



Partenaires  
communautaires

**Jeffery Hale**  
Community Partners

Une communauté de soins  
A Community of Care

## IMPACT REPORT



# 2020 - 2021

Jeffery Hale Community Partners (JH Partners) is a community-based charitable organization whose mission is to promote and contribute to the health and well-being of the English-speaking population of the *Capitale-Nationale* (greater Quebec City region).

JH Partners plays a leadership role in the community by helping to ensure that the region's English-speaking population is a priority when it comes to organizing health and social services. JH Partners is a catalyst for innovative outreach approaches to help improve community members' quality of life.

Together, JH Partners and Jeffery Hale – Saint Brigid's (JHSB) have forged a unique partnership that unites the strengths and resources of the community

and public, with the latter grouped with the *CIUSSS de la Capitale-Nationale* since April, 2015. This relationship is a testament to the fact that the English-speaking community has a long tradition of direct involvement when it comes to meeting the needs of its own members.

In next year's report, we will cover more about the impact of COVID-19 on our activities and about how we marked our 30<sup>th</sup> anniversary. Read on to learn more about our four areas of strategic focus:

- Foundations' Office;
- Community Development & Vitality;
- Wellness Programs;
- WE Volunteer.

# WELLNESS HIGHLIGHTS 2020-'21

Our shared *Community of Care* comes to life through the Wellness Centre at Jeffery Hale and Wellness Activities at Saint Brigid's. Thanks to strong volunteer engagement and dynamic partnerships in both the non-profit and public sectors, our Wellness programs in the three areas of focus listed on this page support vulnerable members of our community and help reduce social isolation:

## FAMILY MATTERS

**Informing and supporting families, while helping parents and their children of all ages maintain their health and well-being even in challenging situations**

- ✓ Offered 65 Family Matters activities bringing English-speaking parents together and helped them stay in touch with other families in similar situations. These activities included *Take-a-Break*, *Café au Lait Crew* and *Getting Through it Together*, a peer support group headed by parents.
- ✓ Offered 17 workshops addressing important topics related to child development and anxiety among youth. These workshops included a new school readiness series and online prenatal classes with a doula.
- ✓ Welcomed 677 parents and 284 children to these various activities, all adapted to an online format.
- ✓ Distributed Baby Book Bags to promote the love of reading to the parents of more than 35 newborns in our community.
- ✓ Continuously worked on being more inclusive to fathers by promoting fatherhood and welcoming 112 dads into our activities.
- ✓ Successfully delivered monthly e-newsletter to 455 families.

## WELL 50+

**Helping seniors live a healthy, full, and active community life**

- ✓ Connected with 252 caregivers who attended our different *Caregivers' Circle* activities or used our *Caregiver Concierge Service*, of which 12 were new to our services this past year.
- ✓ Offered 23 virtual *Caregivers' Circle* activities to inform, support and empower caregivers.
- ✓ Presented 5 different CHEP (community health and education program) videoconferences, serving 43 community members, 6 of whom were new to our services.
- ✓ Successfully delivered monthly e-newsletter to 316 caregivers.
- ✓ Provided more than 160 hours of one-on-one support and accompaniment on the part of our dedicated caregivers' coordinator to those going through a difficult time. This represents 220% increase from last year!

## WELLNESS ACTIVITIES AT SAINT BRIGID'S

**Culturally and socially enriching adapted activities that also help residents stay connected to the community**

- ✓ Provided 142 residents with 12,400 minutes of one-on-one visits to stimulate and maintain cognitive, physical, and social skills.
- ✓ Animated 348 hours of activities with residents despite restrictions due to COVID-19 and while following safety measures in place.
- ✓ Facilitated over 255 hours of communication follow ups between residents and their families by Skype or phone to maintain emotional connections during pandemic-related lockdowns.

## WE BELONG SPECIAL NEEDS

**Safe and inclusive assisted activities encourage socialization and stimulation, while offering respite support to caregivers.**

- ✓ Helped 15 families, including 20 kids and 2 siblings, to get through the pandemic safely with adapted activities such as weekly calls, online adapted yoga, personalized arts and crafts boxes delivered to homes, and Minute-to-Win family challenge games; all thanks to the help of 8 fantastic volunteers.
- ✓ Created a Facebook page and a virtual (for now!) support group for parents of a special needs child allowing us to outreach to more community members and actively helped 5 parents to cope better with their evolving needs and stress.
- ✓ Ran an adapted after-school program for 15 different families to enrich students' academic lives, and help them rise to the challenges brought on by the pandemic.



## WE VOLUNTEER HIGHLIGHTS

As always, it was thanks to our dedicated team of volunteers that so many Wellness activities were made possible. This past year, however, we were forced to set many volunteer opportunities aside due to the pandemic or adapt them to respect the complex safety measures in place.

