

APRIL 1ST,2020 TO MARCH 31ST, 2021 **2**

MESSAGE FROM THE PRESIDENT

MESSAGE FROM THE EXECUTIVE DIRECTOR

BOARD OF DIRECTORS AND THE CENTER'S TEAM

STRATEGIC PLAN

ADDICTION HELPLINES









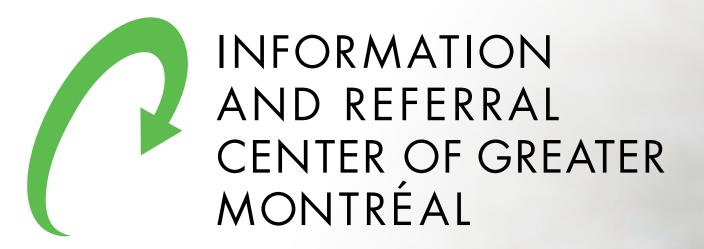


Grand Montréal

211 becomes available across Québec

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ADAPTATION AND RESILIENCE TO HELP AND INFORM DURING TIMES OF CRISIS



APRIL 1ST, 2020 TO MARCH 31ST, 2021

INFORMATION AND REFERRAL CENTER OF GREATER MONTRÉAL

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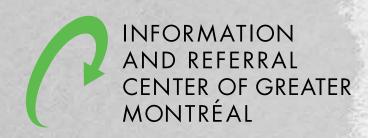
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A message from the President of the Board of Directors



Mr. Pierre Emanuel Paradis, President of AppEco

It is with pride and ambition that I entered my first year as President of the Information and Referral of Center of Greater Montréal (IRCGM).

Already a member of the Board of Directors for 6 years, I took over the reins of an organization with solid foundations and an ability to adapt that never ceases to amaze me. I would like to take this opportunity to thank my predecessor, Me Louis-Philippe Bourgeois, for his 12 years of involvement at the head of the IRCGM Board and who greatly contributed to the Center's development and in my learning this new role.

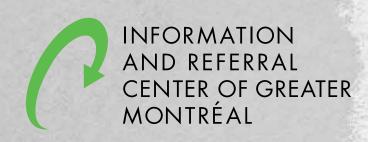
This first year as President was quite a challenge. Obviously, the pandemic affected us all. However, it did enable the Center to distinguish itself and prove the relevance and impact of its interventions. Many projects were carried out and presented perfect opportunities for development and growth. This accelerated and steady pace to implement numerous mandates was a tall order for all IRCGM managers, whose efficiency I salute, as well as, the internal teams who put all their energy into ensuring that citizens receive the proper help: well done everyone! In this context, my priority is to ensure the sustainability of our information and referral services and it is reassuring to see that it is at the heart of everyone's concerns as well.

I also want to acknowledge the contribution and support of our financial partners for the core funding of our activities, as well as, for emergency COVID-19 funding: the ministère de la Santé et des Services Sociaux, the Communauté métropolitaine de Montréal (CMM), Centraide of Greater Montreal, Centraide Center Ouest and Centraide United Way Canada.

That said, the Center's next challenge will be to meet the goals set out in the Strategic Plan 2019-2021. Many have already been executed and in this final year of the plan, we will continue our efforts to solidify our achievements and financial foundations, develop long term partnerships, rally employees around structuring projects and plan the Center's future. Nothing boring in sight! The social and economic context is in turmoil and we must ensure a smooth transition towards a post pandemic life. Exciting challenges lie ahead!

I know that this solid Board of Directors team is committed to the success of the Center and we wish to reiterate our full confidence in Pierrette Gagné, who continually proves that IRCGM has an outstanding Executive Director who will continue to move forward.

Thank you, everyone, for your trust.



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A message from the Executive Director



Mrs. Pierrette Gagné Executive Director, Information and Referral Center of Greater Montréal 2020-2021....what a year, wouldn't you say? It cannot be repeated often enough how the pandemic upset our lives.

Among the multiple changes we had to learn to navigate, we also had to continue executing the Strategic Plan presented in this rapport.

One of my proudest moments this year was, without a doubt, forging trusting bonds with the health and social services network to harmonize our skills, for both the addiction helplines and 211, collaborating with officials to ensure citizens get the proper services and collaborating with organizations to maintain a quality database. My wish for the Center is that it continues to build relationships rich in opportunities for growth, collaborations and promising projects for vulnerable citizens.

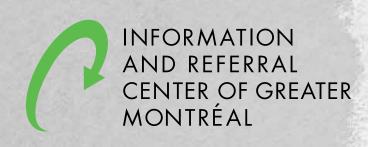
There have also been other great achievements. Implementing 211 across Québec, installing an IP telephone service for all employees, new websites for our addiction helplines and from now on, a chat service available for each of the Center's services. These are but examples of major advances this year and I must say that the range of our teams' talents amazes me every year. Each of them made sure the ship stayed the course. Hat's off and thanks to all!

This year would not have been the same without the assistance of our partners. We felt supported and it is thanks to you that we were able to pursue our mission during this unusual year. The IRCGM is very grateful to you all.

Thank you as well to the IRCGM Board of Directors for always being by our side and whose involvement is invaluable.

Major projects are awaiting us in 2021-2022. Most of all the 65th celebration of the Information and Referral Center of Greater Montréal. Expect many activities to come... And to explore our newly designed website for the first time, click here.

Thank you so much to everyone for your unwavering support. Take care of yourselves and I am looking forward to seeing you all during the return of in-person events.



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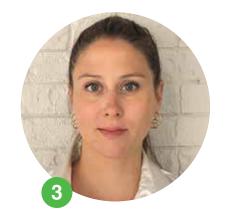
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Information and Referral Center of Greater Montréal: what a team!

Thank you to our board of directors for its unwavering support

















- 1 PRESIDENT
 Pierre Emmanuel Paradis,
 President of AppEco
- 2 VICE-PRESIDENT Houssine Dridi, Ph.D., Professor, Université du Québec à Montréal
- 3 TREASURER
 Catherine Bellemare,
 Financial controller, NOVA Montréal
- 4 SECRETARY
 Hugo Morissette, CRHA, Director,
 Analysis and Public affairs, Cabinet
 de relations publiques NATIONAL

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- Valérie Dubreuil, Director, Development and Communications,
 Dans la rue
- 6 Marie-Claude Elie, Main Partner, Google Canada
- 7 Pierrette Gagné, Executive Director, Information and Referral Center of Greater Montréal
- 8 Yves Millette, retired

MANAGEMENT TEAM

Mrs. Pierrette Gagné, Executive Director

Mrs. Manon Côté, Assistant to the Director and 211 Counselor

ADMINISTRATION AND FINANCES

Mr. Alain Barsalou, Director of Finances and Administration.

Mrs. Geneviève Farley, Paymaster

Mr. Roger Lambert, Maintenance

SPECIALIZED ADDICTION HELPLINES

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Mrs. Maxime Miranda, Coordinator of Development

Mrs. Marie-Christine Palardy, Project Manager, Database

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211

Mrs. Brigitte Gagnon-Boudreau, Director of 211 and Partnerships

Mrs. Sabrina Larocque, Info-Referral Coordinator

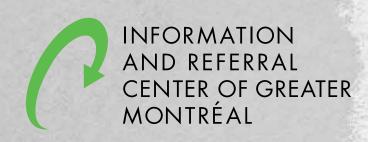
TECHNOLOGY AND SOCIAL ANALYSIS

Mr. Mathieu Chaurette, Director Mrs Danielle Raymond, IT technician

COMMUNICATIONS AND COMMUNITY RELATIONS

Mrs. Lucie Kechichian, Director

Alexandre Haslin, Coordinator, digital communication and content



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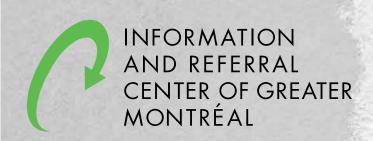


THANK YOU TO THOSE WHO **VOLUNTEERED AND GAVE A TOTAL OF 622 HOURS OF** THEIR TIME.

The board of directors for personal work on several projects; Members of the Center's foundation for many projects to achieve; Michel Lefèvre; Ginette Raymond. See details in our financial statements.

THANK YOU AND GOOD LUCK TO THOSE WHO LEFT US TO **TAKE ON NEW CHALLENGES**

Benjamin Mathieu, Researcher 211 Michaël Magny, Researcher 211 Firmin Havugimana, Researcher 211 Mardoché Fontilus, Counselor 211 Myriam Sylvain, Counselor 211 Yasmine Papineau, Contractual counselor, 211 Mylène Bergeron, Contractual counselor, 211 Amélie Barsalou, Contractual counselor, 211 Jacob Roussel, Counselor, addiction helplines Isabelle Provencher, Counselor, Telecounseling



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Strategic Plan OBJECTIVES MET IN YEAR 2

To read the overall objectives (French only)....

CLICK HERE.

IRCGM has adopted a three-year strategic plan. Here is a summary of our accomplishments for year 2.

GOAL 1

Expanding our services



objectives met or on the way to being met

Last year, we met 4 objectives (1, 4, 6, 10). This year, we continued our efforts with the following projects:

Objective 2: Creating space for other addictions

GHR: We reworked our statistical reports to distinguish internet addiction, an issue on the rise for which our counselors are getting trained to better handle such calls.

Objective 5: Projecting a dynamic image to increase traffic on our websites

GHR: Launched at the end of March 2020, visits on the new Gambling: Help and Referral website greatly increased throughout the fiscal year thanks to an efficient referencing strategy and an increase in online publicity. The chat project, also launched at the end of March, has helped numerous online gamblers. Statistics presented later in this report will show that the number of chats has caught up to the number of calls. The TeleCounseling programme has its own section on the GHR site and was also promoted online.

