The year 2015–2016 highlighted the crucial role that commitment plays in the Lighthouse’s ability to continually offer valuable services of exceptional quality to children and their families. Commitment is a value that creates value in and of itself!

At The Lighthouse, Children and Families, our commitment to the community shows in many different ways. The ever-increasing list of partners, donors, employees, and volunteers who support our mission of caring is one.

Thanks to our partners and donors, we successfully self-financed over 52% of our operating costs once again this year. Major gifts from individuals and foundations that support us year after year is a big part of this success. We are also seeking to actively foster this commitment in a variety of new ways. For example, we launched the Cercle des dauphins in 2015 to bring together young, engaged professionals and nurture and encourage their support as future philanthropists. The ever-popular annual Cocktail Party and donations from the public are other forms of commitment that make up a significant portion of our revenue.

We foster commitment by tirelessly aiming for excellence, taking action, and innovating. This is how we are so successful at attracting and retaining the best and the brightest, as can be seen by the many success stories we have to share.

The commitment of healthcare professionals was also clearly evident this year in the many conversations and discussions we had, both with community health providers and specialized resources, as we put together our 2016–2021 Strategic Plan this year. Parents also participated, helping to identify priorities and guidelines around what care and services should be maintained or developed over the next five years. Their voices were heard, and promising results look to be in store as the strategic plan is rolled out over the next year.

The cumulative impact of this commitment by healthcare stakeholders has not gone unnoticed by foreign organizations, who have expressed an interest in closer ties with the Lighthouse. We welcome observers, students, researchers, and directors of palliative pediatric care centres, who come to the Lighthouse to hone their skills and share their knowledge and experience.

Another innovation in 2015 was our new Parent Partner approach, which would never have been possible without the commitment and involvement of the frontline players—the children’s parents.

And how could we fail to mention our generous volunteers, who often work discreetly behind the scenes. They are without a doubt our most striking example of commitment at the Lighthouse. Volunteers are everywhere, whether in the playroom with the children, at a desk with a calculator and pen in hand, in the garden, in the kitchen, or out fundraising. One of the most heartwarming examples is the in-home support program, where volunteers visit families every week to take care of their sick child for a few hours and give parents a break. The story of Nathalie and Angela is a compelling example of this commitment and a testament to the strong bond between the little girl and her volunteer. You are sure to be moved and inspired by their story of unique friendship.
**Angela and Nathalie: A Story of Friendship and Commitment**

The story of Angela Zhou and Nathalie Gagnon is one of friendship, affection, and commitment.

Michelle and John are the parents of little Angela. They emigrated from China in 2006 in order to pursue higher education. Their plans got turned upside down when their little girl Angela was born with major deficiencies due to a bacteria that infiltrated the placenta and reached the fœtus. Over time, it became clear that the illness was affecting Angela's neurological, motor, and sensory skills, and John had no choice but to put his studies at Concordia University on hold and take care of his daughter. Michelle saw to the family's livelihood by taking a job as an accounting technician.

Angela's medical condition had been monitored by a host of specialists since birth, and rehabilitation workers introduced the Zhou family to the Lighthouse in September 2011. A typical day with Angela was full of challenges and worries because she had to be fed seven times by gastrostomy, and someone had to constantly watch over her because of the choking risks associated with her condition. Angela's mobility difficulties often further complicated the many doctor's appointments. Her parents were constantly on edge, and the insidious fatigue was eroding their morale. Then Angela began specialized respite stays at The Lighthouse, Children and Families, where she particularly enjoyed the music workshops, visits to the pool, and listening to stories and fairy tales. Michelle and John were impressed with the skillful care given to Angela along with the heartfelt and professional approach taken towards her condition and well-being. They also appreciated these beneficial breaks that gave them an opportunity to rest and recharge their batteries.

Meanwhile, Nathalie Gagnon was working as a lawyer with McCarthy Tétrault on the Labour and Employment Law team. An extremely generous woman with a heart of gold, she had already been giving up her Sunday mornings for twenty years or so to be with children at Sainte-Justine Hospital. One day she read in the local newspaper that the Lighthouse was looking for volunteers in her area for their in-home respite service. She was keen to get involved in another social cause, so Nathalie took the Lighthouse training course in January 2012. In March she was paired with Angela as her Saturday friend.

The two of them hit it off right away, and it was the beginning of a great relationship. When Nathalie comes to the home, Michelle and John can get their chores done or take time to relax. In the meantime, Angela and Nathalie play simple and repetitive games that delight the little girl. Nathalie speaks proudly of the progress Angela has made since March 2012: "Her comprehension has improved immensely, she's started to use sign language. She crawls and can now sit up unassisted. She is a very expressive child with a hearty and infectious laugh who loves when I sing her songs and point out all the things around us."

