



Amis de la santé mentale
Friends for Mental Health

ANNUAL REPORT 2024-2025



THE YEAR 2024-2025 IN NUMBERS

671 members have received services

420 new service requests

138 information calls

1,566 counselling sessions

299 attendance at courses and workshops

333 attendance at support groups

5,215 people met at our kiosks and events

15 volunteers

1,360 hours of volunteer work

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WORD FROM THE PRESIDENT



Nicole Vien
President

Already a quarter of a century into a new millennium! So much progress, so many possibilities. Major global issues continue to destabilize our communities, and people are experiencing uncertainty and often anxiety about their future. Community groups are serving increasingly vulnerable populations, and all of these issues seem to affect mental health. Friends for Mental Health remains a valued player in the West Island community.

The year 2024 was one of the most important years in our 43-year history. Several highlights are described in this report, but the biggest change was our address: a building search, a purchase, a renovation, a move, and the inauguration of our very own facility—warm, accessible, welcoming, and full of potential. Between the village and the lake, we are more visible and finally have the security and control of our workspace. Kudos to the entire team for your patience and determination.

Our Board of Directors remains solid, professional, and engaged, including professional backgrounds in finance, law, consulting, philanthropy, mental health, human resources, communications, engineering, education, and governance. Our staff continues to accumulate years of seniority. Our customer service receives a 100% satisfaction rating.

We look ahead to the coming year with cautious and realistic optimism. The economy will impact our donors and funders. Diligence is essential, and we are ready to adapt while continuing to provide quality services. We remain confident and committed to our mission, and we thank you for your valuable support.

Wishing everyone health and well-being,

Nicole Vien

WORD FROM THE DIRECTOR

As we close a year marked by major changes, I feel a deep sense of pride and immense gratitude toward everyone who contributed during this pivotal time for our organization.

The purchase of our own building and the major move that followed represented a significant turning point in our history. This large-scale project required a great deal of energy, adaptability, and collaboration. Despite the challenges, we succeeded in making this space a welcoming, safe and vibrant place for the families we support.

This success reflects the exceptional commitment of our team, our volunteers, our board of directors, and our partners. It is thanks to all of you that we were able to continue offering our services while laying a strong foundation for the future.

As a new year begins, I am filled with optimism. With a new space that brings us together and reflects who we are, we are ready to pursue our mission with even more strength and ambition.

Thank you for being part of this wonderful journey.
Wishing everyone health and well-being,



Isabelle Paquette
Executive Director

ABOUT US

Who we are

We are a non-profit organization that supports the friends and family of a person living with a mental health issue. We offer psychosocial support, information and training. Since 1981, we have been working to improve the quality of mental health services for our community. In close collaboration with other community stakeholders (professionals, hospitals, CLSCs and other organizations), we aim to raise awareness about the impact of mental health issues on people's lives.

A little history

On June 10, 1981, two mothers met to plan the creation of a support group for parents and friends of people with mental health issues. Their mission was to address the lack of adequate support and services for individuals with mental health issues and their families in the West Island. For many years, the organization was run by parent volunteers.

Forty-three years later, Friends for Mental Health is a well-established non-profit organization with 12 highly qualified staff, an experienced Board of Directors and over 690 people served last year alone!

Friends for Mental Health is the only organization on the West Island that provides services to people who have a loved one living with a mental health issue.



ABOUT US



Our mission

Support and equip the entourage of a person living with a mental health problem, for the well-being of all.

Our objectives

1. To promote mental health by providing counselling, education programs, support groups and other ancillary and related services to those in the entourage of a person living with a mental health problem.
2. To promote mental health by educating and raising public awareness of mental health issues with a view to breaking down the stigma associated with mental health problem through lectures or other public presentations and the distribution of information on this topic.
3. To do all things incidental and related to mental health promotion.

Our values

Authentic humanism: respect for the dignity and autonomy of the individual, with solidarity, authenticity and commitment.

Professionalism: knowledge, know-how and interpersonal skills that allow us to offer high quality services and to distinguish ourselves.

Dynamism: refers to creativity and action, such as to take action, to build, to create, to innovate, to dare, to accomplish, to achieve and to provide leadership.

