



## **133<sup>rd</sup> ANNUAL REPORT**

**2012 – 2013**

### **OUR MISSION**

To promote health and well-being  
among pregnant mothers  
whose babies are at risk of being born too small  
because of low socio-economic status

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## Members of the Corporation

### BOARD OF DIRECTORS 2012-2013

#### Executive Committee

Mrs. Dominique Lapierre – President  
Mr. Daniel-Marc Paré – Vice-president  
Mrs. Elizabeth Jarry – Treasurer  
Mrs. Florence Lucas – Secretary

#### Other Directors

Mrs. Enriqueta Alvarez  
Mrs. Christine Baudouin  
Mr. Jean-Marc Demers  
Mrs. Julie DesGroseilliers  
Mrs. Sara Paré  
Mrs. Simone Saint-Germain-Roy  
Mrs. Christina M. Smith

#### Other Corporation Members

Mrs. R. Arsenault	Ms. M. Godard	Mrs. D.G. McDougall
Mrs. B. Auclair	Mrs. S. Goldbloom	Mr. J. Morin
Dr. K.J. Barrington	Ms. C. Guérin	Mrs. S. Murphy
Mrs. A. Bérard	Mrs. D. Guttman	Mrs. P. O.-Scott
Mr. L. Bigras	Dr. A. Janvier	Dr. C. Paré
Mrs. D. B.-French	Mrs. S. Jobin	Mrs. G. Pépin
Mrs. É. Brunet	Mrs. A. Kardos	Mrs. M. Pike
Mr. F. Charette	Mrs. M. Labelle	Mrs. M. Poulin
Mrs. F. Charron	Mrs. N. Laferrière	Ms. L. Quinton
Mrs. L. Chevalier	Mrs. F. Laflèche	Mrs. F. Raimondi
Mrs. H. Côté-Sharp	Mrs. L. L.-Lagacé	Mrs. L. R.-Dandonneau
Mrs. E. Curran	Ms. C. Laprise	Mrs. H. Rutledge
Mr. G. Cyr	Mrs. H. Laurendeau	Mrs. J. Sentenne
Ms. M. Dallaire	Mrs. L. Laviolette	Mrs. S.W. Smith
Mrs. L. Desaulniers	Mrs. A. Lecoq	Mrs. J.E. Smyth
Mrs. L. D.-Joubert	Mrs. C. L.-Jude	Mrs. A. Soden
Mrs. L. Douville	Ms. M.-C. Lemerise	Mrs. J. Staniforth-Clark
Mrs. E.A. Dubé	Mrs. P.A. Leus	Mrs. L. Teryazos
Mrs. B. Dupré	Mrs. A. Ligot	Ms. M. Vallée
Ms. G. Ewan	Mrs. C. L.-Lortie	Mrs. K. Vaughn
Ms. I. Fontaine	Dr. A.C. Macaulay	Mrs. L.C. Webster
Mrs. G. Fortin	Mrs. C. Maestracci	Mrs. D. Werleman
Mrs. J. Foster	Mrs. M. Malewski	Mrs. E. Whitton
Mr. M. Fovero	Mr. C. Marchand	Mrs. R. Wilson
Mr. R.C. Gauthier	Mrs. M.O. Matheson	Mrs. N. Wright
Mrs. E. Glenn		

## Personnel

**Executive Director**  
Marie-Paule Duquette

#### Dietitians (counselling)

Véronique Binek <sup>1</sup>  
Lise Comtois <sup>1</sup>  
Suzanne Lepage  
Émilie Masson <sup>2</sup>  
Emmy Maten <sup>3</sup>  
Karen Medeiros <sup>1</sup>  
Véronique Ménard  
France Proulx-Alonzo  
Dina Salonina  
Jaimie Yue <sup>1</sup>

#### Dietitians

(training and research)  
Annie Brodeur-Doucet  
Jackie Demers <sup>2</sup>

#### Perinatal Educators

Selma Buckett <sup>1,3</sup>  
Carole Ann Girard <sup>1</sup>

#### Child Educator

Rosy Buonocore

#### Receptionist

Gisèle Lalande <sup>4</sup>  
Malaïka Lafleur

#### Computer Programmer

Phuong Lan Pham

#### Office Assistant

Judy Silva <sup>1</sup>

#### Assistant – Professional Affairs

Janine D. Choquette

#### Assistant – Administration

Nathalie Choquette

## Scientific Advisory Committee

Dr. S. Dubois	Mrs. L. L.-Lagacé	Dr. A. Papageorgiou
Dr. J. E. Brown	Dr. A.C. Macaulay	Dr. P.B. Pencharz
Dr. R.A.H. Kinch	Dr. J.M. Moutquin	Dr. S.M. Weber

1. part time
2. maternity leave
3. IBLCE certified lactation consultant
4. retirement

## Message from the President and the Executive Director

Dominique Lapierre has completed her first year as president of the Board... whilst Marie-Paule Duquette has completed her 32<sup>nd</sup> year as executive director of the Dispensary! Once again, the entire team has accomplished wonderful work in the last months. We wish to thank all employees for their dynamism and professionalism which further enhances the image of the agency. They are at the heart of the Dispensary.

Upon reading the annual report you will note that the dedication of the personnel is reflected in our results. This year the rate of low birth-weight babies was 3,2% compared to at least 10% of a similar population at large. Our team regularly receives positive feed backs from our mothers and their families, confirming that the Dispensary services make a big difference.

### Strategic Planning and Governance

The strategic planning has taken on several dimensions this year. The Board has made its mission to ensure the continuity of the Dispensary. To accomplish this, several approaches were taken; these included an evaluation of the cost of services, the overhaul of human resources policy, the administrative structure as well as planning for a successor to our present director, Marie-Paule Duquette. A thank you goes to Daniel-Marc Paré, Christine Baudouin and Elizabeth Jarry for the work accomplished. A special thank you goes to Anne Ménard of Banque Nationale for her input.

