnerships within the health and social services system to improve access to services.
Corporation de développement communautaire – Agglomération Longueuil (CDC-AL) ¹	<i>La Corporation de développement communautaire de l'agglomération de Longueuil (CDC AL) est un regroupement multisectoriel d'organismes communautaires ayant comme mission d'initier, favoriser, soutenir et renforcer le développement communautaire sur son territoire dans une perspective d'inclusion sociale et de lutte à la pauvreté.</i>
Helping Other People Effectively (HOPE)	Emergency food assistance. Financial assistance for rent, medication, electricity and telephone bills.
L'Abri en Ville	L'Abri en Ville provides a stable and fulfilling environment for persons with a mental illness through safe, affordable housing and inclusion in a community that supports their social, material and spiritual needs.
L'Alternative Centregens ¹	L'Alternative Centregens aims to facilitate the social reinsertion and mutual aid of people experiencing or having experienced a mental health problem. Clients are encouraged to cultivate self-reliance, developing their abilities on a day-to-day basis, at their own pace.
Service d'intervention en Santé Mentale L'Espoir	<i>Un organisme à but non lucratif qui offre des services pour la réadaptation et la réinsertion psychosociale de personnes adultes résidant sur le territoire du Grand Longueuil et présentant des problèmes psychiatriques ou des problèmes de santé mentale.</i>

Organisation	Mission
La Maison Jacques-Ferron	Un organisme communautaire autonome engagé dans l’insertion sociale des personnes adultes qui vivent d’importantes difficultés en santé mentale et qui proviennent de la grande région de Longueuil.
La Mosaïque	La Mosaïque is a not-for-profit organization. Since 1985, its mission has been to reinforce the social fabric of the urban agglomeration of Longueuil, offering services that promote the autonomy and social integration of the less fortunate.
La Maison Internationale de la Rive-Sud	An organization specializing in assisting immigrants on the South Shore of Montreal, in partnership with the Ministry of Immigration, Diversity and Inclusion of Québec. It has offered its services to newly arrived immigrants in Québec for 43 years.
Les Toîts d’Émile	<i>Leur mission est d’offrir aux personnes ayant un problème de santé mentale des logements de qualité et à long terme au sein de la communauté et l’appui nécessaire à une existence autonome.</i>
Macadam Sud	Mission: To support and empower youth 12-35 years old so that they can commit to improving their conditions in respect and human dignity.
Regional Health and Social Services Partnership Table (RHSSPT) Montérégie	A network of organizations working to promote and increase access to public health and social services for English-speaking populations in the Montérégie.
Regroupement Organismes Communautaires Santé Mentale Montérégie (ROCSMM) ¹	<i>Le regroupement des organismes communautaires en santé mentale de la Montérégie (ROCSMM) a pour mission le développement et la reconnaissance de ses ressources membres par des actions de soutien, de participation à la vie associative et de représentations stratégiques.</i>

Organisation	Mission
South Shore Community Partners Network (SSCPN) <i>Regroupement Réseau Communautaire Rive Sud</i>	A volunteer-based non-profit corporation building a sense of community among the Montreal South Shore English-speaking community groups. SSCPN assists in promoting all levels of government programs and not-for-profit services of benefit to this community.
South Shore University Women's Club (SSUWC) ¹ Advocacy Committee	The South Shore University Women's Club was founded in St. Lambert, Québec, in 1957. The Club is a member of the Canadian Federation of University Women, an organization committed to pursuing knowledge, promoting education, and improving the status of women and human rights. The members of the Club are professional women who actively support these values through their involvement in their communities; their support of public education and of initiatives regarding the environment; and their efforts to raise the social, economic and political status of women and girls.
Table de concertation en santé mentale de la Rive-Sud (TCSM) ¹	<i>Un regroupement d'organismes qui œuvrent en santé mentale sur le territoire de l'agglomération de Longueuil ont à cœur la santé mentale de la population de son territoire</i>
Table de vie du Quartier, Ville LeMoynes	<i>Préserver et défendre les droits de la communauté, leurs acquis et leurs intérêts. Être à l'affût de tout changement et nouvel enjeu afin que rien ne leur échappe. Saisir les opportunités dans le but d'améliorer la vie de quartier.</i>
Table itinérance Rive-Sud (TIRS) ¹	Regroupement multisectoriel des organismes communautaires, institutionnels ainsi que des citoyens qui travaillent pour trouver des solutions à l'itinérance.
Table régionale des organismes communautaires et bénévoles de la Montérégie (TROC-M) ¹	Regrouper les organismes communautaires autonomes de la Montérégie qui interviennent dans le domaine de la santé et des services sociaux.

