

# L'INTER COEURS

VOLUME 52, N° 3 – DECEMBER 2024

Happy  
Holidays!





## WORD FROM THE PRESIDENT

Hello everyone,

The year 2024 is slowly coming to an end and we are heading towards Christmas. I would like to express my deep and sincere thanks for all the volunteer work you do. Volunteering is an important, even essential, commodity in a society. Volunteers are truly valuable to the beneficiaries who can benefit from the services offered. You have once again made a difference through your commitment, availability and generosity for a large number of people in our community. For them, you have been a highlight of 2024.

I would like to take this opportunity to offer you, on my own behalf and on behalf of all the members of the Board of Directors, a very happy, holiday season. With your family and friends, I wish you moments of joy, sharing and togetherness. May the new year 2025 keep you healthy and support your enthusiasm and generosity towards the community.

In closing, I would like to thank the entire staff of the Centre d'action bénévole Le Hauban inc. for their commitment and the colossal work accomplished over the past year. **THANK YOU TO EACH AND EVERY ONE OF YOU!**

Thank you for being here and I wish you a very Happy Holiday Season!

France Côté, president of the Board of Directors



## WORD FROM THE GENERAL MANAGER

Hello to all of you,

Soon autumn will yield to beautiful winter landscapes, giving way to beautiful winter landscapes. A autumn like the previous ones: things are moving and there is no shortage of work, far from it!

We had the extraordinary general meeting of members on September 24, for the presentation of the financial statements and the appointment of the accounting firm. Thank you to the 24 members present, it was a great activity for the associative life of our organization. It is always pleasant to chat with you.

Several working committees will be in action in the coming weeks. Among other things, we really need to update our transport-accompaniment policy, a file that we have unfortunately neglected in recent years. As members, you will surely be consulted on various aspects, and meetings will be organized, we sincerely hope, in the spring of 2025, in order to present this new policy to the volunteers active for this service. A great file for the current year!

Also, we are in the process of finalizing the content for our new website. We are working very hard to present it to you very soon. Stay tuned.

I wish you a wonderful International Volunteer Day, this December 5, a magical winter and a wonderful holiday season. Always be assured of my greatest gratitude for all the actions taken daily.

Monia Denis, Executive Director



## REMINDER – OPERATION OF SERVICES

### As a beneficiary of accompaniment-transport



#### WHAT I SHOULD DO:



- ✔ Call the CAB **48 business hours** before my appointment.
- ✔ Check if a family member is available to accompany me.
- ✔ Inform the CAB if my appointment changes or for any other questions.
- ✔ Have my contribution on hand during my accompaniment-transport. If this is not possible, you will receive an invoice by mail.



#### WHAT I SHOULD NOT DO:



- ✘ Call on Friday for an appointment to be made the following Monday. **The office is closed on Saturday and Sunday.**
- ✘ Communicate directly with volunteers. Always call employees at CAB.
- ✘ Leaving access to your driveway unsafe, in summer as well as in winter.
- ✘ Ask the volunteer for an unauthorized stop (bank, grocery store, etc.). The only possible stop is the pharmacy. Volunteers are informed of this.

Thank you for your cooperation!

### As a Meals on Wheels beneficiary



#### WHAT I SHOULD DO:



- ✔ Make my menu choice when the volunteer calls me on Thursday or Friday.
- ✔ Call a CAB employee before Monday 9 a.m. if I have to cancel my meal or if I have not made my choice.
- ✔ Secure my dog on the day of delivery, if applicable.
- ✔ Have the exact amount on hand at the time of delivery. If this is not possible, you will receive an invoice by mail.



#### WHAT I SHOULD NOT DO:



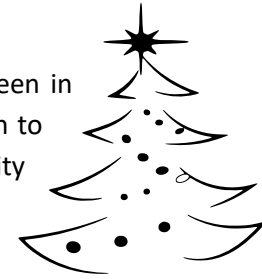
- ✘ Call on Tuesday to choose my meal. The CAB will have already given the meal choices to the caterer.
- ✘ Communicate directly with volunteers. Always call employees at CAB.
- ✘ Leaving access to your driveway unsafe, in summer as well as in winter.
- ✘ Give the wrong amount to the volunteer. Volunteers do not always have change with them.

Thank you for your cooperation!

## WORD FROM THE MANAGER OF FROZEN MEALS

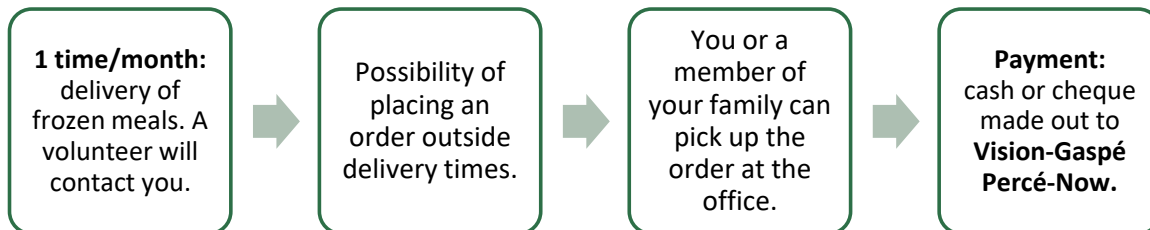
Hello everyone,

I am Marie-Eve Langlois and I am originally from Gaspé. Since July, I have been in charge of the frozen meal service. My interest in social work made me return to school part-time in this field. It is with great pleasure that I join the community world. The frozen meal service is aimed at people aged 65 and over who are losing their autonomy or anyone in a vulnerable situation.