The Board has opted for new means of communication with the application of the Dropbox tool, a chart for following up on various files as well as a notebook for administrators. These promote efficiency in exchanges as well as keeping members of the Board up to date. The Board met five times this year, the rate of turn-out and involvement was noteworthy. Various committees of the Board met regularly throughout the year. We thank the Board members for their dedication.

Two members of the Board, Eileen Curran and Paule Ouimet-Scott, left during the course of the year. Mrs. Curran was a great help in strategic planning during her one-year tenure whilst Mrs. Ouimet-Scott, a Board member for four years, was involved in soliciting various foundations as well as brainstorming for strategic planning. Florence Lucas filled one of the vacant seats in the fall of 2012. We sincerely thank these members for their contribution to the cause of the Dispensary.

In addition, we have the pleasure of welcoming the following new members of the Corporation: Keith Barrington, Gail Ewan, Michael Fovero, Annie Janvier, Chantal Laprise, Marie-Christine Lemerise and Leslie Quinton.

### Communications

Effective communication is one of the fundamental tools identified as essential to the survival of the Dispensary. The communication committee, under the leadership of Jean-Marc Demers, has begun implanting a plan. A new brand image as well as communication tools are being developed for our fund-raising campaign and our special-event programs. A thank you goes to Agence Braque for the many volunteer hours.

## Special Projects

### Computerizing the Dispensary

After the initial steps covered by dietitian Jackie Demers, dietitian Annie Brodeur-Doucet took over and, with the support of Board members Jean-Marc Demers and Daniel-Marc Paré, has been working on a project for computerizing client files at the Dispensary. The project, being funded by the J.W. McConnell Family Foundation, will completely computerize the Dispensary activities. It will continue for 2013-2014. We sincerely thank the foundation for supporting such a large endeavor.

### Nutritious Food Basket

The Nutritious Food Basket is a measure of food security. This tool could be used as well for educating the consumer and asset community workers alike. The Dispensary intends to explore sources of financing for this project.

### Financial Support for Services to our Mothers

Financial backing for non-profit agencies is a challenge that is becoming ever more difficult to overcome. The Dispensary is no exception to this reality. It is ever more challenging to obtain financial backing for the day-to-day operations of our agency: special projects generally are the avenues to explore for sources of funding. We have faced a deficit for the past two years. The Board had decided to live with this deficit since our financial reserves accumulated over time (from special projects) permitted us to continue the same quality services to our mothers. Nonetheless, a rectification plan is being worked on for 2013-2014.

We wish to thank the provincial, federal (Public Health Agency of Canada) and municipal (City of Montréal) governments for their unfailing support. The grants from these various levels of governments amount to \$694,282, which represent 44% of our total budget. Without their invaluable support, the Dispensary could not help so many mothers in need.

Our three-year agreement with Centraide came to an end this year. Our agreement has been renewed with a reduction of \$45,500. We are grateful for Centraide's support since 1975.

To fill the remaining gap in our budget, we benefit from the support of many foundations and individuals who respond to our requests. This year, our fund-raising and sponsorship campaigns as well as foundations' donations (A special thanks to Christina Smith for her involvement with the foundations) raised \$150,643, which was \$37,916 less than last year. A heartfelt thank goes to all who give so generously as well as to the campaign committee chaired by Sara Paré and to all solicitors who call upon their family and friends to help meet our objective.

There was a novelty this year. The special-event committee launched the first edition of the "*Lunch bénéfique de la fête des mères*" with results bearing fruits mainly for the 2013-2014 year. Nonetheless, the monies raised prior to March 31<sup>st</sup> for this event are shown in the 2012-2013 financial report. A heartfelt thanks to our *présidente d'honneur*, Jennifer Chan of Merck Canada, to our ambassadors who bravely jumped into this first adventure, to the organizing committee, led by Enriqueta Alvarez, who each Monday morning was on line to follow up on progress, to the Cava Rose Agency for their great ideas as well as their professionalism, and to all our sponsors and partners for their support.

We are extremely grateful to Florence K, our spokeswoman, for her support. She was present at the special Holiday breakfast with our annual campaign solicitors, took part in the television "*grand saut* » on behalf of the Dispensary, kindly donated some of her

honorarium and accepted to be our special guest, with her mother Natalie Choquette, at the "Lunch *bénéfice de la fête des mères*".

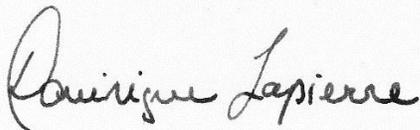
Finally, we would be amiss in not mentioning the renewed contribution from organizations who, year after year, plan benefit activities for the Dispensary. Just to mention a few, these include the Holiday Season "*Grande bouffe*" at Telefilm, the special collection at the Unitarian Church of Montreal on a Sunday in December, and donations from many churches.

We wish to thank all our financial backers who enable us to help thousands of babies have a healthy start in life as well as enable their mothers to live their maternity in a more serene fashion. In addition, supported mothers are better equipped to look after their families.

### **An Action-packed Year to Come**

The year 2013-2014 promises to be as action-packed as 2012-2013. In addition to meeting the challenges of funding, the Board is planning a change in leadership for the fall. New partnerships with foundations and corporations will be explored. Communication will be the cornerstone of our desire to increase the visibility of the Dispensary. With this in mind, the next step for the communication committee will be the presentation of a new logo to be unveiled shortly, an increase in the use of social media as well as updating our web site.

With our reiterated thanks to all those mentioned above, we also wish to express our gratitude to our devoted volunteers and partners for their invaluable contribution to the cause of the Dispensary.



