



REPORT TO THE COMMUNITY 2017/2018



TABLE OF CONTENTS

A WORD FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR	3
A FORWARD-LOOKING ORGANIZATION IN A STATE OF EVOLUTION	4
THE DISPENSARY IN THE SERVICE OF VULNERABLE PREGNANT WOMEN	5
SOCIAL NUTRITION AND ITS IMPACT ON THE LIVES OF PREGNANT WOMEN ACCOMPANIED BY THE DISPENSARY	11
THE DISPENSARY'S EXPERTISE IN THE SERVICE OF THE COMMUNITY	12
TAKING ACTION WITH OUR PARTNERS TO ADDRESS ISSUES SURROUNDING CHILDBIRTH AND THE LIVING CONDITIONS OF OUR CLIENTS AND MEMBERS OF THE LOCAL COMMUNITY	14
FUNDRAISING AND COMMUNICATIONS	15
THE DISPENSARY TEAM (AS OF MARCH 31 ST , 2018)	19



JEAN-MARC DEMERS
PRESIDENT OF THE BOARD



JACKIE DEMERS, P.D.T.
EXECUTIVE DIRECTOR

A WORD FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR

This year, 867 women shared an important part of their lives with us—the birth of their child and their transition into parenthood—by seeking out information, support, references, food, and friends through our social nutrition services and activities.

This was made possible by our team of dedicated staff, volunteers, and administrators. This year, the commitment of our team members was particularly noteworthy because not only did they continue to offer personalized, high-quality services to these women and their families in order to positively influence their lives, but they also took action to facilitate access to our services, reconsider their approach, improve management tools, perform a self-assessment, and ponder the future of the team.

With 2017-2018 marking the end of a transition cycle, we set our sights on the future during year three of our action plan.

The year began with the launch of an ambitious project on social nutrition. Building on the work of the past few years, the objectives of the project were to update, consolidate, and define the Dispensary's social nutrition practices, continue to develop a more collaborative way of working, integrate assessment into our approach, and provide a framework for the development of our team members. At the same time, we continued to cultivate partnerships with the goal of making our services more accessible. These partnerships enabled pregnant women in vulnerable situations to benefit from our services at locations other than our Lincoln Street address thanks to the availability of nutritionists on the premises of our partner organizations: *Rond-point* for pregnant women in families with addiction issues, Doctors of the World for pregnant migrant women with precarious legal status in Canada, the YMCA Residence for asylum seekers who are temporarily housed there, *Les Fourchettes de l'espoir* for clients in the Montreal-North borough, and *Mon Resto St-Michel* for clients in the St-Michel neighbourhood.

Because the need for these services is so great, and because the conditions for collaboration are favourable, these services are being developed in partnership with stakeholders from various sectors.

However, our primary work location remains the Agnès C. Higgins House in the Peter-McGill neighbourhood, and this year we undertook steps to obtain data that will guide our investment plan with a view to preserving the building and reflecting on the location of our service delivery. Because the building is not simply an address, but also an important element in our capacity to make families feel welcome, the results of this endeavour will be used for strategic planning purposes.

Due to the magnitude of the changes that have taken place since 2013, and because we felt it was necessary to take stock of our situation, review our activities, and consider our future, an *ad hoc* committee began our strategic planning process last fall. The process has not yet been completed but it did enable us to revise our vision and mission statements at the very end of the fiscal year. These statements provide a clear picture of the Dispensary's desire to focus on building a better future, not only for the organization, but even more importantly, for the women, children, and families it supports.

In terms of funding, 2018 was an exceptional year because in addition to maintaining major funding sources such as the *Centraide*, the Public Health Agency of Canada, the *Ministère de la Santé et des Services sociaux*, and the City of Montreal, we also received major gifts in the form of securities and bequests, set a fundraising record at the fifth edition of our Mother's Day benefit luncheon, organized the first edition of the *Défi sportif*, and obtained the support of 10 life partners. In short, this year's fundraising activities were very fruitful. The material and collaborative support we receive from the *Fondation OLO* and *Moisson Montréal* also continue to be important assets in the fulfillment of our mission.

Our first-ever baby race elicited strong media interest last November, giving us the opportunity to highlight both the realities of pregnancy in precarious situations in Montreal and the actions we are taking to address the issue. Our Nurturing Life program has grown in membership and outreach through the publication of reference articles and citations.

The publication and distribution of a guide entitled *Découvrir le monde et ses diverses saveurs*—a project that was launched in the fall—also allowed us to share our expertise with a broader audience. Several Dispensary families helped validate the content of this tool for perinatal health professionals or community workers, which was developed in collaboration with the *Fondation OLO*. The guide is an excellent example of our commitment to sharing our expertise and working with partners to foster the well-being of families.

We are therefore pleased to present this comprehensive review of an important year that will pave the way for the implementation of the Dispensary's updated mission: *To intervene with pregnant women in vulnerable conditions using the social nutrition approach to encourage optimal infant health, one pregnant woman, one newborn, one family at a time*, in order to achieve our vision: *To offer each and every child an equal opportunity to succeed in life.*



A FORWARD-LOOKING ORGANIZATION IN A STATE OF EVOLUTION

While defining its strategic direction for 2018-2021—a process that began in the fall of 2017—the Dispensary revised its vision and mission statements.

Vision: To offer each and every child an equal opportunity to succeed in life.

Mission: To intervene with pregnant women in vulnerable conditions using the social nutrition approach to encourage optimal infant health, one pregnant woman, one newborn, one family at a time.

The updating of these statements clearly illustrates where the Dispensary stands on the eve of its 140th anniversary, in the wake of the many changes that have been made since 2013. Moreover, they define the direction that the Dispensary will take in the coming years, in keeping with its long-standing desire to innovate.

THE SOCIAL NUTRITION PROJECT

Of all the actions carried out this year, the social nutrition project was arguably the most substantial, engaging, and transformative. The project provided us with an opportunity to reflect upon, question, and update our practices and intervention methods. It also allowed us to experiment and to implement a truly collaborative approach within the organization. The project falls under one of the priorities we defined in 2015, which consists in creating a culture of assessment and continuous improvement.

At the conclusion of our ÉvalPop coaching process with the *Centre de formation populaire*, which led to the creation of our logic model, we identified themes that correspond to the intervention objectives of our approach. After an initial consultation phase on our history, evidence, and effective practices, we approached the work through thematic committees (NUPIC: Nutritional follow-up and pregnancy, PUJAT: attachment and positive parenting practices, SALSA: healthy eating and food security, and 4th TRIMESTER: postnatal follow-up and breastfeeding).

