



134th ANNUAL REPORT

2013 – 2014

OUR MISSION

To promote health and well-being among pregnant mothers whose babies are at risk of being born too small because of mother's food insecurity associated to poverty

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Members of the Corporation

Personnel

BOARD OF DIRECTORS 2013-2014

Executive Committee

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

Other Directors

Mr. Jean-Marc Demers	Resignations during the year:
Mrs. Julie DesGroseilliers	Mrs. Christine Baudouin
Mr. Michael Fovero	Mrs. Sara Paré
Mrs. Paulette Legault	Mrs. Christina M. Smith
Mrs. Marie-Christine Lemerise	Mrs. Simone Saint-Germain-Roy
Dr. Jean-Marie Moutquin	
Mrs. Leslie Quinton	
Mrs. Enriqueta Sugasti-Alvarez	

Other Corporation Members

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

Executive Director
Marie-Paule Duquette ¹

Dietitians (counselling)

Véronique Binek ¹
Lise Comtois ²
Suzanne Lepage
Émilie Masson ³
Emmy Maten ⁴
Karen Medeiros ²
Véronique Ménard
France Proulx-Alonzo ²
Dina Salonina
Jaimie Yue ²

Dietitian

(special projects)
Annie Brodeur-Doucet

Perinatal Educators

Selma Buckett ^{2,4}
Carole Ann Girard ²

Childcare Educator

Rosy Buonocore

Receptionist

Beatriz Rivera-Oropeza

Accounting

Phuong Lan Pham

Office Assistant

Judy Silva ²

Assistant –

Professional Affairs

Janine D. Choquette ^{1,2}
Jackie Demers ⁵

Assistant -

Administration

Nathalie Choquette

Scientific Advisory Committee

Currently being restructured

1. retired
2. part time
3. resigned
4. IBLCE certified lactation consultant
5. back from maternity leave

Message from the President and the Executive Director

The 2013-2014 period has been one of transition for the Dispensary. As announced last year, Marie-Paule Duquette retired after 45 years of loyal and devoted service, 32 of which she served as Executive Director. Her long time co-worker and friend Véronique Binek, senior dietitian, followed her in retirement as did her collaborator Janine Desrosiers-Choquette. Upon Marie-Paule Duquette leaving the Dispensary, an intimate cocktail was held at the president's home, prior to a celebration to be held in honour of our three retirees, following our annual meeting. In spite of this transition period, the team has once again accomplished an enormous amount of work. On behalf of the members of the Board and of the management, we wish to thank all the employees for their commitment and dynamism. They are at the core of the Dispensary's good reputation.

The work accomplished by the team was very fruitful. This year, the rate of low birth-weight babies at the Dispensary was 3.6% compared to at least 10% without intervention in the same targeted population. The team continues to receive expressions of gratitude from the mothers and their families which confirms that the services offered by the Dispensary are greatly appreciated.

The Board of Directors and its Committees

This year, the **Nominating Committee** has been very active in recruiting new members. The Board had prepared a list of the Board's required competencies at the beginning of the fiscal year and tried to fill the available seats by targeting people who could meet the needs in communications, administration practices, the health sector and funding. Four members of the Board resigned during the year: Christine Baudouin (analysis of the administrative structure), Sara Paré (responsible for the 2012-2013 campaign), Christina M. Smith (foundations committee) and Simone Saint-Germain-Roy (former president). We thank them for their generous contribution to the good administration of the Dispensary. We also thank the members of the Corporation who accepted to take over as members of the Board for the advancement of the Dispensary: Michael Fovero, Paulette Legault, Jean-Marie Moutquin and Leslie Quinton. We have also had the pleasure of welcoming Claire Lefebvre-Paré, Anne Ménard, Katia Reyburn and Claudine Verge as members of the Corporation.

The Board held nine plenary sessions during the year. The tools introduced during the previous year – the Dropbox, the chart describing the work done by the committees and the administrators' book – continued to ensure networking as well as keeping the members up to date in due time. In the meantime, the **Executive Committee**, responsible for **Strategies, Finance and Governance** worked to prepare the transition. Thank you to Daniel-Marc Paré, Elizabeth Jarry, Florence Lucas and Paulette Legault, for work well done and for their constant support to the president and the management.

The **Financing Committee** regroups most of the fund raising activities. In September 2013, a plenary meeting of the persons responsible for these activities was held to determine the situation of the Dispensary and establish financing targets. Thank you to Daniel-Marc Paré for coordinating this important meeting. Our thanks go to Marie-Christine Lemerise who has not only taken the responsibility of the campaign but has also acted as campaign president. With the help of our great team of solicitors, she led this campaign with a master's hand. Thank you also to Christina M. Smith who accepted to continue working to prepare funding proposals for various foundations.