The Montérégie Regional Health and Social Services Partnership Table (RHSSPT)	RHSSPT works to promote and increase access to public health and social services.
Centre de réadaptation en dépendance Le Virage	<i>Au Virage, ils ont à cœur de desservir tout Montérégien qui a besoin d'aide pour une consommation d'alcool, de drogues et des habitudes de jeu. Des milliers de personnes viennent leur consulter chaque année.</i>

1

¹ Our Harbour is a paid member of these organizations.

GRANTS, FUNDING AND DONATIONS

Our Harbour relies upon important core funding from the provincial government and, since 2016-17, on continued funding from the federal government. As of March 31, 2019, the funding from the *Stratégie des partenariats dans le lutte contre l'itinérance* (SPLI) has ended. In its place, Our Harbour has successfully applied for two-year transition funding through the Employment and Social Development Canada **Reaching Home Program** for 2019-20 and 2020-2021.

In addition, to fund our mission, we rely upon and are deeply grateful for private funding from local churches, corporations, and social and community organizations as well the generosity of a growing number of individuals.

Our Funding Partners 2018-19

We are grateful for all of the financial support that allows us to continue our mission.

Below is a list of donors and funders of \$1,000 plus:

- Ministère de la Santé et des Services sociaux (MSSS) :
 - Programme de soutien aux organismes communautaires (PSOC)
- Employment and Social Development Canada:
 - Canada Summer Jobs program
 - Homelessness Partnering Strategy (Stratégie des partenariats dans le lutte contre l'itinérance (SPLI))
- Agence Karen Stacey
- Assistance and Referral Centre (ARC)
- Association of Catholic Retired Administrators (ACRA)
- Bell Let's Talk Community Fund
- Fednav Community Employees' Committee (FCEC)
- Good Shepherd Lutheran Church
- La Fondation André Gauthier
- La Fondation Jacques Francoeur
- Montreal Walks for Mental Health Foundation
- Team Blue: Jamie Malysh and Michael Shufelt
- Zeller Family Foundation

Our Harbour, FCEC and ARC: Cooking up partnerships in the kitchen!

In Spring 2018, our Harbour received a grant from the Fednav Community Employees' Committee that included a \$1,000 contribution toward our newly formed Cooking Group. Led by volunteers Jody Ceccarrelli and Lyn Scott, with assistance from David Gobby and Vincent Ceccarrelli (Jody's husband) the group has taken off!

Starting with a visit from a nutritionist to inform the group about good nutrition, smart eating and shopping habits, the group has established monthly meetings to cook simple, wholesome food based upon seasonal produce and grocery store specials. Menus have ranged from hummus with homemade pita chips to roast beef with vegetables – with plenty of leftovers to reheat and eat at home.

The Cooking Group came to the attention of the Assistance and Referral Centre (ARC) last summer. ARC had recently moved to new offices on Churchill Blvd in Greenfield Park. Their kitchen was used only for making coffee and heating up lunch, so ARC Executive Director Christian Lapointe and Community Organizer Kevin Erskine-Henry offered it to Our Harbour for use for the Cooking Group. ARC provided a small grant to equip the kitchen with pots, pans and utensils and the Group has not looked back. Observing the success and energy of these sessions, ARC has helped bring a project to life that the group had only dreamed of.