Some of the concrete results we obtained included the history of the Dispensary and its approach, intervention contexts by theme, key messages, scientific updates on various clinical subjects, and intervention tools for our practitioners and clientele. The content and format of some of our group activities were also revised.

This endeavour allowed us to develop management and planning tools, notably the workshop programming model. However, our most significant accomplishment was undoubtedly the defining of a typical mother's journey through the stages of the Dispensary's social nutrition program.

THE CLIENT'S JOURNEY

The client's journey is comprised of two main phases: prenatal and postnatal.

Prenatal monitoring

When a pregnant woman contacts the Dispensary for the first time, a client file is opened and she is referred to her first group session: the Welcome group. Next, she meets with a nutritionist for a full assessment. Depending on the outcome of the assessment, she will either be referred to an individual intervention or to a group (*Club Bedaine*) for follow-up.

In the former case, she will meet with a nutritionist approximately every two weeks until her baby is born. In the latter, she will join a *Club Bedaine* group along with a cohort of other women who are at the same point in their pregnancies. *Club Bedaine* are held every three to four weeks until childbirth.

Postnatal follow-up

For women who received individual interventions during pregnancy, face-to-face or telephone follow-up sessions are targeted at seven days, one month, two months, four months, five months, and six months after delivery. The *Club Bedaine* cohort meets once or twice during the postnatal phase. Also, participants are able to speak to their practitioners on the phone in the weeks following delivery or on an as-needed basis. All of the women and their babies are invited to the three-month-old babies' party, which is a group intervention in a festive setting.

Throughout their journeys and according to their needs, all of our clients have access to the services of perinatal and lactation consultants, as well as those of our community worker. They may also participate in group workshops that complement our social nutrition services. Our drop-in daycare centre is available to encourage mothers to participate in our workshops.

This journey was developed, approved, and implemented by our team; however, it will continue to evolve and be modified over time, always in a perspective of assessment and continuous improvement.

Most of the concrete results of this project will be integrated into our future practice guidelines, allowing us to optimize our approach. The objective of this project is to provide every pregnant woman who benefits from the Dispensary's services with equitable access to all the services, activities, information, and potential benefits of the social nutrition approach, according to her needs.



THE DISPENSARY IN THE SERVICE OF VULNERABLE PREGNANT WOMEN

The social nutrition interventions carried out at the Dispensary focus on nutritional responses that are adapted to the needs of pregnant women in vulnerable situations. They aim to provide all women with the chance to give birth to healthy babies who will go on to achieve their full potential. Our interventions take into account a range of health determinants (social, economic, and cultural conditions, access to health care, etc.) with a view to conducting interdisciplinary interventions that will enable women to give birth to healthy babies, to nurture their babies' optimal development, and to flourish as parents and community citizens.

The Dispensary's social nutrition program is based on the Higgins® nutritional intervention method, a scientifically proven method that focuses on the period of pregnancy. The social nutrition program also covers the first few months of a newborn's life and calls for the involvement of other members of the pregnant women's community, as well as her family.

The services provided by the Dispensary are unique and stand out from other nutritional support programs in Quebec: They are accessible and free of charge; they integrate the social, economic and community aspects of a woman's life; and they consist of individual and group interventions as well as educational workshops. In addition, they are provided both on the Dispensary's premises, in an inviting, family-type context (**internal services**), as well as on the premises of our partner community organizations (**external services**).



BETWEEN APRIL 1ST, 2017 AND MARCH 31ST, 2018:

Number of mothers accompanied: 867

Total number of individual and group consultations: 5,836



INTERNAL SERVICES

INDIVIDUAL INTERVENTIONS

- ♦ **Low birth weights (born weighing less than 2,500 g): 4.1%** (Dispensary) compared to 9.5% (province of Quebec) amongst families that are materially and socially disadvantaged (*Source : Publications du ministère de la Santé et des Services sociaux > Statistiques sur la santé du fœtus, du nouveau-né et de l'enfant > Évolution du nombre et de la proportion de naissances vivantes de faible poids pour l'âge gestationnel selon l'indice de défavorisation matérielle et sociale lié au lieu de résidence de la mère, Québec, 1989-2012*).
- ♦ **Premature births: 7.0%** (Dispensary) compared to 7.9% (province of Quebec) amongst families that are materially and socially disadvantaged (*Source : Publications du ministère de la Santé et des Services sociaux > Statistiques sur la santé du fœtus, du nouveau-né et de l'enfant > Évolution du nombre et de la proportion de naissances vivantes prématurées selon l'indice de défavorisation matérielle et sociale lié au lieu de résidence de la mère, Québec, 1989-2012*).
- ♦ **Individual breastfeeding support interventions: 320.**
- ♦ **96% of our clients attempted to breastfeed and 50% practice it exclusively.**
- ♦ **Client-oriented community and social interventions: 484.**
- ♦ **167 spouses took part in the consultations for a total of 488 attendance.**

Number of prenatal consultations: 2,707.
Number of postnatal consultations: 2,325.

WELCOME GROUPS

This year, Welcome groups became the first official point of contact between clients and Dispensary professionals. The objectives of this initial meeting are to explain the Dispensary's services, to encourage expectant mothers to start adopting healthy eating habits, and to provide material and nutritional support to clients whose needs are pressing. In addition, expectant mothers are directed to the internal services that will meet their particular needs (individual interventions, *Club Bedaine*, group workshops, social support, breastfeeding assistance).

This year, there were 15 Welcome groups and a total of 159 participations.

CLUB BEDAINE

The *Club Bedaine* is intended for pregnant women who are at a reduced risk of delivering low birth weight babies. Sessions are held monthly starting from the 24th week of pregnancy and key messages on various topics, including healthy eating during pregnancy, are delivered to clients. Dietary supplements are also distributed. These group interventions create a cohort effect where peer support plays an important role in creating new social networks for the participants. In addition, *Club Bedaine* participants are more likely to participate in several other information workshops at the Dispensary.

One new cohort, made up of 18 participants, started in January 2018.

THE THREE-MONTH-OLD BABIES' PARTY

The third month of a baby's life marks an important stage in its emotional development. This is when parents realize that their child is no longer a newborn and the baby begins to look at them and smile at them. To acknowledge this stage, according with the social nutrition approach, the Dispensary introduced the three-month-old babies' party in January 2018. During these parties, the mothers have an opportunity to chat with each other while learning about the importance of stimulating their child; for their part, the Dispensary's caregivers check whether the child's growth is progressing well and provide advice on how parents can take charge of the well-being of their children and family.