Dominique Lapierre  
President



Marie-Paule Duquette  
Executive Director

June 18<sup>th</sup>, 2013

## The Dispensary: Emphasis on Genuine Acceptance!

The entire work of the Dispensary consists of accompanying each pregnant woman who is living in poverty to make sure with her that her baby will be born healthy, and with her partner – when he is present – so that she may welcome the baby feeling serene and well prepared in spite of the difficulties she is facing.

It is a well-known fact that the shaky socioeconomic situation of the mother increases the risk of her giving birth to a low-birth-weight baby. This can affect negatively his physical and mental health throughout his life, in which case everyone loses:

- first, the child who will have to struggle to catch up his slow start;
- then his family, who will have a more difficult time in raising him than it would have raising a healthy child;
- and finally, society who will have to provide more health care and social services than it would to a child born at a healthy weight.

The mission of the Dispensary is to do everything it can so that babies are born at a healthy weight. It thus participates in the well-being of the entire community.

### A Unique Method: Outstanding Results

The Dispensary can boast unparalleled results with its clientele: statistics show that at least 10% percent of mothers living in poverty give birth to low-birth-weight babies. For mothers seen at the Dispensary over a thirty-year period (1983 to 2013), this rate has dropped to 4.6%. Our results on prematurity are also very satisfying. From these results, we were able to assess at the end of the nineties that every dollar invested at the Dispensary saves society at least \$8 in health care only.

The nutrition counselling method developed by the Dispensary in the fifties, the "Higgins Method"® from the name of the woman who designed it, consists in establishing a privileged relationship between the expectant mother and her nutritionist. A feeling of confidence is established between the two during the six prenatal visits and the three postnatal ones. This allows the nutritionist to convey a fundamental message: there is a direct link between her eating habits and her own health, the health of her baby to be born and that of her family, for their whole life!

**2012-2013 in brief!**

**≈ 2 000 women followed**

**1 324 births**

**\$780 per mother & baby**

But how can one eat well when one has little money, little knowledge in the matter, when one has just arrived in this country, when one has no yardstick and is isolated?

In fact, the women who come to the Dispensary are part of groups particularly affected by poverty:

- more than 75% are from a visible minority;
- 50% have been living here for less than two years;
- 43% have two or more children to feed;
- 15% are single parents;
- 14% have less than 10 years of schooling.

The income of the women followed in 2012-2013 comes from the following sources:

- 40% inadequate income;
- 28% social security;
- 22% employment insurance;
- 6 % none;
- 6 % other (loans and scholarships, savings, etc.)

## Food and Vitamin Supplements, STM tickets, and More!

During the first meeting, the nutritionist evaluates the nutritional profile of her client. She makes recommendations according to the information obtained and offers tips adapted to the client's culinary culture that will help her correct her way of eating. This will optimise her calorie and protein intake needed for the development of her baby. More than 80% of the women seen at the Dispensary present risks requiring corrections, such as close intervals in the pregnancies, thinness, stress, malnutrition, etc. It is huge.

Furthermore, as its clients do not have the income to satisfy their nutritional needs, the Dispensary gives them a litre of milk, an egg, a tablespoon of ground flaxseed and one multivitamin per day. It is the quality of the bonding of the mother to her baby, developed particularly throughout her appointments with her nutritionist, that offers the Dispensary the assurance that the client will take these supplements and not offer them, all or in part, to her other hungry children. The stakes are important and the message heard!

As the clients of the Dispensary live all over the Island of Montreal, some are offered bus or metro tickets to cover their expenses to come for their consultations and group activities. Again, this is done to ensure that nothing is holding the mothers back from coming to the Dispensary.

Another way that the Dispensary uses to help its clients is to give them perishable foods received from Montreal Harvest on a weekly basis. A bag or two of fruits, vegetables, yogurt, bread, etc. are always appreciated.

However, beyond the nutrition counselling and the supplements, the Dispensary proposes a whole array of workshops, tools and resources to support, inform and develop the parenting skills of the mother while giving them the opportunity to meet other expectant mothers and discover, for many of them, the customs and ways of their new city.

### Welcome to Dads!

During the consultations with the dietitian as well as in the workshops (except the contraception one).

And, if they are not working or at school, our fathers participate:  
400 dads, ≈ 950 attendances.

## What is this Big Green Flower?

Well yes! When one is used to cooking manioc or the plantain banana, it is not obvious to know what to do with broccoli, squash, apples or cranberries, these strange fruits and vegetables that are found in Montreal stores.

### On Mondays: Healthy Cooking

This is why every Monday, workshops in cooking healthy foods at low cost are offered unless a visit to discover the Jean-Talon market is planned! The nutritionists make the most of these courses to present the basic elements that constitute healthy eating. They introduce their clients to our everyday foods, such as muffins, peanut butter cookies, salmon pâtés, spaghetti sauce, etc.). They also value dishes from other countries (falafel, hummus, sticky rice, etc.). And, while the dishes are cooking, why not take 10 minutes to execute a few dance steps or stretching exercises!

### On Tuesdays: Breastfeeding Workshops and Clinic

Tuesdays are dedicated to breastfeeding. During the nutrition counselling sessions, the dietitians encourage their clients to seriously consider breastfeeding, not only for the quality and benefits of the mother's milk but also because it is free and easily available. To help prepare the mothers, two workshops are held on Tuesday mornings (Advantages and Positions) by two midwives and our educator who, with the nutritionists, complete the Dispensary's professional team. During the afternoon, the mothers who encounter difficulties breastfeeding may come for a consultation (this is also possible throughout the week). If needed, a home visit is possible.

Breastfeeding is another success for the Dispensary: more than 95% of our mothers initiate breastfeeding; 75% of them still do at six months. Forty-seven percent of the latter exclusively breastfeed at that age.

Pediatric residents, trainees in nutrition, social work and special education are interested in the work of the Dispensary. They come to spend a day or several months with us. Occasionally, they prepare and offer additional workshops ("Baby has a Cold" "Jealousy between Siblings" "How to establish a routine", etc.). These are often presented on Tuesday afternoons and are very much liked by our clients.

