MONTREAL COUNCIL OF SOCIAL AGENCIES

ANNUAL REPORT

FOR

1942

1421 Atwater Avenue

Montreal

On behalf of the Board of Governors I have pleasure in submitting the 23rd Annual Report of the Montreal Council of Social Agencies:

The main objectives of this Council are to promote and to coordinate social welfare work in the Montreal district and we can report many projects brought to a successful conclusion in 1942, but the field in which we operate is a large one and as one task is finished another presents itself.

Probably the outstanding event of the past year was the Eighth Canadian Conference on Social Work, held in Montreal during the first week of May. Much of the time and energy of the Council in the early months of the year was devoted to making this Conference a success, and the results were generally conceded to have justified the efforts made. The Conference was an excellent means of bringing to many people a more acute awareness of social needs throughout Canada and of methods of meeting them. Also, it was in itself, a splendid example of coordinated and cooperative effort.

On the following pages of this report, an attempt has been made to give a brief statement of the various activities of the Council during the past year. Throughout the year, in all phases of the work, there has been much opportunity for group thinking, which has borne fruit in joint planning and concerted action. This is seen particularly in the work of the Sections, where the delegates of the member agencies and representatives of non-member agencies discuss common problems, secure necessary facts and recommend appropriate action to the Board of Governors. Reports on the work of the Sections are given separately by their respective chairmen. It can be seen from these and from the general statement on the succeeding pages, that there has been a steady effort to extend and improve both our public and private welfare services.

In enumerating some of the major concerns within the field of public responsibility, attention is drawn to the continuing demand for a fully functioning Department of Social Welfare in Montreal, to the recommendations made in regard to the Quebec Public Charities Act, the Needy Mothers Assistance Act, the care of mental defectives, the Wartime Day Nurseries programme, the care and control of tuberculosis, and the interest in securing employment facilities for the

handicapped. In the area of private responsibility, emphasis should be laid on the work of the Reviewing Committee, that of the Personnel Committee, the urban camping programme, the staff recruiting activities, the welfare plans for a Civilian Protection Programme, and the almost complete Camp Survey.

I think that everyone who examines this report will agree that the activities of the Council during the year have been many and varied and most impressive, and that the Council is worthily attempting to achieve the large objectives which it has set for itself.

It is impossible to pay too great a tribute to the permanent officers of the Council, particularly Mr. Young and Miss Howell, for their part in achieving these satisfactory results. The Council is fortunate indeed in being so well served.

In conclusion may I say that it is most heartening to everyone interested in social work to hear so much discussion at the present time relating to social security, social justice and social welfare planning on a world-wide scale. It would appear that the tide is now with us. May we be able to take every advantage of it and to see further achievements in 1943.

(Signed) J.H.H. Robertson

President

March 8th, 1943.

GENERAL OBJECTIVES OF

furthered during

FACT FINDING & SOCIAL ACTION	EDUCATION
1. Montreal Department of Social Welfare: Efforts have continued and are continuing, to secure transfer of the long term unemployable group to the care of the Department, so far without success. 2. Care of Mental Defectives: Study completed and programme recommended for the care and training of English-speaking, educable, feeble-minded individuals. Plan of action to obtain necessary institution under way. 3. Dominion-Provincial Wartime Day Nurseries: Personnel supplied to Montreal Protestant Committee responsible for developing these Nurseries. 4. Quebec Regional Employment Committee of the Unemployment Insurance Commission: Social Welfare representative supplied to work on this Committee. 5. Quebec Public Charities Act: Brief recommending measures to improve the operation of the Act, presented to the Provincial Commission of Inquiry. 6. Industrial Schools Act: Participation in study of this Act, with a view to assisting in obtaining certain modifications. 7. Domestic Relations Court: Further consideration undertaken of this question studied intensively in previous years.	Of Ourselves 1. By means of 5 Casework Sec Me 13 Group Work S Me 2 Health Secti Me and the work of 14 Committees o cial subjects. 2. By participatio the work of the sonnel Committe Financial Feder which has broug a partial repor fying more than staff positions tablishing sala tings. 3. Housing conditi Montreal have b subject of info study and much

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the past year by

	COORDINATION	ADMINISTRATION
	1. Inter-Federation Council: participated in these meetings and those of the Technical Committee, which are mainly concerned with problems of maintenance, relief, and consequently also with Government grants, Quebec Public Charities Act, and the Dept. of Social Welfare. 2. War Services Coordinating Council: participated in large measure during the reorganization of this Council. 3. Women's Voluntary Services Centre: Financial interest continued and action endorsed when war work and all-time phases of volunteer effort united in reorganized Centre. 4. Council for Overseas Children: Participated in the continuing work of this Council.	1. Institutional Members of the Council now 56 by addition of Montreal School of Social Work, Neighbourhood House, and Jewish Child Welfare Bureau. 2. The Social Service Exchange during the year assisted 98 agencies in coordinating their work. The usual clearing for Christmas dinners was also arranged. 3. The Library continued to be of great service to Staff members and others. 4. 288 meetings of the Council Board and Committees were arranged. 5. 325 consultations and interviews were afforded to agency representatives, to members of various community organizations and to Board and Committee members.

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FACT FINDING & SOCIAL ACTION	EDUCATION
8. Reviewing Committee: Study of the programmes, etc. of the agencies within Financial Federation with a view to recommending priorities. General report completed and intensive study of child care field begun. 9. Summer Camps: Comprehensive survey of twelve non-profit camps nearing conclusion. 10. Non-Resident Protestant Unmarried Mothers: Consultation service afforded and evaluation arranged, of service rendered to this group in 1942 by Federation Agencies. 11. Recruiting of Staff: Plans developed in cooperation with Montreal School of Social Work and the agencies concerned to obtain suitable candidates for worker-in-training projects. 12. Sheltering Home: Assisted in consideration of possible re-location of the Home. 13. Social Service Department Children's Memorial Hospital: Consideration given to effect on work of member agencies resulting from the discontinuance of this Department. 14. Employment of the Handicapped: Energetic Committee members have been largely responsible for developing a special service for employment of the handicapped in the Unemployment Insurance Commission. 15. Implementation of Tuberculosis Control Programme: Referred to Board from Health Section. Suggestions carried through.	Of the Community 4. By accepting r ponsibility fo CANADIAN CONFE ON SOCIAL WORK MAY 1942 5. By participati the work of th lic Relations tee of Financi eration. 6. By planning g meetings on Pu Welfare and or quency. 7. By public spea gagements unde by the Executi Staff.

	COORDINATION	ADMINISTRATION
	5. Combined Home Front Appeal: Question studied and recommended from the standpoint of social desirability; referred to Financial Federation for consideration of the practical possibilities of such an appeal. 6. Welfare Planning in a Civilian Protection Programme: Jointly with the Canadian Association of Social Workers, plans developed for the protection of clientele and buildings of Social Agencies in case of disaster; also for the best use of the professional social worker at such a time. Work continuing. 7. Protestant Women's Jail Committee: Participated in the work of this Committee, which is concerned with Jail conditions. 8. Legislation Committee: As yet in embryo, but is attempting to devise a clearing house for the various groups interested in obtaining amendments to social welfare statutes.	6. 36 Annual Meetings were cleared to avoid conflict in dates. 7. Service and other social statistics were compiled for the Budget Committee, Federation Campaign and for use by Council Committees. 8. Information service provided concerning the purposes of various social service organizations and the need for financial appeals. 9. The mimeographing service ran 930 stencils for 19 agencies. Service to other agencies was discontinued in July 1942.

CASEWORK SECTION

SECOND ANNUAL REPORT

When I reported to you last year, the work of the Casework Section of the Montreal Council of Social Agencies had but just begun. Our new Constitution had not been long in operation and we were not at all sure how successful we should be in re-establishing the Sections. We were attempting to do this at a time when most people were inordinately busy and when any new work undertaken had to be particularly significant if it was to warrant attention. For this reason, we have called meetings only when they appeared to be essential and have concentrated on quality.

Five Section meetings were held and five Executive Committee meetings also. Two special Committees have completed their work and the work of another two is near completion. The Committee on the Provision of Care for the Children of Working Mothers finished its exploration of the need for this service and brought in its recommendations. Today we have a Dominion-Provincial Wartime Day Nursery scheme established. Our joint Committee with the Canadian Association of Social Workers, which made a study of the operation of the Quebec Public Charities Act, brought down a comprehensive report, which was endorsed by the Section and presented by the Board of Governors to the Provincial Commission of Inquiry working under the Chairmanship of Dr. Lessard. We hope that as a result there will be improvement in the rates paid under the Act and also in other matters as detailed in our Report.

The Committees studying the Needy Mothers Assistance Act and the regulations of the Dependents' Allowance Board have each completed certain phases of their work, but are not yet ready for discharge.

The programme of the Section meetings this year has been concerned with the many changes which a period of war is bringing. The social workers in the various caseworking agencies are undoubtedly finding a difference in emphasis in the problems brought to them, and these meetings have been planned in order to learn whether the various community welfare services are geared to meet the social problems of wartime. It seemed to us that it was particularly a Council function to enable its member agencies to examine such problems together and to discover whether the need for more flexibility in policies or method

was evident. So far we have dealt with the "Family in Wartime"; "Problems of Illegitimacy in Wartime", and "Wartime Effects on Children and Adolescents".

May I take a moment more of your time to plead for a greater lay attendance at these Casework Section meetings? The professional workers have dedicated their lives to humanitarian work and naturally they are keenly aware of the intricacies of these problems, but to solve even a few of them is going to take all our combined attention. It all shapes toward that post war world to which we are looking with undoubted trepidation. With a clear picture of what we want in the future, we can change anxiety to hope.

(signed) Evelyn R. Smith
(Mrs. C.R. Smith)
Chairman

March 8th, 1943.

HEALTH SECTION

SECOND ANNUAL REPORT

This report on the work of the Health Section will be brief. As a result of the Section's findings and recommendations concerning Tuberculosis as a community problem and as a problem for social and health agencies, action was authorized by the Board of Governors along two lines. Some dozen definite steps were suggested with the end in view, first, that there might be more adequate community facilities to control Tuberculosis, and second, that the present tuberculosis service of agencies within the Council might be improved by more careful inter-agency planning. Virtually all the suggestions made have been implemented.

This winter a particularly interesting series of Section meetings has been arranged through the courtesy of Dr. Adelard Groulx, Director of the Department of Health of Montreal. The services afforded by this Department are being described by the Superintendents of the various divisions, so providing factual information to member health agencies, which is most necessary for any community plan of action. To date, we have heard from Dr.Groulx and Dr.Bourdon on the general organization of Montreal's Health Services, and from Dr.Laporte on the Division of Child Hygiene. The meetings are well attended and the discussion period used fully. We are most appreciative of the ready cooperation afforded us by the Department of Health.

(signed)Frank G.Pedley,M.D.
Chairman

March 8th, 1943.

GROUP WORK SECTION

SECOND ANNUAL REPORT

The Group Work Section has had a busy year, holding twelve general meetings, and frequent meetings of the Executive and six standing committees. It has been able to function more effectively than would otherwise have been possible, because it was, in a sense, the continuation of a successful Group Work Committee, reorganized to fall more closely in line with the Council pattern.

Among the main concerns of the Section during the year were the following: Recreation in Industry - In April we began to think of this needed programme and since the appointment of Major Ian Eisenhardt as Director of Recreation under the National Selective Service, we have worked as closely as possible with him. A meeting of all interested groups in the community was held at which Major Eisenhardt presented his problems, and arising out of the meeting a fact finding committee was set up to catalogue existing facilities and leadership in Greater Montreal. The Group Work Section has accepted considerable responsibility in connection with the work of this Committee, which has prepared questionnaires and partially tabulated the returns. This is planned as a first step towards the formation of a City Recreation Council.

In connection with the Canadian Conference on Social Work held here this spring, the Section arranged a one day pre-conference programme for out-of-town group workers. This included a tour of local agencies, ending with a successful supper at which eighty-five were present. It also took responsibility for stimulating local attendance at the Conference and subsequently held a meeting for evaluation of the Group Work Section of the Conference programme.

Two meetings were devoted to the effect of the War on the objectives and programmes of Group Work Agencies. Problems of leadership were also explored.

Youth in Time of Crisis was the subject of two meetings. The causes of delinquency from the points of view of the sociologist, psychiatrist and social worker were presented, and a further session discussed the problem as seen by the schools, the Juvenile Court and the social agencies

Our Urban Camping Committee did an excellent job on joint planning for summer programmes, integrating the work even to the extent of shared staff and facilities. Good public interpreatation was given and a booklet on Urban Camping prepared by the Committee chairman found wide acceptance.

A new Committee on Statistics and Recording Methods has been set up. Their task is to produce simple forms designed to provide better recording services as a basis for programme planning and interpretation and to make comparable statistics available in this field.

Two community surveys were sponsored, one in the East Central section of the City covering the area bounded by Mt. Royal, St. Denis, Craig and St. Lawrence. This survey examined the recreation programmes in that district, indicated the need for more facilities and was instrumental in new programmes being attempted. The West End Survey is being conducted in the area bounded by Atwater, C.P.R. tracks, Guy and Notre Dame, and is a more concentrated study. Nearly 400 questionnaires giving factual data around many social problems have been obtained with the help of the Junior League. Tabulations are soon to be undertaken. In the meantime, follow-up work is being carried on by the health and recreation committees of the Survey. It is anticipated that this study will be most valuable to many groups.

Consideration was given to ways and means of enlarging opportunities for study and professional advancement of group workers, with a view to affiliation with professional organizations.

An address by Dr. George Davidson on the Future of Social Welfare in Canada, and a meeting on use of films in agency programmes were further highlights. A resolution on compulsory school attendance was endorsed and other Council Agencies were urged to take similar action.

Your Group Work Section has had an active year and looks to the future with hope of greater usefulness if it has your whole-hearted cooperation.

(Signed) A.I. Vail
(Miss) A.I. Vail
Chairman

March 8th, 1943.

MONTREAL COUNCIL OF SOCIAL AGENCIES

ANNUAL REPORT

1949

PRESIDENT'S COMMENTARY ON THE YEAR'S WORK

The report of the Board of Governors will be presented later. However there are one or two preliminary observations that I should like to make. The past year has been a difficult one for the Council due to the fact that the Welfare Federation Campaign in the autumn did not reach its objective. This meant that the Council had to give serious consideration as to where economies could be made with least harm to the direct work of Federation agencies. After careful study it was decided that the first saving would have to be made by discontinuance of the grant given to supplement the salaries of the Probation Officers in the Juvenile Court. It was felt that the salaries of such officers were the responsibility of the Government and that voluntary subsribers could no longer carry the burden.

The whole question of the volume of voluntary giving, especially through a multiplicity of campaigns, is frequently on the minds of subscribers today and it is hoped that some solution to the problem may be reached. In Mr. Young's report given at the Annual Meeting of Welfare Federation he mentioned the possibility of there being a Federation of Health Services which might to some extent relieve the situation.

We are glad to report that satisfactory progress is being made by the Montreal Girls' Association. This development is of necessity slow, but due to the splendid cooperation of the Board with the Council we anticipate greater interest in the field of girls' work, comparable to the interest taken in boys.

In order to acquaint our member agencies with the total work of the Council, it was decided to endeavour to visit each one. We were greatly encouraged by the response from the Agencies; all those contacted invited us to attend one of their Board meetings and I can only say that if the Board members got as much satisfaction out of the visits as we did, then the idea has been well worthwhile. These visits take time and we have not yet covered a very wide field. However we plan on continuing next winter.

In the development of several community wide projects, which will be dealt with in other reports, we have been working more and more closely with Le Conseil des Oeuvres. We wish to thank Father Guillemette and his associates for their cooperation and assistance.

My sincere thanks are extended also to Mrs. Chauvin who took on the heavy assignment of chairing the organizing committee which established the Council for New Immigrants, and who is retiring from the Board. Other retiring Governors who have worked long and hard for the Council and who will be greatly missed are Mrs. McCrea, Mr. Clarke and Mr. Perks. A special word of thanks is due to Mr. Drummond who is retiring as Treasurer. We are glad to know that he is remaining as a Governor for another year.

To the Section Chairmen and the delegates to the Sections we are greatly indebted for their outstanding work during the year. Perhaps there is something significant that the names of the Section Chairmen all start with S, Miss Silver, Group Work Section, Dr. Silverman, Health Section and Mr. Smit, Case Work Section - whatever it may be, I do not think we have

REPORT OF THE BOARD OF GOVERNORS FOR THE YEAR 1949

This Report deals with subjects which are of special concern to more than one Section of the Council, and only such matters are included this year in the statement of the Board of Governors. Together all the reports before you constitute the Thirtieth Annual Report of this Council.

