



2017-2018 ACTIVITY REPORT

OUR HARBOUR / LE HAVRE

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

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Charitable Registration Number 87723 1803RR0001

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MESSAGE FROM THE PRESIDENT

Dear Friends,

Following our 60% growth over the last year, our aim is to ensure consistent improvement in the health and well-being of our residents. We are achieving this by stabilizing our staffing and ensuring steady and secure funding for current services and programs before considering further growth even though we know many more people need our services.

We are grateful to all our funders and individual donors, and to all our volunteers for making Our Harbour possible and indeed for allowing us to flourish as we have done.

Over the last 14 years, the amount of happiness I have received from my involvement in Our Harbour is huge compared with the time and energy I have expended. I have made many good friends; I have seen residents arrive at an apartment without the energy to carry on a conversation and within a few months turn into out-going, smiling chatty people who are indistinguishable from the rest of us.

Our Harbour is by far the most satisfying undertaking I have ever been involved with. I love being able to drop by the apartments and feel welcomed into a real home and I am constantly overwhelmed by the amount of appreciation I receive. As I often say, my grandmother had me doing volunteer work when I was five years old and I have been doing it ever since.

If you are looking for a way to get involved, make a difference and feel good, consider joining the Our Harbour volunteer team. You will be glad you did!

Catherine Gillbert, President and Founder
St. Lambert, 2018

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/>

In 2018, 7.4 million people in Canada, twenty percent of our current population of 37,058,856 (according to Statistics Canada), are suffering or will suffer from a mental illness in their lifetime. It is vital that we talk about mental illness and ensure that our family members and friends can access the resources they need.

The Montérégie represents 1.6 million people (2017 Statistics Canada). One in five of these are or will suffer from a mental illness in their lifetime. Our Harbour's territory is located in the Montérégie-Centre. We also receive enquiries and have welcomed residents from throughout the Montérégie as well as Greater Montreal.

Our Harbour is the only English-language service of this kind in the Montérégie. Since 2016, Our Harbour has extended its program to people who are Francophone. However, as the only Anglophone service of this kind, it is essential that we retain our identity, mission, service and programs in English as well as in French.

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 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 Quebec, 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 Homelessness Partnering Strategy (*Stratégie des partenariats de lutte contre l'itinérance (SPLI)*) program was successful and funding was granted to open three more apartments.

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

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.

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
- common areas are shared

Services for Residents

Fees of \$410 per month cover:

- housing; utilities; telephone (including long distance in North America), unlimited internet, insurance, cleaning fees (reimbursable), 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; he/she has been clean for at least 6 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 very caring staff team.

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

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 oversees 15 residents in five apartments providing support and coordination for the residents so they can live their best life in the community. She works hard to maintain 100% apartment occupancy. Regine supervises and works closely with our *stagiaires* and is the liaison with health professionals and social service agencies.

"It has been my greatest honor to serve the residents of Our Harbour," says Regine.

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. She joined Our Harbour in March 2017 when she took on the new role of Director General. Her vision is to make sure that Our Harbour develops secure and long-term sources of financial and volunteer support to sustain the organization's mission. At Our Harbour, she enjoys working with the Board, the staff team and the dedicated volunteers; they are truly a family.

"Having a close relationship with the people that we serve makes working at Our Harbour very meaningful," says Dolly.

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

Coordinator since November 2017

Audrey-Ann has several years' experiences working as an *intervenante* in women's and men's shelters and in community organizations for individuals with special needs. She 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. She is responsible for overseeing three of our eight apartments and takes care of the monthly activity calendar for our residents.

Says Audrey-Ann, "I love working at Our Harbour as my mission in life is to help individuals in need to the best of my capacities."