The work of the Dispensary being much appreciated by the pediatric residents of the *CHU de Sainte-Justine*, they have facilitated access to a clinic for our mother's children. When our nutritionists or midwives detect children needing medical assistance, they send them to this clinic where they will be seen by a member of a team directed by Dr. Marie-Hélène Lizotte.

### **On Wednesdays: Purees and Knitting**

After the baby is born, the mother will meet with her nutritionist, three times in average, who will make sure the baby is doing well. When the baby is three months old, the mother is called regarding the workshop on the introduction of solids and feeding the 1-to-5 years old children. It is the opportunity to remind them of Canada's Food Guide recommendations for baby and the whole family.

For years, Wednesday afternoons have been dedicated to the knitting workshop. This is the occasion when future mothers and breastfeeding ones can quietly meet while the babies of the latter are well being looked after in our nursery, thanks to volunteers. Mothers talk about childbirth, babies, and get busy organizing get togethers.

### **On Thursdays: Preparing for Delivery, Baby Care, Etc.**

On that day, our two midwives are back at work: workshops on preparing for delivery, contraception, taking care of the baby, first aid, baby massage, etc. This baby-dedicated day is very popular.

### **On Fridays: Special Activities or Recreational Outings**

It's Friday, we relax! This is the day when we celebrate special events (Christmas, Valentine's Day, Mothers' Day, Halloween, etc.). Once a month, Maria Revilla from the Youth Library in the Peter-McGill district leads a workshop of children's tales. On Fridays, mothers can get together for outings... in winter, at museums, sledding or visiting the ice hotel... in summer, in the parks, on the various festival sites, in Old Montreal and Old Port... in the fall, at the Botanical Garden...

### **A Full Week**

All these workshops started about 16 years ago, under the initiative of our Director, Marie-Paule Duquette, who has been working at the Dispensary for 45 years. The purpose of these workshops is not only to complete or complement our nutritionists' work but also to enrich it with a social dimension, offering our clients occasions to be and feel less isolated. They make friends, learn more about their city and feel reassured when the time comes for them to bring baby into a world that they will now know better.

With perinatal nutrition as a starting point on which it has the expertise, the Dispensary's approach is one of education and guiding that cuts short, before birth, the damage poverty can cause. After coming to the Dispensary, each woman, and each accompanying father, has acquired knowledge that undeniably will improve the whole family's quality of life.

## Other Activities

Services to mothers and their babies are at the heart of the activities of the Dispensary. In addition, there are a number of interconnected activities in **research and evaluation**, and in **training** and **communication**.

### RESEARCH AND EVALUATION

#### Evaluation of our services

At the Dispensary, evaluating the quality of services provided to clients has always been a priority. During the eighties, computers being available, the Question & Answer database was used to gather the parameters given by dietitians on each mother, thus facilitating the verification and analysis of the outcome of the pregnancies. Then, the written data on all our other activities – group workshops, fund-raising campaigns, etc. – were progressively integrated in this computer system adapted to the needs of the Dispensary.

In the project currently underway, thanks to a grant from the J.W. McConnell Family Foundations, we are fully integrating our data in a modernized computer system and thus foregoing the use of paper. As it was the case in our first steps with computers, some 30 years ago, this initiative is first being set up for the elements needed in the application of the "Higgins Method"<sup>®</sup> », from registration of the client to the follow-up during pregnancy and then of the baby. This must be done in respecting confidentiality, the security of the data and maintaining the warm counselling climate appropriate to favour the outcome of pregnancies at the Dispensary. Once this challenge met, our other activities will also be integrated in the system. Thus, all statistical data needed for the evaluation of our services will be readily available.

Once completed, this intramuros evolution will have equipped the Dispensary with means to increase its extramuros activities. The results of a survey conducted throughout Canada with dietitians and with people working in the Canada Prenatal Nutrition Program agencies showed that 93% of respondents would be interested in the information and training that the Dispensary could provide. However, these respondents also identified both the cost of the services and the time required as obstacles. Partners will be necessary to make this project available.

#### Research-in-action

In addition to the evaluation of our services which requires daily input, regular research-in-action activities take place, at different times. They are the following:

- tallying food prices for the "Cost of the Nutritious Basket" comes around three times a year (in January, May and September);
- survey of the cost of other goods and services is conducted in June for our fall publication of "Budgeting for Basic Needs and Minimum Adequate Standard of Living";
- counting extra food donations given out to families is done as our input to the Montreal Harvest's publication "The Number of Hungry". This year, the survey showed that 461 families, i.e. 1,407 individuals received food from the Dispensary during March 2013. Among these families, 6% had no income, and 3% were living with parents, friends or in a group shelter;
- a phone survey of our clients' participation in group activities is also a yearly endeavour. This telephone survey, conducted by McGill University medical students assigned to the Dispensary by the McGill Community Health Alliance Program (CHAP), serves as the basis for the reports on our food security activities that we provide to the *CSSS de la Montagne* and the City of Montreal.

#### Food Security

In addition to these regular activities, additional special projects often require the Dispensary's expertise. During 2012-2013, it was again food security that was the topic on which such activities were centered with our Nutritious Food Basket (NFB) as a useful tool in its evaluation. While the project in the James Bay region ended this year, the *Lanaudière* region is getting ready to verify the cost of the NFB in its stores next fall.

## Cost of the NFB in Cree Communities

The report for the "ACCESS TO A NUTRITIOUS FOOD BASKET IN EYYOU ISTCHEE" project was delivered in March 2013. This James Bay nutritionists' project has shown that, in the region stores, the cost of the NFB was the highest recorded in any of our studies on the subject; it represents as much as 80% of the income in low-income families.. A statistically significant difference was noted according to remoteness of the cree communities: the cost of the NFB was higher in the four very remote communities, located on the coast of the bay, compared to the five closer ones which are inland.

