

WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION CE
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION CE
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION CE



ANNUAL
ACTIVITIES
REPORT
2006
2007

WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION CE
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION CE
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION CE
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION CE
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION CE
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION CE

WEST MONTREAL READAPTATION CENTRE

8000 NOTRE-DAME LACHINE (QUEBEC) H8R 1H2

TELEPHONE : 514.363.3025

FAX : 514.364.5997

WWW.WESTMONTREALRC.CA



**CENTRE DE RÉADAPTATION DE L'OUEST DE MONTRÉAL
WEST MONTREAL READAPTATION CENTRE**

WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION CE
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION CE
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION
WEST MONTREAL READAPTATION CENTRE WEST MONTREAL READAPTATION CE



CENTRE DE RÉADAPTATION DE L'OUEST DE MONTRÉAL
WEST MONTREAL READAPTATION CENTRE

TABLE OF CONTENTS

Message from the President of the Board of Directors and the Director General	4
The Mission	5
The Board of Directors and its Committees	6
The Management Committee	7
The Organizational Chart	7
The Staff	8
Family-Type Resources and Intermediate Resources	8
Report on the Activities of the Establishment	9
Accomplishments for 2007-2008	9
The Establishment's Priorities for 2007-2008	12
Orientations	12
Priorities	13
Users' Committee Report	13
Multidisciplinary Council Report	15
Priorities for 2007-2008	16
Code of Ethics and Conduct for Members of the Board of Directors	16
Issues dealt with in 2006-2007	16
Complaints Report	17
Evolution of the Clientele and Programs	18
Financial Statements	20
Acknowledgements	23

MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS AND THE DIRECTOR GENERAL

On behalf of the Board of Directors, it is with pleasure that we present the annual activity report of West Montreal Readaptation Centre for the year ending March 31, 2007. Enriched by our partnership with Centre de réadaptation Lisette-Dupras, our establishment has undertaken a second partnership with CRDI Gabrielle-Major. This year constituted the first transitional step. On many levels, the regrouping of our respective strengths will allow us to improve our methods of operation and to strive for continuous improvement in the quality and quantity of general, specific and specialized services offered to the population.

The implementation of the legislative modifications introduced by the Quebec Government resulted in major activities throughout the year, such as, the creation of the Vigilance and Quality Committee, the nomination of the Local Complaints and Service Quality Commissioner, whose functions are exclusive, the election of a new Board of Directors with a modified composition and the negotiation of local agreements with our unions.

This year has also been marked by the modernization of services with our partner establishments, Centre de réadaptation Lisette-Dupras and CRDI Gabrielle-Major. In addition to proceeding with the regrouping of services by naming one director per department (Human Resources, Professional Services and Quality, Financial and Technical Services, Research and Education), we completed the process and designated a sole director general for the three establishments.

The year was also marked by active collaboration with our institutional partners. Under the direction of the Health and Social Service Agency of Montreal, the establishment participated in the updating of an organizational plan for services in intellectual disability and pervasive developmental disorders for the region. As well, certain health and social service centres invited the establishment to participate in the development of their clinical projects.

For the coming months, our principal objectives are as follow : begin the accreditation process with the Canadian Council on Health Services Accreditation, implement the action plan resulting from the ministerial evaluation visits to our intermediate and family-type resources, continue the modernization activities of the Office of the Director General and prepare the priorities and action plan for adoption by the Board of Directors in the autumn. We are very concerned by the waiting lists that, despite our reorganization efforts, continue to grow.

We would like to thank all our employees, our contractual resources and our institutional and community partners who contributed to the security and quality of services adapted to the needs of our clientele, or who worked to maintain a harmonious climate in the context of concluding agreements on working conditions and the major changes in the organization of the establishment's management.



Gary Whittaker, President of the Board of Directors



Ginette Bissonnette, Director General





THE MISSION

The *Act Respecting Health Services and Social Services* (R.S.Q., c. S-4.2) defines West Montreal Readaptation Centre as a rehabilitation centre for people with intellectual disabilities and pervasive developmental disorders (CRDI-TED). Its mission is to offer specialized habilitation, rehabilitation and social integration to persons who, by reason of their intellectual disability or pervasive developmental disorder, require such services. The establishment also offers support to the families and entourage of the individuals that it serves.

West Montreal Readaptation Centre shall receive, upon referral, persons with an intellectual disability or a pervasive developmental disorder ; the establishment ensures that their needs are assessed and that the required services are offered to them within the establishment's facilities or within the person's own environment at school, at work, at home, or wherever necessary, and that they are referred, as soon as possible, to the centres, organizations or persons best suited to assist them.

West Montreal Readaptation Centre offers services to help individuals achieve their full potential. The establishment promotes and supports the social integration and participation in many aspects of their lives, as well as the access to the same services offered to all the population. The ultimate goal is to enable persons with intellectual disabilities or pervasive developmental disorders to enjoy a quality of life similar to that of any other citizen.