The **Special Events** Committee held in 2013 its very first Mother's Day Benefit Lunch. This event, for which the objective is not only to raise funds but also to increase the visibility of the Dispensary in the Montreal business world. It was so successful that we did not hesitate to repeat it in 2014. Our thanks go to Julie DesGroseilliers and Enriqueta Sugasti-Alvarez for the incredible amount of work and time they put in to organizing such an event.

During the previous year, the **Communications and Marketing** Committee worked on creating a new image for the Dispensary. It was launched last November for our annual campaign. Under the leadership of Daniel-Marc Paré, the members of the team, Jean-Marc Demers, Dominique Lapierre, Leslie Quinton et Claudine Verge, had to come forth with various tools for the campaign and special events as well as for services to the mothers and initiated the discussion on the communication plan. Our thanks to Agence Braque for its help in graphic design and web services.

Thank you also to Daniel-Marc Paré, Elizabeth Jarry and Christine Baudouin who, as members of the **Human Resources** Committee, worked with the president to recruit a new Executive Director. Throughout this process which led to the hiring of Marie-Josée Caya in November, the committee worked closely with Anne Ménard. She also assisted the Executive Director in the elaboration of the content of the current human resources policy which will be updated and submitted to the Board for approval in the coming year.

We thank the members of the Board for their commitment and diligence in working toward the advancement of the Dispensary.

Special Projects

As expected, the **computerisation of the Dispensary** continued throughout the year with the support of Daniel-Marc Paré et Jean-Marc Demers who met the members of the staff assigned to this project eleven times. We sincerely thank the J.W. McConnell Family Foundation for the financial support of this major project for which the first phase is nearly completed.

We are grateful for the grant given to the Dispensary by the Canada Public Health Agency (CPHA) which kept our *Service virtuel périnatal en nutrition* – **SVPNutrition** – active throughout 2013-2014.

Financial Support for Services to our Mothers

On behalf of the mothers who receive our help, we thank the provincial government (*Santé et Services sociaux*), federal government (Public Health Agency of Canada) and municipal government (City of Montreal) for their sustained help. The grants received from the various governmental sources amount to \$716,210, which accounts for 46 % of our budget. Without their precious support, we could not help as many mothers in need.

We also thank *Centraide du Grand Montréal* for their grant of \$409,995 for 2012-2013 and 2013-2014. This amount, which is \$50,000 less than was given previously, covered 26% of the cost of services given to our mothers in 2013-2014. Due to the operating deficit of the past few years, *Centraide* had asked us to come up with a plan to improve our finances by the end of 2013-2014. However, because of the transition following the Executive Director's retirement and the updating of our strategic plan to be done this summer, *Centraide* has accorded us a delay in presenting the plan.

We are fortunate to be able to count on the help of foundations and individual benefactors who always answer to our calls for help. This year, our fund-raising and sponsorship campaigns, as well as the generosity of several foundations have brought in more than \$180,000. Our sincere thanks to all who contribute and helped us raise money so that we can fulfill our mission.

Many thanks also to Florence K who, as spokeswoman in the past years, has gracefully accompanied us during several fund raising events. We also wish to welcome Marie-Élaine Thibert who is taking over for Florence K.

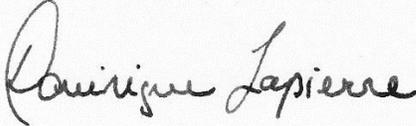
Finally, we wish to mention the recurrent help of various organizations who, through the years, hold fund raising activities for the the Dispensary. It is impossible to name them all here but let us mention the Holiday Season "*Grande bouffe*" at Telefilm Canada, TMX Shorcan (thank you to Martin Bérubé and his team, for remembering the Dispensary), the Unitarian Church of Montreal who gives us the collection plate of a Sunday in December that are among them. Many other churches also give to the Dispensary. These gifts are greatly appreciated.

We thank all our sponsors, big and small. Your contributions allow thousands of women to go through their pregnancy with less worries and better equipped to take good care of their baby and family.

Another Challenging Year Ahead

The year 2014-2015 will be as busy as 2013-2014 was. Our sincere thanks to Paulette Legault who, following Marie-Josée Caya's resignation, is brilliantly taking over the interim management. New partnerships will be explored and communications will remain at the core of our preoccupations to ensure the visibility and the viability of the Dispensary. We will update our strategic plan and will make sure to bring to the Dispensary people who allow it to reach financial stability.

Again many thanks to all the people mentioned. We also wish to express our gratitude to our volunteers and partners for their invaluable contribution to the cause of the Dispensary.



Dominique Lapierre
President



Marie-Paule Duquette
Ex-officio Executive Director

June 19th, 2014

The Dispensary: Emphasis on Genuine Acceptance!

