

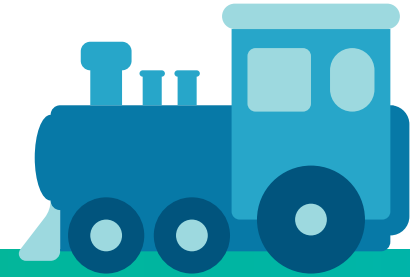


## 2018 2019 REPORT TO THE COMMUNITY



◀◀ NURTURING THE FUTURE, ONE PREGNANT WOMAN, NEWBORN AND FAMILY AT A TIME. ▶▶

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*In memory of Holly Jonas Higgins, who passed away on April 30, 2018. Holly was the daughter of Agnes C. Higgins.*





JEAN-MARC DEMERS  
PRESIDENT OF THE BOARD

JACKIE DEMERS, P.D.T.  
EXECUTIVE DIRECTOR



# A WORD FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR

Last year, we began the process of reflecting on the role of our organization, both now and in the future. Pursuing that process, in 2018-2019, we updated our vision and mission statements. This led us to restructure and reorganize our strategic action plan. Consequently, we are now in a better position to provide Greater Montreal women who are experiencing pregnancy and motherhood while living in vulnerable situations with access to high-quality support services during this crucial period which is so important to a child's overall development and health.

This year, **831 women** and their families sought the services of the dedicated Dispensary team. The support they received not only enabled women to eat better during pregnancy, but it also helped them gain a deeper understanding of their child's development, cultivate their skills to nurture it, discover their own potential, learn about the resources available to them in their communities and build their self-confidence, all of which are contributors to good health.

In this annual report, you will discover how we were able to serve these mothers and, as in previous years, reduce the rate of underweight babies by half among at-risk clients. While providing these services, we also pursued our quest for improvement with two objectives in mind: 1) to reduce the number of women who, even today, experience pregnancy alone, with few resources and a million questions, and 2) to maximize the benefits that women receive from our approach.

Above and beyond the direct support we provided in the form of nearly **5,116 interventions** and more than **230 group workshops**, we also continued to develop local services through our community partnerships and our collaboration with the CIUSSS. Through these concerted efforts, we aimed to serve high-priority clients, including those living in outlying neighbourhoods where needs are great, migrants whose status limits their access to services, women in families where there is psychoactive substance use and indigenous women.

We continued to document and standardize our practices and obtained the collaboration of the regional public health branch (*Direction régionale de santé publique*) for this project, which enabled us to pursue our professional and personal development. In addition to providing direct services, we remained active in our community with the objective of fostering the well-being of families and creating the conditions that will promote the healthy development of children in our immediate neighbourhood and throughout the city, as well as through broader programs such as *Nurturing Life*.

With a view to maximizing the impact of the services we provide to families, we acquired tools and implemented procedures and policies, including a solid salary policy, that will streamline our management processes and better support our team's development. We also began to re-examine our governance structure with a view to ensuring that it remains relevant and effective and that it reflects the families we serve.

Several generous bequests and donations of publicly traded securities allowed us to end the year with a surplus that will help us consolidate our approach, improve access to services and increase the visibility of our organization, all of which are essential to ensuring the Dispensary remains relevant and available to the women we aim to serve. We would like to take this opportunity to thank all those who support us and our endeavours, on our own behalf and on behalf of the families we work with.

In closing, we would like to announce that we have decided to invest in the Agnes C. Higgins House. Despite the increase in external services, we wish to ensure that this welcoming space remains available to the hundreds of women who come to find "a home far from home" while experiencing their transition to motherhood.

Overall, 2018-2019 was a year of consolidation, with results that once again demonstrated the importance of accompanying women through this crucial developmental period that has such a major impact on the rest of a baby's life. We present these results to you with pride, but even more importantly, with the hope that we can count on you to continue to nurture life.

# THE DISPENSARY

## MISSION

The Montreal Diet Dispensary is a community organization whose mission is to foster optimal infant health through social nutrition interventions with pregnant women in precarious situations, one pregnant woman, infant and family at a time.

## OBJECTIVES

- Reduce the number of babies born with low birth weights.
- Encourage and support breastfeeding.
- Empower families to take charge of their physical and mental well-being and foster their social integration.
- Make information and training on subjects related to perinatal nutrition accessible to practitioners throughout Quebec.

## KEY STRATEGIES

- From mid-pregnancy to six months after birth: provide nutritional counselling to pregnant women based on the Higgins Method®, offer breastfeeding support and provide parents with pre- and postnatal group activities.
- Work with complementary partners before, during and after our involvement in the lives of the families we serve.
- Continue to improve our practices through innovation, assessment and documentation.
- Highlight the experiences and skills of Dispensary families.

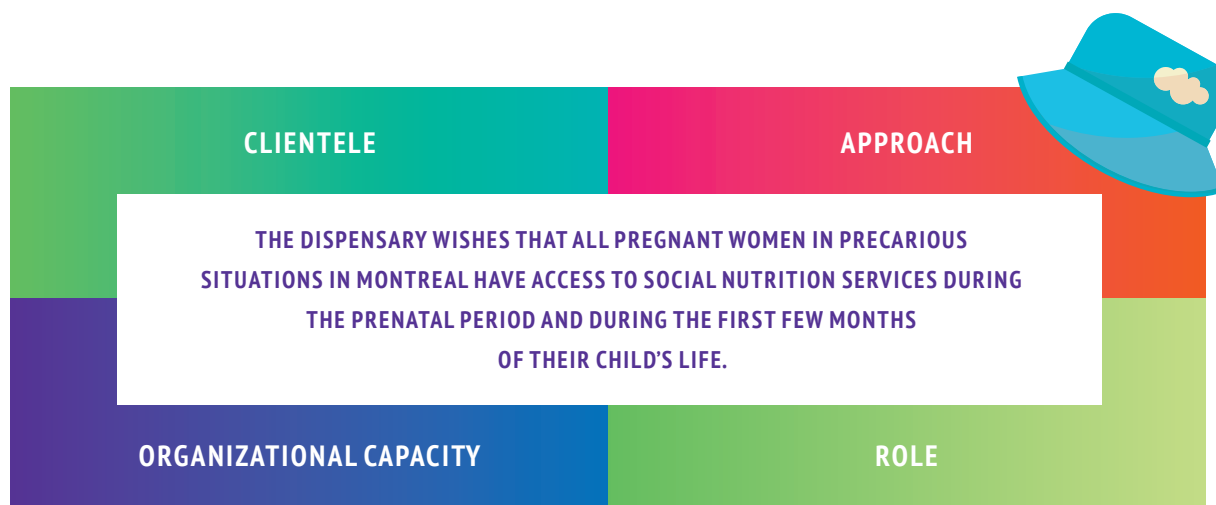
## VALUES

- Because we are guided by notions of human dignity and because we support each individual's free will and commitment to be the architect of his or her own fulfilment, we demonstrate **humanism**.
- At the Dispensary, **fairness** is exhibited through access to the free services we provide to pregnant women in precarious situations and to new mothers, without judgment and regardless of their background or living conditions, as well as the way in which we integrate these women into our organizational processes. The principle of fairness is also reflected in the relationships between our team members.
- At the Dispensary, **commitment, innovation and participative collaboration** are showcased by the organization's members and staff, as well as the mothers we serve, the members of their families and others close to them, when they combine their experience, expertise and commitment to provide services of the highest quality.
- When our organization, pregnant women in precarious situations and their family members find the strength to bounce back and regain confidence in the future after facing difficult situations, we call this **resilience**.

## VISION

To provide each child with an equal chance to achieve self-fulfillment.