TO THIS END, WE FOCUS OUR ACTIONS AROUND THE FOLLOWING VALUES IN ORDER TO ENSURE QUALITY SERVICES :

Mutual Respect

We base our actions on integrity, understanding and cooperation.

Quality

We strive for excellence through continuous improvement in service delivery.

Valorization

We promote the enrichment of the competence of people with an intellectual disability or a pervasive developmental disorder, thereby enhancing their social image within the community.

Our programs encourage, facilitate, and promote the participation of our users in the daily social life of the community.

BOARD OF DIRECTORS

Officers

Mr. Gary Whittaker, President
ELECTORAL COLLEGE : POPULATION

Mr. Blair Tisshaw, Vice-President / Treasurer
ELECTORAL COLLEGE : DESIGNATION - AGENCY

Ms. Isabelle Lamarre, Secretary
ELECTORAL COLLEGE : DESIGNATION - AGENCY

Mr. Jacques Nolin, Administrator
ELECTORAL COLLEGE : POPULATION

Administrators

Mr. David Allen
ELECTORAL COLLEGE : USERS' COMMITTEE

Mr. Gerald Arsenault
ELECTORAL COLLEGE : COOPTATION

Ms. Jennifer Damiani
ELECTORAL COLLEGE : POPULATION

Mr. Brian Griffis
ELECTORAL COLLEGE : POPULATION

Mr. Ian Moodie
ELECTORAL COLLEGE : FOUNDATIONS

Ms. Patricia Morris
ELECTORAL COLLEGE : COOPTATION

Mr. Raymond Palmer
ELECTORAL COLLEGE : NON-CLINICAL PERSONNEL

Ms. Deppy Papandreou
ELECTORAL COLLEGE : USERS' COMMITTEE

Ms. Stephanie Torchin
ELECTORAL COLLEGE : MULTIDISCIPLINARY COUNCIL

Mr. Frank Vincelli
ELECTORAL COLLEGE : MULTIDISCIPLINARY COUNCIL

Ms. Kelly Wilson
ELECTORAL COLLEGE : MULTIDISCIPLINARY COUNCIL

Director General

Mr. John Aung-Thwin / Ms. Ginette Bissonnette

BOARD COMMITTEES

Administrative Committee

Mr. Gary Whittaker, PRESIDENT

Mr. Blair Tisshaw, VICE-PRESIDENT / TREASURER

Ms. Isabelle Lamarre, SECRETARY

Mr. Jacques Nolin, AUDIT & FINANCE COMMITTEE

Mr. John Aung-Thwin / Ms. Ginette Bissonnette, D.G.

Finance and Audit Committee

Mr. Jacques Nolin, PRESIDENT

Mr. Gerald Arsenault

Mr. Ian Moodie

Mr. John Aung-Thwin / Ms. Ginette Bissonnette

Ethics and Conduct Committee

Ms. Isabelle Lamarre, PRESIDENT

Mr. Brian Griffis

Ms. Stephanie Torchin

Multidisciplinary Council

Ms. Stephanie Torchin, PRESIDENT

Ms. Monique Bureau, VICE-PRESIDENT

Mr. Sébastien Tremblay, TREASURER

Mr. Frank Vincelli

Ms. Kelly Wilson (INTERIM)