Institution for Mentally Retarded Children

For thirty years also this Council, with its member agencies, has been trying to get an institution established for the care and education of mentally retarded children who are not of the Roman Catholic faith. To provide this very necessary service was beyond the bounds of possibility for voluntary givers. Citizens of the Protestant and Hebrew faiths have, on behalf of their agencies and this Council made representations time and again to every Government of this Province since 1920. Sometimes our hopes have been high, sometimes they have fallen very low. Today we look with a little envy at the Provincial interest in the new thousand-bed Mont Providence institution as it comes into being, and hope that our own modest request laid before the Premier at the end of January will receive the same vigorous and fruitful attention.

Public Responsibility and Voluntary Responsibility

Some health and welfare services, private citizens can finance alone. Others need funds secured by taxation, because of their nature and also the volume of expense involved. None of the four Federations in this city was wildly happy about the sums collected in this past year. Consequently much needed new services on the agenda of this Council had to be put on one side, while we hunted for means of cutting present services. On the whole, our member agencies grow more efficient and effective each year so there seemed to be no legitimate way to save. Every dollar withdrawn actually meant hardship for some one under our care.

Now, where and how can Government come to the rescue of these citizens who cannot be helped properly through voluntary donations? Our answer is: to begin with, by doing a thorough job for those for whom Government has already assumed responsibility.

Needy Mothers Assistance - No mother receiving help under the Provincial Needy Mothers' Assistance Act can bring up three children on $37.00 a month - which is the allowance she gets here in Montreal. Even with the Federal Family Allowance augmenting it to may be $54.00, she still cannot keep herself and three children properly fed, clothed and healthy. If this group of young families were adequately cared for by Government - voluntary gifts would be freed for other uses.

Old Age Pensions - The same applies to the whole question of old age - where the provision of a pension at seventy years if indigent, does no more than begin to meet the problem. It is good to know that the Federal Government is already at work on this matter. In the meantime the voluntary agencies carry a heavy burden of expensive supplementary care.

Quebec Public Charities Act - Again the voluntary institutions or health and welfare agencies shoulder the responsibility, and receive grants-in-aid under this Act for those under their care. If more were assisted and grants increased to cover their day-to-day maintenance, voluntary gifts could be used for supplementary constructive service.

Unemployment - Then there is unemployment, quite significantly with us again, and according to an official of the Unemployment Insurance Commission Montreal is the hardest hit of any centre right now. Certainly those ineligible for Unemployment Insurance benefits are at the voluntary agencies' doors, and the harried social workers who are unable to give direct relief to this group spend time and ingenuity trying to find odd jobs or other resources to tide the families over. A government plan for Unemployment Assistance, directly and through public works, needs to be in operation now to help these citizens. It has long ago been proved that voluntary agencies cannot meet the needs created by unemployment.

Housing - All these problems are aggravated by the unresolved Housing situation. With all our legislation and all our new building, our poor and our not-so-poor are still poorly and expensively housed. This Council continues to advocate a properly constituted housing authority and the planned development of government-subsidized low-rental housing schemes.

Child Welfare - The new bills concerning Youth Protection Schools and Social Welfare Courts give evidence of the increasing interest in Provincial Government circles in methods of child protection and care. This new legislation is presumably part of a larger plan of which we are not yet aware, for if it is to be meaningful, provision must be made for financing, staffing and establishing standards of care for a child protection programme.

All the above questions have been studied in this Council during the past year and appropriate action taken either alone or with the Canadian Welfare Council, the Inter-Federation Council or the Montreal Council of Women.

The producing citizen provides the health and welfare services of this country. His right arm through taxes pays for public or government sponsored programmes - his left arm through voluntary giving pays for privately sponsored programmes. This is one place where each arm should be fully informed as to what the other arm is doing - and a Council is a good place in which to find out.

Rehabilitation of the Disabled

With the publication of the report "Re-establishment of Disabled Persons" in December last the main work of the Montreal Rehabilitation Survey Committee was completed. The servicing of the Committee representing as it did every section of this community, and the scope of the project, turned out to be so large a job that it imposed considerable strain on Council personnel, including the experienced rehabilitation consultant specially engaged for this work. When, through the courtesy of the Sun Life Assurance Company of Canada the final 146 page report was multilithed and the bulk of the mailing done, the first stage was happily over. At present the second stage is being tackled - that of establishing a Rehabilitation Services Coordinating Council and Dr. Jonathan C. Meakins as Acting Chairman is providing the leadership and stimulus for the development of the English-speaking part of this new Council. We fervently hope

that a fine measure of coordination and local development of services to the disabled will result. The Federal Government's interest is evidenced by the calling of a National Conference on Rehabilitation in May. We have reason to believe that the Provincial Government also has a grave concern with this issue.

Montreal Council for New Immigrants

This community-wide coordinating committee was initially organized and developed by means of Board and staff work of the Montreal Council of Social Agencies. Soon it will be holding its first annual meeting and we hope that by May 1st 1950 it will have a small staff of its own and be independent of this Council. During the year a new President - Senator L.M. Gouin - was welcomed in to office while continuity of purpose and programme was assured by the contribution of Mrs. F.B. Chauvin who remained as chairman of the Operating Committee. A number of busy functional committees are also at work. However, a regular small budget and strong liaison with Government is necessary before marked progress can be made in the development of health and welfare services to the point where they may reach all new comers to Montreal.

Education

When a Council talks about education it means education of the general public concerning health and welfare needs and the services available or not available to meet them; it means advanced education of board, committee and staff members on the same and related subjects; it means informal education of staff on the newest thinking in special fields of practice; it means participation in formal education by linkage with schools of social work; it means anything and everything that will enable standards of practice to rise in welfare agencies. As examples of this Council's educational activities since the last Annual Meeting we may instance the two-day Institute on "Current Trends in Child Care" led by Dr. Suzanne Schulze, Associate Professor, School of Social Service Administration, University of Chicago, and attended by 137 staff and committee members; the publication of two issues of our bulletin COMMENTATOR; the series of conferences held for Camp personnel and the agencies which use the camps; the constant interviewing of and correspondence with potential new staff, and their placement; the consultations with staff and Board members on proposed personnel additions or changes; the service on community committees, such as those of Community Councils, the Unemployment Insurance Commission etc.; and the direct help to member agencies who are contemplating major policy changes such as, to name a few, the Occupational Therapy Centre, the Montreal Day Nursery, the Negro Community Centre, the Sheltering Home, the Girls' Cottage School and the Travellers' Aid Department of the Young Women's Christian Association.

Central Services

Applications for Social Assistance call for a major service from Council staff. The service is not advertised as this 'central intake' job has not as yet been accepted as this Council's function. However it just falls our way. Most of the work is done by the Secretary of the Case Work Section and very distracting and time consuming it is. This year our connection with the New Immigrants Coordinating Council, and the mounting problem of unemployment have increased the number of applicants whom we were called upon to advise.

Information Service, Library Service and Annual Meeting Clearance Service - The names explain the services. All represent time spent and work done. Every kind of question concerning health and welfare work comes to the attention of the Council. Our library is a special one and used particularly by those closely associated with Council work.

These are the activities of a Council over the period of one year. Who participate in them? Men and women, paid and unpaid, trained for the purpose, and untrained - but all informed, concerned and eager to bring about a balance of our health and welfare needs with our health and welfare resources. Where are these things done? In private homes, faculty rooms, board rooms of corporations, board and club rooms of social agencies, in hotel rooms, over lunch tables - everywhere almost, not excepting the Council office, in spite of the fact that we have been 'camping' this year down at the corner of Craig and Bleury Streets.

What then is this Council? Just a device for changing "I" into "we"; for changing "they" into "we" - a place where "them" turns out to be "us".

(Signed) Ruth S. Fleming
Chairman, Board of Governors

(Signed) Gwyneth Howell
Secretary

CASE WORK SECTION

A recent article on Councils of Social Agencies had as its title "Apples plus Oranges Equal - " It is a saying in research that you cannot add apples and oranges together and get pears. The Case Work Section is the mixed fruit basket of the Council. There are twenty-six social agencies represented in it. These are the family and children's agencies, the institutions caring for children and for the aged, the agencies giving specialized counselling services to families and individuals such as legal aid, girls' counselling, vocational guidance, day nursery care for children, national societies concerned with helping those of their own group, social service departments of four hospitals caring for children and adults, and the agencies whose concern is to rehabilitate boys, girls, men and women.

The Case Work Section does not try to add these agencies together to make one service or to conform to one pattern. It recognizes the individual contribution of each of these agencies to the total community welfare programme. It offers leadership in planning to integrate the services of each into an harmonious relationship for the preservation and promotion of human values. It creates the necessary sub-committees for intensive study and for working out co-operative relationships between them. It promotes educational activities of interest to the Agencies in the Section. It co-operates in interpreting community needs and resources as related to them.

The member agencies in the Case Work Section are represented by the official delegates - two volunteer and one professional from each agency, a total of 67 primary and 28 secondary delegates. There is additional secondary representation of 14 Agencies from the Group Work and Health Sections. Their responsibility is to cement the relationship between their specific agency, the other member Agencies and the Council as a whole by interpreting their services and bringing to the attention of the Section the needs and gaps in services as seen by them. When all this has been done the reporting of its accomplishments is the responsibility of the chairman of the Section who is supported by the Executive Committee.

Executive Committee - The Executive Committee plans the programme, considers special projects and carries out the various functions assigned to it for the improvement of case work services. The following members met seven times during the past year - Mr. E.I. Smit (Chairman), Mr. David Weiss (Vice-Chairman), Miss Dorothy Aikin, Miss Elinor Barnstead, Mr. G.B. Clarke, Mr. H.G.S. Bain, Mrs. Simon Jaffe, Mrs. Christina James, Mrs. H.M. Paterson and Mrs. Gretta Andrews, Secretary.

General Meetings - During the past year, there were three general meetings held and a fourth is being planned before the end of the season.

Mr. Thomas A. Fishbourne, Regional Advisor, National Employment Service addressed the Section on the counselling and placement services of the Youth Placement Bureau, his topic being "The World of School to the World of Work."

Mr. G.A. Aubertin, Assistant Director, Department of Social Welfare, City of Montreal was the guest speaker at another meeting in which he outlined the programme of that department.

A third meeting was organized to hear Miss Jean Gregory, Executive Director, The Greenwich Child & Family Service Inc., Greenwich, Conn., U.S.A., on the subject "The Family and Children's Agency as One Service." This meeting attracted professional social workers particularly as it concerned current developments of a technical nature in case work.

Committee Work - Subjects for committee study evolve out of expressed needs at general meetings, requests from agencies or assignments from other Sections and the Council Board.

Committee on Education for Marriage & Family Living - Members of the Case Work Section participated in the Council Committee on Education for Marriage & Family Living. Its assignment is completed and its report will be available shortly.

Committee on Convalescent Placement of Children - Several recommendations were made at the general meeting held last year on the subject "Lacks in Services for Handicapped Children." Convalescent placement was considered the most pressing one and a Committee was set up to study the extent of the need and to assess the present facilities offered for that kind of care. Both lay and professional people acted on the committee. They were representative of the children's and family agencies, the hospital social service departments and the convalescent hospitals. Out of this study standards for convalescent care will be developed.

Committee on Programme for Emotionally Disturbed Children - Recognizing the amount of study and planning which would be necessary to carry out another recommendation from that meeting, a sub-committee of the Executive Committee undertook to develop a plan for committee study on a community programme for the emotionally disturbed child. This committee will be appointed next season.

Committee on Inter-Agency Medical Referrals - To facilitate the coordination of work for the benefit of people receiving care concurrently from a Health organization, a Welfare agency, and a Hospital Social Service Department - a technical committee was formed to revise methods of Inter-Agency Medical Referrals.

Committee on Institutional Staff Training - The Committee on Institutional Staff Training appointed the latter part of last season has continued its study. This study is considered to be very necessary because of the proposed extensions in the institutional field and the need to clarify and establish standards for existing services. The committee's report will be dependent (as all such reports are) on the amount of support given by the existing agencies in examining their staff situations objectively and their being willing to share experiences with others in order that common agreement may be reached and sound recommendations made.

Other Activities - Although the primary responsibility of the Case Work Section is to its member agencies, it is also interested in fostering a close relationship with public agencies. To this end, invitations to general meetings have been extended to various government departments in the Federal, Provincial and Municipal fields. Participation by the personnel of such departments in committee work has been promoted. The Case Work Section believes that co-operation at the functional level is necessary for sound community planning.

Another concern of the Case Work Section was the responsibility it should take in promoting standards of care where there was a lack of sound welfare planning. This grew out of the development of a number of children's institutions in the vicinity of Montreal. Although these projects are not within the area served by the Council because of their proximity they cannot be ignored. Due to the lack of any welfare services in these areas, these institutions have developed without any well defined plan relative to other basic services. Their founders may be well intentioned people but over all planning is necessary before establishing such projects. The Executive Committee set down certain criteria necessary for such developments.

Conclusion - To carry the programme of the Case Work Section as outlined certain requirements are necessary. These requirements are 1) a definite concept of the job to be done, 2) responsibility compatible with the authority given, and 3) the line of responsibility clearly established. It is through the delegate representation of the Agencies that these requirements may be met, and if they are, the result is meaningful welfare planning. Responsibility is placed on delegates to interpret the agency's needs to the Section, to participate in the Section activities and to share the information thus gained with the agency. It is only in giving, taking and sharing that delegates acquire the vision necessary to keep the fruit whole while united in one basket.

(Signed) Eric I. Smit
CHAIRMAN

(Signed) Gretta Andrews
SECRETARY

GROUP WORK SECTION

Twenty recreation and informal education agencies have primary registration in the Group Work Section of the Montreal Council of Social Agencies. Fourteen other agencies, representing the health and case work fields, have secondary registration. The agencies appoint or elect three official delegates, usually two Board members and their Executive Director, to represent them in the Section. These individuals compose part of the official delegate body, the base of the whole Council structure.

One of the main concerns of the Section during the past season has been to clarify the function of this delegate body and establish clear channels of communication between the membership of the agencies on through the Executive Committee and the Section to the Board of Governors. This has proved a slow and arduous task but as this report continues, the methods used and the results obtained will become apparent. In addition to this official delegate body and the agencies it represents the Section has had close working relations with thirteen other recreation or informal education organizations who for various reasons are not members of the Council.

Executive Committee - Planning the work of the Section is the responsibility of the Executive Committee, appointed by the official delegates. It meets once a month. The main areas of concern during the past season have been the structure of the Section; the responsibilities of delegates; the training of personnel, both professional and volunteer; the use of the Social Service Index; programming, especially for children and youth; personnel practices; urban and day camping; family recreation; the use of films; civic recreation programmes; juvenile delinquency; and the relation of the Regional Committee of the Recreation Division of the Canadian Welfare Council to the Section. These concerns have been dealt with either through regular Section meetings, special meetings or in Committee.

Programme Committee - The function of this Committee is to plan and conduct general meetings. During the past season the procedure of holding luncheon meetings was continued. Guest speakers included Dr. Fritz Redl, Professor of Social Work, Wayne University, Detroit, Michigan, who spoke on "The Child, The Leader, and the Camp;" Miss Miriam Ephraim, Programme Director of the National Jewish Welfare Bureau, talked about "The Process of Programme Development;" Miss Catherine T. Hammett, Secretary of the Girl Scouts of America Inc., discussed "Day Camping - An Experience in Outdoor Living;" and Miss A.I. Vail brought to the group from her visit to England her views on "World Links in Recreation." A section of the Family Recreation Conference, sponsored by the Canadian Welfare Council, was organized and presented by this Committee and a closed meeting for official delegates was held to discuss and approve the report prepared by the "Committee on Personnel Policies and Practices", and to elect members to the Nominating Committee.

Personnel Policies and Practices Committee - As stated above this committee, after two years work, completed its assignment and presented a Code for Personnel Policies and Practices to the Executive Committee. It was accepted by this group and then passed on to a meeting of official delegates where it was thoroughly discussed and after certain changes accepted. Since then the Code has been distributed to agencies with a request that it be studied in Board and Staff meetings and used as a guide in formulating personnel practices. The

committee is still functioning and plans to assist in developing further adequate personnel practices in recreational agencies.

Girls' Work Committee - The oldest and one of the most active, this committee continues to carry on an extensive programme for developing an understanding of the type of leisure-time programmes needed for girls. It is composed of representatives of various organizations sponsoring girls' programmes, such as the Young Men's Christian Association, the Young Women's Christian Association, the Religious Education Council, Catholic Boys' Bureau, Community Centres, Boys' Clubs and the Parks and Playgrounds Association. Many of its activities are conducted by sub-committees. One such, Programme for Six to Eight Year Olds, started because the members were concerned about the lack of programmes for this age group.