Result: Six baby parties.
A total of 54 mothers participated.



WORKSHOPS

The objectives of our workshops are to provide complementary information on the topics discussed during individual consultations and group interventions. The workshops, which focus on nutrition for pregnant women, babies, and families, are given by nutritionists. Workshops on preparing for birth, positive parenting and child development, networking, and other topics are given by our perinatal consultants, our community worker, and our early childhood educator. They are sometimes also given by workers from other organizations that specialize in specific subjects.

Some examples of workshops include: How to prepare healthy meals with a limited budget; Introduction of complementary foods: At what age baby should start eating, which foods, and in what order; Physiological changes during pregnancy and baby's developmental stages; How mother's and baby's bodies react before, during, and after delivery; Options and rights at the time of delivery; How to explain the arrival of a new baby to a child.

Number of workshops in 2017-2018: 248.
Number of participants: 1,167.

FOOD AND SUPPLEMENTS, NUTRITIONAL CORRECTION FACTORS AND RECOMMENDATIONS

Due to their low incomes, **93%** of the women who were accompanied by the Dispensary this year received food supplements (one litre of milk, one egg, one dose of prenatal multivitamins per day, and food items from *Moisson Montréal*), which ensured that they would consume protein and other nutrients essential to the health of the baby.

However, the provision of supplements and vitamins is only one aspect of the Dispensary's nutritional intervention program. The Higgins® method bases its nutritional assessments and interventions on risk factors that help determine the type of corrective nutrition required for each pregnancy. **67%** of the expectant mothers we accompanied presented with conditions that required at least one form of nutritional correction factor. This involves increasing protein and caloric intake to compensate for nutritional needs caused by one or more of the following risk factors: malnutrition, a history unfavorable pregnancy outcome, being underweight, insufficient weight gain halfway through pregnancy, short spacing between pregnancies, pernicious vomiting, and severe emotional distress. Other risk factors exist to which such corrective factors do not apply (including poverty, gestational diabetes, smoking, drug abuse, etc.).

EXTERNAL SERVICES

Many times throughout the year, either once a week or on an as-needed basis, nutritionists from the Dispensary left their offices on Lincoln Street to visit some of our partner community organizations to conduct consultations directly on-site, often with pregnant women who were at very high risk of giving birth to low birth weight babies. We like to call them our proximity services nutritionists! This activity fits into the Dispensary's desire to provide services in its clients' own environments as often as possible. By doing so, our nutritionists integrate and become important assets in the multidisciplinary intervention plans that are put forward and coordinated by stakeholders from partner organizations, and promote accessibility of various services.

DOCTORS OF THE WORLD

This year, the Dispensary took its collaboration with Doctors of the World a step further in order to provide vulnerable pregnant women with access to support during pregnancy. As part of a pilot project, one of our nutritionists has been visiting Doctors of the World's clinic for vulnerable pregnant uninsured migrant women every week since October 2017. The purpose of this project is to inform the women of the social nutrition program offered by the Dispensary and to complete their registrations in the program.

The women our nutritionist met through the project had either a work, tourist, or study visa or had no status at all in Canada (29%). Most of the women did not have access to free health care. At the time of registration, some of them had an "at-risk" pregnancy (for example, diabetes, hypertension, or multiple pregnancies), which required close medical follow-up.

The Doctors of the World team and the Dispensary's nutritionist are currently working on a joint protocol for managing diabetes during pregnancy in a context of limited medical follow-up. This partnership provides affected clients with nutritional follow-up that, in 80-90% of cases, manages to control blood sugar without medication while reducing the burden on nursing staff. As a result, access to the clinic, which is currently limited, could be granted to more women with diabetes.

Number of clients met and accompanied:
Of the 49 women who registered,
21 are being accompanied,
14 are awaiting follow-up,
and 14 did not seek services.

ROND-POINT

As part of our ongoing collaboration with *Rond-Point*, we facilitated group workshops (eating well on a limited budget, children's nutrition) and one of our nutritionists conducted individual nutritional consultations on *Rond-Point's* premises every other Wednesday starting on the second Wednesday of the month. *Rond-Point* is a group of professionals with expertise in the perinatal and early childhood periods in families where there is problematic use of psychoactive substances. *Rond-Point* offers medical, nursing, and psychosocial activities and services, in a single location, to parents and families who have lived with or continue to live with problem drug or alcohol use. About half of the pregnant women seen at *Rond-Point* also visit the Dispensary for consultations, which provide them with access to food, for example. One positive consequence is that these women gain enough confidence in themselves and in their practitioners to venture out of their safe space at *Rond-Point*.

Number of clients accompanied: 28.
Number of prenatal and postpartum follow-ups: 144.



YMCA RESIDENCE – PRAIDA

Following the massive arrival of asylum seekers during the past year, the YMCA Residence received an increased number of resident and a large proportion of these people in transition were pregnant women. Thanks to the mobilization of numerous partners, led by the Peter-McGill Families Downtown community outreach worker, we were able to respond by developing and facilitating weekly prenatal workshops for pregnant women at the YMCA Residence. A nutritionist from the Dispensary facilitated the workshops every three to four weeks in rotation with other practitioners. In addition, our nutritionist or services coordinator, or another project partner, accompanied a group of pregnant women from the YMCA Residence to the workshops at the Dispensary so that the women could become familiar with our location and services and register for the social nutrition program.

Number of mothers seeking asylum referred by PRAIDA or arriving from the YMCA since April 1st, 2017: 86. Of these, 74 received consultations and follow-up.

LES FOURCHETTES DE L'ESPOIR

Since the end of January 2018, a Dispensary nutritionist has been providing services at *Les Fourchettes de l'Espoir* twice a month. *Les Fourchettes de l'Espoir* is a charitable organization that supports and accompanies the most disadvantaged members of the Montreal-North community by helping them integrate the job market through access to a variety of quality food items. Many of the women who have benefited from the Dispensary's services over the past several years come from this neighbourhood, where needs are very high. Our presence in Montreal-North enables many women to access our services without having to travel downtown, saving them a lot of time and effort and allowing them to discover many other services from which they can benefit, both within *Les Fourchettes de l'Espoir* and in the local neighbourhood.

Number of mothers accompanied: 13.
Number of consultations: 26.

MON RESTO ST-MICHEL

St-Michel, like Montreal-North, is a neighbourhood from which a large proportion of our clientele has come for many years. Through monthly participation in workshops provided by *Mon Resto St-Michel's Bedondaine* program for pregnant women, our nutritionist has become more visible in this neighbourhood. Although several women from this neighbourhood benefited from our services this year, almost all of our individual interventions were held at the Dispensary rather than at *Mon Resto St-Michel*.