The following diagram provides an effective illustration of the strategic vision as well as the four priorities that guide its implementation. Through these strategic priorities, as well as the Client's Journey, we present the 2018-2019 Dispensary Report to the Community.





# TAKING ACTION FOR OUR CLIENTS

ENSURING THAT THE DISPENSARY'S SOCIAL NUTRITION SERVICES ARE ACCESSIBLE TO A GREATER NUMBER OF PREGNANT WOMEN IN VULNERABLE SITUATIONS WHO MAY NOT BE BENEFITTING FROM EXISTING SERVICES

The Dispensary's services for pregnant women in vulnerable situations are unique and stand out from other nutritional support services in Quebec in that they are accessible and free of charge; they integrate social, economic and community dimensions; and they include both individual and group consultations, as well as educational workshops. The services can be provided in either the Dispensary's welcoming, homey environment (**Agnes C. Higgins House**) or on the premises of partner organizations that are physically located closer to the homes of our target population (**community-based interventions**).

## TARGET POPULATIONS

- Pregnant women in financially precarious situations (below the poverty line)
- Pregnant women with precarious immigration status
- Pregnant women who use psychoactive substances
- Indigenous pregnant woman

## THE CLIENT'S JOURNEY



FROM APRIL 1<sup>ST</sup>, 2018  
TO MARCH 31<sup>ST</sup>, 2019

NUMBER OF PREGNANT WOMEN  
ACCOMPANIED: 831

NUMBER OF INDIVIDUAL AND GROUP  
CONSULTATIONS: 5,116

When a pregnant woman contacts the Dispensary for the first time, a client file is opened and the woman is invited to attend her first group session: the Welcoming Group. Next, she meets with a nutritionist for a full assessment. Depending on the results of her assessment, she will receive a referral to either an individual intervention or a group follow-up (*Club Bedaine*). 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 pregnancy. *Club Bedaine* meetings and follow-up sessions are held every three to four weeks until childbirth.

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 the baby is born. The *Club Bedaine* cohort meets once or twice during the postnatal phase. In addition, participants are able to speak to their practitioners on the phone in the weeks following delivery or on an as-needed basis. All 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 journey, all women have access to the services of our perinatal and lactation consultants, as well as those of our community worker, should the need arise. They may also participate in group workshops that complement our social nutrition services.



## INTERVENTIONS AT AGNES C. HIGGINS HOUSE



### WELCOMING GROUPS

During the past year, **twelve (12) Welcoming Group** sessions were held. A total of **132 women participated**. On average, the participants were 20 weeks pregnant at the time of the session.

### INDIVIDUAL CONSULTATIONS

- **789 mothers** began their Dispensary journeys through an individual prenatal consultation.
- **16%** of mothers were expecting their first child.
- **2,435 prenatal consultations** were held (nutrition, prenatal support, social).
- On average, women were **25 weeks pregnant** at the time of their first meeting.
- **2,549 postnatal consultations** were held (nutrition, breastfeeding, social).
- Number of individual breastfeeding consultations: **342**
- **173** spouses took part in consultations for a total of attendance of **476 participants**.

### DAYCARE CENTER

For mothers whose children do not attend daycare services and to encourage their participation in its workshops and services, the Dispensary offers a drop-in daycare center *De Bon Cœur*, named after the departure and retirement of Rosy Buonocore, its first coordinator.

- › **Total attendance: 308.**  
**Total attendance: 78 children.**



### CLUB BEDAINE

*Club Bedaine* is intended for pregnant women who are not at high risk of delivering babies with low birth weights. During *Club Bedaine* sessions, which are held monthly starting in the 24<sup>th</sup> week of pregnancy, important information on healthy eating and pregnancy is provided to expectant mothers and nutritional supplements are distributed. These group sessions create a cohort effect, where peer support plays an important role in creating new social networks for the participants. Furthermore, *Club Bedaine* participants are more likely to participate in numerous additional Dispensary workshops.

- › **In 2018-2019, 17 women began their Dispensary journey through *Club Bedaine*.**

### THE THREE-MONTH-OLD BABIES' PARTY

The third month of life is an important milestone in an infant's psychosocial development. This is the moment parents begin to realize that their child is no longer a newborn and babies begin to look directly at their parents and smile at them. To celebrate this stage, the Dispensary holds the Three-Month-Old Babies' Party. These parties provide mothers with the chance to converse with their peers while learning about the importance of stimulating their children. At the same time, the Dispensary's practitioners are able to check on the babies' growth and provide advice on how parents can take charge of the well-being of their children and families.

- › **Result: 173 babies celebrated their three-month "birthday" at the Dispensary.**

### GROUP WORKSHOPS

The purpose of our group workshops is to provide information that complements our individual and group consultations. Workshops that cover topics related to nutrition for pregnant women, babies and families are led by our nutritionists, while for the most part, workshops on preparing for childbirth, breastfeeding, parenting skills, child development, networking and other topics are led by our perinatal consultants and our community worker. In some cases, however, these workshops are led by practitioners from other organizations with expertise in specific subjects.

- › **Number of group workshops delivered in 2018-2019: 233.**  
**Total attendance: 905.**  
**Number of participants: 412**

### FESTIVITIES AND GATHERINGS

In line with our social nutrition approach, the Dispensary promotes the creation of tighter social bonds by providing families with opportunities to get together in relaxed, festive settings.

#### THE DISPENSARY FAMILY CHRISTMAS PARTY - DECEMBER 19<sup>TH</sup>, 2018, YWCA

- › **Total attendance: 178, including 92 children.**

We would like to thank the YWCA for lending us the room, CHM Communications and Thé Jouet/Toy Tea Montreal for donating the toys that delighted the children, André Bertrand for taking on the role of Santa Claus, Tammy Tran (our Sugar Plum Fairy) for organizing the event, and the eight volunteer elves from Concordia University.

#### THE SIXTH ANNUAL DISPENSARY MOTHER'S DAY BENEFIT LUNCHEON

Approximately 20 families were invited to attend the sixth edition of the Mother's Day Benefit Luncheon, which took place on May 11, 2018, at the Fairmont Le Reine Elizabeth Hotel in Montreal. Thank you to CN for making it possible for them to attend.



## COMMUNITY OUTREACH

One of the key objectives of the Dispensary's 2018-2022 strategic direction is to make social nutrition services available to women in locations closer to their own homes. For this reason, the Dispensary's nutritionists step out of their offices at Agnes C. Higgins House to conduct their consultations directly on the premises of community/partner organizations. This allows them to make contact with pregnant women who are at very high risk of giving birth to babies with low birth weights. We like to call them our **neighbourhood nutritionists!** Through this approach, our nutritionists are able to integrate themselves into local communities and become important assets in each woman's multidisciplinary intervention plan, which is implemented and coordinated by practitioners in our partner organizations.

### DOCTORS OF THE WORLD

The women our nutritionist met through the Doctors of the World clinic for **migrant pregnant women** had either a work, tourist or student visa, or no status at all in Canada. For the most part, these pregnant women did not have access to free health care. Some of them had so-called "high-risk" pregnancies (*GARE*) that required close medical follow-up due to factors such as diabetes, high blood pressure or multiple gestation.

Of the 258 pregnant women who visited the Doctors of the World clinic, our nutritionist met with 114 and opened files for 90. Of these 90 women, **56 were provided with individual nutritional follow-ups** and **16** were awaiting follow-up at the time of this writing.

Another **16 women** were accompanied by both a Doctors of the World nurse and our nutritionist because they had gestational or type II diabetes without *GARE* (high-risk pregnancy) follow-up, or because they had high blood pressure without *GARE* follow-up.

