

ANNUAL
REPORT:
2023 -
2024



BALUCHÖN
Répit long terme à domicile

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A Word from the President

Over the course of my involvement with Baluchon, I have come to understand that the growth of an organization like ours is a dynamic, evolutionary process. This growth is driven by the unwavering dedication of our members and our ability to adapt to the ever-changing needs of the community.

From this perspective, 2023-2024 stands out as a remarkable success. Without a doubt, the expansion of our services has been a resounding success.

We are actually ahead of our forecasts, as we have achieved an impressive 34% growth and now boast a team of over 50 dedicated individuals. This is a monumental achievement that deserves celebration.

However, our growth is not just about numbers. It extends to our increased reach, impact, and long-term sustainability. I'm especially proud of the renewal of our agreements with the CISSS/CIUSSS, accompanied by continued financial support—a testament to our credibility within the healthcare community. Additionally, the bolstered support from the Programme de soutien aux organismes communautaires (PSOC) highlights our expanding influence.

Of course, growth comes with its own set of challenges. Our most pressing concern is human resources—a challenge that is not surprising in the current climate of labour shortages and inflation. Nevertheless, I am confident that our team will rise to the occasion, tackling these challenges with the same diligence and commitment as always.

I'd like to take this opportunity to thank the entire management team for guiding this growth with their expert hands. The quality of your work couldn't be more solid, and the two awards Baluchon received this year are proof of that. Special congratulations to Sophie Morin for her well-deserved leadership award at the *Femmes d'affaires du Québec* gala.

My gratitude also extends to the members of the Board, who not only participate in our regular meetings but also bring dynamic energy to our various committees. A big thank you to the Foundation as well, which has once again surpassed expectations this year. Our remarkable growth simply would not have been possible without its unwavering support.

This is an exciting time for Baluchon Long-term Respite Care and I feel privileged to share this journey with all of you.

Isabelle Le Bourhis
President



A Word from the Executive Director

Throughout its existence, Baluchon has established strong roots by building meaningful connections with local individuals and institutions, creating a vital support network that has been essential to our growth. This network has played a pivotal role in the acceptance of our new identity. The past year marked our first full year operating under the name Baluchon Long-term Respite Care, and I am pleased to say that the reception has exceeded our expectations, allowing us to reach even more families in need.

We have much to be proud of, and there is much to celebrate. Our respite care offerings have grown by nearly 34%, surpassing 3,400 days of service. This impressive achievement will necessitate a revision of our objectives, as we have already met our targets for 2024-25.

The fact that such an increase has been achieved while maintaining an exceptional 98% satisfaction rate is a testament to our commitment to making service quality our top priority.

I would also like to extend my heartfelt thanks to our President, Isabelle Le Bourhis, for her dedication, support, and attentiveness. My gratitude also goes to the members of the Board of Directors for their active participation in various committees—human resources, finance, and governance. The challenges we faced were immense, and you met them with enthusiasm and professionalism.

I'd also like to thank the clinical team for the essential work they do with our users before and after the baluchonnage. Since taking on my role, I've been delighted to be surrounded by a superb team of caregivers who do an extraordinary job for our clients.

Our work is far from over. However, our new identity, rapid growth, and peer recognition all point to a bright future for our mission, which will become even more critical in the years ahead. It is up to us to continue with the same passion and efficiency as last year, and I am confident that the results will follow!

Sophie Morin
Executive Director



Results that Speak for Themselves

63%
neurocognitive
disorders

37%
new
conditions

505
baluchonnages

3421
days
34% increase

50%
reduction in
waiting list

6.8
days
on average per
baluchonnage

98%
satisfactio
n rate

56%
new
families

For a first experience, I am very satisfied. I was apprehensive. I decided to trust and was happy to have done it. A taste of taking care of myself. It feels great! I will do it again. Thank you so much!

- Raymonde Bélanger, Capitale Nationale



Our services are more accessible than ever

This exceptional year saw Baluchon beat a number of its own records, in terms of days offered, quality and service accessibility.

While the majority of our caregivers support individuals with neurocognitive disorders such as Alzheimer's, 37% of the people we assist face a variety of different challenges. Our services are especially valued when we accompany individuals living with physical disabilities, often compounded by multiple medical conditions, as there are few in-home respite options available to them. Our respite workers also take great pride in supporting people with diverse profiles, including those with intellectual disabilities, Down syndrome, and autism.