The work of the Dispensary consists of accompanying each pregnant woman who is living in poverty in making sure with her that her baby is born healthy. The goal is to make sure the mother and her partner (if he is present) feel well prepared to welcome the new baby despite all the difficulties that they are 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% 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 rates of prematurity are also very satisfying. From these results, we were able to assess at the end of the 1990s that every dollar invested at the Dispensary saves society at least \$8 in health care.

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 creating a privileged relationship between the expectant mother and her nutritionist. A feeling of confidence is established between the two during the pre- and postnatal consultations. 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!

2013-2014 in brief!

1,707 women followed

**1,148 babies
(50 twins)**

\$675 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 and is isolated?

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

- more than 80% are from a visible minority;
- 46% have been living here for less than two years;
- 21% have two or more children to feed;
- 18% are single parents;
- 7% have less than 10 years of schooling.

The income of the women followed in 2013-2014 comes from the following sources:

- 34% inadequate income;
- 27% social security;
- 14% employment insurance;
- 8% loans and scholarships;
- 6 % other (savings, etc.);
- 4% none.

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 our 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 is 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.

Furthermore, 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.

And, if they are not working or at school, dads participate:
397 dads attended 675 times.

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 our educators who, with the nutritionists, complete the Dispensary's professional team. During the afternoon, the mothers who encounter difficulties with 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: 97% of our mothers initiate breastfeeding; 94% of them still do so at two months. Fifty-seven percent of the latter exclusively breastfeed at that age.

Pediatric residents, stagiaires in nutrition, social workers and early childhood educators are interested in the work of the Dispensary. They come to spend a day or several months with us.

The work of the Dispensary being much appreciated by the pediatric residents of the *Sainte-Justine* University Hospital, they have facilitated access to a clinic for our mother's children. When our nutritionists or midwives detect children needing medical assistance, they refer them to this clinic where they will be taken care of.

On Wednesdays: Pures and Knitting

After the baby is born, the mother will meet with her nutritionist, two to three times in average and will make sure that 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 year 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. The future mothers and breastfeeding ones have the opportunity to quietly meet while their babies are being well looked after in our nursery, thanks to the volunteers. Mothers talk about childbirth, babies, and get busy organizing get togethers.

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

On that day, the educators are back at work: they have 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 17 years ago, under the initiative of our Director, Marie-Paule Duquette. 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 the Dispensary's expertise in perinatal nutrition, and approach in education and guidance, the dietician is able to stop the cycle of poverty. 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

A number of activities linked to our basic service keep our staff busy in the following fields: **research and evaluation, training, communication** and **liaising**.

RESEARCH AND EVALUATION

Evaluation of our services

At the Dispensary, the evaluation of the quality of the services rendered has always been a priority. This is done through a rigorous and systematic collection of data. Thanks to a grant from the J.W. McConnell Family Foundation, we were able to computerize the information during 2013-2014. Thus our dietitians were able to forego paper for a tablet to register all the information on their clients required by the "Higgins Method"[®]. Later, the complementary services, that is the postnatal visits and the group activities, were added to the system, respecting the confidentiality as well as the security of the data. These steps went through a testing period of a few months with part of the team, through role playing practices and during seven meetings, three of which were in the presence of the programmer. As of January, the completion of the process was done when the receptionist registered the clients using the computer. At the end of the exercise, the data relating to the activities of the Dispensary for the clientele was totally computerized, from inscription to the availability of the related reports. This constitutes the most important part of Phase 1 of the computerization project. Within the Dispensary, the system has been given the name "BRB" in reference to Mrs. Higgins calling the Dispensary newborns the Blue Ribbon Babies! The data regarding the donations and the activities of the volunteers still need to be integrated to the system for this information management tool to be totally completed. We anticipate putting forth the request for Phase 2 in 2014-2015.

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 our input to the Montreal Harvest's publication "The Number of Hungry". This year, the survey showed that 331 families, i.e. 945 individuals received food from the Dispensary during March 2014. Among these families, 4% had no income, and 5% were living with parents, friends or in a group shelter.

This year, the evaluation method for our group activities has been redefined in order to, among other needs, complete the reports on our food security activities required by the *CSSS de la Montagne* and the City of Montreal.

Food Security

Added to the regular activities, special projects are often on the menu of the staff of the Dispensary. During 2013-2014, it is once again food security that was the object of a special project regarding the **cost of the Nutritious Food Basket** as a tool to evaluate food security. Thus, as a follow-up to the studies already done with a few DSPs (*Directions de santé publique*), it is the *Lanaudière* region who wished to establish the cost of the food basket in the different *municipalités régionales de comtés* of its territory. This fourth collaboration took a different procedure. The Dispensary limited its participation by having our dietitian, Jackie Demers, train the investigators and determine the cost of the food basket. The DSP research team is to assume the analysis of the pertinent associated data. Less costly for the DSP, this form of collaboration needs to be explored.

