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REPORT PRESENTED TO THE ANNUAL GENERAL MEETING ON

August 18TH, 2021

MISSION:

S.A.B.E.C. is a non-profit organisation, composed of volunteers, whose mission is the accompaniment and transport for medical services of citizens of all ages, residing in the MRC du Haut-Saint-Laurent.

TERRITORY:

Our MRC covers a territory of 1,170 km2 and includes the following 13 municipalities:

Dundee, St-Anicet, Ste-Barbe, Godmanchester, Huntingdon, Hinchinbrooke, Elgin, Franklin, Havelock, St-Chrysostôme, Ormstown, Très-St-Sacrement and Howick.

CLIENT NEEDS AND EXPECTATIONS:

We are convinced that S.A.B.E.C. has well served the needs and expectation of the 668 clients who have utilized our services. Comments received praised our volunteers and organization. We are pleased to have been able to serve our community.

The population of our M.R.C. under uses the medical services available to them either by unawareness or by their incapability to get to them (Government statistics).

S.A.B.E.C. can and must help more people by making the population more aware of our existence and the service we provide. The way to achieve this goal is to increase our visibility available to us.

TRANSPORTS/ACCOMPANIMENT:

In 2019-2020, S.A.B.E.C experience a raise of 420% in total transports compared to 2003-2004. However, with the arrival of the Covid-19 virus in March 2020, S.A.B.E.C. has experienced a decline of almost 35% in total transports versus 2019-2020.

 Year Transports Clients Total Kms. Volunteers Hours

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 2003-2004 | 813 |  | 130 | 128,645 | 3,848 |
| 2018-2019 | 5513 |  | 749 | 651,800 | 25,425 |
| 2019-2020 | 5040 |  | 890 | 617,922 | 22,440 |
| 2020-2021 | 3411 |  | 668 | 432,533 | 15,062 |

TRANSPORTATION COSTS:

Since 2005, S.A.B.E.C. made efforts to take control of the cost of transportation:

* New software allows the calculation and verification of distances travelled.
* Recruitment of more volunteer drivers.
* Assigning the closest available driver for every transport.
* Car-pooling whenever reasonably possible but du to Covid-19, it is not recommended.
* Service agreement with the CSSS-Champlain for dialysis and with the C.L.E. concerning our social aid clients.

Since November 2018, we had to increase the rates charged to our clientele because S.A.B.E.C. was going for a 13,000$ to 14,000$ deficit which it is impossible for the organization to sustain for too many years. So, the C.A. decided to raise the rates to avoid such a situation. It was the first raise in more than ten years. However, taking account of the surplus in 2020-21, the A.C. has decided to reduce the transportation costs for the users.

We are extremely proud that we managed to control our costs ever since.

RECRUITMENT OF VOLUNTEERS:

Through a concerted effort S.A.B.E.C. was able to recruit a few new volunteer drivers. As of February 2021, even though several volunteers retired this year again and with the Covid-19, we had 74 volunteer drivers. All new volunteer drivers received training.

However, because of Covid-19, several volunteers made the decision to stay home. So, we had 57 volunteers out of 74 to carry out the transportation, including a new volunteer who joined our team.

We are proud of these results and we intend to continue in that direction for the years to come.

ANNUAL GENERAL MEETING:

The last annual general meeting was held June 05, 2019 in Huntingdon, QC. 57 persons were present (53 members). This meeting was preceded by a public information session.

The president, Nicole St-Onge, welcomed all present and continued by the reading of the convocation notice, the reading and adoption of the agenda and the reading and adoption of the minutes of the preceding general meeting (June 06, 2018).

The report of activities for the year 2018-19 and the Plan of Action 2019-2020 were presented and adopted.

Mr. Jean-Luc Crête, CPA auditeur, CGA presented the financial report for the year ended March 31, 2019 and answered some questions and gave specific information. The report was accepted.

Elections:

There were three seats put in election:

Nicole St-Onge, Françoise Mainville & Brent Hooker terms were ending. Nicole St-Onge does not want to be in the CA anymore. Johanne Dumouchel have been proposed. All three were elected by acclamation.

NOMINATION OF THE AUDITOR FOR THE YEAR 2019-2020:

The accounting firm of Jean-Luc Crête, CPA was retained as auditor for the year 2019-2020.

SPECIAL GENERAL MEETING:

S.A.B.E.C. held no special general meeting during the last year.

BOARD MEETINGS: The board of administration met 8 times during the year.

The board members were:

President: Alain Castagner

Vice-president: Françoise Mainville

Treasurer: Brent Hooker

Secretary: Johanne Dumouchel

Administrator: Betty Riel

Administrator: Maurice Moise

Administrator: Howard Struthers

The Board of Directors met 8 times during the year ended March 31, 2021.

The board contributed for approximately 1,000 hrs from meetings and other activities.

3 people, including 2 members of the board followed a course about the duties, responsibilities, and rights of administrators of a non-profit organization.

*The office team:*

Director General: Isabelle Woods

Dispatcher: Claudette Legros

Administrative Assistant: Nathalie Côté

MEMBERSHIP:

S.A.B.E.C.’s annual membership fee is $5.00, and we had 81 paying members on 172 members total on March 31st. 2021.