Ms. Rhoda Root

Mr. John Aung-Thwin / Ms. Ginette Bissonnette

Users' Committee

Ms. Ceri Elisabeth Howe, CO-PRESIDENT

Ms. Norine Gabriel, CO-PRESIDENT

Ms. Hannah Lusthaus, SECRETARY

Mr. David Allen, TREASURER

Mr. Chris Chang

Ms. Susan Holcroft

Ms. Deppy Papandreou, BOARD REPRESENTATIVE

Mr. Terry Rutherford

Ms. Angelina Sazeirat

Vigilance and Quality Committee

Ms. Deppy Papandreou, PRESIDENT

Ms. Isabelle Lamarre

Mr. Blair Tisshaw

Mr. John Aung-Thwin / Ms. Ginette Bissonnette

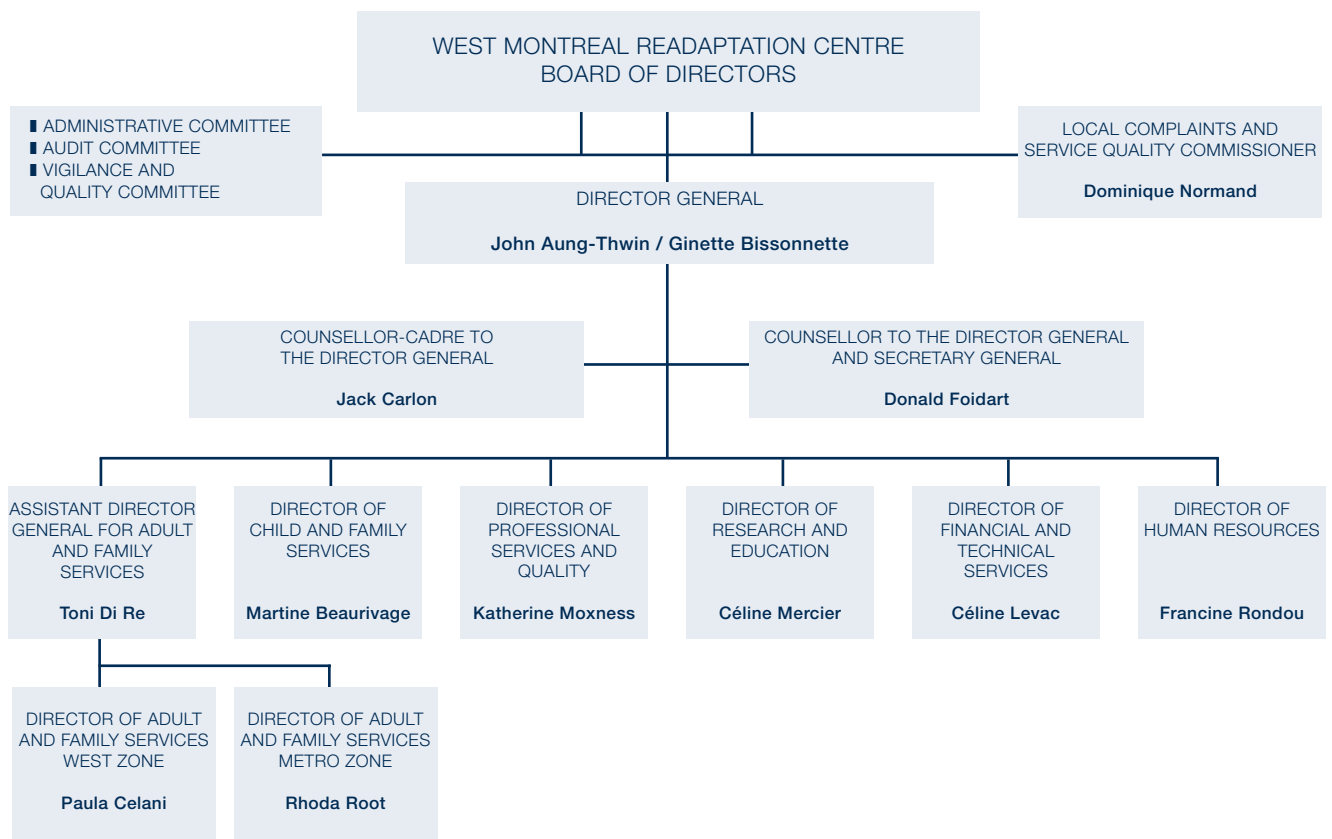
Ms. Dominique Normand



THE MANAGEMENT COMMITTEE

Mr. John Aung-Thwin / Ms. Ginette Bissonnette	Director General
Mr. Donald Foidart	Counsellor to the Director General and Secretary General
Mr. Jack Carlon	Counsellor - Cadre to the Director General
Ms. Toni Di Re	Assistant Director General – Adult and Family Services
Ms. Martine Beurivage	Director of Child and Family Services
Ms. Paula Celani	Director of Adult and Family Services – West Zone
Ms. Céline Levac	Director of Financial and Technical Services
Ms. Céline Mercier	Director of Research and Education
Ms. Katherine Moxness	Director of Professional Services and Quality
Ms. Francine Rondou	Director of Human Resources
Ms. Rhoda Root	Director of Adult and Family Services – Metro Zone

THE ORGANIZATIONAL CHART



THE STAFF

The following illustrates the distribution of West Montreal Readaptation Centre's human resources as of March 31, 2007.

Management Personnel

Full-Time		32
Part-Time		0
Number of Managers Benefiting From Job Security Provisions		0
Number of Managers	Sub-Total	32
Full-Time Equivalent	Sub-Total	32

Regular Personnel

Full-Time		219
Part-Time (Number of Persons)		50
Part-Time (Full-Time Equivalent)		40
Number of Employees Benefiting From Job Security Provisions		0
Number of Employees	Sub-Total	269
Full-Time Equivalent	Sub-Total	259

Recall List Personnel

Number of Employees	Sub-Total	130
---------------------	-----------	-----

Total

Number of Employees		430
Full-Time Equivalent		343

FAMILY-TYPE RESOURCES (FTR) AND INTERMEDIATE RESOURCES (IR)

As of March 31, 2007, West Montreal Readaptation Centre has 146 resources (80 family-type resources and 66 intermediate resources) offering residential services to 461 users.



ACCOMPLISHMENTS OF 2006-2007

1. Specify the operational links within the intellectual disabilities and pervasive developmental disorders specialized network in the context of the implementation of the Centres de santé et de services sociaux (CSSS).

Within the framework of collaboration with the CSSS's, the establishment participates in all invitations received related to the elaboration of clinical projects. The development of clinical projects by the five (5) CSSS is not uniform within the establishment's territory. However, this collaboration allows for the development of closer cooperation between our establishment, the CSSS's and other partners involved, such as pediatric hospitals.