DHR: A <u>new website</u> was launched at the end of March 2021. It was created to ensure better referencing of the service and will be supported by a content strategy developed in 2021 that we will present in the next annual report.

Objective 9: Being accessible on all platforms

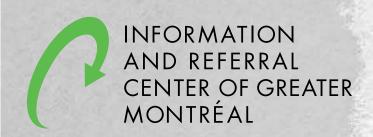
GHR, DHR and 211: Our three services are now accessible via chat. Our counselors have adapted themselves to respond to requests by writing. We are very proud that this was all done in one year, especially since communicating this year was often complex, filled with anxiety and distress.

Objective 10: Playing our info-referral role in disaster situations

211, GHR, DHR and TC: Last year, we emphasized 211's role in helping the citizens of Sainte-Marthesur-le-Lac. We can once again emphasize meeting this objective since our three services, as well as, the TeleCounseling programme were most essential this year, which was marred by the emergency situation of COVID-19.

Objective 11: Implementing 211 across Québec with 211 Québec Régions

211: The pandemic enabled the acceleration of the collaboration between the two 211 service operators in Québec thanks to the Emergency Community Support Fund, an Employment and Social Development Canada programme put in place to support the community sector during the COVID 19 pandemic and thanks to the support from Centraide United Way Canada, founding partner of 211 in Canada. In December 2020, 211 was implemented everywhere in Québec to help, inform and refer citizens towards local resources. Although the future of this project is uncertain at the moment of writing this report, it is clear that there is a willingness from officials, citizens and social workers alike to have this service in their areas. To be continued.



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Strategic Plan **OBJECTIVES MET IN YEAR 2**

IRCGM has adopted a three-year strategic plan. Here is a summary of our accomplishments for year 2.

GOAL 2

Strengthening our ties with the community sector and other partners



objectives met or on the way to being met

Objectif 12: Coordinating relations with the community sector

211: Unfortunately, due to the pandemic, a lot of inperson events were cancelled and it took a few months for virtual meetings to become routine. However, thanks to its presence on social media, 211 was able to contact many organizations and make known any changes in their services, schedule, etc., especially during that first wave.

Our team also participated in numerous round tables, mentioned later in this report, with the on-going commitment to better help vulnerable clientele such as the homeless, newcomers and seniors.

The two objectives attached to this goal are in progress and continue to move forward.

Objective 13: Forging partnerships

211: In 2019, we created the position of Director of 211 and Partnerships with the goal of getting closer to the socio-community sector. One year later, the results are very positive. For example, numerous partnerships were created between 211 and the Direction régionale de santé publique de Montréal and many round tables and emergency committees were created to ensure the best services possible for citizens during this health crisis. Our social analysis tool enabled us to also share valuable information on the needs and profiles of our callers.

DHR and GHR: DHR and AQCID collaborated to launch trouvetonCenter.com. This natural alliance which combines the respective strengths of each service really resonates within the addiction Centers milieu and we are really proud of the results. We also had many impact projects with AIDQ such as a training on tele-intervention during which we shared our expertise, which was particularly appreciated by the counselors that were present.

To read the overall objectives (French only)....

CLICK HERE.

GOAL 3

Increasing the **Center's notoriety**



objectives met or on the way to being met

Last year we met 3 out of 4 objectives. We are moving forward with an annual communications plan for each service and participating in many events. This year we also began the objective 4.

Objective 17: Promoting our role to rallying partners

211: Whether it was for 211 Greater Montréal or for the provincial implementation of the service, we participated in many meetings allowing us to make 211's expertise known. All of our events are detailed later in this report.

GHR, DHR and TC: We were invited many times as conference speakers, in order to present our expertise in tele-intervention for our addiction helplines, as well as, for the TeleCounseling Programme for Excessive Gamblers.

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Strategic Plan OBJECTIVES MET IN YEAR 2

IRCGM has adopted a three-year strategic plan. Here is a summary of our accomplishments for year 2.

GOAL 4

Strengthening governance and management



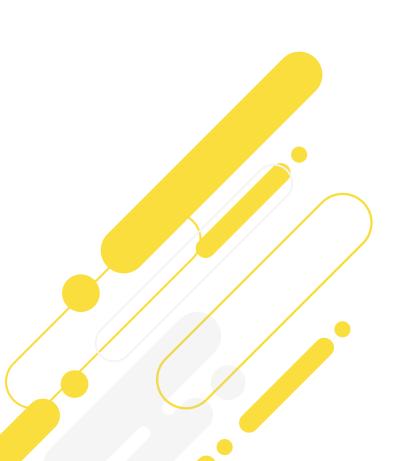
5/9

objectives met or on the way to being met

Last year we had met or were on the way to meeting 4/9 objectives (18, 19, 25, 16). Many are in progress right now and will be presented next year.

Objective 20: Gaining technological reinforcements

We hired an IT Technician to help the Director of Technology, as well as, for sharing information and knowledge.



GOAL 5

Having cool technology

5 4/2

objectives met or on the way to being met

Last year, we met objectives 27, 28 and 30.

Objective 29: Developing analysis and policies for the Center's overall data.

We worked on a policy with our partners Centraide and the other canadian 211 services. We are getting more and more demands of partners counting on our datas to develop significant projects for vulnerable communities.

Objective 29: Putting the statistics from the calls received online (Power BI)

211: Data from our calls is now online and accessible to all: https://www.211qc.ca/en/data

To read the overall objectives (French only)....

CLICK HERE.

GOAL 6

Diversifying and sustaining funding



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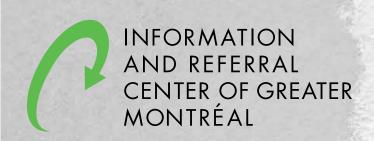
objectives met or on the way to being met

Last year we met objectives 31 and 32

Objective 33: Diversifying our sources of income

211: We were granted financing from the Québec Government under the *Action Aînés Québec* programme, as detailed in the 211 Greater Montréal section of this report.

We also obtained funds from the Federal Government, which were administered by Centraide Canada, for the implementation of a provincial 211 service. Go to the 211 Greater Montréal section for more information.



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Facilitating contact with our counselors; giving more information to support people with an addiction during times of crisis; sharing our expertise with researchers, organizations, counselors, health care workers: that is the summary of this unusual year for the teams of Drugs: Help and Referral, Gambling: Help and Referral and the TeleCounseling Programme for Excessive Gamblers.

Ministère de la Santé et des Services sociaux



We wish to thank the ministère de la Santé et des Services Sociaux (MSSS) for its valuable support, allowing us to wholly fulfill our mission, year after year, to people with an addiction to drugs, alcohol or gambling, as well as, their loved ones.

Upgrading our communication tools

TWO NEW WEBSITES

GAMBUNE MERCANA

Many new technologies enabled the addiction helplines to make a huge shift this year. In fact, Gambling: Help and Referral launched its new website, gamblinghelp.quebec, in February 2020 and saw a significant increase of visits thanks to more content and to well-planned out referencing.

One year later, at the end of March 2021, Drugs: Help and Referral received the same facelift and became <u>drughelp.guebec</u>

Has gambling become a problem for you

TARGETED CONTENT TO KEEP CITIZENS INFORMED

We developed two distinct content strategies for each service, deciding on writing well-sourced and rigorous articles that are popularized and adapted for the web. These articles are shared on all our social media platforms and our subscribers continue to grow allowing us to wholly fulfill our information and referral mission. These articles have generated an increase of visits to our websites, proving there is an interest in subjects related to addiction.

HELP REQUESTS: 514 \$27-2626 or 1 800 765-2626 DRUGS HELP AND REFERRAL A propos — La dépendance — Les différentes drogues — Trouver de l'aide — Artic A propos — La dépendance — Les différentes drogues — Trouver de l'aide — Artic The Law of effect A psychoactive substance user will freel certain effects. If that same person uses the same substance at another time, in another setting, he or she may feel very different effects. And for good reason: the effects felt when someone uses a drug depend on factors other than just the substance itself. This is called the Law of Effect.

THE ARRIVAL OF CHAT

Another major innovation for our counselors: the launch of chat! Available since March 2020 on aidejeu.ca and August 2020 on aidedrogue.ca, this new means of communication has become more successful than we had thought. It was a huge change for our teams who had to get used to intervening with people via writing as opposed to by telephone as they have been used to doing for a long time. Assisted by their management

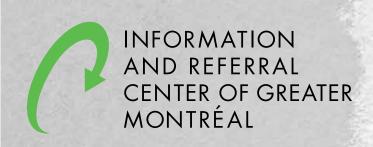


AIDE ET RÉFÉRENCE

Clavardage en ligne

team, our counselors received the necessary support to become acclimated to this new tool.

As for the chatters, some enjoy being able to discreetly seek help when it is needed and convenient for them. Others are just simply more comfortable communicating this way and we are proud to be able to help them thusly.



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ADDICTION HELPLINES **CONFERENCES, TRAINING AND EVENTS**







The addiction helpline teams continued to forge links with key players from the research and health and social services networks in order to stay relevant, maintain their know-how and remain up-to-date with new practices or trends. Despite the constraints related to the pandemic, we still managed to take advantage of all pertinent information shared online.

CONFERENCES GIVEN

Our helplines and TeleCounseling managers were invited many times to share their expertise in tele-intervention. While the pandemic may have propelled many social workers and organizations into an unknown world by being forced to work from home, we had already acquired an expertise in responding to help requests via telephone and chat which were then often filled with anxiety because of this health crisis.

April 23^{sd}, 2020 and June 25th, 2020: Mrs. Nancy Rocha, Manager of the TeleCounseling Programme, presented a webinar on Distance Intervention during COVID-19 by relying on the example of the TeleCounseling Programme. Everything was organized by AIDQ. Videos were also made following the webinar.

Here is an example.