We have also taken care of people with complex health conditions and others at the end of life. Our teams are now regularly faced with a number of notes in a single user's file, for example: cerebral palsy, intellectual disability, dysphasia, lower limb spasticity, optic nerve atrophy, neonatal encephalopathy. Whatever the diagnosis or number of diagnoses, Baluchon goes out of its way to establish a warm, stimulating and respectful relationship with the person concerned.

By increasing the number of days on offer, we have managed to cut our waiting list in half. But there is still an average of 15% of requests that we can't process when they're received. The summer months are particularly popular, as is the hunting season in October.

Here's a brief overview of the conditions of the people we served in 23-24, each with a combination of several of them.

Neurocognitive disorders (NCD), Alzheimer's, Lewy body dementia (LBD), Parkinson's, Epilepsy, Cystic fibrosis (CF), Multiple sclerosis (MS), Dysphasia, Cerebral palsy (CP), Intellectual disability (ID), Aphasia, Diabetes, Cancer (Neo), Traumatic brain injury (TBI), Chronic bronchitis, Asthma, Heart disease, Anxiety, Macular degeneration, Hypertension, Amyotrophic lateral sclerosis (ALS), Stroke, Autism spectrum disorder (ASD), Renal failure (RF), Palliative care, Deafness, Chronic obstructive pulmonary disease (COPD), Fibromyalgia, End of life, Heart failure, Visual impairment, Depression, Transient ischemic attack (TIA), Orthostatic hypotension, Muscular dystrophy, Arthritis and osteoarthritis, Hearing loss

Two Prestigious Awards

QUEBEC BUSINESSWOMEN AWARD

Last November, in front of an audience of over 800 businesswomen, our General Manager Sophie Morin accepted the *Prix femmes d'affaires du Québec* leadership award in the organization or social enterprise category. Congratulations to Sophie on this prestigious award, which she gladly shares with the whole team. A special mention to the Board of Directors for their foresight in promoting her candidacy and significantly raising the profile of Baluchon and, above all, its Foundation in the business community.



The Réseau de la santé et des services sociaux Awards of Excellence

For four decades, the Prix d'Excellence awards have celebrated outstanding commitment and collaboration within the healthcare network. On May 11, 2023, our team was honored to receive the prestigious Prix d'Excellence Impact sur la communauté (Award for Excellence, community impact) from Minister Lionel Carmant. The project to expand our services, 'Respite Everywhere and for Everyone' was awarded this distinction for, among other things, its positive impact on the daily lives of caregivers.



Mission, Purpose Values and Vision

Baluchon's Mission

Offer respite over several days to caregivers caring for non-autonomous loved ones at home, and to provide support and guidance throughout the in-home respite care process, both before and after the baluchonnage.

Baluchon's Vision

To be the reference for multi-day in-home respite care across Quebec for different clientele.

Caregivers and Helpers

Foundations
and
partners

Employe
es

Values

Respect:

- The dyad (caregiver-care recipient)
 - Respecting the dyad's intimacy and privacy
 - Respect for individual autonomy
 - Confidentiality, authenticity and loyalty
 - Professionalism from
 - our employees
 - our partners

Our Pillars

Care givers and care recipients: They are our raison d'être. All our efforts are devoted to them. We treat them with respect and dignity.

Employees: They are the backbone of our work. Without their dedication and commitment, the entire respite care process wouldn't be possible.

Partners: CI(U)SSS, MSSS, donors and associations. They place their trust in us through their financial and professional support. Without them, Baluchon would not be able to deliver these affordable respite periods (baluchonnages) and maintain its high-quality standards.

Foundation: Dedicated to the cause of respite care for caregivers, it works to raise essential funds to cover the costs of the baluchonnages.



Presentation of Our Services

Baluchon provides in-home respite care, allowing caregivers to take time off while ensuring care recipients can stay in the home. These stays, lasting from 4 to 14 days, occur in the caregiver's absence. We welcome individuals from all walks of life and serve all of Quebec, from Gatineau to Chibougamau.