The process of clarifying the chain of operation of the specialized network of intellectual disabilities and pervasive developmental disorders will continue throughout the next year. The Health and Social Services Agency of Montreal created work groups at different levels to revise the regional organizational plan of services. The work underway, in which the establishment is actively participating, should lead to recommendations being brought to the board of directors of the Agency. The establishment, together with all the DI-TED readaptation centres of Quebec, emphasized to the Ministry, as well as to the Agency, the importance of maintaining an integrated continuum of services under the responsibility of the readaptation centres for intellectual disability and pervasive developmental disorders.

2. Carry out the modernization of administrative and support services with Centre de réadaptation Lisette-Dupras and CRDI Gabrielle-Major while maintaining the existing model of direct client service delivery.

The reorganization of the different administrative and support service departments, i.e., Human Resources, Research and Education, Financial and Technical Services and Professional Services and Quality, was completed with the nomination of one director general for the three establishments conjointly with Centre de réadaptation Lisette-Dupras and CRDI Gabrielle-Major. The deadlines for the implementation of this project, which was announced in January 2006, were respected.

A process of this scope demands a great deal of energy and concern for the respect of the people and organizational cultures involved. The integration and reorganization of the duties and responsibilities in each department concerned were undertaken during the past year and will continue throughout the year in progress. This will lead to organizational plans being adjusted to reflect the new realities and to recurring funds being diverted to direct services to the clientele and the provision of services to persons on the waiting list.

3. Carry out the required elements in the “entente de gestion” between West Montreal Readaptation Centre and the Agence de la santé et des services sociaux de Montréal.

Over the past years, significant efforts have been made to ensure that all requirements and commitments of the establishment contained in the new management agreement with the Agency were met. The Agency sets targets to be attained in various domains as well as in the delivery of services to the clientele and at the level of administrative or support services (human resource management, management of the buildings, information management, etc.).

The establishment is particularly pleased to point out that a majority of the objectives set were met. Among these, 108 children under the age of 6 with pervasive developmental disorders were brought into service. However, as can be seen in the statistical table on the waiting list, the number of persons waiting for a first service continues to grow. As well, the wait times for a first service for children under the age of 6 years does not respect the targets established.

The establishment is equally concerned by the lack, due to insufficient funding, of services offered for children aged 6 to 18 years with a pervasive developmental disorder. While the establishment is taking innovative measures by offering group support services, the availability of services does not allow the establishment to respond to the needs expressed by the families. Throughout the year, workshops offered to parents and social skills training programs for children with a pervasive developmental disorder (82 children) or an intellectual disability (32 children) allowed the establishment to respond partially, yet in a very efficient manner, to certain specific needs.

4. Continue the certification process related to the management of standards of quality in the provision of services with the Canadian Council on Health Services Accreditation.

Our establishment is registered with the Canadian Council on Health Services Accreditation. During the next year, internal self-evaluation teams of the establishment will begin preparations for the accreditation visit scheduled for May 2008.

The administration and improvement of the quality of services are constant concerns of staff at all levels. The ministry visit to the establishment’s non-institutional resources during the year showed that the establishment is providing quality services, yet also identified aspects that could be improved. An action plan has been developed, and its implementation will take place during the next year.

The improvement in the quality of services inevitably is linked to the definition of the standards of practice. The establishment’s professionals actively participated in the development of the standards of practice under the aegis of the *Fédération québécoise des centres de réadaptation en déficience intellectuelle et en troubles envahissants du développement*. Whether at the level of severe challenging behaviours, services to children with a pervasive developmental disorder or in other areas, the establishment’s expertise in different work groups allowed for the normalization of practices for all the programs defined in the service offer.



5. Strengthen the affiliation of West Montreal Readaptation Centre with the World Health Organization (via the Montreal PAHO/WHO Collaborating Centre) by preparing the Project Atlas on Country Resources in Intellectual Disabilities.

The Research and Education Department team, composed of university researchers (5), post-doctoral interns (2), research practitioners (2), post-graduate students (13) and university collaborating researchers, brings an expertise to the advancement and transfer of knowledge in inclusion and social participation of persons with an intellectual challenge or a pervasive developmental disorder.

The research component of the department includes projects that deal with issues principally concerned with three associated axes in the sectors of justice, health and social services, and technology, and a diagonal axis of ethics, fundamental rights and self-determination.

Rich in expertise, the team is known throughout Quebec and internationally. During the past year, the gathering of data required for the production of the first World Atlas on Country Resources in Intellectual Disabilities resulted in a list of the services offered for persons with an intellectual disability of 147 countries. The team has also been involved in the preparation of an international conference to be held in November 2007. In addition to presenting the results of the Atlas-DI, this conference will promote the sharing of innovative experiences and encourage discussions to begin concrete efforts for the improvement of service delivery.

The education component of the department consists of the participation of West Montreal Readaptation Centre as a training centre for interns from various educational establishments. In addition to staff from different departments who act as trainers in a variety of university programs, our establishment welcomed 24 interns from three universities and three CEGEPS. These interns contributed over 7,500 hours to our clientele.