Mental health issues we help our members with

- Borderline personality disorder
- Schizophrenia and psychosis
- Bipolar disorder
- Obsessive-compulsive disorder
- Depression
- Anxiety disorder
- Comorbidities (mental health issues and addiction)
- Perinatal mental health disorder
- Major undiagnosed disorders

ABOUT US



Area served

We serve the population of the West Island of Montreal. Approximately 73% of our members live in the region of the Centre intégré universitaire de santé et de services sociaux de l'Ouest-de-l'Île de Montréal (CIUSSS ODIM). We also offer our services to families who do not have access to these services in their region.

We acknowledge that FMH is located on traditional territory of the Kanien'kehá: ka Nation, which has never been ceded.

Diversity and inclusion

We are committed to being inclusive of our members and the general population. Since 73% of our members are English-speaking and 27% are French-speaking, our services are offered in both languages. Our team includes employees who can speak and/or understand the following languages:

- French
- English
- Spanish
- Arabic
- German

In order to offer services that are better adapted to the reality of our members, they have the opportunity to meet with our counsellors

- in person
- by videoconference
- by telephone
- by text

Our offices are open Monday to Friday from 9:00 a.m. to 4:30 p.m. Many of our group activities take place in the evening from 6:30 p.m. to 8:30 p.m.



A BIG DREAM COMES TRUE

After 43 years of serving the West Island community, our organization has reached an incredible milestone. On April 24, 2024, we realized a long-held dream: we now have a place to call our own. Thanks to the unwavering support and generosity of the Zhubin Foundation, we have moved into our very own building, an inspiring space that reflects our mission and values.

As our programs and community grew, our rented office space could no longer meet our needs. Today, we are proud to be located in a beautifully renovated former church in the heart of Beaurepaire Village, a peaceful and welcoming home for our members. This new chapter will allow us to grow, connect, and support the community in even more meaningful ways.

Our new address : 25, Av. Fieldfare, Beaconsfield



A SPACE DESIGNED TO BETTER SERVE

Located in a former church of nearly 6,700 square feet, our new premises have been fully renovated to meet the growing needs of our organization. The spaces are spacious, warm, and filled with natural light, creating a calming environment for both our members and staff.

We now have functional administrative offices, five private offices for our counsellors, a large conference room that seats more than 12 people, a welcoming kitchen, and ample storage space. Every detail has been carefully considered to support hospitality, teamwork, and overall well-being.



The Zhubin Room: A Vibrant Space at the Heart of the Community

We are also proud to introduce a new versatile space: the Zhubin Room, named in memory of Zhubin Moshir. This large event room offers the opportunity to host a wide range of activities and gatherings for a substantial number of participants.

Designed as a space for connection and community life, it is also available for rental by the public for events, workshops, and meetings. It stands as a strong symbol of our commitment to inclusion, shared experience, and remembrance.



A MEMORABLE DAY: OUR OPEN HOUSE

September 12, 2024 was a truly special day, one filled with connection, gratitude, and celebration. During our Open House, we had the pleasure of welcoming over 100 guests, including members, community partners, and local residents, who came to discover our new space and celebrate this major milestone with us.

More than just an official opening, this event marked our desire to deeply root ourselves in our new community. We were deeply honoured by the presence of our guests of honour, Simin Sarikhani and Zygmunt Marcinski of the Zhubin Foundation, whose generous support made this entire project possible.

We were also privileged to hear thoughtful and inspiring remarks from several distinguished guests:

- Mr. Amine Saadi, Director of Mental Health and Addiction Programs at the CIUSSS West Island – Douglas Mental Health University Institute
- Mr. Claude Pinard, President and CEO of Centraide of Greater Montreal
- Mr. Georges Bourelle, Mayor of Beaconsfield
- Ms. Françoise Vien, Founder of Friends for Mental Health

Their presence and words reminded us of the power of community collaboration and the importance of collective support in carrying our mission forward.

This joyful and heartfelt day helped us build new connections, increase our visibility, and symbolically anchor our presence in this new space – one that is full of hope and opportunity.



BOARD OF DIRECTORS

The Board of Directors is democratically elected and is composed of eleven (11) directors, a majority of whom are family members (user members) and a maximum of five (5) resource administrators (members of the community or other organizations).



