Announcement of survey results for recipients

In February and March 2019, the ABC Center conducted a survey of its beneficiaries, with a place to continuous improvement for its services. The large participation of the beneficiaries in the survey (181 respondents) clearly testifies their deep attachment to the ABC Center.

Here is an overview of the questions and answers obtained:

- ***How did you hear about the Center?***
  By word of mouth: 39.80%; by the CLSC: 38.79%.

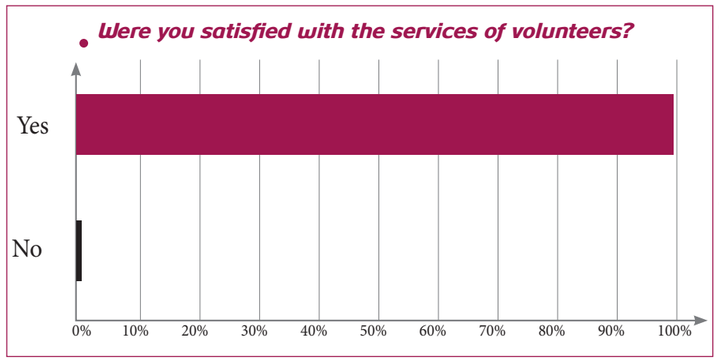
- ***How did you find your first contact with the ABC Center?***
  Satisfied: 56.57%; very satisfied: 42.42%.

- ***Did the ABC Center meet your needs?***
  98.99% answered yes.

- ***Do you feel supported by the ABC Center when you have problems with a volunteer?***
  100% of respondents answered yes.

- ***Do you feel that the ABC Center is listening to you when you call?*** 98.99% answered yes.

- ***Are you aware of all the services offered by the Center for seniors?*** 85.71% answered yes.



- ***Did these services meet your needs?*** 96.97% answered yes.

- ***Do you feel that the language of your choice is respected at the ABC Center?*** 100% said yes.

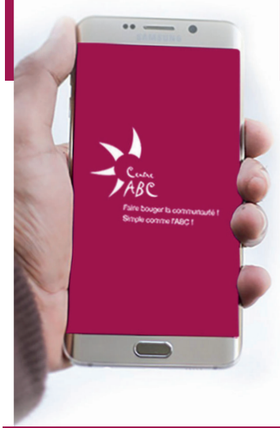
- ***How do you find the cost of our transportation services?***
  75.41% think it's affordable and 11.48% very affordable.

- ***Do you feel supported when you are accompanied to your medical appointments?***
  82.56% answered yes, 15.12% did not have an opinion.

- ***Do you find the volunteers experienced?***
  96.63% think so.

The high rate of participation in the survey is more than happy. As for the rate of satisfaction of the beneficiaries with regard to the ABC Center and its services, there is no doubt that they are so, judging the answers obtained.

THE NEWBORN OF ABC CENTER!



It is with great pride that the Saint-Laurent Volunteer and Community Center has launched its new mobile application on Saturday, March 16, 2019, at the Bibliothèque du Boisé de Saint-Laurent. This volunteer management tool grew out of our organization's commitment to continue to adapt to the many technological changes we face and is part of our 2017-2020 strategic planning. We firmly believe that our mobile application will transform the way we do business and allow us to better meet the needs of our community. Many volunteers are already using it, and we hope it will increase in size, to ensure more **effective interaction with** them and, ultimately, grow our community.

Training is available to help you better tame the application. For any questions, do not hesitate to contact Laurence Bouchard at 514-744-5511 ext. 224

40 ans Centre ABC info ABC

Quarterly newsletter of the ABC Center - May 2019 - N° 68

The 40th Anniversary of the ABC Center!

It is in an atmosphere rich in emotion and color that the ABC Center's 40th anniversary evening was held at the Crystal reception hall. It was a magic moment for all the volunteers, partners and donors who were present. This exceptional event came to confirm that in Saint-Laurent, our diversity was rich and when everyone gives the best of himself to the community the result can only be inspiring and to everyone's advantage.

As part of it's 40th anniversary, the ABC Center launched its promotional campaign "40 years to make our community shine" during Volunteer Week 2019. It was present in 24 bus shelters in the borough of Saint-Laurent. Which aired on TVA, Radio-Canada and MaTV. It was a symbolic one; it was intended to pay tribute to the ABC Center, but also to the valuable role of Laurentian volunteers in the development of the community. The volunteers of yesterday and today, undeniably, contribute to strengthening our environment; they are a unifying force around the common goal of building a strong and supportive community. Concrete actions are put in to place to create a prosperous and promising environment for current and future generations.

As a vector of social change, the ABC Center has been working for 40 years to break the cycle of poverty and social exclusion, by enabling each member of the Laurentian community to make a significant contribution to improving the quality of life of their fellow citizens and their families.

For us, it was important to express our deep gratitude, our respect and our admiration to every shadow worker who participates in building a society that lives up to our aspirations.

FROM THE DIRECTOR

As we celebrate, this year, our four decades of existence, I am pleased to announce that we have achieved all of our goals.

All of these accomplishments would not have been possible without the unwavering support of ABC Center volunteers, its strong Board of Directors and motivated team. Today more than ever, the well being of our fellow citizens remains a priority and we will continue our efforts to best meet their multiple needs by promoting the volunteer action, our primary purpose.