6. Continue the implementation of Law 30.

Law 30 transfers the negotiation of 26 items from the collective agreements to the establishments. These items deal primarily with the organization of working conditions, while the monetary aspects are dealt with at the provincial level. The deadline set by the law for these negotiations is April 15, 2007. During the year, the Departments of Human Resources and Client Services were very active in this negotiating process with our union partners, the CSN and the FTQ-CUPE. The establishment hopes to conclude an agreement with these partners in the coming weeks.

7. Ensure that the emergency plan is updated, specifically within the context of the influenza pandemic.

In conformity with the management agreement concluded with the Agency, the establishment completed the emergency plan for the influenza pandemic and is ensuring that it is updated as required.

8. Continue the transformation of community residences to provide more services to the community.

This year, the establishment transformed three (3) community residences. This transformation enabled the establishment to, among other things, accept more users from Child and Family Services into programs for adults and to increase the level of support to intermediate and family-type resources. The Adult and Family Services Department adjusted its programs by developing, in its community residences, activities that take into account the needs of an aging population that is medically and physically more fragile. This clientele now has the choice of participating in day activities on a part-time basis as a transitional period leading to retirement.

9. Obtain new budgets and increase the efficiency of current budget expenditures, particularly with the savings realized by the modernization of administrative services of the establishments, in order to continue the efforts at reducing waiting lists.

The establishment, in conjunction with Centre de réadaptation Lisette-Dupras and CRDI Gabrielle-Major, undertook the process of reorganizing its administrative and support services in order to release additional funds to be reassigned to direct client services. While these funds will not be available until after this transitional year, while client services developed innovative approaches to their programs that enabled them to welcome more people into service, and while the transformation of community residences also allowed an increase of services to be offered, the establishment recognizes that these decisions and actions will not reduce the waiting lists and waiting time for services required. The Board of Directors and the management of the establishment are greatly concerned not only by the waiting lists, but also by the inadequate continuity of services for children with a pervasive developmental disorder after the age of 6 years, due to a lack of financing designated for this clientele. As well, the waiting time for a first service is much too long; the consequence is numerous social emergencies.

THE ESTABLISHMENT'S PRIORITIES 2007-2008

ORIENTATIONS FOR 2007-2008

- Ensure the sound and efficient management of services.
- Continue with the ongoing improvement of the quality of services.
- Maintain good relationships with users and their families and reinforce links with community partners.
- Mobilize and support the establishment's personnel in carrying out their functions.
- Stay at the cutting edge of knowledge in the field of intellectual disabilities and pervasive developmental disorders, and support research and the transfer of knowledge in order to promote best practices.



PRIORITIES FOR 2007-2008

In conformity with the above orientations, **West Montreal Readaptation Centre** begins a year where continuity, planning and action continue to be essential to the focus and development of our programs. The establishment is maintaining its existing structure for direct services to users. While introducing innovative practices that enable it to respond to the greatest number of users possible, the establishment will maintain the quality of services provided in the hope of continuous improvement.

The establishment will also be active, among other things, in the implementation of the action plan that resulted from the ministry visits to our non-institutional resources. It will continue the accreditation process with the Canadian Council on Health Services Accreditation and follow its activities for promoting quality. The integration of services of the modernized departments with our partner establishments will enable us to respond positively to the identified objectives. The establishment will continue to work closely with its community and institutional partners to make known the norms that the establishment is setting with regard to the standards of practice of the specialized service offer and to align these with its own practices.

In terms of more long-term planning, the Board of Directors will decide on specific priorities this fall. These will be a part of the strategic planning process which will be prepared for the next three years.



USERS' COMMITTEE REPORT

2006-2007 marks the end of the current Users' Committee's mandate. Our final year saw us continue our past successes and work cooperatively towards something new and exciting on both a local and province wide scale.

Our year commenced with three committee members, along with our support personnel, attending the eagerly awaited November meeting to establish a new organization that will group together Users' Committees of CRDI-TEDs from across the province to further promote the interests of users on a province-wide basis. The meeting was well attended and consisted of, in part, an information and Q & A session on the *Reference Framework for Exercising the Functions Assumed by Members of User's Committees and In-Patients' Committees* and, in part, a debate (lively at times!) of the organization's mandate, structure, resources, etc.

This initial meeting will be followed by an annual meeting of provincial users' committees of CRDI-TEDs in order to complete the incorporation of the "Regroupement des comités des usagers des CRDI-TED". It will be at this meeting that we will be adopting by-laws and electing an executive committee.

As well, in November, the Users' Committee aided a group of parents to attend the McGill "Quality of Life" Conference sponsored by the Taylor-Birks Foundation where Dr. Denise Poston of the Beach Center on Disability of the University of Kansas spoke on the quality of family life from both a parent's and clinician's perspective. Comments from the parents attending were very positive, and we hope our incoming committee can hold and support similar educational events.

The Users' Committee held its Third Annual Afternoon Valentine's Karaoke Song and Dance Party at the establishment's head office in Lachine. It was our most successful party to date. More than 250 adults attended, enjoyed one another's company, danced and ate a light meal... and even won some very terrific prizes! We will need a new venue quite soon... perhaps the Bell Centre!