I had the opportunity to meet dedicated and generous people. A special thank you to all the volunteers who give their time, without them it would be impossible to carry out this service properly. I would be happy to answer your questions or requests from Tuesday to Thursday from 8 a.m. to 12 p.m. and from 1 p.m. to 4 p.m. You can also reach me at 418 368-6634 ext. 6 or by email at [employe@cabgaspes.com](mailto:employe@cabgaspes.com)

Here are the dates of the next deliveries: January 17, February 14, March 14 and April 18, 2025.



## SUPPORT FOR CAREGIVERS – LE RELAIS

In 2022, “Appui” conducted a survey on informal caregiving.

This study highlights the increase in informal caregiving in Quebec. In fact, one third of adults are informal caregivers, meaning 2.4 million Quebecers support one of their loved ones by providing help or care for at least one hour per week.

We are informal caregivers when we take care of a loved one who has Alzheimer's, Parkinson's, chronic depression or any other physical or psychological condition that means the person affected cannot do it alone. We are informal caregivers when we take care of our child who has an intellectual disability, a mental health problem or who has an incurable or degenerative disease. We are also informal caregivers when we take care of a loved one whose abilities are limited and for whom it requires the help of another person to accomplish daily tasks.

The goal of Le Relais is to enable caregivers to catch their breath in order to continue their role as a caregiver. It aims to inform, raise awareness and support by offering:

- A respite service, to temporarily offer caregivers free time from the responsibility of being there for the person they are caring for to recharge their batteries, rest, etc.



- Individual and confidential psychosocial support aimed at helping caregivers overcome the difficulties encountered during their support for the person they are caring for. This intervention can be offered at home or in the office.

- Conferences and/or workshops useful to the role of caregivers.

Through Le Relais, we want to allow caregivers to take care of themselves and their social life, two essential things for the healthy life of any person.

Israël LeGuédard, Caregiver Support Manager

418 368-6634, ext. 1

## INTERNATIONAL VOLUNTEER DAY 2024

This year, it is under the theme: Volunteering is Brilliant as we celebrate International Volunteer Day (IVD) which will be held on December 5, 2024.

The CAB team, the members of the board of directors and the members of the IBD organizing committee join me in highlighting and thanking the involvement of the precious volunteers of the Centre d'action bénévole Le Hauban inc.

During a delivery of meals on wheels, frozen meals, transportation accompaniment or a friendly visit, we invite you to thank the volunteers who get involved with you.

We often mention it and we will continue to say it loud and clear: you make the CAB shine through your various volunteer involvements.

THANK YOU!

Benoit Bond, Volunteer Support Coordinator

418 368-6634, ext. 3 or by email at [coordo@cabgaspe.com](mailto:coordo@cabgaspe.com)



## REVIEW OF THE HALLOWEEN ACTIVITY WITH THE VOLUNTEER MEMBERS

On October 31, 9 volunteer members participated in a cupcake cooking activity. It was a good time of exchanges and laughter!

If you have ideas for activities to suggest to us, contact Benoit.



## VOLUNTEERS OF THE MONTH



**July:** Ms. Anita Gionet and Mr. Gilles Curadeau  
**August:** Mr. Yvon Ouellet and Mr. Antoine Cloutier  
**September:** Mr. Denis Bernier and Ms. Jacqueline Palmer  
**October:** Mr. Laurent Juneau and Ms. Ginette Plourde  
**November:** Ms. Cynthia McDonald and Ms. Lina Scott



Congratulations and thank you for your valuable involvement. You now have the chance to win the title of Volunteer of the Year 2025.

## HAPPY BIRTHDAY TO OUR PRECIOUS VOLUNTEERS

### DECEMBER

- 3. Étienne Bernier
- 8. Louis-Marie Joncas
- 15. Pierre Caron
- 15. France Côté (Wakeham)
- 17. Raymonde Robitaille
- 27. Tanya Jalbert-Samson
- 29. Ingrid Fleurant



### JANUARY

- 6. Alain Gallant
- 8. Denyse Synnott
- 15. Bernadette Cabot
- 17. Michel Lachapelle
- 17. Martha Gaudet
- 20. Jean-Guy Lacombe
- 20. Gisèle Bernier
- 21. Laurent Juneau
- 22. Sylvain Lagacé
- 28. Hélène Minville

### FEBRUARY

- 1<sup>st</sup>. Françoise Roy
- 4. Liette Labbé
- 5. Chourouk Mami
- 6. Jean-Guy Vallée
- 6. Anita Gionet
- 9. Norbert Bois
- 14. Tanya Perry
- 17. Patrice Arsenault
- 24. Manon Fournier
- 27. Géraldine Bélanger
- 27. Benjamin Trudel