## SVPNUTRITION

Our *service virtuel périnatal en nutrition* – SVPNutrition – is available thank to a grant from the Public Health Agency of Canada

This service is part of our research activities as well as our training ones:

- **research** the scientific literature to nurture the users with credible information on the various subjects that concern them in the care they provide to mothers and their children;
- **training** of the users, care givers in community agencies providing perinatal services in Québec.

Following an evaluation of the interactive site with its users, technical and visual modifications were made to render it more dynamic and user-friendly, and info-letters and the use of social medias were added to the site.

In 2012-2013, the number of active users has reached 80. These individuals work in 51 agencies located in 15 socio-health regions in Québec. Through the project, these care givers had the opportunity to:

- look up 31 questions & answers put online, 11 of which were new additions during the year;
- receive 16 info-letters;
- participate in five webinar training sessions.

## TRAINING

On February 7<sup>th</sup>, 2013, dietitian Véronique Ménard gave a three-hour lecture titled "*Problématique de la femme enceinte en milieu défavorisé : approche du Dispensaire*" to dietetics and nutrition students at the *Université de Montréal*.

During the year, the Dispensary welcomed students in the following socio-health fields:

- **dietetics and nutrition:** four students, two from the *Université de Montréal* and two from McGill University, for a six-week training in community nutrition;
- **social pediatrics:** 33 residents were with us for a day of observation of a breastfeeding workshop and nutrition counselling interviews;
- **technique sociale:** two *Cégep du Vieux-Montréal* students in training four days a week during 20 weeks;
- **spedial education:**
  - one *Cégep Marie-Victorin* student, with us one day a week during 10 weeks;
  - four *Cégep du Vieux-Montréal* students for a 20-hour training period.

Following a request of the *Groupe-conseil Saint-Denis*, a student in office automation was with us for 20 days.

## Continuing Education of our Staff

In order to continue training others, the Dispensary allows its staff time for continuing education, on site as well as outside. The team of care givers:

- participate in a journal club held every other week;
- met three times with a child psychiatry resident, discussing high-risk cases;
- followed the training on keeping the clients' files offered by the *Ordre professionnel des diététistes du Québec*;
- registered in training sessions organized by various organizations.

## COMMUNICATION

Our studies on the cost of the NFB arouse interest not only in the medias but also generate requests for talks on food budgeting at home.

### In the medias

The Dispensary participated in a radio program on eating at low cost at Radio Canada.

In its press release about the program "Merck for Mothers", the company mentioned the Dispensary as one of the sites in which its staff offered a full day of volunteer work.

Dietitian H  l  ne Laurendeau, ex-member of the Board of Administrators of the Dispensary, published the results of the study on the cost of the NFB in *Ricardo*, a French language magazine issued last January under the title "*L'alimentation    deux vitesses, une r  alit  *".

Andr  e Cousineau, a student in journalism, came at the Dispensary to prepare a video on the fight against poverty and food insecurity.

### Presence in the social medias

In March, the Dispensary converted its *Facebook* individual page into a professional one in order to better inform our friends and partners about our projects. This new page is available on the site <https://www.facebook.com/dispensairedietetiquede.montreal>.

### Conferences, Representations, Etc.

The expertise of the Dispensary's dietitians was solicited for presentations to various groups. Thus:

- on April 26, the results of our study "*  tude sur les pratiques et perceptions li  es    l'alimentation*" was presented to the *Table de concertation* of the CSSS Champlain;
- the workshop "Eating Well at Low Cost" was given:
  - to four groups of some 20 women each, these women being head of one-parent families registered in orientation and job searching programs funded by *Emploi Qu  bec*;
  - on November 16, to a group of women from the "*Accueil aux immigrants de l'Est de Montr  al*";
- on October 11, the workshop "Nutrition in Pregnancy" was presented to a group of young women at *L'Envol*.

For her part, the Executive Director presented the results of the "*  tude sur la d  termination du co  t du PPN dans trois r  gions du Qu  bec*":

- on May 6, to the *Rapporteur sp  cial des Nations Unies sur le droit    l'alimentation*, Mr. Olivier De Schutter, underlining the stakes of an insufficient food intake in disadvantaged populations;
- on May 24, to the *Comit   d'action en s  curit   alimentaire de Laval (CASAL)*;
- on May 28, to the *Table de concertation sur la faim et le d  veloppement social du Montr  al m  tropolitain*;
- on September 14, to the *ministre de la Solidarit   sociale et du Revenu's* advisory group on solidarity;
- on September 20, to the *Groupe de r  flexion et d'action en s  curit   alimentaire de Parc-Extension (GRASAPE)*, on the issue of establishing a healthy and durable food system.

In addition, staff members went out 30 times to present the work of the Dispensary to groups of employees during the Centraide campaign.

### Intra-muros

Each year, the Dispensary welcomes individuals and groups. In 2012-2013, there were some 20 people who came to visit either for ad hoc collaboration, a follow-up to funding which benefits the MDD, or simply to become more familiar with our organization and activities.

## Our Volunteers

Each day, volunteers give of their time and talent to the Dispensary. This year, we could rely on 285 people who, either on a regular basis or intermittently, cumulated about 20,000 hours of volunteer service performing various tasks needed for the smooth operation of our agency. An additional 120 other volunteers work for our mothers outside of our premises. Here are a few examples of many.

### Administrative Support

*Reception, statistical data entry, filing, etc.*

- 23 students, from secondary to university level, including three McGill medical students through the Community Health Alliance Program (CHAP).
- In the spirit of the world initiative "Merck for Mothers", 6 employees of Merck Canada, among whom Cyril Schiever, president and executive director, were at the Dispensary for a full day of volunteer work.
- KPMG at work: 6 employees gave a full day to our "cleaning operation".
- Former clients, workers and retired people, such as: Gail Ewan, Muriel Godard, and many others.