Nicole Vien
President
Family member



Dominique Fortin
Vice-president
Family member



Khadidja Kedir
Secretary
Resource administrator



Anne-Sophie Leclair
Treasurer
Resource administrator



Gabrielle Guillon
Administrator
Resource administrator



André Morris
Administrator
Resource administrator



Raphaëlle Petitjean
Administrator
Family member



Martin Griffin
Administrator
Resource administrator



Mark Walford
Administrator
Family member



Cheryl Pratt
Administrator
Family member



Sue Shaver
Administrator
Family member

OUR TEAM



Isabelle Paquette
Executive Director



Alexandra Bellefeuille
Services and Communications
Coordinator



Emma Hamilton
Administrative Assistant



Moustafa Elrakhawy
Clinical Supervisor
Ph.D. Psychiatry



Julie Clément
Counsellor
B.A., TRAMd



Jessica Schiff
Counsellor
M.A. Social Work



Gabriel Coutu
Counsellor
M.A. Dramatherapy



Véronique Lagrande
Counsellor
M.A. Art Therapy



Melissa Davidson
Family Peer Support Worker



Hope Jaikaransingh
Community Agent



Tiffany Schapp
Awareness and Support
Agent



Emma Gosset
Awareness and Support
Agent

HUMAN RESOURCES



Becoming an employer of choice

In 2024, we made employee satisfaction and talent attraction a priority, with the goal of making Friends for Mental Health an employer of choice. To better understand our team's needs, we partnered with the Centre St-Pierre, which facilitated participatory workshops. These sessions helped identify areas for improvement related to well-being, recognition, and professional development. This initiative reflects our commitment to offering a healthy, motivating, and sustainable work environment.

Training courses taken by the team

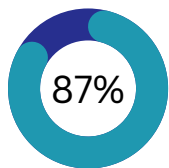
Throughout the year, we offer our employees the possibility of continuing education. A budget is set aside for this purpose. In order to provide optimal assistance to the members of the entourage and to offer services at the cutting edge of the latest advances in mental health, the staff has participated in several training sessions, including:

- LEAP Approach, by Dr. Xavier Amador
- Cannabis and Mental Health Course
- Couples, relationships and anxiety disorders
- Heroes of Hope: Suicide Prevention Course 2024
- Intercultural social work
- Proactive intervention with children aged 6 to 12 with ADHD and their parents
- Couple therapy in action, followed by a clinical discussion panel
- Lateral Violence: Working Towards Solutions
- Better understanding the reality of people who hear voices
- Neurodiversity & Women's Health: Shifting Perspectives, Transforming Care
- Raising awareness of the RECAPS program
- Compulsive hoarding disorder: intervention techniques
- Better Understand Autism, by Giant Step

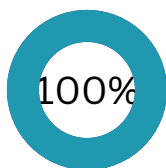
EVALUATION

Offering quality services that meet the needs of our members is paramount to us. In order to evaluate and quantify our customer satisfaction, we sent an anonymous online questionnaire to all our users. We asked them to evaluate all of our services and give us their feedback to ensure that we are providing all of our members with the best services, tailored to their needs. We had 36 respondents.

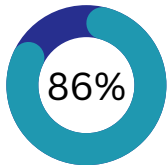
Here are the results:



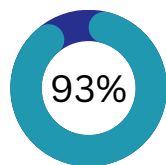
are very satisfied with our counselling services.



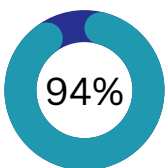
are satisfied with our group activities.



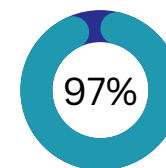
are generally very satisfied with the services they receive.



feel that the services have helped them cope better with their loved one's mental health problem.



consider that FMH has a good understanding of their users' issues.



would recommend our services to someone they know.

“

The services were incredibly welcome, as they were the first of their kind focusing on helping the family members trying to manage an extremely difficult situation, with their loved one, without direction. I had only encountered help for the person in crisis, and those being confidential, left me completely at a loss of how to cope, without causing more difficulty. These services allowed me to find coping mechanisms for myself and thereby enabling me to help my family.

“

There is a lovely, welcoming atmosphere at Friends which in and of itself helps to relieve stress and promote healing.

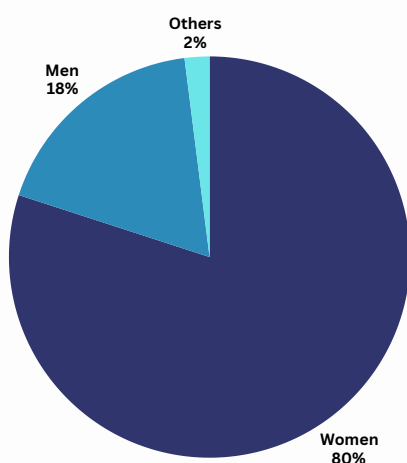
“

This support is essential in my life. With each meeting, I come away stronger and more determined to face the challenges of my [loved one's] mental health.

