

Autism gives no respite... But Emergo does!  
Serving families living with an autistic person for more than 35 years.



# ANNUAL REPORT

*Fiscal Year ending March 31, 2014*



Emergo Respite Services – Autism and  
Other Pervasive Development Disorders

June 4, 2014



# Annual report

*Fiscal year ending March 31, 2014*

## **Emergo's history**

In 1976, parents from the Association des enfants autistiques du Québec (today, the Fédération québécoise de l'autisme) organized the first camp in Quebec for autistic people. Over the years, this camp extended its scope throughout Quebec and developed expertise recognized by parents, autism professionals and the various governmental authorities concerned.

In the beginning, Emergo offered a summer respite service to families living with an autistic person. Then, at the families' request, counsellors decided to offer them respite services on weekends and school holidays as well. And that was the start of the "school respite". In 2001, Emergo adopted a new corporate name: Emergo Respite Services – Autism and Other Pervasive Development Disorders, entered into a partnership with the Société pour les enfants handicapés du Québec and adopted a strategic development plan.

Today, Emergo offers its services to over 250 families living with one or more autistic people or those with a pervasive development disorder. Coming from all over Quebec, our clientele is a true reflection of Quebec's society in all its diversity.

## **The Chairperson's Message**

This past year proved to be particularly intense. After over 35 years of existence, it was only normal and also necessary to carry out an organizational diagnosis to take stock of our situation, efficiently align our strategy with our objectives and make the most of our human, financial and technological resources in order to ensure Emergo's sustainability.

Following the report of the organizational diagnosis submitted last June, the Board of Directors created a full-time position of Senior Director and undertook a revision of the permanent positions. A selection committee, supported by an external consultant, chose Pierre Ricard from among the various candidates to serve as Senior Director of Emergo. Mr. Ricard has long experience in managing youth-oriented community organizations. Through his training as both an administrator and an educator, he has the ideal skills for managing Emergo. Mr. Ricard joined our team last December. Assisted, since his arrival, by the excellent team of permanent staff members, he has embarked on enthusiastically taking up the many challenges that we face. It is therefore with confidence and renewed optimism that we are planning Emergo's future.

# The Senior Director's Message

Emergo is above and beyond a mere service. Emergo is a state of mind, an organizational culture entirely devoted to families' well-being and geared toward adaptability to the autistic, unique, different and "extra-ordinary" child. It is therefore with great pride and pleasure that I am writing my very first message as Senior Director.

Once again this year, Emergo has equipped itself with the financial and human means to provide families with well-deserved respite and to offer the participants a safe, stimulating haven of peace.

Heartfelt thanks to the Board of Directors for their dedication and devotion, to the employees for their concern for doing things well, to our camp counsellors for all their hard work, to the parents for continuing to place their confidence in us, and to our funders, who have been supporting us in our mission over the years.

I was told that "Emergo is a big family!"

Yes, for sure, and much more...!

## Teamwork

### The Board of Directors and its Committees

**Our Board of Directors has 13 members who sit as volunteers six times a year and whose role is to efficiently manage Emergo in order to ensure the quality and sustainability of the services it offers families. To do so, the Board draws on the recommendations of its four committees: Programming, Partnership, Strategic Planning and Communications.**

### Our administrative staff

In order to be able to meet the expectations of the members of the Board of Directors and our member families, Emergo counts on an experienced, devoted, flexible administrative staff consisting of the General Manager, the Services Manager, the Operations Manager, the Accountant and the Executive Assistant. The permanent staff members also provide strategic and technical support to the Emergo Foundation so that it can carry out its various fund-raising activities aimed at ensuring the sustainability of our respite services.