TRAINING

On January 23, 2014, dietitian Véronique Ménard gave the lecture titled "*Problématique de la femme enceinte en milieu défavorisé : approche du Dispensaire*" to dietetics and nutrition students at the *Département de nutrition, Université de Montréal*.

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

- **dietetics and nutrition**: three students, two from McGill University and one from the *Université de Montréal*, for a six-week training in community nutrition;
- **technique de diététique** : two students from *Conestoga College* in Ontario that gives this training on line;
- **social pediatrics**: 13 residents were with us for a day of observation of a breastfeeding workshop and nutrition counselling interviews;
- **technique de travail social**: one *Cégep du Vieux-Montréal* student in training two days a week during 20 weeks;
- **special education**: one *Cégep Marie-Victorin* student, with us one day a week during 10 weeks.

We also welcomed a student in office automation for three weeks.

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 regularly in the journal club;
- participated to a full-day on-site training in which, in the morning, a psycho-drama session was conducted by Tobi Klein and, in the afternoon, senior dietitian Veronique Binek presented to the team her experience with difficult cases;
- registered in training sessions organized by various organizations, namely the annual Dairy Farmers of Canada Symposium (December 5, 2013) and the *Colloque PCNP-PACE* held by the CPHA (March 27-28, 2014).

SVPNUTRITION

Our *service virtuel périnatal en nutrition* – **SVPNutrition** – is available thanks to a grant from the PHAC.

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

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

During the past year, the number of visits to the site increased tremendously as its access was no longer exclusively reserved to members. However, members are the only ones who have access to the virtual dietitian, to the info-letters, to training on the web and to the commentaries. Opening the site to the general public has given us the opportunity to reach two new socio-health regions for a total of 17 out of 18. We have also added case studies and bits of information under *Saviez-vous que...* The web site has also been added on the Dispensary's Facebook page. Twelve new questions and answers (Q&A) have been published as well as 27 info-letters and five training sessions were held on the web site.

An opinion poll to evaluate the pertinence of the different components of the site and the satisfaction of the members was held in the fall 2013. Generally speaking, the 27 respondents appreciate the topics available on the site:

- 90% access it via the info-letters in search of credible information (specific recommendations on perinatal nutrition);
- the main topics of interest are nutrition and pregnancy (45%) and breastfeeding and nutrition of the newborn (25%).

COMMUNICATION

Our studies on the cost of the Nutritious Food Basket (NFB) arouse interest not only in the media but also generated requests for talks on food budgeting at home.

In the media

On radio (98.5 FM, *Isabelle Maréchal*) and on television (*Radio-Canada, L'épicerie*), the Dispensary's expertise was solicited to talk about the means one can use to eat better on a small budget.

On November 10 and 11, CTV television presented during its News broadcast "Power of One", a vibrant tribute on the career of our retiring Executive Director, Marie-Paule Duquette.

On November 13, Nathalie Nicole Boutin on *Carrefour inspiré, CKVL Radio LaSalle*, interviewed dietitian Véronique Ménard on the services offered by the Dispensary.

On November 30, the work of the Dispensary was presented in television program *RDI matin weekend* and, again, on December 18, on *Radio-Canada International*.

On January 8, *Le Devoir's* front page titled *Le nouveau visage de la sécurité alimentaire*, an article in which the difficult situation of the Dispensary's clients was explained.

In January, following a report about the price of beef on *Canal Argent, TVA Nouvelles* interviewed Jackie Demers (January 23rd).

The Diet Dispensary is now present on Facebook. Its professional page, <https://www.facebook.com/dispensairedietetiquede.montreal> was launched in March 2013 and is now reaches more than 400 friends. All the media appearances mentioned above are available on it. Next year, we wish to extend our contacts with the LinkedIn and Twitter networks in order to make our friends and partners aware of our projects.

Conferences, presentations, etc.

On April 16, 2013, the Dispensary received the Certificate of Social Impact given by the Desautels Faculty of McGill University, as part of the Social Economy Initiative.

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

- in March 2013, a workshop on *La nutrition et la santé mentale* was presented to a group during a meeting held by *Agir contre la maladie mentale, Québec (AMI QC)*.
- in May 2013, two workshops titled *L'alimentation 0-5 ans à bon compte* were held for groups of low income mothers of the *Station Famille de Ville Émard* agency;
- *Bien manger à petit prix* topic was the topic of six presentations:
 - three to groups of women registered at the *Service d'orientation et de recherche d'emploi pour l'intégration des femmes au travail (SORIF)* financed by *Emploi Québec*;
 - three to members of the DESTA Black Youth Network.

On April 25, 2013, two members of our management team participated in the Volunteer Bureau's Time Raiser. The event aimed to find 7,000 hours of volunteer work as well as making the business world aware of the needs of the community. The Dispensary took this opportunity to ask for volunteers with expertise in the following fields: communications, philanthropy, archiving and building trade.