Some of the topics covered by our nutritionist during these workshop-meetings (a total of three this year) were: How to prepare healthy meals with a limited budget; Introduction of complementary foods: At what age baby should start eating, which foods and in what order; How the mother's body reacts after delivery; and Nutrition while breastfeeding.

Number of participants per meeting:
between 15 and 20.



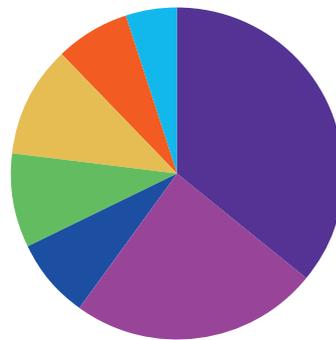


RESOURCE REFERRAL

In order to meet the additional needs of our clients and their family members, the Dispensary refers and directs them to community or public resources that are easily accessible—ideally in their own neighbourhoods—and can provide them with the services, support, and assistance they need. This is essential because the needs of the pregnant women we accompany are great, diverse, and ever-changing, and the services we provide are limited to the duration of the pregnancy and the first few months of the baby's life. To enable these women, along with their children and families, to pursue their own development and improve their situations, access to the appropriate services and resources is a key factor. Just to name a few of these organizations: The *Fondation de la Visite* for birth kits and peer-visitors, the Welcome Hall Mission's *Cœur à sœur* program for material and social support, *Alternative Naissance* for accompaniment during childbirth, and *Nourri-Source* for breastfeeding support.

WHO WE HELPED IN 2017-2018:

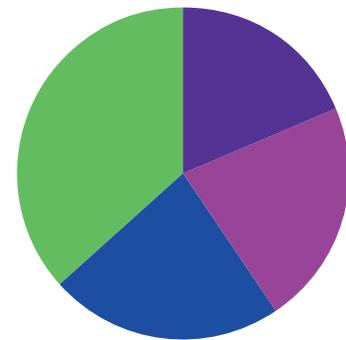
SOURCES OF INCOME:



- 36% Insufficient salary
- 24% Income security
- 8% Employment insurance
- 9% Loans and bursaries
- 11% No income
- 7% Adequate salary
- 4% Other

The income sources of the families that are helped by the Dispensary provide a clear picture of the realities of low-income families. These families belong to various demographic groups that do not necessarily rely on social assistance. The financial status of each family is assessed in relation to the Budgeting for Basic Needs criteria established by the Dispensary, which is even lower than the low-income cutoff established by Statistics Canada. It must therefore be understood that even the “adequate salary” category corresponds to a precarious financial situation.

NUMBER OF PREGNANCIES:



- 19% First pregnancy
- 22% Second pregnancy
- 22% Third pregnancy
- 37% Fourth or subsequent pregnancy

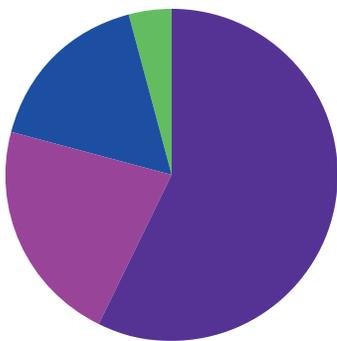
COUNTRY OF ORIGIN

North Africa	26.12%
Africa	26.12%
Canada, U.S.A.	12.29%
West Indies	16.26%
Asia	9.09%
Mexico, Latin America	4.36%
Middle East	3.71%
Europe	2%



10.8% - Montréal-Nord	3.2% - Rosemont	1.0% - Villeray
10.4% - Ahuntsic	3.1% - LaSalle	0.9% - Plateau Mont-Royal
9.7% - Ville-Marie/Centre-Sud	3.1% - Sud-Ouest	0.8% - Pierrefonds-Roxboro
9.2% - Saint-Laurent	2.9% - Lachine	0.6% - Mercier
6.4% - Saint-Michel	2.9% - Notre-Dame-de-Grâce	0.5% - Petite-Patrie
5.4% - Bordeaux-Cartierville	1.8% - Anjou	0.4% - Parc-Extension
5.4% - Saint-Léonard	1.5% - Hochelaga-Maisonneuve	8.7% - Others
5.0% - Verdun	1.0% - Pointe-aux-Trembles	
4.2% - Côte-des-Neiges	1.0% - Rivière-des-Prairies	

REFERRAL SOURCES



58%	Word of mouth
22%	Healthcare network
16%	Community organizations (compared to 6% last year)
4%	Others

SOME INTERESTING FACTS

1% of the women we served were under the age of 19 and 35% were over 35.

26% of families were headed by a single parent or spouse might be out of the country level.

88% of the women had at least a secondary 5 education level (or equivalent).

50% of the women have lived in Canada for less than two years.

25.4% of the women were served in a language other than French.



SOCIAL NUTRITION AND ITS IMPACT ON THE LIVES OF PREGNANT WOMEN ACCOMPANIED BY THE DISPENSARY

The impact of the Dispensary's services on the lives of the women we accompany reaches well beyond their baby's birth weight. The women also report that important elements of the social nutrition approach, such as gaining reliable information, receiving education, follow-up and support from a Dispensary practitioner, participating in conversations with other mothers, and acquiring knowledge that helps them foster the growth of their unborn children, improve their own experiences and increase their level of satisfaction with the Dispensary. Over the past two years, we have begun to evaluate these aspects through the *Centre de formation populaire's* ÉvalPop approach, but we have always kept them in mind as we have gone about our work. The following are some pertinent examples from the past year.

SECURE ATTACHMENT (SECURE CHILDREN IN THEIR RELATIONSHIP WITH THEIR PARENT)

Secure attachment is an important element of social nutrition because it is widely recognized that this type of attachment begins in the womb.

According to a questionnaire that was completed by all participants in our group activities (mainly those focused on childbirth, breastfeeding, and parenting skills), we noted that:

- ♦ 98% of respondents expressed interest in speaking positively to their unborn children.

"The nutritionist encouraged me to tell my baby that I love him and that I think he's beautiful right from the day he was born. When he was two months old, he started reacting to my words and babbling when we spoke to him!"

- ♦ 98% of respondents expressed a desire to practice skin-to-skin techniques with their newborn.

"During the group activity, I learned how to calm a crying baby through skin-to-skin contact, among other things."

In 42% of the individual consultations (between practitioner and mother) that were carried out over the past year, mothers told us that they speak positively to their unborn children or to their babies aged 0-6 months.