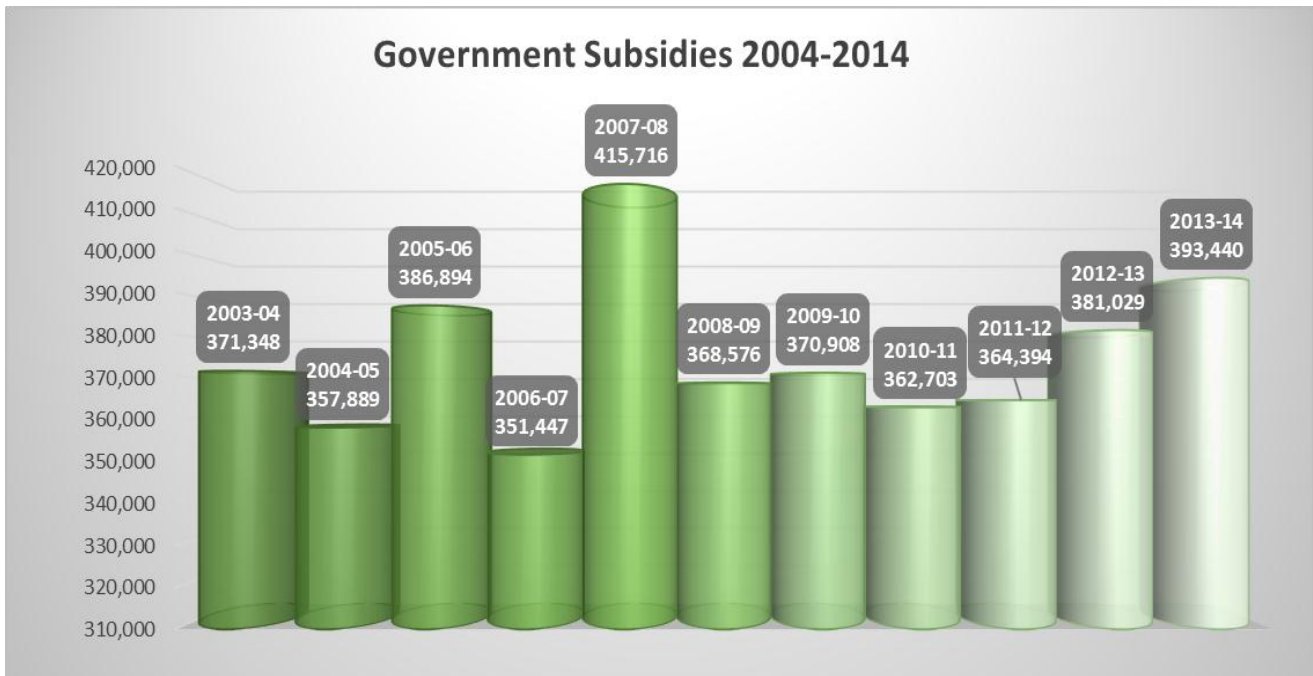
### Our field team

Our team of counsellors and coordinators mainly consists of students who work one year for Emergo or a bit more, obliging us to regularly replace a significant percentage of our staff. To be able to maintain high-quality staff, Emergo recruits students all year round through CÉGEP, college and university student employment services in the various regions in Quebec. These youngsters then become Emergo ambassadors in their region. To easily and efficiently manage the database of counsellors assigned to school and summer respites, we make optimal use of computer tools and social networks.

# The Constant Fund-Raising Challenge

Every year, we carefully and responsibly draw up and manage our budget, meticulously evaluating the merits of each expense in order to reduce the inevitable increase in costs as much as possible and to make sure that our respite services remain accessible to all families. **Our families pay less than one-third of the cost of the respites (30%)** and the difference is covered by government grants (37%) and the money collected within the fund-raising activities organized by the Emergo Foundation as well as by the donations received for special projects (33%). For example, for a family, the cost of a regular summer stay (Emergence program) in 2013 was \$1 065 for 9 days, whereas the actual cost for Emergo was \$3 481. The difference of \$2 416 has to be made up by subsidies and donations. The counsellor-participant supervision ratio required for a good many of our participants accounts, in part, for the high cost of the respites. Nevertheless, thanks to our financial assistance program, we never refuse a participant due to the family's financial problems.

Government Subsidies		
<i>Federal</i>	<i>Provincial</i>	<i>Regional</i>
CJS (Canada Summer Jobs)	PSOC (Community organizations support program)	Agence régionale de la santé et des services sociaux – Montréal centre
CAPC (Community Action Program for Children)	<i>Ministère de la Santé et des Services sociaux</i> <i>Ministère de l'Éducation, du Sport et du Loisir</i>	CSSS - Centre de santé et de services sociaux CLSCs - Centres locaux de services communautaires CRDI-TED - Centres de réadaptation en déficience intellectuelle et trouble envahissant du développement