### Wellness Centre at Jeffery Hale: 53 volunteers gave 1122 hours

- ✓ Clocked an amazing 1122 hours of volunteer time thanks to 53 dedicated volunteers who lent their support to the 20 volunteer opportunities that we were able to maintain within the community.
- ✓ Created 5 exceptional volunteer opportunities related to our COVID-19 Response Efforts, including risk assessment, infection control and prevention procedures and protocols, online training and a volunteer safety kit.
- ✓ Fulfilled 84 transport requests to medical appointments, an increase of 280% from last year, for over 20 vulnerable seniors.
- ✓ Relied on the amazing availability of 13 dedicated volunteer drivers who collectively gave 228 hours of their time.

### Wellness Activities at Saint Brigid's: 10 volunteers gave 820 hours

- ✓ Offered residents 667 hours of virtual warmth (out of 820 total volunteer hours) through 8 activities at a distance.
- ✓ Helped maintain residents' connection to the community during the pandemic, from friendly calls to reading aloud.
- ✓ Produced heartwarming greeting cards for residents to celebrate birthdays and events like St. Patrick's Day, thanks to 1 volunteer who invested 23 hours of creativity at home.
- ✓ Knitted for a whopping 500 hours to provide residents with beautiful and cozy scarves, blankets and shawls.

### 25<sup>th</sup> Community Christmas Hamper Campaign: Surpassed our fundraising goal of \$50,000

- ✓ Successfully faced 1 colossal challenge known as COVID-19 by moving our operations down to the *Centre des congrès de Québec*. This proved to be a practical and safe decision, as all hampers were packed and delivered without incident.
- ✓ United 16 community groups on the organizing committee.
- ✓ Collaborated with another 14 community organizations in the campaign, particularly in fundraising activities.
- ✓ Thankful for the generosity of over 400 individual donors, 10 corporate sponsors, and 10 virtual fundraising events.
- ✓ Counted on the support of over 100 volunteers, less than past campaigns due to restrictions brought on by COVID-19.
- ✓ Filled over 600 boxes with both fresh and non-perishable food.

## COMMUNITY DEVELOPMENT & VITALITY

Through this area of focus, we have continued to have a positive impact on some of the most vulnerable members of our community.

- ✓ Supervised the 25<sup>th</sup> annual Christmas Hamper Campaign which once again delivered some goodness to 235 homes.
- ✓ Maintained 2 work plateaux through SNACS Entrepreneurs.
- ✓ Operated the RISE Program, providing activities 3 days a week to develop socioprofessional and life skills for special needs clients.
- ✓ Confirmed over \$100,000 in funding to further improve and develop our services for special needs persons and their caregivers.
- ✓ Managed McGreevy Manor, a safe and peaceful residence for 40 older members of our community.

## FOUNDATIONS' OFFICE

Our Foundations' Office provides support and services to various charitable and non-profit organizations, playing an essential role in our community's ongoing growth and vitality.

- ✓ Offered financial services to 19 organizations, both large and small, so that they can benefit from cost-efficient professional services in terms of accounting and investment management.
- ✓ Supported projects to enhance philanthropy, strengthen the Jeffery Hale brand and engage the community in our foundations.
- ✓ Through the Foundations' Office, granted over \$2.3 million to community organizations or vulnerable persons in need, this year with a focus on efforts related to COVID-19 relief.

# FINANCIAL STRUCTURE AND POSITION

JH Partners receives funding based on a 5-year commitment cycle from our 6 member organizations. All member organizations have renewed their annual commitment this year for another 5 years until 2026. Below are the revenues and expenditures for the year ending March 31, 2021.

Core funding from our members	\$524,000
Project funding, grants, and revenues from activities and interest	\$1,194,291
<b>Total revenues for the year</b>	<b>\$1,718,291</b>
Total expenses for the year	\$1,754,457
Deficit on Operations	-\$36,166
Net Change in Market Value of Investments	\$238,197
<b>Surplus for the year</b>	<b>\$202,031</b>

Expenditures for the organization for the Period ending March 31, 2021, are broken down into the following categories:



Special thanks to our 6 member organizations and partners for their ongoing support and invaluable contributions to the region's English-speaking community.

- Citadel Foundation
- Jeffery Hale – Saint Brigid's Corporation
- Saint Brigid's Home Foundation
- The Church Society of the Diocese of Quebec
- The Congregation of the Catholics of Quebec Speaking the English Language
- The Jeffery Hale Foundation

Thanks also to the co-managers of the community Wellness Centre: Jeffery Hale – Saint Brigid's and Voice of English-speaking Québec.

Our community is very fortunate to have such engaged and united players in improving the quality of life and the health and well-being of its members.