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 35 people volunteer to 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 Founder and President	Retired Director of Studies in an English CEGEP	St. Lambert
Edna Ouellette Treasurer	Retired Corporate Executive	Brossard
Gretchen Cheung Secretary	Retired Librarian	St. Lambert
Mario Guenette Residents' Representative	Resident	Ville Lemoyne
Susan Kerwin-Boudreau Individual Fundraising Chair	Psychology Professor	Carignan
Colette Plouffe-Barbery Community Liaison d. March 25, 2018	Retired Financial Executive	Brossard
Lesley Régnier Editor	Retired Translator	St. Lambert
Peter Woodruff Web Master	Retired Biology Professor	St. Lambert
Dolly Shinhat Director General	<i>ex-officio</i>	Greenfield Park

Board Meetings

In 2017-18, nine regular and special meetings of the Board were held as follows:

- April 6, April 20, June 14, August 24, September 28, November 2, December 14, January 25, March 8.

Annual General Meeting: June 14, 2017

- Number of people present at the Our Harbour Annual General Meeting: 34
- Number of members: 304

Committees of the Board

Marketing and Fundraising Task Force

The Task Force was composed of the Chair of the Individual Fundraising committee, Susan Kerwin-Boudreau, the Chair of the Marketing Committee, Peter Woodruff, and Director General Dolly Shinhat.

The Task Force held meetings beginning in June and throughout the summer of 2017 to align activities related to outreach and communications, and to discuss materials needed fundraising and marketing in the fall.

Individual Fundraising Committee (IFC)

Members: Susan Kerwin-Boudreau, Chair; Linda Magher, Peter Woodruff, Dolly Shinhat

The Committee met five times in 2017-18. The IFC was responsible for developing a fundraising plan and setting targets; and planning, leading, executing and reporting on the main individual fundraising events and activities. These included:

- Montreal Walks for Mental Health 2017. Sunday October 15, 2017
- Our Harbour's annual fall/Christmas mail and email appeal
- A new initiative, Psychedelia! a painting fundraiser, held on February 4, 2018

The IFC set an objective of \$12,000 for all individual fundraising for 2017-18. By March 31, 2018, over \$18,500 had been raised! The two events, Montreal Walks and Psychedelia!, together raised more than \$4,800 and the annual appeal raised over \$13,700.

Personnel Committee

Members: Edna Ouellette, Colette Plouffe-Barbery

The Personnel Committee met twice in 2017-18. It was responsible for staff planning, developing and overseeing Working Conditions and other staff-related policies and procedures.

Finance Committee

Members: Treasurer, Edna Ouellette. Apartment Treasurers: Gretchen Cheung, John Godley, Tom Haslam-Jones.

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

Summer Students and *Stagiaires*

Our Harbour takes the responsibility and opportunity each year to help train the next generation of social services workers. In 2017-18 three *stagiaires* from Dawson College Social Services Program, one from *Cégep du Vieux Montréal* undertook their internships at Our Harbour. Coordinator, Regine Bouzi, supervised them in collaboration with volunteer Deborah Weissberg, M.A., a practicing psychologist and clinical supervisor with over 25 years of experience.

We welcomed and appreciated the tremendous contributions of the *stagiaires* and summer students in 2017-18

Stagiaire:

- Elina Pojar, 3rd year Dawson Social Services Program

Canada Summer Jobs program students:

- Hayley Montpetit, Dawson College, Social Services Program
- Ameer Nizami, Champlain College, Pure & Applied Sciences

Staff Professional Development

Coordinator Regine Bouzi attended:

- *Le Colloque National en Itinerance*, October 19-20, 2017.

Director General Dolly Shinhat attended the following free webinars:

- How to Recruit and Manage Skilled Volunteers for Your Charity. Canada Helps. September 19, 2017
- Canada's Anti-SPAM legislation. Canada Helps. November 16, 2017
- Information on the Canada Summer Jobs Program. Employment and Social Development Canada (ESDC). January 24, 2018

PROGRAMS

Our Harbour's programs for residents go well beyond providing safe, affordable places to live. We provide regular, weekly meetings, 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 request 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. Residents help to coordinate the activities and one or two volunteers facilitate. The activities and outings provide residents 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, supported by the Fednav Community Employees' Committee (FCEC)
- Pool
- Games night hosted by residents and facilitated by volunteers
- Birthdays are celebrated jointly with breakfast or lunch at a restaurant chosen by residents

