2013-2014 ANNUAL REPORT

The Lighthouse, a shining light in the lives of families for 15 years.

The Lighthouse Children and Families
Living life to the fullest
Putting Children First

I have had the pleasure and privilege of being involved with The Lighthouse, Children and Families since 2009. At that time, I served on the board of the Quebec Division of the Canadian Cancer Society and was invited to visit The Lighthouse, an organization that could benefit from my expertise in strategic management and governance, which has been my area of practice with the firm Raymond Chabot Grant Thornton since 2006. I was then tasked with defining and creating a strategic plan for The Lighthouse and reviewing the mandate of various committees from a governance perspective. One thing led to another, and The Lighthouse and I began working together on specific projects, and since June 2013, I have served as chair of the board.

I was overwhelmed by my first visit to the Lighthouse, but now feel inspired by the organization’s mission and how—sometimes against all odds—the team is able to make children a top priority. As chair of the board, I aim to successfully position The Lighthouse with our partners and the health network, secure funding to ensure our sustainability, and work toward transferring the expertise we have gained.

Variations on the Theme of Respite

That said, beyond administrative considerations, it cannot be stressed enough that respite care remains a cornerstone of pediatric palliative care. It is essential, vital, indispensable, and at the very heart of the support and counseling relationship we build with sick kids and their families. At The Lighthouse, we have been providing respite care in many and various forms for nearly 15 years. It all started with in-home respite care provided by duly trained volunteers, a service that is still offered and that also gave rise to the regional in-home respite services program, thanks to our partnerships with regional palliative care organizations.

Respite is also an essential component of the stays offered at Maison André-Gratton, whether they are for transition services, respite care, symptom management, or psychosocial emergency care, not to mention all the accompaniment and support provided to families on a regular or ad hoc basis.

The activities taking place at and around The Lighthouse are aimed at raising the organization’s profile and ensuring its sustainability. Throughout the year, busy bees raise funds through the UNITED for The Lighthouse, My Birthday as a Gift, and annual fundraising cocktail activities, while others make every effort to ensure we achieve maximum visibility in traditional and social media. This year, several books helped raise our profile. Le soutien aux familles d’enfants gravement malades, co-edited by professors Manon Champagne, Suzanne Mongeau, and Lyse Lussier, discusses the findings of their research and other projects carried out at The Lighthouse over the years. Lumières du Phare, by Mélanie Dugré, is a collection of touching and inspiring stories about the people who have come to The Lighthouse—from employees and volunteers to parents and children.

A WORD FROM THE CHAIR

Portraits of the Crew

All the excitement and vibrancy at The Lighthouse is also the result of hard work by our invaluable employees and volunteers and the numerous committees in charge of effectively coordinating it all, as well as our loyal donors, without whom we could not pursue our mission.

Since the respite care we provide is personalized to meet the needs of children and families, we decided to mark The Lighthouse’s 15th anniversary by also adding a personal touch to our annual report—in addition to an overview of the past year’s activities and results, we have provided brief portraits of our team members, volunteers, and client families. These Lighthouse Keepers can attest to the small miracles occurring each day at The Lighthouse, Children and Families, and they remind us that individuals are always at the heart of respite care.

Jean-Daniel Brisson
Chairman of the Board

Jean-Daniel Brisson, Chairman of the board, The Lighthouse, Children and Families
THE RESPITE EFFECT

Wide-ranging Research

Essential. Crucial. Vital. This is how the families of seriously ill children describe our respite services—and it is at least one of the observations revealed by the research conducted by Suzanne Mongeau and Manon Champagne following their long-standing and close collaboration with The Lighthouse.

In early 2000 we approached Mongeau, a PhD and professor at the UQAM School of Social Work, for help in creating our in-home respite program. In 2002 Champagne, then a doctoral student and now a PhD and professor at the UQAT Health Sciences Research and Teaching Unit, teamed up with Mongeau as a research assistant. In the years that followed, they carried out participatory research projects both on the in-home respite care provided by Lighthouse-trained volunteers and the respite care offered at Maison André-Gratton.

Pediatric palliative respite care, which is part and parcel of the definition of pediatric palliative care set out in the Québec Standards of Practice for Pediatric Palliative Care, differs from adult palliative care in that the role of caregiver extends over a much longer period due to the longer life expectancy of children. The intense and demanding long-term involvement also has major impacts on the lives of families who often face financial pressures, isolation, and physical and psychological health problems. The Lighthouse strives daily to demystify pediatric palliative care vis-à-vis adult palliative care and promote an approach that ensures the highest quality of life possible for children, namely by supporting all family members and advocating for the specific needs and interests of children and families.

The research results of professors Mongeau and Champagne show that the in-home respite care provided by Lighthouse volunteers gives parents the peace of mind they need to take a momentary break from their care role. Parents also reported sharing the joy of their children playing and having fun with volunteers. It is comforting and healing for them to get recognition for their parental expertise and have their voices and choices heard and listened to. It fosters a feeling of a kind of social recognition that breaks their isolation.

Suzanne Mongeau, Professor, UQAM School of Social Work
Manon Champagne, UQAT Health Sciences Research and Teaching Unit
The respite effect

An Impact on Families’ Well-Being

Professors Mongeau and Champagne found that respite benefits families considerably, especially children, who can forget about their illness for a while and get out of their often exclusive relationship with parents. Mothers and fathers enjoy a few nights of restorative sleep, while brothers and sisters reconnect with their parents through family activities and outings. More generally, respite stays help families maintain their conjugal, family, and friendship ties, and feel less marginalized.

Mongeau and Champagne believe the extent of families’ satisfaction with our respite care resources has to do with how our services are tailored to the needs of each child and how open and attentive our staff is to family expectations.

This year Champagne and Mongeau’s work culminated in the launch of Le soutien aux familles d’enfants gravement malades, co-edited with Lyse Lussier. This book, published by Presses de l’Université du Québec, summarizes the findings of their research and other Lighthouse projects over the years. One of the only French-language publications on pediatric palliative respite care, it affirms that thanks to the special bond they developed with The Lighthouse, Mongeau and Champagne have broken new ground in the field and contributed to the creation of essential, crucial, and vital respite services for sick children and their families.

Maison André-Gratton: Uncompromising Respite Care

Based on their research on in-home respite care, professors Mongeau and Champagne concluded that although essential, in-home resources are insufficient to meet some of the needs Maison André-Gratton has been able to serve, in particular through its full respite care stays.

Mongeau and Champagne first found that the disabilities and diseases of children staying with The Lighthouse, Children and Families are often more serious and severe than those of children receiving in-home respite care. They also found that the home’s warm, normalizing environment and very high quality of care are very much appreciated by families.

