

President's Report

2013 Annual General Meeting

This report provides an overview of the activities of QUAIL House and the QUAIL Board over the period from April 1, 2012 to March 31, 2013. They are presented under the following categories: Pursuit of our Mission, Relations with Partners, Board Affairs and Our Volunteers.

Pursuit of our Mission

2012-2013 was another successful year for QUAIL in terms of fulfillment of its primary mission of providing a comfortable home for English-speaking intellectually disabled adults albeit with a few rough spots along the way. QUAIL House operated at next to full capacity for 9 months with 5 permanent residents and one regular respite client for 9 months. In the spring of 2012, at the request of Pavillon du Parc, we attempted to integrate a 6th resident which proved to be an insurmountable challenge. He stayed with us for a three-month trial period after which he was transferred to another home. The particular nature of the resident upset the delicate balance of the House and actually brought to light vulnerable areas in our operations. Staffing changes were made and policies consolidated. Everyone, staff, residents and board members, found the period a trying one but life was back normal by the fall and we moved forward in a strengthened position.

Under the direction of the Caregiver/Manager, Joanna Gonzales, residential services, which include meals, personal care and assistance, supervision and transportation, were provided on a 24-hour a day basis by a fulltime three-member team, two part-time staff, one summer student for a 10- week period and several field placement students. Particular attention was paid to the quality and type of foods being served to which Joanna attributes marked positive behaviour changes in the residents. With only one of our residents leaving the house for a regular day program, staff focused more attention on developing occupational and recreational activities at home. Cutting and bagging kindling, beading, bingo, Wii bowling and bopping to tunes remain the favorite activities in the House.

Relations with Partners

QUAIL achieves its mission through partnering with other resources in the community. In 2012-2013 the QUAIL Board and staff devoted energy to consolidating these relationships.

Pavillon du Parc

There were several developments with Pavillon du Parc, our principal public partner. Firstly, they approached us about taking over the operation of a second residence, Residence Biron, in Masham. This of course was a flattering testimony to the success of QUAIL as a model for community living but was deemed by the Board to be beyond our current capability. Secondly, the Memorandum of Understanding with them was modified. We are now under contract with them for five full time places only; our respite bed with them has been closed. We are however able to fill it on a private basis.

On the operational level, our Caregiver/Manager interfaced regularly with the Social Worker assigned to our residents, Sonya Bourdeau who recently replaced Lucie Schryer. We continue to benefit from the services of a behavior counselor, Jean-Philippe Tremblay, who has become a good friend to the residents.

The official collaborative mechanism, the *Residence Committee*, composed of our P du P social worker and behavior counselor, Lorraine Berzins, representing the families, Joanna Gonzales, our Caregiver/Manager and myself met on 4 occasions. As per its mandate, the main focus of these meetings was the review of the personal situation of each resident, the setting up of their intervention plan meetings and the quest for meaningful daytime activities for them. In 2012-2013 all of our residents had up-to-date intervention plans.

Fondation Immobilière de l'Outaouais

La Fondation, owner of the property, continues to assume its responsibilities towards the maintenance and upkeep of the facility as defined in the House Maintenance Responsibilities document. Specifics of the various projects undertaken are covered in the House Maintenance Report. The Fondation advised QUAIL that a new contractual agreement will be concluded with us in the upcoming year that takes into account changes in their funding structure which will result in the downloading of certain costs to QUAIL, such as the cost of snow removal from decks and pathways.

La Lanterne

QUAIL continues to work collaboratively with La Lanterne, the organization providing day programs for the intellectually challenged in the region. Two of our residents were enrolled in the day program at the beginning of the year but one has been unable to attend since December due to declining health. Our youngest resident, who is no longer attending a once-a-week program in Shawville, is on the wait list at La Lanterne. As her social skills continue to improve so do her chances of being integrated into the program. On La Lanterne's end, the organization continues its pursuit of development funds for the expansion of their services to include more behaviorally challenged adults.

Transpo Adapté

Only one of our residents is receiving regular Transpo Adapté services: four trips a week to La Lanterne in Masham and once a week to Hull for bowling. Every Friday they drop off a day client from Alymer. The drivers have become part of the QUAIL family of friends.

Health Care Services

Our residents continue to benefit from the services of Gary Satenstein, a very generous and accessible family doctor at the Wakefield Medical Clinic. We are especially grateful for the support and interventions of Dr. Phil Hamilton, a member of the Chelsea community and physician at Hull Hospital, who played an instrumental role in the medical care of two of our residents this year. The Centre Dentaire Melançon & Nguyen Inc in Chelsea is now providing dental care to our residents and Joanna is delighted with their services as she is with the pharmacist, Isabelle Ménard, at Proxim in Chelsea who now supplies the medications for our residents.

Municipality of Chelsea

Soccer Chelsea allowed Pavillon du Parc to use their fields in the summer of 2012 to organize informal soccer outings for our residents and their colleagues from other parts of the territory. The recreation department has inventoried the needs of our residents and created a pilot social integration project offering free access for QUAIL residents and their companions to some of the programs that it feels might be appropriate such as Movie Night, Vie Active and basketball. Our residents have not yet taken advantage of the offer but it will be explored in the fall.