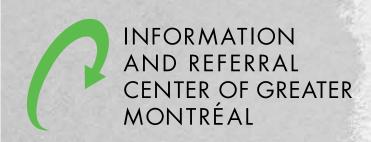
18, 19, 20th of August, 2020: Mrs. Maxime Miranda, Coordinator, gave a conference on the addiction helplines to the info-referral team of the 211 Greater Montréal service.

November 27th, 2020: Mrs. Hélène Hamel, Mrs. Nancy Rocha and Mrs. Maxime Miranda participated in the Intégration des technologies en intervention conference organized by AIDQ and Université de Sherbrooke. They presented the Intervening via Chat and Intervening via Telephone segments.

December 9th, 2020:

Mrs. Hélène Hamel, Mrs. Nancy Rocha and Mrs. Maxime Miranda presented a 3-hour virtual conference intitled <u>Télépratique</u>: intervention et gestion, s'adapter pour mieux aider. The event was organized by AIDQ.





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CONFERENCES, TRAINING AND EVENTS







TRAINING AND WEBINARS

The team followed or participated in the following trainings:

Caring for your team

Mental Health Commission of Canada

L'approvisionnement sécuritaire en temps de COVID-19

Association des intervenants en dépendance du Québec (AIDQ)

Kaléidoscope – Journées conférence Les jeunes et la santé mentale

Ordre des travailleurs sociaux et des thérapeutes conjugaux et familiaux du Québec

Stigma et recherche d'aide chez les femmes qui pratiquent des jeux de hasard et d'argent en ligne : une recension des écrits.
Université du Québec à Trois-Rivières

Gambling addiction

Edgewood Health Network

New strategies in helping families and loved ones addressing problem gambling International Center for Responsible Gaming (ICRG) webinar

Culturally adapting evidence-based treatments in partnership with American Indians

ICRG webinar

Troubles de la personnalité et enjeux de consommation AIDQ

Virtual visit of five organizations intervening in emergency situations

Douglas Mental Health University Institute

Redifining Responsible Gambling for today's gaming industry
ICRG webinar

Recognising stigma embedded In diagnostic criteria for substance use ICRG webinar

Working with codependency Edgewood Health Network Colloque annuel sur le suicide : faisons partie de la solution!

Center de prévention du suicide de Lanaudière

Addictive behavior relapse: challenges in the treatment of gambling disorder and how mindfulness may be helpful in breaking the relapse cycle ICRG webinar

Est-ce que le trouble de la personnalité limite est un diagnostic valable? Une étude prospective de 286 adolescents qui ont été suicidaires.

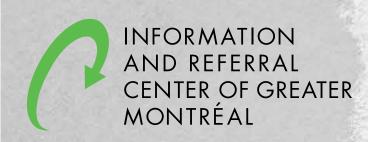
Association Québécoise de Prévention du Suicide (AQPS)

Troubles de la personnalité et consommation : un cocktail explosif AIDQ

Suicidal ideation

Edgewood Health Network

Presentation of the 211 Greater Montréal service



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ADDICTION HELPLINES **CONFERENCES, TRAINING AND EVENTS**



ONE-TIME PROJECTS AND COLLABORATIONS

DHR and GHR

In December 2020, we received an invitation from Mr. Pascal Schneeberger, Academic Coordinator of the *Programme d'études* et de recherche en toxicomanie to participate in the Advisory Committee of the 2021-2022 continuing education programme in substance abuse (AIDQ-Université de Sherbrooke). Our participation consisted of providing a list of about 40 themes and 15 names of instructors.

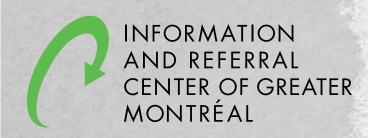




TC

We collaborated in a research project with Mrs. Magaly Brodeur, Researcher, Doctor, and Professor in the Family Medicine and Emergency Medicine Department of Université de Sherbrooke.





GAMBLING: HELP AND REFERRAL STATISTICS



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What is it?

The Gambling: Help and Referral (GHR) helpline supports, informs and refers people worried about their gambling habits, as well as, their loved ones, towards local therapeutic and health resources adapted to them. The service is anonymous, free, confidential and also offered by chat, bilingual and available 24/7 across Québec.

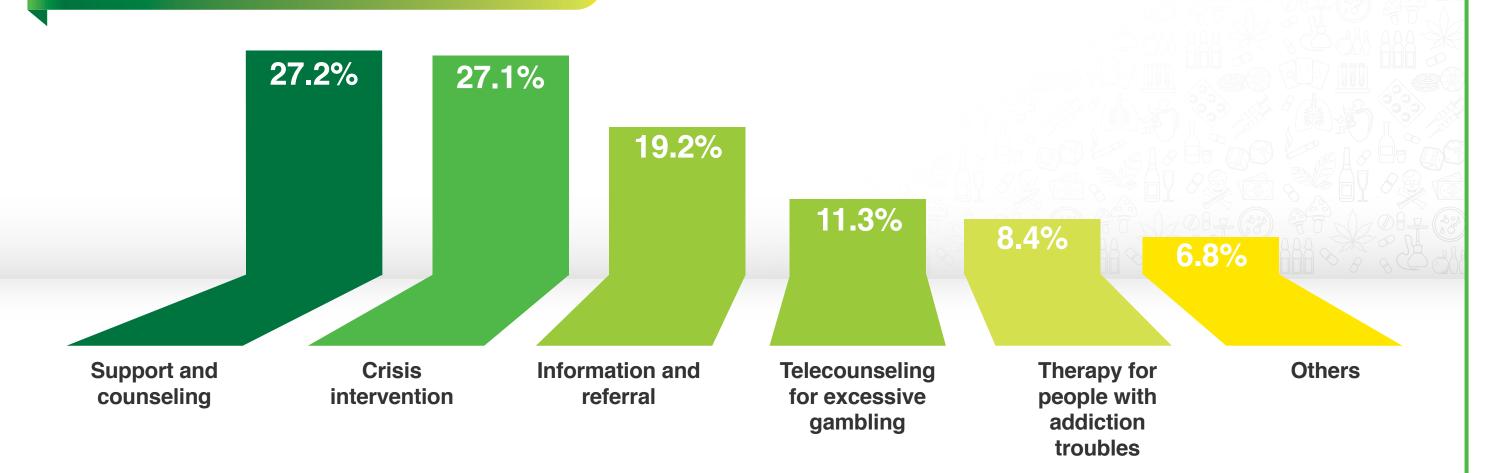
Number of requests for help:

5657

Number of references given: 1 628



Nature of needs



Web statistics



Number of visits (sessions) on the website

82 293*



Number of users

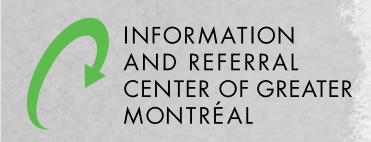
56 571



Number of page views

119 405

* Since last year, we've worked on the website's SEO to ensure our visitors are from Québec. Those figures hide an increase of 23.01% of visits coming from Québec compared to last year.



GAMBLING: HELP AND REFERRAL **STATISTICS**



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Means of Gender communication





Calls



Emails



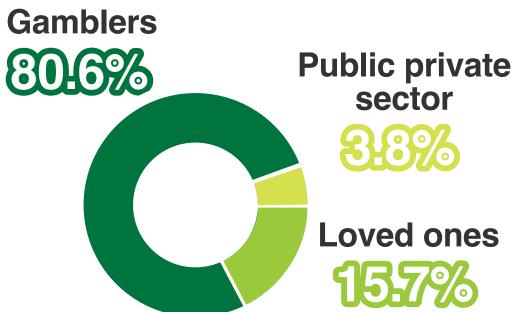
Areas

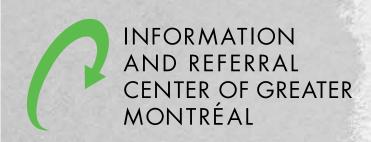
Montréal	40,8%	
Montérégie	12,4%	
Capitale-Nationale	10,4%	
Saguenay-Lac-Saint-Jean	5,3%	
Laurentides	5,3%	
Laval	4,8%	
Lanaudière	3,1%	
Estrie	3,1%	
Mauricie	3,0%	
Outaouais	2,7%	
Center-Du-Québec	2,3%	
Chaudière-Appalaches	2,2%	
Bas-Saint-Laurent	1,6%	
Côte-Nord	1,3%	
Abitibi-Témiscamingue	0,8%	
Gaspésie-Îles-De-La-Madeleine	0,7%	
Nord-Du-Québec	0,3%	

Who is calling?

Men

60%





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GAMBLING: HELP AND REFERRAL COMMUNICATIONS



Because the pandemic caused such a significant impact and change in gambling habits, it was necessary to develop an annual communications plan that focused on the diversity of the targeted audience (gamblers and loved ones) and on the multiplying mediums on which we can reach out to them. We also wanted to advertise our new website address and the arrival of our online chat service.

ADVERTISING

Radio:

Rythme FM, CKOI, CPAM 1410, the station for the Haitian and African communities of Greater Montréal and WKND of Montréal and Québec with two separate messages for gamblers and loved ones. Not to mention reminding the professionals of the health and social services network about the existence of our services.

TV:

CTV Greater Montréal for an Anglophone campaign.

TVA network (CASA, TVA Sports, Salut Bonjour!): a 15-second pre-roll video across Québec.

Specialized publications:

Nurses' agenda from *CIUSSS de l'Est de l'île de Montréal, La Voix Policière, Portelance* magazine from the *Association des pompiers de Montréal,* promotional tools from the online Opération Nez Rouge campaign, Gay Globe magazine.

Poster ads:

Intercar Liaison Québec-Côte Nord, Orléans Express Liaison Montréal-Québec-Bas-Saint-Laurent, bus shelters in Trois-Rivières, Saguenay, Drummondville and Granby.

