

ANNUAL
REPORT

2018
2019

GAMBLING: HELP AND REFERRAL
ON
Target! 211

DRUGS: HELP AND REFERRAL
TELECOUNSELING FOR EXCESSIVE GAMBLERS

ORGANIZATION
SUPPORTED BY



Centraide
du Grand Montréal



INFORMATION
AND REFERRAL
CENTRE OF GREATER
MONTRÉAL

Information and Referral Centre of Greater Montréal (IRCGM)

Annual Report
April 1, 2018, to March 31, 2019

Registered Charity Number
N° 10689 5840 RR001

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A MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS A STIMULATING AND PROMISING PROCESS



During the Annual General Assembly of last year, IRCGM's Executive Director reviewed the five-year (2013–2018) Strategic Plan and the results were very positive. As President of the Board of Directors, I seized the opportunity to ask our Executive Director to undertake, for the next fiscal year, a new strategic reflection directed at meeting new challenges on the horizon for the next three years (2019–2022). Namely, future employees that would take over, financial consolidation and the Centre's visibility.

In the fall of 2018, the Executive Director responded to the Board's request and proposed a three-pronged participatory strategic planning conducted with the help of a specialized consultant, Services Conseils PNC, and with the financial support of Centraide.

One of the essential components of this endeavour was making a diagnosis by consulting a wide range of people associated with the Centre via one-on-one interviews with Board members, managers and key partners (32 interviews) or even as a group (3 group discussions among 24 employees).

The process was completed with a day of brainstorming, gathering Centre personnel and Board members (26 people) around the table, thus enabling a common understanding of the situation, identifying six priority issues and the courses of action for the next three years.

That day was significant in more ways than one. First off, it was an opportunity to be around people who have the "helping through information" mission tattooed on their hearts. I mostly remember the quality and relevance of the reflections, the innovative ideas, but especially the open-mindedness and collaboration between Board members and the Centre's team. A stimulating atmosphere that gave way to fruitful exchanges and a nice synergy. The conditions were right for creativity and coming up with projects shared between IRCGM services, Board members and personnel.

At the end of the day, everyone unanimously agreed on the need to redo this collaborative effort annually and to take that time to examine the progress in reaching the goals that were collectively set for each of the three years of the action plan, then to identify the obstacles and find ways to circumvent them or take a new path if necessary.

The process is now complete, and we find ourselves on the verge of implementing the three-year Strategic Plan (2019–2022) with the following top priorities:

- Expanding our services
- Strengthening our ties with the community sector and other partners
- Diversifying and sustaining funding
- Ensuring safety and technological risk management
- Consolidating the visibility plan of our organization and lastly
- And finally, renewing governance and management.

An ambitious plan, certainly, but led by a motivated team that together sketched the outlines during the brainstorm in April 2019, I am convinced that the results will be promising!

Me Louis-Philippe Bourgeois, CRIA
Dunton Rainville S.E.N.C.R.L

A MESSAGE FROM THE EXECUTIVE DIRECTOR DYNAMIC TARGETS



The year 2018–2019 was marked by two major phases. The first was a phase of accountability in which we reported on the targets acquired during pivotal stages for 211, as well as, the TeleCounseling for Excessive Gamblers programme. The second phase, the strategic planning process, was an opportunity for setting new targets for the Centre's services to meet.

It will be recalled that in December 2015, the Information and Referral Centre of Greater Montréal (IRCGM) received approval from the ministère de la Famille du Québec to develop 211 for seniors within the Québec Ami des Aînés (QADA) programme. The goal of this project was to improve seniors' access to the Info-Referral service already provided by IRCGM via its Referral Helpline for Seniors, and with the help of its website, facilitate finding organizations devoted to seniors. In December 2018, the end of the three-year grant from QADA, the goal—deemed ambitious—was met!

In addition to providing seniors with easier access to the information and referral service by only having to dial an easy to remember three-digit number, 2-1-1, the 211 project enabled us to double our opening hours. With the Referral Helpline for Seniors, we were at 35 hours per week, Monday to Friday. Our hours then increased to 70 hours, 7 days per week with 211. This had a direct impact on the volume of calls received from seniors. In 2015, IRCGM answered 11,197 calls from them. With the arrival of 2-1-1 on CMM territory, calls regarding people 50 and over represented 18,532 calls, an increase of 66% from 2015.

It should be noted that 211 Greater Montréal really took off in the spring of 2018 with access to the telephone service by the 82 CMM municipalities, as well as, the municipalities of Vaudreuil-Soulanges. Added in November 2018 was MRC des Jardins-De-Napierville. Besides the telephone line available from 8:00 a.m. to 6:00 p.m., 7/7, the www.211qc.ca web site lists some 6,000 socio-community resources located on this vast territory.

To this day, 88 municipalities are served by 211. Some 4 million Québec citizens can now use it. During the presentation of our revision to CMM in January 2019, we were able to proudly show that the targets we set out for year 1 were for the most part, met. We are committed to improving on these initial results, namely, to renew the adhesion of CMM municipalities and to consolidate funding by the Québec government.

Regarding the service provided by Gambling: Help and Referral (GHR) to people self-excluded from Québec casinos and gaming halls who agreed to receive a call by GHR explaining the free services available to gamblers, we can state that it has been a success. More than half of self-excluded people agreed to get help and for 5% of them, the type of help chosen was the TeleCounseling for Excessive Gamblers programme.

Thus, being encouraged by the progress made so far and after taking stock of our strengths and weaknesses during the strategic planning process over the last months; here we are ready to meet new dynamic targets over the next three years. They are establishing ties with the community sector, deploying 211 and the helplines, technological challenges and the Centre's visibility, governance and succession. Raise our arrows and aim high!

Pierrette Gagné
Executive Director

THANK YOU TO THIS AMAZING TEAM!

Meeting the targets we put in place, doubling our efforts, continuing ongoing training for the teams, improving our web site, welcoming callers with empathy and without judgment and setting up our promotional campaigns. That, in a few words, is all the work accomplished by the 211, Gambling: Help and Referral, Drugs: Help and Referral, TeleCounseling for Excessive Gamblers and administration teams.

Many, many thanks to you all! Your professionalism, commitment and devotion are more than commendable: you are super!

As well, many thanks to our volunteers who support our projects and give their time to IRCGM. This year, 1010 hours were donated by these people who are so devoted to the Centre.