Monthly Wellness Program

These activities are facilitated by volunteers:

- Open Art Studio with Jessica Gardner, MA Creative Arts Therapies, ATPQ
- A Men's Discussion Group began in March 2018, with David Gobby, BA, MHSI
- Nutrition and Cooking Group, facilitated by Haley Montpetit, Summer Student, 3rd year Dawson Social Services Program

Workshops and Skill Development

Workshops are scheduled 4 - 6 times per year, based upon available staff / student / *stagiaire* resources. These address constructively specific needs or requests and involve interactive learning and problem-solving opportunities in a variety of settings.

2017-18 Workshops:

Date	Topic	Facilitator	Number of participants
June 8, 2017	Computer Coding	Ameer Nizami, Summer Student	6 residents
July 24, 2017	Personal Hygiene & Cleanliness	Haley Montpetit, Summer Student	11 residents
November 6 and 8, 13 and 20, 2017	Developing your curriculum vitae	Elina Pojar, <i>stagiaire</i>	10 residents
February 22, 2018	Developing coping skills	Elina Pojar, <i>stagiaire</i>	9 residents

Annual Outings in the Fresh Air!

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

Date	Outing location	Facilitator	Number of participants
June 15, 2017	Kayaking on the Lachine canal	Haley Montpetit and Ameer Nizami, Summer Students	8 residents 1 volunteer 3 staff/students
June 17, 2017	La maison de Lavande, St. Eustache	Haley Montpetit, Summer Student	8 residents 3 staff/students
October 18, 2017	Hiking at Mont St. Bruno	Elina Pojar, <i>stagiaire</i>	8 residents 2 staff/ <i>stagiaire</i>
September 27, 2017	Zoo Ecomuseum, St. Anne de Bellevue	Staff team (funded by the FCEC)	11 residents 2 staff 3 volunteers
March 19, 2018	Sugar Shack	Staff team	12 residents Staff 1 volunteer

Seasonal, Annual and Social Special events

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

We make every effort to keep costs to a minimum by using church halls and other low-cost spaces. We are fortunate to be able to hold many of our special events at St. Francis of Assisi Church with no rental cost. This is thanks to one of our very committed volunteers, Susan Gardner.

2017-18 Seasonal, Annual, and Social Special Events

Date	Event / Activity	Facilitator / Host	Number of participants
April 27, 2017	Volunteer Thank you event	Staff team	15 residents 11 volunteers 3 staff
June 14, 2017	Annual General Meeting	Board and staff team	34 members
August 12, 2017	Summer BBQ and pool party	OH and Director General	11 residents 9 volunteers 3 staff
October 9, 2017	Thanksgiving Dinner	Residents of Apartment 3	13 residents
November 30, 2017	Open House, Apartment 8	Residents of Apartment 8	8 residents 8 Board members 3 staff
December 7, 2017	Our Harbour Christmas Party	Volunteers, led by Judy Cruchet	52, incl. 20 residents
December 25, 2017	Christmas dinner hosted by residents of apartment 3	Residents of Apartment 3	9 residents

SPECIAL PROJECTS

Seeds of Hope

The Seeds of Hope was an arts -based project designed to raise awareness about suicide. It was directed by Yehudit Silverman, Chair of Concordia University's Creative Arts Therapies in collaboration with the Education and Community Programs Department of Montreal Museum of Fine Arts. The project involved diverse Montreal communities including Inuit, First Nation, survivor, and support workers to create masks and creative expressions exploring how suicide has affected them personally and within their communities. The goal was to provide an opportunity for expression, healing, meaning- making and hope.

The work of the project was shown in a public exhibition at the Montreal Museum of Fine Arts from March 8 – April 9, 2017.

Our Harbour resident Billy J. Douthwright and Coordinator Perveen Khokhar participated in the project.