Parents say the professional services at Maison André-Gratton help them overcome separation anxiety, boredom, and guilt, and that the responsiveness and understanding of Lighthouse professionals in dealing with these emotions helps them entrust the care of their children with confidence and peace of mind.

We see respite care more as the culmination and outcome of a series of support measures than as a service in itself. For example, parents can only achieve respite if they have peace of mind. The term “respite effect” therefore encompasses both the break from demanding and restrictive responsibilities and the healing impacts.

With our interdisciplinary team and comprehensive care approach based on recognized pediatric palliative care standards, we take the respite effect into account in developing our stay and support services.

Lighthouse practices such as the first 24-hour stay as a family, the Maison André-Gratton orientation guide, and telephone followups help put parents at ease. And parents describe the quality of the ties forged between their families and our team members as unique in their dealings with the health system.
STAYS AT MAISON ANDRÉ-GRATTON

Professional and Humane Care

The children staying at Maison André-Gratton are skillfully and diligently treated by our medical team, led by the recently appointed Dr. Micheline Ste-Marie. As DPS at Montreal Children’s Hospital, Dr. Ste-Marie served on the board for several years as a hospital representative. A pediatric gastroenterologist, Dr. Ste-Marie emphasizes the crucial role of respite in pediatric palliative care, since the children The Lighthouse serves grapple with a wide range of serious, life-limiting diseases and medical conditions that require constant care, including genetic syndromes and diseases of the nervous system.

Once admitted to The Lighthouse as per pediatric palliative care standards of practice, children receive high-quality medical care from a team of physicians, nurses, nursing assistants, and attendants. The wide range of medical care provided by the team includes administering medication (orally, intravenously, and subcutaneously), providing respiratory care, changing dressings, tube feeding, and gastrostomy. All medical care is provided in accordance with clear protocols that are strictly adhered to by all team members.

Dr. Ste-Marie believes The Lighthouse is a unique and invaluable resource in the continuity of care provided to a vulnerable clientele. The organization’s philosophy emphasizes the family as a whole, including parents and siblings. Dr. Ste-Marie is deeply convinced that The Lighthouse helps maintain the integrity of many couples and families.

Dr. Micheline Ste-Marie, Medical Director, The Lighthouse, Children and Families
Fun, Games, and Creativity

The children staying at Maison André-Gratton enjoy many activities offered by the Éduc-Anim activities team. Facilitator Christina Phan joined The Lighthouse in 2010. She had previously worked at several institutions for a few years after earning a recreation science degree from Concordia University. Christina believes flexibility is vital to her work because she must constantly adapt to new children with different disabilities and conditions. She loves having a job that stimulates her creativity and especially appreciates it when she feels she can make a difference in children’s’ lives.

In the past year, the Éduc-Anim team worked closely with the Financial Development and Communications departments to create the Les toiles des enfants du Phare project, a marine-themed exhibition of paintings in partnership with the fitness center Locomotion. The project also included publication of a catalog featuring the processes and techniques used to create the paintings, and culminated in an April 5, 2014 launch event. In addition, artist Sylvie Cotton partnered with us to create a project booklet entitled L’instinct dans l’instant and a book describing the creative process with observations by Lighthouse staff.

During the year, the Éduc-Anim team also worked jointly with the psychosocial team to host the first commemorative ceremony, held in September 2013, for Lighthouse children who have died since the organization’s founding.

These beautiful and inspiring projects are of course in addition to well-established activities at The Lighthouse, including visual arts, pet therapy, massage therapy, pool time, music, and visits from special guests, including several new ones invited this year.

Different Stays for Different Needs

Two-year-old Aryelle has been a little Lighthouse sailor since she was a month old. Born at Sainte-Justine Hospital in February 2012, she was diagnosed with an inoperable heart defect and given only a few weeks to live. Her parents, including mom Stéphanie Boisvert, were introduced to The Lighthouse, and the whole family was welcomed at Maison André-Gratton for a week-long transition stay. Since that first visit, Aryelle has become a Lighthouse regular, visiting for different types of stays, including a few symptom management stays when her life was in danger. Fortunately the past year has been more stable and peaceful for Aryelle and her family, and she has come mostly for respite stays where she takes part in many activities offered by the Lighthouse team while receiving personalized care for her medical condition. Boisvert points out that we uphold the highest quality standards in medical care, recreational activities, and family support. She and her husband received key psychological support during Aryelle’s symptom management stays and especially appreciated the compassion and attentiveness of our staff. Boisvert says her little Aryelle and entire family could not be in better hands than those of the Lighthouse team.
IN-HOME VOLUNTEER RESPITE SERVICES

Successful Matches

Annick Gervais is responsible for supervising our in-home respite volunteers, a world she knows well having served as a volunteer herself several years ago. In 2003 Annick was paired with a family with a seriously ill child barely over the age of one to provide support and respite at their home once a week for eight months. She quickly grasped the magnitude of the challenges facing family members and realized that her presence was especially meaningful for them. Annick joined the permanent Lighthouse team in 2005 for a maternity leave replacement and has since served as Lighthouse gatekeeper and the person in charge of handling respite stay reservations and processing in-home respite care applications.

For each in-home respite care application, we meet with the family to identify the child’s needs and parents’ expectations and preferences. We then match the family with a member from our volunteer bank who meets the family’s needs. Annick coordinates the initial meeting and performs monthly followups to ensure the match is going well and the family’s needs are being met. Over the year, some forty families received in-home respite care services from volunteers who gave 1,124 hours of family support. Twenty-two new matches were made in the past year and many of those already in place have continued for more than three years.
A Love Story

One such lasting relationship, between Louise Lalonde and little Liam Mayea, deserves special mention. Liam, now age five, was hospitalized between January and June 2010 due to liver transplant complications. During the long hospital stay, a social worker at Sainte-Justine Hospital put Liam’s mother, Stéphanie Rousseau, in contact with The Lighthouse and, even before Liam was discharged, Annick met with Stéphanie at the hospital to identify her family’s needs. The love story began in June 2010 when volunteer Lalonde first met Liam. As a mother of three, Stéphanie now breathes a sigh of relief each week when she sees “Loulou” arrive with her warm hugs and sympathetic ear. She has become a fast friend and great source of support not only for Liam but also his brother, sisters, and parents.