Web and print:

Québecor specialized channels: targeting men from Montérégie, Chaudière-Appalaches, Mauricie, Lanaudière and Québec.

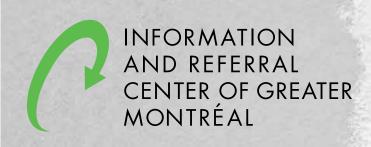
Weeklies from Abitibi, Mauricie, Center-du-Québec and Chaudière-Appalaches, and the *Journal Métro de Montréal* to raise awareness for the loved ones of gamblers.





Applications:

15-second videos in French and English shown during games and online applications.



GAMBLING: HELP AND REFERRAL COMMUNICATIONS



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MEDIA RELATIONS

Interviews and mentions:

April 10th, 2020: A mention of DHR and GHR on Pénélope McQuade's show, Pénélope, on *radio ICI Première*.

November 2020: Publication of a brief on our addiction helplines in the CNESST magazine, *Prévention au travail*.

December 2020: The self-assessment questionnaire on gambling addiction, available on our website, appeared in *La semaine* magazine, which is entirely about addictions, for three months, with a mention of our service.

February 2021: Information given on online gambling to The City, Concordia University's student magazine.

PROMOTIONAL MATERIAL

We mailed material (posters, pamphlets..) to about thirty organizations, CISSS and addiction Centers across Québec.



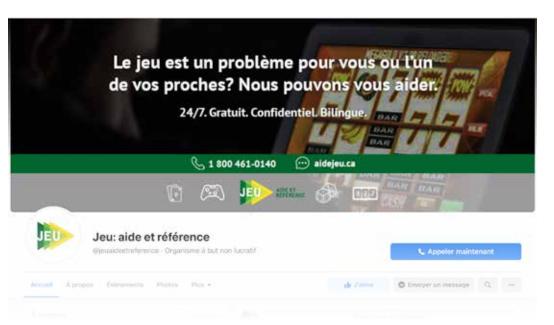
SOCIAL MEDIA

We created many campaigns to promote Gambling: Help and Referral via our Facebook page.

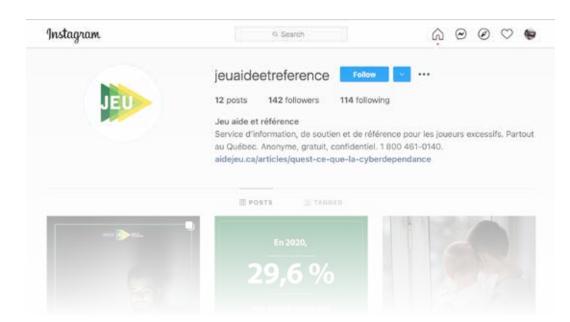
2020/04/01: 201

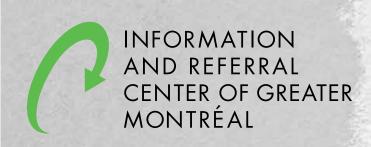
+108%

2021/03/31: 420



Instagram: 130 subscribers (created in August 2020)





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TELECOUNSELING PROGRAMME



The service at a glance:

The TeleCounseling Programme for the treatment of excessive gambling is provided entirely over the telephone.

An assessment meeting followed by six telephone appointments of one hour each, allows us to work with participants on the following points: motivation, finances, erroneous beliefs, triggers, relapse prevention and staying the course.

When the programme is finished, participants receive four follow-up calls at 1, 3, 6, and 12 months from the end of the programme.

During this 9th year of activity, the programme has become known among numerous partners in the health and social services field and the work tools offered to participants were enhanced.

However, the year was profoundly impacted by the pandemic, which is demonstrated within the following statistics. The closing of casinos and bars certainly served as a measure of protection for certain gamblers, but the necessary lockdown created vulnerabilities for others and opened the door to transferring their gambling addiction onto on-line gambling, also apparent in the charts. Less apparent, is that this progression was accompanied by intensified psychological issues caused by isolation and inter-personal conflicts related to this particular context and had to be taken into account during sessions with the participants.

The maturity of the TC programme has been substantiated since Mrs. Nancy Rocha became Manager a little more than one year ago and acted early in the year to stabilize her clinical team, to computerise a part of the operation, to systematise clinical supervision and to create

a cohesive team despite the geographical distances and her team's differing schedules.

Gambling Pathways Questionnaire

The TC team had a lot of exchanges with collaborators from the US and Australia to translate this questionnaire not yet available in French. It is now a done deal, and we are entering the pilot project phase by using it with our participants.

Managing emotions

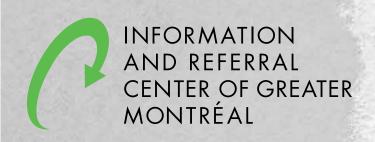
We are also developing a new session to meet the needs expressed by our clientele. We will tell you more next year!

This year's statistics show that the programme is completed more and more in its entirety.

The TeleCounseling counselors handled 225 files. This number includes new enrollments, as well as, participants who completed the programme, plus the 4 follow-up meetings for a total duration of one year and two months of therapy.

- 1. Number of enrollments: 176
- 2. Number of files closed: 144
- 3. Number of files handled during the year: 225





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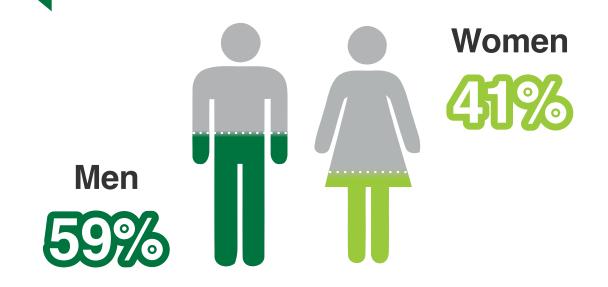
TELECOUNSELING PROGRAMME STATISTICS



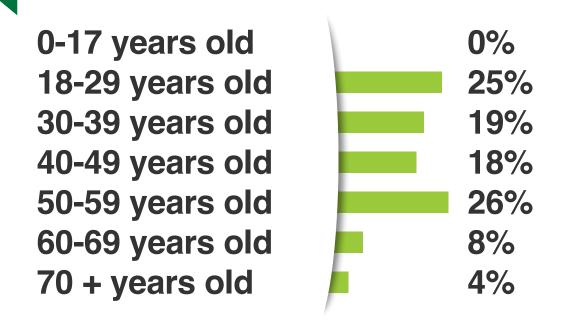
Areas

Montérégie	22,0%
Montréal	20,5%
Capitale-Nationale	10,6%
Laurentides	8,3%
Outaouais	7,6%
Saguenay-Lac-Saint-Jean	7,6%
Laval	6,8%
Center-Du-Québec	3,8%
Estrie	3,8%
Chaudière-Appalaches	2,3%
Côte-Nord	1,5%
Lanaudière	1,5%
Mauricie	1,5%
Nord-Du-Québec	1,5%
Bas-Saint-Laurent	0,8%
Gaspésie-Îles-De-La-Madeleine	0,0%
Abitibi-Témiscamingue	0,0%

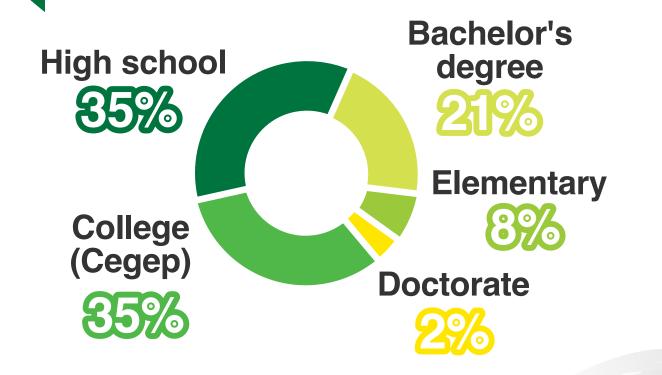
Participants profile

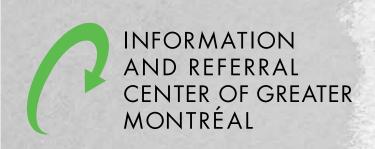


Age groups



Scolarship





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TELECOUNSELING PROGRAMME

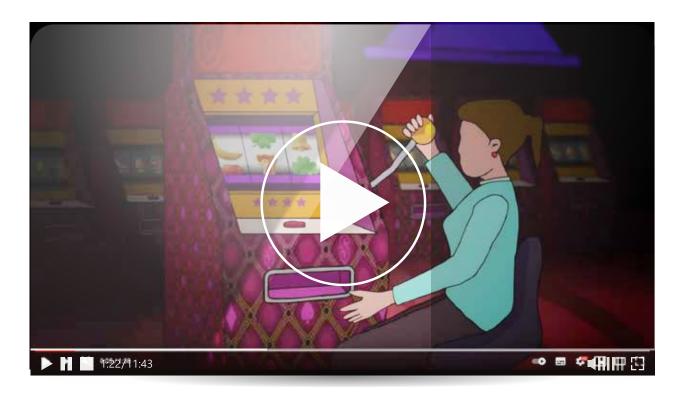
WHAT HAPPENED THIS YEAR



In November, the programme counted its thousandth participant! We are proud of having helped so many people with their journey of freeing themselves from the downward spiral of compulsive gambling.

A VIDEO OF TC!

To clearly explain what the TeleCounseling Programme is, we created this animated video, also available in a shorter version. We shared it with people wanting information on the programme and we also published it on our social media.



NEW WORKBOOKS!

To make following the programme more motivating, we refreshed the graphics of the workbooks and daily journals given to the participants. Colour, open layout, visuals and icons, all allowing for better reading.



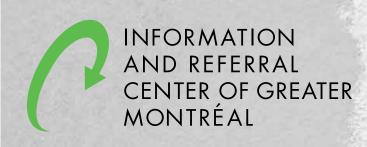
COMMUNICATIONS

In December 2020, we placed a full page promoting the programme in La semaine magazine, which is entirely about addictions, for three months.