At a supper meeting held last spring Mrs. C.H. Young presented to the group a paper that discussed the play interests of 6 to 8 year old children. Following this a Workshop was organized, and one morning a week, for five weeks, staff members met and under the leadership of Fritz Brandtner, Miss Anne Zaloha, Miss Grace Crooks, Mrs. E. MacDonald and others discussed the creative function of play and how it served to organize the abilities with which children are endowed. The results of this work and the material presented and discussed have already found their way into agency programmes. The committee is now in the process of assembling this material for distribution to staff members and is planning to work on programmes for 9 to 14 year olds.

Another committee is gathering material on inter-cultural relations as they appear in the agencies and methods of using them to advantage in programme planning. The use of entertainment films in recreational agencies is also under investigation and a sub-committee is conducting a study of present practices in an effort to better this service.

The use of volunteers as club leaders is also on the agenda. This item is being studied in two parts - the first involves a study of the Report of the Symposium on Volunteer Motivations, which was sponsored by an Advisory Committee of the Community Chests and Councils of America Inc., and the second requires the development of more and better in-service training for volunteers.

A review and evaluation of all the work of the committee is being undertaken in relation to the function of the newly-organized Montreal Girls' Association.

Board and Committee Members' Institute - A committee was appointed in the spring of 1949 to start plans for an Institute to be held in November. Miss Norma J. Sims, Director of the Citizens Participation Department of Community Chests and Councils of America Inc., was invited to Montreal to give leadership in a two-day Institute geared especially to the needs of Board and Staff members of recreational agencies.

The Institute opened with a luncheon held in the Windsor Hotel at which Dr. D. Ewen Cameron spoke on "The Social Agencies and Mental Health." Three discussion sessions were held on the following topics "Board Function and Organization", "Board, Staff and Committee Functions," and "Community Relations". Miss Sims led these sessions and in addition addressed the evening meeting on "Our Function in a Democratic Society." There was a total registration of 130

people, representing 38 agencies. The value of this Institute to Board and Committee members and staff has been great.

Committee on Standards for Teen-Age Programmes - Plans for the development of this committee grew out of the needs of the agencies to discuss difficulties encountered in attempting to sponsor teen-age programmes. In preparing the terms of reference it was decided to explore the possibilities for programming with three groups - the directors of recreation centres, the supervisors of teen-age clubs and the teen agers themselves. The first two groups have completed their assignments and the third group is just about to do so. Montreal is having its first inter-agency Teen-Club Conference on Sunday, April 16th, in the Windsor Hotel. This Conference is being planned by representatives from nine teen-clubs. The young people, in consultation with staff members, have organized their own committees and made their own plans. The Conference will open at 1:30 p.m. with a fifteen minute inspirational talk. Following this, those present will move into five groups. The topics to be discussed were prepared by the teen-agers in committee and are on matters of importance to them, such as problems in club organization and structure, planning special programmes, handling racial and religious discrimination, working together to unite efforts for a better town in which to live. Tea is being served, then reports from the groups will be received and the evening will be spent in experiencing various types of programme material that can be used in Teen-Clubs.

The committee plans to formulate the decisions reached by the three groups and to prepare a statement on the recreational needs of the teen-ager.

Nominating Committee - The above committee has now become a standing committee of the Section. Its purpose, besides preparing a slate of officers, is to stimulate delegate participation.

Committee on Juvenile Gangs - At the moment this is an exploratory committee to investigate the development in various sections of Montreal of groups of young hoodlums. No recommendations have yet been formulated. However it would appear that a closer alliance between group and case work agencies in dealing with situations of this type might be helpful. The need for group workers trained in dealing with children showing serious behaviour problems has also been stressed. The committee plans to complete its preliminary work this Spring.

Other Projects - Committees have been appointed to work on the problem of recreation for the aged, and for single unemployed men; to review and implement certain recommendations deriving from the Camp Survey of 1941; and to study further the use of the Social Service Index by the recreational agencies. These committees are in various stages of development and much of their work lies before them.

Concluding Note - As the Executive Committee at its last meeting reviewed and evaluated this season's work, it expressed warm appreciation to all committee chairmen and members, who due to their enthusiasm and willingness to carry extra responsibilities had made the Section programme possible.

(Signed) A. Ann Silver
CHAIRMAN

(Signed) Sybil Ross
SECRETARY

HEALTH SECTION

The Health Section of this Council is charged with the responsibility of planning for the co-ordination of public and voluntary health efforts in this community so that the most effective health service may be given to all people in our constituency. Adequate treatment and prevention of physical and mental ill health must necessarily be a major concern of such a body as this Council, since health and welfare problems are so closely inter-related.

If this concept of closely linked problems and of undivided responsibility is accepted it is logical that the health section of a council of social agencies should be the centre from which leadership and constructive action should emanate towards the amelioration of unfavourable conditions, distress and suffering.

This report briefly outlines the scope of this Section's programme during the past year. It also indicates to some extent the many facets of our relationship as a coordinating body of health agencies with other groups and professions in the community.

The Section delegates represent voluntary health organizations, the English-speaking hospitals, the City Department of Health, and nursing and dental services. The objectives of the Section are as follows:-

1. To promote the coordination of public and private health work.
2. To serve as a forum for the discussion of health and sickness problems, policies and plans.
3. To develop new and to improve present standards of service through joint study and research of special problems.
4. To secure the improvement of existing health facilities and services and the establishment of new or additional facilities or services when needed.
5. To give moral support to existing departments of health in co-operation with local medical and dental societies.
6. To develop and conduct continuous public health.

Having accepted these as our objectives we, as a group, have an obligation to participate as effectively as possible in the solving of the problems of ill health and inadequate medical services. The basic medical needs are known and, while it is true, that in the last analysis only the medical profession can be responsibile for the quality of medical care given, from the broad point of view, the medical care of the people is a public concern and a community health programme should be based on a social policy.

This group knows very well the co-relation of poverty and economic status with sickness and disability. It is equally true that the lack of foresight and proper over all planning continues to cost the country untold loss in dollars, manpower, and human suffering. We were much heartened by the tremendous stimulation to development of positive health programmes made possible by the health grants of the Department of National Health & Welfare in cooperation with the provinces. Numerous enlarged and new projects are now under way in this city and province. Nevertheless Government can only provide services that the taxpayer will support and responsibility has been limited to certain categories

of people and to certain categories of medical care, leaving wide gaps in health services which are partially met by private agencies operating on limited budgets.

The problem of long-term illness - Abundant data have been compiled to show disturbing evidence of chronic or recurring disability affecting men and women at the time of life when they should be most useful and active, and at a time when their responsibilities are greatest. Long-term or chronic illness covers a multitude of conditions, age groups, and economic social levels, but there is a greater incidence of chronically ill patients in the lower economic brackets. These sufferers are increasing in number and proportionately in the population. We are faced with the growing problem of having to provide adequate facilities to meet their needs. The serious lack of resources in Montreal for this type of patient has caused grave concern to social agencies and hospitals for years. Today we find overcrowded hospitals providing custodial care for the chronically ill at the expense of acutely ill patients who cannot be admitted because of the shortage of beds. There are private nursing homes operated for profit for a few patients suffering from long-term illness, but on the whole, these homes are unsatisfactory, costs are prohibitive and the services frequently poor. Improved licensing control and insistence on good nursing standards might help an appalling situation, but, in reality such action would affect only a few of the many chronically ill who need medical care and sympathetic understanding.

The Health Section has been keenly aware of this urgent problem and definite efforts have been made to stimulate the development of adequate facilities for all types of patients suffering from chronic illnesses. Last year further steps were taken towards a programme for the chronically ill when a joint committee of the Health Section and Montreal Hospital Council representatives met with other interested individuals to study the matter. Subsequently, a technical committee under the co-chairmanship of Dr. J.E. de Belle and Dr. J.A. Boutin, was formed to outline ways and means of meeting the recognized need. These committees are still active and it is expected that before long the Montreal Hospital Council will bring down a decision as to the best procedures and methods to be adopted.

Provision of medical care for incurably ill patients in commercial Nursing Homes by Family Agencies - The pertinent question of provision for medical care in commercial nursing homes is receiving the serious consideration of the Executive Committee as it is becoming increasingly obvious that the service resources and the reduced budgets of the private family agencies will no longer permit them to assume responsibility for the provision of long-term care for chronically ill patients. A change of policy will, undoubtedly, have far reaching results in the community and the hospitals will be adversely affected. All of which points up very sharply the importance of immediate action towards the alleviation of a distressing situation.

Health Services available to governmental pensioners - Another closely allied problem is the lack of health services, other than hospitalization, under the Quebec Public Charities Act, for governmental pensioners in the Province of Quebec. This category includes recipients of Needy Mothers' Assistance, Old Age Pensions, and pensions to the Blind. There is no supplementation of pensions for medical care and the pensions are too low to pay for such services, therefore, the heavy responsibility which, properly is that of the state, for compassionate reasons is again carried by the philanthropic physician or the private agency.

Respective roles of public and private health services -- In the light of changing interests and government contributions to health and social welfare projects it is evident that there is need for a re-definition of the functions and the areas of responsibility of the voluntarily supported (private) health organizations as distinct from those of the tax-supported (public) health organizations. A committee was appointed under the chairmanship of Miss Isobel Black to evaluate wherein local public and private programmes, presently serving English-speaking clientele, are accepting their functions, and to determine the most desirable method of allocating such functions as between public and private health agencies.

Other Activities - An open public meeting was sponsored by the Health Section on November 15th, 1949 when Dr. Brock Chisholm, Director General of the World Health Organization, was the speaker. The subject of his address was "WHO IS RESPONSIBLE FOR THE HEALTH OF THE PEOPLE." This was a very well attended meeting and a particularly successful one. Dr. Chisholm's speech, to some extent, dealt with the specific role of the voluntary agency in relation to governments and other organizations. He stated that the need for voluntary effort and local leadership in the field of social welfare and health is greater than ever today. Only the pressure of informed citizens can make governments meet the health needs of the people, thus the volunteer type of social service is indispensable to a well integrated health programme. Next season this Section hopes that more meetings can be planned for all its official delegates.

From the standpoint of prevention the Health Section has given serious thought to the various recommendations which were made in the Montreal School Health Survey concerning the health of school children. A committee chaired by Dr. Hugh Burke has taken definite steps towards the implementation of recommendations made in the Survey regarding the Prevention and Control of Tuberculosis in Montreal School Children. A memorandum has been prepared and it is in the process of being submitted to the Directors of the various health departments of greater Montreal for consideration. There is evidence that the health departments are keen to act on the suggestions made and they have also been brought to the attention of the Quebec Federation of Home and School Associations at their meetings and through publication in the Federation's official organ.

Orthopaedic defects in Montreal School Children is another subject which has been taken up by the Executive Committee of the Health Section. Attention has been given to preventive methods and procedures which might be adopted in the Montreal schools. Simple tests have been developed and are used in schools in certain parts of the United States in order to discover and to prevent orthopaedic deformities through early recognition.

The Health Section of the Council has been represented on the Committee of the Council for the Guidance of the Handicapped, Unemployment Insurance Commission. This is an advisory committee consisting of knowledgeable people in the community, which has been set up to make suggestions and advise the Unemployment Insurance Handicapped Division regarding placement of handicapped persons. We have participated also in the work of the Children's Dental Committee of the Junior Red Cross and the Health League of Canada.

During the past year important steps have been taken by the Health Section in promoting a better state of physical and mental health in our community. Much

remains to be done and it is our sincere hope, with the continued co-operation of the public spirited citizens who comprise our Executive Committee and of the various health and welfare organizations in this city, a coordinated health programme will be launched to give the best and most economic health care to our constituency.

(Signed) Baruch Silverman, M.D.
CHAIRMAN

(Signed) Ina Young
SECRETARY

SOCIAL SERVICE INDEX

At a National Conference of Social Work some years ago, an outstanding social worker spoke thus of a Social Service Index. "There it stands, a quietly operating epitome of centralized information, coordination of effort and the effective prevention of waste." One need not search further for a more concise definition of the function and purpose of the Social Service Index. A brief review of the programme of the Social Service Index during 1949 will serve to indicate the extent to which it has fulfilled its function and achieved its purpose.

The history of the Index since its beginning in 1916 has been one of steady growth, of keeping pace with the rapid expansion of welfare services, greater in both volume and type, than in any previous era. Tangible evidence of this is to be found in the files of the Index which in December 1949 contained an approximate 450,000 cards. These cards constitute a centralized index to a vast accumulation of recorded data, mainly by social experts, concerning the problems of thousands of families and individuals who have sought help from various health and welfare agencies.

Throughout 1949 the Social Service Index continued to operate these files, providing a cooperative clearing service to 104 organizations which make up its membership. These organizations are both private and public and belong to all religious and racial groups. Membership however is limited to accredited agencies which meet certain standards of eligibility requirements relating to professional standards of performance and ability to use and safeguard confidential material. It need hardly be said that the Index can be successfully operated only on a basis of maintaining the confidential nature of the files.

The clearing service provided by the Social Service Index is devoted to the accurate identification of families and individuals enquired about by member agencies and the reporting of other agencies mutually interested. This service facilitates exchange of information, consultation and planning of agencies jointly concerned about a given family. The economy and efficiency of such a system are self-evident.

Overlapping of treatment, duplication of relief, conflicting advice, unnecessary investigations are cut to a minimum.

Greater coordination of effort among the agencies to give the maximum of prompt efficient aid to those in need is provided.

Agency responsibility for those who seek help is more readily determined, thereby avoiding the dissipation of the resources and skills of an agency in a hodge podge of unrelated meaningless activity to a miscellaneous collection of people. It is difficult to imagine the chaos and waste that would prevail in a City, as complex as Montreal, were it not for some such organized clearing service.

Statistics - Though figures cannot tell the whole story of human needs more sensitively and adequately met, the 1949 Annual Statistical Report of the Index does reveal vividly the scope and volume of its services to the community. 30,611 inquiries were handled in the English and French Departments, an average of 155 daily. Of these 19,924 or 66 per cent were identified. 7,547 notifications were mailed making a total of 38,155 reports. A decrease in the total

volume of inquiries was attributed largely to a more selective use of the Index by certain agencies, influenced possibly by the rising cost of clearance.

Finances - For twenty years Welfare Federation carried the full burden of financing the Index. During recent years there has been a gradual transference of financial responsibility to member agencies, a step in line with developments in other Indexes throughout Canada and the United States. During 1949 the majority of member agencies shouldered their share of the costs. This method of apportioning costs in accordance with use among member agencies is considered sound and business like, ensuring service to agencies at cost. Obviously there is a point below which operating costs cannot be reduced. The Index must have basic staff, equipment, and accommodation. From that point on the cost goes down when the volume goes up and vice versa. As the cost per inquiry is assessed on figures for the preceding year curtailment of inquiries during one year tends to increase the cost for the following year. During 1949 the cost per inquiry rose sharply; the result was a drastic curtailment of inquiries by certain agencies. As this curtailment may cripple the efficacy of an agency, as well as that of others, this has been the subject of grave concern involving much study and correspondence. The Social Service Index Advisory Committee, a standing committee of the Board of Governors of the Montreal Council of Social Agencies which acts on technical matters of procedure and policy pertaining to the Index met recently to consider new methods of allocating costs which would not place too much emphasis on the cost-per-inquiry and thus discourage inquiries. The French Department is not concerned with this problem of distribution of costs among member agencies as it is almost entirely financed by the Conseil des Oeuvres.

Educational Programme - Interpretation of the services of the Social Service Index has become an important item of the Index programme. Seventeen individuals and fourteen groups including students from the Schools of Social Work, and for Graduate Nurses, of McGill and the University of Montreal, have visited the Index for instruction in its scope of facilities. Any interpretation of the function of the Index presupposes interpretation of all aspects of social work. Its very set up lends itself to demonstrating in a concrete way the integrated process of the total welfare programme.

Staff - Throughout 1949 the Social Service Index was beset by many difficulties arising out of sickness and change in staff. To secure, train and retain the services of clerical workers possessing the essential qualities of accuracy and reliability, competency in filing and typing, and moreover with a keen appreciation of the confidential nature of their work, is of the utmost importance to the efficient and successful operation of the Index. With the present staff this problem appears to be solved.

Christmas Index - This report would not be complete without some reference to the Christmas Index which operated once again during December 1949, its purpose being to provide a more even distribution of Christmas cheer. The facilities of this Index were made available to Church, Service Clubs, business firms and social agencies interested in Christmas giving. 5,538 inquiries were handled and duplication prevented from one to nine times.

Conclusion - In conclusion this brief accounting of the performance of the Index points up what has long been recognized, that the Social Service

Index is a keystone in building agency cooperation. In fulfilling this function the Social Service Index belongs logically within the fold of Council activities where its services may be integrated into the broader programme of overall planning and coordination of community resources.