The Lighthouse Shines in the Regions

Since December 2012, The Lighthouse has also provided in-home respite care in some regions of Quebec in partnership with already established palliative care organizations. Albatros Quebec (Capitale-Nationale and Chaudière-Appalaches), Palli-Aide (Saguenay), Palliavie (Laurentides) and, more recently, the new project Aux Couleurs de la vie (Lanaudière), recruit volunteers who complete the Lighthouse distance training program for in-home volunteers. The program consists of 36 interactive online module hours and a 3-hour meeting after every 12-hour set of modules. Much work remains to be done to help identify children with palliative care needs in local health networks. This year nearly 25 new regional volunteers were added to the regional in-home volunteer respite program, and a total of 35 volunteers and 13 families, including 9 new ones, now receive their services—proof of the regional program’s success and growth.
A Personalized Approach

At The Lighthouse accompaniment is provided in the form of services from a team of two special educators. One member of this team, Christine De Schutter, joined The Lighthouse three years ago after several years working with youth centers, and her specialties include assessing parenting skills. At The Lighthouse, Christine and her colleague strive to help children hold onto the progress they’ve made, while liaising between the various teams to keep everyone up-to-date and informed. In keeping with our strategic orientations, she takes a personalized approach, putting children front and center—this is what drives her work.

In recent months, the special education team has been busy setting up a personalized approach program, which is at the heart of our mission and based on an unwavering commitment to making children a priority, understanding their needs, and building relationships with them without losing focus. Our special educators make sure children’s care plans take into account all their needs and priorities while ensuring that everyone interacting with the children has access to relevant information through personalized child information sheets. The Cultiver la mémoire program puts one of our core values into action: that of creating, nurturing, and cherishing the memory of lost children. The special education team, in collaboration with the Educ-Anim team, meets the needs and wishes of families while adapting their level of care, which ranges from “let do” to “do with” to “do for.”

Our first ceremony to honor the life and memory of the 96 Lighthouse children who have died at Maison André-Gratton and elsewhere was held on September 21, 2013. Around one hundred people representing 21 families took part in the event in the Montréal 360 room at Maison des Marins in the heart of Old Montreal. The beautiful glass-enclosed room made it possible to experience the moment of contemplation with a view overlooking the river. Members of the various Lighthouse teams read the names of the children who have passed away, and a book describing these children’s last days was compiled in tribute to their too-short lives. To conclude the ceremony, 96 painted lady butterflies were released in memory of the children, giving all participants a sense of wonder and hope.

Christine De Schutter, Special Educator, The Lighthouse, Children and Families
Social Work for Families

Our social worker and human relations officer also play an important accompaniment role. Marie-Ève Cardinal took up the challenge of serving as The Lighthouse’s first social worker, a position she has held since May 2011. Arriving from the highly structured world of youth centers and CLSCs, she had to define her own role. But she had the support of a strong team and a warm, friendly atmosphere she describes as one of the greatest joys of her work. Marie-Ève was actively involved in developing decision-making preparedness workshops for parents and workshops for siblings: major projects implemented in 2012 and 2013. She is able to maintain special relationships with families, since she provides them with resources and support at various stages, from stays at Maison André-Gratton to bereavement followup.

Marie Duchesneau worked with special needs children throughout her undergraduate studies in education and school adjustment. Her final internship completed with the Centre Marie-Enfant housing department led her to earn a master’s in social work at UQAM. As part of her master’s project, Marie joined The Lighthouse and teamed up with Marie-Ève Cardinal to develop a support and discussion group for siblings age 6 to 12. The first edition, held in winter 2013, was so successful that we brought it back again this year, holding five meetings with brothers and sisters of sick children starting in February 2014. Marie is currently filling in for Marie-Ève, who is on maternity leave.

Marie is responsible for providing support during the various types of stays, including the first 24-hour stay and regular respite care stays. She is also involved in emergency psychosocial situations, transition stays, symptom management stays, and bereavement followup. She strives to identify family needs and appropriate network resources, support parents in their decision-making, and offer a sympathetic ear for them to share their experiences. All her work is guided by our personalized approach, which is based on a quality presence with families. Mary also oversees academic research projects and working groups, including Rencontres-famille and the decision-making preparedness group.

Pyschosocial Respite for Maxence and His Family

Julie Tremblay can attest to the quality of our services in the last year. Her nine-year-old son Maxence has been taking respite stays at The Lighthouse for four years. In fall 2013, Julie, who also has a two-year-old girl, was feeling extremely exhausted after all the difficulties and challenges of the past nine years. Family services coordinator Annick Gervais saw how distressed she was and quickly put her in touch with Marie Duchesneau, who offered her a psychosocial respite stay. Maxence stayed at The Lighthouse from October 14 to November 14, 2013; while Julie, with the support of our staff, took steps to better organize her life in anticipation of Maxence’s return.

Marie Duchesneau served as a sort of orchestra conductor, prompting Julie to seek concrete help from resources in her local community of Sorel. She also offered Julie a sympathetic ear while providing sound advice on dealing with the wave of emotions she was feeling. Meanwhile, Maxence was under the good care of the team at Maison André-Gratton, and Julie received regular updates and got to visit her son once a week. Julie has nothing but praise for The Lighthouse and its staff—she was touched by their responsiveness to her distress and how they implemented concrete measures that changed her life for the better. Further proof of the success of our work: Julie has signed up for the next Kilimanjaro expedition to raise funds for The Lighthouse. She believes that despite the turmoil of her challenge-filled life, she needs to carve out some time for herself and live out her dreams.
Volunteers Making Waves

Volunteers are the key to our success and sustainability. This year, some of these great teammates got great media coverage, especially in fall 2013 during the My Giving Moment ad campaign created by the Office of the Governor General of Canada, David Johnston, to encourage people to give back to their communities. One video ad featured Lighthouse volunteer Danielle Guenette.

bit.ly/MesBeauxMoments

And as part of the show Un p’tit gâteau à la fois (Canal Vie) on January 5, 2014, actress Brigitte Laffleur visited The Lighthouse to pay tribute to volunteer Claudette Léger-Gauthier.
The Lighthouse at Home

Lighthouse volunteers support the organization and help raise its profile on every level. First there are the volunteers who have been providing in-home respite care for 13 years. One such volunteer is Diane Lachapelle, who since 2005 has been paired with a Peruvian family whose youngest of three daughters is permanently bedridden with serious neurological problems. One evening a week, Diane visits “her family” to lend a hand. Her tasks include helping the two older girls with their homework while also chatting with them and listening to them talk about the ups and downs of their life. She feels like a big sister who, after all these years, has become a member of their family. For Diane, this beautiful story of love and mutual support beyond all telling is a source of inspiration.

The “Wednesday Night” Volunteer

Then there are the volunteers at Maison André-Gratton who give their time, energy, and affection to children in a respite care stay. Since spring 2009, François Villeneuve has been the Wednesday volunteer and each week from 5 to 9, rain or shine, he is always at his post. Upon arrival at The Lighthouse, he checks the volunteer binder for information about the little sailors staying at The Lighthouse that week. He finds their names, photos, and any functional limitations that may affect their participation in fun activities. He enjoys his Wednesday nights of volunteering, describing the evening’s energy as unique and special with supper and bedtime preparation, two activities he is actively involved in. François believes that sometimes you have to take a leap of faith, since for many seriously ill or severely disabled children, interaction through games can be challenging. You have to get back to the basics and by simply being present or offering a kind touch. Sometimes even this most basic level of human contact can spark subtle reactions such as a sudden calming or even the hint of a smile.