Executive Management

- Mrs. Pierrette Gagné, Executive Director
- Mrs. Manon Côté, Assistant to the Director

Administration and Finances

- Mr. Alain Barsalou, Director of Administration and Finances
- Mrs. Geneviève Farley, Senior Accounting Technician

211 and Technology

- Mr. Mathieu Chaurette, Director

Communications

- Mrs. Marie Vaillant, Director

Resources and Publishing

- Mrs. Marie-Christine Palardy, Coordinator
- Mrs. Sophie Isabelle Gaumond Velasquez, Resources and Publishing Agent
- Mrs. Maude Villeneuve Marcotte, Resources and Publishing Agent
- Mr. Benjamin Mathieu, Resources and Publishing Agent

211

- Mrs. Brigitte Gagnon-Boudreau, Coordinator
- Mrs. Myriam Belley, Counsellor
- Mrs. Salma Ben Romdhane, Counsellor
- Mrs. Julie Boulay-Leroux, Counsellor
- Mrs. Anne Desjardins, Counsellor
- Mr. Mardoché Fontilus, Counsellor
- Mrs. Fabienne Frégeau, Counsellor
- Mrs. Sabrina Larocque, Counsellor
- Mrs. Micheline Paquette, Counsellor
- Mrs. Marisa M. Patrocinio, Counsellor
- Mrs. Myriam Sylvain, Counsellor

Drugs: Help and Referral Gambling: Help and Referral

- Mrs. Hélène Hamel, MIT, Helplines and TeleCounseling Coordinator
- Mrs. Estelle Arcand, Counsellor
- Mr. Alexis Beaulieu-Thibodeau, Counsellor
- Mr. Gil Bellemare, Counsellor
- Mrs. Isabelle Bernard, Counsellor
- Mrs. Monique Côté, Counsellor
- Mrs. Sophie Duchesne, Counsellor
- Mrs. Leila Ech-chouyekh, Counsellor
- Mr. David Galipeau, Counsellor
- Mr. Érick-André Leroux, Counsellor
- Mrs. Maxime Miranda, Counsellor
- Mrs. Maria Rigas, Counsellor and Translator
- Mr. Jacob Roussel, Counsellor

THANK YOU TO
THIS AMAZING TEAM!

TeleCounseling for Excessive Gamblers

- Mrs. H el ene Hamel, MIT, Helpline and T el eCounseling Coordinator
- Mr. Jacques Ducharme, M.Ps, superviseur clinique
- Mrs. Estelle Arcand, Counsellor
- Mr. Alexis Beaulieu-Thibodeau, Counsellor
- Mrs. Sophie Duchesne, Counsellor
- Mrs. Leila Ech-chouyekh, Counsellor
- Mr.  Eric-Andr e Leroux, Counsellor
- Mrs. Isabelle Provencher, Counsellor
- Mrs. Nancy Rocha, Counsellor and Instructor

Volunteers

- Mrs. Lorraine Bilocq-Lebeau
- Mr. Michel Lef evre
- Mr. Roger Lambert

Good luck to those who left us to take on new challenges.

- Mrs. Catherine Goulet, 211 Counsellor
- Mrs. Janie Gu enette, 211 Counsellor
- Mr.  tienne Lajoie-Gagnon, Outreach and Information Platforms Manager
- Mrs. Alexane Langevin, Drugs: Help and Referral and Gambling: Help and Referral Counsellor
- Mr. Fr ed eric Morissette, Drugs: Help and Referral and Gambling: Help and Referral Counsellor
- Mrs. Val erie Nadeau-Chamard, Resources and Publishing Agent
- Mrs. Nadia Oulahri, Resources and Publishing Agent
- Mrs. Val erie Rioux, Resources and Publishing Agent
- Mr. Vincent Sala un, Director of Administration and Finances
- Mrs. Sarah Zahed, 211 Counsellor



THE BOARD OF DIRECTORS UNWAVERING SUPPORT TO IRCGM

Many thanks to the Board of Directors once again this year for supporting the organization by multiplying their advice and suggestions and by making insightful recommendations and providing words of encouragement (that's right!) to the Executive Director and the team. Their help and willingness to contribute to IRCGM's development are greatly appreciated. Special thanks for participating in the Strategic Plan in synergy with the personnel.

Board of Directors

President

Me Louis-Philippe Bourgeois, CRIA
DUNTON RAINVILLE S.E.N.C.R.L.

Vice-président

Mr. Houssine Dridi, Ph.D.
Professor
Département d'éducation et pédagogie
Faculté des sciences de l'éducation
Université du Québec à Montréal

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BDO Canada s.r.l./S.E.N.C.R.L./LLP

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Mr. Pierre Emmanuel Paradis

Economist
President
APPECO

Mrs. Pierrette Gagné

Executive Director
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OF GREATER MONTRÉAL

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Administrator

Mr. Hugo Morissette, CRHA

Le Cabinet de relations publiques
NATIONAL

Mr. Yves Millette

Administrator

Mrs. Valérie Dubreuil

Director, Development and Communications
DANS LA RUE

Mrs. Marie-Claude Elie

Senior Account Executive
GOOGLE CANADA

Mrs. Johanne Mongeau

Administrator

IN TUNE WITH THE COMMUNITY SECTOR AND CITIZENS

An effervescent year, if ever there was one, for meeting with many organizations in the socio-community sector to explain the 211 service, as well as, to remind everyone of the support, help and referral available by calling the DHR and GHR helplines. As well, they were the perfect opportunities to take part in their activities and improve our knowledge of their services.

Active promotion within public and community organizations

Other than the newsletter sent to community organizations to highlight the launch of the 211 service, IRCGM's Outreach and Information Platforms Manager criss-crossed the Greater Montréal and Montérégie areas, meeting about fifty organizations during structured information meetings or during networking events, to explain its workings and assess expectations regarding 211.

In short, here are the organizations that were met throughout the year:

- Carrefour le Moutier in Longueuil
- Montréal Volunteer Bureau
- Boulot Vers
- SPVM (Sud de Montréal) community agents
- Cible-Emploi
- Table of Notre-Dame-de-Grâce organizations
- Table de concertation sur la faim et le développement social
- Pulmonary Fibrosis group of the Fondation des maladies pulmonaires du Québec
- MPOC group of the Fondation des maladies pulmonaires du Québec
- The Grand Partage de Dans la Rue
- ALPA press conference, in Laval
- Place à la Marche
- Hub Mères avec Pouvoir
- L'Association des personnes seules et divorcées de l'Ouest de l'Île
- AGA of the Table régionale des organismes communautaires et bénévoles de la Montérégie (TROC-M)
- Groupe Interdisciplinaire de travail en mesures d'urgence
- The Beht Ora Jewish community group
- CNESSST members
- Comité d'action sociale de Saint-Joseph-du-Lac
- 211 nominated as an inspiring project and participated in the third edition of l'Agora métropolitaine de la Communauté métropolitaine de Montréal (CMM)

- "Mercredi communautaire de Châteauguay"
- Table des répondants de la Ville de Montréal
- Centre à Nous
- CIUSSS Nord-de-l'Île personnel
- Conseil de la MRC Haut-Saint-Laurent
- Commissaire à l'itinérance de la Ville de Montréal
- Table jeunesse MRC Les Moulins
- Table solidarité MRC Les Moulins
- Meeting of the Comité alimentaire de Montréal
- AIRS conference in Dallas, Texas
- Annual meeting of the NSP in Halifax
- 211 and BINAM (City of Montréal)
- IA en mission sociale conference
- Montérégie West Community Network, in Châteauguay
- Montérégie West Community Network, in Vaudreuil
- FTQ social delegates

IRCGM held promotional kiosks for its services in many large fairs in and around Montréal.