### MARCH

- 4. Daniel Guay
- 5. France Côté (Gaspé)
- 10. Marcel Fournier
- 11. Anne-Marie Packwood
- 12. Gilles Curadeau
- 13. Marie Cassivi
- 14. Yvon Coulombe
- 20. Darlene Williams
- 21. Marc Lachance
- 22. Martine Dion

## WELCOME TO NEW VOLUNTEERS

It is with enthusiasm that we welcome to the great CAB family the new volunteer members: Mr. Yves Boulay, Mr. Kenneth LeLacheur, Mr. Alexis Robichaud, Mr. Carlos Zuluaga, Mr. Thomas Shaw as well as Ms. Joanne Canuel, Ms. Sandra Bernard, Ms. Cathlin Martin, Ms. Nadège Pulchérie Teubou, Ms. Denise Roy and Ms. Ana Paulina Gamba.

Welcome to all!

## IMPORTANT DATES TO REMEMBER



**December 5:** International Volunteer Day (IVD) and presentation of the results of the state of volunteering in the MRC of Côte-de-Gaspé at 9 a.m. via Zoom.



**December 9:** Presentation of the feasibility study on the establishment of minor works and repair service for seniors and people with reduced mobility living at home.



**December 13:** Delivery of frozen meals before the holiday season.



**December 19:** Last Meals on Wheels before the holiday season.



**From December 23 to January 3:** Office closed for the holiday season.



**January 16:** Meals on Wheels will resume at a cost of \$10.



**January 17:** Frozen meal delivery.



**April 27 to May 3:** Volunteer Week 2025.



## SOME IMPORTANT FOLLOW-UPS

We have worked, in association with our CAB group of Gaspésie and the Islands and the ROCGÎM-CDC, on demands to the CISSS of Gaspésie for better funding for the volunteer accompaniment-transport service (ATB). At the time of writing, we are still waiting for confirmation from the CISSS. One thing is certain, according to the news received, the board of directors will have to seriously consider everything surrounding this service, which is increasingly costly for the organization. The territory is large, the requests are numerous, and volunteers in the villages and the outskirts of the territory are becoming increasingly rare. In order not to penalize seniors, we have always continued to meet the demand, but we have reached a point of major reflection for the future. Very recently, the government announced cuts in the order of a billion dollars to reach the budget targets of Quebec institutions. This request for a reduction could affect the resources available to the health network, which will inevitably increase the pressure on certain independent community organizations. The CISSS de la Gaspésie anticipates a deficit of just over \$40 million by the end of the fiscal year, that is, by March 31. Everything indicates that we are heading towards a new period of difficulty.

### ***Did you know?***

Your CAB is the only organization recognized in its territory to provide support to health services. The Ministry of Health and Social Services is beginning the process of renewing recognition certificates, for the period from January 1, 2025 to December 31, 2027, for transportation provided by a volunteer driver. The certificate, from the MSSS, will be issued in December 2024. Organizations that receive a recognition certificate are responsible for ensuring compliance with the Taxi Transportation Act. This implies that they keep a permanent record of the transport carried out and that they ensure that the amount paid to volunteers only constitutes a contribution to the cost of using a car. We also have the responsibility to report any situation of abuse or suspicion of abuse that we witness. For example, it is not normally permitted for individuals to provide support on their own initiative, and to demand a sum of money from the beneficiaries, which is often very expensive. It is our responsibility to report this type of situation when we witness it, or when they confide in us.

### **CHANGE IN THE PRICE OF MEALS ON WHEELS**

As of **January 1, 2025**, the price of Meals on Wheels for the **Gaspé sector will increase to \$10/meal**. This change does not affect service recipients in the Rivière-au-Renard sector. The Board of Directors had to make this decision given the increase in food costs and the reality of a community organization. We are doing everything in our power to provide you with quality service. For any questions related to this increase, please contact Monia Denis at 418 368-6634, ext. 2 or at the following email address: [direction@cabgaspe.com](mailto:direction@cabgaspe.com)

### **INVITATION TO THE POPULATION – MINOR WORKS AND REPAIR SERVICES**

You are cordially invited to the presentation of the Feasibility Study on the establishment of minor works and repair service for seniors and people with reduced mobility living at home. This study, supported by TRCAGIM and conducted by Lelièvre Conseils, Développement des régions, presents the possibility of offering a support service to meet the needs of small jobs and repairs for seniors and people with reduced mobility. This service aims to keep people at home as long as possible by improving their quality of life in a secure and adapted environment. To achieve this, the promoter, Christopher P-Gaul, proposes to set up a community Woodworking Shop to promote the appeal, promotion and development of other services. **This presentation will take place on Monday, December 9 at 7 p.m., at the Petite Église de Gaspé.**

Your presence would be greatly appreciated and your valuable ideas in considering the next steps.

Sylviane Pilon, TRCAGIM Coordinator