Jody Ceccarelli explains what happened next:

In July 2018, Lyn Scott and myself started a cooking program for the residents to teach them to cook simple and nutritional meals. It was a time of sharing the old traditions of cooking together both healthy and economical meals. The average attendance to our classes were about six to eight residents at each session.

To encourage them I felt it would be our goal to eventually make a cook book to highlight the achievements we have done in our cooking sessions and share with the other residents easy, healthy, nutritional meals. In February 2019 we were advised that we have been given a grant of \$2,500 to realize our cookbook dream thanks to ARC!

This book will not be like other cookbooks. It will be comprised only of recipes we have cooked together and testimonies from the residents as to what they have obtained from our time together. It will also give some nutritional background that we have discussed in our sessions. In other words, it will be a collective of the “value of friends” spending time together, enjoying each other's company and cooking.

The cookbook will contain about 50 recipes, pictures of our cooking sessions, and topics we have discussed. This book will be a memorial to our dear friend and fellow cook Jacqueline and a way to help raise funds for Our Harbour and our Cooking Group.

Look out for this publication in fall of 2019!

Our Harbour Navigator Program sets a course for the future

In 2018, Our Harbour succeeded in applying for funding from the **Bell Let's Talk Community Fund**. The project was to help launch the Our Harbour Navigator Program. The Program was made possible by Bell's grant of \$20,000 in addition to three very special corporate and community supporters: Fednav Community Employees' Committee, the Lions Club of Greenfield Park and the United Church of Greenfield Park. Together, these organizations donated more than \$28,000!

Planning and work began in the Fall of 2018 with a volunteer project management team. Computers, desks and chairs were purchased, software installed, hardware and furniture built and installed in each apartment.

The Program was officially launched on January 16, 2019 at a special event supported by Bell. The event was emceed by CBC announcer Royal Orr. Special guests included Stacey Hoirch, and Kathy Jahudka from Bell, Nicole Ménard, Députée de Laporte, Mayor of St. Lambert Pierre Brodeur, Tony Wait, Board member of the Zeller Foundation, Our Harbour Board members, residents, volunteers and staff along with many Our Harbour friends. Catering was provided by our Cooking Group leader, volunteer Jody Ceccarelli and her team!

The Program provides an opportunity for all Our Harbour residents to explore and set personal goals for one, three and five years, facilitated by Our Harbour coordinators. Monthly one-on-one meetings are a time to plan, review progress, make adjustments and celebrate success. Computer-skills training includes a range of topics tailored to each resident, including budgeting and CV development, email and online researches, online banking and creative writing.

The Program also fulfilled a request from residents at the Network Day in June 2018 for training in computer skills to help with everything from budgeting to CV development to looking for community resources online. Our Harbour residents are benefitting from the integrated goal-setting and skill-building elements, developing self-confidence, making personal progress, having fun and learning new ways to communicate, express themselves and explore the world.

Bravo and thank you to the multi-talented crew that brought this program to life: Our Harbour webmaster Peter Woodruff, resident Darko Panic, volunteers Susan Leclair and Rosalind Rembacz (both Bell retirees), Champlain student volunteer Nic Bergeron, coordinators Regine and Audrey-Ann, and last but by no means least Web Project Coordinator, Geneviève Caya.

Our Harbour residents are benefiting from the integrated goal-setting and skill-building elements, developing self-confidence, making personal progress, having fun and learning new ways to communicate, express themselves and explore the world.

We are deeply grateful to our four generous funding partners. Thank you!

Montreal Walks for Mental Health Foundation

Each year, our Harbour participated in the Walk to raise awareness and raise money for Our Harbour. This year, Our Harbour applied for a grant from the Montreal Walks Foundation and received \$1,500 in funding to support the launch of a walking/hiking club for Our Harbour residents.

This club will be up and running this year once the warmer weather is here and will be a way to train for the 2019 Montreal Walks for Mental Health!