(Signed) Elizabeth Newcomb
CHAIRMAN

(Signed) A. Maude Storey
SECRETARY

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31st, 1949

INCOME

	Council	Index
Welfare Federation Grant	$ 34,539.35	$ 6,764.82
Membership Fees	1,836.00	
Social Service Directory	224.73	
Refunds - Office Supplies	45.29	
Hospitals and Social Agencies		1,679.54
Dept. of Veterans Affairs		1,462.76
Federation of Catholic Charities		382.44
Federation of Jewish Philanthropies		192.76
Dept. of National Health and Welfare		75.86
	$ 36,645.37	$ 10,558.18

EXPENDITURES

Salaries	$ 21,463.95	$ 7,692.65
Office Supplies	1,883.23	482.49
General Expense	4,830.96	2,383.04
Women's Voluntary Services	162.00	
McGill School of Social Work	7,000.00	
Special Surveys	1,015.79	
Social Service Directory	289.44	
	$ 36,645.37	$ 10,558.18

MONTREAL COUNCIL OF SOCIAL AGENCIES

1949

OFFICERS

President	-	Mrs. Andrew Fleming, M.B.E.
Vice-Presidents	-	Henry F. Hall
	-	Leslie Haslett
Hon. Secretary	-	Miss Eleanor Hamilton
Hon. Treasurer	-	Paul Drummond
Hon. Solicitors	-	Col. A.A. Magee, K.C., C.B.E.
	-	W.B. Scott, K.C.

BOARD OF GOVERNORS

Community Representatives

G. Egerton Brown
Mrs. F.B. Chauvin
Hon. Mrs. A.K. Hugessen
Peter Kilburn
Allan Magee
Mrs. Gordon Baxter Taylor
Mr. Carl Reinke

Case Work Section Representatives

G.B. Clarke
Mrs. C.M. McCrea
Mrs. W.K. Newcomb
J.W. Perks
Mrs. F.T. Rea
Eric I. Smit

Group Work Section Representatives

Henry F. Hall
Mordecai Kessler
Miss A. Ann Silver
Miss Anne B. Zaloha

Health Section Representatives

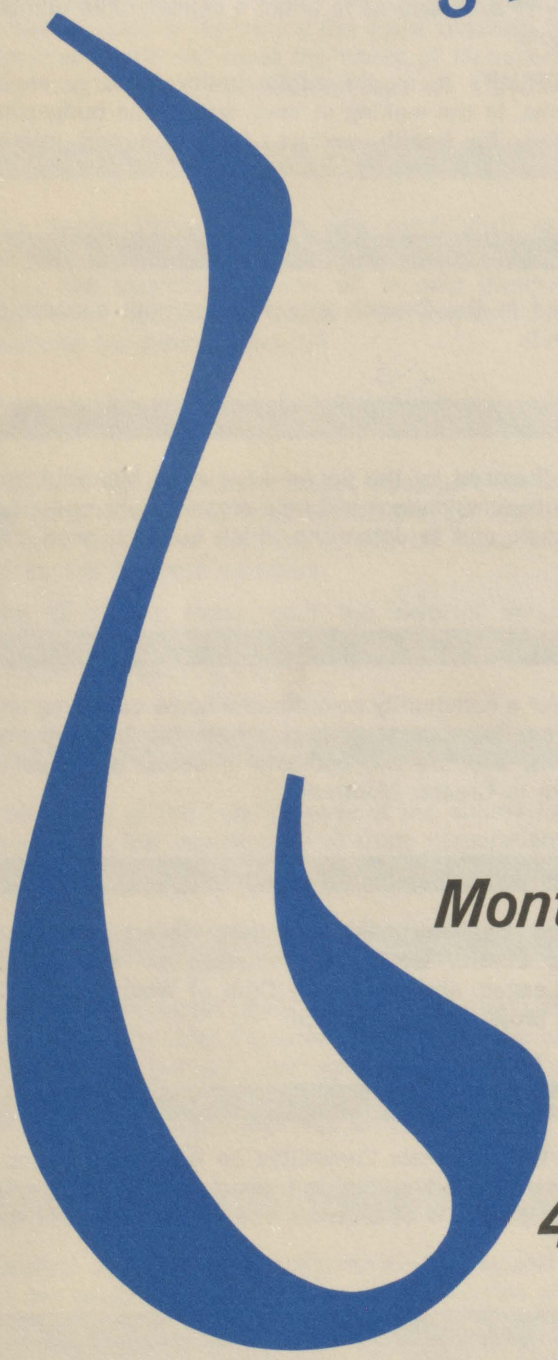
Dr. Donald Fleming
Mrs. Hubert Pasmore
Dr. Baruch Silverman

EXECUTIVE OFFICERS

Executive Director - Charles H. Young
Assistant Executive Director - Miss Gwyneth Howell

AUDITORS: Stevenson, Walker, Knowles & Co.

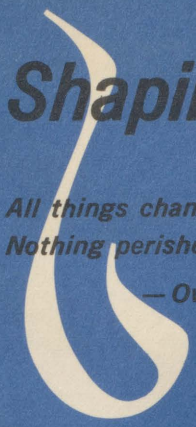
STREAMLINE



Montreal Council of Social Agencies

45th Annual Report 1964

Shaping the Council to Modern Needs



All things change,
Nothing perishes.
— Ovid

As a vehicle for community planning, the Montreal Council of Social Agencies celebrates its forty-fifth year of service by seeking to streamline itself to meet and act upon the currents of changing conditions in Greater Montreal. Through its new departments of planning and research, and through the participation of its members — both individuals and organizations — the Council hopes to achieve the following objectives:

TO MAINTAIN its relations with voluntary health and welfare organizations, and to develop a closer liaison with public departments and physical planning bodies.

TO SERVE as a centre for social research, planning, and action in matters of concern to the English-speaking sectors of the City, and to work in close co-operation with its French-Canadian counterpart, Le Conseil des Oeuvres de Montréal.

TO STUDY and act upon a limited number of problems which are both vitally important to the community and usually of such size as to affect a considerable number of people.

TO ATTEMPT to mould public policy in large social problems, in the making of laws, and in the budgetting of money for health, welfare, recreation and related purposes.

BREAKTHROUGH

A research facility has been established in the Council with the financial support of foundations and the Montreal Rotary Club.

CAMPS SURVEYED

The eight-camp survey, sponsored and financed by the Junior League of Montreal and Red Feather, has been completed. The recommendations will help organizations operating camps to improve the standards of camps, and to determine which children need this service most.

HOME CARE BLUEPRINT

The Council has completed a blueprint for a community co-ordinated home care program. It has recommended establishing a committee representing governmental, hospital and medical bodies, community organizations, and the two councils of social agencies to study and promote a home care program in Greater Montreal.

MORE FOSTER HOMES

The children's agencies of the three English-speaking welfare federations have established a Foster Home Recruiting Centre. Generously financed by a Montreal foundation, the Jewish Junior Welfare League, and the Rotary Club of Westmount, this three-year demonstration has become a project of the Council.

BRIEFS ON AGING

After presenting a comprehensive brief to the Senate Committee on Aging, the Council has been working with Le Conseil des Oeuvres de Montréal to prepare for a meeting with Quebec Ministries on those major social problems of older people which lie within the jurisdiction of the province.

UNITED FUND

The associate executive director of the Council has been loaned for six months to staff a committee, under the aegis of the Board of Trade and the Chambre de Commerce, looking into the possibility of organizing a united fund for Greater Montreal.

CHILD PROTECTION

A large representative committee has completed a brief which will ask the provincial government to strengthen laws and services for protecting neglected and abused children.

ALCOHOLICS' CENTRE

The persistent study and action of this Council in the field of alcoholism has been rewarded with the announcement that a treatment centre for alcoholics is to be established at Verdun Protestant Hospital. The Council now recommends that this centre co-ordinate all such facilities in the English-speaking community, and that Queen Mary Veterans' Hospital be used for in-patient care pending the completion of the Verdun Unit.

HOMEMAKER STUDY

The Council and Le Conseil des Oeuvres have agreed to undertake a joint study and action project to determine the steps required to establish Home Help and Homemaker Services which will meet the needs of Metropolitan Montreal. Other health and welfare organizations and interested groups are expected to participate in the project.

OLDSTERS HELP

The Senior Citizens Forum was established as a separate organization with its own board of directors. This three-year demonstration is designed to show what older adults — given the opportunity — can do to help themselves and their community. The Forum was made possible by funds from foundations and special friends. The Council will evaluate the project next fall.

CLEANING RECORDS

Sixty-one agencies made 13,358 clearings with the Social Service Index. The Council is studying how and to what extent member agencies are using the Index, how important it is to them, how its services may be improved, and what part cost plays in the extent of its use by some members.

The Christmas Index, with the help of volunteers, cleared 5,478 families for 104 organizations, thus avoiding 953 duplications, and worked closely once again with the Fichier de Noël.

RETIREES' STUDY

The survey of the health needs of the elderly has continued under a government grant, along with the co-operation of three corporations and their retired employees. Findings will be collated with a view to adapting them for use across Canada.

BETTER RECREATION

The Park Extension Area received an intensive study of its recreational needs and resources. The City Planning Department has co-operated by preparing a plan for the best use of present open space and needed additional space. Working through the Council, public and private organizations have established plans for a joint, experimental, play program for the area this summer.

NATION-WIDE

Council staff worked on provincial and national committees, supervised the field work of two social work students, undertook studies of agencies and helped them to find staff.

Information and Referral Service handled 3,533 inquiries or requests for help — an increase of 500 over last year — and 304 requests for special Christmas assistance.

Leaders

Past President — The Hon. Mr. Justice F. R. Hannen
President — Dr. Henry F. Hall
Vice-Presidents — William T. Stewart, Q.C.
— Mrs. Peter F. Kerrigan
Honorary Secretary — Mrs. Victor Michaels
Honorary Treasurer — J. C. Cushing
Honorary Solicitor — J. H. H. Robertson, Q.C.

Edward Barkoff
Dr. J. R. D. Bayne
Dr. Mimi Belmonte
Mrs. W. G. H. Doyle
Mrs. Michael Garber
Victor George
C. F. Harrington
C. Denys Heward
Miss Alice E. Johannsen
Dr. W. G. Krauser
Rolf Latté
Ralph S. Leavitt
Mrs. Daniel H. Lewis
Miss Lottie Lotheim
Mrs. A. H. McFarlane
W. E. Milton
Miss Patricia Morrison
John N. Parker
Mrs. Clifford B. Powell
John Purdie
Mrs. Mary Stevenson
John M. Wynn

Executive Director — Charles H. Young
Associate Executive Director — George E. Hart
Auditors — Stevenson, Blakely, Blunt & Co.

Finance

Income	Council	Index
United Red Feather Services	$80,451.00	$13,861.00
Membership Fees	4,260.00	
Publications	328.00	
Federation of Catholic Charities		1,074.00
Federation of Jewish Community Services		181.00
Department of Veterans' Affairs		334.00
Department of National Health and Welfare		33.00
Hospitals and other Agencies		4,289.00
Le Conseil des Oeuvres		735.00
	$85,039.00	$20,507.00
Expenditure		
Salaries	$71,540.00	$15,973.00
Office Supplies, Postage, etc.	4,645.00	988.00
General Expenses	8,854.00	3,546.00
	$85,039.00	$20,507.00

Member Organizations

Anglican Church of Canada, Diocese of Montreal
Baptist Churches — Eastern Ass'n
Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts of Canada, Mtl. Region
Boys' Clubs of Canada
Boys' Farm and Training School
Canadian Arthritis and Rheumatism Society, Quebec Division
Canadian Cancer Society (Montreal District Council)
Canadian Hemophilia Society, Quebec Chapter
Canadian National Institute for the Blind, Quebec Division
Canadian Red Cross Society, Quebec Division
Cancer Aid League Inc.
Cerebral Palsy Ass'n of Que. Inc.
Child Health Association
Children's Service Centre
Daily Vacation Schools
Dawson Boys' Club
Department of Veterans Affairs, Social Service Division
Evangelical Lutheran Immigration and Service Centre
Family Life Education Council
Family Service Association
Forward House
Girl Guides of Canada (Montreal Ass'n)
Girls' Cottage School
Girls' Counselling Centre
Grace Dart Hospital
Herzl Health Service Centre
Irish Protestant Benevolent Society
Jewish Child Welfare Bureau
Jewish Convalescent Hospital
Jewish General Hospital
Jewish Hospital of Hope
Jewish Immigrant Aid Services of Canada
Jewish Junior Welfare League
Jewish Vocational Service
John Howard Society of Quebec
Julius Richardson Convales't. Hosp.
Junior League of Montreal
Lachine Benevolent Association
Lakeshore Community Services
Mackay Centre for Deaf and Crippled Children
Maimonides Hospital and Home for the Aged
Marriage Counselling Centre of Mtl.
McGill School for Graduate Nurses
McGill School of Social Work
Mental Hygiene Institute
Montreal Association for the Blind
Montreal Association for Retarded Children
Montreal Boys' Association
Montreal Children's Hospital
Montreal Council of Women
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital
Montreal Girls' Association
Montreal Labour Council
Montreal Ladies Benevolent and Protestant Orphans Society
Mtl. League for the Hard of Hearing
Montreal Neurological Hospital
Montreal Nursery School Ass'n
Montreal Oral School for the Deaf
Mtl. Parks and Playgrounds Ass'n
Montreal Protestant Homes
Montreal Volunteer Bureau
Mount Sinai Sanatorium
National Council of Jewish Women, Montreal Section
Negro Community Centre
Neighbourhood House of Montreal
Occupational Therapy and Rehabilitation Centre
Old Brewery Mission Inc.
Presbyterian Church in Canada, Presbytery of Montreal
Quebec Camping Association Inc.
Queen Elizabeth Hospital
Reddy Memorial Hospital
Rosemount Boys' Club Inc.
Royal Edward Chest Hospital
Royal Victoria Hospital
St. Andrew's Youth Centre
St. Columba House
St. George's Society of Montreal
St. Laurent Neighbourhood Ass'n
St. Mary's Hospital
Salvation Army
Sheltering Home
Society for the Protection of Women and Children
Travellers' Aid Society of Montreal
Tyndale House
Unitarian—Church of the Messiah
United Church of Canada, Montreal Presbytery
University Settlement of Montreal
Verdun Protestant Hospital
Victorian Order of Nurses
Weredale House
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association of Montreal
Young Women's Christian Ass'n

"Once an alert administration mobilizes our national resources for full employment and community action, a final campaign in the war on poverty remains — the neglected campaign to improve the efficiency and quality of welfare service."

Wilensky & Lebeaux

Montreal Council of Social Agencies

48th ANNUAL MEETING
1968

AVE ATQUE VALE

On June 1, 1967 Mr. Charles H. Young retired as Executive Director of the Montreal Council of Social Agencies. Mr. Young had served for twenty-eight years as Executive Director of the Council and of United Red Feather Services. He continues his work with the latter organization. Mr. Young's long and remarkably fruitful career with the Council has spanned a period of revolutionary change in welfare services and in social attitudes. His contribution to the Montreal community and to the social welfare field during this period has been inestimable. The members and friends of the MCSA thank him for his devoted leadership and extend their best wishes for health and happiness in the future.

Dr. John W. Frei became the Council's first full-time Executive Director at the time of Mr. Young's retirement, coming to the Council from the position of Executive Director of the Urban Social Redevelopment Project. He holds degrees in engineering, commerce and administration, a doctorate in law and is a Master of Social Work from McGill University; he has practised, taught and written in each of these fields.

Having for the first time an Executive Director who has not been at the same time an executive officer of one of the community's welfare federations, the Council hopes to be able to play an even more active role as the chief planning, coordinating and social research body of the English-speaking and wider community.

PLANNING FOR CHANGE

One of the ways in which the Council can be most useful to the community is in assisting the agencies and organizations with which it works in re-evaluating the methods by which they bring services to the public. It must make available to them the results of research carried out by its own research department as well as relevant knowledge and experience gained elsewhere. It must stand ready to help them see the implications of such findings for their own areas of service and explore ways of changing so as to increase their effectiveness and efficiency. It must constantly examine new community needs and work with other agencies and groups to meet these needs.

PLANNING FOR SERVICES TO FAMILIES AND CHILDREN

The Report of the National Study Service was approved at the end of 1967 and action toward implementation is underway. United Red Feather Services has accepted responsibility for assisting its agencies which participated in the survey, and the Council is working with other Federations, the Conseil des Oeuvres de Montréal and government on those recommendations affecting the wider community.