Human Resources

The HR Committee faced significant challenges this year. First, there was a comprehensive review of the organization's salary structure. Additionally, all job descriptions, both in clinical and administrative departments, were thoroughly examined. We also conducted a pay equity maintenance exercise, as required by law, and presented the results on March 29, 2024. This was a job well done, leading to improved working conditions. That said, wages will remain a key issue this year.

Like many sectors, we continue to face the complex and unpredictable challenge of hiring and retention. Despite this, we successfully welcomed three new cohorts in April and September 2023, and again in March 2024. The Situational Judgment Test (SJT), a tool funded by the Mirella and Lino Saputo Foundation, plays a pivotal role in recruiting our respite workers, which is why it is now shared with several partner organizations.

We now have 41 respite workers across Quebec, a record high in the organization's history.



New respite workers means onboarding new staff. We are thrilled to have Marie-Claire Barsalou, a former respite worker, now working alongside Joël Darsigny, our Director of Human Resources. With her invaluable experience as both a caregiver and a nurse clinician, she offers essential support and guidance to our new respite workers. We understand that the training to become a respite worker is no easy feat. The tasks can be challenging, and our standards are high. Marie-Claire's unique perspective allows her to ease the integration of new team members, helping to ensure the delivery of exceptional care.

An Essential Recharge

At Baluchon, we provide respite care 362 days a year. The remaining three days are reserved for a well-deserved respite activity for our team. Being a respite worker means shouldering a significant mental load throughout the year. This gathering is not only an opportunity to recharge but also a chance for respite workers to connect and share their experiences.

Thanks to the support of the Mirella and Lino Saputo Foundation, we were able to secure a hotel that perfectly matched our needs and desire to reward our team. The comfortable setting, delicious meals, and captivating speakers made for a memorable experience for our respite workers from across Quebec.



Ms. Louise Thibault

Among the guests sharing their expertise and experience:

- Ms. Louise Thibault, a caregiver and user of our services, came to talk about the importance of our respite workers in her life, and created an endless loop of gratitude.
- Dr. Fatima Belkourchia, from the Association québécoise de l'épilepsie (Quebec Epilepsy Association), who taught us about this increasingly common disease among our clientele.
- Jacques Charland and Marie-Hélène Dagenais, trainers at Écoute-Entraide, shared their toolbox for taking care of our mental health.

A total of 21 hours of training and rejuvenation took place over the three days.

Since this was a rare opportunity to be together, we also took advantage of it to discuss, exchange and get to know each other, and to celebrate our successes with all team members during a recognition evening.

An Outstanding Respite Worker

We also celebrated **Raymonde Labrecque's 10th anniversary as a respite worker**. It was a very moving moment that we'll remember for a long time to come. Raymonde has devoted over 1,000 days to caring for loved ones, much to the delight of caregivers, who have showered her with rave reviews, including the following:

I compare Madame Raymonde to an angel who comes to our aid. Her wealth of experience and confidence reassures us, allowing us to leave our loved one in capable hands. We are so grateful.

– Daniel Dufour, Outaouais

Our respite worker Raymonde is exceptional—dynamic, positive, and comforting. With her, the person we're caring for no longer feels like a 'burden.' We can leave with peace of mind, knowing everything is in good hands. She exudes confidence and a positive mindset.

– Audrey Auger, Laurentians

Your service is invaluable. You've allowed me to enjoy quality time with my children, without having to put my life on hold. The work you do is simply incredible.

– Francine Plante, Bas-Saint-Laurent"



I say thank you to all the people who have passed through my life, and whom I sometimes see again for another baluchonnage; they have given me much more than they realize.

- Raymonde Labrecque

Caregiver and care recipient

To enhance our existing employee assistance program, we've introduced a new component: support for employees who are also caregivers. Given that one in three people in Quebec is a caregiver, it's no surprise that many of our staff, both in the field and at head office, are in this role as well.

Since our employees are already engaged in helping relationships with our users, taking on an additional caregiving role increases the risk of compassion fatigue or burnout. **Our employees are our greatest asset, and we want to provide them with all the tools they need to thrive within our organization.**

To offer personalized and confidential support, we are enlisting the expertise of Luc Armand, a specialized consultant with over 30 years of experience. Mr. Armand, who also served as director and president of Baluchon, is the perfect fit to guide our team through these challenges.