Our Harbour Individual Fundraising Campaign, Appeals and Activities

In addition to the generous funding described above, Our Harbour continues to seek support for its mission from a variety of private, corporate and foundation sources, through Our Harbour events and an annual appeal. Our two key fundraising events are **Montreal Walks for Mental Health** and a painting FUNdraiser called **Psychedelia!**

Montreal Walks for Mental Health 2018: Tenth Anniversary!

On Sunday, October 14, 2018, Our Harbour's 40+ contingent participated with many similar organizations in **Montreal Walks for Mental Health** to raise awareness and to raise money for our mission. This is an important event for Our Harbour and one that allows for broad participation by our community, including current and past residents, staff, friends and family, volunteers, board members and, this year, three small children and a dog named Molly! After the walk we celebrated the beautiful day with a pizza lunch, coffee, tea and clementines back at the Our Harbour offices, giving everyone a chance to chat and catch up. Donations in support of the Walk surpassed the \$2,000 goal! In addition, our participation in this inspiring event encourages and supports an active lifestyle, key to better physical and mental health for all.

Psychedelia! 2019 a painting FUNdraiser!

In March 2019, Our Harbour held its second annual painting fundraiser, **Psychedelia!**, led by local artist Judy Csukly. Forty-four people came together to beat the winter blues and paint together a painting of silver birch trees. Wine, snacks, coffee and tea were served and all enjoyed a great afternoon. We raised \$3,380 during this event, through a combination of ticket sales, a draw and sale of refreshments as well as generous sponsorship support from our sponsors: Nicole Ménard, Députée de Laporte, Alexandra Mendès, Liberal MP for Brossard-St. Lambert, Sherry Romanado, Liberal MP for Longueuil – Charles-Lemoyne.

Special thanks to artist Judy Csukly and our partner Sandra MacGregor of FundEventz for helping to make this year's event even more successful than 2018!

Sincere thanks as well to Our Harbour residents and volunteers who helped set-up, serve refreshments and clean up after the event. It is a great FUNdraiser and friendraiser!

A special fundraising team: Team Blue!

For the second year in a row, Jamie Malysh and Michael Shufelt (Team Blue) ran a marathon in support of Our Harbour. This time, the marathon was in British Columbia along the beautiful Squamish coast. Once again, this dynamic duo raised over \$1,000!

Our Harbour is truly fortunate to have such inspiring and generous friends. Thank you Jamie and Michael!

Individual Fund-Raising: Fall/Christmas Appeal

Each year, the Individual Fundraising Committee plans and executes a special appeal to all of the Our Harbour community. A personalized letter and copy of Our Harbourviews is sent to over 220 people.

The Committee members write the letters, print, fold and address the envelopes and stick on the stamps! A follow-up appeal is sent by email as a reminder to donate before December 31, 2018 in order to qualify for a 2018 income tax receipt. We raised \$18,650+ from this appeal in 2018-19!

In 2018-2019, more than 250 donors gave over \$24,100 throughout the year. THANK YOU!

Our Harbour's Donors, 2018-2019

8 anonymous donations	Catherine Gillbert	Ellen G. de Grandpré
Agence Karen Stacey	Centraide du Grand	Elsie Patterson
Alexandra Mendes, MP for Brossard-St. Lambert	Montréal	Fednav Community Employees' Committee
Andrew Louson	Charlene Pincombe	Fondation André Gauthier
Ann Cassin	Christine Gosselin	Fondation Jacques Francoeur
Anne McKinnon	Christopher Thomson	Francine Grisé Roy
Ann Mercure	Claire & Gordon Richardson	Francine Leduc
Anne & Doug Lightfoot	Claire Boulanger	Francois Vary
Anne Fear	Constance Leigh	George Pajuk
Assistance and Referral Center (ARC)	Dale Pozer	Gerald Ratzer
Association of Catholic Retired Educators (ACRA)	Daniel Mainville	Gerald W. Smart
Barbara Brown	Darko Panic	Ginette Hay-Ellis
Barbara & Ernie Duguid	Dennis Armstrong	Good Shepherd Lutheran Church
Bell Let's Talk Community Fund	Dennis Languay	Gord Hepburn
Beppie Boudens-Alexander	Diana Sanderson	Government of Canada: Employment and Social Development Canada
Beverley & Brian Smalridge	Diana Tremblay	Government of Québec: Programme de soutien aux organismes communautaires
Beverly Stride-Côté	Diane Denny	Grace Pensato
Bruce Edwards	Diane Riendeau	Greenfield Park Lions Club
C. I. Petros	Diane Tessier	Gretchen Cheung
Candiac Wednesday Group	Dolly Shinhat	
Carol Lanthier-Strickland	Dorothy Dale Wallace	
Caroline Unger	Dorothy Massimo	
	Dorothy Thomas-Edding	
	Douglas Lightfoot	
	Edna Ouellette	
	Elisabeth A. Jones	
	Elisabeth Wojtowicz	