Interested by the exceptional results of the Dispensary in promoting breastfeeding, doctors Annie Janvier and Keith J. Barrington, neonatologists at the *Sainte-Justine* University Hospital, had become members of our corporation last year. Because of their interest, the Executive Director, Marie-Paule Duquette, was invited to present to the physicians and investigators the work of the Dispensary, focusing on the results of our studies on breastfeeding. This took place during the scientific days of the hospital on October 2nd in front of approximately 150 participants. Following this presentation, the results of the Dispensary's two studies were submitted for publication and also presented in poster sessions at the Congress of the Pediatric Academic Societies held in Vancouver in May 2014.

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 a number of visitors, individuals or group representatives who seek a one-time collaboration, are following up on a grant given, or simply wish to become more familiar with our organization and our activities. Among those in 2013-2014, we wish to emphasize:

- Dr Annie Janvier, du *Sainte-Justine*, whose exchange with Marie-Paule Duquette brought about the scientific presentations on breastfeeding mentioned above;
- staff members from *CSSS de la Montagne*, *CSSS Saint-Léonard et Saint-Michel*, Montreal Children's Dental Medicine Clinic;
- representatives from the following of our community partners:
 - *Altenative naissance*;
 - *Médecins du monde*;
 - YMCA Residence;
 - Atwater branch of the Montreal Children Library;
 - *Éco-quartier Peter McGill*;
 - *Regroupement 0-5 ans* of Peter-McGill Community Council;
 - *Dans la rue*;
 - Batshaw Centers.

Many of these organizations are part of the concertation steps described below.

FORMING PARTNERSHIPS

Although the clients of the Dispensary come from all the boroughs of Montreal, we have been **forming partnerships** with organizations of the Peter-McGill neighbourhood for several years. Thus, the clients of the *CLSC Métro* have access to our group activities and our staff participates in the meetings of the *Réseau local de soutien en allaitement*. The Dispensary is one of the participating organizations in the *Sous-comité de la Table 0-5 ans pour environnements favorables*. We also have a new resource person from the Atwater branch of the Montreal Children's Library leading our "Story Time" group activity. At times, we have also collaborated in some activities of the *Éco-quartier Peter-McGill*.

In the spring of 2013, *Avenir d'enfants* offered to finance a joint effort to develop a strategic plan in our neighbourhood to work towards supporting the optimal development of children between the ages of 0 to 5. Peter-McGill Community Council is coordinating this approach to which the Dispensary actively participates. Jackie Demers has been assigned to this task. Following a training session on the *démarche partenariale éco-systémique*, the participating organizations informed each other on their various activities and held six plenary meetings to elaborate the strategic plan according to a common agreement on the situation of the children in the neighbourhood.

In less than six months, the strategic plan was completed and submitted to *Avenir d'enfants* on April 15, 2014. Other than aiming to keep in place a permanent structure for the local group, the plan also defines actions to be taken in several areas. The ones in which the Dispensary plans to take part are the following:

- creation of a food security strategy;
- identification of the basic material needs of children 0 to 5 and the resources needed to fill them (to be integrated in the eventual updating of the data in our budget publication);
- joint elaboration of workshops to reach children and their families (simultaneous parallel activities);
- participation in actions concerning the sharing of information, of resources and expertise, and also the sharing of organisations at the neighbourhood level.

Following a meeting with the head of the *CSSS Saint-Léonard et Saint-Michel*, a pilot project was started to jointly gather the information on clients that are not served by the CLSCs and that the latter refer to us. If the results of this project would be positive, this could lead to the first steps for **creating common services** for expectant mothers at risk of food insecurity.

Our Volunteers

Each day, volunteers give their time and their talent to the Dispensary. This year, we were able to rely on more than 150 people who, either on a regular basis or intermittently, cumulated about 10,000 hours of volunteer service performing various tasks needed for the smooth operation of our agency. Here are a few examples.

Administrative Support

Reception, statistical data entry, filing, etc.

- Many students, from secondary to university level, including seven in nutrition and two in *technique diététique*.
- For the "cleaning operation", five employees available for a full day from:
 - KPMG at work;
 - Pharma-Science.
- Former clients, workers and retirees people, such as: Gail Ewan, Muriel Godard, Claudine Verge and many others.

Support for the Services to Mothers (counselling – group activities)

Grinding flaxseed, sorting food, counting vitamins, knitting, helping at day care, running errands, washing and sorting used clothes, making phone calls, supporting workshops and participating on the "Income Tax Clinic", gardening, etc.