Several new projects for the benefit of Laurentian citizens have emerged. These include the Seniors Phone Call Project, "Integrating into French", a program for newcomers from the Cégep de Saint-Laurent's francization classes, "French with slam for the youth", and the ABC Center's new mobile application to help manage volunteers availabilities and interest.

In addition, more than 38,000 volunteer hours have been achieved within the organizations. This year again, you have all outdone yourselves! If the ABC Center succeeds in fully accomplishing its mission and all its innovative achievements, it is because you, the shadow workers, generously offer your time, your skills and your talent to the Laurentians. That's why we will continue to use all the means at our disposal to enhance your role and the major impact you have in our beautiful community.

A new and challenging year awaits us and I am sure you will once again put the ABC Center in the spotlight. I wish you all a wonderful summer.

Henriette Konté
Executive Director

The 40 years of COCLA, it is celebrated in big!

COCLA, a well-known organization in the Laurentian community, is celebrating its 40th anniversary this year. Created in 1979, this flagship partner, whose mission is to provide for the basic needs of new immigrants, to create bonds of friendship between them to enable them to integrate into Quebec society and to adapt to Canadian life to ensure the growth, support and personal development of seniors and families in Saint-Laurent

It is more precisely on September 17, 1979 that Yolanda Maradriaga sets up COCLA, in the basement of Saint Andrew's Church. The organization came into being in the context of the war in Chile, when many people fled to immigrate to Quebec. The initial vocation of COCLA is to respond to priority needs such as food security, access to work and housing and support for language learning. A few years later, the innovative organization provides emergency food services, responding to a growing need of the population. With this expertise, COCLA contributes a few years later to the foundation of Moisson Montréal.

In 2005, after the purchase of the church by the community of Lachine, the organization moved to its current location at 1357 Saint-Louis Street, Saint-Laurent. In 2012, COCLA undertakes a complete restructuring and adopts four service areas: ensuring the food security of the Laurentian territory, focusing primarily on the social and community components, integrating the family and seniors programs and setting up the grocery store Harvest, a first step towards the social economy. As part of the development of its social and seniors services component, COCLA has been working with a community worker since 2013.

In 2015, she sets up the Fogo restaurant, the first social economy restaurant in Saint-Laurent, and more recently, the Café Dorée Prestige.

According to Julio Riviera, director of the organization, the current needs and challenges of the community are to having greater access to affordable and quality food to combat poverty and social exclusion, and to promoting the employability and access to housing. The social and economic components of COCLA's core mission allow it to better meet the growing needs of its clientele. The organization has also set up a new cross-sectoral consultation table, the Saint-Laurent Citizen Committee (CCSL). The purpose of this new round table is to give the people of Saint-Laurent more voice on various issues.

In the future, COCLA wants to strengthen its funding base so that it can serve a growing number of Laurentians and Laurentians, offering them products of quality at a lower cost, while remaining attentive in a sustainable way.

The ABC Center congratulates COCLA for its 40 years of service to the young Laurentians and Laurentians and for its important contribution to our community. We wish COCLA many wonderful and successful years to come.

To find out more about COCLA please call (514) 748-0796.

NEW PROJECT
« No to bullying seniors in Saint-Laurent »

The Saint-Laurent Center for Volunteer and Community Action (ABC Center) is concerned more than ever about the needs of Laurentian seniors. With this in mind, the new project "No for bullying of seniors in Saint-Laurent!" funded by the department of Family, as part of the Together Against Bullying program, aims to prevent bullying of seniors in Saint-Laurent and especially to intervene directly with those who are victims.

We intend to offer prevention workshops in June, in collaboration with partners from our region. We will be present in several residences in the borough of Saint-Laurent to offer concrete tools to detect bullying situations in the living environment of seniors. To this end, we will form support groups that will focus on the victims of all forms of bullying. These groups will meet on weekly basis at the ABC Center to meet with volunteers who have had the same experience and share their concerns, fears and sources of insecurity with us. The members of these support groups will accompany people in complex situations and who wish to receive support tailored to their needs.

Project: Integrating into French

The ABC Center Saint-Laurent, in collaboration with the Cégep of Saint-Laurent, launched an innovative project entitled "Integrating into French". This intercultural project aimed to make use of writing to bring together immigrant integration classes and volunteers from the ABC Center.

Thus, we tend to touch base on young people from the Cégep de Saint-Laurent francization classes to the importance of preserving French through exchanges, writing and the discovery of the habits and customs of Quebec. This approach has brought communities closer together to fit more easily into the Québec society.

Thanks to this project, our community is more open to inclusion and newcomers have learned to love our culture and traditions, and they are even developing a sense of belonging to the people of Quebec. The many meetings, the exit to the sugar shack and the project's review of the evening were a great success and had a positive influence on both the volunteers and the participants of the project. The video posted on our Facebook page testifies their enthusiasm.

Join the ABC Center Youth Committee!

Starting June 20, the ABC Center Youth Committee will resume its service to organize an event to encourage the volunteer participation of young Laurentians and Laurentians.

This committee, which was founded in 2010, has already proven itself by having several achievements to its credit, and by organizing several activities for our community. It aims to make the voices of the young people heard so that their opinion is considered during the decisions taken within the Center, but also that they act as spokespersons in their schools, finally, that they mobilize the young volunteers of the ABC Center by organizing activities for these.

If you are interested in joining this committee, contact Laurence Bouchard at 514-744-5511 ext. 224 or by email at communication@centreabc.org.

YOU'RE PLANNING TO MOVE? Don't forget to give us your new address.