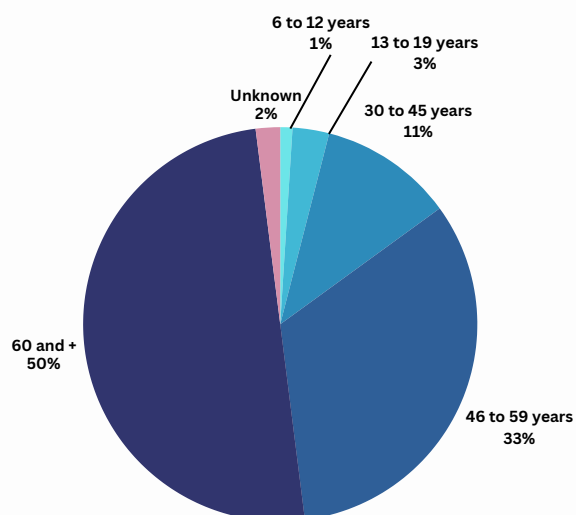
STATISTICS

Member profile

Gender Identities



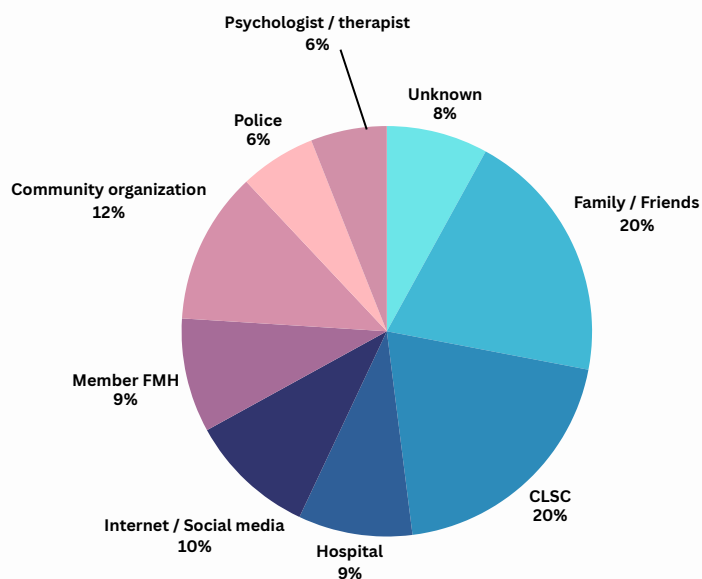
Ages



Referral

How do our members find out about FMH?

We receive referrals from many channels, whether it be through word of mouth, the CLSC, hospitals or other community organizations. Our ongoing efforts to maintain and build relationships with our partners and other community stakeholders remain a valuable tool in reaching West Island families.

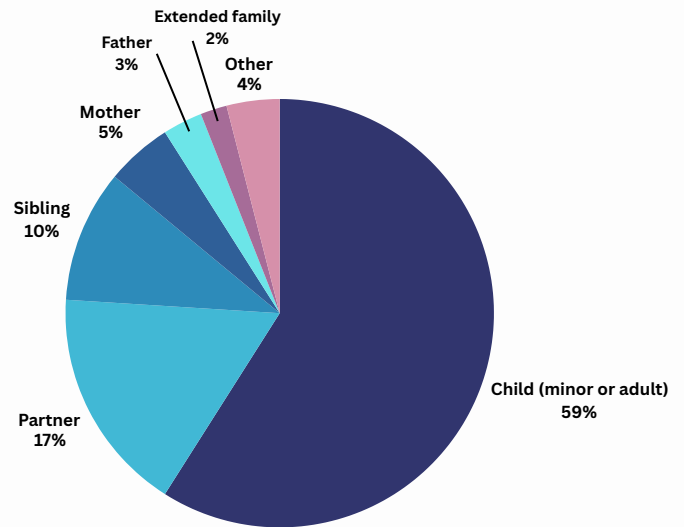


STATISTICS

Family members living with a mental health issue

Who do our members support?