IN TUNE WITH THE COMMUNITY SECTOR AND CITIZENS

Our attendance at these fairs is important because it enables our counsellors to directly meet the population and to briefly explain 211's role and the importance of our helplines. As was the case for the following fairs and events:

- Défis Jeunesse de l'Institut universitaire Jeunes en difficulté
- Salon de la toxicomanie à l'Hôpital en santé mentale Albert-Prévost
- Salon des aînés de Laval
- Salon des aidants du Sud-Ouest
- The National Job fair
- Salon Expo-diabète de Laval
- Salon de la Mort 2018
- Kiosk at Cégep Gérald-Godin
- Summit on addiction of the Association des intervenants et intervenantes en dépendance du Québec (AIDQ)
- Salon des aînés de Brossard
- Salon de l'intégration et de l'insertion professionnelle
- Salon de l'immigration et de l'intégration au Québec
- Salon Visez Droit
- Salon de la Maison des Familles de Mercier-Est
- Seniors' organizations in Laval

The first 211 Advisory Committee was held on November 15th, 2018. Here are the names of the organizations/ municipalities that were a part of it:

- City of Repentigny
- Association PANDA Thérèse-De Blainville and Laurentides
- City of Laval
- City of Montréal
- Maison du Père
- Table de concertation des aînés de l'île de Montréal (TCAIM)
- West Island Community Resource Centre
- Moisson Montréal
- City of Longueuil
- Centre d'action bénévole de Boucherville
- Centre prénatal et jeunes familles
- Centraide of Greater Montreal
- Communauté métropolitaine de Montréal (CMM)

Lastly, wanting to fully accomplish its role in social development, IRCGM is member of many associations and groups in Greater Montréal. Considering its social info-referral mission, IRCGM is also member of Canada-wide organizations working in the same field:

- Alliance of Information and Referral Systems (AIRS)
- L'Association des intervenants en dépendance du Québec (AIDQ)
- L'Association québécoise de gérontologie
- Montréal Volunteer Bureau
- InformCanada and participated as member of InformCanada's Board of Directors
- Le Regroupement des organismes humanitaires et communautaires pour les mesures d'urgence à Montréal (ROHCMUM) and participated as member of their Board of Directors

- Le Réseau québécois des lignes de soutien sociocommunautaires pour les proches aidants d'aînés par L'Appui National
- Le Réseau des services 211 canadiens : NSP (National Services Providers)
- Le Service à la famille chinoise du Grand Montréal
- Canadian Society of Association Executives (CSAE)
- 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

These public relations campaigns, meetings and exchanges with many partners enabled IRCGM to improve its reputation while allowing counsellors, police officers and socio-community organizations' personnel to get to know our service and use it daily. But most of all, these collaborations have put us on the path of creating relevant partnerships.

Connecting with organizations that have a vested interest is an essential condition to success, not only for 211 but for the helplines as well. It is a priority.

211 IN GREATER MONTRÉAL: A REALITY, AT LAST!

It was with immense pride that in April 2018, 211 was officially launched in Greater Montréal and—finally!—became accessible to the 82 municipalities of the Communauté métropolitaine de Montréal (CMM). In the presence of Mrs. Lili-Anna Pereša, President and Executive Director of Centraide of Greater Montreal, many elected officials took part in the press conference, such as Mayor of Montréal and President of the Communauté métropolitaine de Montréal, Mrs. Valérie Plante, her colleague, Mayor of Longueuil, Mrs. Sylvie Parent and Mayor of Repentigny, Mrs. Chantal Deschamps. The mayors of Laval and Boucherville, Mr. Marc Demers and Mr. Jean Martel, several Municipal Councillors, as well as, representatives from community organizations also participated in the launch.

The implementation of 211 in Greater Montréal was the culmination of many years of work, discussions, negotiations and meetings with government and municipal officials, as well as, with public and community organizations. Thank you to the allies of the Information and Referral Centre of Greater Montréal : Centraide



Mrs. Valerie Plante, Mayor of Montréal and the President of the Communauté métropolitaine de Montréal



From left to right: Mr. Marc Demers, Mayor of Laval, Mrs. Pierrette Gagné, Executive Director at IRCGM, Mrs. Lili-Anna Pereša, President and Executive Director at Centraide of Greater Montreal, Mrs. Sylvie Parent, Mayor of Longueuil, Mrs. Chantal Deschamps, Mayor of Repentigny, Mr. Jean Martel, Mayor of Boucherville

211 IN GREATER MONTRÉAL: A REALITY, AT LAST!

of Greater Montreal, the ministère de la famille and CMM whose enthusiasm and contributions made this project possible.

A few weeks following the official launch, the City of Boucherville, a CMM member, launched 211 in its territory. Many community organizations and Municipal Councillors took part in this celebration for the population of Boucherville and for senior's organizations who were very involved in implementing 211 in their town.

And then, in December, the Mayors of the municipalities forming MRC Des Jardins-de-Napierville announced the implementation of 211 on their territory. The eleven municipalities, Canton de Hemmingford, Village de Hemmingford, Napierville, Saint-Bernard-de-Lacolle, Saint-Cyprien-de-Napierville, Saint-Édouard, Saint-Jacques-le-Mineur, Saint-Michel, Saint-Patrice-de-Sherrington, Saint-Rémi and Sainte-Clotilde have now been served by the 211 service since November 2018.

At the end of this year of major milestones, more than 50% of Québécois now have access to 211. In Greater Montréal, 211 is available in 88 municipalities.



From left to right :
Mr. Raouf Absi, Municipal Councillor from the Electoral District #2 of Boucherville
Mr. Massimo Iezzi, Executive Director of the Communauté métropolitaine de Montréal
Mrs. Isabelle Bleau, Municipal Councillor from the Electoral District #1 of Boucherville
Mrs. Pierrette Gagné, IRCGM Executive Director
Mr. Mario Régis, Vice-president—Social Development of Centraide of Greater Montreal
Mr. Pierre Toupin, member of the Commission des aînés of Boucherville
At the back: Mrs. Christine Sparrow, Executive Director of the Centre d'action bénévole de Boucherville



Mrs. Pierrette Gagné, Executive Director of IRCGM and Mr. Mario Régis, Vice-president—Social Development at Centraide of Greater Montreal

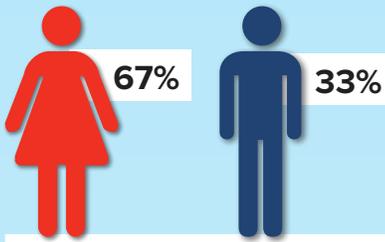
211 IN GREATER MONTRÉAL: A REALITY, AT LAST!

INTERESTING DATA

Requests

This year the 211 service received 35,637 calls and e-mails. As well, 100,000 referrals were made to organizations (please note that one call generates more than one referral). Among the 6,000 organizations listed in our database, 3,934 were referred.

The average wait time of calls was 50 seconds while the calls lasted 5 minutes and 38 seconds on average.



Callers

The vast majority of callers were women. As well, 55% of calls were made by seniors over 50, an ongoing trend for many years.

The Web Site

The 211 web site, www.211qc.ca, received 488,300 visits, 365,262 users and 1,267,862 page views. The very large majority of visits were from women at 64.6% whereas 35.4% visits were from men.

This time, last year, the web site had received 239,883 visits, 178,077 users and 687,653 page views. These numbers doubled in 2018. A significant leap forward!