### ROND-POINT

*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* provides activities and medical, nursing and psychosocial services, in a single location, to parents and families who have lived with or continue to live with problem of drug or alcohol use. About half of the women seen by our nutritionist at *Rond-Point* also visited the Dispensary for a consultation, where they were also provided with access to food items, for example. One of the impacts of our services there is that these women gained enough confidence in themselves and their practitioners to venture out of their safe space at *Rond-Point*.

» **Number of women accompanied: 17.**  
**Number of pre- and postnatal follow-ups: 76.**

### YMCA RESIDENCE

A team of practitioners from the Dispensary held five Welcoming Groups on-site at the YMCA residence, where asylum seekers are housed temporarily.

» **Total attendance: 40.**

### LES FOURCHETTES DE L'ESPOIR IN MONTREAL-NORTH

*Les Fourchettes de l'Espoir* is a charitable organization that supports the most disadvantaged members of the Montreal-North community and helps them integrate the job market by providing them with access to a variety of quality food items. Many of the women who have benefitted from the Dispensary's services over the past several years live in this neighbourhood, where the needs are great.

» **Number of women accompanied: 28.**  
**Number of pre- and postnatal follow-ups: 64.**  
**Number of home visits: 7.**  
**"Eating Well at Low Cost" training session: 15 participants.**

### CONCERTATION FEMME IN BORDEAUX-CARTIERVILLE

The mission of *Concertation femme* is to improve women's quality of life in order to reduce isolation and foster emotional, social and/or financial independence by providing an environment that favours the search for solutions. The Dispensary contributes to this endeavour by providing nutritional counselling services, mainly to pregnant migrant women.

» **Number of women accompanied: 15.**  
**Number of consultations: 58.**

### MON RESTO SAINT-MICHEL

Like Montreal-North, the neighbourhood of Saint-Michel has been the source of a large proportion of our clientele for many years. One of our nutritionists contributes to *Mon Resto Saint-Michel's* mission through its *Bedondaine* program for pregnant women by facilitating "Nutrition during Breastfeeding" and "Healthy Eating for a Healthy Baby" workshops.

» **Total attendance: 30.**

### LA MAISON BLEUE SAINT-MICHEL

The first few months of 2019 saw the beginning of a new collaboration between *La Maison Bleue Saint-Michel* and the Dispensary. One of our nutritionists facilitated a session on pregnancy nutrition at *La Maison Bleue* during a prenatal course. Since then, we have followed up with one woman in conjunction with *La Maison Bleue* and have held two prenatal consultations on their premises.

» **Total attendance: 8.**

We expect to become more involved with this organization in 2019-2020.



## WHO DID WE HELP THIS YEAR?

### REFERRAL SOURCES

Word of mouth	48.6%
Community organizations	33.3%
Health network	13.6%
Other	4.5%

### SOURCES OF INCOME

Insufficient income	38.8%
Income security	24.7%
Employment insurance	5.9%
Loans and bursaries	6.2%
No income	11.0%
Sufficient income	7.5%
Other	5.8%

### STATUS IN CANADA

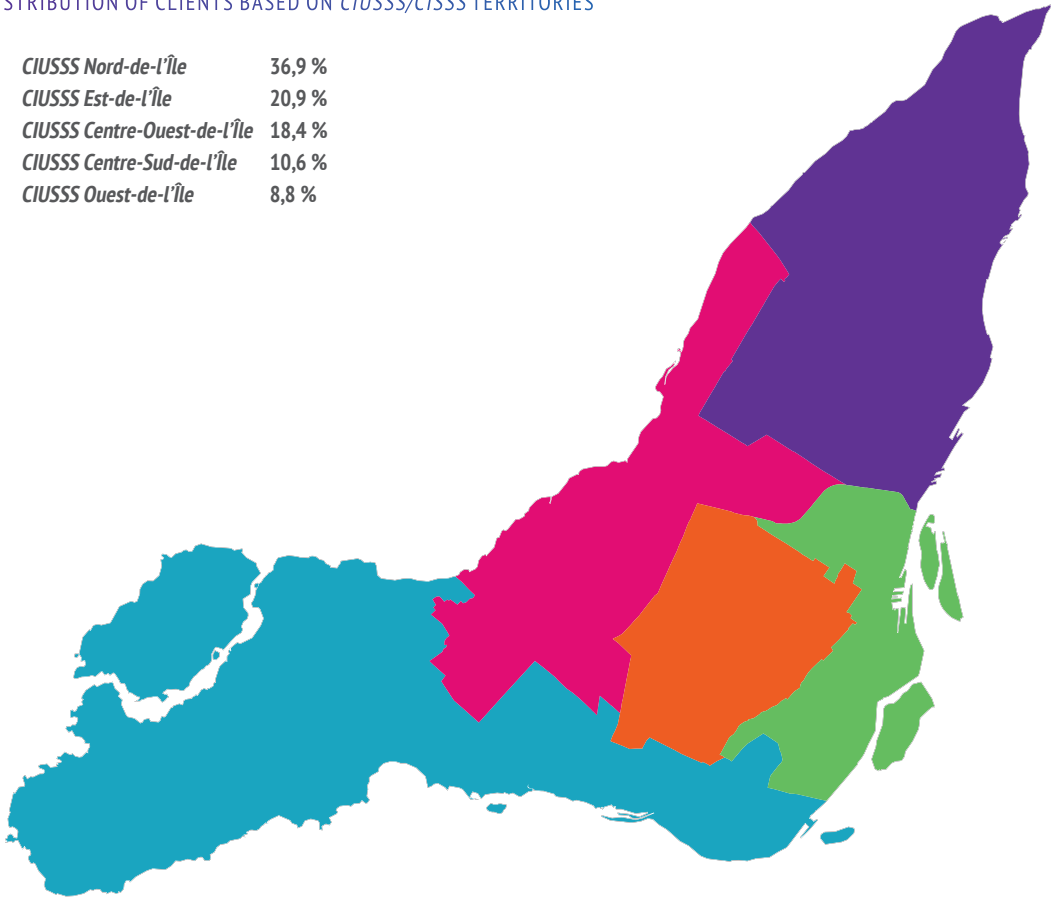
Asylum seekers and refugees	27.1%
Precarious status (work, student or tourist visa or no papers)	12.9%

Canadian citizens: 27.1%  
Permanent residents: 32.9%



DISTRIBUTION OF CLIENTS BASED ON CIUSSS/CISSS TERRITORIES

- CIUSSS Nord-de-l'Île 36,9 %
- CIUSSS Est-de-l'Île 20,9 %
- CIUSSS Centre-Ouest-de-l'Île 18,4 %
- CIUSSS Centre-Sud-de-l'Île 10,6 %
- CIUSSS Ouest-de-l'Île 8,8 %



CISSS outside of Montreal	Percentage
CISSS de Laval	2,5%
CISSS Montérégie-Est	1,3%
CISSS Montérégie-Centre	0,6%
CISSS Montérégie-Ouest	0,1%





#### DEMOGRAPHIC PROFILES OF OUR CLIENTS

Age	
Adolescents 14-19	0.7%
Adults 20-24	9.0%
Adults 25-34	55.6%
Adults 35-52	34.6%

Continent/Region	
Central, East, West and Southern Africa	31.9%
West Indies	19.1%
North Africa	18.4%
Canada, U.S.A.	11.0%
Latin America	7.8%
Asia	7.6%
Middle East	2.5%
Europe, Scandinavia	1.7%

57%

**PERCENTAGE OF CLIENTS WHO HAVE LIVED IN CANADA FOR LESS THAN TWO YEARS.**

28%

**OF THE FAMILIES WE ACCOMPANIED WERE SINGLE-PARENT FAMILIES OR FAMILIES IN WHICH THE FATHER LIVED ABROAD.**

89%

**OF THE WOMEN HAD AT LEAST A SECONDARY 5 EDUCATION (OR EQUIVALENT).**

36%

**OF THE WOMEN WERE SERVED INTERACT WITH US IN A LANGUAGE OTHER THAN FRENCH.**

#### FOOD AND SUPPLEMENTS, NUTRITIONAL CORRECTION FACTORS AND RECOMMENDATIONS

Due to their low income, **92%** 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 proteins 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. **63%** 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 of 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.).