- Michael Rowland from Forward House : food sorting and gardening.
- Former clients:
 - Marie-Lucette Jourdain: food sorting, maternity clothes depot, etc.
 - Atiqa Oummih: food sorting, cleaning, etc.
 - Chafia Baba, Jafrin Islam, Fatima Lalaoui, Maria Salti, Roukia Wabela, etc. : various tasks
- Ann Purtill comes to count vitamins.
- Mrs. Dugas, Guilbert, O'Hanley, Saint-Louis and many other ladies who skillfully knit and sew for our mothers and their children.
- 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.
- Many board and staff members help as needed.

Christmas Operation

- *The Gazette* Christmas Fund (162 families: 282 adults, 287 children).
- Preparation and delivery of Christmas baskets (78 families: 132 adults, 204 children) by the *Association des pompiers de Montréal* and groups of employees from the following firms: Schneider Electric (2), Future Electronics (2), Euro-Pro (1), CN Investment Division (1), Martin Bérubé and his colleagues at the National Bank Financing (10), 28 people or groups of people and the Dispensary (29).
- Delivery of Christmas baskets prepared at the Dispensary: 6 volunteers from the *Jeune chambre de commerce de Montréal*, 2 from KPMG and one other individual.
- Toy collection – CHM Communications Inc. in collaboration with the Second Cup coffee shops, 2013 Toy Tea, etc.
- Food collection and other donations – Alcan Rio Tinto, *Place Alexis-Nihon*, Tim Hortons, Montreal Harvest, François Paré and many others.
- Special collection and the traditional Mitten Tree – Unitarian Church of Montreal.
- The *Grande Bouffe* of the Telefilm Canada employees.
- 50 Christmas stockings and donations – Former In His Name Society members.

Our Partners

Several organizations, firms and individuals proudly support the Dispensary's work. Their contribution to the well-being of our mothers and their babies has a positive impact on 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 (20)

... for Funding, other Organizations and Businesses:

- Merck – Honorary Presidency of Honor of our first Mother's Day Fundraising Luncheon
- Telefilm Canada – *Grande bouffe des Fêtes*
- Agence Braque inc.
- TMX Shorcan – The Dispensary benefitted from the Shorcan's 2014 Charity Day
- Power Corporation

... for the Donations of Goods:

- 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
- *Friperie des Amis* – furniture and clothes for babies
- Maternité Shirley K Thyme – maternity clothes
- *La Mère Hélène* – maternity and children clothes, cloth diapers
- Pfizer – vitamins
- Shoppers' Drug Market/Pharmaprix – vitamins
- Pharmaprix, place Alexis-Nihon – various articles
- Dairy Farmers of Canada – cheese
- *École Jonathan*
- Many churches and individuals – clothes, toys, baby articles, etc.

... for Donations of Services:

- CHM Communications Inc. – for 31 years, organizes with many partners a toy collection for the children of the Dispensary at Christmas (<http://www.chmcommunications.com>)
- Hélène Laurendeau – Presenter at our first Mother's Day Fundraising Luncheon
- Transport Lecavalier and Renaissance – transportation of the food from Montreal Harvest
- Témoign Production – audio and visual technical support, etc.
- Revenue Canada Agency and *Revenu Québec* – volunteers for income tax reports
- Agence Braque inc. – 2013-2014 fund-raising campaign, graphics, etc.
- *The Maman pour la vie* Web site
- Dr. Yasmine Ratnani, pediatrician, and her team – consultations for the Dispensary children
- Isabelle Clément, photographer of our mothers and at our first Mother's Day Fundraising Luncheon

... for the Sharing of Ideas and Expertise:

- *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*

CLIENT PROFILE

References

1,521

Sources of references

59%	Client personally/family	896
36%	MSSS Institutions	541
	<i>Hospitals (19)</i>	
	<i>CSSS (522)</i>	
	- Ahuntsic/Montréal-Nord (132)	
	- Lucille-Teasdale (112)	
	- Bordeaux-Cartierville/St-Laurent (73)	
	- St-Léonard/St-Michel (56)	
	- Dorval/Lachine/LaSalle (39)	
	- La Pointe de l'Île (32)	
	- Sud-Ouest/Verdun (31)	
	- Jeanne-Mance (20)	
	- De la Montagne (11)	
	- Autres (6)	
1,5 %	Community agencies	25
1,5 %	Physicians	24
..2%	Others	35

Area of Residence

97%	Montréal-Centre (1,471)
	- Ahuntsic/Montréal-Nord (304)
	- Bordeaux-Cartierville/St-Laurent (197)
	- Lucille-Teasdale (192)
	- St-Léonard/St-Michel (187)
	- De la Montagne (121)
	- Sud-Ouest/Verdun (118)
	- Dorval/Lachine/LaSalle (101)
	- La Pointe de l'Île (94)
	- Cavendish (56)
	- Jeanne-Mance (49)
	- Ouest de l'Île (27)
	- Cœur de l'Île (25)
1%	Montréal (21)
2%	Laval and others (29)