The vast majority of our members accompany their children (minors or adults) living with a mental health issue (59%).

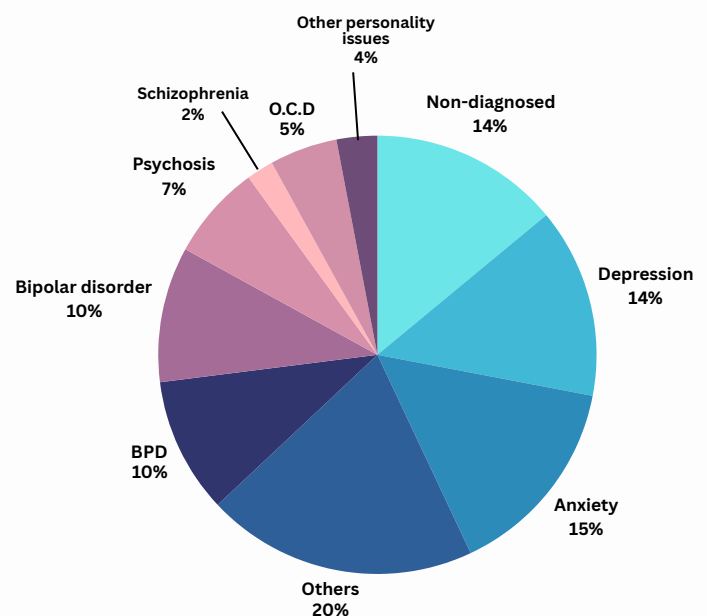


Diagnoses of loved ones living with a mental health issue

Which mental health issues are involved?

Our services are mainly requested by caregivers of loved ones living with anxiety (15%) and depression (14%).

We also noted that among our clients, a significant percentage (14%) have a loved one with no diagnosis. Knowing well that there can be significant barriers to obtaining a diagnosis in some cases, we are pleased to offer the support services that families need, regardless of their loved one's diagnostic status.



SERVICES

Psychosocial interventions

Counselling

Individual or group counselling aims to support the family members of a person living with a mental health issue. This follow-up aims to preserve the emotional and psychosocial balance of the family, thus promoting stability and greater autonomy for the person living with a mental health issue. This allows the accompanying persons to face their situation in a healthy way and to overcome the disorganization that results from a lifestyle centered on the mental health issue of their loved one.

1,566 counselling sessions
(1,687 in 2023-2024)

Family peer support

This year, we were able to offer our members the services of a family peer-support worker who provides support through her experiential knowledge.

37 family peer-support sessions
(20 in 2023-2024)



1,566

Counselling sessions, art therapy
and drama therapy sessions

240

Phone and email interventions

39

Court orders

1,845

(1,931 in 2023-2024)

Provisional custody for the purpose of a psychiatric assessment

Throughout the year, we assist our members and West Island residents in preparing to apply for a court order. The main purpose of a court order is to act as a preventative measure. It ensures that a person receives an assessment by trained professionals who can evaluate the level of danger in a given situation. Our counsellors are trained to help people better understand the challenges involved in a court order and to offer sound advice.

39 court orders
(30 in 2023-2024)

SERVICES

Psychosocial interventions

Art therapy - individual sessions

Art therapy involves the creation and exploration of artistic productions with an art therapist. Participants explore the difficulties associated with their loved one's mental health issue, the emotions and feelings they evoke and how to adapt to them using their inner resources. Thematic workshops invite participants to experiment with a wide variety of art materials. In a friendly and relaxing atmosphere, the art therapist presents a variety of creative exercises. The goal is to learn new approaches to understanding and expressing oneself. Art therapy is offered to people of all ages.

261 art therapy sessions
(179 in 2023-2024)



Dramatherapy - individual sessions

As an additional option to creative therapy, we also offer individual drama therapy sessions. Dramatherapy is a form of therapy that incorporates dramatic techniques. It is a creative space for goal setting, story telling, problem solving and emotional expression. It is offered to people of all ages.

73 dramatherapy sessions
(79 in 2023-2024)

Counselling for young caregivers

When someone close to them is living with a mental health issue, children and youth often struggle with difficult emotions, questions and guilt. It is important for these children to have a safe space to better understand and express their emotions. This is why Friends for Mental Health offers services adapted to the different realities of youth aged 6 to 29. It is possible for children and youth to participate in art therapy, drama therapy or counselling sessions.