COLLABORATION WITH RELATED ORGANISATIONS:

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| * CSSS Huntingdon
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| * C.A.B. Valleyfield
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| * C.A.B. Beauharnois
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| * Projet Communic-Action de Huntingdon
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| * Centre Communautaire Multiservices, Un Coin de Chez-Nous de
* St- Chrysostome
 |
| * Sur les routes du Saint-Laurent, transports adaptés de Huntingdon
 |
| * Canadian Cancer Society (list of service providers)
 |
| * PQDCS – Programme québécois de dépistage du cancer du sein
 |
| * CSSS Champlain – dialysis transport
 |
| * Centraide Sud-Ouest du Québec
 |
| * Actions Haut-Saint-Laurent
 |
| * Maison des Jeunes (Huntingdon)
 |
| * C.D.C. du Haut St-Laurent
 |
| * C.S.S.S. Montérégie
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CONSULTATION:

S.A.B.E.C sat at the consultation table concerning the medical transportation of the M.R.C. du Haut Saint-Laurent held at the C.S.S.S. de Huntingdon.

We were present at many A.G.A. for organizations that we collaborate with or that we are in contact with.

We are in contact with both C.A.B. Valleyfield and Beauharnois.

Isabelle Woods sits on the C.D.C. board of directors and on the Ancre et Ailes board.

FUNDS RAISING:

As the subsidy from the C.I.S.S.S.M.O. is used to cover only our administrative expenses, S.A.B.E.C. needs to solicit financial support from the community to maintain the user’s rates at their current level.

Due to Covid-19, we couldn’t do any fund-raising activities in 2020-21. We did a mail fundraiser to the cities, companies and to the ministers.

S.A.B.E.C. raised *33,499.50$* this past year in donations and fundraising for 2020-21. If we add Centraide, the amount is *43,499.50$.*

Note that it was a good year for S.A.B.E.C. despite the difficulties related to the Covid-19 virus. Donations were made, thanks to the generosity and support of the public, businesses, and various levels of government to our organization, which continued again this year.

PUBLICITY AND PROMOTION OF THE ORGANIZATION:

To increase the "visibility" of the organization, S.A.B.E.C has created a Facebook page and has also made its website rejuvenate.

The flyer was distributed through the MRC.

Municipalities have included S.A.B.E.C. messages in their newsletters on several occasions.

Several articles about S.A.B.E.C. have been published on social networks as well as in local newspapers.

BETTY RIEL FUND

Mrs. Betty Riel and the board of the Foundation raise money to help persons in the MRC du Haut St-Laurent suffering from cancer, to cover the cost of transport to hospital centers to receive treatments.

S.A.B.E.C. acts as trustee of the amounts raised by the Foundation Riel and uses these funds exclusively to provide transport for persons who need to receive cancer treatments according to criteria established, from time to time, by Mrs. Riel and the board of the Foundation.

The various auctions, fundraisers and subsequent donations to the Betty Riel Foundation raised more than $48,894, with S.A.B.E.C. in funding to provide thirteen free transportation to people with cancer by defraying the amount of the rate requested by S.A.B.E.C.

At the beginning, five transports were offered to persons fighting cancer. Starting January 1st, 2021, the numbers of free transports have been raised to fortheen.

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As of March 31st, 2021, 616 free transports were provided to the residents of the M.R.C.

*A major fact to be m*entioned: *The* *Betty Riel Funds is* *an affectation from external origin* which means that Mrs. Riel and the board of the Foundation take all the decisions concerning which treatment and the number of transports paid.

S.A.B.E.C. CANNOT AT ANY TIME USE THOSE FUNDS TO PAY FOR ITS CURRENT OPERATIONS. THE MONEY CAN AND WILL BE USED ONLY TO COVER THE COSTS OF THE TRANSPORTS FOR CANCER TREATMENTS.

Important note: Since April 01,2013 Betty Riel Funds reimburse only the rate paid by the clientele plus five dollars and not the full cost of the transport. That decision comes from the growing number of transports due to cancer and to make sure that the Funds can continue for years to come.

DRIVER APPRECIATION AND TRAINING:

In addition to the training provided to new volunteers, S.A.B.E.C. offered a Christmas present and a gift basket from the sugar shack for its volunteers, as with the restrictions due to the Covid-19 we were unable to do any activity as in previous years.

AMOUNTS REIMBURSED TO VOLUNTEERS:

The amount paid to drivers has been increased to $ 0.46 / km on September 1st, 2020, as well as a maximum of $ 12.00 for a meal *with receipt* after six hours of volunteering.

CLIENTS PARKING:

Since February 1st. ,2015, the clients must pay up to ten dollars for parking when they go to private clinics or wherever our parking pass is not accepted. Given our good financial health, it was agreed at the August 19, 2020 meeting that S.A.B.E.C. would cover all costs related to parking.

OFFICE HOURS:

Office hours are from 09:00 to 16:30. The director general works 40 hrs/wk., the dispatcher 32 hrs/wk. and the administrative assistant 32 hrs/wk.

A toll-free telephone line is always in service for our clientele from the Howick (825) and St-Chrysostôme (826) region.

FINANCIAL SITUATION:

S.A.B.E.C. remains in a good financial position. As of March 31, 2021, S.A.B.E.C. presents a healthy balance sheet. This situation allows us to look at the coming year with confidence and the knowledge that we have the resources needed to face all situations coming our way.

At year-end, there is a positive balance in our account at the Caisse Populaire and we are confident for the future of our organization.

SEE THE ANNUAL FINANCIAL REPORTS IN THE FOLDER.

SUBSEQUENTS EVENTS:

We still do a background check for every new volunteer with Groupecho Canada and the Sûreté du Québec concerning any files relevant for our organization.