Key Administrative Support

The Lighthouse administration team also relies on the support of key volunteers. With a 38-year career in the banking world, Louise Pilon was happy to offer us her administrative services five years ago on the invitation of her friend Lyse Lussier. Louise first worked four years at the Maison André-Gratton desk where, during quieter periods, she also lent a helping hand with tasks such as sorting keys and sending out mass mailings, while also donating her time at major events and fundraising activities. In September 2013 Louise leveraged her banking skills when she worked to oversee donation-related data entry and ensure money was deposited into the right bank accounts. Louise takes a holistic approach to volunteering at The Lighthouse and although she now works in administration, she never misses an opportunity to offer hugs and warm greetings to children and staff.
### 2013–2014: AT A GLANCE

#### Maison André-Gratton

- **Nights**: 3,331 (3,101 stable nights (93%), 230 unstable nights (7%))
- **Occupancy Rate**: 87%
- **Rooms and Suites**: 12
- **Children/Day (on average)**: 10
- **Activities Organized (5.2 hours of activities/day/child)**: 5,091
- **Families Benefiting from the access support program**: 31

#### Volunteer in-home respite care

- **Families Supported (average of 3 hours/week)**: 43
- **Regions Served**: 8

#### Maison André-Gratton

#### Clientele profile

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<tr>
<th>Age Group</th>
<th>Percentage</th>
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<tbody>
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<tr>
<td>3–5</td>
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<td>6–12</td>
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<tr>
<td>13–18</td>
<td>22%</td>
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<tr>
<td>19–21</td>
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#### By region

<table>
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<tr>
<th>Region</th>
<th>Percentage</th>
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<tbody>
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<tr>
<td>Montérégie</td>
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<td>Lanaudière</td>
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<tr>
<td>Mauricie</td>
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<tr>
<td>Abitibi-Témiscamingue</td>
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#### By source of referral

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<td>Other health organizations</td>
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<tr>
<td>The Lighthouse</td>
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</tr>
<tr>
<td>For- and not-for-profit organizations</td>
<td>8%</td>
</tr>
</tbody>
</table>

#### Lighthouse team

- **Physicians**: 4
- **Employees (équivalent temps complet (ETC) basé sur une semaine de 40 heures)**: 46
- **Active Volunteers**: 103

#### By age group

- **Montreal**: 39%
- **Montérégie**: 23%
- **Lanaudière**: 13%
- **Laval**: 8%
- **Estrie**: 5%
- **Capitale-Nationale**: 4%
- **Laurentides**: 3%
- **Saguenay-Lac-Saint-Jean**: 2%
- **Centre-du-Québec**: 1%
- **Mauricie**: 1%
- **Abitibi-Témiscamingue**: 1%
- **Chaudière-Appalaches**: 1%
- **Côte-Nord**: 1%
- **Nord-du-Québec**: 1%
- **Outaouais**: 1%
The Added Value of Expertise

The members of our various committees definitely merit recognition for their commitment and dedication, since these partners from all backgrounds generously share their indepth expertise to enable us to maintain our high quality standards.

Reviewing our committees from a governance perspective has helped us take a step back and rethink their roles and functions, with the ultimate goal of maximizing their added value.

We enlisted external resources and highly qualified professionals in their respective fields to help us balance financial risks and investment, update internal HR procedures and policies, and create a strong network of major donations contacts. Ultimately, this invaluable expertise only increases The Lighthouse’s credibility.

The Lighthouse relies on the skills and expertise of the following volunteer committees:

Our Board of Directors
Chair
Jean-Daniel Brisson
Deputy Chair
Nicole Marcil-Gratton
Vice Chair
Isabelle Cantin
Treasurer
Marcel Martin
Secretary
Frédéric Pérodeau
Directors
Bernard Lamarre
Board Chair
Groupe Bellechasse Santé
Hélène Lévesque
Clinical Administrative Manager, Specialized Pediatric Program, CHU Sainte-Justine
Nicole Magnan
Management Consultant
Alain Miquelon
President and CEO, Montréal Exchange

Our Board of Governors
Co-chairs
Nicole Marcil-Gratton
Deputy Chair, The Lighthouse, Children and Families
Michèle Vaïu-Chagnon
Founder, The Lighthouse, Children and Families

Our Financial Development Committee
Chair
Serge Godin
Founder and Executive Chair of the Board, CGl
Bernard Lamarre
Chair of the Board, Groupe Bellechasse Santé
Eddie Leschiutta
Partner, Samson Bélair/Deloitte & Touche
L. Jacques Ménard
President, BMO Financial Group, Chair of the Board, BMO Nesbitt Burns
Andrew Molson
Chair of the Board, Molson Foundation
Stéphane Quintal
Director of Player Safety, National Hockey League
Pierre Sheddier, FCFA, FC
Special Advisor, BDO Canada s.l/L, S.E.N.C.R.L./LLP
Robert Tessier
Chair of the Board, Caisse de dépôt et placement du Québec

Our Program Committee
Chair
Isabelle Cantin
Advisor, Investors Group, Montréal
Alain Coudé
Chair, Fondation des Jumelles Coudé
Monica Duschênes
Violinist, Orchestre métropolitain

Our Ethics and Research Committee
Franco A. Carnevale, R.N., PhD
Ethicist, Psychologist, and Nurse, McGill University, Montreal Children’s Hospital
Manon Champagne, PhD
Associate Professor, Health Sciences Department, Université du Québec en Abitibi-Témiscamingue

Our Communications and Marketing Committee
Mathieu Bédard
President and Senior Partner, Déf marketing
Guillaume Brunet
VP and Partner, Substance strategies numériques and Radiance Media
Kim Fuller
Founder and Creative Director, Phil Communications
Michele Leduc
President and Creative Director, Zip Communication

Louise-Paquin
Marie-Josée Rivard
Director, Génération Inc., TELUS-Québec
Maxime Vandal
Co-Owner, Les Ensembliers
Nicole Magnan
Management Consultant
Alain Miquelon
President and CEO, Montréal Exchange

Danielle Guénette
Volunteer, The Lighthouse, Children and Families
Jasmine Lambert
Volunteer, The Lighthouse, Children and Families
Carole Paradis
Psychologist, Cégep du Vieux Montréal

Stéphane Quintal
Director of Player Safety, National Hockey League
Pierre Shedler, FCFA, FC
Special Advisor, BDO Canada s.l/L, S.E.N.C.R.L./LLP
Robert Tessier
Chair of the Board, Caisse de dépôt et placement du Québec
Tributes and Publications