<https://www.concordia.ca/finearts/research/urban-futures/Research/seeds-of-hope.html>

Psychosis and Urban Landscapes: Interactions between the Built Environmental and Symptoms of Psychosis

In April 2017, PhD candidate Arturo Vallardes, a member of an interdisciplinary research team at McGill University, approached Our Harbour to participate in a research study. Mr. Vallardes was also a member of the housing subcommittee of the *Table de Concertation Santé Mentale NDG*; and belonged to the community of people living with a positive diagnosis of mental illness, receiving treatment at the Allan Memorial.

The team obtained a grant to study the relationship between paranoid delusions and different urban landscapes. The idea was to advance our understanding of environmental triggers of delusions in psychiatric survivors. The team was studying how psychiatric survivors perceive different urban landscapes. Team member were interested in recruiting participants from organizations that provide shelter to people suffering a mental illness.

On June 1, 2017, Our Harbour welcomed Professor Ian Gold of the McGill Philosophy Department and his research team. They interviewed resident participants to gather data on their thesis. Data were gathered in two parts. The first part was an hour-long interview. The second part was the collection and study of images taken by residents using digital cameras provided by the research team. The images captured locations that made them feel safe and those that they identified as psychologically destabilizing.

A discussion took place with each resident about the feelings generated by the two types of images.

Eight residents participated in the research project. To thank them for their participation, upon completion of the project residents were able to keep the digital cameras and received a small honorarium.

2017-18 by the numbers at March 31, 2018.

With the arrival of a Director General and the growing need to report more effectively to government, foundation and corporate funders, we are developing the capacity to collect data strategically. In 2018-19, we will be able to begin to provide comparative, annual data and evaluate trends to help us to serve the community even more effectively.

Tracking the Need for Our Services

	2017-18
Phone calls/enquiries	154
Phone intake interviews	54
In-person Assessments	25
Admissions	7
Discharges	2

Occupancy 2017-18

Maintaining occupancy was challenging in 2016-17. Changes were made to the evaluation, intake and admission process to improve its effectiveness and efficiency and to ensure that potential residents were assessed to ensure a good fit between their needs and Our Harbour's mission and capacity.

Since revising our processes in May 2017, occupancy has not fallen below 92% (2 out of 24 vacancies). Typically, vacancies have been filled within one month.

MONTH	APR 2017	MAY	JUNE	JULY	AUG	SEP
Occupancy rate	88%	96%	100%	100%	100%	100%
MONTH	OCT	NOV	DEC	JAN 2018	FEB	MAR
Occupancy rate	96%	100%	92%	96%	100%	100%

Longest length of residence: 11 years. Shortest length of residence: 1 year.

Demographic Profile of Residents.

	2017-18
Age – youngest resident	25 years
Age – oldest resident	70 years
Average age	46 years
Females	6
Males	18
Ratio of females / males	1:3

Tracking Progress

Consistent tracking of participation in various activities began in October 2017 and is incomplete. Therefore, reporting on this element of individual progress will begin in 2018-19. It will include participation in some of the following:

- Our Harbour social and recreational activities
- Our Harbour events, workshops and wellness program
- Volunteering at Our Harbour or in the community
- Participation in *Le Programme d'aide et d'intégration sociale (PAAS ACTION)*
- Participation in *L'Alternative Centregens* activities
- Working or work-related training

WHY THE OUR HARBOUR MODEL WORKS

The Our Harbour experience over the last 14 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

Prior to March 2017, a dedicated volunteer Colette Plouffe-Barbery had been the face of Our Harbour at *Table* and network meetings. With the hiring of a DG in March 2017, Our Harbour was able to participate regularly in the meetings and activities of these important community networks and tables.

These partnerships are an important source of information, support and collaboration.

As well, the Director General was able to forge relationships with key people within the Montérégie health and social services network to better understand the environment, resources and support available to us.