Employee engagement survey: a lot of positive feedback

Feedback from our colleagues is essential to the success of our organization. That's why we commissioned Quebec-based Sparkbay to conduct a confidential internal survey on team engagement.

Some good news

With an **overall engagement rate of 81%**, we're surpassing the industry benchmark. Our employees feel personally motivated to contribute to Baluchon's success (93%) and take great pride in working with us (98%)—unprecedented results.

Room for improvement

Around a third of employees don't feel empowered to influence Baluchon's operations (35%) or encouraged to find new ways of accomplishing their tasks (32%), so we've facilitated working tables and forums for exchange and discussion to improve this aspect.

Then there's the question of pay. 39% of employees, particularly at head office (excluding the baluchonneuses), feel they are not adequately compensated for their contributions. While we were aware of this issue before the survey, we're glad to now have a concrete measure. Corrective actions have already been implemented, as mentioned earlier, with more planned for this year.

In the spirit of transparency, the consolidated results were shared with everyone, and solutions were developed collaboratively, along with an action plan.

Data by Region



Distribution of services offered throughout Quebec

Administrative regions	2023-2024
Bas-Saint-Laurent (01)	197
Saguenay - Lac-St-Jean (02)	40
Capitale-Nationale (03)	300
Mauricie - Centre-du-Québec (04)	120
Estrie (05)	210
Montreal (06)	643
Outaouais (07)	76
Abitibi-Témiscamingue (08)	25
Côte-Nord (09)	19
Baie-James (nord du Québec) (10)	0
Gaspésie et Îles-de-la-Madeleine (11)	90
Chaudière-Appalaches (12)	121
Laval (13)	257
Lanaudière (14)	225
Laurentians (15)	454
Montréal (16)	644
TOTAL	3 421

The Team

as of March 31, 2024

Administrative Team



Sophie Morin
Executive Director



Mariama Jupille
Assistant to the Executive



Alexandra Gravel-Fr chet Director of
Finance and Administration



Jo l Darsigny
Director of Human Resources
and Operations



Marie-Claire Barsalou
Human Resources and
Operations Advisor

Clinical Team

- o **Izabela Piotrowski**
Clinical Services Manager
- o **Colin Pelletier**
Clinical Services Coordinator
- o **Julie-Rose Houle**
Clinical Services Officer
- o **Cyrine El Ghoul**
Clinical Services Officer
- o **Blanche Lapointe-Fortin**
Liaison officer (part-time)
- o **Sarah Robitaille**
Clinical Services Officer
- o **Ying Xu**
Clinical Administrative Officer



Associations and Board of Directors



Chaudière-Appalaches Project - a positive

The pilot project allows certain regions, including Chaudière-Appalaches, to access Baluchon services without requiring a referral from a social worker. Instead, referrals can now come from community organizations, with the goal of simplifying access to our services. So far, the results have been very positive. Not only is the referral process running smoothly, but we've also observed that the pilot project has increased awareness of our services in the region, leading to a rise in both referrals and requests. Two organizations referred five families for a total of 39 respite days. Notably, the total number of respite days in this region increased from 33 days last year to 121 days, nearly quadrupling.

Becoming a referral organization provided our members with a wonderful opportunity to plan a vacation, a trip, or simply take a break at a sister's or friend's house. Our work gave caregivers the chance to dream about something they thought was no longer possible. Thank you for being part of the solution to caregiver burnout," said Julie Toutant from the Regroupement des personnes aidantes de Lotbinière.



La Ressource Partnership - significant progress

2022, we have been collaborating with La Ressource, a community organization in the Bas St-Laurent region, on a unique pilot project. We provide services to adults and children with intellectual and physical disabilities, as well as autism spectrum disorders (ID/PDD/ASD). As is often the case with us, initial hesitation gradually gave way to trust, resulting in several repeat requests last year. This success has motivated us to extend the pilot project for an additional three years. While we completed 40 days last year, demand has surged to 129 days this year—a threefold increase.

At the start of the project, parents were understandably apprehensive about entrusting their child to us. However, we've found that after a positive first experience, trust builds quickly. In fact, some parents have already benefited from their 8th short-term baluchonnage in just over two years! We are currently supporting two friendly autistic young men so that the couple can have time to reconnect.