51 youth clients
(33 in 2023-2024)

158 youth counselling sessions
(206 in 2023-2024)

SERVICES

Group activities



Courses offered:

- Calming and Preventing Crisis Situations (FR)
- A Caregiver's Guide to Understanding Borderline Personality Disorder (FR and EN)
- Understanding Hoarding Disorder (FR and EN)
- Understanding Anxiety (FR)
- Substance Abuse and Mental Health Issues (FR)
- Bipolar Disorder: A Path to Recovery
- Self-Harm and Suicide (FR and EN)

Workshops offered:

- Emotion Validation Workshop (FR and EN)
- Healthy Limits and Boundaries Workshop (FR)
- Navigating the Mental Health System

Courses and workshops

Facilitated by our counsellors, our courses and workshops are a great way for members to learn more about different mental health issues, how to better interact with others, and how to take care of themselves in the role of caregiver. They also provide a space for participants to share their experiences with others who are in similar situations.

All of our courses and workshops have been offered online on Zoom.

NEW!

This year, we offered our members two new courses: **Understanding Hoarding Disorder** and **Self-harm and Suicide**. These courses were created by our counsellors, with the needs of our users at heart. We have also worked to reduce the number of sessions offered for certain courses, with the aim of making them more accessible to all.

82 participants
(87 in 2023-2024)

47 meetings
(62 in 2023-2024)

299 attendances
(386 in 2023-2024)

SERVICES

Group activities

Support groups

At Friends for Mental Health, we recognize the importance of peer support. That is why we offer our members various support groups about different mental health issues, facilitated by one of our counsellors. These support groups are a safe and confidential place for people to talk with others who are going through similar situations. Participants learn strategies to better manage the impact of the mental health issues present in their lives, while benefiting from the mutual support of their peers.

NEW!

This year, we offered our members our first Dramatherapy group. Participants were able to try out this creative and active method of connecting with themselves and others experiencing similar issues, and exploring interpersonal relationships.

118 participants
(118 in 2023-2024)

66 meetings
(57 in 2023-2024)

351 attendances
(484 in 2023-2024)



Support groups offered:

- Borderline Personality Disorder Support Group
- Psychosis and Bipolar Disorder Support Group
- Men's Support Group
- Support Group for Anxiety and Depression
- Art Therapy Group for Adults
- Drama Therapy Group for Adults
- Art Therapy Group for Family Members of People with Autism
- Café Proche Aide (in collaboration with West Island Crisis Centre)

SERVICES

Group activities



Respite

Having a loved one living with a mental health issue can come with its own set of mixed emotions. As a result, caregivers often experience compassion fatigue. That is why we offer our members respite activities that allow them to take a break from the daily grind and refocus on their needs and happiness. Our respite activities also aim to create a sense of belonging and to allow for exchanges between peers.

NEW!

This year, the community had the opportunity to take part in guided meditation sessions during our **Meditation and Mindfulness Mornings**. Offered in a drop-in format, these sessions invite participants to experience a moment of relaxation and to manage their thoughts.

Activities	Meetings	Participants
Meditation and Mindfulness Mornings	22	99
Creative Art Hive	2	10
Inauguration Day of our new location	1	117
TOTAL	24	226

Year 2023-2024

40

280



SERVICES

Group activities

Conferences

Over the course of the year, we offer several educational conferences to the general public to raise awareness of mental health challenges. We have been fortunate to have various experts share their knowledge, expertise and experiences with our members and the community. At our conferences, we provide an opportunity for participants to ask our guests questions.

Our conferences have taken place online on Zoom and are open to the general public.



Conferences	Participants
Born to recover and thrive: Caring for yourself as the child of a mentally ill parent	18
Mental health caregivers in the West Island of Montreal: the current situation and tools to support you	40
SnoozzZfest : Everything You Need to Know About Sleep	12
TOTAL	70

Year 2023-2024: 9 conferences

208

OUTREACH PROGRAMS

Youth Program

Our school-based youth awareness program aims to meet with young people to raise awareness about mental health and contribute to destigmatization. We offer presentations and kiosks at various schools and community organizations. These presentations give participants the opportunity to learn more about the importance of taking care of themselves, the warning signs of a mental health issue, the strategies to adopt to help a loved one living with a mental health issue, and the resources available to them and their loved ones.