COMMUNITY-WIDE WELFARE PLANNING

Many of the most critical problems faced by the people of our community can only be met by joint efforts in planning and action by all four Welfare Federations, the Conseil des Oeuvres de Montréal and the Council, often in concert with other groups. Among the needs which have been considered and are being attacked in this way are: the need for a Quebec public assistance law with adequate benefits pegged to the cost of living; the need for continued rent control to protect low-income families and persons on fixed income; the development of new arrangements between government and the voluntary agencies as regards budgetting, accountability and development of services; the need for uniform methods of reporting data in social agencies; child protection legislation, and the consideration of a reorganization of services on an area basis to better serve the community.

A major Brief to the Commission of Inquiry on Health and Social Welfare was prepared by the Council and the Conseil to suggest the direction of social policy for Quebec for the next two decades. More than 100 specific recommendations were made in all areas of human well-being.

Nursing home facilities, community based medical home care and homemaker and home help services were the subject of earlier joint briefs which, in the past year, have been brought once more to the attention of government but are still awaiting action.

MEETING PEOPLE WHERE THEY ARE

Supporting the efforts of local agencies and of groups of citizens has become a major responsibility of the Council. In the past year the MCSA has worked with the agencies of the South Area Council, the citizens facing expropriation in "Petite Bourgogne", and the founding agencies of "Pte. St. Charles Community Services". In this last project it has assumed special responsibility for the planning of local health services. The Council has worked closely with the Park Extension Community Corporation to involve local residents in planning for the services needed in their area.

YOUTH EMERGENCY SERVICES

Thousands of young people, many of them in distress, are expected in Montreal this summer. The Council, in cooperation with the Young Men's Christian Association and other concerned agencies and individuals, is planning a special three month project to mobilize community resources to assist them.

CO-OPERATIVE FAMILY ECONOMICS ASSOCIATION

In abeyance for more than a year, this Council project is now established and offering counselling, education and legal services to low-income families in the areas of budgetting and consumer credit.

SOCIAL AID COURSE

Two groups of students, already employed in welfare services, are pursuing this collegiate-level course on a part-time basis. The first full-time course for grade 11 graduates begins in September.

SOCIAL RESEARCH

Projects underway during the past year on the development of study areas for Montreal, the Foster Home Recruiting Centre and day care facilities for children have now been completed or are nearly so. Work has been undertaken on behalf of the Castonguay Commission and consultation given to many groups and agencies.

FOR SPECIAL NEEDS

The Advisory Group on Health is involved with the question of treatment facilities for alcoholics and the problem of services for after-hospital care. The Group on Aging is working on the financial problems of this age group; especially medical cards and assistance rates, and on facilities for care of the aged. The Group on Urban Renewal and Low Rental Housing has developed a position paper on urban and social renewal, studied Quebec's new Housing Corporation and the problem of rent control in the area.

INFORMATION AND REFERRAL

The Council operated a bilingual clearing and registering service for Christmas giving. Information and Referral Services were provided as in past years and many applications for employment in the social service field were dealt with. Long-term plans for this vital service will be made so that it may meet more effectively the increasing demands upon it.

CANADIAN AND QUEBEC WELFARE COUNCIL

The Montreal Council continues its active participation in the work of its senior partners. Council volunteers and staff are involved in many aspects of their work. Our Executive Director is President of the Quebec Welfare Council.

BOARD OF DIRECTORS — 1967-68

Past President:	Dr. Henry F. Hall
President and Chairman:	William T. Stewart, Q.C.
Vice Presidents:	Dr. Mimi M. Belmonte
	C. Denys Heward
Honorary Secretary:	W. J. C. Stikeman
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Chairmen of Standing Committees

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Vice Chairmen:	Dr. Ronald Bayne
	Dr. David Woodsworth
Public Information:	Major Norman A. Dann
Nominating Committee:	Mrs. Peter F. Kerrigan
Admissions and Standards:	John M. Wynn
Executive Director:	Dr. John W. Frei
Executive Assistant:	Edward N. Smith
Auditors:	Stevenson, Blakely, Blunt & Co.

FINANCE

INCOME

United Red Feather Services	$ 92,219.00
Membership Fees	5,292.50
Publications	180.19
Meetings	914.78
Camp Study	7.00
Association of Leisure Time Services of Quebec Inc. (ALQ)	13,914.93*
Deficit	91.89
	$112,720.29

*Includes $10,000 rec'd May 2/68 from ALQ to cover expenditures made on behalf of ALQ in 1967.

EXPENDITURE

Salaries	$ 85,504.77
Office and General Expense	27,215.52
	$112,720.29

FINANCE BY SPECIAL GIFTS

Research Department Expense	$ 62,351.50
Foster Home Recruiting Centre Expense	$ 19,738.56

MEMBER ORGANIZATIONS

Anglican Church (Diocese of Montreal)
Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts of Canada, Mtl. Region
Boys' Farm and Training School
Canadian Arthritis and Rheumatism Society, Quebec Division
Canadian Cancer Society (Montreal District Council)
Canadian National Institute for the Blind, Quebec Division
Can. Red Cross Society, Que. Div.
Cancer Aid League Inc.
Cerebral Palsy Ass'n. of Que.
Child Health Association
Children's Service Centre
Dawson Boys' Club
Department of Veterans Affairs, Social Work Consultants
Douglas Hospital
Family Life Education Council
Family Service Association
Forward House
Girl Guides of Canada
Girls' Cottage School
Girls' Counselling Centre
Grace Dart Hospital
Herzl Health Centre
Irish Protestant Benevolent Society
Jewish Child Welfare Bureau
Jewish Convalescent Hospital
Jewish General Hospital
Jewish Hospital of Hope
Jewish Immigrant Aid Services
Jewish Junior Welfare League
Jewish Vocational Service
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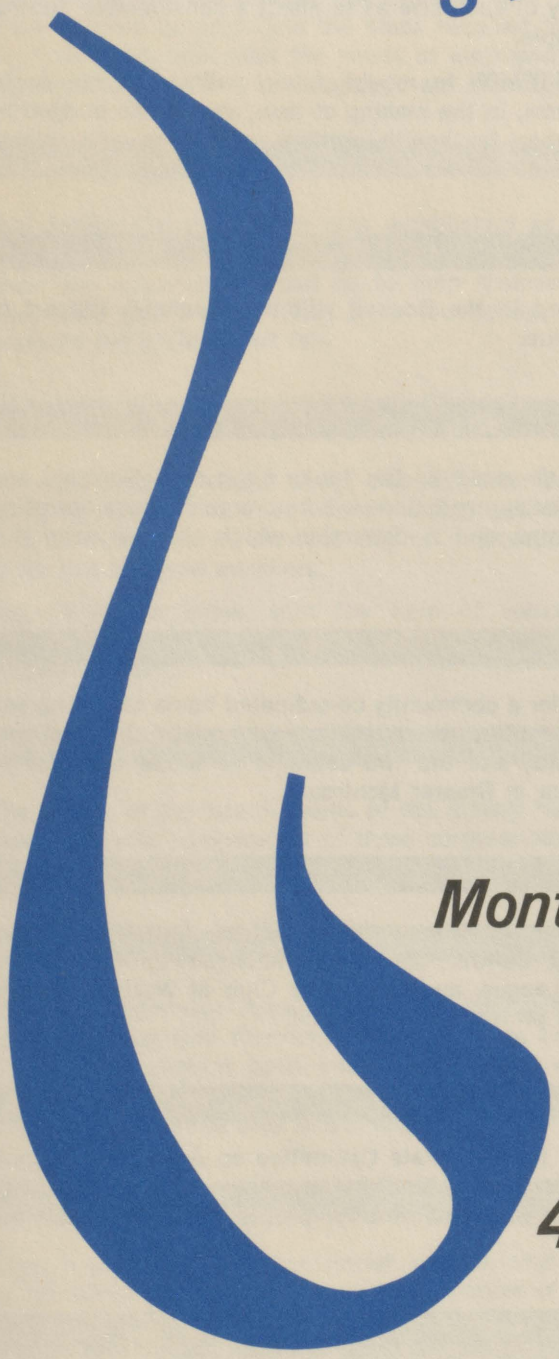
Montreal Boys' Association
Montreal Children's Hospital
Montreal Council of Women
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital
Montreal Girls' Association
Montreal Labour Council
Mtl. League for the Hard of Hearing
Montreal Neurological Hospital
Montreal Nursery School Ass'n.
Mtl. Oral School for the Deaf
Mtl. Parks and Playgrounds Ass'n.
Montreal Protestant Homes
Montreal Transition Houses Inc.
Montreal Volunteer Bureau
Mount Sinai Sanatorium
National Council of Jewish Women, Montreal Section
Negro Community Centre
Occupational Therapy and Rehabilitation Centre
Old Brewery Mission Inc.
Presbyterian Church (Presbytery of Montreal)
Quebec Ass'n. for Epileptics
Quebec Ass'n. of Churches (Baptist)
Quebec Camping Association Inc.
Que. Chap., Can. Hemophilia Soc.
Queen Elizabeth Hospital
Recreation for the Handicapped Inc.
Reddy Memorial Hospital
Rosemount Boys' Club Inc.
Royal Edward Chest Hospital
Royal Victoria Hospital
St. Andrew's Youth Centre
St. Columba House
St. George's Society of Montreal
St. Laurent Neighbourhood Ass'n.
St. Mary's Memorial Hospital
Salvation Army
Senior Citizens' Forum of Mtl.
Sheltering Home
Society for the Protection of Women and Children
South Shore Community Services
Summerhill House
Travellers' Aid Society of Montreal
Tyndale House
Unitarian — Church of the Messiah
United Church (Montreal Presbytery)
University Settlement of Montreal
Victorian Order of Nurses
Weredale House
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association of Montreal
Young Women's Christian Ass'n.

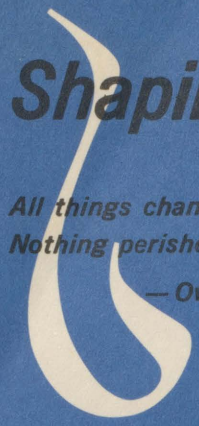
STREAMLINE



Montreal Council of Social Agencies

45th Annual Report 1964

Shaping the Council to Modern Needs



All things change,
Nothing perishes.
— Ovid

As a vehicle for community planning, the Montreal Council of Social Agencies celebrates its forty-fifth year of service by seeking to streamline itself to meet and act upon the currents of changing conditions in Greater Montreal. Through its new departments of planning and research, and through the participation of its members — both individuals and organizations — the Council hopes to achieve the following objectives:

TO MAINTAIN its relations with voluntary health and welfare organizations, and to develop a closer liaison with public departments and physical planning bodies.

TO SERVE as a centre for social research, planning, and action in matters of concern to the English-speaking sectors of the City, and to work in close co-operation with its French-Canadian counterpart, Le Conseil des Oeuvres de Montréal.

TO STUDY and act upon a limited number of problems which are both vitally important to the community and usually of such size as to affect a considerable number of people.

TO ATTEMPT to mould public policy in large social problems, in the making of laws, and in the budgetting of money for health, welfare, recreation and related purposes.

BREAKTHROUGH

A research facility has been established in the Council with the financial support of foundations and the Montreal Rotary Club.

CAMPS SURVEYED

The eight-camp survey, sponsored and financed by the Junior League of Montreal and Red Feather, has been completed. The recommendations will help organizations operating camps to improve the standards of camps, and to determine which children need this service most.

HOME CARE BLUEPRINT

The Council has completed a blueprint for a community co-ordinated home care program. It has recommended establishing a committee representing governmental, hospital and medical bodies, community organizations, and the two councils of social agencies to study and promote a home care program in Greater Montreal.

MORE FOSTER HOMES

The children's agencies of the three English-speaking welfare federations have established a Foster Home Recruiting Centre. Generously financed by a Montreal foundation, the Jewish Junior Welfare League, and the Rotary Club of Westmount, this three-year demonstration has become a project of the Council.

BRIEFS ON AGING

After presenting a comprehensive brief to the Senate Committee on Aging, the Council has been working with Le Conseil des Oeuvres de Montréal to prepare for a meeting with Quebec Ministries on those major social problems of older people which lie within the jurisdiction of the province.

UNITED FUND

The associate executive director of the Council has been loaned for six months to staff a committee, under the aegis of the Board of Trade and the Chambre de Commerce, looking into the possibility of organizing a united fund for Greater Montreal.

CHILD PROTECTION

A large representative committee has completed a brief which will ask the provincial government to strengthen laws and services for protecting neglected and abused children.

ALCOHOLICS' CENTRE

The persistent study and action of this Council in the field of alcoholism has been rewarded with the announcement that a treatment centre for alcoholics is to be established at Verdun Protestant Hospital. The Council now recommends that this centre co-ordinate all such facilities in the English-speaking community, and that Queen Mary Veterans' Hospital be used for in-patient care pending the completion of the Verdun Unit.

HOMEMAKER STUDY

The Council and Le Conseil des Oeuvres have agreed to undertake a joint study and action project to determine the steps required to establish Home Help and Homemaker Services which will meet the needs of Metropolitan Montreal. Other health and welfare organizations and interested groups are expected to participate in the project.

OLDSTERS HELP

The Senior Citizens Forum was established as a separate organization with its own board of directors. This three-year demonstration is designed to show what older adults — given the opportunity — can do to help themselves and their community. The Forum was made possible by funds from foundations and special friends. The Council will evaluate the project next fall.

CLEANING RECORDS

Sixty-one agencies made 13,358 clearings with the Social Service Index. The Council is studying how and to what extent member agencies are using the Index, how important it is to them, how its services may be improved, and what part cost plays in the extent of its use by some members.

The Christmas Index, with the help of volunteers, cleared 5,478 families for 104 organizations, thus avoiding 953 duplications, and worked closely once again with the Fichier de Noël.

RETIREES' STUDY

The survey of the health needs of the elderly has continued under a government grant, along with the co-operation of three corporations and their retired employees. Findings will be collated with a view to adapting them for use across Canada.

BETTER RECREATION

The Park Extension Area received an intensive study of its recreational needs and resources. The City Planning Department has co-operated by preparing a plan for the best use of present open space and needed additional space. Working through the Council, public and private organizations have established plans for a joint, experimental, play program for the area this summer.

NATION-WIDE

Council staff worked on provincial and national committees, supervised the field work of two social work students, undertook studies of agencies and helped them to find staff.

Information and Referral Service handled 3,533 inquiries or requests for help — an increase of 500 over last year — and 304 requests for special Christmas assistance.

Leaders

Past President — The Hon. Mr. Justice F. R. Hannen
President — Dr. Henry F. Hall
Vice-Presidents — William T. Stewart, Q.C.
— Mrs. Peter F. Kerrigan
Honorary Secretary — Mrs. Victor Michaels
Honorary Treasurer — J. C. Cushing
Honorary Solicitor — J. H. H. Robertson, Q.C.

Edward Barkoff
Dr. J. R. D. Bayne
Dr. Mimi Belmonte
Mrs. W. G. H. Doyle
Mrs. Michael Garber
Victor George
C. F. Harrington
C. Denys Heward
Miss Alice E. Johannsen
Dr. W. G. Krauser
Rolf Latté
Ralph S. Leavitt
Mrs. Daniel H. Lewis
Miss Lottie Lotheim
Mrs. A. H. McFarlane
W. E. Milton
Miss Patricia Morrison
John N. Parker
Mrs. Clifford B. Powell
John Purdie
Mrs. Mary Stevenson
John M. Wynn

Executive Director — Charles H. Young
Associate Executive Director — George E. Hart
Auditors — Stevenson, Blakely, Blunt & Co.