The Users' Committee has been building relationships with various organizations and groups such as the Taylor-Birks Foundation in an effort to increase the latter's fundraising activities in support of programs and activities that cannot be funded through ministerial budgets. To this end, we have helped sponsor a parent information evening on estate planning. At the time of this report, we have over 90 persons registered to attend.

As well, the Users' Committee has been working in collaboration with a number of interested parents at looking at establishing support groups to improve communication and build partnerships with parents and guardians from all parts of our service network. This committee has met three times since January 2007 and will be distributing a survey-questionnaire in the spring in order to gain a deeper understanding of the various interests and concerns of our parents/guardians.

The Users' Committee also continued its yearly support of the West Island Association for the Intellectually Handicapped's own Karaoke Supper held at the Sarto Desnoyers Community Center this past March 2007, whereby we distributed tickets to our users eager to attend this grand event. We would like to extend a warm thank-you to Ms. Cherry Martin and the folks at WIAIH for permitting us to help with such a wonderful event.

The president of the Users' Committee, will attend an instructional session given by the Health and Social Services Agency of Montreal at the end of April 2007. Presidents of users' committees from both public and private establishments have been invited. Such an instructional session will offer our committee president a forum to exchange thoughts, preoccupations and explore solutions with others from similar committees.

As we close our final year, we would like to take the opportunity to thank our present Users' Committee members for their commitment and hard work and wish the upcoming Users' Committee of the West Montreal Readaptation Centre all the best.

Thank you.

Ms. Norine Gabriel and Ms. Ceri Howe, Co-Presidents



Since April 1, 2006, the Executive Committee held eight official executive meetings during which several dossiers were tabled. The activities of the Executive were as follows :

- On June 14, 2006, the Multidisciplinary Council Annual Assembly for 2005-2006 took place. Mr. Aung-Thwin presented an update on the modernization with CRDI Gabrielle-Major to the staff.
- In order to communicate with its members, the Executive submitted columns for the WMRC newsletter.
- On September 27th, the Executive of the Multidisciplinary Council hosted a conference with keynote speaker, Dr. Dorothy Griffiths, with the participation of WMRC's interdisciplinary team. The conference focused on moving towards best practice for persons with intellectual and developmental disabilities who also have challenging behaviors. The topic of the conference was "How Do Pieces of the Clinical Puzzle Fit Together? Multi-Modal Assessment and Intervention: Moving from Linear Biopsychosocial Approach to an Integrated Model of Support and Understanding".

This conference was an advanced, second-part training on the multi-modal approach ; the initial training was offered to staff throughout the establishment in 2006-2007.

There were 140 participants present at the conference : 77 Multidisciplinary Council members and some non-members from WMRC, 20 from Centre de réadaptation Lisette-Dupras and 43 participants from external agencies. Simultaneous translation was offered in order to include as many partners as possible, so as to continue to build partnerships.

- The Multidisciplinary Council's brochure was reformatted and will appear on the WMRC website. Members will be able to gain an understanding of our mandate, as well as being advised of where to direct all questions, concerns or suggestions.
- We followed up on several dossiers when we met with the Director of Human Resources and an employee from the department. We discussed ongoing staff training, as well as performance evaluations of direct care staff. The Department of Human Resources has been working on performance evaluations and will consult the Multidisciplinary Council in providing feedback and recommendations prior to the finalization of the document. The Department of Human Resources recognizes the importance of our role in providing ongoing feedback to ensure that the employees' interests are represented.
- A member from the Executive of the Multidisciplinary Council sits on the Risk Management Committee in order to contribute to clinical practices and orientations.
- The Executive has had some changes this year. Ms. Wendy Fairhurst, Secretary, has resigned her position after serving four years on the Executive. Ms. Kelly Wilson has replaced Ms. Marie-Chantal Bordes on an interim basis. Elections were held for the two specialist positions, and Ms. Monique Bureau and Ms. Stephanie Torchin were reinstated for another term. Ms. Ginette Bissonnette replaces the former Director General on the Executive. There is one vacant position from the electoral list of educators.
- Three staff (two more than in previous years) from the Multidisciplinary Council membership were elected to the Board of Directors - Ms. Stephanie Torchin, Mr. Frank Vincelli and Ms. Kelly Wilson. The elections were held on November 12, 2006, and 61 members voted.

Priorities of the Multidisciplinary Council for 2007-2008

- I. The Multidisciplinary Council will continue to strengthen its role in representing the members within the establishment.
- II. The Multidisciplinary Council will contribute to the development of clinical personnel via employee training and clinical orientations in collaboration with the establishment:
 - to provide feedback to the establishment on members' roles and responsibilities, as well as standards of practices;
 - to collaborate with the Department of Human Resources in order to provide feedback on the development and finalization of staff evaluations.
- III. The Executive of the Multidisciplinary Council is committed to ensuring that its members are well informed on the organization's ongoing activities, orientations, training, etc.