- Monthly meetings and Annual General Meeting of the *Table Itinérance Rive-Sud (TIRS)*.
- Monthly meetings and Annual General Meeting of the *Table de Concertation Santé Mentale (TCSM)*
- June 13, 2017 : Meeting with Mario Lefebvre, Community Organizer, *CISSS de la Montérégie-Centre / RLS de Champlain* to better understand the community, the milieu and the region
- June 15, 2017 : Annual General Meeting of Assistance and Referral Centre (ARC)
- August 8, 2017 : Meeting with Michèle Ouimet, Community Organizer, *CISSS de la Montérégie*, and Catherine Gillbert to better understand the community, the milieu and the region
- August 31, 2017 : Meeting with Marco Carpinteyro, Coordinator, *TIRS* to better understand the community, the milieu and the region
- September 2017: meeting with Youcef Ouahadi (*Agent de planification, programmation et recherche, Direction de la santé mentale et dépendances CISSS de la Montérégie Centre*) for guidance about the *Stratégie dans le lutte contre l'itinérance (SPLI)*

Partnership and Community Special Events and Meetings

Partner and community events, activities and meetings offer opportunities to meet, exchange information, locate resources or simply to celebrate!

Date	Event / Activity	Facilitator / Host	Number of participants
September 9, 2017	30 th Anniversary <i>Bal en blanc</i>	L' Alternative Centregens	6 residents Director General President
September 28, 2017	<i>Comité d'interaction, Table Itinérance Rive Sud (TIRS)</i>	Our Harbour	2 Our Harbour Coordinators; 2 Board members 31 intervenants(es)
October, 2017	Meeting with team from <i>L'Alterative Centregens</i> to learn about their community services	Our Harbour	9 residents 2 Coordinators
October 18, 2017	Meeting with team from <i>L'Espoir</i> to learn about their community services	Our Harbour staff	3 staff members
November 15, 2017	15 th Anniversary Celebration	<i>Table Itinérance Rive Sud (TIRS)</i>	1 Director General
November 19, 2017	Community Brunch	Sherry Romanado Liberal MP for Longueuil - Charles Lemoyne	10 residents President
November 29, 2017	Our Harbour kiosk at community night and spaghetti supper	Montérégie Regional Health and Social Services Partnership Table (RHSSPT)	6 residents 2 staff at kiosk

PARTNERSHIPS

With stability in staffing, Our Harbour is engaging more frequently with local partners who can provide support and resources to enhance our mission; equally, they are a source of 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 Toits d'Émile; these four organizations share a common mission.

During 2016-17, we interacted with all the partners listed here.

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 Centre de recherche axé sur les interventions novatrices en santé. Il est désigné centre affilié universitaire avec l'Université de Sherbrooke.</i>

Organisation	Mission
Community Health and Social Services Network (CHSSN)	Formed in 2000 to support English-speaking communities in Quebec 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.
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>
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 Quebec. It has offered its services to newly arrived immigrants in Quebec for 43 years.

Organisation	Mission
Les Toits d'Emile	<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>
South Shore Community Partners Network (SSCPN)	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.
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 Lemoyne	<i>Préserver et défendre leurs droits, leurs acquis et leurs intérêts. Être à l'affût de tous changements et nouvel enjeux afin que rien ne leurs 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 leurs consulter à chaque année.</i>

1

¹ Our Harbour is a paid member of these organizations.

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. In addition, we rely upon and are grateful for private funding from local churches, corporations, social organizations and community organizations, and on the generosity of many individuals to fund our mission.

Our Funding Partners 2017-18

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

Below is a list of 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)), since 2016
- Fednav Community Employees' Committee
- La Fondation Jacques Francoeur

Our Harbour Individual Fundraising Campaign, Appeals and Activities

In addition to the core funding described above, Our Harbour continues to seek funding for its mission from a variety of private, corporate and foundation sources, through Our Harbour events and an annual appeal. Two fundraising events are Montreal Walks for Mental Health and a new initiative called Psychedelia!