INCREASES IN MOTHERS' KNOWLEDGE REGARDING THE DEVELOPMENT OF UNBORN CHILDREN AND BABIES AGED 0-3 MONTHS

72% of the mothers questioned during a pre or postnatal intervention testify having retained important information on various subjects, including the link between nutrition during pregnancy and an unborn child's growth, nutrition during breastfeeding, an unborn child's abilities, and factors associated with the length of a pregnancy.

"During my follow-up at the Dispensary, I learned what to eat at each stage of my pregnancy and what my baby needed."

AWARENESS OF INTERNAL RESOURCES

A series of interventions on internal coping skills provided by Dispensary staff led women participating in group discussions to acknowledge the strength they had within themselves and to develop not only self-assurance and self-confidence, but also the ability to exceed their own expectations out of love for their child.

"I never thought I could drink so much milk, but I did it for my baby!"

"The practitioners gave me confidence in myself. They told me I'm brave. I AM brave!"

RELATIONSHIP OF TRUST WITH A SIGNIFICANT PERSON FROM THE DISPENSARY

The relationship of trust between a client and her practitioner is indispensable to implementing the recommendations that lead to the healthy birth and development of a child.

According to observations gathered during our group discussions, mothers at the Dispensary feel that our practitioners possess the knowledge and skills they require as well as good listening skills, a non-judgemental approach, and a reassuring presence, in addition to being very available.

"The practitioner does everything she can to help you. She tries to put herself in your shoes. Follow-up is very thorough and complete."

"My relationship with my practitioner is like a family relationship: I feel secure and able to express myself without embarrassment!"

According to the practitioners, the vast majority of the Dispensary's clients display a high level of confidence in them.

PEER SUPPORT (PROVIDING MOTHERS WITH SPACES FOR EXCHANGE)

In our discussion groups, the mothers expressed their appreciation for opportunities to interact with their peers.

"The practitioner encourages us to share our experiences and our tricks and tips. The course is conducive to conversation and exchange."

"Thanks to the Dispensary, I discovered Québécois life and made friends!"



THE DISPENSARY'S EXPERTISE IN THE SERVICE OF THE COMMUNITY

NURTURING LIFE

Launched in 2010 as *SVPNutrition*, Nurturing Life is a Dispensary program that provides community workers throughout Quebec with distance training and information on perinatal nutrition, enabling them to provide effectual services to their clients. Nurturing Life is unique in that it focuses on nutritional needs during the gestation and newborn periods and is based on the Dispensary's practical intervention experience.

Nurturing Life has 153 members from 75 different organizations and 15 health regions in Quebec.

2017-2018 HIGHLIGHTS

- ◆ Ten (10) online training sessions (webinars) were delivered, with an average of nine participants per session, representing 12 Quebec health regions. In addition, 17 participants attended more than one training session and 11 participants attended more than two. Some of the topics covered during the webinars included: risky foods during pregnancy, food allergies and breastfeeding, physical activity during the perinatal period (in collaboration with the *Université du Québec à Trois-Rivières*), and nutritional deficiencies during pregnancy.
- ◆ Some noteworthy observations: 100% of the participants found the topics relevant, 97% recommended the training sessions to their colleagues and now feel better equipped to do their work, and 88% of the members who received training apply the knowledge they gained during the training sessions or can envision doing so.
- ◆ Twenty-eight (28) articles, thirteen (13) case studies, thirteen (13) write-ups, nine (9) info sheets, one (1) video brief and twenty-six (26) "*Saviez-vous que*" posts were published in the Nurturing Life section of the Dispensary's website. Visitors viewed an average of five pages per visit.

- ◆ 96 different members consulted the Nurturing Life website at least once for a total of 1,642 visits (three and a half times more than last year) and 8,374 pages visited (also three and a half times more than last year). In addition, some members visited multiple times: 55% visited more than twice, 44% visited more than three times, and 36% visited more than four times.

BASED ON A SURVEY OF MEMBERS

- ◆ 93% of respondents stated that the content of Nurturing Life allowed them to learn more about perinatal nutrition (pregnancy, breastfeeding, and infant stages) and that they consider the Montreal Diet Dispensary to be a reference in perinatal nutrition. In addition, 83% stressed that the Nurturing Life content better equipped them to intervene with pregnant/nursing clients and infants. The rate of satisfaction regarding the tools provided by Nurturing Life was also 83%.

NOTE: Most content of our Nurturing Life program is in French.

NUTRITIOUS FOOD BASKETS (NFB)

In 1932, the Dispensary created the Food Price List, a list of healthy foods available at low prices, which was a precursor to Canada's food basket, which itself evolved into the Nutritious Food Basket (NFB) in the 1950s. The NFB is a guide to meeting nutritional requirements at low cost. The Dispensary monitors the supermarket cost of the NFB every four months and publishes its findings, providing up-to-date information on the minimum cost of adequately feeding a family of four in Montreal. The NFB formed the basis for the Dispensary's reputation in the domain of food security.

Articles on subjects related to the NFB are available on the Dispensary's website.

SECOND EDITION OF THE MAGDALEN ISLANDS NFB

In May 2016, the Dispensary accompanied the *Carrefour Jeunesse Emploi des Îles-de-la-Madeleine* in an assessment of the price of the NFB. According to that study, the price of a food basket at the time was 16% higher in the Magdalen Islands than in Montreal (\$9.82 per day per person for a family of four versus \$8.07 per day per person for a family of four, respectively).

The exercise was repeated in March 2018 and a 2% decrease in the cost of the food basket was observed between 2016 and 2018. This decrease can be attributed to, among other things, a marked drop in the cost of various food categories such as peanut butter, cereal products, and fats. However, the cost of the NFB on the islands remains 13% higher than in Montreal.

OTHER ACTIVITIES

The Dispensary gave presentations on the NFB twice over the past few months: once at the annual meeting of the members of the Group of Collective Kitchens of Quebec (RCCQ) and once at the *Montréal Cuisine* symposium.

NUTRITIONAL PROFILES

The Montreal Diet Dispensary and the *Fondation OLO* joined forces in 2017 to create a reference document for perinatal practitioners working with Quebec families of diverse origins. Entitled «*Découvrir le monde et ses diverses saveurs - Profils alimentaires de régions du monde et de quelques aspects culturels liés à la périnatalité*», the document is intended to be a comprehensive dictionary of eating habits from 44 countries and a reference tool for all perinatal practitioners in the health and social services network, or in the community milieu, who work in a multicultural context in Quebec.