We created a web campaign with banners targeting patrons of online lottery and casino websites.

We distributed about one hundred leaflets of the programme among organizations, addiction Centers and CISSS across Québec.



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DRUGS: HELP AND REFERRAL

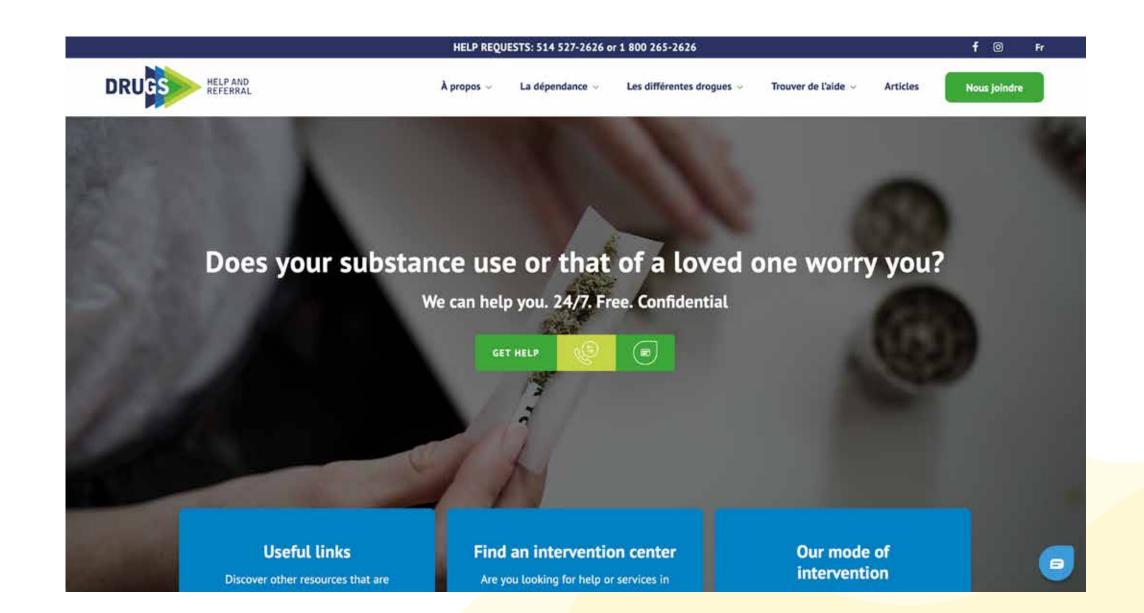


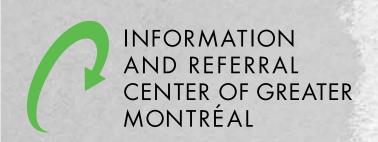
The service at a glance:

The <u>Drugs: Help and Referral</u> helpline supports, informs and refers anyone worried about their use of drugs, alcohol or medication, as well as, their loved ones. Referrals are given to local therapeutic resources able to provide the help that people need.

The service is anonymous, free, confidential, bilingual and available 24/7 across Québec.

The relevance of DHR, in its, 28th year, is shown in the following statistics. A major project began last year to modernize our image and our communication tools. This year, we have achieved our goal with a new website, the arrival of chat and numerous projects mentioned earlier. Our service has helped many people who did not know where to turn during the pandemic since a lot of centers had temporarily closed or reduced the number of admissions to respect health measures. More than ever, we listened and gave support on top of our information and referral mission.





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DRUGS: HELP AND REFERRAL **STATISTICS**



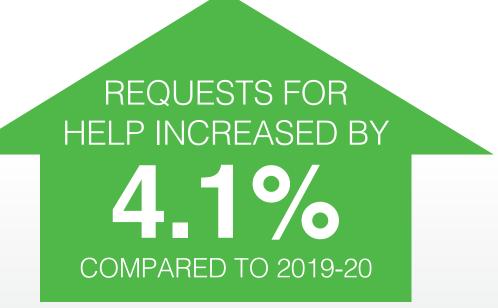
Number of requests for help:

18 307

Nature of needs

Number of references given:

18 419



Web statistics



Number of visits (sessions) on the Website

34 853

INCREASE OF 33%



Number of users

26 629





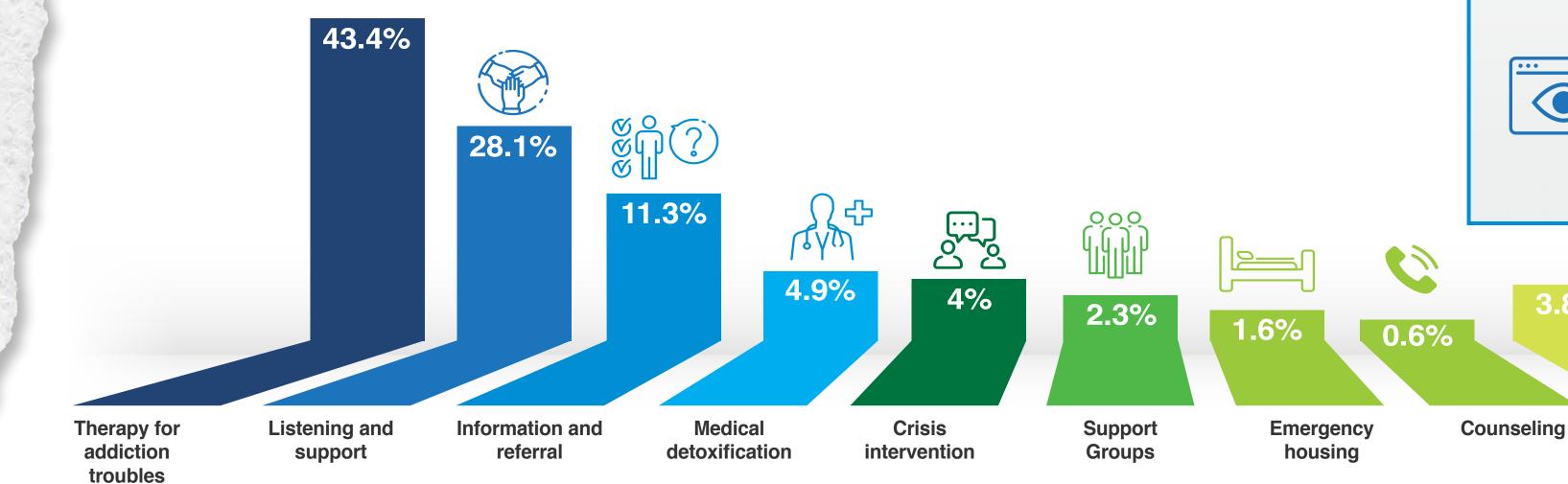
3.8%

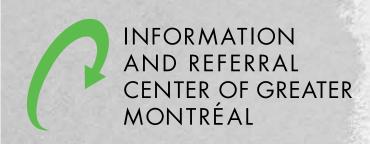
Number of page views

56 748

Others







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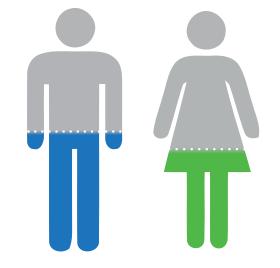
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DRUGS: HELP AND REFERRAL STATISTICS



Substance users' profile

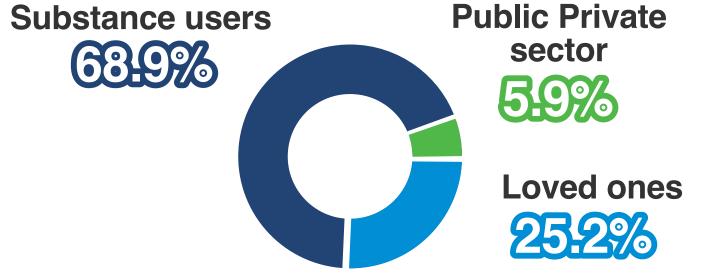
Men **53%**



Woman

47%

Who is calling?



Means of communication



974% Calls17 823



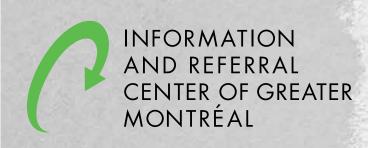
24% Chat441



0.2% Emails37

Areas

Montréal	42,4%	
Montérégie	15,6%	
Capitale-Nationale	8,5%	
Laurentides	6,9%	
Lanaudière	5,2%	
Estrie	3,8%	
Outaouais	3,4%	
Laval	3,3%	
Center-Du-Québec	2,3%	
Mauricie	2,3%	
Chaudière-Appalaches	1,8%	
Bas-Saint-Laurent	1,3%	
Abitibi-Témiscamingue	1,2%	
Saguenay-Lac-Saint-Jean	1,2%	
Côte-Nord	0,4%	
Gaspésie-Îles-De-La-Madeleine	0,4%	
Nord-Du-Québec	0,1%	



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DRUGS: HELP AND REFERRAL **COLLABORATION**



Trouve ton centre: a major partnership with AQCID

AQCID and DHR collaborated together to create the TrouvetonCentre.com website which groups all the addiction intervention centers in Québec via an easy-to-use geo-localisation tool. We therefore created a complete database and ensure its continuous update. Our counselors also handle chats originating from this website.

We launched the website in October 2020 during a virtual press conference you can view here.

Stop Cannabis

Mr. Mathieu Goyette, an Associate Professor from Université de Sherbrooke asked for our collaboration in finding participants to test the Stop Cannabis mobile application.

Communications

Advertising

Radio



CPAM 1490: Ads to reach the Haitian and African communities of Greater Montréal.

Rythme FM and CKOI: Raising awareness about alcohol.