Gwynne Jones
H.O.P.E. St. Mary's Parish
Harry Taylor
Harvey Campbell
Heather Borrelli
Heather Powers
Hélène Côté
Heritage Regional High
School: CFER Program
students
Hilda Dowling
Honore Kerwin-Borrelli
Ileana Cusiatic
Jaclyn Kaller
Jacqueline Bélisle
James Fresco
Jane McConnell
Janet Carter
Jarmila Philipp
Jeanne Potvin
Jean-Pierre Duguay
Jennifer Dyson St-Germain
Jennifer Magher
Jessica Cantor
Jevin Richards
Jill Lacoursiere
Jim Munro
Joan Desrosiers
Joan Kelly
Jo-Ann M. Kanananian
Jocelyn Brace
Jody & Vincent Ceccarelli
John & Maureen Boyne
John Carr
John Godley
Jonathan Lang & Jane
Horvat
Josephine Smith
Judi Leonard

Judith & Dave Schurman
Judy Csukly
Julie Bélisle
Juliet O'Neill Dunphy
Kathleen LeWarne
Kevin Erskine-Henry
Kimberley Stephenson
Kiran Ross
Laura King
Lesley Régnier
Linda Laroche
Linda Magher
Lisette Vachon Magher
Lloyd Megin
Loredana Marino
Lorette & Christopher Noble
Louise Maltais
Louise Pepin
Lucille Lacroix
Lynn Lemieux
Margaret Eastwood
Margaret Jackson
Margaret Lefebvre
Marie Hamilton
Marie Muldowney
Marilyn Carr
Marilyn Zaslowsky
Mario Iacobacci
Marla Stovin
Mary O'Malley
Michael Grilli
Michael Malone
Michael Whalen
Michel Bélisle
Michel Gratton
Michel Lacaille
Midge Lane
Monica Kerwin
Monique Côté

Monique L'Herault
Montreal Walks for Mental
Health Foundation
Mosaic/que Quilters Guild
Neelam Ross
Nicole Ménard, Députée de
Laporte
Nicole Weynandt
Nine and Dine Golf Group
Okill Stuart
Olga McCormack
Patricia Borlace
Patricia Moffat
Patricia Owens
Paul Carrier
Paul Wiebe
Penelope Ellison
Penelope Speiran
Photo René
Pierre Bélisle
Psychedelia! 2019 – a
painting FUNdraiser
Regine Bouzi
Réjane & Daniel Filiatrault
Renée O'Dwyer
Renée Prendergast
Richard Kulak
Robert M. Morgan
Robert Ross
Ronald Aiken Jr.
Ronald Aiken Sr.
Ronald Jones
Rose Mary Weidner
Rosemary Cyr
Rouben Ishayek
Royal Orr
St. Lambert Lions Club
St. Lambert Curling Club
Ladies

Samson Kaller
Sandra Libby
Seaway Community Learning
Centre
Sheila Gilbert-Cooper
Sheila Kerwin
Sheila Gilbert-Cooper
Sherry Romanado, MP for
Longueuil–Charles-
LeMoyne
Shopbarin
Soad Salid Ghattas
St. Andrew's Presbyterian
Church – Ecumenical
Community Service
St. Augustine Women's
Guild