For each country, the guide includes representations of meals by food group, behaviour, eating habits/patterns, and common dishes, accompanied by a lexicon and information on beliefs and customs. It is available on the Dispensary's website or on paper from the *Fondation OLO*.

For this project, the Montreal Diet Dispensary and the *Fondation OLO* won the *Prix Innovation 2017*, which was awarded in November by the *Ordre professionnel des diététistes du Québec*.

OLO REFERENCE FRAMEWORK

Given that the OLO approach is largely based on the Higgins® method, which was developed and put into practice at the Dispensary, we collaborated with the *Fondation OLO* to create their reference framework—which was launched last November—by participating in the gathering of information and by sitting on the advisory committee and the consultative committee. As a member of the *Fondation OLO*, we are pleased that this clear and ambitious reference framework has been published.

MAINS À LA PÂTE TRAINING PROGRAM

As an expert in food security and healthy eating, the Dispensary collaborated in the creation of the *Mains à la pâte* training program. The objective of the program is to develop and deploy a network of trainer-facilitators throughout the regions of Quebec. These trainer-facilitators are able to deliver Group of Collective Kitchens of Quebec training and provide support to groups or organizations that are in the process of empowering themselves.

EATING WELL AT LOW COST TRAINING PROGRAM

Building on its experience in food security and thanks to a grant from *Avenir d'enfants*, the Dispensary has created an "Eating Well at Low Cost" training program for practitioners in the Peter-McGill neighbourhood who work with low-income clients. The program provides practitioners with reliable information on low-cost foods, which they can pass on to families through their different activities (collective kitchens, informal talks, mobilizations, food distribution, etc.). The training program produced **five excellent tools** that address the following themes: eating well on a budget, staple foods, reducing food waste, food preservation, and nutrition facts tables.



TAKING ACTION WITH OUR PARTNERS TO ADDRESS ISSUES SURROUNDING CHILDBIRTH AND THE LIVING CONDITIONS OF OUR CLIENTS AND MEMBERS OF THE LOCAL COMMUNITY

Our mission, activities, and outreach throughout the island of Montreal, in addition to our nearly 100-year presence in the Peter-McGill neighbourhood, have allowed us to become involved in local and regional round tables, healthy eating and food security groups, think tanks, and committees working on implementing exchange and service channels, all of which enables us to collaborate on important issues affecting our clients and the local community.

We are driven by a single objective: to ensure that all children, regardless of their background or social status, have an equal chance to reach their full potential. We firmly believe that through the participation of the stakeholders in our families' communities, this can be achieved!

The following are some examples:

- ◆ InterAction Peter-McGill and Families Downtown: food security committee, collective impact project and assessment committee, coordination committee, community worker support group, family services working group, community centre development support group, service development for pregnant asylum seekers, the use of Constellation Project tools, creation of a webinar and a blog post on an assessment released by *Avenir d'enfants*.
- ◆ Projet Équilibre: working committee for the “*Maman bien dans sa peau, bébé en santé*” project to develop body image training for practitioners working with pregnant women.
- ◆ Group of Collective Kitchens of Quebec: working group for the Mains à la pâte training program, and support for the *Déclaration pour le droit à la saine alimentation*.
- ◆ *CIUSSS du Nord-de-l'Île-de-Montréal*: exchanges on the development of service channels and service offerings in the neighbourhoods it serves, and creation of links with early childhood/family organizations in the borough.
- ◆ Participation in *Système alimentaire Montréalais*, which is in the process of becoming the *Conseil des politiques alimentaires de Montréal*, and in the *Table de concertation sur la faim et le développement social du Montréal métropolitain* so that people experiencing food insecurity can benefit from efforts to improve the food system.
- ◆ *Comité régional en allaitement maternel (CRAM)*: Because breastfeeding is an integral element of our social nutrition program, we joined CRAM this year.



FUNDRAISING AND COMMUNICATIONS

FUNDRAISING ACTIVITIES

FIFTH EDITION OF THE MOTHER'S DAY BENEFIT LUNCHEON

On May 12th, 2017, the Montreal Diet Dispensary (Dispensary) held its fifth annual Mother's Day Benefit Luncheon at Hôtel William Gray in Montreal. Under the honorary presidency of Sean Finn, executive vice-president of corporate services and chief legal officer at CN, and with the collaboration of an honorary committee composed of 14 people, most of whom are members of Montreal's business community, the event brought together 238 participants (more than twice as many as last year) and enabled us to raise **\$118,425**.

The Dispensary would like to thank:

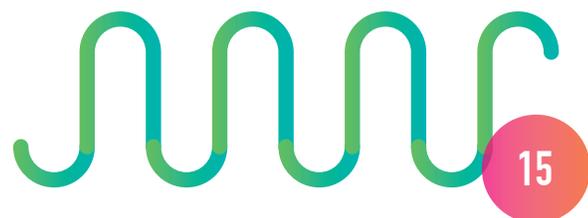
- ♦ our sponsors: CN, David & Jessica Baazov, KPMG, Pharmaprix, BMO, and the Dairy Farmers of Canada,
- ♦ our major donors: Braque Agency, Bazinet and Associates, BMO, CN, EY, the Marcoux family and TC Transcontinental, Lallemand, the Jewish Community Foundation of Montreal, NATIONAL Public Relations Agency, the Power Corporation of Canada, Spencer Stuart and Associates, Spesinvest Inc., TANK, and Vézina Assurances Inc.,
- ♦ the members of the honorary committee: Sean Finn, Marie-Christine Lemerise, Marie-Élaine Thibert, Jean-François Bazinet, Ryan Beck, Esther Bégin, Nathalie Bussièrès, Alexandre Doire, Michael Fovero, Sophie Gaudet, Laurent Giguère, Jean-Marc Huot, Dominique Lapierre, and Catherine Morfopos,
- ♦ and everyone who purchased a ticket to the event.

THE DÉFI SPORTIF

On November 25th, 2017, the first edition of the Montreal Diet Dispensary's *Défi sportif* brought together almost 60 participants who made their way through a race course filled with obstacles and trials inspired by the daily activities and challenges faced by pregnant women and mothers. The approximately 30-minute circuit included challenges such as doing squats while bearing the weight carried by a woman in her eighth month of pregnancy, lunge walking while carrying grocery bags, etc.

The event, which raised **\$15,000** for the Dispensary, will be held again in **October 13th 2018** at the *Centre Sportif de la Petite-Bourgogne*. This new fundraising activity was considered a great success as it provided the Dispensary with **196 new donors**.