Web

Audio pre-roll on Cogeco sites:

Nightlife.ca, TPLMoms, Dans les coulisses... targeting women.

Web banners on Québecor's sites aimed at women to raise awareness about alcohol abuse. Examples of sites: Clin d'œil, Coup de pouce, Salut Bonjour!...

Specialized publications:

Nurses' agenda from CIUSSS de l'Est de l'île de Montréal, Portelance magazine from the Association des pompiers de Montréal, the magazine from the online Opération Nez Rouge campaign, La Voix Policière.

Media relations

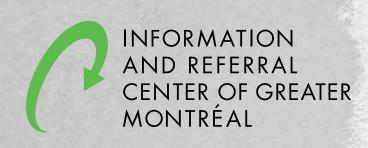
September 3rd, 2020: Montréal City News interviewed Mrs. Maxime Miranda, our Development Coordinator, on the increase of addiction problems in the city.

November 19th, 2020: Mrs. Maxime Miranda, Development Coordinator, gave CTV News an interviews to present Trouvetoncentre.com

Promotional material

We sent more than one thousand pamphlets, posters, etc. to counselors, CISSS and organizations.





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211 GREATER MONTRÉAL RECOGNITION OF A SERVICE THAT BECAME ESSENTIAL





211 at a glance:

Information and referrals towards local community, public and para-public services.



Accessible by telephone and chat,

7 days per week in 200 languages. Free and confidential.



An online directory of almost 6 000 organizations

and services in Greater Montréal, MRC de Vaudreuil-Soulanges and MRC des Jardins-de-Napierville.



A social analysis tool

based on the statistics of calls received that shine a light, for officials and organizations, on the social needs of their citizens.

Thank you to our valuable partners for their support!





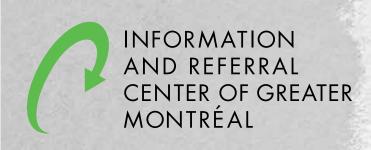




Thank you as well to MRC de Vaudreuil-Soulanges and MRC des Jardins-de-Napierville Napierville for their financial support allowing us to implement our service in their territories.







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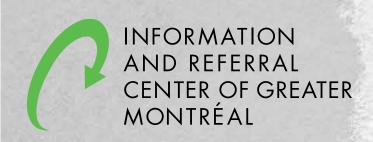


2020-2021 was the third year in service for 211 Greater Montréal.

The year was marked by a global pandemic that greatly affected the daily lives of the population of Greater Montréal, which was the epiCenter of the virus during the first wave. Our team adapted themselves to major changes in work practices, our researchers did a massive job of making the necessary updates to our database, and our counselors, especially, faced a never-before-seen increase in calls while reassuring citizens who were getting more anxious about the situation.



Here is the video summary of the year 2020.



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211 GREATER MONTRÉAL STATISTICS



Number of requests for help*:

50 609

Number of references given:

119 586

REQUESTS INCREASED BY 25% COMPARED TO 2019-20

Organismes distincts référés par le 211 :

•••••

4 330

*Calls from areas having access to 211 since December 15 2020 represent 2.5% of calls

family and

community

support

consumption

and public

safety

and addiction

Web statistics



Number of visits (sessions) on the website

768 658





Number of users 575 635

10%

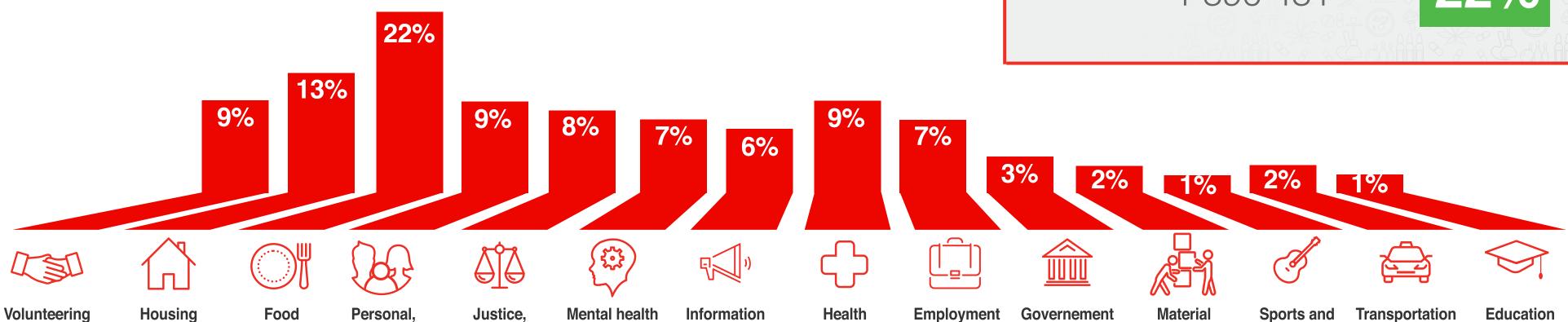


Number of page views 1 890 481

INCREASE OF 22%

Nature of needs

and donations



and income

agencies,

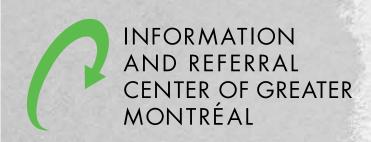
development and

associations

assistance

recreation

and referral



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211 GREATER MONTRÉAL **STATISTICS**

2%



Profile Women 62% Men **Others**



15% **English**

Age groups 0-19 years old 3% 8% 20-29 years old 30-39 years old 16% 40-49 years old 15% 50-59 years old 18% 60-69 years old 18% 70 + years old 22%

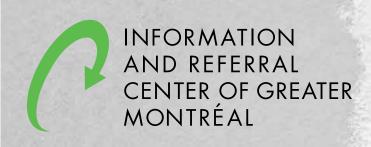


86%

Average wait time 1 min. 19 sec.

Average length of calls 6 min. 20 sec.

Last year, the average lenght of calls was 5 minutes and 20 seconds. The minute added this year is due to more stressful calls caused by the pandemic.



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211 GREATER MONTRÉAL SIGNIFICANT EVENTS





April 2020:

A record number of calls

COVID-19 upset our lives and worry about the virus continued to increase. Thanks to the valuable assistance from officials of the Communauté métropolitaine de Montréal (CMM), who granted us 200 000\$ in emergency financial aid, the 211 Greater Montréal team began working from home and now work with an IP telephone service. This change was necessary to face the record number of calls. In fact, our counselors answered calls and e-mails in April.

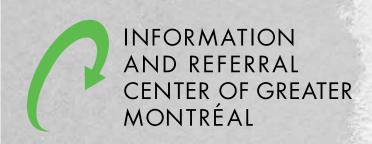
A fast-growing team

Thanks to the CMM's support, we added 5 extra counselors to help us deal with the urgency of the situation.

The increase in calls required close monitoring to ensure the quality of our service. We therefore created a permanent position of Service Quality Manager. We also temporarily welcomed and trained counselors that were employed by the City of Montréal and thanks to a COVID financial aid fund from Centraide of Greater Montreal, we were able to find more helping hands for our telephone service, namely from the Je Passe-Partout organization. They specifically helped us face the high demand following the impacts of the first wave among vulnerable people.

211, as close to seniors as ever

- The City of Montréal and the Direction régionale de la santé publique requested 211 Greater Montréal's collaboration with a series of automated calls to reach out to 225 000 people aged 70 and up in order to break their isolation and direct them towards appropriate resources when needed. Read the release here. This project took place from April to May 2020.
- We were then able to take over this important service thanks to a financial assist from the Québec Government through Programme Action Aînés du Québec (PAAQ), and we still continue to follow up on vulnerable seniors. Our mandate consists of identifying people 70 and up who call 211 so that we may offer them a follow-up and ensure they will receive the services they need within the community and health networks.
- Pierrette Gagné was invited to sit on a committee of experts, created at the request of Minister Marguerite Blais, in order to make recommendations to deal with the CHSLD crisis and protect Québec's seniors. She is part of the Familles et proches aidants des aînés à domicile et en établissement group where she will be able to share the fruits of our labour: numbers, expressed needs, etc. Other organizations are part of it as well such as, I'APPUI pour les proches aidants, FADOQ, Tel-Aînés, and the CIUSSS-Center Sud, as well as, specialists in public health and geriatrics. This initiative comes from the McGill Center of Excellence on Longevity.



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211 GREATER MONTRÉAL SIGNIFICANT EVENTS





97 %

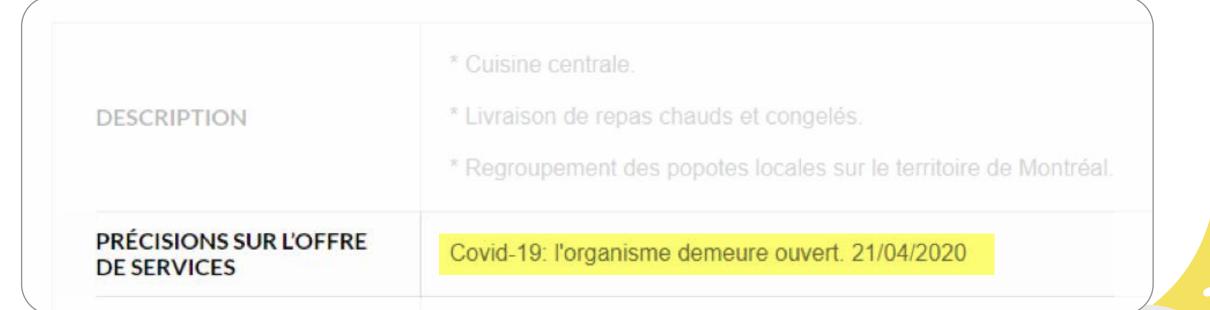
Caller satisfaction is important to us

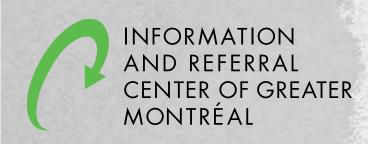
A survey was conducted in the Fall of 2020 which enabled us to receive the opinions of 500 people on the quality of 211 Greater Montréal. The results inspired us to maintain and even step up our efforts. This pat on the back allowed us to end 2020 confident and happy to be of service to the vulnerable.