## 2013-2014 Program

	Emergence	iDÉFIx	<i>Un rêve à réaliser</i>	Adaptatou
Clientele	Autism and other PDDs	Autism and other PDDs with severe behaviour problems	High-functioning autism or Asperger syndrome	High-functioning autism or Asperger syndrome
Program Description	Customized program for participants of all ages with a lower autonomy level and problems in socializing	Program designed for participants with behaviour problems and in need of stricter supervision	Program allowing high-functioning autistic people to develop in a more conventional environment and enjoy vacations among friends	Integration program in a regular summer camp
Age	3 and over		13 and over	6-16
Location		Colonie Les Bosquets Otterburn Park (South Shore)		Camp Mariste Rawdon (Lanaudière)
Ratio	1 on 1 or 2:3	1 on 1 or 2:1	1 on 2 or 1:3	1 on 1 or 1:2
General Objectives	<ul style="list-style-type: none"> <li>• To provide a respite period for parents or guardians of the autistic person</li> <li>• To give vacation opportunities to autistic people of all ages, in a safe, structured environment at outdoor recreational areas</li> <li>• To ensure the health, safety and well-being of autistic people</li> <li>• To maintain the acquisitions, skills and autonomy level already developed</li> <li>• To develop parents' or guardians' confidence in Emergo and its employees</li> </ul>			
Specific Objectives	<ul style="list-style-type: none"> <li>• To provide activities adapted to the needs of autistic people</li> <li>• To provide a customized, safe setting for intervention</li> <li>• To promote the emergence of new interests among autistic people</li> </ul>	<ul style="list-style-type: none"> <li>• To provide a well-structured, adapted environment</li> <li>• To develop a customized approach</li> <li>• To reduce the number of instances of disorganization and their impact</li> <li>• To prevent aggressive behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• To provide an environment fostering accountability</li> <li>• To give autistic people a chance to enjoy vacations among friends and cultivate new friendships</li> <li>• To promote social integration</li> <li>• To develop the concept of choice and compromise</li> </ul>	<ul style="list-style-type: none"> <li>• To give participants social integration experience</li> <li>• To increase awareness about differences, among the children in the regular group</li> <li>• To promote socialization with peers of the same age</li> <li>• To develop the concept of choice and compromise</li> </ul>

In the summer of 2013, we welcomed 210 participants: 162 participants between 5 and 57 years old in the Emergence and iDÉFIx programs, 15 participants between 10 and 17 years old in the Adaptatou program and 33 participants between 15 and 39 years old in the *Un rêve à réaliser* program. It is interesting to note that 82% of our clientele is male and that the first language of 15% of our participants is English-speaking.

During the 2013-2014 year, Emergo expanded its offer of school respites by adding the school break week to its 21 weekends of respite, each time accommodating some 20 participants. The groups are formed according to the participants' age and the summer program in which they took part.

# Emergo Today and Tomorrow

Emergo Respite Services has established itself as a key player in respite services for families living with a person having a pervasive development disorder, including autism.

To successfully carry out our mission, the following principles serve as our guides:

**Permanent interaction with the families, prompting us to constantly re-evaluate the quality of our services** – It is our main concern and motivates our daily work. Emergo guarantees the families' confidence and the participants' well-being, and each action taken by our organization aims at customer satisfaction.

**Efficient, effective management of operations and resources** – Through its will to continue improving its services, our organization provides itself with the means to review its methods of operation, whether with regard to planning services, work organization, staffing or choosing economical and eco-responsible means of communication.

**A constant search for funding to meet our objectives** – Year after year, we must make sure we offer the number of respites corresponding to the needs of families living with autism on a daily basis and for whom Emergo represents a real lifeline.

## Conclusion

All throughout its history, Emergo has overcome many obstacles in order to develop and respond to the needs of a growing number of families. However, although the changes that occurred among the permanent staff this year represented a real challenge, they also inspired new momentum in our organization. In this way, we succeeded not only in maintaining, but also increasing, our services to families, by adding respite services for school break week. These efforts have enabled the children to fully enjoy their camp and for their parents, to fully enjoy well-deserved respites. And that's not all! We have other very wonderful projects for the future in store! All this has been made possible thanks to the support of the Federal and provincial governments, to the generosity of our donors and to the dedication of the volunteers who give of their time without counting the hours. I also wish to make special mention of the excellent work of the members of our permanent staff and that of the young counsellors who look after our children on site.

Our heartfelt thanks to one and all.



Marie-Claire Michoud  
Chairman



Pierre Ricard  
Senior Director

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## Summary of Financial Statements

### March 31, 2014

#### BALANCE SHEET

Current assets	\$194,944	Current liabilities & deferred revenues	\$35,688
Investments	---		
Fixed assets	<u>\$18,276</u>	Net assets	<u>\$177,532</u>
	<u>\$213,220</u>		<u>\$213,220</u>

#### RESULTS

##### REVENUES

Subsidies	\$380,550
Cost of stays	\$284,549
Fund-raising activities (net)	\$342,543
Other revenues	<u>\$27,569</u>
	\$1,035,211

##### EXPENSES

###### Operating costs

###### Summer Respite

Emergence Program (Regular)	\$475,355
Adaptatou Program (Autonomy)	\$78,995
Un rêve à réaliser Program (Integration)	\$66,676

School Respite	\$259,028
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Administrative costs	<u>\$154,800</u>
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\$1 034,854

##### SURPLUS OF REVENUES OVER EXPENSES BEFORE AMORTIZATION OF FIXED ASSETS

\$357

##### Amortization of fixed assets

(\$8,306)

##### SURPLUS(INSUFFICIENCY) OF REVENUES OVER EXPENSES

(\$7,949)



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