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REPORT PRESENTED TO THE ANNUAL GENERAL MEETING ON

June 21st, 2023

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.

*As a result, the organization helps with home care for the elderly*

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 860 clients who have used our services. Comments received praise our volunteers and the 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 2022-2023, S.A.B.E.C experience a raise of 630% in total transports compared to 2003-2004. Also, we can note an increase of 17% compared to those of 2021-2022.

Year Transports % Clients Total Kms. Volunteers Hours

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| --- | --- | --- | --- | --- | --- |
| 2003-2004 | 813 |  | 130 | 128,645 | 3,848 |
| 2020-2021 | 3411 | 420% | 668 | 432,533 | 15,062 |
| 2021-2022 | 4364 | 540% | 737 | 572,257 | 18,411 |
| 2022-2023 | 5124 | 630% | 860 | 599,221 | 20,489 |

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.
* Resumption of the carpooling.
* Service agreement with the CSSS-Champlain for dialysis, the C.L.E. concerning our social aid clients and the CISSSMO for the COVID-19 Vaccine.

Since November 2018, the rates paid by our clientele have increased to offset a deficit of $13,000 to $14,000, which the organization could not afford for several years. The Board then decided to act and decreed a price increase. The first in over ten years. This year, we have increased from $0.50/km to $0.52/km for our volunteers and, with the good financial health of the organization, we have decided to freeze the costs for our clients.

RECRUITMENT OF VOLUNTEERS:

The efforts made during the 2022-2023 fiscal year allowed us to recruit several new drivers/volunteers. As of March 31, 2023, despite the retirement of some of our volunteers and departure due to illness, we had 58 drivers/volunteers. All new volunteers have received training.

These results make us proud, and we will continue to work in the same direction in the years to come.

ANNUAL GENERAL MEETING:

The last annual general meeting held on June 8th, 2022, in Huntingdon, had to be presented with a reduction in the capacity to receive all members. 30 persons were present. This meeting was preceded by a public information.

The Report of Activities for the year 2021-2022 and the Action Plan 2022-2023 were presented and dopted.

Mr. Jean-Luc Crête, CPA auditor, CGA presented the financial report for the year ended March 31st, 2022, and answered some questions and gave specific information. The report was accepted.

ELECTIONS:

Three directors have completed their terms: Brent Hooker, Howard Struthers, and Françoise Mainville have completed their respective terms.

4 directors will complete their term in 2024, namely Johanne Dumouchel, Betty Riel, Alain Castagner and Maurice Moïse. Nevertheless, the following directors have announced their decision to leave the Board: Françoise Mainville, Brent Hooker and Maurice Moïse.

NOMINATION OF THE AUDITOR FOR THE YEAR 2022-2023:

The accounting firm of Jean-Luc Crête, CPA was retained as auditor for the year 2022-2023.

SPECIAL GENERAL MEETING:

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

BOARD MEETINGS:

The board of administration met 10 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 contributed for approximately 1,000 hrs from meetings and other activities.

The director, Isabelle Woods participated in a training session for NPO leaders and her assistant, Nathalie Côté, for her part, followed the meetings for planned donations. She was also asked to organize a training session in order to fully understand the database software.

The office team:

Director General: Isabelle Woods

Administrative Assistant: Nathalie Côté

Dispatcher: Claudette Legros

MEMBERSHIP:

S.A.B.E.C.’s annual membership fee is $5.00, and we had 104 paying members on 170 members total on March 31st. 2022.

COLLABORATION WITH RELATED ORGANISATIONS:

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| --- |
| * CSSS Huntingdon |
| * C.A.B. Valleyfield |
| * C.A.B. Beauharnois |
| * Projet Communic-Action de Huntingdon |
| * 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 |
| * Actions Haut-Saint-Laurent |
| * Maison des Jeunes (Huntingdon) |
| * C.D.C. du Haut St-Laurent |
| * C.S.S.S. Montérégie |

CONSULTATION:

S.A.B.E.C. participated in the consultation tables of the Medical Transport Committee of the M.R.C. du Haut Saint-Laurent held at the C.S.S.S. of Huntingdon.

We also attended a few A.G.A. organizations we work with.

S.A.B.E.C. also campaigned to try to save the Mother-Child Center in Valleyfield.

Isabelle Woods sits on the board of Ancre et Ailes.

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 2022-23. We did a mail fundraiser to the cities, companies and to the ministers.

S.A.B.E.C. raised 42,635$ this past year in donations and fundraising for 2022-23.

Note that it was a good year for S.A.B.E.C. and this, despite the financial difficulties experienced in our region. The donations were present thanks to the generosity and support of the population, businesses, and various levels of government vis-à-vis our organization, which were confirmed again this year.

PUBLICITY AND PROMOTION OF THE ORGANIZATION:

To increase the "visibility" of the organization, S.A.B.E.C have 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 FUNDS

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 $67,964$ with S.A.B.E.C. in funding to provide figthteen free transportations 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, 2022, the numbers of free transports have been raised to *fifteen*.

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As of March 31st, 2023, 893 free transports were provided to the residents of the M.R.C.

NOTE: The Betty Riel Fund is an external allocation. S.A.B.E.C. manages the money raised for the Betty Riel Fund but Ms. Riel and the Foundation Board make all decisions regarding direction and number of trips paid for by the Foundation. Mr. Randall Finnigan helps the foundation by holding auctions and he managed to do some great fundraising for the Betty Riel Foundation.

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 1, 2013, the Betty Riel Fund pays only the fare paid by customers plus five dollars and not the total cost of transportation. This decision stems in fact from the growing number of cancer-related transports and to ensure that the Fund can continue this essential help for the people of the region for years to come.

DRIVER APPRECIATION AND TRAINING:

In addition to the training provided to new volunteers, S.A.B.E.C. offered a sugar shack gift basket for its volunteers, given that with the restrictions due to Covid-19. Also, we offered them a Christmas dinner, accompanied by a gift bag for all its volunteers.

AMOUNTS REIMBURSED TO VOLUNTEERS:

The amount paid to drivers has been increased to $ 0.52/km on July 1st, 2022, as well as a maximum of $ 15.00 for a meal with receipt after six hours of volunteering.

CLIENTS PARKING:

S.A.B.E.C. covers 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 number is always in service for our clients from the Howick (825) and the St-Chrysostôme (826) region.

FINANCIAL SITUATION:

S.A.B.E.C. remains in a good financial position. As of March 31st, 2023, 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.