488,300 visits

1,267,862 pages

365,262 users

Type of Requests

This year, organizational, community and international services counted for 31% of requests, a decrease of 10% compared to last year. Basic needs came in second with 30%, a slight decrease of 5%. In third place, same as last year, 12% of requests were related to personal and family life.

Type of Requests	
Basic needs	30%
Education	2%
Consumer services	4%
Mental health and addiction services	6%
Legal services and criminal justice	8%
Corporate, community and international services	31%
Healthcare	4%
Income support and employment	2%
Personal and family life	12%
Total	100%

LE 211 DANS LE GRAND MONTRÉAL : ENFIN UNE RÉALITÉ!

11

Un-met Needs

However, despite the number and the quality of services provided by public and community organizations, many needs remained un-met. As was the case for the following requests for services:

- ▶ Transportation-accompaniment
- ▶ Help for moving
- ▶ Help at home
- ▶ Homeless shelters
- ▶ At-home donation pick-ups
- ▶ Residential snow removal
- ▶ Temporary financial assistance

Seniors had needs that were un-met in cases of at-home care.

A New Directory!

The **Répertoire des services sociocommunautaires pour aînés et les proches aidants du Grand Montréal** published in December 2018 lists public and community services for seniors and caregivers living in Greater Montréal. The Directory contains contact information, useful information and the detailed description of more than 1,200 organizations. These descriptions include services provided for all ages in order to present the complete picture of each organization.

Thank you to the Secrétariat aux aînés, the ministère de la Santé et des Services sociaux, as well as, Centraide of Greater Montreal for allowing us to complete this reference document which could be defined as a one-stop social info-referral service essential to seniors and to anyone caring for them. Huge thanks to l'Appui des proches aidants for sponsoring the Directory.



DRUGS: HELP AND REFERRAL SAFETY NET FOR SOME... SOURCE OF ACCURATE INFORMATION AND RELIABLE REFERRALS FOR OTHERS...

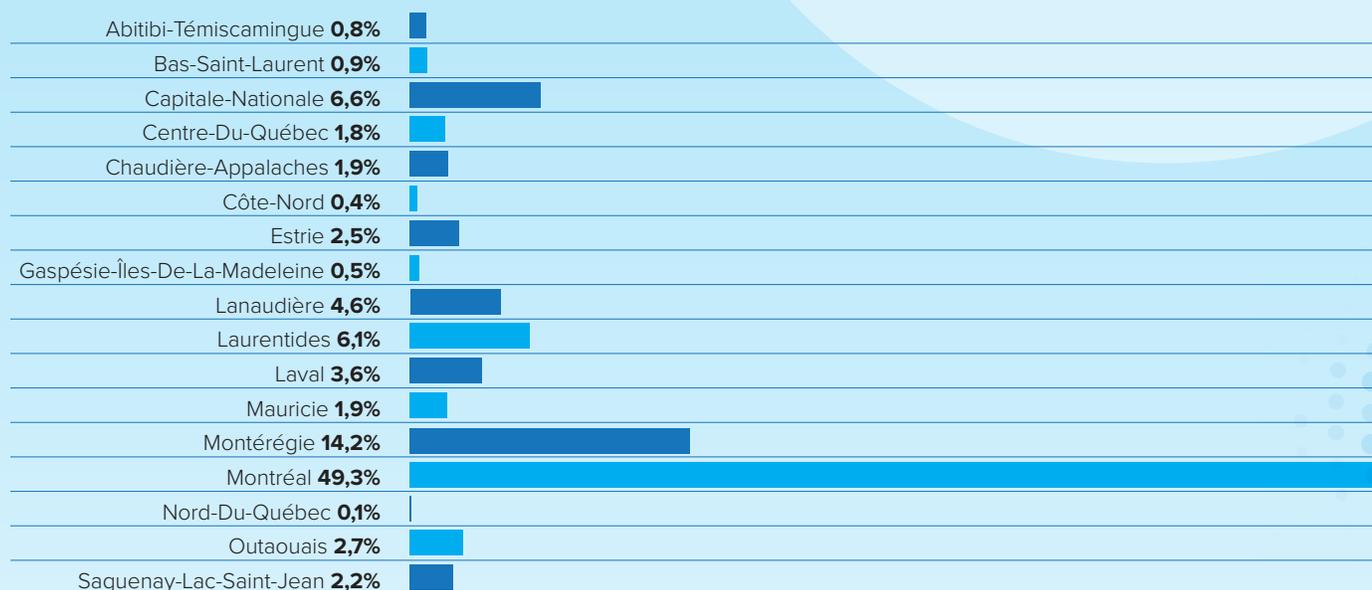
After 27 years of service to the Québec population, Drugs: Help and Referral (DHR) is just as relevant today as it was in 1992. Its mandate is threefold: support, information and referrals to people or their loved ones who have a substance abuse problem. Open 24/7, this service is provided free of charge across Québec in both official languages.

We registered an increase of 3.7% in calls for a total of 17,446 people who benefited from this helpline. Features of this service are the anonymity of the callers, the confidentiality of their words, the counsellor's bilingualism and lastly, free access.

HIGHLIGHTS

Geographical Source of Calls

Calls came from everywhere in Québec, but an increase was noted in the areas of Montréal, Capitale-Nationale, Saguenay – Lac-Saint-Jean and Outaouais.



Source of Requests

Men counted for 36.6% of calls and 30.1% were women, totalling 66.7% of callers. Loved ones of users represented 26.25% of callers: near 12% were parents of adolescents, young adults or adults. More than 10% were from siblings, friends, family members, etc. Partners of substance users counted for 4% of our callers. Public, para-public and private sectors represented 3.5% and professionals in private practice (lawyers, doctors, pharmacists, social workers, psychologists, etc.) represented more than 3% of our callers.