COVID-19: taking action to always better help citizens

To be able to guide citizens during a situation that was just as confusing for them, as for the community sector, we put certain initiatives in place to help citizens that were seeking help.

- A page on our website summarizing all the Government resources available to help citizens deal with the pandemic.
- At the height of the crisis, during the first wave, we created telephone lines especially for people requesting food assistance which was the primary need expressed by the callers. Thus, we were able to quickly train counselors to answer only those calls.
- One of the biggest challenges was updating our database to properly inform and guide the citizens while organizations were modifying their services, or even temporarily closing, to comply with safety measures. Our team of researchers updated more than 3 000 organization's files in one month!





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211 GREATER MONTREAL

A YEAR RICH IN CONSOLIDATION AND PARTNERSHIP DEVELOPMENT



Throughout the year, 211 Greater Montréal proved that it plays an essential role and is capable of efficiency and getting results during a major crisis. Our teams participated on many round tables and emergency committees in order to coordinate efforts to help citizens during the pandemic. That gave way to partnerships and collaborations that are still ongoing.

- Weekly participation on a Coordinating Committee for managing emergencies in Laval.
- Discussions with the City of Longueuil and the CDC of the agglomeration of Longueuil for data sharing and promoting 211.
- Targeted steps taken with the City of Montréal and the Direction régionale de santé publique de Montréal to get an accurate picture of existing services for the homeless and for food assistance and to implement appropriate actions.
- Close collaboration with the Carrefour informationnel et social of the MRC de L'Assomption for data exchange and for referencing people most vulnerable.

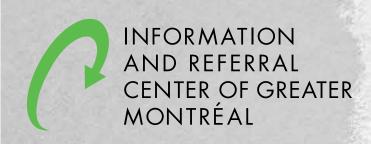
- Active communications with the Diversity and Social Inclusion Service of the City of Montréal to exchange information and to promote the multilingual service of 211 via megaphone truck in multicultural neighbourhoods of the city.
- Moisson Montréal: frequent sharing of data and information. Sending weekly updates on food aid organizations to Conseil du Système Alimentaire Montréalais (SAM).
- Active role within the Board of Directors. Update of our Emergency Measures Plan with the help of an intern from the DESS en gestion de risques majeures of UQAM.
- Table de concertation des aînés de l'Île de Montréal (TCAÏM): collaboration and discussions with organizations to update data.
- Round Table: data on vulnerable population in Montréal. This Table is an initiative of the City of Montréal, measure 18 of the Economic Recovery Plan. Many key players sit on this Table such as, organizations, elected officials, as well as, IRCGM to coordinate efforts and share data among involved members.

- Québec's food banks: sharing data for a website project: https://partager.ca/.
- Participation on McGill's Center of Excellence on Aging and Chronic Illness committee to implement solutions that would better serve seniors during the pandemic.

The participation of 211 Greater Montréal in a major project on food security

In the Fall of 2020, the City of Montréal, and the Direction régionale de santé publique de Montréal (DRSP) (Regional Public Health Department) issued a call for projects aimed at supporting local initiatives to fight food insecurity. Thus, a 2-year project was born. 211 will ensure a constant follow-up with organizations and partners in the field, as well as, with callers who agree to participate in the project by detailing their situation for us. We can then follow their trajectory and see if the organizations we referred were able to truly help them or if people encountered obstacles before getting help.

Here is an article about this project in the Journal de Montréal.



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A YEAR RICH IN CONSOLIDATION AND PARTNERSHIP DEVELOPMENT



Meetings within the community sector and participation on various committees

Despite the many meetings, committees and open houses that were cancelled, we were still able to present our service and carry discussions virtually, with the following institutions and organizations:

- Unis pour les petits.
- ACEF de l'Est.
- Café-Emploi (CRESOM- CREPC-ACTION RH).
- Carrefour informationnel et social.
- Pierre-Laporte Elementary School.
- Dispensaire diététique de Montréal.
- Bureau d'intégration des nouveaux arrivants à Montréal (BINAM) to discuss our multilingual service. .

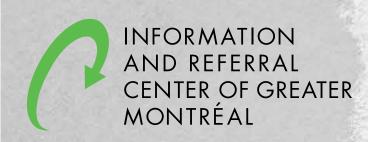
We participated in the following events and **Annual General Assemblies (AGA):**

- AGA of the Montréal Volunteer Bureau.
- AGA of the Observatoire de l'ACA.
- Table régionale de concertation des aînés de Laval : virtual round table on at-home seniors.

The Information and Referral Center of Greater Montréal is a member of:

- Alliance of Information and Referral Systems (AIRS).
- L'Association des intervenants en dépendance du Québec (AIDQ).
- Inform Canada.
- Le Regroupement des organismes humanitaires communautaires pour les mesures d'urgence à Montréal (ROHCMUM) eand sits on their Board of Directors as well.
- Le Réseau québécois des lignes de soutien sociocommunautaires for seniors' caregivers by L'Appui National.
- Leaders Table 211 Canada.
- La Table de concertation des aînés de l'Île de Montréal (TCAÎM).
- La Table de concertation des organismes au service des personnes réfugiées et immigrantes (TCRI).
- La Table de concertation sur la faim et le développement social du Montréal métropolitain.

We were also called upon to talk about how we adapted to the crisis in terms of work practices and intervention during a Centraide Webinar Webinar on April 22nd, 2020



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211 GREATER MONTREAL

COMMUNICATIONS: REACHING OUT TO MORE CITIZENS



Armed with a yearly communications plan, 211 appeared on various platforms, always with reaching the most citizens possible in mind. The plan, adapted during the year because of the pandemic, allowed us to reach new clientele and to get support from many media partners who decided 211 should be known by everyone during these times of crisis.

Annual Media Plan

TV Campaign: A first televised campaign promoting 211 Greater Montréal on Radio-Canada in April and on TVA in April and May. The TVA campaign was entirely provided to support citizens during the crisis. We made another placement on TVA in March 2021.



Radio Campaign: In total, ten weeks on francophone radio stations, Rythme FM and Rouge FM, as well as, five weeks beginning in December on anglophone stations, CHOM, CJAD, The Beat and Virgin Radio.

Poster ads: Eight weeks in the subway stations and subway cars of the STM and those from Laval to Longueuil in May and June which enabled us to reach essential workers and everyone that had no choice but to continue taking public transportation.

Newspapers: Ads in the Lanaudière, Laurentides and Montérégie weeklies where 211 Greater Montréal is in service.

Niche media: The Bel Âge Plus; present on the Immigrants Québec website and two of their newsletters, as well as, their Immigrer au Québec and Immigrer à Montréal guides; Nurses agenda

from CISSS de l'Est; l'Association des pompiers de Montréal magazine.



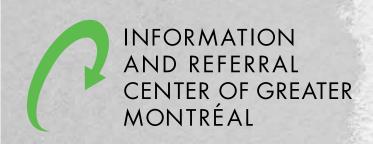
Social media and Web content

We were very active on social media in terms of content sharing and also publicity campaigns targeted for Greater Montréal, Vaudreuil-Soulanges and Jardins-de-Napierville.

Facebook: 3 824 subscribed +50% subscribed Instagram: 577 subscribed (account created in January 2020).

We participated in the 2020 TechAide Al4GOOD **Conference and Hackathon** to talk about 211 data.

The Center welcomed a Digital Communications Coordinator, which allowed us to update numerous articles on our website and even write new ones, always relevant and at the heart of people's needs, such as this one Vaccination against COVID 19: help for vulnerable people. This article was circulated in the personnel newsletter of the Jewish General Hospital of Montréal. The new coordinator also took charge of referencing the website via Google Analytics and Ad Grants.



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211 GREATER MONTREAL COMMUNICATIONS: REACHING OUT TO MORE CITIZENS



Fairs and promotional material

Many events were canceled but we virtually upheld our presence at the *Salon de l'immigration et de l'intégration au Québec* in November 2020.

We also sent promotional material to about twenty organizations.

Pamphlets were distributed at the Place Dupuis Hotel for the homeless taking shelter there.

Pamphlets about 211 were inserted in the *Moisson Laval* Christmas baskets.

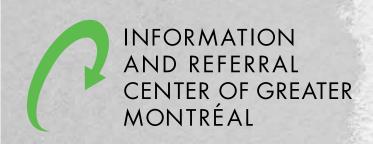
Training followed by our team

- AIRS annual conference.
- 5 trainings given by *Action Autonomie*.
- Stress and Mental Health among Seniors by the Canadian Association for Mental Health.
- Presentations of DHR, GHR and TC given to the 211 team.









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211 GREATER MONTREAL COMMUNICATIONS: REACHING OUT TO MORE CITIZENS



COVID-19: targeted communications

Thanks to the emergency funds granted by the Communauté métropolitaine de Montréal mentioned earlier, we were able to implement campaigns targeting clientele made vulnerable by the pandemic and who are, at times, difficult to reach, namely among the Haitian and African communities of Greater Montréal. We therefore created a message for the CPAM 1410 radio station



Here is the message broadcasting during summer.

We have also placed ads in the weeklies of the North Shore for the summer and we will relaunch the campaign on TVA at the end of August.

During the second wave, Centraide also granted additional funding to 211 thanks to their emergency fund (UWCC 211 Surge Capacity Funding / Financement de CUWC). We were able to develop graphic tools to make known the interpretation service in 200 languages via social media and a newsletter to organizations dedicated in welcoming and offering services to newcomers, so that they may refer this service or use it with their clientele. We also <u>published a release</u> on this subject.