Montreal Walks for Mental Health 2017

Each year, Our Harbour participates 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. On Sunday, October 16, 2017, 30 members of the Our Harbour community, including 16 residents walked in solidarity to fight the stigma of mental health. As a result of this activity the Our Harbour community raised over \$2,000.

Psychedelia! 2018

In February 2018, Our Harbour held its first painting fundraiser, **Psychedelia!**, led by local artist Judy Csukly. More than 40 people came together to beat the winter blues and paint together a painting of tulips! Wine, snacks, coffee and tea were served and a fun afternoon was enjoyed by all. More than \$2,000 was raised during this psychedelic event!

Special thanks to Judy Csukly, our partner Sandra MacGregor of FundEventz and sponsors Alexandra Mendes, Liberal MP for Brossard-St. Lambert, Sherry Romanado, Liberal MP for Longueuil – Charles-Lemoyne, Atelier Picasso Encadreur and Rembourrage T. Ingram.

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 200 people.

The Committee members write the letters, print, fold and stuff the letters, address the envelopes and stick on the stamps! A follow-up appeal is sent by email as a reminder to donate before December 31, 2017 in order to qualify for a 2017 income tax receipt.

This year's appeal surpassed the goal of \$12,000. **In 2017-2018, more than 180 donors gave over \$13,600 throughout the year. THANK YOU!**

Our Harbour's Donors

9 anonymous donations
Aiken Sr., Ronald
Atelier Picasso
Encadreur
Barlow, Jane
Barnes, Wendy
Beattie, Eleanor
Beauregard, Melanie
Beck, Martha
Belisle, Michel
Belisle, Pierre
Bilodeau, Jocelyne
Borlace, Patricia
Boudens-Alexander,
Beppie
Bouzi, Regine
Bresba, Mary-Ann
Campbell, Harvey
Candiac Wednesday
Group
Cantor, Hector
Carr, Marilyn
Carr, John
Carrier, Paul
Centraide of Greater
Montreal
Cherry, James
Cheung, Gretchen
Cheung, Liam

Club de Curling St.
Lambert - Day Ladies
Collin, Gilles
Collins-Botros, Susan
Comeau, Sylvia
Couser, George
Coyle, Theresa
Cruchet, Judy
Cusiak, Ileana
Cyr, Rosemary
Cyr, Mary
de Grandpré, Ellen G.
Denny, Diane
Domachevsky, Ronald
Dowling, Hilda
Duguay, Jean-Pierre
Duguid, Barbara and
Ernie
Dupuis, Marcel
Dupuis, Robert
Dupuis, Anne-Lise
Dyson-St. Germain,
Jennifer
Eastwood, Margaret
Ellison, Penny
Evdokias, John
Fednav Limitée /
Fednav Limited
Fondation Jacques
Francoeur

Freedman, Vivien
Fresco, James
Gaudreau, Johanne
Gardner, Susan
Gazzard-Desrosiers,
Joan
Gillbert, Catherine
Gillies Eileen
Glysse, Francine
Godley, John
Good Shepherd
Lutheran Church
Government of Canada
Government of Quebec
GowriSankarn, Kohur
Griss, Maryanne
H.O.P.E., St Mary's Parish
Hay-Ellis, Ginette J.
Horvat, Stan
Houda-Pepin, Fatima
Houlihan, Timothy
Iacobacci, Mario
Ishayek, Rouben
Jackson, Margaret
Jarmila, Philipp
Jones, Elizabeth A.
Jones, Ronald
Kerwin, Monica
Kerwin-Borrelli, Honore
Kerwin-Boudreau, Susan

Kerwin-Jones, Eileen
Khokhar, Perveen
Lacoursière, Jill
Lacroix, Lucille
Lane, Midge
Lang, Jonathan and
Jane Horvat
Languay, Heather
Laroche, Linda
Lefebvre, Margaret
Leigh, Constance
Lepage, Anna
Lepine, Carole
LeWarne, Kathleen
Libby, Sandra
Lion's Club of St.
Lambert Inc.
Ljusic, Anton
Lloyd, Megin
Louson, Andrew
Magher, Linda
Malone, Michael
Maltais, Louise
Malysh, Jamie
Marchant, Anne Marie
and Janice
Martin, Gretchen
McConnell, Jane
McCormack, Olga
McCusker, Jane
Estate of Mary
McGovern
McKinnon, Ann
Ménard, Nicole –
Deputée de Laporte
Mendès, Alexandra –
Member of Parliament
Montpetit, Haley
Munro, James
Nine and Dine Golf
Group