Angela's parents—courageous, resilient and discreet people—light up whenever they speak of Nathalie. The words trust and commitment come up repeatedly, as they describe the special connection between their little girl and her volunteer. Michelle insists that Nathalie is first and foremost Angela's friend, and as soon as Nathalie steps through the front door, her daughter can always count on her good friend to be enthusiastic and give her full attention.
Michelle and John have also developed a close, strong relationship with Nathalie, a friendship that is nurtured by their love of good cuisine. Slowly but surely, Nathalie became a friend they adore and a confidant in whom they put great trust. Angela’s parents admit they sometimes feel lonely and isolated, as do many immigrants. Although they are active in Montreal’s Chinese community, Angela’s condition still makes daily life quite challenging. Skype keeps them in touch with family in China and support groups for parents with disabled children, allowing them to share their difficulties as well as their small victories. Nathalie has been of invaluable help because she is always willing to guide them through the red tape of bureaucracy. This relationship based on simplicity and sincerity has given Nathalie, Angela, and her family the opportunity to share wonderful times together. Whether it was when Nathalie attended Angela’s graduation from the Early Childhood Centre, when she was there for Open House Day at her new school, or when Michelle and John came to Nathalie’s surprise birthday party, all of these moments are a testament to the rich friendship they share.

When asked about her role as a volunteer for Angela, Nathalie offered “I admit I was a bit apprehensive at first. I was used to the structured environment of a hospital setting and I was nervous about being in the private space of a family home. I also feared the child’s medical condition would leave me feeling powerless and not very helpful. Nonetheless, all my worries vanished the moment I met Angela and her family, who made me feel welcome and appreciated.” Nathalie has demonstrated her commitment to the Lighthouse in a number of ways and by sitting on various committees. She offers free legal services to the Lighthouse team on employment matters, she takes part in the Scotia Challenge by doing the 5-km run with the Lighthouse team, and she was a member of the My Birthday as a Gift Committee—an original concept that invites people to offer their birthday as a gift by asking their friends and family to make a donation to the Lighthouse. In 2015, the Lighthouse presented Nathalie with the Katharine Pearson Tribute Award in the category of volunteer support to children and families. The Quebec section of the Canadian Bar Association also acknowledged Nathalie’s exceptional contribution to her community’s well-being by honoring her with the Pro Bono Rajpattie Persaud Award.

These exceptional individuals, united by a true and wholehearted friendship, teach us a lot about authenticity. Together they provide hope for the future, and in Michelle’s womb a new life is in the making that will without a doubt fortify this unwavering commitment and affection.
Care and Services at the Lighthouse

Services Available
At The Lighthouse, Children and Families, we offer children in need of palliative care the full spectrum of services and care they require for their medical condition throughout their illness. They stay with us for specialized respite when complicated care is required, transitions between the hospital and home, psychosocial emergencies as needed, as well as symptom management and end of life, including grieving support services. In addition to stays in the palliative care centre, the Lighthouse offers home support visits to families through a dedicated team of volunteers.

Our services at The Lighthouse, Children and Families are designed to complement those provided by our partners in the healthcare system. For example, transition stays at the Lighthouse reduce time spent at the hospital for families who need to learn how to administer specialized care to their child. We also share our expertise with volunteers from the community by offering them training on palliative pediatric care.

At the palliative pediatric care centre, a team of activity leaders and volunteers offers the children a host of daily activities. Artistic, cognitive, motor, sensory, and relaxation activities are available, along with cultural and play outings. Additional professionals offer children sessions in music therapy, pet therapy, and massage therapy and even visits from therapeutic clowns.

This year once again, Lighthouse families benefited from the generosity of our partners such as Hotel Monfort, which offers families a stay at their facility in Nicolet, and the Alterned Clinic, which offers massage, acupuncture, and osteopathic treatments to name just a few.

New Staff in the Care and Services Department
In 2015, the Lighthouse had the pleasure of welcoming aboard Hélène Lévesque as Director of Health and Allied Health, and Antoinette Petti as Nursing Clinical Practice and Development Advisor. Both women come to us from CHU Sainte-Justine and bring with them a wealth of experience in palliative pediatric care.

Training and Teaching
In order to improve access to specialized expertise in palliative pediatric care, and with a view to training trainers, we have opened the door this year to sharing our knowledge and learning from others.