## THE IMPACTS OF OUR INTERVENTIONS

The impact of the Dispensary's services on the lives of the women we accompany can be measured through a variety of elements, such as babies' birth weights; the provision of reliable information; teaching, monitoring and support by Dispensary practitioners; opportunities to meet with and converse with other mothers; and the acquisition of knowledge on how to foster the development of a baby. The following are some main points for the year.

### LOW BIRTH WEIGHT RATE (BABIES 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<sup>1</sup>.

**PREMATURE BIRTHS: 6.5%** (Dispensary) compared to 7.9% (province of Quebec) amongst families that are materially and socially disadvantaged<sup>1</sup>.

**96 %** of our clients attempted to breastfeed and **48.2%** practiced it exclusively two to four months postpartum.



### INCREASED KNOWLEDGE AND IMPROVED SKILLS

Women's skills and knowledge regarding proper nutrition, breastfeeding, child development, healthy pregnancy, positive parenting practices and external resources were improved.

- **60%** of mothers interviewed at pre- or postnatal meetings acknowledged that they had retained important information on nutrition during pregnancy as it pertained to the growth of their unborn child.

*"I learned a lot, a whole lot, about the resources that were available to me, and how to eat during pregnancy since I had gestational diabetes, [and] that helped me when it came to feeding my baby. I also received a lot of help regarding [how] to feed my child in relation to breastfeeding..."*

More specifically, secure attachment (child in a secure relationship with their parent) is an important element of our social nutrition approach. It is widely known 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 that focused on childbirth, breastfeeding and parenting skills), we observed very positive responses to the following:

- **100%** of respondents expressed interest in speaking positively to their unborn child.
- **98%** of respondents expressed a desire to practice skin-to-skin techniques with their newborn child.
- In **43%** of the individual mother-practitioner consultations that were held over the past year, the mothers spontaneously told us that they speak positively to their unborn children or to their babies aged 0-6 months.

*"I now know that I can speak to my baby in the same way I would speak to an adult."*

*"Here, I learned that the time I spend with my baby is very important, and so is the bond between parents and child. Maintaining contact with the child is very important to avoid problems later in life."*

(Source : Ministère de la Santé et des Services sociaux 2012 > 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).



## AWARENESS OF INTERNAL RESOURCES

By nurturing their mother-infant bond, women felt more confident in their role of mother and adopted new behaviours that fostered the development of their child. Interventions provided by Dispensary staff led women to recognize the strengths they had within themselves and to develop not only their self-assurance and self-confidence, but also the ability to stretch their own limits out of love for their child.

- In 22% of the individual mother-practitioner consultations that were held over the past year, the mothers spontaneously told us that when it came to their children, they had been able to do more than they thought they were capable of. For example, some of the mothers told us they had made themselves eat even when they felt nauseous because it was good for the baby. They also told us that the Dispensary's follow-up program had given them confidence in their ability to breastfeed exclusively.

*"The time I spent with you at the Dispensary lifted my spirits."*

*"When you're all alone, without anyone around, you do what you can but you start to lose strength and confidence, you stop eating, you let yourself go [...] With her advice, I was able to rebuild my self-confidence...to know I only had to get enough in to have the energy to convey joy and strength to my child."*

*"I couldn't make myself eat. My nutritionist gave me a lot of encouragement...she told me that if I ate well, the baby would also be healthy, which gave me the courage I needed [...] I managed to increase my weight, thanks to her. I couldn't eat, I was stressed out [...] I was alone with the kids, pregnant, I didn't have the necessary papers, but now, at this moment, we've finally been approved, thank God."*



## A RELATIONSHIP OF TRUST WITH A SIGNIFICANT PERSON FROM THE DISPENSARY

Women developed a feeling of belonging towards the organization (sense of trust). The mother-practitioner trust relationship is indispensable to implementing the recommendations that lead to the healthy birth and development of a child.

According to feedback from our focus groups, the mothers who are accompanied by the Dispensary believe that our practitioners possess appropriate knowledge and experience, good listening skills, a non-judgmental approach and a reassuring presence, in addition to being very available.

*"Here, they soothe you, they don't wish you any harm [...] When I arrived here, my courage came back."*

*"The practitioners give you confidence and encourage you to continue to try breastfeeding."*

*"Véronique really won my trust. When I cried, she asked me to believe that things would get better and that one day I would be able to share my story, which is exactly what I'm doing today."*

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

## PEER SUPPORT (SOCIAL NETWORKS WITH OTHER MOTHERS)

In our discussion groups, mothers expressed their appreciation for opportunities to interact with their peers. They told us they had developed friendships, learned that they were not alone in experiencing difficult situations and accepted that it is sometimes necessary to ask for help. The participants also acknowledged that our group activities helped reduce their sense of isolation. Furthermore, talking with other mothers gave them feelings of courage and security and made them feel less alone.

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

- **97%** of mothers reported that they had conversed with other mothers.

*"I was happy to be there [...] I knew that I would feel connected, learn something that would do me some good, get out of my place, be with other moms and talk to people who would understand."*





# SOCIAL NUTRITION PRACTICES

## OPTIMIZING OUR SOCIAL NUTRITION PROGRAM

The Dispensary's social nutrition program is based on the Higgins® nutritional intervention method, a scientifically proven method that focuses on the pregnancy period. Social nutrition also covers the first few months of a newborn's life and relies on the involvement of other members of the pregnant woman's social entourage, as well as her family. The approach takes into account a number of health determinants (such as social, economic and cultural status, access to health care, etc.) to provide interdisciplinary interventions that enable women to give birth to healthy babies, nurture their babies' development and flourish as parents and community citizens.

### DESCRIPTION OF OUR SOCIAL NUTRITION APPROACH

While continuing to use the impact assessment measures we implemented through EvalPop in 2015, this past year we updated our logic model to also include our community activities. Thanks to the efforts of the *ad hoc* Dashboard Committee, we laid the foundations for a service monitoring tool that will be available to the entire team. This tool is based on the Client's Journey. The project is currently ongoing.

### STANDARDIZATION OF OUR SOCIAL NUTRITION PRACTICES AND APPROACH

Our practitioners worked on the implementation of the Client's Journey, which was adopted last year. They also held meetings to share best practices in social nutrition and to support each other, identify challenges and consider solutions.

In 2018-2109, much work went into structuring the best practices manual and reviewing the processes that led to its creation, which included: managing change in workgroup methods, organizing topics and themes, defining relevant tools and creating templates, mobilizing the team, capitalizing on each person's strengths and optimizing our diversity. In addition, to support the team in the development of our best practices manual, we recruited Marie-Claude Gélneau from the *Direction régionale de santé publique de Montréal*.

The format of our cooking and infant nutrition workshops has been updated, and the associated tools have also been updated or are in the process of being so. Standardized information sheets have been created for our Welcoming Groups and baby parties.

### UPDATE OF OUR SERVICE OFFER

Our logic model, the tools we have implemented and our grasp of the needs arising out of our various partnerships have enabled us to respond more quickly to our clients' needs by modifying our service offer. In this spirit, we collaborated with those of our partners that are involved with asylum seekers at the **YMCA** Residence to provide Welcoming Group services directly on-site at the residence, before they move and settle in another neighborhood which was more efficient for us and, even more importantly, more convenient for the families.