The Lighthouse’s strong and vibrant voice rang out and was heard far and wide. The Gala of the Order of Merit at Université de Montréal definitely helped contribute to the buzz last year. In May 2013, the 46th Gala of the Order of Merit honored Michèle Viau-Chagnon, founder of The Lighthouse Children and Families, and Nicole Marcil-Gratton, deputy chair of The Lighthouse. This honor, the most prestigious award from the Université de Montréal alumni association, recognizes graduates that have had outstanding careers and contributed to the development of society.
The Lighthouse was also seen and heard through several publications in recent months. In 2013 the book Le soutien aux familles d’enfants gravement malades: regards sur des pratiques novatrices, edited by Manon Champagne, professor at the UQAT Department of Health Sciences; Suzanne Mongeau, professor at the UQAM School of Social Work; and Lyse Lussier, executive director of The Lighthouse, Children and Families from 2009 to 2014, was published by Presses de l’Université du Québec à Montreal in the collection Problèmes sociaux et interventions sociales. Moreover, a number of Lighthouse employees and partners generously contributed to the project.

Other published works include Le bénévolat en soins palliatifs ou l’art d’accompagner (Les Presses de l’Université Laval, 2013), edited by Andréé Sévigny, Manon Champagne, and Manal Guirguis-Younger; in collaboration with Suzanne Mongeau and Valerie Varennes, coordinator of volunteer resources at The Lighthouse, with closing remarks by Dr. Sanja Stojanovic, medical director of The Lighthouse Children and Families from 2010 to 2014. In addition, In May 2013, The Lighthouse, Children and Families participated in Cahier des résumés du 2e congrès international francophone de soins palliatifs and 23rd Congrès du Réseau des soins palliatifs du Québec, Montreal, May 2013

Presentations by Crew Members

Here is an overview of the many presentations given by team members, and which helped stimulate discussion and strategic thinking.

• Workshop on the communications plans for the external fundraising program and tools for enhancing cooperation between organizations and fundraising organizers

Presentation by Kim Fuller, founder and creative director at Phil Communications, and Lighthouse fundraising officer Vanessa Cye, for the annual Association des professionnels en gestion philanthropique seminar, held in Victoriaville, in April 2013.

• Presentations given by The Lighthouse for the 2nd Congrès international francophone de soins palliatifs and 23rd Congrès du Réseau des soins palliatifs du Québec, Montreal, May 2013

- “Le répit bénévole à domicile: une collaboration entre régions au service des enfants gravement malades et de leur famille”
- “Un travail interdisciplinaire en soins palliatifs pédiatriques”
- “L’expression artistique en soins palliatifs: l’usage du mandala auprès des intervenants oeuvrant en soins palliatifs”
- “L’accompagnement de l’enfant en fin de vie et de sa famille”
- “Accompagnement attentif en soins palliatifs pédiatriques”
- “Le Phare Enfants et Familles : faire beaucoup avec peu de moyens!”

Presentation by Jacinthe Roy, senior financial development advisor, The Lighthouse, Children and Families, for the 12th Séminaire francophone de la collecte de fonds, Paris, June 2013

• “Les particularités des soins palliatifs chez les enfants, aux bénéfices de l’approche ludique en pédiatrie et au répit Volunteer à domicile”

Presentation by Janeth Forsyth, community organizer, The Lighthouse, Children and Families, for the Canadian Hospice and Palliative Care Association, Ottawa, October 2013

• “Séjours de répit dans une maison de soins palliatifs pédiatiques: recueils des activités récréatives et artistiques sur les enfants”

Presentation by Suzanne Mongeau, professor at the UQAM School of Social Work; Manon Champagne, professor at the UQAT Department of Health Sciences; and Mona Trudel, professor at the UQAM School of Visual and Media Art, for the round table “Contributions des artistes et thérapeutes par les arts – chercheurs et praticiens – dans la promotion de la santé: dialogues et discussions,” held as part of the UQAM Semaine Santé et Société, Montreal, November 2013

International Visitors

Many people wanted to put a face to The Lighthouse name and see for themselves what we do through visits to Maison André-Gratton. As such, representatives from hospitals, respite care homes, foundations, and associations, and journalists from across Canada and other countries including Belgium, France, and Russia, toured The Lighthouse, Children and Families in a spirit of learning and sharing knowledge.
This year the cocktail reception benefiting The Lighthouse, Children and Families was held on March 18, 2014, at Centre CDP Capital and marked the organization’s fifteenth anniversary. The event was hosted by Catherine Perrin and held under the honorary presidency of François Gratton, President, TELUS Québec and Atlantic Provinces; and Sophie Desmarais. The honorary co-presidents were surrounded by many partners, including Caisse de dépôt et placement du Québec, which opened its doors to The Lighthouse for the occasion; Oxygen Events, which helped organize the wonderful reception; and Power Corporation Canada. Ten honorary patrons also contributed to the success of the event, which raised $659,750 for The Lighthouse, Children and Families: Isabelle Cantin, Investors Group; Viviane Croux, TD Wealth Management; Melanie Dugré, London Life; Nicole Marcil-Gratton, The Lighthouse, Children and Families; Marcel Martin, Great-West Life; Andrew Mulson, Res Publica; Simon Olivier, GE Canada; Paul Trihey, Gexel Telecom International; Maxime Vandal, Les Ensembliers; and Michèle Viau-Chagnon, The Lighthouse, Children and Families.

The Lighthouse, from Mother to Son
François Gratton, son of Lighthouse cofounder Nicole Marcil-Gratton, was filled with emotion as he agreed to serve as the fundraiser’s honorary co-president. He emphasized the dedication and determination of the organization’s founders, as well as its entire team of employees and volunteers, while stressing his luck in having healthy kids and being able to rely on relatives and friends who have believed in him through the good and the bad over the years.

For parents who are losing an important part of their life to a disease, The Lighthouse offers support and guidance and the comfort of knowing their child is having a fun and joyful stay at Maison André-Gratton. Mr. Gratton believes this extraordinary opportunity is made possible through the generosity of donors.

Generosity of an Artist and Philanthropist
Artist and philanthropist Sophie Desmarais was very proud to serve as honorary co-president, saying that as the mother of two grown-up, healthy children, she could only imagine the many challenges Lighthouse parents have to face in order to strike a balance between daily life and caring for their child. Sophie believes The Lighthouse is essential to the happiness of families requiring both respite services and support.