Stephanie Torchin, MSW, PSW
President of the Executive Committee for the Multidisciplinary Council

CODE OF ETHICS AND CONDUCT FOR MEMBERS OF THE BOARD OF DIRECTORS

A copy of the Code of Ethics and Conduct for members of the Board is available on the establishment website at www.westmontrealrc.ca

Issues Dealt With in 2006-2007

There were no issues dealt with under the Code of Ethics in 2006-2007.



COMPLAINTS REPORT

During the 2006-2007 period, four complaints were examined.

These four complaints, which were submitted in writing, were investigated within the 45-day deadline specified in the *Act Respecting Health Services and Social Services*. One complaint was withdrawn by the complainant during the investigation.

The types of complaints received are indicated in the table entitled "Distribution of Types of Complaints by Category".

DISTRIBUTION OF TYPES OF COMPLAINTS BY CATEGORY

Category	2006-2007 Number of Types of Complaints		2005-2006 Number of Types of Complaints	
	(N)	(%)	(N)	(%)
Accessibility	3	33	1	100
Care and Services Provided	1	11	0	0
Interpersonal Relationships	5	56	0	0
Organization of the Environment and Material Resources	0	0	0	0
Financial Aspects	0	0	0	0
Specific Rights	0	0	0	0
Other	0	0	0	0
TOTAL	9	100	1	100
Number of Complaints Received	4	-	1	-

Essentially, the complaints submitted dealt with interpersonal relationships (56 %), accessibility (33 %) and care and services provided (11 %).

Two of the four complaints received led to corrective measures dealing with, among other things, the training, informing and sensitization of staff, improvements in communication and the elaboration of individual life projects (ILP) or service plans (ISP).

As well, the investigation of these complaints led to the formulation of recommendations of a systemic nature dealing with administrative adjustments.

Furthermore, one request for aid and assistance in obtaining information on the prolongation of service was examined by the Local Complaints and Quality Commissioner; this request was made verbally.

Dominique Normand, Local Complaints and Service Quality Commissioner

Table 1 : Distribution of the Clientele by Age and Sex

Age	Male		Female		Total	
	March 31 2006-2007		March 31 2006-2007		March 31 2006-2007	
4 Years and Under	127	128	52	36	179	164
5 to 17 Years	366	346	124	133	490	479
18 to 21 Years	45	44	26	24	71	68
22 to 64 Years	485	498	328	331	813	829
65 Years & Over	12	16	7	11	19	27
Total	1,035	1,032	537	535	1,572	1,567

Table 2 : Distribution of the Clientele by Living Environment

Living Environment	Number of Persons March 31, 2006	Number of Persons March 31, 2007
Group Home	6	6
Natural Living Environment	1,026	1,021
Family-Type Resource (Children)	25	19
Family-Type Resource (Adults)	161	154
Intermediate Resource	210	238
Community Residence	94	78
Hospital	5	5
Long-Term Care Facility (CHSLD)	8	8
Other Living Environments	37	38
Total	1,572	1,567



Table 3 : Evolution of Socio-Occupational Programs

Service	Number of Persons March 31, 2006	Number of Persons March 31, 2007
Day Activity Centre	214	215
Workshop	79	82
Support in a Work Setting	443	441
Job Integration	36	37
Total	772	775

Table 4 : Evolution of the Waiting List

Program	March 31, 2006			March 31, 2007		
	DI	TED	Total	DI	TED	Total
Residential ¹	119	52	171	128	53	181
Socio-Occupational ¹	17	2	19	18	2	20
Individual & Family Support ¹	272	280	552	262	331	593
Total Number of Users Without Services	101	105	206	116	155	271
Total Number of Services Waited For	473	510	983	492	600	1,092

¹ The data represents the number of individual persons in each of these programs. However, a user may be waiting for more than one service.



FINANCIAL STATEMENTS

OPERATING FUNDS – REVENUE AND EXPENSES Fiscal Year Ending March 31st

MAIN ACTIVITIES	2007	2006
Revenue		
Agency & M.S.S.S.	\$ 34,645,922	\$ 30,881,001
Other Establishments	2,291,147	2,429,659
Users	2,900,563	2,006,523
Recovered Expenses	351,843	166,472
Other	57,003	24,686
Total	40,246,478	35,508,341
Expenses		
Salaries	15,598,619	16,015,192
Social Benefits	3,574,498	3,586,625
Employer Contributions	2,222,516	2,220,816
Other	18,601,362	13,680,483
Total	39,996,995	35,503,116
OPERATING FUND SURPLUS (DEFICIT)	249,483	5,225
ACCESSORY ACTIVITIES		
Revenue		
Research	52,142	68,292
McGill Project	39,000	-
Total	91,142	68,292
Expenses		
Research	52,142	68,292
McGill Project	39,000	-
Total	91,142	68,292
ACCESSORY ACTIVITIES SURPLUS	-	0
TOTAL SURPLUS (DEFICIT)	\$ 249,483	\$ 5,225