Finance

Income	Council	Index
United Red Feather Services	$80,451.00	$13,861.00
Membership Fees	4,260.00	
Publications	328.00	
Federation of Catholic Charities		1,074.00
Federation of Jewish Community Services		181.00
Department of Veterans' Affairs		334.00
Department of National Health and Welfare		33.00
Hospitals and other Agencies		4,289.00
Le Conseil des Oeuvres		735.00
	$85,039.00	$20,507.00
Expenditure		
Salaries	$71,540.00	$15,973.00
Office Supplies, Postage, etc.	4,645.00	988.00
General Expenses	8,854.00	3,546.00
	$85,039.00	$20,507.00

Member Organizations

Anglican Church of Canada, Diocese of Montreal
Baptist Churches — Eastern Ass'n
Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts of Canada, Mtl. Region
Boys' Clubs of Canada
Boys' Farm and Training School
Canadian Arthritis and Rheumatism Society, Quebec Division
Canadian Cancer Society (Montreal District Council)
Canadian Hemophilia Society, Quebec Chapter
Canadian National Institute for the Blind, Quebec Division
Canadian Red Cross Society, Quebec Division
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Marriage Counselling Centre of Mtl.
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McGill School of Social Work
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Montreal Association for Retarded Children
Montreal Boys' Association
Montreal Children's Hospital
Montreal Council of Women
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital
Montreal Girls' Association
Montreal Labour Council
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Society for the Protection of Women and Children
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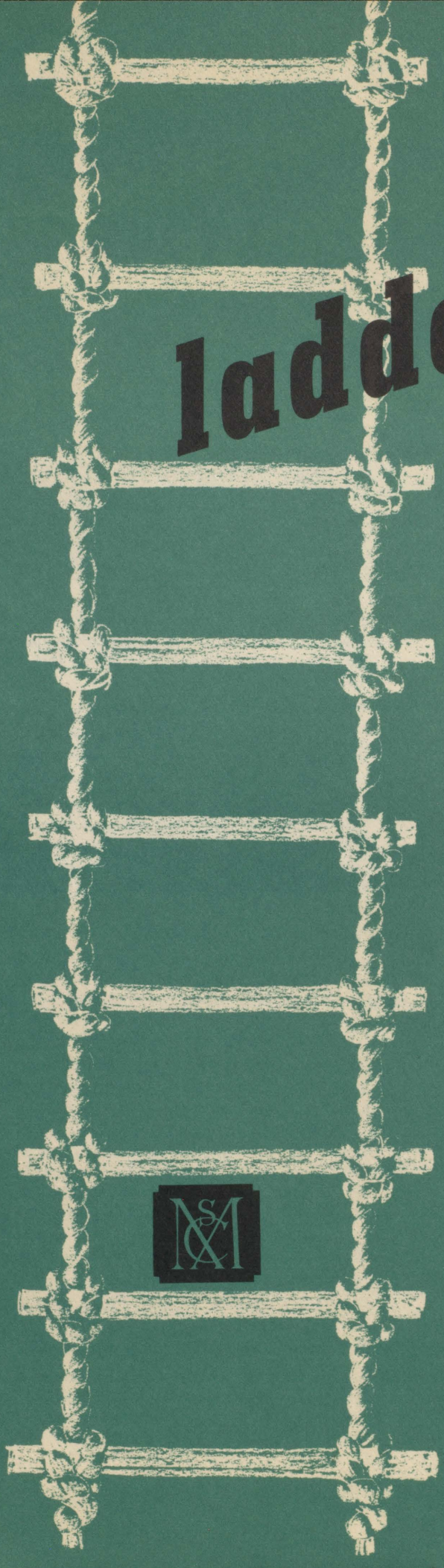
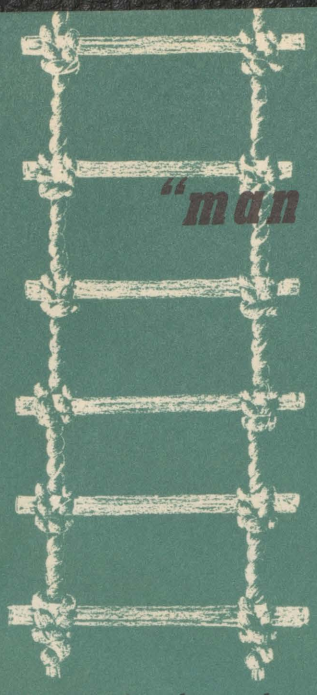
Unitarian—Church of the Messiah
United Church of Canada, Montreal Presbytery
University Settlement of Montreal
Verdun Protestant Hospital
Victorian Order of Nurses
Weredale House
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association of Montreal
Young Women's Christian Ass'n

ladders



montreal
council of
social agencies

44th
annual report
1963



"The strivings after better hopes, —
These things can never die"

"man and his community"

The theme of the 1967 World's Fair is "man and his world" and a sub-theme is "man and his community." We are in the childhood of the human race. We live in an age of aggression and acquisitiveness, an age of groping for peace and aid to the less fortunate. Many boys and girls are born into a family and community where they will be hungry, cold, poorly housed, deprived of education and skills by a cramped, apathetic environment, poorly paid or jobless, unhealthy, miserable. Life should be an adventure. The child should enter a world where he can grow up in the love of his parents, find beauty in nature and artistic expression, wonder at the infinite variety of man and at the ordered multitudes of the microscope and telescope, learn to serve God and his fellow man, discover the delights and heartaches of parenthood, and in old age enjoy a place and meaning in the community. Our work is to help carry the ladders by which families may climb from the half-world of misery to the world of adventure.

law inadequate

English-speaking organizations are concerned about the weaknesses in laws and services for protecting neglected and abused children. A large representative committee is preparing a brief on this subject to present to the provincial government in the near future.

central clothing room

Whether the community should invest in a central clothing room as a matter of priority will be answered by a study report before the end of June.

geared to child

Another class graduates from the two-year course for child care personnel. This course for English-speaking workers is administered by this Council and financed by the Protestant Committee of the Department of Education. Council is still trying to get the Youth Department of the Ministry of the Family and Social Welfare to take full responsibility for this course as it does for French-speaking personnel.

room for the old

Foundations and special friends generously gave $15,000 for a two-year demonstration of what retired people can do to help their community and themselves. This year the Forum got a director and an office, increased its membership to about 4,000, and opened a Rooms Registry for older people looking for inspected rooms at manageable rates.

towards happy age

A brief is to be presented at the end of May to the Senate Committee on Aging as a joint effort of the Older Persons and Health Sections of Council, the Federation of Catholic Charities, and the Federation of Jewish Community Services. This document sets forth the major problems of older people and the gaps in services for them and suggests ways in which governments can help to improve the situation. The main topics are research; economic needs; housing; employment; community participation, education, and recreation; health care; social services.

shut-in

The visiting of elderly shut-ins has been continued in co-operation with the Montreal Volunteer Bureau. Plans have been developed for an expanded service next year.

hunting facts

A volunteer has analyzed 1961 census figures to find the location, income, and certain other characteristics of people 65 and over in the Metropolitan area. Other volunteers have been compiling facts about home helps for the aged in Canada and other countries.

fun for handicapped

Since 1957 the Council has invested staff and money in demonstrating the need of recreational services for the handicapped, first in a pilot project and then in a new and uncertain agency. It became a separate agency this year and now provides service to the whole community.

epileptic centre

This Council has continued in partnership with Le Conseil des Oeuvres de Montréal in establishing a co-ordinating centre and central registry to serve epileptics on a community-wide bilingual basis. The agency has obtained a foundation grant, a charter, an executive director, and an office. On April, 1964, it began work under the names Association for Epileptics of Quebec and Association pour Epileptiques de Québec.

towards better health

After a delay for lack of money, the survey of the needs of retired employees pensioned from industry is able to continue as a result of a provincial government grant. Co-operating in the survey are the Council, the McGill School of Social Work, and the Jewish General Hospital. Social workers have now been engaged to obtain information on social and economic factors, housing, and the general health of the pensioners. The data will be compared with the results of similar American and European studies.

home care

A special meeting of people from the fields of health and welfare encouraged the Council to begin preparing a blueprint of a co-ordinated home care programme which would help to meet the needs of the chronically ill across the Montreal community. The Council will work closely with interested departments and organizations.

clearing-house

Sixty agencies made 16,475 clearings with the Social Service Index, up five per cent over last year. The purpose is to provide members with a quick, reliable, and economical means of clearing cases and thus enable agencies to do a better job of co-ordinating services to individuals and families seeking help.

The Christmas Index had its largest volume in 41 years. 112 organizations cleared 5,748 families, and 4,013 families were provided for. Volunteers helped with this work.

fact-giving

Citizens and organizations visit, phone, or write the Council for information on community health and welfare resources. This year the Council answered 3,374 requests, eleven per cent more than last year. Financial need, child care services, counselling, home help, health, recreation, old age and Christmas hampers were the problems most often raised.

camps overhaul

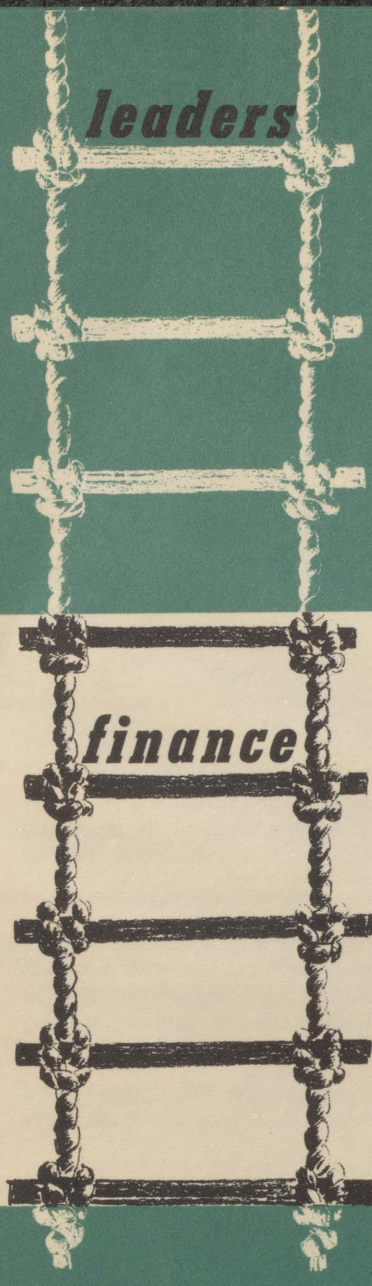
The eight-camp survey, sponsored and financed by the Junior League and Red Feather, is now in its final phase. Volunteers and technical staff last summer visited each camp, prepared a report on each, and discussed it with the committee and director responsible for that camp. Information and referral forms were returned by all the camps for the 2,400 children served. A group of Junior League volunteers and a research consultant have coded and processed this material for the IBM machine.

training lack

A serious lack of training courses for English-speaking personnel in public recreation and the need for more trained social group workers, especially in the private field, have been pointed up in a Council survey of recreation positions and methods of recruiting and training staff.

quebec-wide

The Council staff has worked actively on committees of provincial ministries on such important matters as the Financing of Family Agencies; Welfare Training Grants; and Leisure Time, Physical Education and Sports.



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Len V. Waller
Miss Winona Wood

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finance

Income	*Council*	*Index*
United Red Feather Services	$78,955.00	$12,076.00
Membership Fees	4,540.00	
Publications	197.00	
Directory of Health, Welfare and Recreational Services	12.00	
Federation of Catholic Charities		1,176.00
Federation of Jewish Community Services		220.00
Department of Veterans' Affairs		266.00
Department of National Health and Welfare		21.00
Hospitals and other Agencies		4,672.00
Le Conseil des Oeuvres		1,391.00
	$83,704.00	$19,822.00
Expenditure		
Salaries	$69,889.00	$15,431.00
Office Supplies, Postage, etc.	4,601.00	1,033.00
General Expenses	9,214.00	3,358.00
	$83,704.00	$19,822.00

member organizations

Anglican Church of Canada, Diocese of Montreal
Baptist Churches — Eastern Ass'n
Baron de Hirsch Institute
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Evangelical Lutheran Immigration and Service Centre
Family Life Education Council
Family Service Association
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PLANNING FOR CHANGE

One of the ways in which the Council can be most useful to the community is in assisting the agencies and organizations with which it works in re-evaluating the methods by which they bring services to the public. It must make available to them the results of research carried out by its own research department as well as relevant knowledge and experience gained elsewhere. It must stand ready to help them see the implications of such findings for their own areas of service and explore ways of changing so as to increase their effectiveness and efficiency. It must constantly examine new community needs and work with other agencies and groups to meet these needs.

PLANNING FOR SERVICES TO FAMILIES AND CHILDREN

The Report of the National Study Service was approved at the end of 1967 and action toward implementation is underway. United Red Feather Services has accepted responsibility for assisting its agencies which participated in the survey, and the Council is working with other Federations, the Conseil des Oeuvres de Montréal and government on those recommendations affecting the wider community.

COMMUNITY-WIDE WELFARE PLANNING

Many of the most critical problems faced by the people of our community can only be met by joint efforts in planning and action by all four Welfare Federations, the Conseil des Oeuvres de Montréal and the Council, often in concert with other groups. Among the needs which have been considered and are being attacked in this way are: the need for a Quebec public assistance law with adequate benefits pegged to the cost of living; the need for continued rent control to protect low-income families and persons on fixed income; the development of new arrangements between government and the voluntary agencies as regards budgetting, accountability and development of services; the need for uniform methods of reporting data in social agencies; child protection legislation, and the consideration of a reorganization of services on an area basis to better serve the community.

A major Brief to the Commission of Inquiry on Health and Social Welfare was prepared by the Council and the Conseil to suggest the direction of social policy for Quebec for the next two decades. More than 100 specific recommendations were made in all areas of human well-being.

Nursing home facilities, community based medical home care and homemaker and home help services were the subject of earlier joint briefs which, in the past year, have been brought once more to the attention of government but are still awaiting action.

MEETING PEOPLE WHERE THEY ARE

Supporting the efforts of local agencies and of groups of citizens has become a major responsibility of the Council. In the past year the MCSA has worked with the agencies of the South Area Council, the citizens facing expropriation in "Petite Bourgogne", and the founding agencies of "Pte. St. Charles Community Services". In this last project it has assumed special responsibility for the planning of local health services. The Council has worked closely with the Park Extension Community Corporation to involve local residents in planning for the services needed in their area.

YOUTH EMERGENCY SERVICES

Thousands of young people, many of them in distress, are expected in Montreal this summer. The Council, in cooperation with the Young Men's Christian Association and other concerned agencies and individuals, is planning a special three month project to mobilize community resources to assist them.

CO-OPERATIVE FAMILY ECONOMICS ASSOCIATION

In abeyance for more than a year, this Council project is now established and offering counselling, education and legal services to low-income families in the areas of budgetting and consumer credit.

SOCIAL AID COURSE

Two groups of students, already employed in welfare services, are pursuing this collegiate-level course on a part-time basis. The first full-time course for grade 11 graduates begins in September.

SOCIAL RESEARCH

Projects underway during the past year on the development of study areas for Montreal, the Foster Home Recruiting Centre and day care facilities for children have now been completed or are nearly so. Work has been undertaken on behalf of the Castonguay Commission and consultation given to many groups and agencies.

FOR SPECIAL NEEDS

The Advisory Group on Health is involved with the question of treatment facilities for alcoholics and the problem of services for after-hospital care. The Group on Aging is working on the financial problems of this age group; especially medical cards and assistance rates, and on facilities for care of the aged. The Group on Urban Renewal and Low Rental Housing has developed a position paper on urban and social renewal, studied Quebec's new Housing Corporation and the problem of rent control in the area.

INFORMATION AND REFERRAL

The Council operated a bilingual clearing and registering service for Christmas giving. Information and Referral Services were provided as in past years and many applications for employment in the social service field were dealt with. Long-term plans for this vital service will be made so that it may meet more effectively the increasing demands upon it.

CANADIAN AND QUEBEC WELFARE COUNCIL

The Montreal Council continues its active participation in the work of its senior partners. Council volunteers and staff are involved in many aspects of their work. Our Executive Director is President of the Quebec Welfare Council.

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Chairmen of Standing Committees

Planning and Research:	David Webb
Vice Chairmen:	Dr. Ronald Bayne
	Dr. David Woodsworth
Public Information:	Major Norman A. Dann
Nominating Committee:	Mrs. Peter F. Kerrigan
Admissions and Standards:	John M. Wynn
Executive Director:	Dr. John W. Frei
Executive Assistant:	Edward N. Smith
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FINANCE

INCOME

United Red Feather Services	$ 92,219.00
Membership Fees	5,292.50
Publications	180.19
Meetings	914.78
Camp Study	7.00
Association of Leisure Time Services of Quebec Inc. (ALQ)	13,914.93*
Deficit	91.89
	$112,720.29

*Includes $10,000 rec'd May 2/68 from ALQ to cover expenditures made on behalf of ALQ in 1967.