Risk Profile – "Higgins Method"®

41%	Under-nutrition
22%	Poor previous obstetrical record
13%	Insufficient weight gain
11%	Severe emotional stress
10%	Underweight
10%	Close pregnancy (less than one year)
9%	Dependency (tobacco, alcohol, drugs)
4%	Pernicious vomiting

Calorie and protein corrections

32%	Multiple
42%	One
26%	None

Country of Origin

51%	Africa
13%	Canada
12%	West Indies
12%	Asia
6%	Mexico, Latin America
3%	Middle East
3%	Europe

Age

1%	Adolescents 14-19
10%	Adults 20-24
59%	Adults 25-34
30%	Adults 35-54

Schooling

79%	12 years and more
9%	11 years
5%	10 years
7%	9 years and less

Marital Status

84%	Married, common law
14%	Single
2%	Divorced, separated, widow

Language

80%	French
17%	English
3%	Spanish

Family Type

82%	Two-parent
18%	Single-parent

Family Size

7%	One person
32%	Two persons
33%	Three persons
20%	Four persons
6%	Five persons
5%	Six persons and more

Gravida

22%	One
29%	Two
22%	Three
27%	Four and more

Income Source

34%	Insufficient wages
27%	Social assistance
14%	Employment insurance
8%	Bursary & Loan
5%	None
6%	Sufficient wages
6%	Other

Statistics – April 1st, 2012 to March 31st, 2014

PRENATAL AND POSTNATAL NUTRITION COUNSELLING 1,707 active cases *

Summary	←----- PRENATAL ----->			←----- POSTNATAL ** ----->		
	With Supplement	Without Supplement	Total	With Supplement	Without Supplements	Total
Carried forward (March 2013)	346	12	358	151	35	186^B
New cases	1,095	64	1,159	350	317	667
Total	1,441	76	1,517^A	501	352	853
Closed cases	1,183	53	1,236	457	253	710
Carried forward (March 2014)	258	23	281	44	99	143
Waiting for service (March 2014)	—	—	283	—	—	74

* A + B + 4 women only followed in the postnatal period

** 97% of our mothers initiate breastfeeding. However, ≈ half of them do not request nutritional follow-up after the birth of their baby.

PROFILE OF SERVICES

Food Supplement

122,908 litres of milk
9,750 dozen eggs
85,081 tablets of vitamin-mineral supplement
480 kilograms of ground flax seed

\$188,341 food supplement annual cost for pregnant women
\$29,731 food supplement annual cost for breastfeeding women
\$129 food supplement cost per active case
\$546 professional services cost per active case

Dietitians' prenatal interviews according to the "Higgins Method" ©

1,155 initial consultations
5,140 supervision consultations
6 home visits
4,5 consultations per pregnant woman

Postnatal follow-up

1 217 consultations by the dietitians
481 consultations by the educators (perinatal/childcare)
45 home visits
2,5 consultations per mother

Prenatal or social interventions by the educators (perinatal/childcare)

722 consultations
12 home visits

Low birth weight: 3.6% - Premature: 4.6% *

*** 1,098 live babies from single pregnancies**

GROUP ACTIVITIES

WORKSHOPS	Activities (n)	Themes * (n)	Attendance (n total)	Attendance per activity	Mothers (n)	Mates/acc. (n)
Expecting a Baby	63	3 ■	563	8.9	294	38
Preparing to Breastfeed	67	2 □	563	8.4	367	21
Feeding a Baby	50	3 ▲	357	7.1	214	7
Parenting skills	39	4 ▼	365	9.4	207	23
Woman's Health	27	3 ◆	147	5.4	109	5
Food Security	25	3 ◇	195	7.8	92	4
Knitting	49	1	555	11.3	121	9
Networking	28	17 *	301	10.8	124	14
Total	348	36	3,045 **	8.6 ***	♥	♥

* The symbol corresponds to the list of themes below.

** Participating mothers, accompaniers and volunteer mothers

** Average number of participants per workshop.

♥ 872 individuals (mothers and accompaniers) participated in the activities.

Average number of activities attended by participant mother: 3.4

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 & getting into shape after birth
- *Éveil à nos émotions!*

◇ FOOD SECURITY

- Healthy cooking
- Collective kitchen
- Health challenge

* INTEGRATIONAL & INTERCULTURAL NETWORKING

Knitting, on Wednesdays, in the afternoon

7 Holidays

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

15 cultural outings

- Montréal Museum of Fine Arts (5)
- *Bibliothèque Père-Ambroise* (2)
- Mosaïcultures (2)
- Lachine Museum
- Montreal International Jazz Festival
- Markets: Jean-Talon (1) and Central (1)
- *Biodôme*
- Nativity scenes at Saint-Joseph Oratory