For her, The Lighthouse is more than a respite home for children and a break for parents. Her visit to The Lighthouse helped her see how children enter into a world of games and fun and receive lots of affection and encouragement under the comforting care of staff and volunteers.
An Energetic and Dynamic Team

The UNITED for The Lighthouse team is comprised of Vanessa Cyr and Marine Bonnell. Vanessa began her career in 2009 as an advertising associate at TC Media, after earning a vocational diploma in sales/consulting. In April 2012 she was hired as our fundraising officer and got involved in restructuring the UNITED for The Lighthouse campaign. Her tasks include soliciting new businesses to support The Lighthouse through original and exciting campaigns. Nestled in her office on the second floor of Maison André-Gratton, Vanessa is driven by the energy of children staying on the first floor and motivated by the nobility of the cause she works for.

While Vanessa was on maternity leave, Marine Bonnell took the reins of UNITED. A native of France, she holds a bachelor’s in sustainable development from McGill University and a French graduate degree in communications. Back in Montreal since 2012, Marine worked at the David Suzuki Foundation for eight months before discovering The Lighthouse as a volunteer serving on the My Birthday as a Gift campaign committee. After falling in love with the organization, she applied for a maternity leave replacement contract and is now temporarily in charge of the UNITED for The Lighthouse campaign. Marine was touched by the warm welcome she received and remains convinced that her partnership with The Lighthouse will be long and fruitful.
A Flexible and Accessible Program

UNITED for The Lighthouse aims to promote Lighthouse fundraising activities and promote outreach and solidarity with people in the community.

The campaign is built on three fundraising categories. The first includes individuals who, through personal initiative, decide to raise money for The Lighthouse by organizing activities like a spaghetti dinner or by taking part in a major project such as climbing Kilimanjaro or taking part in a 24-hour bike ride. The second category includes groups such as amateur sports teams, social groups, and student groups who donate funds raised through an activity or event such as a hockey tournament, dance show, or car wash. The third fundraising category is for companies and businesses that opt to donate a part of their profits to The Lighthouse or raise funds through special days or a collection box.

In the past year, we launched the UNITED for The Lighthouse website, which lists the various fundraisers currently underway in all three categories, with updates on their progress. The site also provides a guide for organizers and tools to help participants raise money, regardless of their financial goal. The Lighthouse team is always available to answer questions and support participants in their financial goal. The site also provides a guide for organizers and tools to help participants raise money, regardless of their financial goal. The Lighthouse team is always available to answer questions and support participants in their financial goal.

In September 2013, after visiting The Lighthouse’s Maison André-Gratton, couple Isabelle and Peter decided to walk the Camino de Santiago to benefit The Lighthouse. Throughout their training and preparation they raised $3,300 for our cause. And they dedicated each day of their trek to a Lighthouse child.

In the Groups category, Bombardier UNITED for The Lighthouse employees took part in the Bombardier Aerospace Employee Hockey Festival held on May 9, 10, 16, and 17, 2013. Over the past several years, more than 200 players have participated in this event held at the Cégep Saint-Laurent arena. This year the organizing committee wanted to support The Lighthouse by helping three employees who are also parents of sick children. Thanks to the players’ participation and raffle ticket sales, The Lighthouse received a total of $3,335.

Original and Inspiring Initiatives

Some fundraising activities have attracted attention for their originality and success in recent months.

In the Individuals category, we had a first, on June 6, 2013, a movie night to benefit The Lighthouse. The person behind the initiative is a young student named Lina who demonstrated great determination and organization skills by getting directly in touch with cinema owner and partners. Moviegoers were able to attend a special screening of the film Alphée des étoiles, which helped raise a total of $858.

On June 23, 2013, François Morin, father of Camille and Sophie, both afflicted by a degenerative disease, and his friend François Pfister, father of two, competed in the Ironman 70.3 in Syracuse, New York, after several months of training. Their goal: to raise $10,000. They met the sports challenge despite the sweating heat (which hit 47 degrees with humidity) and a finish marked by an electrical storm. Thanks to support from donors and partners, including Ingenia Technologies Inc. and TD Bank, these two “ironmen” raised a total of $32,769 for The Lighthouse.

In the Stores and Companies category, Octasic employees and their friends and families participated in Classique du parc Lafontaine on October 6, 2013, running 1, 2, 5, or 10 km. For each employee who signed up, Octasic donated $10 to The Lighthouse. Octasic also challenged participants to do their own fundraising for The Lighthouse—together, they raised a total of $4,590!

Inspired by The Lighthouse cause, the owners of Boucheries Aux Deux Gaulois took part in the UNITED for The Lighthouse Campaign, selling over 3,000 two-dollar reusable bags and raising $1 for The Lighthouse for each bag sold.

Awarding of Stars

In collaboration with Phil Communications, a UNITED for The Lighthouse contest was also created in fall 2013, allowing visitors to the unispourlephare.com site to indicate which fundraising activity grabbed their attention most. Winners in each category were awarded a trophy in the shape of a star, the campaign symbol, in recognition of their commitment and dedication to The Lighthouse. The 2013 winners were Isabelle and Peter in the Individual category for their journey to Compostela, the Val-des-Arbres school in the Groups category for its sale of wontons, and Octasic in the Stores and Companies category for its employees’ participation in Classique du parc Lafontaine.

Our Santa Claus activity, created in 2011 on the initiative of Sébastien Guénette, is carried out under UNITED for The Lighthouse and gives registered children whose parents make a donation to The Lighthouse the opportunity to receive an actual phone call from Santa thanks to a partnership with Gexel and the work of a volunteer team trained by Nicolas Noël, proud spokesperson for the campaign since 2013. This year several hundred children had a magical phone conversation with Santa, and we were able to raise a total of $13,472.

In the Store category, the Bombardier Octoberfest, inspired by The Lighthouse cause, was celebrated on October 15, 2013, and the proceeds were dedicated to us. Bombardier employees and their families were able to raise a total of $13,472.
Creating a Permanent Campaign

Patricia Laurence has been The Lighthouse’s financial development advisor since November 2012. A McGill University film and communications graduate, she worked in the pharmaceutical industry for 17 years before joining the public relations and event marketing team at an ad agency. After three years, a search for greater meaning in her life prompted her to make the switch to philanthropy. She encountered The Lighthouse on her life path and has since been working to make a difference. As the coordinator of My Birthday as a Gift, Patricia invests her time and energy in this fundraiser aimed at creating a permanent movement in support of The Lighthouse.

A Concept Unique to Quebec

My Birthday as a Gift is an original and festive way to raise funds from the general public to support our mission. Instead of receiving gifts, the birthday boys or girls ask their family and friends to donate to The Lighthouse in their name. It is an invitation to share and a call to create a chain of generosity where someone who has given their birthday as a gift inspires another, who in turn inspires another, and so on—to the great joy of children. My Birthday as a Gift started as a pilot project in 2012–2013. By the end of last fiscal year, 45 people had given their birthday gift and collected a total of $11,160. We got off to a great start, especially since we had only basic tools to promote the campaign.