We would like to thank our partners and sponsors: Alexis Nihon, Canadian Tire, DeSerres, Massy Forget Langlois Public Relations, Sports Experts, Tim Hortons, and Tom Bédard.



CHRISTMAS PARTY

On December 19th, 2017, we held our big family Christmas party at the Montreal YWCA. It was a great success: more than 177 people (adults and children) attended!

We would like to thank the YWCA for lending us the room, CHM Communications for donating the toys that lit up the eyes of 75 children, André Bertrand (our Santa Claus), Annie Brodeur-Doucet and Jackie Demers (our sugar plum fairies), the Dispensary choir, and Tammy Tran, the organizer of the event.



DONATIONS

ANNUAL FUNDRAISING CAMPAIGN – FEBRUARY 14TH TO MAY 12TH, 2017

Launched during the last fiscal year, the 2017 annual fundraising campaign wrapped up on May 12th, 2017, during the fifth edition of the Mother's Day Benefit Luncheon.

Amount raised: \$63,750.50.

Thank you to the 200 donors who contributed!

LIFE PARTNERS

The concept behind the Life Partners fundraising program is to invite business people to become preferred partners by sponsoring one pregnant Dispensary client per year through an annual donation of \$1,000 (*this is the cost of providing Dispensary services to one expectant mother for one year*). As of March 31st, 2018, we had four life partners. We would like to thank: Solange Blanchard, Muriel Ide, Jean-Marie Moutquin, and Pierrette Poézévara.

CHRISTMAS CAMPAIGN

For the second year in a row, we conducted a campaign to collect funds from donors who habitually make charitable donations during the holiday season. **Amount raised: \$53,380.** Thank you to our 21 fundraisers who contributed to the success of this campaign.

As in years past, Telefilm Canada employees once again rallied together to raise **\$2,540** through their *Grande Bouffe* event.

Also, we continued our tradition of distributing Christmas baskets, prepared by our donors, to our most needy families. A total of **15 baskets** were distributed. Furthermore, through our continued partnership with The Gazette, we were able to provide extra donations to **116 families**.

THE MARCHÉ 3 PILIERS

In addition to making healthy, organic food accessible and affordable, the *Marché 3 Piliers* supports organizations that promote healthy eating. The market provided the Dispensary with the equivalent of approximately 1% of its monthly sales, excluding credit card sales, in the form of vouchers. A total of **\$2,000 in vouchers** was distributed to the Dispensary's mothers.

GIFT OF PUBLICLY TRADED SECURITIES

One of the Dispensary's patrons donated **\$52,000** worth of publicly traded securities.

THANK YOU!

The Dispensary would like to thank all those who solicited donations on its behalf from their friends and acquaintances as well as the members of their networks. We are deeply grateful for your contributions toward the success of our mission.

COMMUNICATIONS

BABY RACE

In recognition of Universal Children's Day (celebrated each year on November 20th) and to conclude Quebec Early Childhood Week (held from November 19th to 25th), the Dispensary hosted on November 25th a first-time event in Canada: the baby race!

"Baby races have been held in several places throughout the world, but never in Canada. We were pleased to be the first to hold one here," stated André Bertrand, fundraising and communications director at the Dispensary.

In groups of four at a time, more than 15 babies took part in the race, which was held at Alexis Nihon. The objective was to crawl a distance of just over three metres as quickly as possible. Parents were allowed to use any means at their disposal to coax their babies to reach the finish line!

"It should be noted that an estimated 10% of babies born to families living in poverty have low birth weights, that is, less than 2,500 g. The interventions carried out at the Dispensary reduce this rate by half: a good start in life for babies with healthy weights!" added Jackie Demers, executive director of the Dispensary.

In fact, some of the mothers who benefited from the Dispensary's services registered their healthy babies in the race, and one of them won the final!

- ♦ Media coverage was provided by: CBC Montreal, TVA – LCN Nouvelles, Montréal.tv, Le Journal de Montréal, and La Presse, as well as several repetitions and broadcasts of our press release (radio and social media).
- ♦ Estimated media reach for the event: **4,860,256**.

The second edition of the baby race will be held during the week of November 18th, 2018.

IN MEMORIAM DONATIONS AND BEQUESTS

Donations were made to the Dispensary in memory of the following individuals: Barbara Auclair, Bernadette Buffet, Claude Choquette, Cécile Fiset-Desrosiers, Emily Dubé, Marion Elliot, Romek Hornstein, André Lafleur, Jean Lamarre, Marid Ruigrok, William Seath and Vernon Turley. One bequest was made to the Dispensary following the passing of Marjorie Pike.





LAUNCH OF NUTRITIONAL PROFILES

On November 30th, 2017, the Montreal Diet Dispensary and the *Fondation OLO* unveiled a guide entitled ***Découvrir le monde et ses diverses saveurs - Profils alimentaires de régions du monde et de quelques aspects culturels liés à la périnatalité***, for which we were jointly awarded the *Prix Innovation 2017* by the *Ordre professionnel des diététistes du Québec (OPDQ)*. A comprehensive dictionary of eating habits in 44 countries that aims to better support families of all origins, the guide was created thanks to the work of 43 collaborators from the community along with the contributions of 108 women from around the world.

“Thanks to our collaborative approach, the Dispensary’s workers were able to develop detailed knowledge of the eating habits of many of Quebec’s cultural communities and thus contribute to the creation of this guide, while providing mothers from these communities with enough latitude to add their own zest!” explained Jackie Demers, executive director of the Dispensary, during the launch.

- ◆ Media coverage was provided by: *Le Devoir*, *Planète F*, *On n’est pas sorti de l’auberge*, a few reprints of the press release, and various articles on the topic in magazines and on social media.

OTHER COMMUNICATIONS ACTIVITIES

- ◆ Publication of three issues of our newsletter: *Nourrir la vie, bâtir l’avenir*.
- ◆ Production and release of video briefs.
- ◆ Registration of the Dispensary in the Google AdWords program (free advertising).
- ◆ Regular updating of the Dispensary’s website and regular posts on Facebook and Twitter, which have led to a significant increase in the number of visitors to our site as well as a significant increase in the number of followers on our Facebook page.
- ◆ Definition of the concept and theme of our awareness campaign.
- ◆ Publication of texts on our partners’ blogs and social media accounts (*Avenir d’enfants*, *OPDQ*, *Naître et grandir*, *Mouvement allaitement Québec*, etc.) and in some print media (*Journal de Montréal*, *Châtelaine*, *Nutrition - science en évolution*, and others).
- ◆ Signature and support of several declarations and petitions, including the *RCCQ’s Déclaration pour le droit à la saine alimentation* and the *Lettres des Grands à l’intention des tout-petits*.