### Support to Counselling

*Grinding flaxseed, sorting foods, counting vitamins, knitting, etc.*

- Michael Rowland from Forward House : sorting foods and gardening.
- Marie-Lucette Jourdain : organization of the maternity clothes depot.
- Ann Purtill : comptage régulier de vitamines.
- Ladies Dugas, Guilbert, O'Hanley, Saint-Louis and others who skillfully knit and sew for our mothers and their children.

### Support to Group Activities

*Help at day care, errands, washing and sorting used clothes, phone calls, support during workshops and the "Income Tax Clinic", etc.*

- Former clients (30) among whom Marie-Lucette Jourdain, Atiqa Oummih, Fatima Allaoui, Assa Bagayogo, Maria Salti, Belinda Sheppard, Stella Torniyoshi, Ernestine Pierre, etc.
- Stephanie Sandberg: assistance at knitting and at the day care.
- Maria Revilla from the Atwater Branch of the Montreal Children's Library.

### Transportation Service

*Food pickup and transportation of various donations*

- Carlos Bustamante and Pierre Choquette.
- Many board and staff members help as needed.

#### **Christmas Operation – Approximately 340 families (750 children)**

- *The Gazette* Christmas Fund (163 families).
- Money donations – *La Grande Bouffe* of the Telefilm Canada employees.
- Preparation and/or delivery of 87 Christmas baskets – After school daycare of the *École alternative Jonathan*, *l'Association des pompiers de Montréal*, 28 people or groups of people, some 20 volunteers from the *Jeune chambre de commerce de Montréal* and Montreal Volunteer Bureau.
- Toy collection – CHM Communications Inc. in collaboration with many partners (a Second Cup coffee shop, the LCC community including skating with Santa, etc.); the 2012 Toy Tea, etc.
- Food collection and other donations – Rio Tinto Alcan, *Place Alexis-Nihon*, Tim Hortons, Montreal Harvast, *Association des étudiants de l'Université de Montréal*, *Les Gardelunes* and *Les Minous de mamie* (day care centres), François Paré and many others.
- Special collection in December – Unitarian Church of Montreal and Guild of the Church of St. Andrew and St. Paul
- 60 Christmas stockings and donations – Former In His Name Society members.

## Our Partners

Some 70 partner organizations proudly support the work of the Dispensary. Their contribution to the well-being of our mothers and their babies also impacts positively the Montreal community. Among others, let us mention...

### ... for Funding, Institutional Partners:

- Centraide
- Quebec government (*MSSS, CSSS de la Montagne*)
- Public Health Agency of Canada (Canada Prenatal Nutrition Program)
- City of Montreal
- Foundations (19)

### ... for Funding, other Organizations and Businesses:

- Canal V – participation of Florence K to the “Le grand saut” television show
- Téléfilm – Grande bouffe des Fêtes
- Programme Atout Cœur de Gaz Métro
- Agence Braque inc.

### ... for the Donation of Goods (estimated value: over \$600,000):

- Montreal Harvest – 24,000 kg of weekly food provisions
- *Première Moisson* – tasty fresh bread, twice a week
- Beaconsfield Social Action Group – food, layettes, children clothing, etc.
- *L'Assistance maternelle* – beautiful layettes
- Cedar Park Girl Guides – baby items for Mothers’ Day
- *Friperie des Amis* – furniture and clothes for babies
- Maternité Shirley K Thyme – maternity clothes
- *La Mère Hélène* – maternity and children clothes, cloth diapers
- Phizer - vitamins
- Pharmaprix, place Alexis-Nihon– various articles
- Dairy Farmers of Canada – cheese
- Many churches and individuals – clothes, toys, baby articles, etc.

### ... for Donation of Services:

- CHM Communications Inc. – for 31 years, organization with many partners of a toy collection for the children of the Dispensary at Christmas (<http://www.chmcommunications.com>)
- Transport Lecavalier – weekly transportation of our food collect at Montreal Harvest
- Témoin Production – audio and visual technical support, etc.
- Revenue Canada Agency and *Revenu Québec* – volunteers for income tax reports
- Agence Braque inc. –2012-2013 fund-raising campaign, graphics, etc.
- *DAA stratégies* – consultant in market studies through poll sounding
- The *Maman pour la vie* Web site
- Dr. Marie-Hélène Lizotte, pediatrician, and her team – consultations for the Dispensary children

### ... for Sharing Ideas and Expertise:

- *Comité sous-régional en allaitement maternel*
- *Comité scientifique de la Fondation OLO*
- Food Security Committee – Dietitians of Canada
- Montreal Council of Women
- Peter-McGill Community Council
- *Sous-comité de la Table locale 0-5 ans – environnements favorables*
- *Réseau universitaire intégré de santé (RUIS) McGill*
- RUIS McGill – Mother, Child and Youth Committee
- *Réseau local de soutien en allaitement pour le territoire du CLSC Métro*

# Clientele Profile

## References

- 99% Pregnancy
- 1% Others

**1,287**

## Sources of references

- 64% Client personally
- 32% MSSS Institutions
  - Hospitals (17)*
    - Royal Victoria (4)
    - Montreal Children's (3)
    - Sainte-Justine (3)
    - Saint-Luc (3)
    - Others (4)
  - CSSS (394)*
    - Ahuntsic/Montréal-Nord (111)
    - St-Léonard/St-Michel (56)
    - Lucille-Teasdale (49)
    - Bordeaux-Cartierville/St-Laurent (42)
    - La Pointe de l'Île (35)
    - Jeanne-Mance (32)
    - Sud-Ouest/Verdun (26)
    - Dorval/Lachine/LaSalle (22)
    - De la Montagne (12)
    - Autres (9)
- 2% Community agencies
  - Mission Bon Accueil (4)
  - Hironnelle (3)
  - Others (17)
- 2% Physicians