First Nations Project - meeting immense needs

Together with the Cree Board of Health and Social Services of James Bay, we are pleased to announce our **first baluchonnages that took place on First Nations territory**, starting in May 2024. Our goal is to promote the transfer of expertise and knowledge, while adapting our services to the realities of Indigenous communities.



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CONSEIL CRI DE LA SANTÉ ET DES SERVICES SOCIAUX DE LA BAIE JAMES
CREE BOARD OF HEALTH AND SOCIAL SERVICES OF JAMES BAY

In preparation, the Executive Director took part in an information workshop on the organization of health services among First Nations and Inuit, and the impact of informal caregiving. The workshop was given by Audrey Martin, advisor to the First Nations of Quebec and Labrador Health and Social Services Commission. More specific training sessions are planned on Cree history and culture. These will ensure that our service offer is marked by respect and empathy for the unique socio-cultural context of the families we support. These respite periods (baluchonnages) are funded mainly by the MSSS, with the participation of the Cree Board and the Foundation.



Baluchon France

Baluchon France operates under a license from Baluchon Long-term Respite Care (Quebec), but the regulatory environment in France differs significantly from that in Quebec. Since 2022, Baluchon France has been operating within an 'experimental' framework initially set for one year. Recent political developments, particularly in the French Senate, give us hope that this initiative will continue into 2024.

Baluchon Alzheimer Belgique

Baluchon Belgique stands as concrete evidence of what many of us have long believed: the Baluchon Long-term Respite Care model is highly adaptable and exportable, even beyond the French-speaking world. Based in Brussels, the organization has successfully integrated into both French- and Flemish-speaking communities, serving thousands of individuals while upholding the high standards set in Quebec.

In 2023, Baluchon Alzheimer Belgique supported 67 families, 54% of whom were first-time recipients, and provided 854 days of baluchonnages. The average duration of each baluchonnage was 5.6 days, with a maximum limit of 8 days due to COVID restrictions.

In 2024, Baluchon Alzheimer Belgique will celebrate its 20th anniversary. Congratulations to Baluchon Belgique on these outstanding results and here's to many more years of success!



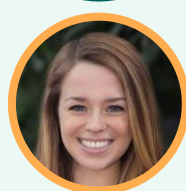
Highlights of the Board's Dynamic Work

We rely on a stable and dedicated team of directors with complementary skills. To support this, the decision has been made to extend the term lengths from two to three years, with a maximum of three consecutive terms. This change is designed to enhance members' experience and encourage the assumption of executive positions.

Members as of March 31, 2024:

- **Ms. Isabelle Le Bourhis**, *President*
Regional Director, Financial Planning, Investment and Retirement Planning, RBC
- **Ms. Ghislaine Larocque**, *Vice-President*
Senior management coach/retired
- **Isabelle Fournier**, *Treasurer*
CPA, Vice-President Accounting and Finance, Société de gestion COGIR s.e.n.c.
- **Ms. Marlène Iradukunda**, *Secretary*
Employment Lawyer
- **Ms. Christine Grou**, *Administrator*
President, Ordre des psychologues du Québec
- **Ms. Natacha Joncas-Boudreau**, *Director*
Director, TACT intelligence-conseil
- **Mr. Jean-Simon Lamarre**, *Director*
and lawyer at Blake, Cassels & Graydon LLP.
- **Ms. Julie Langlois**, *Director*
Organizational Development Consultant, ALIA CONSEIL
- **Ms. Chloé Paquette**, *Director*
CPA, FP&A Manager - Sonder Inc.

The Annual General Meeting was held on June 14, 2023, with 14 members in attendance. Baluchon had 80 members in good standing on March 31, 2024.



Operations

Privacy Policy



Bill C-25 is now in effect, modernizing personal information protection rules in Quebec to better align with today's technological landscape. While we have always prioritized the privacy of our users and donors in our digital practices, we have needed to make some adjustments to ensure full compliance. Procedures are now in place, and Sophie Morin is overseeing the implementation.