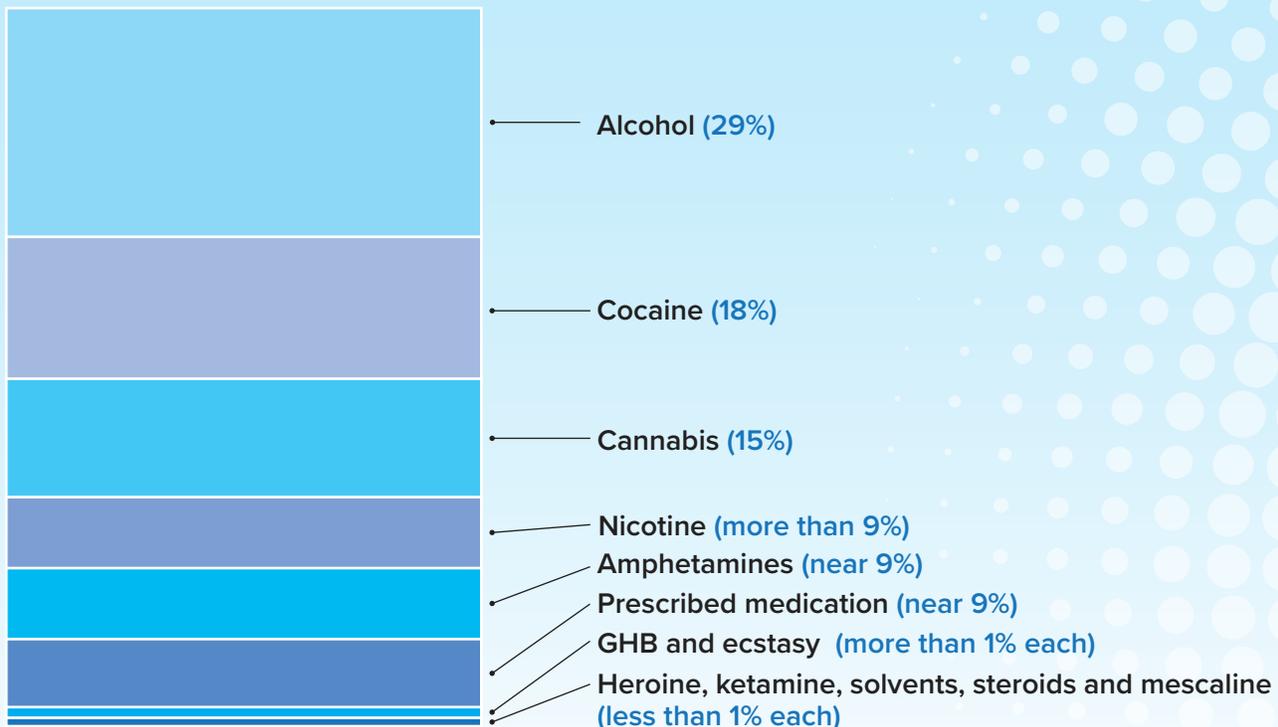
DRUGS: HELP AND REFERRAL SAFETY NET FOR SOME... SOURCE OF ACCURATE INFORMATION AND RELIABLE REFERRALS FOR OTHERS...

Type of Needs

People calling the Drugs: Help and Referral helpline expressed various needs:

- ▶ Specific information (on our mandate, substances, prevention, symptoms of withdrawal, profile of an addict, drug addiction, prescribed or un-prescribed medication, adolescence, etc.) 44% of requests.
- ▶ Therapy, 19% of requests.
- ▶ Listening and support (drug addiction, alcoholism, addiction to medication, gambling), 15% of requests.
- ▶ Related requests (mental health, shelter, crisis management, suicidal thoughts, violence, legal services, etc.) 12% of requests.
- ▶ Support groups, 4%
- ▶ Medical detoxification and detoxification support, 3%
- ▶ Counselling, relapse, social reinsertion, crisis calls, needle exchange and distribution, substitution treatments and complaints counted for 3% of requests.

Callers were mainly looking for help for the following substances, by descending order:



A JOINT CAMPAIGN FOR THE LOVED ONES OF PEOPLE WITH AN ADDICTION

Support for Loved Ones

Being the friend, brother or partner of an excessive gambler, addict or alcoholic is often extremely difficult to deal with. Alone and at their wit's end, friends and family suffer direct and indirect consequences of their loved one's habits and behaviours. It is why we conducted a national publicity campaign for Gambling: Help and Referral and Drugs: Help and Referral targeting the friends and family of addicts so that they may get help.

A joint promotional campaign was implemented in the winter of 2019 thanks to the financial support of the ministère de la Santé et des services sociaux. Among the outlets chosen to promote our services, there was a video ad of our services in the AZUR trains of the Montréal metro, as well as, a radio ad on the 98.5 FM radio station of the Cogeco Network. There was also advertising in many regional Métro Média newspapers across Québec and in the Québecor and Groupe Capitales Médias dailies. In addition, we published promotional cards and considering the many calls received at GHR and DHR from loved ones, this campaign was deemed very successful.

Are you **worried** about a loved one's drug use or gambling habits?

Are you at your wits' end? | Are you in need of resources?

Call us!

DRUGS HELP AND REFERRAL
1-800-265-2626

GAMBLING HELP AND REFERRAL
1-800-461-0140

We can HELP YOU!
24/7 | Anonymous, bilingual, confidential, free

Managed by: INFORMATION AND REFERRAL CENTRE OF GREATER MONTRÉAL

Partner: Québec

GAMBLING: HELP AND REFERRAL A SOLID LINK IN THE CHAIN OF SERVICES FOR EXCESSIVE GAMBLERS

Gambling: Help and Referral (GHR) just ended its 25th year of service to the Québec population. Twenty-five years of supporting, informing and referring anyone worried about their gambling habits or those of a loved one, employee, patient, client or colleague. Guaranteeing the caller's anonymity and the confidentiality of their words, the GHR team responds to requests 24/7 in both official languages and free of charge.

This year, 9 535 people had the courage to phone our service which meant facing the shame that often haunts them, facing their anger after losing control and facing their sadness at the financial, professional and relationship, etc. The non-judgemental attitude of our team members which is laced with empathy, interpersonal skills and detailed knowledge of gambling, not only ensures that our callers are informed of the many services available to them, but that they regain the dignity they thought they had lost as well.

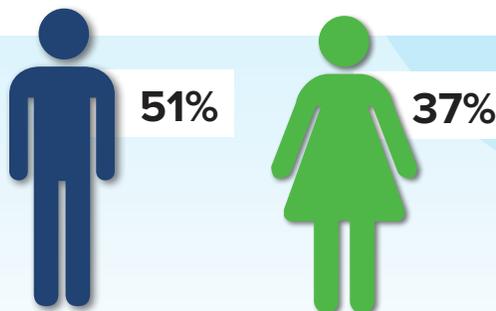
A quick and direct follow-up

Since September 2018, quickly offering help to anyone self-excluded from Québec's casinos and gaming halls improved. In fact, since September, people who self-excluded had only to check off their wish to be called back by GHR within 48 to 72 working hours to be informed of all free services available to gamblers in Québec: CRD, certified centres, TeleCounseling for Excessive Gamblers and support groups.

Thus, between September 2018 and March 2019, 284 people were contacted by GHR. More than half of them accepted to undertake necessary steps and for 27% of them, being self-excluded was deemed a sufficient step; 12 % were in contact with their CRD or other facility; 8% took down a referral and 5% registered for the Telecounseling for Excessive Gamblers. 9% of self-excluded people had not decided on anything specific other than self-exclusion. One third of them did not answer when GHR called but were informed of our service on their voice mail.