Noble, Lorette and
Christopher
O'Malley, Mary
O'Dwyer, Renée
Onyszchuk, Mario
Ouellette, Edna
Owens, Patricia
Perryman, Winnifred
Photo René
Pincombe, Charlene
Plouffe-Barbery, Colette
Potvin, Jeanne
Pozer, Dale
Prendergast, Renée
Prettie, Barbara
Psychedelia! A painting
fundraiser!
Ratzer, Gerald
Régnier, Lesley
Richards, Claire and
Gordon
Roberts, Audrey
Rocke, Charles
Romanado, Sherry
Ross, Bob
Roy, Guy and Francine
Grise
Sanderson, Jacqueline
Sankar, Priyamvada
Schurman, Judith and
Dave
Shinhat, Dolly
Shufelt, Michael
Smalridge, Brian and
Beverly
Smart, Gerald W.
Smith, Sylvia
Smith, Josephine
Soares, Joan
Speiran, Penelope
Spencer, Marlene

St. Augustine Women's
Guild
St. Barnabas Church
Coffee Fund
St. Gabriel's Breakfast
Club
St. Lambert United
Church Women
Stephenson, Kimberley
Stride Coté, Beverly
Stuart, Okill
T. Ingram Interiors Inc
Taddeo, Donat
Taylor, Beverley and
Harry
Team Blue – Jaimie
Malysh and Michael
Shuflet
The Men's Club Holy
Cross
Thibeault, Yolande
Thomson, Christopher
Tisner, Marilyn
Tremblay, Diana
Vaillancourt, Céline
Vilela, Claire
Volterra, Vito
Warden, Susan
Waters, Katherine
Watson, Jane
Weynandt, Nicole
Whyte, Elinor
Wiebe, Paul
Wigglesworth, David
John
Wojtowicz, Elisabeth
Woodruff, Peter
Zaslousky, Marilyn

2017-18 GOALS AND OBJECTIVES

The Our Harbour Board and staff develop and set annual goals and priorities in collaboration with one another. These goals were approved by the Board and by the membership at the 2017 Annual General Meeting. We use **SMART** objectives:

- **SPECIFIC**
- **MEASURABLE**
- **ACHIEVABLE**
- **RELEVANT**
- **TIME-ORIENTED**

Enhancement and Improvement of Health and Wellbeing of Residents

- In order to assure and encourage the safety and security of prescribed medications, small, metal lock boxes were purchased and installed in each resident's bedroom. A copy of the key is kept securely at the Our Harbour office.
- A new contract was negotiated with Videotron to provide consistent services to all Our Harbour apartments, including free long-distance phone calls across North America and voice mail. This allows residents who have family in other provinces to keep in touch and helps Our Harbour to manage expenses.
- The contract with Videotron also includes unlimited internet. More and more our residents either already have some computer skills or wish to learn and this service ensures that all have equal access to the internet.
- A survey was distributed to residents to find out what their preferences were for activities, outings and events. Based upon the feedback, several improvements were made:
 - The monthly calendar was streamlined, published and distributed regularly to each apartment.
 - A system of checklists was implemented to track and record interest and participation
 - Resident preferences were integrated into all planning and residents were engaged in contacting other residents to attract participation
- The Our Harbour Resource Booklet was updated to provide a handbook of local resources such as food banks, social programs, parks, libraries, recreational centres, etc.