Répix Phase 1

Répix is a client system software adapted to our unique needs. It will enable us to securely and efficiently manage information on our users, service requests for Baluchon, as well as information on the social workers with whom we are in contact throughout Quebec. Phase 1 of the project was completed this year, and 24-25 will be devoted to the second and final phase.

New Telephone System

We have transitioned to an IP telephony system, which allows us to use the Internet for making calls and exchanging text messages, images, videos, and more. This modern communications protocol is ideally suited to the new reality of remote work.

A New Collaborative Tool

We also began our transition to SharePoint, an internal collaboration tool. With hybrid work becoming a permanent aspect of our operations, we recognized the need for a tool that enhances collaboration. Our teams have received training, and we are currently in the adaptation phase. The preparation of this activity report is one of the first concrete examples of our collaboration using SharePoint.







Information Dissemination

Informative Meetings

Our Executive Director, Sophie Morin, held a series of meetings with various representatives of the healthcare network. The aim, of course, was to raise awareness of our new identity and expanded services. In all, she gave 20 presentations of our services, both in person and online.

European Visit

Three French delegations visited Baluchon to learn about our model and receive training on our services. This underscores the strong interest in the Quebec model in France, despite the different legislative frameworks.

National Alzheimer's Policy

Baluchon took part in a brainstorming session with stakeholders to establish a national policy on Alzheimer's disease and other disorders on March 18, 2024. Further work will take place in 2025.

The Challenge of the Montreal area

An analysis of the number of baluchonnages by administrative region, compared with the population of each CISSS and CIUSSS, revealed that we receive fewer requests for respite from Montreal, and more from the northern suburbs. Steps have been taken with the CIUSSS on the Island of Montreal, and more information meetings have been held for social workers. This resulted in a 38% increase in the number of respite days, from 270 to 643.



Journée nationale de concertation en proche aide MSSH



On October 11, 2023, Baluchon hosted a one-hour informational workshop as part of this special day. Baluchon's unique approach—providing up to two weeks of continuous respite care with the same respite worker—continues to impress stakeholders across the healthcare network. In addition, Baluchon operated an information booth, where Édith Fournier, an author, panelist, and former client who benefited from our services 20 years ago, shared her heartfelt gratitude: *"You changed my life!"* Our presence at caregiver events shows the long-standing respect and positive reputation that Baluchon has been in the field.

On Social Media



LinkedIn

- 574 subscribers (+20%)



Facebook

- 2,070 subscribers (+7%)

The profile of our subscribers reflects the reality of caregivers. Over 85% of our subscribers are women, while men account for less than 15%.

Geographical Distribution

The vast majority of our visitors come from Quebec and the French-speaking countries where our model is exported:

- Canada/Quebec: 86
- France: 11
- Belgium: 2.5
- Other: 0.5% of sales

Our community continues to grow, though at a slightly slower rate. The changes implemented by Facebook on August 1, 2023, which involve blocking news content in Canada, have significantly impacted our publications. We can no longer share articles from news media, which has restricted a type of content that was typically popular with our subscribers.



Philanthropy

\$620,000
raised in
donations for
2023

We are thrilled to have the support of numerous foundations and companies.

Last year, 13 private foundations contributed over \$423,000 to our cause.

Including donations from individuals, elected officials, and estates, our total fundraising for 2023 exceeded \$620,000.

For the next few years

Since last year, we've been privileged to be able to count on foundations to support our growth.

Foundations with a three-year commitment:

- o Fondation Choquette Legault
- o Fondation Luc Maurice
- o Fondation Mirella et Lino Saputo
- o Fondation Sibylla Hesse
- o Fondation Marcelle et Jean Coutu

By supporting us for the next few years, these foundations enable us not only to offer more respite, but also to plan our growth.

Once again, we are totally satisfied with the service offered by Le Baluchon. The fact that Mom can stay in her own environment makes all the difference. and she appreciates Marie-Claire's calm, reassuring presence.