Also, in early 2019, we hosted a workshop by **Pro Bono Québec** on immigration law. We have thus been able to provide Dispensary families with relevant, up-to-date, expert information that meets their needs while remaining focused on our own strengths.





# THE DISPENSARY'S ROLE WITHIN ITS NETWORK AND ITS COMMUNITY

## HIGHLIGHTING THE DISPENSARY'S ACTIONS TO ENABLE CHILDREN TO REACH THEIR FULL POTENTIAL

### OUR COLLABORATIONS WITH OTHER ACTORS OF CHANGE

Our mission, scope of activity, and outreach throughout the Island of Montreal, in addition to our nearly century-long presence in the Peter-McGill district, have put us in a position to share our expertise and render it accessible to others. They have also motivated us to collaborate with other organizations to raise awareness of the issues that affect our clients and the community. Consequently, we are involved in local and regional round tables, healthy eating and food security groups, strategic think tanks and groups that focus on implementing service channels and means for exchange.

As always, we are driven by a single objective: **to ensure that all children, regardless of their background or social status, have an equal chance to achieve self-fulfillment.** We firmly believe that it is through the participation of the stakeholders in our families' communities, that this can be achieved!

### SHARING OUR EXPERTISE

#### NURTURING LIFE

Launched in 2009 as *SVPNutrition*, *Nurturing Life* is a Dispensary program that provides community workers throughout Quebec with free 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 nutrition during the gestation and newborn periods and is based on the Dispensary's practical intervention experience.

**The *Nurturing Life* program is comprised of 169 members from 86 different organizations in 16 health regions across Quebec.**

Some 2018-2019 highlights:

- 10 online training sessions (webinars) were delivered, with an average of nine participants per session, representing 10 Quebec health regions. 16 participants attended more than one training session and eight participants attended more than two. 98% of practitioners who attended an online training session reported an increase in their knowledge of perinatal nutrition (pregnancy, breastfeeding, fetal development, newborn, infant).
- 26 articles, 13 case studies, 13 columns, 9 information sheets, 6 video briefs and 25 *Saviez-vous* spots were published in the *Nurturing Life* section of the Dispensary's website. Visitors viewed an average of five pages per visit.

- 109 different members (65% of the membership) visited the website at least once. Some members visited numerous times: 55% visited more than twice, 46% visited more than three times and 38% visited more than four times. In total: 1,349 visits and 5,346 pages viewed.
- The six video briefs were viewed 1,093 times. The most popular was the one on raw eggs, with 718 views.
- In a member survey, 86% of respondents said that the content of *Nurturing Life* helped them learn more about perinatal nutrition (pregnancy, breastfeeding and infant nutrition). In addition, 89% consider the Dispensary to be a reference in perinatal nutrition.

#### NUTRITIOUS FOOD BASKETS (NFB)

In 1932, the Dispensary created the Food Price List, which was a list of healthy foods available at low prices. That list later served as the 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 feeding a family of four an adequate, healthy diet in Montreal**. The NFB formed the basis for the Dispensary's reputation in the domain of food security.

Between January 2018 and January 2019, **the cost per person per day increased by 4.7%**. The price of potatoes increased for the first time since 2011, from \$1.10/kg to \$1.32/kg (↑20%). Over the past year, the greatest change has been in the price of cheese, which rose by 17%. It is worth noting that the cost of natural peanut butter decreased by 50%. It had risen sharply in 2017 due to poor harvests in Africa.

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

#### Magdalen Islands - Gaspésie

Building on its expertise and its 2016 and 2018 collaborations with the *Carrefour Jeunesse Emploi des Îles-de-la-Madeleine*, this past year the Dispensary continued to collect data from other food markets on the Islands with the objective of obtaining a clearer picture of the overall situation.

**Result/Cost per person per day per region:**  
Central: \$9.65, Outlying: \$9.35, Remote: \$10.81

In addition, the Dispensary was asked to determine the cost of the NFB in the following five regional county municipalities in Gaspésie: Côte de Gaspé, Rocher-Percé, Avignon, Bonaventure and Haute-Gaspésie. At the time of this writing, the results had not yet been made public by the local authorities.



## "EATING WELL AT LOW COST" TRAINING PROGRAM (FUNDED BY AVENIR D'ENFANTS)

This project began last year with the creation of several training tools and five guides (the 'Eating Well at Low Cost' Food Plate, Staple Ingredients, Food Waste, Food Storage and the Nutrient Facts Table). This year, two Dispensary nutritionists trained 13 practitioners from various organizations in the Peter-McGill district, who are now equipped to provide accurate, relevant information to their co-workers and members.

### WORTHY OF MENTION

- The Dispensary and the Fondation OLO were jointly nominated for a DUX award for their guide entitled "Découvrir le monde et ses diverses saveurs – Profils alimentaires de régions du monde et de quelques aspects culturels liés à la périnatalité". A poster presentation of the guide was made at the Journées annuelles de la santé publique.
- The Dispensary was introduced and our James Bay area pricing survey data was discussed during the annual nutritionists' day of the Cree Board of Health and Social Services of James Bay.

## OUR INVOLVEMENT IN JOINT PROJECTS

### PETER-MCGILL COMMUNITY COUNCIL

- We participated in the Families Downtown group, as well as its coordination committee and community agent support group.
- We took part in the initiation of the collective impact approach of the J. W. McConnell Foundation's *Innoweave* program and collaborated on services for pregnant asylum seekers and children of asylum seekers.
- We participated in the *Grand rassemblement pour les Tout-petits* held by *Avenir d'enfants*, in the Peter-McGill steering and evaluation committee, in *Centraide's* Collective Impact Project (PIC) and in the committee on food security. We also shared this committee's experiences as part of the preparatory seminar for the *Les connaissances partagées, levier de l'action collective locale* think tank held during the *Journées annuelles de la santé publique*.

### ÉQUILIBRE

We sat on the working committee of the *Maman bien dans sa peau, bébé en santé* project to develop training on body image for practitioners working with pregnant women.

### CIUSSS NORD-DE-L'ÎLE DE MONTRÉAL

We took part in discussions to develop service channels and improve service coordination so that more pregnant women have access to services during the prenatal period. We created links with other early childhood/family-networks and committees on this territory.

## CIUSSS OUEST-DE-ÎLE

We participated in discussions with the aim of improving the coordination of services for pregnant women and new parents in this territory, simplifying processes and improving access to services for pregnant asylum seekers, and determining the feasibility of assessing the food security situation in the entire territory.

### FOOD SECURITY

- We took part in *Les Grands Échanges* hosted by Moisson Montreal and in collection activities for the Foundation of Greater Montreal's Zero Hunger project. We participated in the *Table de concertation sur la faim et le développement social du Montréal métropolitain*.
- We promoted the *Déclaration au droit à la saine alimentation*, launched by the *Regroupement des cuisines collectives du Québec* to ensure that people living in food-insecure situations benefit from efforts to improve local, regional and provincial food systems.

### CENTRAIDE

We attended and participated in *Centraide's* spokespersons' program by co-facilitating training sessions, delivering several workplace presentations and hosting partners and donors on our premises.

## FONDATION OLO

We took part in the *Fondation OLO's* committee of experts on nutrition and perinatal care and in inter-organizational meetings with the aim of improving access to services for low-income pregnant women and maintaining collaborations between organizations to further complement our strengths.