**832**

**411**

**24**

**20**

## Area of Domicile

- 97% Montréal-Centre (1,249)
  - Ahuntsic/Montréal-Nord (274)
  - St-Léonard/St-Michel (167)
  - Bordeaux-Cartierville/St-Laurent (164)
  - Sud-Ouest/Verdun (125)
  - De la Montagne (116)
  - Lucille-Teasdale (116)
  - La Pointe de l'Île (78)
  - Dorval/Lachine/LaSalle (67)
  - Jeanne-Mance (52)
  - Cavendish (52)
  - Cœur de l'Île (25)
  - Ouest de l'Île (13)
- 2% Laval (14) et autres (8)
- 1% Montérégie (16)

## Risk Profile – "Higgins Method" ©

- 43% Under-nutrition
- 28% Poor previous obstetrical record
- 20% Insufficient weight gain
- 11% Close pregnancy (less than one year)
- 9% Severe emotional stress
- 8% Underweight
- 7% Dependency (tobacco, alcohol, drugs)
- 5% Pernicious vomiting

## Calorie and protein corrections

- 38% Multiple
- 39% One
- 23% None

## Country of Origin

- 46% Africa
- 14% Asia
- 13% Canada
- 12% West Indies
- 7% Mexico, Latin America
- 5% Middle East
- 3% Europe

## Age

- 1% Adolescents 14-17
- 1% Adolescents 18-19
- 10% Adults 20-24
- 57% Adults 25-34
- 31% Adults 35-54

## Schooling

- 75% 12 years and more
- 11% 11 years
- 6% 10 years
- 8% 9 years and less

## Marital Status

- 83% Married, common law
- 15% Single
- 2% Divorced, separated, widow

## Language

- 76% French
- 21% English
- 2% Spanish
- 1% Others

## Family Type

- 85% Two-parent
- 15% Single-parent

## Family Size

- 6% One person
- 35% Two persons
- 32% Three persons
- 18% Four persons
- 6% Five persons
- 3% Six persons and more

## Gravida

- 26% One
- 31% Two
- 21% Three
- 22% Four and more

## Income Source

- 40% Insufficient wages
- 26% Social assistance
- 22% Employment insurance
- 6% None
- 6% Other

## Statistics – April 1<sup>st</sup>, 2012 to March 31<sup>st</sup>, 2013

### PRENATAL COUNSELLING SERVICE AND BREASTFEEDING SUPPORT

Case Load Summary	Prenatal with Supplement	Prenatal without Supplement	Prenatal Total	Breastfeeding with Supplement *	Nutrition Counselling Total
Carried forward (March 2012)	375	20	<b>395</b>	158	<b>553</b>
New cases	1,214	73	<b>1,287</b>	817	<b>2,104</b>
Total	1,589	93	<b>1,682</b>	975	<b>2,657</b>
Closed cases	1,243	81	<b>1,324</b>	789	<b>2,113</b>
Carried forward (March 2013)	346	12	<b>358</b>	186	<b>544</b>

\* 96% of the Dispensary mothers initiate breastfeeding. However, 23 % of them do not avail themselves of the nutritional follow-up after the birth of their baby.

### PROFILE OF SERVICES

#### Food Supplement

- 152,219 litres of milk
- 11,565 dozen eggs
- 300,000 tablets of vitamin-mineral supplement
- 625 kilograms of ground flax seed

- \$229,217 food supplement annual cost for pregnant client
- \$36,422 food supplement annual cost for breastfeeding client
- \$200 food supplement cost per client, pre- and postnatal
- \$580 services cost (supplement excepted) per client and baby

#### Interviews according to the "Higgins Method"<sup>®</sup>

- 2,104 initial interviews
- 7,806 supervision interviews
  - 27 home visits
  - 5.6 interviews per supplemented pregnant woman
  - 2.1 interviews per non supplemented pregnant woman
  - 3.5 interviews per breastfeeding woman with or without supplement

#### Breastfeeding Clinic / Social Support

- 51 half days
- 1 562 interventions
- 631 clients
- 199 home visits

**1,325 births - Low birth: 3.2% - Premature: 4.5%**

**More than 75 % of our mothers breastfeed at least six months.**

## MOTHERS' GROUP ACTIVITIES

WORKSHOPS	Activities (n)	Themes * (n)	Attendance (n total)	Attendance per activity	Mothers (n)	Mates/acc. (n)
Expecting a Baby	70	3 ■	852	12	446	39
Preparing to Breastfeed	67	2 □	841	13	526	23
Feeding a Baby	53	3 ▲	439	8	258	22
Parenting skills	37	4 ▼	372	10	225	35
Woman's Health	37	5 ◆	294	8	206	10
Food Security	35	5 ◇	334	9	142	9
Knitting	50	1	674	13	178	10
Networking	30	18 *	328	11	163	21
<b>Total</b>	<b>379</b>	<b>41</b>	<b>4 134</b>	<b>11 **</b>	▼	▼

\* The symbol corresponds to the list of themes below.

\*\*Average number of participants per workshop.

▼ 1,155 individuals (mothers and accompaniers) participated in the activities.