- France St-Onge, Laurentians

Finances

Financial statement

	2024	2023
OPERATIONS		
Psoc_MSSS Grant	\$367,782 \$	\$306,444
Expenses	[\$688,109]	[\$432,066]
Baluchonnage fees		
CI[U]SSS service agreements & MSSS funding	\$1,711,440	\$1,150,986
Expenses	[\$2,283,229]	[\$1,649,146]
Depreciation of tangible assets	[\$6 954]	[\$7 184]
MSSS subsidy enlargement	\$214,000	\$400,000
Donations and other income	\$757,512 \$	\$255,787
Excess of income over expenses	\$72,442	\$24,821
BALANCE SHEET		
Current assets		
Cash - transaction account	\$174,580	\$68,189
Cash - savings account	\$934,720	\$1,249,713
Amounts receivable from the government	\$138,043	\$175,029
Prepaid expenses	\$9,184	\$9,297
Other debtors	\$69,702	\$46,600
	\$1,326,229	\$1,548,828
Tangible fixed assets	\$20,859	\$19,942
Total assets	\$1,347,088	\$1,568,770
SHORT-TERM LIABILITIES		
Accounts payable and accrued liabilities	\$275,210 \$	\$197,960
Deferred contributions	\$679,516	\$1,050,890
Total liabilities	\$954,726	\$1,248,850
	\$392,362	\$319,920
NET ASSETS	\$1,347,088 \$	\$1,568,770

**15%
more
employees**

**34%
more
days**

**50%
less waiting
times**

Foundation grant: \$350,000

We have been awarded a grant from the Government of Canada's Community Services Recovery Fund to support post-pandemic recovery efforts across communities nationwide. This funding will help cover a portion of Baluchon's operational costs, specifically aimed at strengthening our HR department. Significant efforts are being made in employee recruitment and retention, as well as in reviewing our policies and procedures. Training for both respite workers and office staff is becoming increasingly crucial to ensure we maintain our high standard of service.

In addition, the Programme de soutien aux organismes communautaires (PSOC) has significantly and permanently increased its contribution to Baluchon—an essential boost, especially in light of inflation and the growing demand for our services. This is truly excellent news.



2024-2025 Outlook

A necessary readjustment

Last year's successes have prompted us to reassess our objectives, as we have already surpassed this year's goals. It's a 'good problem' that we'll need to address early in the new year.

Enhanced staffing (again)

Despite welcoming three new cohorts last year, our staffing needs remain evident, as reflected by our waiting list. The Human Resources team will continue to recruit and train new staff, as we prepare to expand our workforce once again this year.

A major agreement up for renewal

Meeting with the ministère de la Santé et des services sociaux (MSSS) and working to renew our agreement before the end of 2025 is a priority. This agreement is essential to the smooth running of Baluchon, and we want to ensure that the amount allocated reflects the growing demand.

Negotiations to come

We also need to negotiate agreements with other regions. Discussions have begun with Bas-Saint-Laurent and Gaspésie.

Maintaining quality

You can't achieve a 98% satisfaction rate by resting on your laurels. Our goal is **always** to prioritize customer satisfaction while ensuring the safety of our respite workers and the people we serve,

For nearly 25 years, Baluchon Alzheimer was an innovation that Quebec could take pride in. Today, Baluchon Long-term Respite Care has become an essential organization that Quebec needs.

We've demonstrated not only our capacity to take on more but also our leadership in the field of informal caregiving. With one in four people in the province projected to be over 65 in just a few years, our role will become even more crucial. The ability to keep our loved ones at home for as long as possible is at stake.

List of Acronyms

	Board of Directors
CCGE	Centre Collégial d'Expertise en Gériologie
CISSS	Center intégré de santé et services sociaux
CIUSSS	Center intégré universitaire de santé et services sociaux
CLSC	Local Community Service Centre
CPA	Chartered Professional Accountant
ID	Intellectual disability
PI	Physical impairment
TM	Trademark
MSSS	Ministère de la Santé et des Services sociaux
PDSB	Principes de déplacements sécuritaires des bénéficiaires (Principles of safe travel for beneficiaries)
	Caregivers
PSOC	Programme de soutien aux organismes communautaires
CPR	Cardiopulmonary resuscitation
HR	Human resources
IHS	In-home support
ALS	Amyotrophic lateral sclerosis
MS	Multiple sclerosis
ASD	Autism spectrum disorder

Commenté [KK1]: Certains acronymes n'apparaissent pas dans le texte, on les laisse? Pour le CA, normalement j'écris Board.

Commenté [KK2]: Même question que plus haut,



BALUCHON

Répit long terme à domicile



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