### DIRECTION RÉGIONALE EN SANTÉ PUBLIQUE

We sat on the *Comité régional en allaitement maternel (CRAM)* and attended meetings on the implementation of Montreal's pregnancy notification system.

### OTHER CONTRIBUTIONS

We served on the **Rond-Point** partners' committee, participated in the Policy on Children forum organized by the city of Montreal and signed a collective letter highlighting the realities—and the potential—of regional organizations.





## COMMUNICATIONS

### THE BABY RACE

As soon as Cathy Wong, president of the Montreal municipal council and city councillor for the Peter-McGill district, gave the start signal, parents were free to use any means at their disposal to coax their babies to cross the finish ahead of the eleven other “competitors”. The second edition of the Dispensary Baby Race was held on February 23<sup>rd</sup>, 2019, in the McGill University Sports Complex gym. Twelve babies whose mothers had been Montreal Diet Dispensary clients during pregnancy took part in the successful event.

*“It makes me so happy to see my daughter in such good health. This wouldn’t have been possible without the Dispensary’s advice and valuable help. I know her victory is of no real consequence, but still, it makes me feel confident in her future,”* stated Josephine Bridget Amavi, mother of Akinrinola, the winner of the race.

The Baby Race allows us to highlight the impact the Dispensary’s services have on pregnant women in vulnerable situations. As executive director Jackie Demers put it so eloquently at the event, *“The Baby Race is a fun event that perfectly symbolizes our commitment, which is to make sure every child has an equal chance at the starting line of life!”*

The Dispensary’s mission so appealed to the McGill University Athletics and Recreation Department that they agreed to host the race.

*“Everyone needs a good start in life. We are committed to providing students and the community with the opportunity to participate in sports and other physical activities in an inclusive environment that emphasizes health, well-being and active lifestyles,”* said communications manager Julie Audette.

The race, which is the only one of its kind in Canada, took place at half-time during a women’s basketball game between the McGill University Martlets and the Laval University Rouge et Or.



## MEDIA RELATIONS

During Quebec's most recent provincial election campaign, the Dispensary had a lot to say to the media after Philippe Couillard made the controversial statement that a family of three could feed itself on a budget of \$75 a week. Referring to the Nutritious Food Basket, the Dispensary made it clear that this was not sufficient and that adequate, healthy food would cost a family of three \$183.25 a week. Our Facebook post on the subject was seen by nearly 24,000 people.

The Dispensary also spoke out when the new Canada Food Guide was published. Our review of the new guide was positive for three main reasons: 1) because the notion of serving size was replaced by that of proportion, 2) because instead of simply listing foods, the guide recommends cooking with staple ingredients and enjoying meals in good company, and 3) because it eschewed the pressures of the food industry.

The Dispensary also made waves when we appeared on the February 27<sup>th</sup>, 2019 episode of *l'Épicerie* on *Ici Radio Canada* television. During that episode, we called attention to the presence of arsenic in rice-based infant formulas and took advantage of our appearance on the show to demand that Health Canada clearly indicate the presence of arsenic on all consumer product packaging. We also reminded the audience of the importance of consuming a variety of foods.



### THE 140<sup>TH</sup> ANNIVERSARY OF THE DISPENSARY

The year 2019 marks the 140<sup>th</sup> anniversary of the founding of the Montreal Diet Dispensary. To celebrate this important milestone, the Dispensary will organize a series of activities from June 2019 to May 2020. Dispensary mothers and their families, loyal supporters, staff members, donors and all those who have shaped the organization and committed themselves to its development over the years are invited to participate.

The Dispensary will use this golden opportunity to illustrate how its history has influenced the story it is writing today and to highlight the important role of all those who have made, and continue to make, the Dispensary Quebec's leader in social nutrition.

The unveiling of the schedule of events and the launch of the celebrations will take place on June 10<sup>th</sup>, 2019, during the members' Annual General Meeting and the Dispensary's Great 140<sup>th</sup> Anniversary Reunion.

## PUBLIC AWARENESS CAMPAIGN

As part of our 140<sup>th</sup> anniversary activities, the Dispensary will launch a public awareness campaign in 2019-2020. The following steps have been completed in the recent months:

- Approval of the campaign concept proposed by the Braque Agency
- Selection of a production company (television advertising), a sound recording company and a graphic design firm that will design our paper-based and electronic information dissemination tools
- Registration with the *Union des artistes*

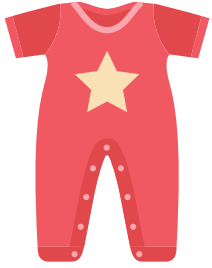
The Dispensary would like to thank the Braque Agency for its donation of a campaign concept and for the support they have provided to us so far and will continue to provide until the launch of the campaign.

## SOCIAL MEDIA AND OTHER ACTIVITIES

This past year:

- The number of followers on our Facebook page increased from 1,198 to 1,536 and several of our posts reached 1,500 people or more.
- We reactivated our *Google Grants* promotional campaign and published four issues of our newsletter, "*Nourrir la vie, bâtir l'avenir*".
- Several video briefs were produced and shared on our social media platforms.
- We produced a document outlining our 2018-2022 strategic direction. We updated our various internal communications routines, produced a new information brochure on the Dispensary and developed a communications plan for the *Nurturing Life* program.





# THE DISPENSARY'S ORGANIZATIONAL CAPACITY TO CARRY OUT ITS MISSION

ENSURING WE HAVE THE FINANCIAL, HUMAN AND ORGANIZATIONAL RESOURCES WE NEED TO TAKE ACTION FOR OUR CLIENTS



TO ACHIEVE OUR MISSION, WE MUST ENSURE THAT WE ARE EQUIPPED WITH ALL THE NECESSARY TOOLS, BE THEY RESOURCES, POLICIES OR PRACTICES. IN ORDER TO BE MORE EFFICIENT, WE MUST BE ABLE TO IDENTIFY NEEDS, IMPLEMENT ACTIONS TO MEET THOSE NEEDS AND ASSESS RESULTS.

## FUNDRAISING EVENTS

### THE SIXTH EDITION OF THE MOTHER'S DAY BENEFIT LUNCHEON

On May 11<sup>th</sup>, 2018, the Montreal Diet Dispensary held its sixth annual Mother's Day Benefit Luncheon at the Fairmont Le Reine Elizabeth Hotel 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 made up of nine people, the event brought together over 200 participants and enabled us to raise **\$99,494**.

The Dispensary would like to thank:

- Our sponsors: BMO, CN, EY, KPMG, Massy Forget Langlois Public Relations, Pharmaprix and Stikeman Elliott.
- Our major donors: Braque Agency, BMO, CN, Dotemtex, Conam Capital Investment, Gewurz Family Foundation, The Jewish Community Foundation of Montreal, Marsh Canada Limited, the *Ministère des Affaires municipales*, Power Corporation of Canada, Spencer Stuart & Associates, Spesinvest Inc. and Vézina Assurances Inc.
- The members of the honorary committee: Ryan Beck, Jean-Marc Demers, Alexandre Doire, Paul-Guy Duhamel, Sean Finn, Michael Fovero, Zeina Khalifé, Dominique Lapierre and Catherine Morfopos.
- We would also like to thank everyone who purchased a ticket to the event and those who provided items for our silent auction and cake pop sale.

### THE DÉFI SPORTIF

On Saturday, October 13<sup>th</sup>, 2018, the second edition of the *Défi sportif du Dispensaire* took place at the Centre Sportif de la Petite-Bourgogne. The event raised almost **\$11,000** for the Dispensary, attracted more than 60 participants and involved approximately 20 volunteers, who supported and cheered on the competitors.