Thanks to partners Zip Communication, Vortex Solution, Substance Stratégies, and BCP, the project is now underway and those registered via the new website need only complete the form, create their own page, and share it by directing family, friends, and colleagues to it. Birthday celebrants are invited to explain—in an honest and friendly tone—what motivated them to throw a party for sick children. Then, the campaign to raise funds for The Lighthouse kicks off. Donations are used to provide children with quality care and help them thrive through art, pet therapy, massage therapy, and aquatic movements, and also to offer families a break while their sick children are in good hands.
Impressive Results

In the past year, My Birthday as a Gift really took off thanks to powerful tools that resonated strongly with the public, including an updated and enhanced website and an ad campaign for TV, radio, print, and the Web. The arts community also responded very positively to the appeal we launched, and since June 12, 2013 has been sending birthday greetings to a Quebec personality every day and asking them to share the link www.mafeteencadeau.com. Many personalities shared the link on Facebook and Twitter, including Véronique Cloutier, Marc Dupré, Charles Lafontaine, and Patricia Paquin.

The success of My Birthday as a Gift was reason for excitement and satisfaction: as of March 31, 2014, The Lighthouse had 799 registered celebrants who had raised $235,829 in donations. We called each new registrant to thank them for their generosity and explain the fundraising process. In addition, The Lighthouse sent all celebrants birthday greetings by email or regular mail in the form of a card signed by members of The Lighthouse team.

The goal of My Birthday as a Gift is to create a real campaign—an annual event ensuring a steady revenue stream. Our current results show we are certainly on the right track.

Emmanuelle, age 27

"I was born on Christmas day, so I’ve always shared my birthday with others, which is why I gave my birthday as a gift to The Lighthouse. This year I decided that I would choose how, and with whom I would share my birthday. For all of those who want to spoil me on my special day, please go to my page on the campaign’s website and make a donation. This message goes out to my family, friends, students, parents, colleagues, and everyone else I know! I set the goal high, but I know we can reach it :) Thank you students, parents, colleagues, and everyone else I know! I really don’t need that much, which is why I chose to share the link on Facebook and Twitter, including Véronique Cloutier, Marc Dupré, Charles Lafontaine, and Patricia Paquin.

With the help of her extended network and the original video she produced, Emmanuelle raised $1,475 for The Lighthouse.

Mathieu, age 1

“This morning I have a cold, but with some of vitamin C, I’ll be back on my feet in no time. Unfortunately, some kids aren’t as lucky as I am... They won’t get better. Ultimately, I really don’t need that much, which is why I chose to give my birthday as a gift and make a difference. You can celebrate my first birthday with your love, presence, and beautiful drawings, but if you want to give me more, please make a donation on my behalf to The Lighthouse, whose children truly need your generosity. It can change their lives. On behalf of them, thank you very much. Mathieu xxx”

With the help of his parents, Mathieu raised $125 for children who aren’t as fortunate as he is.

The Robert-Perreault Family Gave Their Christmas as a Gift

“The first time I heard about The Lighthouse I was on my way to work, and it’s been on my mind ever since. Christmas always makes me nostalgic, because I miss my Stephanie so much. She passed away 5 years ago. That’s why I decided to do things differently this year and donated our Christmas to The Lighthouse. Please follow my lead, and give generously, to make this Christmas magical for the angels at The Lighthouse.”

The Robert-Perreault family raised $500 to help very sick children enjoy their life to the fullest.

Jean-François, age 38

“When I started working for The Lighthouse, my life changed once I walked into the Family Suite. It’s divided into two private bedrooms that are separated by a bathroom. The first room is reserved for children who’ve reached the end of their life. The second is for families who want to stay with their little angel in their final days. Both rooms are equipped with lift systems to carry the children.

I asked my colleague if the parents’ room was equipped with a lift system in case we ever needed the room for other sick children. Her answer still brings tears to my eyes. She told me that because these children couldn’t jump into bed with their parents at home due to their medical condition, the lift system in their parent’s room at The Lighthouse was an opportunity for them to cuddle one last time, in a king sized bed. My girlfriend and I often agreed that our bed was off limits to our children, Xavier and Maxence. All of a sudden I felt lousy. Things changed at home, and my children are now always welcome to hop into bed with us, because we are blessed with an opportunity that I took for granted. Because I have everything a guy can dream of, you can help me by giving to parents who don’t have my luck, and who only want to cuddle with their children one last time.”

Jean-François first aimed to raise $2,500 for The Lighthouse. Once he reached that amount, he pledged to double it. In the end, he raised $9,660 for The Lighthouse, Children and Families.

For all of those who want to spoil me on my special day, which is why I gave my birthday as a gift to The Lighthouse. This year I decided that I would choose how, and with whom I would share my birthday. For all of those who want to spoil me on my special day, please go to my page on the campaign’s website and make a donation. This message goes out to my family, friends, students, parents, colleagues, and everyone else I know! I set the goal high, but I know we can reach it :) Thank you students, parents, colleagues, and everyone else I know! I really don’t need that much, which is why I chose to share the link on Facebook and Twitter, including Véronique Cloutier, Marc Dupré, Charles Lafontaine, and Patricia Paquin.

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Lighthouse Visibility

Visibility on the Rise

Our communications coordinator Justine Jaran-Duquette has it her personal mission to increase The Lighthouse’s visibility. Equipped with a master’s in social communications, Justine works to raise our profile on all available media platforms to continuously boost the organization’s visibility. Since joining our team in 2009, she has helped deploy our internal communications and has proudly played an active role in major projects aimed at promoting our cause. The past year has been marked by great media coverage and an unprecedented rise in our visibility.
Major Ad Campaigns

In the wake of the first general public TV ad campaign created and produced free-of-charge by Zip Communication, the same team of advertising artisans developed a campaign to promote My Birthday as a Gift: Marie-France Cusson on production, Jet Films with Alexis Durand-Braut on direction, Vision global on editing, and Audio Z on sound with the voice of Michele Sirios, and volunteer participation by actors. Thanks to BCP, the two 15-second spots in the ad campaign were aired free of charge on most general-interest channels and a number of specialty ones. The campaign’s widespread distribution was worth $326,000, and it made a significant impact, since 67% of those who signed up for My Birthday as a Gift did so in response to the TV spots.

The My Birthday as a Gift ad campaign also included print and Web components. The former was published at no cost in the TC Media electronic newsletters and regional newspapers sent to 40,000 subscribers. The ad was also published for free by Voir de Montréal, Voir de Québec, and on UB Media billboards.

For the Web campaign, since June 2013 The Lighthouse has offered its birthday wishes to a Quebec personality by asking them to share the www.mafeteencadeau.com link to raise awareness of the cause of children with degenerative diseases. The response to the Web campaign was excellent, since many people, including Véronique Cloutier, Marc Dupré, Charles Lafortune, and Patricia Paquin, shared the link to The Lighthouse on Facebook and Twitter.