- The series of wellness and skill-building workshops and activities was expanded by the Coordinator Programming and Services, *stagiaires* and summer students
- An informal program of individual goal-setting was developed and implemented, working one-on-one with residents to explore personal development objectives
- A plan to refurbish, repaint and renew our oldest apartment was developed and some progress was made with the landlord to make necessary repairs
- A priority list was developed for repairs and / or replacement of major appliances and furnishings in other apartments

Consolidation of Infrastructure; management of growth

- In 2017-18, the second and third new apartments were opened with funding from the Homelessness Partnering Strategy (SPLI). (The first one was opened in 2016-17.) This brought the total number of Our Harbour apartments to eight and the total number of residents to 24.
- Previously, we operated for several years with five apartments and 15 residents. Three new apartments and 9 new residents represented a 60% increase in our mission and activities!
- A position was opened for a second coordinator; it was a part-time position, 18 hours per week. A focus of this position was to develop Our Harbour's programs, activities and events. Audrey-Ann Truchon was hired in November 2017.
- A policy and procedure for annual performance evaluation and goal-setting with staff was established by the Director General. Professional development opportunities were sought and staff were encouraged to attend.
- All documentation related to resident assessment, intake, admission, contracts, house rules and discharges were reviewed, updated and translated. All these documents are now available in English and French.
- All resident files, present and past, were reviewed for completeness. All resident files are kept securely locked.
- Our Harbour by-laws were reviewed and updated by the Board of Directors. Revisions will be presented at the June 2, 2018 Annual General Meeting for approval by the membership.

Financial Stability

- A review of treasury, bookkeeping and banking procedures was undertaken by the treasurer, the apartment treasurers and coordinators. Progress was made in clarifying, streamlining and simplifying some processes. Changes to banking procedures were also completed in September 2017.
- Budget goals were met:
 - a budget aligned with mission priorities was developed for 2018-19
 - the program fee structure was reviewed and an increase recommended to the Board for adoption in 2018-19 to maintain a sustainable budget

Board succession and volunteer management

- There was and is great concern about renewing our Board and attracting more and younger volunteers. To aid in this goals the following activities were undertaken:
 - Volunteer roles and responsibilities specifically for Board and Apartment volunteers were reviewed and updated
 - The Our Harbour promotional Power Point presentation was updated for use at outreach opportunities
 - Six new volunteers were recruited. These volunteers undertook a variety of roles, including apartment volunteers, apartment treasurers, activity facilitators, etc.

Communications and visibility

- Two **Our Harbourviews** newsletters were produced (May 2017 and November 2017) and distributed by mail (approximately 250) and by email (mailchimp - approximately 300) as well as being made available on the Our Harbour web site www.ourharbour.org
- The bilingual Our Harbour brochure was updated to reflect the expansion of our mission to welcome francophone residents. Further updating and renewal of the brochure is planned when resources become available.
- Peter Woodruff, volunteer, Board member and Web master, kept our web site and FaceBook pages up to date. At this time, we lack the resources to do more than we are doing but hope to be able to dedicate more resources in the future.
- In February 2018, a grant request for \$74,512 was submitted to the Canadian Internet Registration Authority (CIRA) for funding to update and renew our web site. Unfortunately, our request was declined.

THE LAST WORD. Report of the Director General.

Dear Readers,

Compiling this Annual Report has been a privilege and a source of inspiration and pride in the Our Harbour community! Together, we have accomplished much in the past year. While there is always more to do, reflecting on the year that has ended, my first year at Our Harbour, I feel buoyed by the energy and the love that surrounds Our Harbour and the commitment of our residents to feel well and live their true lives.

Thank you to all who have contributed to Our Harbour and who continue to give of their time, skills, experience, kindness ... and money. All are necessary; all are appreciated.

Our Harbour will continue to provide a safe haven for people with mental illness. Contact us if you know someone who needs our help; contact us if you would like to help.

Respectfully submitted and with thanks to my colleagues for their assistance and support,

Dolly Shinhat
Director General

APPENDICES

***OurHarbourviews* newsletters**

- May 2017
- November 2017

Sample monthly calendar

- November 2017