In 2015-2016 various interns from abroad visited the Lighthouse:
- Four university nursing students through the French Red Cross
- One special educator through Office franco-québécois pour la jeunesse
- One senior nurse from Brussels for a shadowing internship at the Lighthouse to learn about and share different work methods and protocols

In addition, the Lighthouse welcomed students from various teaching programs at the secondary, college, and university levels:
- Licensed practical nurses (École des Faubourgs)
- Master’s nursing students (McGill University)
- Facilitator (CEGEP du Vieux Montréal)

Professional development presentations were also given to Lighthouse doctors and nurses by a pediatrician from CHU Sainte-Justine specialized in palliative pediatric care.

Care and Services Committee
Over the course of the year, the first milestones of the Parent Partner approach were established by resuming the Program Committee, now called the Care and Services Committee. With this name change comes a new direction for the committee, which now includes parents in the Lighthouse leadership team in order to benefit from their involvement and commitment. The parents who sit on this committee also helped develop an evaluation tool for the patient experience, a novel approach in the field of palliative care.

2016–2021 Strategic Plan
The Lighthouse team’s commitment to supporting children and their families is fundamental. We are driven by a desire and a passion to always do better. So everybody—our care and services teams, our medical team, parent groups, Lighthouse employees and volunteers, and representatives of the public healthcare and social services network—sat down together and developed our 2016-2021 Strategic Plan. It is now ready to be rolled out.

Volunteerism
Volunteers are critical to a facility like the Lighthouse. They help in a variety of ways, the most visible being events and activities, support services, accompaniment for children and families, administrative assistance, and in-home support. Over the coming months, a focus group will thoroughly study the role and crucial importance of volunteers at the Lighthouse.

Of course, the work of our volunteers goes hand in hand with the unerring support of our generous partners. Their commitment goes beyond dollars and cents—it embraces values like dedication and giving, it is pivotal in our ongoing ability to take action, and it enhances the human side to our work, our distinctive difference at the Lighthouse.
2015-2016
at a Glance

PATIENT PROFILE
AND SCOPE OF SERVICES

PUBLIC SOCIAL HEALTH SECTOR:
- Hospitals: 81.5%
- Other health institutions: 16.5%

PRIVATE SOCIAL HEALTH SECTOR:
- Lighthouses, Children and Families communications: 55%
- Not-for-profit organizations: 2%
- Clinics: 1%
- Initiative care centers: 0.5%
- Agencies: 0.5%

EDUCATION SECTOR:
- Specialized schools: 2%

By age group:
- 0-2 years: 12.5%
- 3-5 years: 23%
- 6-12 years: 42%
- 13-18 years: 22%
- 19-21 years: 0.5%

By referral:
- Public social health sector: 81.5%
- Private social health sector: 16.5%
- Education sector: 2%

By region:
- Montreal: 36.5%
- Montérégie: 28.5%
- Lanaudière: 11%
- Laval: 11%
- Estrie: 5%
- Capitale-Nationale: 3%
- Laurentides: 3%
- Saguenay-Lac-Saint-Jean: 2%
- Outaouais: 1%

EMPLOYEES AND VOLUNTEERS

8 physicians and 1 medical director
68 employees
1,138 training hours provided to employees
14,487 volunteer hours
745 training hours provided to employees
275 active volunteers

FUNDRAISING AND COMMUNICATIONS

$2,286,433 collected through fundraising
$1,418,422 received in goods and services donations
$730,211 collected at the cocktail dinner party, the best result in 15 years!

589 new birthday participants following our My Birthday as a Gift public fundraising campaign
1,309 Twitter followers
6,199 LIKES on Facebook
90 activities organized by third parties for the UNITED for the Lighthouse fundraising campaign
16,500 Lighthouse newsletter subscribers
The Lighthouse, Children and Families wishes to salute the commitment and dedication of the many board and committee members who give so generously of their time and expertise. Thanks to these volunteers from all walks of life, the Lighthouse can uphold the highest quality standards. THANK YOU for supporting the Lighthouse’s cause with such conviction.

**Board of Directors**

Chair: Jean-Daniel Brisson
President: Groupe conseil StratEXEC inc.
Honorary Chair: Nicole Marcil-Gratton
Vice Chair: Isabelle Cantin
Financial Planner, Mutual Fund Representative, Financial Security Advisor, Investors Group Financial Services Inc.

**Treasure**

Marcel Martin
Regional Vice-President, Great-West Life Assurance Company and Eastern Ontario Great-West Life Assurance Company

**Directors**

Dre Maria Bulthuis
Pediatric Diabetologist, Pediatric Department, Director, Centre de coordination des activités reseaux (CCAR), CHU Sainte-Justine

Dre Aurore Côté
Assistant Director, Department of Pediatrics, McGill University, Director, Children’s Health Network.