Awareness activities	Meetings	Participants
Presentations in school or community settings	4	85
Kiosks in school or community settings	22	2,850
Meetings with partners	48	-
TOTAL	74	2,935
Year 2023-2024	97	3,432

NEW!

We had the pleasure of offering **free dance classes for youth**, allowing them to explore different forms of dance in a nurturing environment. This initiative aims to support the mental health of young people by providing them with a safe space to move, have fun, and connect with others.

14 Danse classes

26 Youth participants



OUTREACH PROGRAMS

Program adapted to cultural communities

This program aims to reduce the stigma associated with mental health and to facilitate access to services for clients from various cultural communities. In order to better reach them, we collaborate with different organizations already established in their communities to offer them presentations on different topics related to mental health. Each presentation we give is adapted to meet the specific needs and characteristics of that particular community. In this way, we aim to increase the number of families who are aware of, and informed about, our service offer and those of our mental health partners.

Cultural communities	Meetings	Participations
Presentations about mental health to diverse cultural groups	29	590
Meetings with organizations working with cultural communities	14	17
Meetings with cultural associations and religious groups	13	15
TOTAL	56	622

Year 2023-2024

40

275



Furthermore, we work to increase our visibility and presence in cultural communities by offering kiosks and activities at various events in which they participate.

9 kiosks and events
(18 in 2023-2024)

780 individuals met
(1,768 in 2023-2024)

SPECIAL PROJECTS

Family Peer Support Hotline

In 2024–2025, our family peer supporter began collaborating with several community partners across Quebec to support the launch of the Family Peer Support Hotline. This initiative aims to provide compassionate listening and meaningful support to families and loved ones of individuals living with a mental health condition. Through this phone line, callers can speak with family peer supporters—individuals who are themselves relatives of someone with a mental health condition, and who have been trained to offer support grounded in understanding, empathy, and hope. Our involvement in this project reflects our commitment to expanding access to resources that meet the needs of families, while recognizing lived experience as a powerful tool for support and connection.

41 calls

2,024 minutes of phone support



**LIGNE D'ÉCOUTE
POUR LES PROCHES**
d'une personne vivant avec
un trouble de santé mentale

Besoin d'être écouté ?
Nos pairs aidants famille* sont là pour vous !

1 800 349 9915

lundi : 13 h - 16 h
mardi-mercredi-jeudi-samedi : 13 h - 18 h

*Ayant connu une expérience significative de soutien auprès de personnes qui vivent avec un enjeu de santé mentale, ils utilisent leurs savoirs expérimentels pour soutenir d'autres membres de l'entourage.

Logos of partner organizations: Institut de la santé mentale de Québec, Réseau de services de santé mentale, Centre de crise et de soutien, etc.



Café proche-aidance

At the end of the year, we launched a new support group in collaboration with the West Island Crisis Centre. This group is co-facilitated by a staff member from Friends for Mental Health and a staff member from WICC, and takes place in person at our offices. The goal of this partnership is to provide a safe, welcoming, and confidential space where caregivers of individuals living with a mental health condition can come together, share, and support one another. The presence of a WICC staff member also gives participants the opportunity to better understand the crisis services available, ask questions, and feel reassured about the support they can access during difficult times.

2 sessions

18 attendances

COMMUNITY OUTREACH

Kiosks and presentations

Each year we are invited to participate in several events throughout the region. These events are important to us as they allow us to have a presence in the community and increase our visibility.

Events	Meetings	Attendances
Presentations	8	173
Kiosks	12	705
TOTAL	20	878

Year 2023-2024

10

845



Communications

Following the strategic planning carried out in 2023-2024, the communications and marketing plan was reworked in line with our new orientations. Once again this year, our social media networks played a major role in our communications, helping to raise the organization's visibility in the community.

Social media	Followers	Views	Reach	Interactions
Facebook	3,746	349,900	130,300	7,000
Instagram	1,009	22,300	5,800	1,800

372,200 number of views of our publications
(219,813 in 2023-2024)

NETWORKING

As a community organization offering services to the family and friends of a person living with a mental health issue, we are certified by the **Confédération des associations de proches en santé mentale**. The CAP santé mentale is a provincial non-profit community organization whose mission is to bring together, represent, support and mobilize organizations working with the loved ones of people living with a mental health issue and to bring the voice of loved ones to the national level.