THE DISPENSARY TEAM (AS OF MARCH 31ST, 2018)

In order to carry out its mission, the Dispensary relies on the contributions of its volunteer board members and on the exceptional expertise of its dietitians/nutritionists, community workers, perinatal and lactation consultants, early childhood educator and administrative and support staff, as well as that of the volunteers and stagiaires that provide their services throughout the year.

BOARD OF DIRECTORS

- ♦ Jean-Marc Demers
President
Agence Braque
- ♦ Isabelle Bonneau
Vice-President
City of Montreal
- ♦ Pierrette Poézévara
Treasurer
Collège Beauvois
- ♦ Dr. Jean-Marie Moutquin, MD
Secretary
Retired

OTHER ADMINISTRATORS

- ♦ Astrid Bicamumpaka Shema
Medical Student,
Université de Montréal
- ♦ Solange Blanchard
Cumul Inc.
- ♦ Annie Bouthillette
Vidéotron
- ♦ Zeina Khalifé
BMO Private Banking
- ♦ Annie Langlois
Massy Forget Langlois Public
Relations
- ♦ Francine Martel
Gowlings
- ♦ Mélanie Sirois
Dotemtex

COMMITTEES

Committees are composed of administrators, volunteer professionals and staff members who generously donate their time and expertise.

- ♦ **Ad hoc Strategic Planning Committee**
Astrid Bicamumpaka Shema, Isabelle Bonneau, Catherine Cuerrier, Jackie Demers, Jean-Marc Demers, Jean-Marie Moutquin, Mélanie Sirois and Pascale Valois, with the collaboration of Marlo Turner Ritchie and André Fortin.
- ♦ **Ad hoc Dashboard Committee**
Astrid Bicamumpaka Shema, Jackie Demers, Jean-Marc Demers, Carole Guglielmo, Jean-Marie Moutquin, Daniel-Marc Paré and Tammy Tran.
- ♦ **Ad Hoc Committee for the Redesign of our Computer Directory**
Augustin Commun, Béatrice Girardin, Vincent Ni and Dong Qiao Yang (Accenture's Accent on the Community), as well as Jackie Demers and Tammy Tran.
- ♦ **Finance Committee**
Jackie Demers, Zeina Khalifé and Pierrette Poézévara.
- ♦ **Human Resources Management Committee**
Isabelle Bonneau, Jackie Demers and Jean-Marc Demers with the collaboration of Anick Lemay.
- ♦ **Nominating Committee**
Isabelle Bonneau, Jackie Demers, Jean-Marc Demers and Annie Langlois.

- ♦ **Evaluation and Practices Improvement Committee (dissolved in 2017)**
Amarachukwu Anaduaka-Obi, Astrid Bicamumpaka Shema, Annie Brodeur-Doucet, Jackie Demers, Véronique Ménard, Jean-Marie Moutquin, France Proulx, Isabelle Renaud, Beatriz Rivera Oropeza and Fanny Zúñiga.

STAFF

- ♦ **Executive Director**
Jackie Demers, P.Dt.
- ♦ **Fundraising and Communications Director**
André Bertrand
- ♦ **Program and Project Director**
Annie Brodeur-Doucet, P.Dt. (on parental leave as of January 1, 2018)
- ♦ **Program and Project Director (Acting)**
Carole Guglielmo, M.Sc.
- ♦ **Family Care Coordinator**
Tammy Tran, P.Dt.
- ♦ **Administrative Assistant**
Beatriz Rivera-Oropeza
- ♦ **Accounting Assistant**
Phuong-Lan Pham
- ♦ **Dietitians/Nutritionists**
Isabelle Dubé, P.Dt.
Catherine Labelle, P.Dt.
Suzanne Lepage, P.Dt.
Emmy Maten-Fellows, P.Dt., IBCLC
Andréa McCarthy, P.Dt., M.Sc.
Karen Medeiros, P.Dt.
France Proulx-Alonzo, P.Dt., Psychologist (M.A.)
Véronique Ménard, P.Dt., M.Sc.
Dina Salonina, P.Dt.
- ♦ **Perinatal and Lactation Consultants**
Selma Buckett, IBCLC
Carole Ann Girard, IBCLC

- ♦ **Early Childhood Educator**
Rosy Buonocore (retired during the fiscal year)
- ♦ **Community Worker**
Chantal Grand Maison
- ♦ **Freelance Writers for Nurturing Life**
Natalie Sophia Osorio, P.Dt., Caroline Rouleau, P.Dt., Jenny-Lyne St-André, P.Dt., M.Sc. and Carine Youssef, P.Dt.
- ♦ **Substitute Receptionist**
Tchouta Yotcha Josée Alvine
- ♦ **Summer Students**
Marie-Christine Viens
Carine Youssef, P.Dt.
- ♦ **Term Support Consultants**
Janine Choquette-Desrosiers
William Dorion
Émilie Masson, P.Dt.
Sophie Morel, P.Dt.
- ♦ **Volunteers**
The board members and 74 volunteers helped carry out the Dispensary's mission this year. By helping care for children at our drop-in daycare centre, sharing expertise in committees, completing administrative tasks, calling clients to invite them to group activities and completing countless other tasks, volunteers provided crucial services to the Dispensary and the families it serves every single day. A total of more than **8,415 hours** of volunteer service were provided in 2017-2018. **The market value of these volunteer hours is \$90,460.**
- ♦ **Stagiaires - Other Resources**
Jessica Abouzeid, Amani Al-Asmar, Jessica Bonneau, Marie-Maude Brochu, Juliette Casgrain, Julie Chartrand and Inaam Turk.

- ♦ **Corporation**
In addition to the Board of Directors, the Dispensary Corporation has a total of 100 members.

Thank you to George Tarabutsy for offering the team a free training workshop on Attachement.

Photos page : 1, 3, 4, 12, 13, 15, 16, 17, 18 et 19 : Nathalie Choquette photographe - nathaliephotographie.ca
Other photos : Dispensaire



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Founded in 1879, the Dispensary is Quebec's leader in social nutrition for pregnant women living in difficult socioeconomic circumstances. Each year, the Dispensary helps approximately 1,000 women in Greater Montreal receive adequate nutrition during their pregnancies so they can give birth to healthy babies. Through innovative clinical and community interventions, the Dispensary enables new parents to nurture the optimal development of their newborns and their families.

The Dispensary is a not-for-profit organization supported by *Centraide* and is a member the *Fondation OLO*.