During the holidays, a My Birthday as a Gift radio ad was also broadcast thanks to the generosity of CKOI 96.9 FM.

Good Media Coverage

Our appearance on the show Generation Inc. to promote My Birthday as a Gift also generated significant benefits, since along with the airing of the show on October 11, 2013, on V-Télé, the topic was covered with host Jean-François Duquelet in interviews on the shows Ça commence bien on V-Télé, Montréal Maintenant on 98.5 FM, and Le Véro Show on Rythme FM.

The Défi Marketing team continued its Lighthouse partnership by designing our brand new website and many promotional tools free of charge. The company Vortex created the My Birthday as a Gift website and Double V designed the transactional websites for UNITED for The Lighthouse, The Lighthouse’s Santa Clause, and Lumières du Phare. Phil Communications provided free services to develop a communications plan for the UNITED for The Lighthouse campaign.

On the Web we made social media a communications priority and benefited from the advice of firm Substance Strategies.

““The Lighthouse has already built a Facebook community of over 3,000 supporters, and its drive to move forward is palpable. The content is varied and updated regularly and the page maintains a high commitment rate, one of the best in the field. The organization has also been able to create a bold initiative focusing on social media and digital with My Birthday as a Gift. Its success is both impressive and inspiring.”

–Guillaume Brunet, Vice President, Digital Strategy, and Partner, Substance Strategies
FINANCIAL RESULTS

A Versatile Captain

Nathalie Noël has been our finance, administration and human resources director since 2011. This dedicated and devoted woman has long combined work and study, first to complete her bachelor’s in business administration in 1996 with a specialization in human resources, then to obtain her chartered accountant designation and an MBA in 2011. Having worked mainly in insurance and construction, Nathalie was drawn to the human touch at The Lighthouse and is happy to help make a difference for families grappling with challenges of a sick child. Nathalie’s job requires great versatility, since she is in charge of the IT, maintenance, food service, finance, human resources, and material resources departments. Nathalie strives to safeguard the financial stability of The Lighthouse and judiciously put the money it receives from the government and donors to good use, pointing out that her ultimate goal is to ensure optimal efficiency and the greatest respect for children’s health and employee well-being.

16% Jump in Revenue

The Lighthouse, Children and Families had a successful year for revenue. The cocktail dinner event held in March 2014 was an unprecedented success, raising $659,750. We also continued our mission to diversify our income: the My Birthday as a Gift program launched last year has taken off, with celebrants raising nearly $235,000. The community has once again demonstrated its support for the cause through the UNITED for The Lighthouse program, which saw a 54% increase, while income from foundations increased by 9%.

We achieved total revenues of $5.6 million, thanks to a $2 million grant from Ministère de la Santé et des Services sociaux; Montreal, Laval, and Montérégie area health and social services agencies; Centre hospitalier universitaire Sainte-Justine, and the MUHC Montreal Children’s Hospital.

Continuity of Services

Our expenditures for child and family services totaled $2.7 million, accounting for 63% of our total expenditures. Since Maison André-Gratton is still young, we are assessing the optimal cost structure. We continuously streamline our operations to ensure we can provide quality services with the limited resources we have. For the 2013–2014 year, we had a surplus of about $325,000.

Repartition des dépenses

2013–2014 Funding Breakdown

- Health network grant: 43%
- Fundraising events and goods and services donations: 27%
- General donations and foundations: 7%
- Major campaigns: 22%
- Other products: 1%

- Child and family services: 63%
- Building-related expenses (Maison André-Gratton): 7%
- Real estate amortization: 5%
- Administration: 12%
- Financial development and communications: 13%
OUR DONORS

Dedication and Optimism

Philanthropy has always been central to Manon Durocher’s career. This energetic, creative, and open-minded woman began her path at the Juvenile Diabetes Foundation before moving to the Canadian Cancer Society, where she rose through the ranks for 10 years before serving as the first executive director of the Quebec Breast Cancer Foundation for three years. Since 2010 Manon has led a five-person Lighthouse team, which she inspires through her optimism and original ideas. She tackles challenges at The Lighthouse with energy and passion and can attest to the essential role donors play in ensuring our sustainability.

Invaluable Contribution of Donors

Donors choose to support us for a number of reasons, whether out of conviction and commitment to the cause or for more personal reasons. Each donor is unique and whatever the nature and extent of their support, it makes all the difference for The Lighthouse—the information in this annual report attests to the scope of their contribution.

We would like to express our deep gratitude and infinite appreciation for each and every one of our donors, sponsors, and partners. Thank you for choosing The Lighthouse, believing in us, carrying a torch for the cause, and helping us raise awareness. The trust you place in The Lighthouse makes it possible for us to move forward, create, and build.

You make the difference—thanks to people like you, we are able to pursue our mission.

Manon Durocher, Director of Financial Development and Communications, The Lighthouse, Children and Families
Our Donors

Intact Foundation
Government of Quebec
Gaz Metro
Desmarais, Jacqueline
Desjardins, Caisse
CN
CKOI 96.9 MTL
Caisse de dépôt et de
BMO Bank of Montreal
Bell Media

$10,000 to $49,999

SOJECCI II Ltd.
of Jesus and Mary of Quebec
RDS
J.-Louis Lévesque Foundation
Jeunesse-Vie Foundation
du Québec
des médecins spécialistes
Desmarais, Sophie

$100,000 and up

Gevei Telecom
 Gratton,Robert
TELUS Quebec
The Great-West Life Assurance Company

$50,000 to $99,999

Deft Marketing
Desmarais, Sophie
Foundation of Fédération des médecins spécialistes du Québec
Groupes Serdy
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Jeunesse-Vie Foundation
1-Louise Lévesque Foundation
Marcelle et Jean Coutoud
Foundation
Mivela et Lino Saputo
Foundation
Poitier, Michel
RDS
Sisters of the Holy Names of Jesus and Mary of Quebec
SOECCI II Ltd.
TVA

Foundation
KibbicSca
Les Ensembliers
Madysta Telecom
Magnus Riverier
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Montréal Exchage
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Simple Plan Foundation
Société Radio-Canada
Systèmes Médicaux 2000 TC Media
TD Bank
Télé-Québec
Tofftner Family Foundation
UB Media
V Montréal
Vortext Solution
Zip Communication

Note
This list includes the 2013–2016 donation payments made over several years. The Lighthouse also has a recognition program for donations made over the years. You can consult it by visiting our website at www.Phare-lighthouse.com

All efforts were made to ensure the accuracy of this list. However, if your name or company name was omitted or misspelled, please accept our apologies and let us know so we can make the necessary corrections to our records.