6 outdoor outings

- *Parc nature de l'île de la visitation*
- *Île Sainte-Hélène* Pool
- *Rivière-des-Prairies* Pool
- *Lafontaine* Park
- Visit of the Old Port
- *Jean-Drapeau* Park

Child Care

327 periods
233 children
548 presences
1.7 children per period

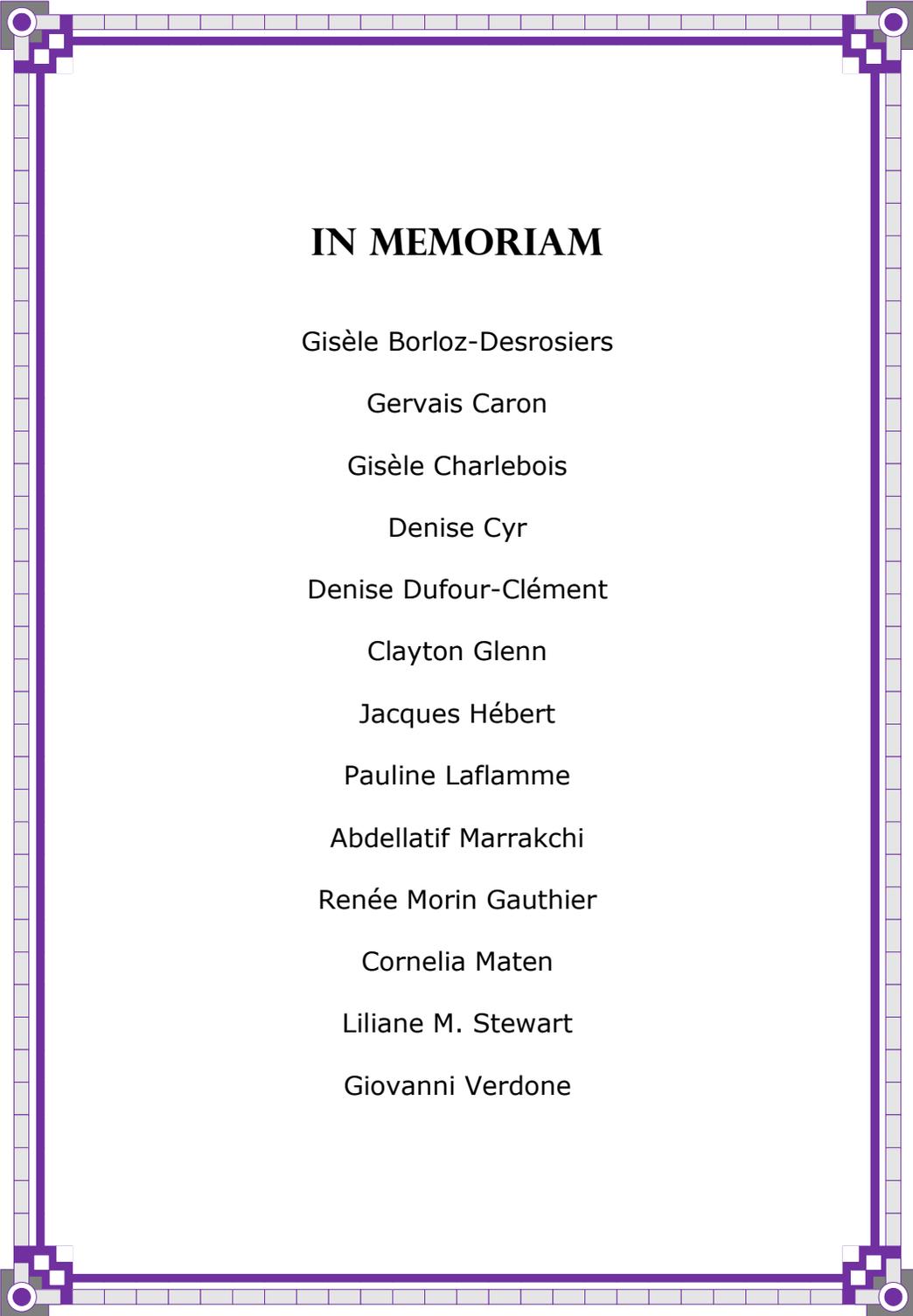
* not taking into account the volunteers' children

Empowerment – 1,500 hours of volunteer work - 12 clients

PLUS...

Income Tax Reports: 98 for 49 people.

Emergencies: ≈ 300 families received emergency relief per month.



IN MEMORIAM

Gisèle Borloz-Desrosiers

Gervais Caron

Gisèle Charlebois

Denise Cyr

Denise Dufour-Clément

Clayton Glenn

Jacques Hébert

Pauline Laflamme

Abdellatif Marrakchi

Renée Morin Gauthier

Cornelia Maten

Liliane M. Stewart

Giovanni Verdone