Public and community relations

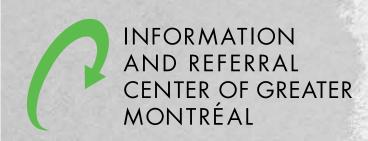
Despite the many cancellations of events, we found various ways of staying in contact within our milieu: organizations, elected officials, the health and social services networks. Several measures enabled us to keep these ties:

- Regular e-mails to officials.
- Collaboration with cities and MRC's to develop pamphlets mentioning 211 for their citizens.
- A mention in the COVID-19 Self-Care Guide distributed by the Québec Government for every citizen.
- A mention in the Urgences Santé newsletter for paramedics.









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211 GREATER MONTREAL 211 BECOMES ACCESSIBLE FOR ALL QUÉBÉCOIS



On December 15th, 2020, 211 became temporarily accessible to the 40% of Québécois who did not yet have the service in their areas.

Origins of the provincial implementation

This implementation was made possible thanks to the Emergency Community Support Fund, an Employment and Social Development Canada programme put in place to support the community sector during the COVID 19 pandemic.

The two licenced operators in Québec, the Center d'information et de référence de la Capitale-Nationale et de Chaudière-Appalaches and the Information and Referral Center of Greater Montréal, ensured the temporary implementation of this service, and were supported by Centraide United Way Canada (CUWC), who administered the funds for this project. All the Québec Centraide also helped implement the service in their areas and promoted it on their committees and regional round tables. We thank them.

This project was to conclude at the end of March 2021, but was extended until June 2021.

Thank you to the partners of the provincial deployment





Temporary and accelerated implementation

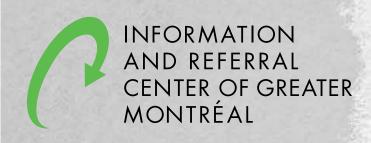
For the 211 Greater Montréal service, the new MRC's to be covered were those yet to have the service: the MRC's of Montérégie, Lanaudière and Laurentides, as well as, Outaouais.

The two information and referral Centers only had a few weeks from September to December 2020 to undertake this challenging project. We had to, in fact, hire new telephone counselors and new researchers for the new databases, train them, create these databases cataloguing the organizations and their services, contact them to validate the correct information on their schedules and services, make sure of their availability online, ensure the routing with about twenty telecommunications companies, prepare a promotional campaign and rally officials, organizations and partners around this project.

In order to meet the tight implementation deadlines, the addition of the directory of organizations in the new territories was done to first meet the needs deemed a priority, such as, food aid, help with housing and job search and help with mental health and government services.

Organizations meeting other social needs were added on gradually.





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211 GREATER MONTRÉAL 211 BECOMES ACCESSIBLE FOR ALL QUÉBÉCOIS



Launching the chat

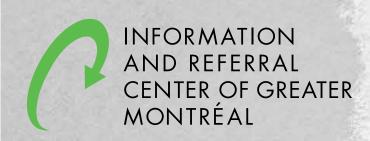
Finally, the budget for the provincial implementation also enabled 211 Greater Montréal to become available via chat on 211qc.ca. Another important change for our telephone counselors who had to quickly adapt, and did so with flying colours, to this new way of informing and referring. 211 Greater Montréal will be permanently providing the chat service.



Public relations

In order to forge ties with socio-community key players in the new MRC'S and areas to serve, our team made about thirty presentations of the 211 service within various round tables and committees in Laurentides, Lanaudière, Outaouais and Montérégie, in addition to communicating via numerous letters and e-mails with the officials, prefects, mayors and organizations of these territories.





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Efficient communications plan

The 211 launch required efficient mixed media to announce its arrival on new territories while on a limited budget.

TV: publicity campaign on TVA from mid-December to mid-February.

Web: videos and web banners on TVA's platforms.

Printed: publicity campaign in regional weeklies.

Promotional material: posters, bookmarks and magnets distributed to about thirty organizations, as well as, for Centraide from various areas to be distributed within their networks.

Social media: publicity campaigns targeting the new areas to make the service known and information visuals on the 211 service.

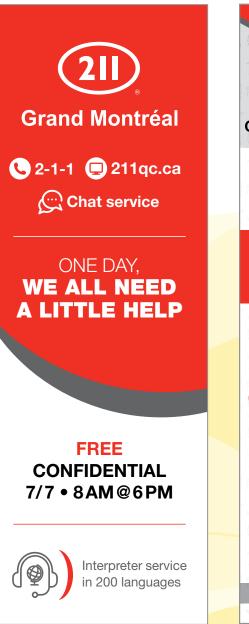
Media relations

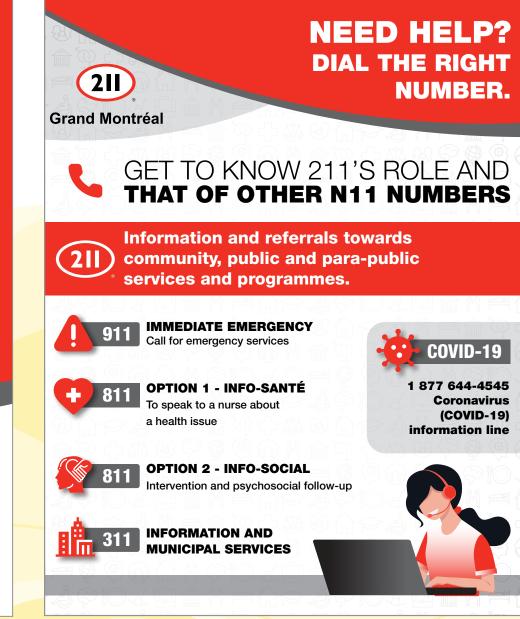
211 provincial deployment make the news! Around forty articles have been published and we gave several tv and radio interviews.

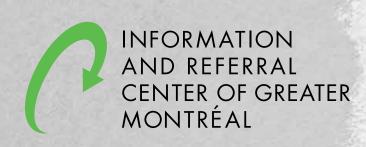












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INFORMATION AND REFERRAL CENTER OF GREATER MONTREAL'S FOUNDATION

The Information and Referral Center of Greater Montréal's Foundation owns and manages the building located at 3155 rue Hochelaga where the Center's offices are housed, as well as, those of many other non-profit organizations who rent there.

The Center's Foundation has supported the Center for many years and its members are essential allies who willingly share their expertise during various projects.

This year the Foundation received a grant from *Mise sur toi* for project development regarding excessive gambling and for growing the Center's intervention programmes to include new clientele.

Thank you to the members of the Foundation's Board of Directors for ensuring long life to the Center's activities:

Mr. André Meloche, President

Mrs. Catherine Bellemare, CPA, Auditor, Treasurer

Mrs. Pierrette Gagné, Secretary

Me Stéphanie Rainville, Legal Advisor

Me Louis-Philippe Bourgeois, CRIA, Administrator

Mr. Pierre Emmanuel Paradis, Administrator

Mrs. Martine Tremblay, Administrator

Mrs. Élisabeth Lebeau, CPA, CA, Administrator

Mr. Michel Plante, CPA, Administrator

Thank you as well to the members of the Information and Referral Center of Greater Montréal's Corporation:

Mrs. Ginette Bardou, GESTION G. BARDOU INC.

Mr. Jean Claude Boisvert, Consultant for Social Programmes Administration

Dr. Guy Bonenfant, Administrator

Mr. Michel Bourque, PH.D., Administrator

Mr. Denis Couture, CPA, CGA, Administrator

Mr. Gilles Daigneault, Administrator

Mr. Guy Dubreuil, arch., Administrator

Mrs. Hélène Gauthier-Roy, B. arch, Architect

Honourable Bernard Grenier, SHCURMAN LONGO et GRENIER

Mr. Alex Harper, President, PUBLICATIONS ANCHOR-HARPER INC.

Mr. Clément Janelle, Administrator

Me Marie-Claude Jarry, DUNTON RAINVILLE SENC

Mr. Pierre Y. Langlois, Administrator

Mr. André Marsan, President, Sigma Alpha Capital

Mrs. Rollande Montsion, Administrator

Mrs. Marie Normandeau, Administrator

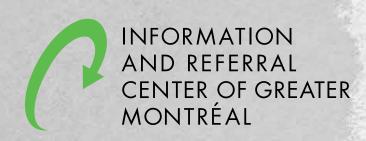
Mr. Luc Provost, Administrator

Me Jean-Jacques Rainville, DUNTON RAINVILLE S.E.N.C.R.L.

Mr. Claude Roy, Administrator

Mr. Tony Shorgan, Administrator

Mr. John Topp, Administrator



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Résultats

Exercice clos le 31 mars				Page 4
	Fonds d'exploitation	Fonds des immobilisations corporelles	Total 2021	Total 2020
PRODUITS (annexe A)	3 501 936 \$	- \$	3 501 936 \$	2 616 554 \$
AMORTISSEMENT DES APPORTS REPORTÉS AFFÉRENTS AUX IMMOBILISATIONS CORPORELLES		5 080	5 080	5 080
	3 501 936	5 080	3 507 016	2 621 634
CHARGES				
Ressources humaines (annexe B) Ressources matérielles (annexe C) Autres charges (annexe D) Coût des publications vendues Amortissement des immobilisations corporelles Amortissement des actifs incorporels	2 441 357 296 686 734 339 - - 4 922	- - - - 11 622	2 441 357 296 686 734 339 - 11 622 4 922	1 840 611 237 455 502 795 2 820 17 513 4 922
EXCÉDENT (INSUFFISANCE) DES PRODUITS PAR RAPPORT	3 477 304	11 622	3 488 936	2 606 116
AUX CHARGES	24 632 \$	(6 542) \$	18 090 \$	15 518 \$

Les notes complémentaires et les renseignements complémentaires font partie intégrante des états financiers.