EXPENDITURE

Salaries	$ 85,504.77
Office and General Expense	27,215.52
	$112,720.29

FINANCE BY SPECIAL GIFTS

Research Department Expense	$ 62,351.50
Foster Home Recruiting Centre Expense	$ 19,738.56

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MONTREAL COUNCIL OF SOCIAL AGENCIES

Building Man's World

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FINANCE

INCOME	Council	Index
United Red Feather Services	$ 86,975.25	$13,089.39
Membership Fees	5,826.69	
Publications	35.11	
Social Service Directory	16.48	
Meetings and Institutes	976.76	
Charitable Appeals Study	8,524.82	
Federation of Catholic Charities		3,141.90
Allied Jewish Community Services		748.01
Camps Study	61.30	
Department of Veterans Affairs		518.32
Department of National Health and Welfare		8.11
Hospitals and Other Agencies		5,448.95
South Shore Community Services	1,238.96	
	$103,655.37	$22,954.68

EXPENDITURE		
Salaries	$ 86,387.41	$18,541.87
Office and General Expense	17,267.96	4,412.81
	$103,655.37	$22,954.68

FINANCE BY SPECIAL GIFTS

Welfare Research Department Expense	$ 42,998.80
Foster Home Recruiting Centre Expense	22,864,13

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Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
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EXPENDITURE		
Salaries	$ 86,387.41	$18,541.87
Office and General Expense	17,267.96	4,412.81
	$103,655.37	$22,954.68

FINANCE BY SPECIAL GIFTS

Welfare Research Department Expense	$ 42,998.80
Foster Home Recruiting Centre Expense	22,864,13

MEMBER ORGANIZATIONS

Anglican Church (Diocese of Montreal)
Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts of Canada, Mtl. Region
Boys' Farm and Training School
Canadian Arthritis and Rheumatism Society, Quebec Division
Canadian Cancer Society (Montreal District Council)
Canadian National Institute for the Blind, Quebec Division
Can. Red. Cross Society, Que. Div.
Cancer Aid League Inc.
Cerebral Palsy Ass'n. of Que.
Child Health Association
Children's Service Centre
Dawson Boys' Club
Department of Veterans Affairs, Social Service Division
Douglas Hospital
Family Life Education Council
Family Service Association
Forward House
Girl Guides of Canada
Girls' Cottage School
Girls' Counselling Centre
Grace Dart Hospital
Herzl Health Centre
Irish Protestant Benevolent Society
Jewish Child Welfare Bureau
Jewish Convalescent Hospital
Jewish General Hospital
Jewish Hospital of Hope
Jewish Immigrant Aid Services
Jewish Junior Welfare League
Jewish Vocational Service
John Howard Society of Quebec
Julius Richardson Convales't. Hosp.
Junior League of Montreal
Lachine Benevolent Association
Lakeshore Community Services
Lutheran Welfare Council of Quebec
Mackay Center for Deaf and Crippled Children
Maimonides Hospital and Home for the Aged
Marriage Counselling Centre of Mtl.
McGill School for Graduate Nurses
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Mental Hygiene Institute
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Montreal Labour Council
Mtl. League for the Hard of Hearing
Montreal Neurological Hospital
Montreal Nursery School Ass'n.
Mtl. Oral School for the Deaf
Mtl. Parks and Playgrounds Ass'n.
Montreal Protestant Homes
Montreal Transition Houses Inc.
Montreal Volunteer Bureau
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National Council of Jewish Women, Montreal Section
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Old Brewery Mission Inc.
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Quebec Camping Association Inc.
Que. Chap., Can. Hemophilia Soc.
Queen Elizabeth Hospital
Recreation for the Handicapped Inc.
Reddy Memorial Hospital
Rosemount Boys' Club Inc.
Royal Edward Chest Hospital
Royal Victoria Hospital
St. Andrew's Youth Centre
St. Columba House
St. George's Society of Montreal
St. Laurent Neighbourhood Ass'n.
St. Mary's Memorial Hospital
Salvation Army
Senior Citizens' Forum of Mtl.
Sheltering Home
Society for the Protection of Women and Children
South Shore Community Services
Summerhill House
Travellers' Aid Society of Montreal
Tyndale House
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Weredale House
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association of Montreal
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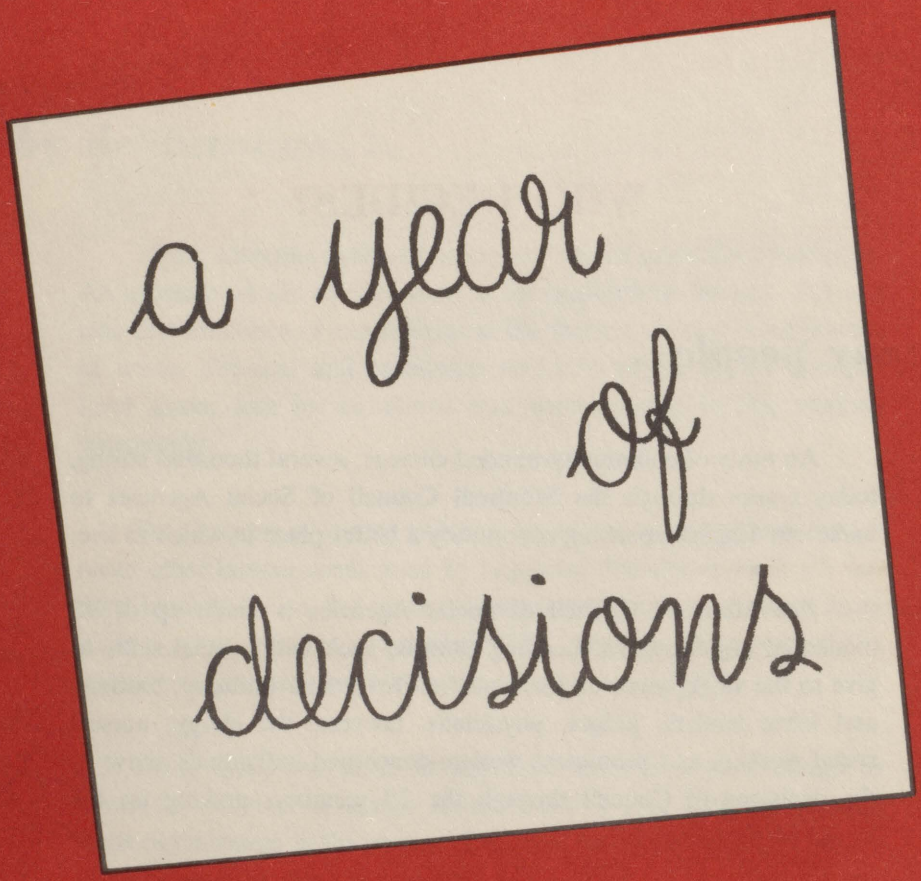

42nd Annual Meeting
Montreal Council of Social Agencies

WHO DECIDES?

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An army of community-minded citizens, several thousand strong, today works through the Montreal Council of Social Agencies to make our English-speaking community a better place in which to live.

The Montreal Council of Social Agencies is made up of 95 influential organizations. Leading citizens, each with special skills to give to the work, serve on its Board of Governors. Industry, business and labor leaders, judges, physicians, lawyers, the clergy, nurses, social workers and prominent welfare-concerned individuals arrive at the decisions of Council through the 29 members making up the Board of Governors.

Here you see democracy in action, *taking action* for the good of the community. Seventeen members represent the four sections of Council, each with its specialty — Case Work, Group Work and Recreation, Health, and the Older Persons Section. The sections elect their own representatives. The remaining 12 come from the community at large, and again in the democratic way, are elected to the Board at the Annual Meeting.

Thus you see a network of good will and thoughtful action spreading out through the community to deal with the manifold and changing problems which, untended, would damage the community's well-being (mental, moral and physical) and inevitably downgrade its stability and prosperity.

HOW DO THEY DECIDE?

by deliberation . . .

Think what this deliberation means, what it saves the community. An estimate of the savings runs to an incalculable amount. It's still true that an ounce of expenditure at the planning centre saves pounds of waste. Physical and emotional problems mean, at the financial level alone, loss in manpower and womanpower to the working community.

Duplications of service and over expansion of any welfare service mean other human needs must be neglected. Preventive work left undone because the needed money does not come to hand leads to more money spent later in correction. The chain reaction set off by improperly planned services seems to have no end.

Many questions must be answered when a request comes to Council — whether it comes from Council's own sections or from some organization in the community. No Council has sufficient money to do at once all that needs doing.

As in business, the setting of priorities calls for good judgment, the planning of how the program can be carried out and an assessment of the possibility of ultimate success. Social betterment programs make haste slowly. So fact-finding is an important part of Council business. No business man would act from insufficient data, neither can a Council.

Council places every move to be undertaken under strict scrutiny. It studies all newly proposed projects and ranks them in importance. Because the needs of a community always are in flux, Council tries to be aware of changes in community emphasis not only when they occur but before they occur.

BIG PROBLEMS

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Changes in Provincial legislation dealing with public assistance programs caused hardship to families and individuals requiring assistance. The Council, in collaboration with the Conseil des Oeuvres and the four Federations, under the auspices of the Inter-Federation Council, has been striving for planning for assistance on a sound basis. The Government's Provincial Committee is presently working closely with this group.

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This problem has occupied Council for many years. With hospital insurance the picture has become more complicated. A number of homes which formerly supplied long-term nursing care have been classified as *hospitals for the chronically ill.* Patients in these hospitals who, after a period of treatment, cannot be rehabilitated, must now either return to their own homes or go to a nursing home. There are comparatively few nursing homes and these are expensive. Council goes on trying to find ways and means of alleviating the problem.

need for research . . .

All sections of Council must have good, basic research done before they embark on their programs. This involves the whole matter of expansion and re-organization of services partly due to the present trend in great urban centres to flow out into the surrounding areas and the changing needs of the community itself. Research takes time and money and Council finds its resources inadequate to deal in depth with the situation.

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The lack of properly qualified professional workers has become nationwide and affects Council as it does all other welfare organizations. A National Committee on Education and Personnel has been set up to see what can be done to meet the shortage.

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Council has initiated a program directing public attention to the abilities and needs of older people today, which are vastly different than a few decades ago, and to the importance of providing facilities and opportunities which assist them to remain active and independent members of society. At present, public attitudes and practices deny this opportunity.

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Too many employers still require the retirement of competent people at age 65 and too many continue to be unwilling to hire workers who are more than 45 years old, regardless of their qualifications.

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There is a high probability that such "hard core" families exist in Montreal and pose a serious problem to agencies attempting to assist them. Council recognizes this as a big problem for the community and an even bigger problem from the point of view of trying to identify such families, treat them, and hopefully, to prevent families from becoming "hard core".

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For the majority of retired people rents and property taxes present serious problems. Housing in good supply and variety at rents within their incomes would assist greatly, but high cost of land in suitable areas has prevented such housing from being developed. Work on this continues.

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Public assistance rates and pension benefits are too low to meet minimum needs in the Montreal area.

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Council, which has been working on this problem for years, views the setting up of a program by the Family and Social Welfare Department of the Provincial Government with great interest. The program embraces education and research and aims to co-ordinate all agencies concerned with alcoholism.

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Council has taken a lead in studying the needs of seizure patients and has produced a study outlining what should be done with strong stress on a public education program to banish the myths concerning seizure patients which make their chances of employment far too slim.

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Council is working towards adequate residential treatment for these children and hopes to achieve concrete gains in the near future. It has made some gains and the plan now is for a series of inter-related facilities so that children can get the type of treatment they require *as* and *when* they require it.

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In a three-year pilot project Council demonstrated what could be done to bring much needed recreation to the handicapped people often imprisoned in the four walls of their homes with little chance for social contacts. The project proved successful and a new agency, Recreation for the Handicapped, Inc. has been born.

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To assist senior citizens to take an informed and responsible part in solving their own problems, Council established a new organization called the Senior Citizens Forum with membership open to people 60 or more years of age. The Forum will work closely with the Council.

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Westmount Rotary Club presented to the Family Service Association, Prospect House, a conversion project conceived and executed in co-operation with the Council, and providing housing for 18 persons.

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Council in co-operation with the McGill School of Social Work and the Geriatrics Unit of the Jewish General Hospital, initiated a survey of the health needs of the elderly. The questionnaire prepared by the London School of Economics for an international study is being used with adaptations to suit the local situation.

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IN THE PLANNING STAGE

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Council has just launched an attempt to set up a "resource guide" on budgetting for families in the moderate income group following the completion of its "Budgetting for Basic Needs" which was aimed at the lower income group but for whom this guide also will be useful. The guide will highlight a bibliography of resource material and will include an introductory statement dealing with counselling for sound budgetting.

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Now being planned are recreation services for the west end of the Island of Montreal following a recommendation from the Lakeshore Community Services.

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The Youth Protection Committee is working with representatives from the Federal Department of Justice Committee on a study of juvenile delinquency.

day camp sites . . .

Council is exploring possible sites for day camps within a radius of approximately 30 miles of the city because of intense over-crowding of the sites now being used.

chronically ill . . .

Council is planning a statement on standards for a guide for people faced with the problem of placing chronically ill patients and also plans to prepare a pamphlet concerning available "supportive" and rehabilitation services.

seizure patients . . .

Council is continuing to study ways and means of establishing facilities to serve epileptics in the French and English-speaking communities. It is working closely with Le Conseil des Oeuvres and other interested groups.

fitness program . . .

Council's concern with the Fitness and Amateur Sport Bill resulted in the visit of representatives to Ottawa and information concerning the bill was drawn up for Council members interested.

recreation for older persons . . .

Work is going ahead with the City of Montreal and the City of Westmount on the matter of extending their recreation services to older persons. The City of Montreal plans to establish four centres, one to open this summer.

local conference on aging . . .

A one-day conference on special aspects of aging will be held in the autumn by the Montreal Rotary Club in co-operation with the Council.

MAKING PEOPLE AWARE

publications . . .

During the year Council has produced a number of publications on specialized subjects which have been made available to those in the community who are interested.

Among them have been "An Agency is Born" which deals with Council's Recreation for the Handicapped project which proved successful and has led to the establishment of the new agency. "Proceedings of the Workshop on Sheltered Workshops" was published in April. Other publications include "Budgetting for Basic Needs", "A Directory of City Summer Programs", "A Guide to Community Services for Older People in the Montreal area", and "A Brief on Education for the Handicapped Child".

meetings . . .

Council staged many meetings ranging from a Delegate Assembly on group work and recreation to periodic section meetings during the year. Council board and staff members took part in many meetings dealing with member agencies or special topics and Council staff appeared before many organizations as speakers. All these events make the community more generally aware of the work of Council and what is does for the community.

In addition Council staff attended national conventions dealing with social welfare problems.

TV and radio . . .

Council members and staff appeared on a number of TV and radio panels dealing with specific welfare problems in our city and Council's thanks goes to both mediums.

newspapers . . .

As usual the newspapers contributed liberally of their space to make Council events known in the news columns, in editorial columns and in special columns. Without this support Council would have difficulty in having news of its work reach the public at large.

government . . .

Both at the Provincial and Federal Government levels, Council contributed its knowledge to special committee meetings and wrote Provincial and Federal Governments on specific problems. Council contributed to the Canadian Welfare Council's submission to the Royal Commission on Health Services and also is preparing a brief on Education of the Handicapped Child for submission to the Provincial Royal Commission of Inquiry on Education.

YEAR IN AND YEAR OUT

social service index . . .

The Index operates one common central clearing and registration file in co-operation with the Fichier Central of the Conseil des Oeuvres. Sixty-four of its 67 members made 15,092 clearings. Members registered 10,899 cases in 1961. Purpose is to provide members with a quick, reliable and economical means of clearing cases and thus enable agencies to do a better job of planning and co-ordinating services to individuals and families they are helping.

christmas index . . .

Busiest year reported since the depression years of the Thirties. One hundred and one organizations cleared 5,313 families and 3,797 families were provided for. This operates in co-operation with Fichier de Noel.

information and referral services . . .

This service was centralized as of July 1, 1961. All enquiries for information on community, health and welfare resources and all requests for services which come to Council and all others which come indiscriminately to the Red Feather Building are now directed to Room 301, 1040 Atwater Avenue. Requests received totalled 1,655 — 386 for financial assistance, 641 for information only and 628 for service.

commentator . . .

Council employs a part-time public relations officer who among other duties produces the "Commentator" three times a year dealing with Council activities and the latest welfare trends. Circulation of the Commentator is approximately 4,000.

news letters . . .

Council sections produce news letters periodically commenting on the activities of the sections and the progress being made on various issues.

consultation service . . .

This ranges from re-establishing a social agency needed by the community to recommending more funds to prevent false economy or to helping an agency look again at its expenditures and use less money to better effect.