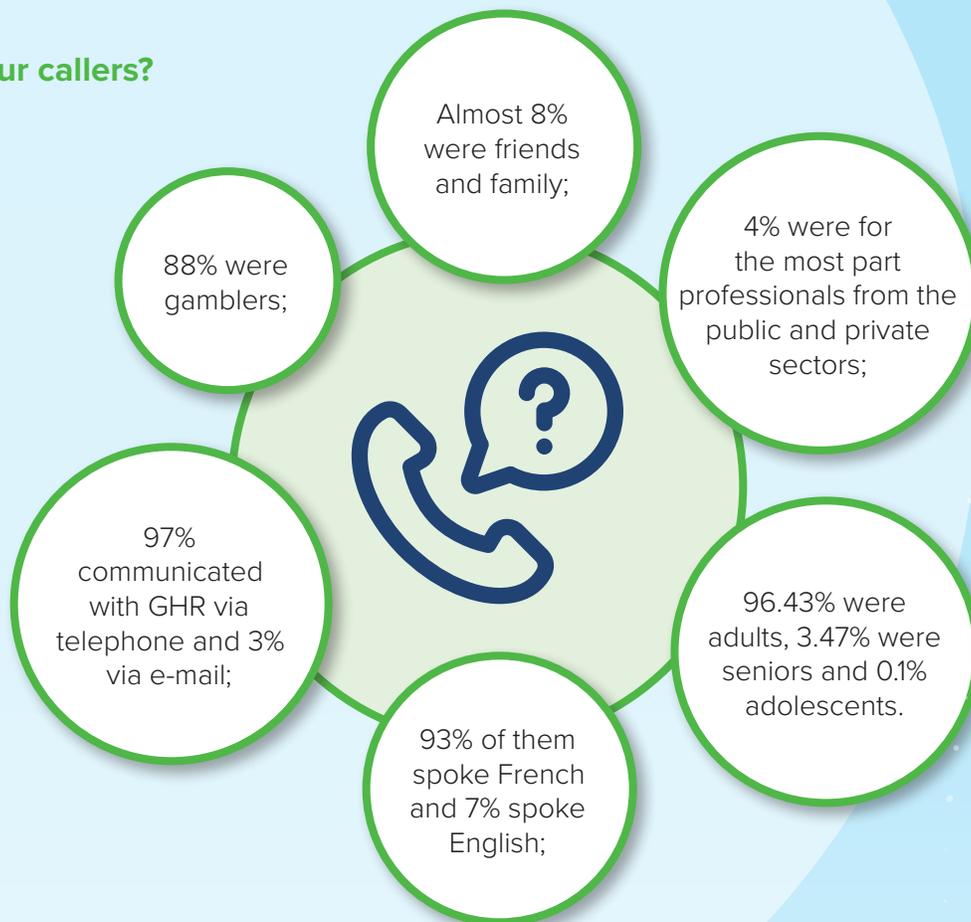
A FEW FIGURES

For 2018-2019,
51% of the callers were men
and 37% were women.

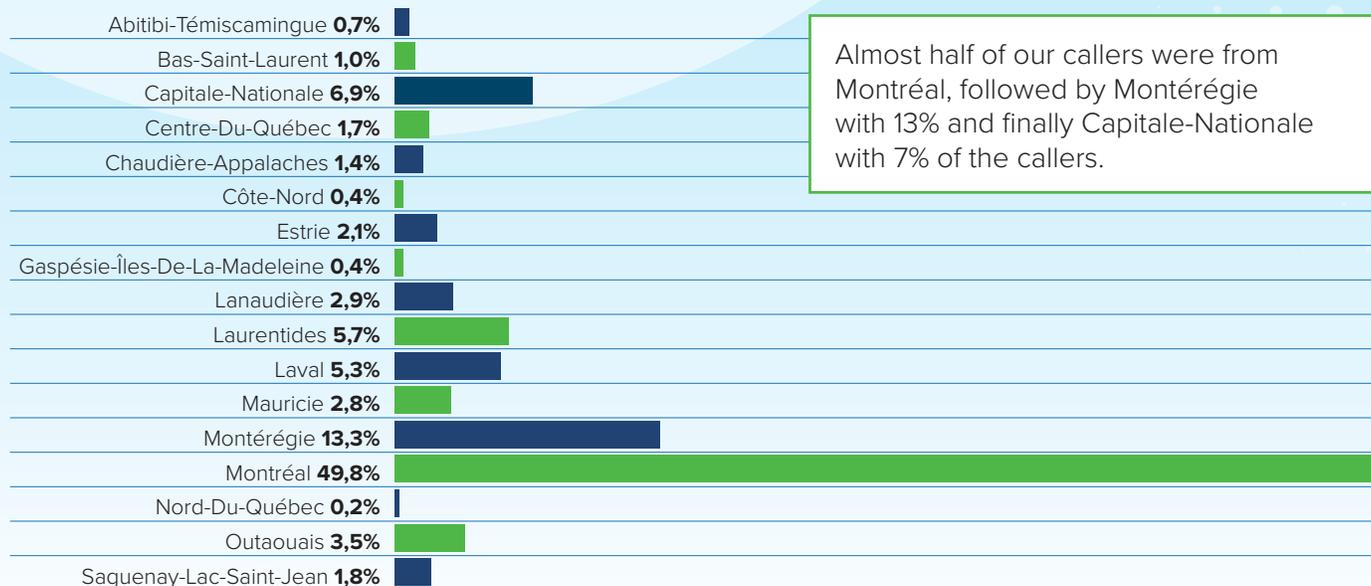


GAMBLING: HELP AND REFERRAL A SOLID LINK IN THE CHAIN OF SERVICES OR EXCESSIVE GAMBLERS

Who were our callers?



What areas of Québec were they calling from?



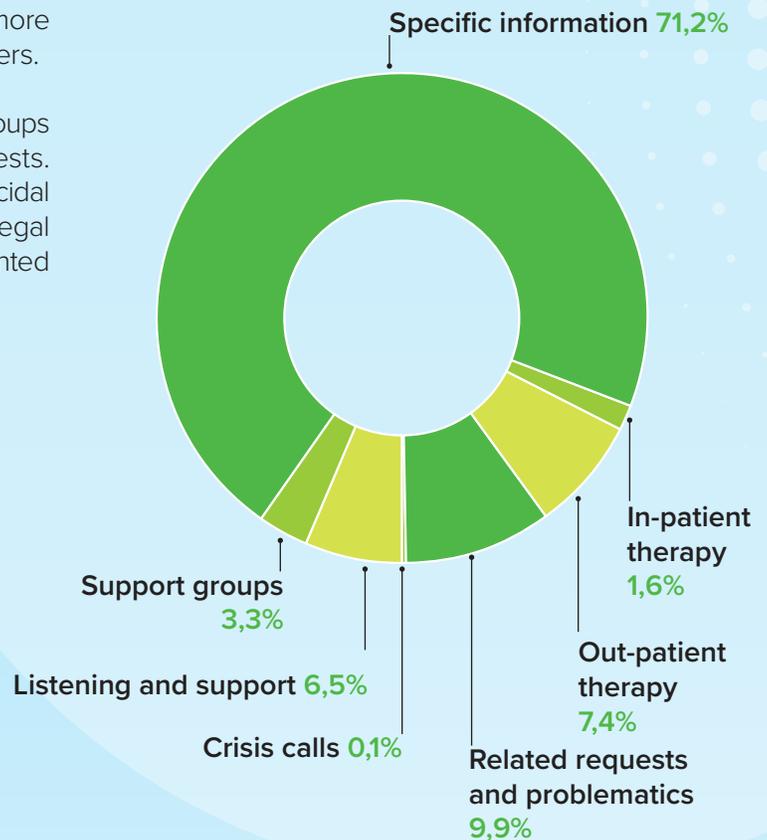
GAMBLING: HELP AND REFERRAL A SOLID LINK IN THE CHAIN OF SERVICES OR EXCESSIVE GAMBLERS

What were their needs?