RX1 NATION designed the course, which required participants to work in teams while pushing their own limits to collect as many points as possible. Running, sit-ups, jumping rope and completing challenge circuits were all part of the program.

The Dispensary would like to thank Rachel Leblanc-Bazinet, bronze medallist in weightlifting in the 53 kg category at the XXI Commonwealth Games – Australia 2018, and actress Véronique Beaudet, 2011 recipient of the Géméaux award in the Best Female Supporting Role – Drama category for the TV series 19-2, for their participation in the event.

The Dispensary would also like to thank all the event's participants and donors as well as its sponsors and valued partners, specifically Sports Experts Place Alexis Nihon, the Burgundy Lion Pub, the Brasseurs de Montréal, Starbucks Little Burgundy, SGC- L'actuariat en santé, the Centre sportif de la Petite Bourgogne and RX1 NATION.

Congratulations to the winning team: Les recruteurs sportifs from Dotemtex.

### COME EAT WITH US BENEFIT LUNCHEON - MCGILL UNIVERSITY

As part of their university education and to celebrate Nutrition Month, dietetics students from McGill University's School of Human Nutrition organized a fundraising lunch for the Montreal Diet Dispensary called Come Eat with Us. Held on March 20<sup>th</sup>, 2019, at the Ceilidh Pub on the Macdonald campus in Sainte-Anne-de-Bellevue, the event raised **\$1,674** while also strengthening the bond between the school and the Dispensary. Thank you to Kristen Sunstrum, Carole-Anne Williams, Katja Paul-Mercier, Jade Grenier, Alessia Gadoua and Alex Boccanfuso, who took on the challenge with enthusiasm and flair.



## FUNDRAISING CAMPAIGNS

### ANNUAL FUNDRAISING CAMPAIGN

This fundraising campaign, which was conducted with some of our loyal donors, will come to a close on May 10<sup>th</sup>, 2019. At the time of the writing of this report, **\$34,390** had been raised.

### LIFE PARTNERS

The concept behind this fundraising program is to invite business people to become key partners of the Dispensary by sponsoring one pregnant woman's journey through the Dispensary's program via an annual donation of \$1,000. Over the past year, three new partners were added: Audrey Allard, Francine Martel and Pierrette Poézévara.

### SILENT AUCTION BENEFITTING THE DISPENSARY

In an effort to expand its social involvement with regard to healthy eating habits, the *Fédération québécoise des producteurs de fruits et légumes de transformation* held a silent auction benefitting the Dispensary during its 43<sup>rd</sup> Annual General Meeting on December 12<sup>th</sup>, 2018. Thanks to the generous contributions of several sponsors, 25 items were put up for auction and more than **\$3,000** was raised for the Dispensary.

Thank you to the *Fédération québécoise des producteurs de fruits et légumes de transformation* for supporting our cause.

### CHRISTMAS CAMPAIGN

For the third year in a row, we conducted a campaign to solicit donations from our donors who normally make charitable donations during the holiday season. The amount raised this year was **\$54,032**. Thank you to our 16 faithful fundraisers who contributed to the success of this campaign.

As in years past, Telefilm Canada employees once again rallied to raise **\$1,900** through their *Grande Bouffe* event.

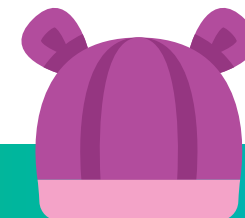
We also continued our tradition of distributing Christmas baskets, prepared by our donors, to our neediest families. In total, **30 baskets** were distributed. Furthermore, through our continued partnership with The Gazette Foundation, we were able to provide additional donations to **128 families**.

### 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 **20 vouchers worth \$100 each** were distributed to Dispensary mothers over the past year.

### GIFTS OF PUBLICLY TRADED SECURITIES

This year, a loyal Dispensary patron made a gift of **\$25,600** in publicly traded securities.



## THANK YOU!

On behalf of the families we serve, the Dispensary would like to thank all those who solicited donations on its behalf from their friends, acquaintances and members of their networks. We thank you from the bottom of our hearts.

## IN MEMORIAM DONATIONS AND BEQUESTS

Donations were made to the Dispensary in memory of the following individuals: Agnes and Joe Ackerman, Pauline Desautels and Bob Wabersich.

Two bequests were made to the Dispensary following the passing of Barbara Auclair and Shirley Mae Godbehere. In addition, a second disbursement of the bequest made in memory of Marjorie Pike was received by the Dispensary during the year.

As part of World Food Day on October 16<sup>th</sup>, 2018, *La Table des Chefs* along with Chef Olivier Perret of the **Sofitel Montreal Golden Mile**, joined forces to offer the Dispensary mothers over twenty full meals of a very high quality. Our mothers and their families have feasted and greatly benefited from this generosity.

Thanks to the clothing company Furi Design/Modern Eternity for their donation of maternity winter coats valued at a total of nearly **\$12,000**. Our mothers were able to keep warm!

## TOTAL FUNDS RAISED THROUGH SOLICITATION EFFORTS (BENEFIT ACTIVITIES - FUNDRAISING), SPONTANEOUS DONATIONS AND PLANNED GIVING:

**\$537,346**





## HUMAN RESOURCES

In an effort to continually improve procedures at the Dispensary, this year we updated our team management practices. This resulted in the creation of a flexible, generic onboarding plan for all new team members, a redesign of our salary policy in collaboration with the Human Resources Management Committee for employees and, in order to remain current with the evolution of each person's role, updates to our staff performance review program and our internal communications strategies. These changes prompted us to update the Employee Manual at the end of the year. We also adapted our monitoring tools to provide our team with a clearer perspective on elements such as services provided, schedule optimization and changes to our financial situation.

A group of employees formed a committee called Le comité bien-être social du Dispensaire. Its mandate is to organize team activities that foster cohesion and create an enjoyable work environment. A total of twenty-three (23) activities were organized with the support of upper management.

In addition, a document for new volunteers was produced and is now being provided to all those who donate their time to the pursuit of our mission.

## GOVERNANCE

Following the adoption of its strategic direction at the beginning of the year, the Dispensary established its value statement and action plan. The Governance Committee spent considerable time reflecting on the role of families within our governance structure and considered how our structure could be more effective, relevant, consistent and representative. Women who had benefitted from our services were asked for their opinions on community life at the Dispensary.

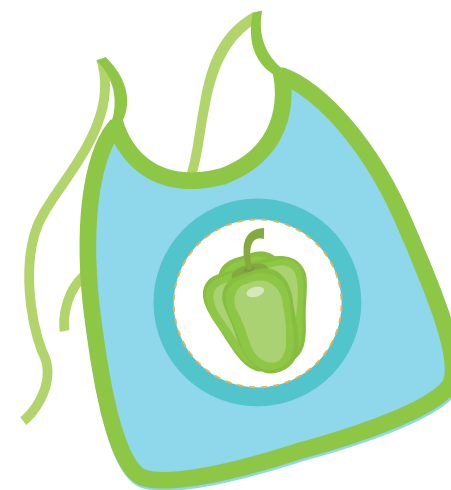
The board of directors held six regular meetings this year. The *ad hoc* Dashboard Committee completed a period of reflection and identified the elements that most needed follow-up regarding the organization's performance. The results of their work were used by the *ad hoc* Strategic Planning Committee to create a framework for our strategic plan and the elements that required follow-up have been integrated, or are in the process of being integrated, into the board's monitoring plan or into our overall operations. An *ad hoc* Visibility Committee was also set up to redefine the overall strategy of the Dispensary's activities in this regard.

The Nominating Committee started preparing the president's replacement and worked on recruiting members of the board of directors.