Average number of activities attended by one participant: 3.6

### THEMES OF THE WORKSHOPS

#### ■ EXPECTING A BABY

- Healthy pregnancy-Prenatal exercises
- Delivery stages
- Caring for the newborn

#### □ PREPARING TO BREASTFEED

- Advantages of breastfeeding
- Breastfeeding positions

#### ▲ FEEDING A CHILD

- Introduction of complementary foods
- Preparation of purees for baby
- Feeding from 1 to 5 years old

#### ▼ PARENTING SKILLS

- Baby massage
- Emergency first-aid
- Stories and lullabies
- The "job" of parenting

#### ◆ WOMAN'S HEALTH

- Contraception for the new mother
- Dancing and Getting in Shape after Birth
- *Belle, fine et capable!*
- *Diabétique ou à risque?*
- Creative workshop

#### ◇ FOOD SECURITY

- Healthy cooking
- Savory Savings
- Visiting the Jean-Talon market
- Collective kitchen
- Healthy Tasting

### \* INTEGRATIONAL & INTERCULTURAL NETWORKING

**Knitting**, on Wednesdays, in the afternoon

#### 7 Holidays

- End of the Year celebration
- Valentine's Day
- Mother's Day
- "International Women Day" Brunch
- Discovering exotic dishes
- Apple Feast
- Starring the Pumpkin

#### 11 Cultural Outings

- *Bibliothèque du Père Ambroise* (2)
- Montréal Museum of Fine Arts (4)
- Lachine Museum
- *Biodôme*
- Montreal International Jazz Festival
- *Festival OUMF Quartier latin*
- Nativity scenes at Saint-Joseph Oratory

#### 12 Outdoor Outings

- Swimming (5)
- Picnics (3) in parks
- Botanical Garden (2)
- Visit of the Old Port
- Launching of Centraide's Campaign

#### Child Care

284 periods  
394 children  
1 407 presences  
5 children per period

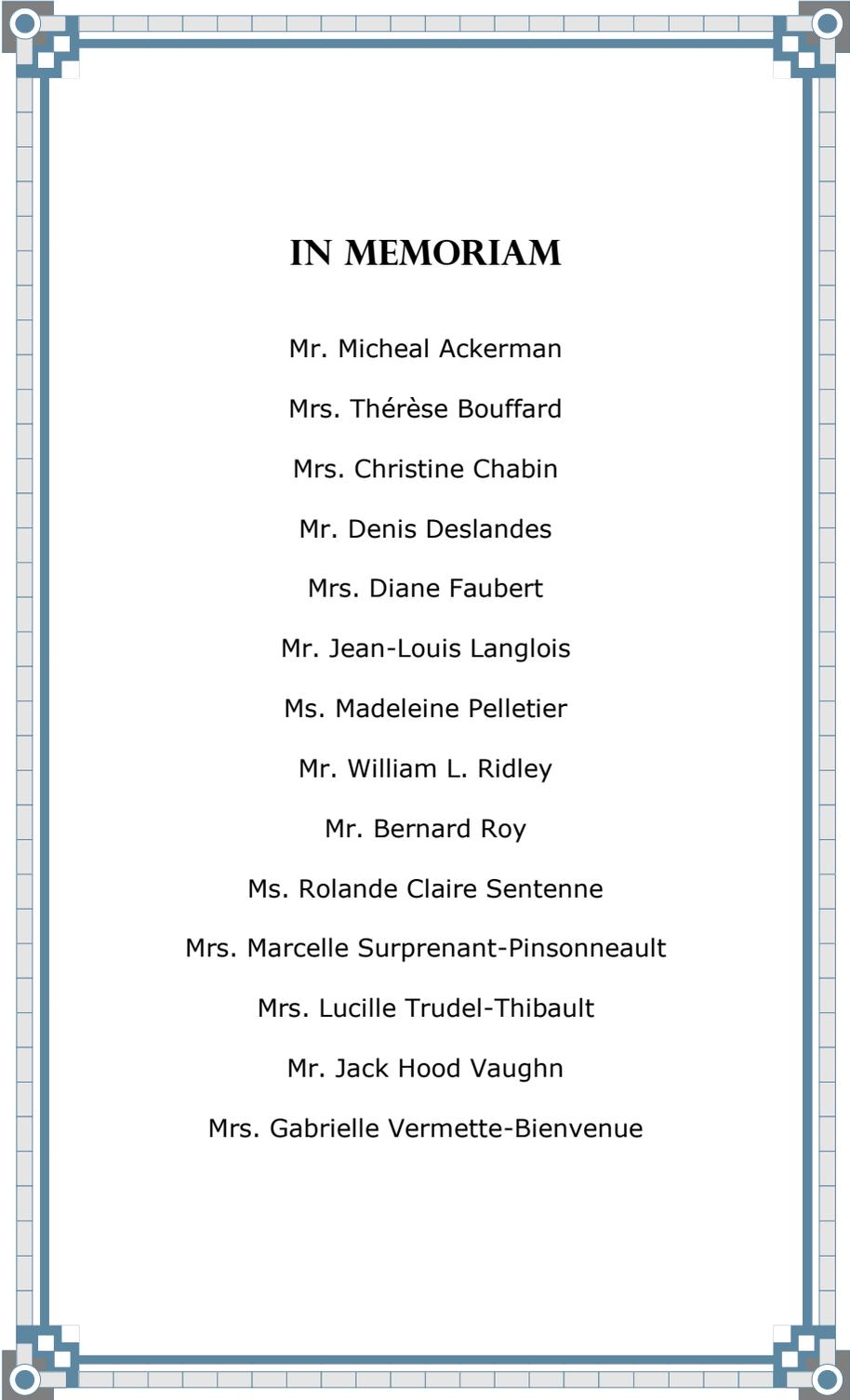
Empowerment – 2,500 hours of volunteer work – 30 clients

### PLUS...

Income Tax Reports: ≈ 800 for approximately 400 people.

Emergencies: 400 to 500 families received emergency relief per month

Christmas: ≈ 250 families (432 children) received a Christmas basket with presents.  
≈ 130 families (300 children) received presents.



## **IN MEMORIAM**

Mr. Micheal Ackerman

Mrs. Thérèse Bouffard

Mrs. Christine Chabin

Mr. Denis Deslandes

Mrs. Diane Faubert

Mr. Jean-Louis Langlois

Ms. Madeleine Pelletier

Mr. William L. Ridley

Mr. Bernard Roy

Ms. Rolande Claire Sentenne

Mrs. Marcelle Surprenant-Pinsonneault

Mrs. Lucille Trudel-Thibault

Mr. Jack Hood Vaughn

Mrs. Gabrielle Vermette-Bienvenue