**GOVERNING COUNCIL**

Co-Chairs: Maxime Vandal
President, Business Solutions East and TELUS Quebec

Charlene Godin
Chair, 2010-2015, The Lighthouse, Children and Families Fundraising Campaign

Marc Martin
Regional Vice President, Great-West Life Assurance Company and Eastern Ontario Great-West Life Assurance Company

**FINANCIAL DEVELOPMENT COMMITTEE**

Chair: Maxime Vandal
President, Business Solutions East and TELUS Quebec

**CERCLE DES DAUPHINS**

Presidente: Éve-Mario Cormier
Senior Advisor, Business Continuity, National Bank

Vice-président: Guillaume Leti
Project Manager, Stratégie

**ÉTHIQUES CONSEILLER**

Framo A. Carnavale
Ethicist, President and Chief Creative Officer, The Lighthouse, Children and Families Representative

**COMMITTEE**

**AND MARKETING**

**HUMAN RESOURCES COMMITTEE**

Chair: Michelle Magnan
Financial Planner, Mutual Fund Representative, Investors Group Financial Services Inc.

**APPOINTMENT COMMITTEE**

Chair: Serge Lalonde (from February 2016)
Vice President, Groupe conseil StratEXEC inc.

**THE LIGHTHOUSE, CHILDREN AND FAMILIES REPRESENTATIVES**

Chair: Jean-Daniel Brisson
President, Groupe conseil StratEXEC inc.

**THE LIGHTHOUSE, CHILDREN AND FAMILIES REPRESENTATIVES**

Chair: Paul Desmarais Jr.
Founder and Executive Chair, The Lighthouse, Children and Families

**CORPORATE FINANCIAL SERVICES**

Chair: Pierre Vallerand
Partner, Raymond Chabot Grant Thorton

**THE LIGHTHOUSE, CHILDREN AND FAMILIES REPRESENTATIVES**

Chair: Johanne Desroschers
Executive Director, Groupe conseil StratEXEC inc.

**THE LIGHTHOUSE, CHILDREN AND FAMILIES REPRESENTATIVES**

Chair: Viviane Croux
Vice President, and Region Head, TD Private Wealth Management

**CORPORATE FINANCIAL SERVICES**

Chair: Michel Leschiutta
Financial Planner, Mutual Fund Representative, Investors Group Financial Services Inc.
Financial Results

2015-2016 Funding Breakdown

45% Grant
27% Major donations and foundations
22% Fundraising events
6% Other donations

2015-2016 Expense Breakdown

17% Financial development and communications
15% Administration
68% Child and family services

We are deeply grateful to all our donors for helping us exceed our financial expectations and cap the year with over $6 million in overall donations to the Lighthouse for the first time ever.

Four million dollars of that was due to the unprecedented success of our cocktail reception, the efforts of our My Birthday as a Gift and United for the Lighthouse fundraisers, the continued support of loyal major donors and foundations, numerous unsolicited donations, exceptional contributions in goods and services, and the growth of estate bequests.

More than 4,700 committed donors added their assistance to the grants we receive from the Quebec government, a real blessing for the work we do.

The year 2015-2016 was pivotal in two important ways—first, because families, employees, partners, and volunteers all joined together in a vast strategic planning exercise to draw a roadmap for the coming years, and second, because teambuilding efforts and recruitment of specialized staff recruitment cemented our commitment and excellence as we moved forward.

Fundraising at The Lighthouse, Children and Families

All of the Lighthouse’s services are provided free of charge. Ministère de la Santé et des Services sociaux and its health network partners fund 45% of our operating costs. We must cover the balance, aided by our generous donors and partners.

In 2015-2016, operating costs for 3,834 overnight stays for children, as well as in-home respite care and bereavement followup support for families totaled $4.6 million.

Self-financing at The Lighthouse, Children and Families

In 2015-2016, 4,506 donations totaling $2,143,781 were received.

Major Donations and Foundations

Support from major donors and foundations for the Lighthouse is essential to our long-term viability. This year, an action plan was implemented to improve our outreach to these important funding sources. Camden mounted a direct mail advertisement campaign around the slogan “their power is in your hands.” The campaign, which also included promotional materials for the annual cocktail reception, was further aided by the help and support of parents.

We spent considerable effort this year seeking to gain a better understanding of who donates to the Lighthouse and identifying innovative ways to get our message across to them. We also launched the new Cercle des Dauphins, to engage and nurture young professionals as future donors. What’s more, a new bequeathing service now offers advantageous and innovative ways to give.