St. Barnabas Church Coffee
Fund
St. Gabriel Catholic Church
St. Lambert United Church
Stan Horvat
Surjit Shinhat
Susan & Peter Woodruff
Susan Botros
Susan Gardner
Susan Kerwin-Boudreau &
Spencer Boudreau
Susan Magher
Susan Martin Kaller
Susan Warden
Sylvia Smith
Team Blue: Jamie Malysh &
Michael Shufelt

The Catholic Women's
League
The Filipino-Canadian
Community of the South
Shore
The Men's Club Holy Cross
Time Out Group
Timothy Houlihan
Tina Laberge
Tyler Chackowicz
United Way
Vanessa Boudreau
Vito Volterra
Vivien Freedman
Warren Thwing
William Kerwin
Yolande Thibeault
Zeller Family Foundation

In memoriam

Robert (Bob) Bilodeau, August 15, 1948 – June 12, 2018

The Our Harbour community was saddened by the death of Bob Bilodeau, a long-term resident who left Our Harbour in March 2018 to move to an assisted living facility in Longueuil. Bob prospered within Our Harbour's protective envelope. His warm, endearing ways and quick smile belied his ongoing struggles with medical issues. Despite being a man of few words, he was known for his epigrams. Asked how he was feeling, he usually deflected concern with a characteristic, "Not too bad."

His passing particularly affected the residents, staff and volunteers charmed by his special grace and humble manner. We extend our condolences to his large extended family.

Michael Gilbert, October 10, 1956 – August 20, 2018

Michael came to Our Harbour in the Spring of 2017 and quickly made a place for himself as a man with a dry sense of humour and an intimate knowledge of St. Lambert and its inhabitants. He loved 70s rock music and driving, something he did professionally. Michael often dropped in at the Our Harbour office, wearing his trademark radio headphones, for a chat and a cup of coffee. He is missed.

Jacqueline Bélisle, August 23, 1958 – March 3, 2019

This was an especially sad death as Jacqueline had been with us for many years and was such an enthusiastic member of our family always ready to volunteer to cook, make sandwiches or organize a clean-up. Her chocolate cake was a special treat! Jacqueline's social worker, who had been keeping a close eye on her, assured us that we had done everything possible to take care of her. Her family agreed.

"Please find a special place in your heart for the families of these residents and the Our Harbour family, especially the residents and staff who knew them well."

- Catherine Gillbert, Our Harbour President

THE LAST WORD. Report of the Director General

Dear Readers,

In March 2019, I completed my second year as Director General of Our Harbour. I continue to learn about the complexities of mental illness, the challenges and the achievements of our community of residents, volunteers and staff.

Going out into the community to talk about Our Harbour and to get to know the community that has nourished and supported Our Harbour over the last 17 years was a privilege and a tremendous learning experience. I found communities of great warmth, kindness and generosity, some curious about our mission and others grateful for our existence and our services. I met people who were willing to support Our Harbour in any number of ways: with donations of goods, helping hands and money to ensure that our mission continues to thrive.

Indeed, if it were not for our local churches, community and social organizations it is likely that Our Harbour would not have survived. While we continue to work hard to expand our reach to attract funding from corporations and foundations, we are ever grateful to the individuals, the churches, community and local philanthropic organizations that will always be at the heart of our mission.

Thank you for being there for Our Harbour.

For the Anglophone community in particular, but for all people living with mental illness and seeking a long-term, safe, caring home on Montreal's South Shore, Our Harbour is here for you.

Contact us if you need our help, know someone who needs our help or if you would like to help.

Respectfully submitted and with thanks to my colleagues, the Our Harbour Board of Director and all our volunteers, for all of your contributions,

Dolly Shinhat
Director General

APPENDICES

***OurHarbourviews* newsletters**

- November 2018
- May 2019

Other documents

- CHSSN NetLink article about Our Harbour
- Our Harbour calendar entry in Alexandra Mendes, MP 2019 Community Calendar
- Our Harbour article in Sherry Romanado, MP October 2018 Newsletter