To get specific information on GHR's mandate, prevention, the characteristics of excessive gambling, gambler's profile, as well as, the gambling industry. These count for more than two thirds of the needs expressed by our callers.

Needing rehabilitation services, support, support groups and relapse prevention represented 18% of requests. Related requests such as for crisis management, suicidal thoughts, mental health, drug addiction, violence, legal services, budget consultation, shelter, etc., represented about 10% of the calls.

Type of Needs



ONLINE GAMES AND ACTIVITIES	2017 2018	25%	2018 2019	45%
VIDEO LOTTERY TERMINALS (VLTs)	2017 2018	29%	2018 2019	22%
LOTTERIES	2017 2018	28%	2018 2019	20%
CASINO	2017 2018	11%	2018 2019	11%

What were our callers playing?

Quite remarkable this year, mentions of online games and activities increased significantly from 25% in 2017-2018 to 45% in 2018-2019. Simultaneously and on the other end, mentions of Video Lottery Terminals (VLTs) decreased from 29% last year to 22% this year, as well as, lotteries from 28% to 20% for 2018-2019. Callers going to the casino remained stable at 11%.

Sports betting, private poker games, electronic games, bingo and horse racing counted for 2%.

TELECOUNSELING FOR EXCESSIVE GAMBLERS PROGRAMME

The end of this, the 7th year, of the TeleCounseling for Excessive Gamblers Programme showed an increase in the number of participants. In fact, it went up from 105 people that were evaluated last year to 116 in 2018-2019, an increase of 10.5%. Here are this year's highlights:

- ▶ Women represented 52% and men 48% of participants.
- ▶ People in the 30-39 age group represented 30%; those between 50 and 59, 22%; between 40 and 49, 17%; between 60 and 69, 14%; between 18 and 29, 13 %; and people 70 and over, 3%.
- ▶ 49.1% of participants had a high school level of education, 28.4% was University, 18.1% was College and 4.3% was primary school.
- ▶ 41% of participants were single, 40% in couples, 8% were separated, 7% were divorced and 4% were widowed.
- ▶ The 116 participants that were evaluated stated having played 163 different games within the following percentages: 50% were Video Lottery Terminals (VLTs), 22% were slot machines, 6% were various casino games (Black Jack, Roulette, etc.), 5.5% were lotteries and online gambling, 3% were poker, 1.8% were sports betting, electronic games and online games, 0.6% were the stock market, bingo and other games.
- ▶ 42.2% of participants had at least one psychiatric diagnosis other than gambling.
- ▶ 53.4% completed the programme (evaluation and six sessions) and 29.1% not only completed the programme but were present for each of their four follow-up sessions over 12 months after the end of the programme.

New Colours for TC

After creating new visual signatures for Drugs: Help and Referral and Gambling: Help and Referral last year, it was the TeleCounseling Programme's turn to get a new look. With this visual image we wanted to illustrate the path of a gambler who is in the TC programme, the beginning being dark, progressively flowing into a brighter and more luminous colour. Combining green, base colour of Gambling: Help and Referral, with yellow, the colour of life and movement, the TeleCounseling for Excessive Gamblers' logo now has its own identity while retaining its ties with GHR from where it originated.



TRAINING AND TRANSFER OF KNOWLEDGE

Since the very beginning, IRCGM has given much consideration and resources to training for its employees, as well as, to the transfer of knowledge. This year was no exception.

211

Training was at the centre of activities for the 211 team who was in full growth this year.

After getting hired, new counsellors benefited from a one-month training, including shadowing more experienced colleagues to listen to and then answer calls.

The team then participated in various ongoing educational activities. The counsellors also had the opportunity to take part in different trainings, giving them the tools to better intervene with clients presenting very diverse problems, to better work as a team and to manage stress more efficiently.

We also received representatives from a few organizations who presented their services and advised us on which approach to take with certain clientele: Service Canada (services to seniors and immigrants), SOS violence conjugale, Director of Youth Protection and Support to seniors' victims of abuse.

Drugs: Help and Referral

Ongoing training for members of the team is one of the essential components of the DHR counsellor's job. Here are a few educational events to which they assisted this year.

- *Familles et dépendances: pourquoi et comment accompagner les familles*, by Jacob Amnon Suissa Ph. D., training AIDQ-UdeS;
- *Le cannabis chez les jeunes: état de la situation et pistes d'intervention* (webinar), by Dr. Clairéline Ouellet-Plamondon, M.D.; training AIDQ-UdeS;



- *Cannabis et santé mentale: mieux comprendre pour mieux intervenir*, Journée d'échanges du Programme de formation croisée sur les troubles de santé mentale et de toxicomanie, by the Douglas Mental Health University Institute;
- *Journées conférences sur les jeunes et la santé mentale*, within Conférences Connexion;
- *Opiate Crisis in Canada: examples of intervention in Victoria (British Columbia) and Montréal (Québec)*, by Doctors of the World Canada;
- *La DPJ débarque chez vous: que faire?* by Nancy Houle, Social Worker at Director of Youth Protection;
- Conférence by Claudine Thibaudeau, responsable du soutien clinique et de la formation at SOS violence conjugale;
- *À propos du cannabis en milieu de travail*, by l'AIDQ;
- Journées annuelles de santé publique 2018 – *Réduction des méfaits, santé publique et consommation de substances psychoactives*.

Gambling: Help and Referral

Just like the DHR and 211 teams, the importance of improving our knowledge, skills and participating in transfer of knowledge activities, is an essential component of the GHR counsellor's role.

- Training to use the DÉBAs (Jeu-Alcool-Drogues) tools, by Frédéric Maari, of l'Institut universitaire sur les dépendances;
- *Convergence, recherche et intervention (CRI 2018)*, annual seminar organized by the RISQ with internet addiction as its theme;
- Conférence *Défis jeunesse* by l'Institut universitaire jeunes en difficulté (IUJD);
- Clinical Conference *Avoir des pratiques sensibles aux traumas, ça veut dire quoi?* by Tristan Milot, Professor in Psychoeducation at UQTR, invited by IUJD;

Collaboration and transfer of knowledge activities

Mrs. Hélène Hamel, coordinator of GHR, DHR, and TeleCounseling for excessive gamblers participated at many work groups. She was:

- Member of the comité d'évaluation de pertinence et comité de suivi pour l'Action concertée (programme du Fonds de recherche québécois Société et culture – FRQ-SC) portant sur *l'Évaluation de l'effet de l'implantation de salles pilotes de bingo électroniques*; Serge Sévigny, researcher and Professor at Université Laval;
- Member of the Advisory Committee of the Research Chair on the Study of Gambling, where Dr. Sylvia Kairouz, Concordia University, is tenured;
- Member of the Advisory Committee of the projet de recherche *Caractérisation et représentations de l'accessibilité physique aux JHA au Québec: un outil pour la prise de décision et la création d'environnements favorables*. Lead researchers: Éric Robitaille, Ph. D. Urban Studies and Élisabeth Papineau, Ph. D. Anthropology, both from the Institut national de santé publique du Québec (INSPQ).