OPERATING FUND – CHARGES BY ACTIVITY CENTRE
Fiscal Year Ending March 31st

MAIN ACTIVITIES	2007	2006
Residential Program		
Group Home	\$ 459,368	\$ 400,009
Intermediate Resource, Family-Type Resource and Other Resources	18,717,065	19,318,623
Sector Total	19,176,433	19,718,632
Socio-Occupational Program		
Day Activities	2,474,541	2,362,284
Workshop	1,119,006	1,004,192
Support to Workplace Internships	2,918,024	2,859,883
Workplace Integration	136,405	136,364
Sector Total	6,647,976	6,362,723
Individual and Community Support	4,565,339	2,616,591
TED Program	1,409,486	1,705,386
Support Services		
Program Management and Clinical Support	1,580,798	1,102,448
Computer Services	284,201	269,553
Reception, Archives, Telecommunications	-	205,155
Sector Total	1,864,999	1,577,156
Administrative Services		
General Management	2,647,159	2,563,914
Technical Services Management	-	10,295
Sector Total	2,647,159	2,574,209
Technical Services		
Cleaning and Upkeep	386,216	370,354
Functional Expenses	478,838	487,153
Security	2,937	6,077
Repairs and Minor Renovations	115,375	77,690
Sector Total	983,366	941,274
TOTAL OF GROSS EXPENSES FOR ACTIVITY CENTRES	\$ 37,294,758	\$ 35,495,971

BALANCE SHEET – COMBINED FUNDS
As of March 31st

	Operations	Fixed Assets	Trust Fund	Reserved Fund	Total
ASSETS					
Short Term					
Cash in Bank	\$3,397,139	\$41,447	\$94,472	-	\$3,533,058
Accounts Receivable Agency & MSSS	-	600	-	-	600
Accounts Receivable	1,098,543	3,610	2,414	-	1,104,567
Prepaid Charges	224,091	-	-	-	224,091
Receivables for Other Funds	44,144	-	-	18,236	62,380
Other	-	-	-	-	-
Total Short-Term Assets	4,763,917	45,657	96,886	18,236	4,924,696
Fixed Assets	-	8,320,406	-	-	8,320,406
Other Assets	110,867	-	-	-	110,867
TOTAL ASSETS	4,874,784	8,366,063	96,886	18,236	13,355,969
LIABILITIES					
Short Term					
Accounts Payable Agency & MSSS	24,166	-	-	-	24,166
Accounts Payable	4,095,446	60,153	-	-	4,155,599
Payable to Other Funds	-	62,380	-	-	62,380
Deferred Revenue	40,409	-	-	-	40,409
Trust Funds with the Establishment	-	-	96,886	-	96,886
Total Short-Term Liabilities	4,160,021	122,533	96,886	-	4,379,440
Long Term					
Accounts Payable Agency & MSSS	-	157,638	-	-	157,638
Mortgages and Others	-	1,722,993	-	-	1,722,993
Total Short-Term Liabilities	-	1,880,631	-	-	1,880,631
Other Liabilities	64,449	-	-	-	64,449
Total Liabilities	4,224,470	2,003,164	96,886	-	6,324,520
Surplus	650,314	6,362,899	-	18,236	7,031,449
TOTAL LIABILITIES AND SURPLUS	\$4,874,784	\$8,366,063	\$96,886	\$18,236	\$13,355,969





ACKNOWLEDGEMENTS

West Montreal Readaptation Centre is fortunate to count among its employees people who have dedicated many years of service to the establishment and its mission. Between April 1, 2006 and March 31, 2007, 11 employees celebrated 25 years of service, and 12 others, 30 years of service. To all these people, the members of the Board of Directors and the management team wish to express, in the name of all our users and their families, their most sincere thanks for the role they have played in the advancement of people living with intellectual disabilities or pervasive development disorders.

We would also like to acknowledge the retirement of seven employees and wish them many years of well-earned respite for all their years of hard work.

25 YEARS OF SERVICE AS OF MARCH 31, 2007	30 YEARS OF SERVICE AS OF MARCH 31, 2007	RETIRED AS OF MARCH 31, 2007
Mary Babin Louise Berlinguette Deborah Bromilow June Daniels Emeline François Agnese Fulginiti Sylvia McClean Nancy Nurse Monic Racinskas Emily Sullivan Hilary Taylor	Sharon Broadway Nabil Cobein Shane Conway Peter Fiset Judith Grandsire Franco Iannetta Janet MacGillivray Grace Mackiewicz James Neeson John Reed Yvonne Sam Carmelina Sklivas	Terry Choules Micheline Duval Linnea Parsloe Viola Peters Jeanette Pierre Frances Scollan Robin Sparber

HAVE PARTICIPATED TO THE EDITING AND DESIGN OF THIS REPORT

■ Director General

8000 Notre-Dame Street
Lachine (Quebec)
H8R 1H2
Telephone : 514-363-3025
Fax : 514-364-5997
www.westmontrealrc.ca

■ Design

Marie-Julie Watkins, Graphic Designer
Dix-Kat Graffix / 514 373.5316 / mariejuliew@yahoo.com

ISBN-2-8908116-4-5