Community organizations and partners:

- CLSC Lac-St-Louis, Pierrefonds and Dorval-Lachine
- Lakeshore Outpatient Psychiatric Clinic
- Douglas Mental Health University Institute
- My Family, My Community Program
- West-Island Crisis Center
- West Island Women's Center
- Community Perspective in Mental Health
- Action jeunesse de l'Ouest-de-l'Île
- Centre multi-ressources de Lachine
- Literacy Unlimited
- Carrefour jeunesse-emploi
- Nisa Support
- Vent Over Tea

Tables de concertation and committees:

- Table de concertation en santé mentale de l'ODI
- Table de concertation régionale sur les personnes proches aidantes de Montréal
- Table de concertation enfance-famille-jeunesse de l'ODI
- Table de concertation petite enfance et jeunesse de Lachine
- Table de Quartier Sud de l'Ouest-de-l'Île
- Table de Quartier Nord / Comité Vivre ensemble
- Table des aînés de l'Ouest-de-l'Île
- Table des aînés de Lachine-Dorval
- Table de réflexion et d'actions interculturelles de Lachine



Community networking allows us to create links with other professionals in the field and to expand our network of contacts, but also to learn more about the resources available. This year, we organized several meetings with different community groups and sat on various tables and committees.



FINANCIAL REPORT

These financial statements were audited by Benoit Dubord CPA .

Income	2024-2025	2023-2024
MSSS Entraide	275,346\$	253,496\$
MSSS - Mesure 38	40,000\$	30,000\$
Centraide	99,372\$	98,461\$
CAP Santé mentale	51,457\$	34,240\$
West Island Community Shares	50,000\$	50,000\$
Municipalities and other	13,874\$	11,363\$
Donation	349,314\$	249,569\$
Membership fees	6,684\$	8,769\$
Interest income	5,106\$	10 979\$
Rental income	29,825\$	-
Amortization of contributions related to property, and equipment	16,238\$	-
Divers	2,716\$	1,324\$
Total	939,933\$	802,869\$

Expenses	2024-2025	2023-2024
Salaries and benefits	588,758\$	528,248\$
Contractual services	36,718\$	69,786\$
Travelling expenses	1,956\$	1,604\$
Advertising	11,854\$	14,598\$
Volunteer fees	1,384\$	1,200\$
Dues, conferences, training and documentation	9,444\$	12,259\$
Rent	24,821\$	33,095\$
Insurances	16,252\$	4,548\$
Telecommunications	3,971\$	4,831\$
Office expenses	21,423\$	11,075\$
Professional fees	5,912\$	6,234\$
Bank fees	1,436\$	1,447\$
Building maintenance, taxes and repairs	38,295\$	-
Building acquisition costs	16,162\$	-
Amortization of fixed assets	21,436\$	1,130\$
Meetings and activities	7,151\$	12,290\$
Total	806,973\$	702,345\$

Surplus	132,960\$	100,524\$
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The Board resolved to use an amount of \$357,847 from the reserve for relocation purposes in 2024-2025.

FUNDERS AND DONORS

We would like to thank all of our funders and donors without whom it would be impossible to continue our vital mission to the community.

Centre intégré
universitaire de santé
et de services sociaux
de l'Ouest-de-
l'Île-de-Montréal

Québec

 **partageaction**
West Island Community Shares



Centraide
du Grand Montréal



**The Zhubin
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Desjardins

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BEACONSFIELD



*The Lakeshore
Civitan Club*



DORVAL



Bienvenue à
Baie-D'Urfe!



**Merging Waters
United Church**

PRIORITIES FOR ACTION 2025-2026

Increase the organization's visibility and recognition

We aim to strengthen our outreach to the public and key stakeholders in order to expand our client base and enhance awareness of the vital role of mental health caregivers. This priority will involve the development of targeted communication strategies, the establishment of new partnerships, an enhanced presence on social media, improved access to information, and greater involvement in community events and awareness initiatives.




Strengthen the organization's financial autonomy

We will work to ensure the long-term sustainability of the organization by implementing diversified and well-structured funding strategies. This includes donor retention efforts, fundraising campaigns, space rentals, and the development of revenue-generating activities.

Strengthen internal structure and service quality

We will focus on continuously improving our organizational structure and service quality by clarifying service standards and formalizing internal practices. This also includes positioning the organization as an employer of choice through the development of attractive human resources policies, improved working conditions, and regular evaluation of organizational impact.



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