OUR PARTNERS

Meeting our goals this year would certainly not have been possible without the support of our financial partners. Thanks to them, we were able to pursue, even improve, our activities, whether for our Drugs: Help and Referral (DHR) and Gambling: Help and Referral (GHR) helplines, the TeleCounseling Programme for Excessive Gamblers or the 211 service.

Thank you very much to our partners for their trust:

The ministère de la Santé et des Services sociaux for the recurrent funding of DHR for 26 years and GHR for 25 years, as well as, for supporting the TeleCounseling Programme;

Centraide of Greater Montreal for its unwavering support of the Information and Referral Centre of Greater Montréal since day one and for the role of strategic partner it now plays to ensure the development of 211 on the Greater Montréal territory;

The municipalities of CMM, for their important contribution to the deployment of 211 in the Greater Montréal;

MRC Vaudreuil-Soulanges, MRC de L'Assomption and MRC des Jardins-de-Napierville for their financial commitment ensuring the deployment of 211 on their territory;

The Programme de soutien aux organismes communautaires (PSOC) for supporting, year after year, the basic mission of the Information and Referral Centre of Greater Montréal;

Emploi-Québec who allocated three wage subsidies to IRCGM, enabling the hiring of two 211 Counsellors and a Ressources and Publishing agent.

And finally, the **Information and Referral Centre of Greater Montréal Foundation** for supporting the Centre's training activities and its technology development.



ACTIVE MEMBERS OF THE INFORMATION AND REFERRAL CENTRE OF GREATER MONTREAL'S CORPORATION

Mrs. Ginette Bardou
GESTION G. BARDOU INC.

Mrs. Lorraine Bilocq Lebeau
Administrator

Mr. Jean-Claude Boisvert
Consultant in the administration of social programs

Dr. Guy Bonenfant
Administrator

Mr. Michel Bourque, Ph.D.
Administrator

Mr. Denis Couture, CPA, CGA
Administrator

Mr. Gilles Daigneault
Administrator

Mgr Louis Dicaire
Auxiliary Bishop

Mr. Guy Dubreuil, arch.
Administrator

Mrs. Hélène Gauthier-Roy, B. arch
Architect

Honorable Bernard Grenier
SCHURMAN, LONGO ET GRENIER

Mr. Alex Harper
President
PUBLICATIONS ANCHOR-HARPER INC.

Mr. Clément Janelle
Administrator

Me Marie-Claude Jarry
DUNTON RAINVILLE SENC

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Administrator

Me Marc A. Leduc, B.Comm., LL.B., Lawyer

Mr. André Marsan
President
SIGMA ALPHA CAPITAL

Mrs. Rollande Montsion
Administrator

Mrs. Marie Normandeau
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Board president and Head of direction,
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Mr. Luc Provost
Administrator

Me Claude Quidoz
QUIDOZ, TREMBLAY, LAFLEUR, AVOCATS

Me Jean-Jacques Rainville
DUNTON RAINVILLE SENC

Mr. Claude Roy
Administrator

Mr. Tony Shorgan
Administrator

Mr. John Topp
Administrator

THE FOUNDATION

The Information and Referral Centre of Greater Montréal's greatest ally without question is the Information and Referral Centre of Greater Montréal Foundation, whose members remain unconditional to IRCGM. They are always hands-on when it comes time to supporting structuring projects.

Special thanks to the Foundation's Board of Directors, Mr. André Meloche, President, Mr. Jonathan Daoust, CA, CPA, Treasurer, Mrs. Pierrette Gagné, Secretary, Me Stéphanie Rainville, Mrs. Lorraine Bilocq Lebeau, Mr. Michel Plante, CA, CPA, Me Louis-Philippe Bourgeois, CRIA, Mrs. Martine Tremblay and Mr. Yves Millette. Their common goal of ensuring the Information and Referral Centre of Greater Montréal's sustainability is a guarantee of our success and we must thank them, once again, for their undeniable support.

At the time of writing this, to celebrate the 25th anniversary of Gambling: Help and Referral, the Foundation has partnered up with GHR to organize a fundraising activity which will be a Conference Day in May 2019 on Internet Addiction.

GAMBLING: HELP AND REFERRAL

Helping

211

THROUGH INFORMATION
FOR 62 YEARS

DRUGS: HELP AND REFERRAL
TELECOUNSELING FOR EXCESSIVE GAMBLERS

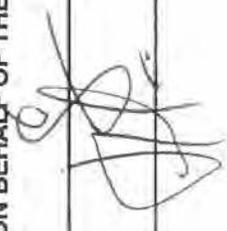
INFORMATION AND REFERRAL CENTRE OF GREATER MONTRÉAL

Balance Sheet
March 31, 2019

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	Operating Fund	Capital Assets Fund	Total 2019	Total 2018
ASSETS				
Current:				
Cash	\$ 495,543	\$ -	\$ 495,543	\$ 733,085
Guaranteed investment certificate, 1.7%, maturing in August 2019	20,246	-	20,246	20,170
Accounts receivable (note 3)	350,064	-	350,064	37,960
Inventories	2,820	-	2,820	3,054
Prepaid expenses	22,611	-	22,611	21,667
	891,284	-	891,284	815,936
Deposit	7,500	-	7,500	7,500
Capital assets (note 4)	-	45,780	45,780	27,144
Intangible assets (note 5)	9,844	-	9,844	14,765
	\$ 908,628	\$ 45,780	\$ 954,408	\$ 865,345
LIABILITIES				
Current				
Accounts payable (note 6)	\$ 377,096	\$ -	\$ 377,096	\$ 279,661
Deferred contributions (note 7)	221,925	-	221,925	264,207
Deferred contributions related to capital assets (note 8)	599,021	-	599,021	543,868
	-	24,554	24,554	-
	599,021	24,554	623,575	543,868
FUND BALANCES				
Invested in capital assets	-	21,226	21,226	27,144
Unrestricted	309,607	-	309,607	294,333
	309,607	21,226	330,833	321,477
	\$ 908,628	\$ 45,780	\$ 954,408	\$ 865,345

ON BEHALF OF THE BOARD:

 _____, Director
_____ , Director

The accompanying notes are an integral part of these financial statements.

INFORMATION AND REFERRAL CENTRE OF GREATER MONTRÉAL

Statement of Operations
Year ended March 31,

Page 4

	Operating Fund	Capital Assets Fund	Total 2019	Total 2018
REVENUES (schedule A)	\$ 2,552,843	\$ -	\$ 2,552,843	\$ 2,183,440
AMORTIZATION OF DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS	-	847	847	-
	2,552,843	847	2,553,690	2,183,440
EXPENSES				
Human resources (schedule B)	1,714,236	-	1,714,236	1,474,764
Facilities (schedule C)	200,461	-	200,461	190,096
Other expenditures (schedule D)	617,716	-	617,716	474,410
Cost of publications sold	235	-	235	7,227
Amortization of capital assets	-	6,765	6,765	6,847
Amortization of intangible assets	4,921	-	4,921	4,921
	2,537,569	6,765	2,544,334	2,158,265
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$ 15,274	\$ (5,918)	\$ 9,356	\$ 25,175

The accompanying notes and additional information are an integral part of these financial statements.