Algonquin College and the Western Quebec Career Centre

These two training centers continue to be a source of students looking for field placement. These students tend to come from the Nursing or the Personal Services Workers Programs. These field placement students provide valuable extra hands at peak times. Feedback from both institutions on QUAIL as a quality training ground for their students has been very positive. It is a win-win situation.

Elected officials

Thanks to an initiative by Marg Tardiff, MNA Stephanie Vallée, visited QUAIL House and expressed her admiration for what is being accomplished and her desire to assist in any way possible. There has been regular communication with Mathieu Ravignat's office as well which we hope to capitalize on in the coming year.

Community support

Aside from the above mentioned partnerships, QUAIL also enjoys the support of grass-roots community groups. We want to thank Chelsea School for the use of their building for our regular meetings and the Christmas Bazaar, St. Mary Magdalene Church for allowing QUAIL to use their hall in an emergency situation and for financial contributions, the Chelsea Nearly New Sale, the Angels' Share Concert and the Mike Fitzpatrick Memorial Golf Tournament (now known as Wakefield's Annual Fundraising Golf Tournament). QUAIL is clearly in the hearts and minds of the community.

Board Affairs

The Board was pleased to welcome two new members in 2012, Barb Humick and Jane Peddie, bringing the Board membership to ten. The Board held 6 regular meetings during the year.

As for the officers of the Board: Gail Hawley-McDonald remained as President, Andrejs Berzins as Vice-President, Jane Peddie replaced Margaret Tardiff as Secretary and Barb Humick replaced Robert Sears as Treasurer. David Maitland continued in the role of Board member responsible for House Maintenance and Wilma Bosman continued as special social events and volunteer coordinator.

Under the watchful eye of Andrejs, we continued oversight of our contractual responsibilities both as a service provider and employer. A draft personnel policy was presented to the Board and performance appraisals were conducted.

Barb Humick, the new QUAIL Treasurer, got up to speed on the QUAIL finances over the winter months and is supplying detailed monthly statements of revenues and expenses, allowing the Board to provide the necessary fiscal oversight. She also pays the bills, issues and delivers bi-weekly payroll cheques, and receives donations and issues charitable receipts. Both Robert and Barb deserve an enormous vote of thanks for having taken on the hands-on job of Treasurer.

The Fundraising Committee chaired by Gill Heginbottom had another successful year enabling QUAIL to make a \$10,000 investment. As always, a separate report will be tabled on their activities. Hats off to Gill and her committee for the ingenuity and sustained energy they invest in raising funds that go towards paying the rent and enhancing the lives of our residents.

Our Volunteers

Our list of faithful, dedicated volunteers is slowly growing. Keith Fagen remains a longstanding faithful volunteer, paying regular Monday afternoon visits to the House to perform maintenance and other upgrades and to socialize with the residents. Chris Holloway is also a regular volunteer at the House, in particular driving Gerry to visit his Mom at the home in Masham. Denis Delorme has been an outstanding addition to the volunteer pool, acting as a companion for Hugh taking him on weekly outings to Canadian Tire and doing guy things. We appreciate the work of our regular volunteer gardeners, Joyce Mason and Sue Buck; Christine Vanneste's volunteer translation services and Jennifer Gonzales weekly volunteer bookkeeping for the house keeping budget and the residents' personal expenses. And last but not least, our wonderful neighbors, particularly Monique and Jesse, who are regular drop-in visitors to the house! As always, anyone wishing to volunteer is encouraged to contact Wilma Bosman, our volunteer coordinator.

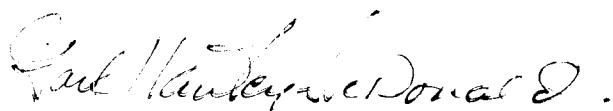
This year we lost Ray Daly, a valued friend and founding member of QUAIL. As Ray aged, his most pressing concern was ensuring his son Gerry would have a stable, loving family environment to call home. Before he died at the age of 99 he let it be known that he felt Gerry was in good hands at QUAIL.

Conclusion

Although this has been a good year on many fronts, like every year, it has had its fair share of challenges. These challenges forced us to examine some of our operations, including staffing, and to make adjustments that have allowed us to improve the quality of the services offered. I want to thank the Board members for their continued devotion and wise counsel on sometimes delicate matters. As QUAIL moves into its twentieth year of operation, this Board is committed

to carrying on the stewardship demonstrated by the founders of the organization, protecting QUAIL's mission and planning for the future. With QUAIL's future in mind, there are two questions that we will want to look at in the coming year: How do we see the future of the Jams? Secondly, does QUAIL need to continue the same level of fundraising over the long term, and if so, what should our strategy be?

This being said, we are looking forward to 2013-2014 as a year of celebration and commemoration.



Respectfully submitted by Gail Hawley McDonald – President
June 27th, 2013