This past year also saw the implementation of the *Agnes C. Higgins Award Committee*. The three Agnes C. Higgins awards—Tribute, Social Nutrition and Business—were created to recognize the exceptional contributions of individuals, groups or organization to the success of the Dispensary's mission. The names of the first recipients will be announced on June 10<sup>th</sup>, 2019, at the launch of the Dispensary's 140<sup>th</sup> anniversary celebrations.

## AGNES C. HIGGINS HOUSE

After having obtained several experts' reports over the past few years, the Dispensary has decided to invest in a major asset: Agnes C. Higgins House. We have therefore selected the company that will accompany us throughout this important project. Our goal is to provide a safe, accessible location that is well-suited not only to the services we provide but also to our overall approach. The next major step in this project will be to obtain the necessary funds.





# THE DISPENSARY TEAM

(AS OF MARCH 31<sup>ST</sup>, 2019)

IN ORDER TO ACCOMPLISH ITS MISSION, THE DISPENSARY RELIES ON THE CONTRIBUTIONS OF ITS VOLUNTEER BOARD MEMBERS, THE EXCEPTIONAL EXPERTISE OF ITS PRACTITIONERS, THE VALUABLE SUPPORT OF ITS ADMINISTRATIVE STAFF AND THE SERVICES OF THE VOLUNTEERS AND INTERNS THAT CARRY OUT DIVERSE TASKS AND PROJECTS THROUGHOUT THE YEAR.



## BOARD OF DIRECTORS

### President

Jean-Marc Demers, Braque Agency

### Vice-President

Isabelle Bonneau, City of Montreal

### Treasurer

Pierrette Poézévara, Collège Beaubois

### Secretary

Dr. Jean-Marie Moutquin, MD, Retired

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 Bicomumpaka Shema, Isabelle Bonneau, Catherine Cuerrier, Jackie Demers, Jean-Marc Demers, Jean-Marie Moutquin, Mélanie Sirois and Pascale Valois

### AD HOC DASHBOARD COMMITTEE

Astrid Bicomumpaka Shema, Jackie Demers, Jean-Marc Demers, Carole Guglielmo, Jean-Marie Moutquin, Daniel-Marc Paré and Tammy Tran

### AD HOC VISIBILITY COMMITTEE

Annie Bouthillette, André Bertrand, Jackie Demers, Jean-Marc Demers and Annie Langlois

### GOVERNANCE COMMITTEE

Jackie Demers, Jean-Marc Demers, Francine Martel and Jean-Marie Moutquin

### FINANCE COMMITTEE

Jackie Demers, Zeina Khalifé and Pierrette Poézévara

### NOMINATING AND HUMAN RESOURCES MANAGEMENT COMMITTEE

Isabelle Bonneau, Jackie Demers, Jean-Marc Demers and Mélanie Sirois

### AGNES C. HIGGINS AWARDS COMMITTEE

André Bertrand, Jackie Demers, Annie Langlois, Dominique Lapierre, Suzanne Lepage and Francine Martel

## STAFF

### Executive Director

Jackie Demers, P.Dt.

### Fundraising and Communication Director

André Bertrand

### Program and Project Director

Annie Brodeur-Doucet, P.Dt.  
Carole Guglielmo (interim, departed during the year)

### Family Care Coordinator

Tammy Tran, P.Dt.

### Project Manager for Nurturing Life

Stéphanie Fortier, P.Dt.

### Administrative Assistant

Nah Diarra Kavalo Sissoko (interim)  
Beatriz Rivera-Oropeza (on parental leave)

### Accounting Assistant

Phuong-Lan Pham

### Dietitians/Nutritionists

Isabelle Dubé, P.Dt.  
Catherine Labelle, P.Dt.  
Suzanne Lepage, P.Dt.  
Emmy Maten, P.Dt., IBCLC (retired during the year)  
Andréa McCarthy, P.Dt., M.Sc.  
Karen Medeiros, P.Dt.  
France Proulx-Alonzo, P.Dt., Psychologist (M.A.)  
Véronique Ménard, P.Dt., M.Sc., IBCLC  
Dina Salonina, P.Dt.  
Ouardia Zeggane, P.Dt.

### Perinatal and Lactation Consultants

Selma Buckett, IBCLC  
Carole Ann Girard, IBCLC

### Drop-in Daycare Agent

Vacant  
Gen'Ania Obas (departed during the year)  
Josée Alvine Tchouta Yotcha (departed during the year)

### Community Worker

Vacant  
Chantal GrandMaison (departed during the year)

### Freelance Writers for Nurturing Life

Caroline Pomier, P.Dt., Natalie Sophia Osorio, P.Dt., M.Sc.,  
Caroline Rouleau, P.Dt., and Jenny-Lyne St-André, P.Dt., M.Sc.

### Summer Students

Sandrine Laplante (studying social work)  
Carine Youssef (studying nutrition)

### Term Support Consultants

Émilie Masson  
Janine Choquette-Desrosiers  
Naomie Goller (funding and communications)  
Gabrielle Robertson (funding and communications)

## VOLUNTEERS

This year, **111 volunteers**, including our board members, helped carry out the Dispensary's mission. Whether it was helping care for children at our drop-in daycare centre, contributing their expertise to our committees, completing administrative tasks and preparing snacks, volunteers provided crucial services to the Dispensary and its families every single day. In total, volunteers contributed more than **1,887 hours** of service in 2018-2019. **The estimated market value of those hours is \$29,167.** We would particularly like to thank the following companies and educational institutions that encouraged their employees and students to donate their time: Onepoint, Rogers Communications, Willis Towers Watson, Sunlife Financial (via Centraide), HSBC (via Centraide), Université de Montréal – Nursing program, McGill University – C.H.A.P. program, Concordia University – School of Graduate Studies, Dawson College and Collège Charles-Lemoyne. And finally, we would like to say a special thank you to one father and four mothers who gave back to the Dispensary through volunteer service.

## INTERNS

Nutrition – McGill University: Houda Hatem and Layal Bagdah.  
Nutrition – Université de Montréal: Laurie Martel Dionne and Manon Fantino.  
Nutrition – upgrading through the *Ordre professionnel des diététistes du Québec*: Thuy-Liên Nguyen

## CORPORATION

Including the board of directors, the Dispensary Corporation has a total of 103 members.

This year, we took several opportunities to develop our team and we would like to thank all those who supported our efforts in this regard, including Guylaine Carle, Nathalie Otis, Pierre Legault, the *Centraide of Greater Montreal* network, the Joseph Armand Bombardier Foundation, the EquiLibre team, *La Puce informatique* and the *Centre de formation populaire*.

## THANKS TO OUR MAIN DONORS AND SUPPLIERS OF FOOD

The *Ministère de la Santé et des Services sociaux*, Centraide, the Canadian Perinatal Nutrition Program of the Public Health Agency of Canada, the *Direction régionale de Santé Publique*, the City of Montreal, the Fondation OLO and Moisson Montreal.

Photo of page 16 : Bernard Fougères

Photo of page 18 : Jérémy Leblond

All others photos : Nathalie Choquette photographe - [nathaliephotographie.ca](mailto:nathaliephotographie.ca)





2182, LINCOLN AVENUE, MONTREAL (QUEBEC) H3H 1J3  
PHONE : 514 937-5375 | FAX : 514 937-7453  
EMAIL : [INFO@DISPENSARE.CA](mailto:INFO@DISPENSARE.CA) | [WWW.DISPENSARE.CA](http://WWW.DISPENSARE.CA)



Founded in 1879, the Dispensary is Quebec's leader in social nutrition for pregnant women in vulnerable situations. Each year, the Dispensary helps approximately 1,000 women in Greater Montreal receive adequate nutrition during pregnancy 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 families.

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