In 2015-2016, the Lighthouse raised over $890,700 from major donors and foundations.
Annual Cocktail Reception

The 15th annual Lighthouse benefit reception under the honorary co-presidency of Martin Thibodeau, president of RBC Royal Bank Quebec, and noted philanthropist Sophie Desmarais, assisted by a team of 23 honorary patrons, was held on March 22 at the Parquet of the Caisse de dépôt et de placement du Québec building. For the first time in 15 years, the reception was sold out, with 800 guests assembled in support of the Lighthouse at this highlight of the fundraising season. A record $730,211 was collected.

General Public Donations

Donations from the general public are continuing apace. My Birthday as a Gift was a resounding success in 2015–2016 with 589 celebrants and 2,736 donors giving $165,818.

Since the launch of the concept, 2,003 people have celebrated their birthdays as a gift, raising a total of $599,722. Giving a birthday as a gift is a way of asking friends and family to donate to the Lighthouse in honor of one’s birthday—a much more significant gift than the usual present or dinner invitation.

UNITED for the Lighthouse is a campaign where the community helps organize Lighthouse funding activities. This year, we surpassed our $90,000 goal thanks to 90 activities organized by third parties, such as individuals, groups, or companies.

In addition, a new event was born: The Local Designers’ Challenge. The Lighthouse thanks the 25 Quebec designers who have taken part so far by donating a share of sales profits to the Lighthouse.

The Santa’s Calling campaign also had a record year with nearly $19,000 in donations. No fewer than 191 children experienced the joy of getting a call from Santa or had the privilege of meeting famous Old Saint Nick in person.

The overall success of these innovative initiatives bares witness to the ongoing dedication of the Lighthouse community to children and their families. Thank you!

Donated goods and services

Apart from financial donations, The Lighthouse, Children and Families benefits from goods and services donated by partners. In 2015–2016, these donations were valued at $1.4 million.

On behalf of the Lighthouse’s children and families, THANK YOU!
Our Donors

We would like to extend our warm thanks to our Lighthouse donors for their extraordinary dedication to the Lighthouse’s cause. Their enormous generosity is what allows us to offer free services to families touched by illness so sick children can live out their lives to the fullest.

$100,000 and over

- Bell Media
- Grantan, Robert
- Marcelle and Jean Coutou Foundation
- The Great-West Life Assurance Company
- TVA Group

$50,000 to $99,999

- Christie Digital
- Desmares, Sophie
- Estate of J. Provancher
- ICICI Radio-Canada
- Investors Group
- La Presse
- Michel Poitier
- Morin & Lino Saputo Foundation
- Pathy Family Foundation
- RBC Royal Bank
- Pathy Family Foundation
- Mirella & Lino Saputo
- Michel Poirier
- La Presse
- ICI Radio-Canada
- Estée Lauder
- Desmarais, Sophie
- Christie Digital
- Scotiabank

$10,000 to $49,999

- Of Jesus and Mary
- Sisters of the Holy Names
- RBC Royal Bank
- Pathy Family Foundation
- Mirella & Lino Saputo
- Michel Poirier
- La Presse
- ICI Radio-Canada
- Estate of J. Provencher
- Desmarais, Sophie
- Christie Digital
- Scotia Bank

$1,000 to $9,999

- Desmarais, Jacqueline
- Beauchamp, Gilles
- Association italo-canadienne du pneu et mécanique du Québec
- Association des spécialistes du membre de l’ordre national du mérite
- Association italo-canadienne de l’Ouest de l’île de Montréal
- Aledra
- Beauchamp, Gilles
- Beauchard, Édith
- Bellemare Studio
- Belley Electric

Our Donors

- Groupe Serdy
- Hydro-Québec
- I. H. MacDonald Ltd.
- Fasken Martineau DuMoulin
- DoubleV
- Communication Voir Inc.
- Cogeco Media
- BMO Bank of Montreal
- Blue Storm Media
- Aubainerie Foundation
- Alimentation Couche-Tard Inc.

NOTE

This list features donors from last fiscal year, beginning on April 1, 2015, and ending March 31, 2016. It includes donated goods and services, as well as the 2015-2016 payments for donations spread over several years. The Lighthouse also has a recognition program for cumulative donations over the years. See 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.
Credits

Artistic Direction – Graphic Design
Courtesy of Camden

Design – Copywriting
Courtesy of Mélanie Dugré
The Lighthouse, Children and Families

Revision
Madeleine Thuot and Andrée Fortin
Volunteers, The Lighthouse, Children and Families

Translation
Courtesy of Anglocom

Photos
Courtesy of Mikaël Theimer, Vanessa Cyr, Thibault Carron, and Karine LaRocque