WHO'S WHO

BOARD OF GOVERNORS — 1961

OFFICERS

Past President	**D. A. Hanson**
President	**Hon. Justice F. R. Hannen**
Vice Presidents	**Mrs. Philip Cumyn**
	Robert C. Rae
Hon. Secretary	**Mrs. Victor Michaels**
Hon. Treasurer	**Mrs. E. G. Cargill**
Hon. Solicitor	**J. H. H. Robertson, Q.C.**

COMMUNITY REPRESENTATIVES

Craig Ballantyne
Mrs. John Bland
Rev. Dr. J. A. Boorman
Frank E. Case
Hon. Justice F. R. Hannen
D. A. Hanson
Harold F. Kerrigan
Mrs. D. C. A. McEachran
Dr. Charles A. Roberts
Mrs. R. E. Stavert
Mrs. Colin Sutherland
Len V. Waller

CASE WORK SECTION REPRESENTATIVES

Mrs. E. G. Cargill
Mrs. Philip Cumyn
Miss Margaret Griffiths
Mrs. Peter F. Kerrigan
Mrs. Mary Stevenson

GROUP WORK AND RECREATION SECTION REPRESENTATIVES

Mrs. Ian W. Adair
Leonard E. Levine
Mrs. Victor Michaels
Robert C. Rae
Dr. Cecil D. Solin

HEALTH SECTION REPRESENTATIVES

Dr. J. R. D. Bayne
Dr. D. C. Bews
Dr. Orville F. Denstedt
Dr. P. G. Edgell

OLDER PERSONS SECTION REPRESENTATIVES

Mrs. F. E. Brydon
Mrs. Andrew Fleming
Norman H. McLeod

EXECUTIVE OFFICER

Executive Director — Charles H. Young

Associate Executive Director — Miss Gwyneth Howell
(Retired October 1961)

Auditors: Stevenson, Blakely, Blunt & Co.

WHAT OF MONEY?

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31st, 1961

INCOME	COUNCIL	INDEX
United Red Feather Services	$67,602.83	$ 9,395.33
Membership Fees	3,840.00	
Directory of Health and Welfare Services	555.64	
Publications	167.55	
Federation of English Catholic Charities		1,279.19
Federation of Jewish Community Services		236.94
Department of Veterans' Affairs		485.53
Department of National Health and Welfare		222.18
Hospitals and Other Agencies		5,008.00
Le Conseil des Oeuvres		1,375.50
	$72,166.02	$18,002.67

EXPENDITURE		
Salaries	$61,205.85	$14,100.15
Office Supplies, Postage, etc.	3,343.35	760.49
General Expenses	7,616.82	3,142.03
	$72,166.02	$18,002.67

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Anglican Church of Canada, Diocese of Montreal
Baptist Churches — Eastern Association
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Boys' Clubs of Canada
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Child Health Association
Children's Service Centre
Daily Vacation Schools
Dawson Boys' Club
Department of Veterans Affairs, Social Service Division
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Family Service Association
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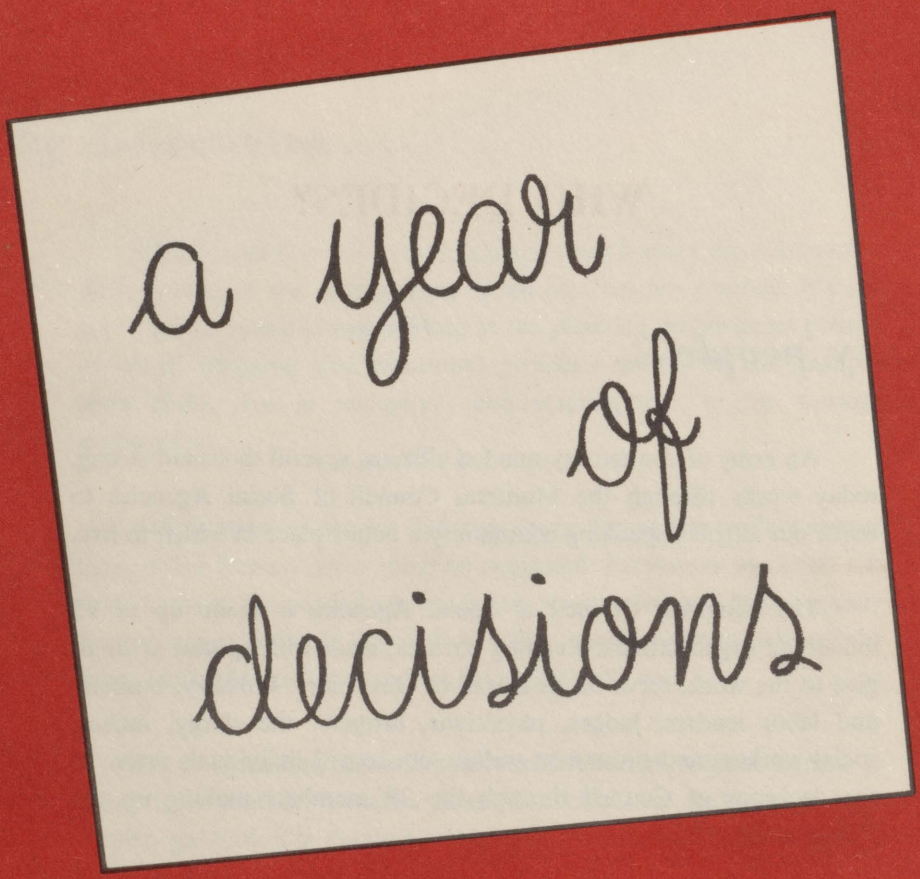

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Council is planning a statement on standards for a guide for people faced with the problem of placing chronically ill patients and also plans to prepare a pamphlet concerning available "supportive" and rehabilitation services.

seizure patients . . .

Council is continuing to study ways and means of establishing facilities to serve epileptics in the French and English-speaking communities. It is working closely with Le Conseil des Oeuvres and other interested groups.

fitness program . . .

Council's concern with the Fitness and Amateur Sport Bill resulted in the visit of representatives to Ottawa and information concerning the bill was drawn up for Council members interested.

recreation for older persons . . .

Work is going ahead with the City of Montreal and the City of Westmount on the matter of extending their recreation services to older persons. The City of Montreal plans to establish four centres, one to open this summer.

local conference on aging . . .

A one-day conference on special aspects of aging will be held in the autumn by the Montreal Rotary Club in co-operation with the Council.

MAKING PEOPLE AWARE

publications . . .

During the year Council has produced a number of publications on specialized subjects which have been made available to those in the community who are interested.

Among them have been "An Agency is Born" which deals with Council's Recreation for the Handicapped project which proved successful and has led to the establishment of the new agency. "Proceedings of the Workshop on Sheltered Workshops" was published in April. Other publications include "Budgetting for Basic Needs", "A Directory of City Summer Programs", "A Guide to Community Services for Older People in the Montreal area", and "A Brief on Education for the Handicapped Child".

meetings . . .

Council staged many meetings ranging from a Delegate Assembly on group work and recreation to periodic section meetings during the year. Council board and staff members took part in many meetings dealing with member agencies or special topics and Council staff appeared before many organizations as speakers. All these events make the community more generally aware of the work of Council and what is does for the community.

In addition Council staff attended national conventions dealing with social welfare problems.

TV and radio . . .

Council members and staff appeared on a number of TV and radio panels dealing with specific welfare problems in our city and Council's thanks goes to both mediums.

newspapers . . .

As usual the newspapers contributed liberally of their space to make Council events known in the news columns, in editorial columns and in special columns. Without this support Council would have difficulty in having news of its work reach the public at large.

government . . .

Both at the Provincial and Federal Government levels, Council contributed its knowledge to special committee meetings and wrote Provincial and Federal Governments on specific problems. Council contributed to the Canadian Welfare Council's submission to the Royal Commission on Health Services and also is preparing a brief on Education of the Handicapped Child for submission to the Provincial Royal Commission of Inquiry on Education.

YEAR IN AND YEAR OUT

social service index . . .

The Index operates one common central clearing and registration file in co-operation with the Fichier Central of the Conseil des Oeuvres. Sixty-four of its 67 members made 15,092 clearings. Members registered 10,899 cases in 1961. Purpose is to provide members with a quick, reliable and economical means of clearing cases and thus enable agencies to do a better job of planning and co-ordinating services to individuals and families they are helping.

christmas index . . .

Busiest year reported since the depression years of the Thirties. One hundred and one organizations cleared 5,313 families and 3,797 families were provided for. This operates in co-operation with Fichier de Noel.

information and referral services . . .

This service was centralized as of July 1, 1961. All enquiries for information on community, health and welfare resources and all requests for services which come to Council and all others which come indiscriminately to the Red Feather Building are now directed to Room 301, 1040 Atwater Avenue. Requests received totalled 1,655 — 386 for financial assistance, 641 for information only and 628 for service.

commentator . . .

Council employs a part-time public relations officer who among other duties produces the "Commentator" three times a year dealing with Council activities and the latest welfare trends. Circulation of the Commentator is approximately 4,000.

news letters . . .

Council sections produce news letters periodically commenting on the activities of the sections and the progress being made on various issues.

consultation service . . .

This ranges from re-establishing a social agency needed by the community to recommending more funds to prevent false economy or to helping an agency look again at its expenditures and use less money to better effect.

WHO'S WHO

BOARD OF GOVERNORS — 1961

OFFICERS

Past President	**D. A. Hanson**
President	**Hon. Justice F. R. Hannen**
Vice Presidents	**Mrs. Philip Cumyn**
	Robert C. Rae
Hon. Secretary	**Mrs. Victor Michaels**
Hon. Treasurer	**Mrs. E. G. Cargill**
Hon. Solicitor	**J. H. H. Robertson, Q.C.**

COMMUNITY REPRESENTATIVES

Craig Ballantyne
Mrs. John Bland
Rev. Dr. J. A. Boorman
Frank E. Case
Hon. Justice F. R. Hannen
D. A. Hanson
Harold F. Kerrigan
Mrs. D. C. A. McEachran
Dr. Charles A. Roberts
Mrs. R. E. Stavert
Mrs. Colin Sutherland
Len V. Waller

CASE WORK SECTION REPRESENTATIVES

Mrs. E. G. Cargill
Mrs. Philip Cumyn
Miss Margaret Griffiths
Mrs. Peter F. Kerrigan
Mrs. Mary Stevenson

GROUP WORK AND RECREATION SECTION REPRESENTATIVES

Mrs. Ian W. Adair
Leonard E. Levine
Mrs. Victor Michaels
Robert C. Rae
Dr. Cecil D. Solin

HEALTH SECTION REPRESENTATIVES

Dr. J. R. D. Bayne
Dr. D. C. Bews
Dr. Orville F. Denstedt
Dr. P. G. Edgell

OLDER PERSONS SECTION REPRESENTATIVES

Mrs. F. E. Brydon
Mrs. Andrew Fleming
Norman H. McLeod

EXECUTIVE OFFICER

Executive Director — Charles H. Young

Associate Executive Director — Miss Gwyneth Howell
(Retired October 1961)

Auditors: Stevenson, Blakely, Blunt & Co.

WHAT OF MONEY?

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31st, 1961

INCOME	COUNCIL	INDEX
United Red Feather Services	$67,602.83	$ 9,395.33
Membership Fees	3,840.00	
Directory of Health and Welfare Services	555.64	
Publications	167.55	
Federation of English Catholic Charities		1,279.19
Federation of Jewish Community Services		236.94
Department of Veterans' Affairs		485.53
Department of National Health and Welfare		222.18
Hospitals and Other Agencies		5,008.00
Le Conseil des Oeuvres		1,375.50
	$72,166.02	$18,002.67

EXPENDITURE		
Salaries	$61,205.85	$14,100.15
Office Supplies, Postage, etc.	3,343.35	760.49
General Expenses	7,616.82	3,142.03
	$72,166.02	$18,002.67

MEMBER ORGANIZATIONS – 1961

Anglican Church of Canada, Diocese of Montreal
Baptist Churches — Eastern Association
Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts of Canada, Montreal Region
Boys' Clubs of Canada
Boys' Farm and Training School
Canadian Arthritis and Rheumatism Society, Quebec Division
Canadian Association of Social Workers (Montreal English Branch)
Canadian Cancer Society (Montreal District Council)
Canadian Hemophilia Society, Que. Chapter
Canadian National Institute for the Blind, Quebec Division
Canadian Red Cross Society, Quebec Div.
Cancer Aid League, Inc.
Cerebral Palsy Association of Quebec, Inc.
Child Health Association
Children's Service Centre
Daily Vacation Schools
Dawson Boys' Club
Department of Veterans Affairs, Social Service Division
Evangelical Lutheran Immigration and Service Centre
Family Life Education Council
Family Service Association
Girl Guides Association, Quebec Council
Girls' Cottage School
Girls' Counselling Centre
Grace Dart Hospital
Herzl Health Service Centre
Imperial Order Daughters of the Empire, Montreal Municipal Chapter
Irish Protestant Benevolent Society
Jewish Child Welfare Bureau
Jewish General Hospital
Jewish Hospital of Hope
Jewish Immigrant Aid Services of Canada
Jewish Junior Welfare League
Jewish Vocational Service
John Howard Society of Quebec
Julius Richardson Convalescent Hospital
Junior League of Montreal
Lachine Benevolent Association
Lakeshore Community Services
Mackay Centre for Deaf and Crippled Children
Maimonides Hospital and Home for the Aged
Marriage Counselling Centre of Montreal
McGill School for Graduate Nurses
McGill School of Social Work
Mental Hygiene Institute
Montreal Association for the Blind
Montreal Association for Retarded Children
Montreal Boys' Association
Montreal Children's Hospital
Montreal Council of Women
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital
Montreal Girls' Association
Montreal Labour Council
Montreal Ladies Benevolent and Protestant Orphans Society
Montreal League for the Hard of Hearing
Montreal Neurological Institute
Montreal Nursery School Association
Montreal Parks and Playgrounds Ass'n.
Montreal Protestant Homes
Montreal Volunteer Bureau
Mount Sinai Sanatorium
Murray Bay Convalescent Home
National Council of Jewish Women, Montreal Section
Negro Community Centre
Neighbourhood House of Montreal
Occupational Therapy and Rehabilitation Centre
Old Brewery Mission, Inc.
Presbyterian Church in Canada, Presbytery of Montreal
Reddy Memorial Hospital
Rosemount Boys' Club, Inc.
Royal Edward Laurentian Hospital
Royal Victoria Hospital
St. Andrew's Youth Centre
St. Columba House
St. George's Society of Montreal
St. Laurent Neighbourhood Association
St. Mary's Hospital
Salvation Army
Sheltering Home
Society for the Protection of Women and Children
Travellers' Aid Society of Montreal
Tyndale House
Unitarian — Church of the Messiah
United Church of Canada, Montreal Presbytery
University Settlement of Montreal
Verdun Protestant Hospital
Victorian Order of Nurses
Weredale House
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association of Montreal
Young Women's Christian Association

TIME TO REPORT

1960

Another year has passed

Montreal Council of Social Agencies, 1040 Atwater Ave.

CONTENTS

PRESIDENT'S COMMENTARY

This year my comments on the work of this Council during the year that has passed will be brief. You will be receiving a condensed written Report, as you leave, which tells our story. Also we have a special speaker, Dr. Hall. We want him to have sufficient time and not feel rushed.

I scarcely need to tell this audience what the Council is or what it stands for. It is, of course, a membership organization. You are all participants. Our objectives you know, especially as in condensed form they were listed on the back of your card of invitation. We have all continued to try to achieve them.

Our interest down the years, in the promotion of necessary welfare measures through legislation, is showing heartening results. The social climate is changing. Of course we cannot claim to have brought about these changes unaided, but we have been in the vanguard, advocating certain social measures, some of them for more than forty years. Today we can report that the various levels of Government are more and more assuming welfare, health, education and recreation responsibilities, - loads which have become far too heavy for voluntary givers and volunteer citizen workers to carry.

No one can be happy about the large number of unemployed, but at last there is unemployment assistance - for those who have fallen off the unemployment insurance "belt" - available in this City and Province, which now make use of the Federal fifty-fifty grants for this purpose. Many families and homeless men who relied for aid or voluntary gifts - never sufficient - can now turn to public welfare authorities. Governmental interest in attempting to obtain employment for older workers, in promulgating schemes for training the unskilled, in longer and higher education and vocational training for youth, are all matters for congratulation. This applies also to the direct public social assistance provided through the municipalities - we naturally have most to do with the City of Montreal. Any may I say here, that our voluntary member agencies report that they have the utmost co-operation from public welfare and health officials on all three levels of Government - they are competent, understanding, intelligent men, and flexible in interpreting regulations to meet the needs of citizens in want of various types of assistance.

I cannot now refer to all the improvements which are rapidly taking place, in the child care field as in others. Last year I referred to the Psychiatric and Mental Health Services Survey which was completed by this Council and the Conseil des Oeuvres, financed by the Canadian Mental Health Association (Quebec Division). The recommendations of this survey are, piece-by-piece, being put into effect. We are hoping that the developments at the Verdun Protestant Hospital will, in a couple of years, aid in the solution of the problem of mental retardation - at all levels - of our English-speaking children. Since 1922, the Council has been urging the various Governments that have held office in this Province to make provision for these children. Right down the years the Council has advocated the duty of government in this area of welfare.

The coming of Hospital Insurance to Quebec is an important milestone. We earnestly hope that when the hospitals' preoccupation with early snags is

PRESIDENT'S COMMENTARY

ended, the pressure on them to provide beds for the acutely ill will force the hospitals to see that another perennial problem is met - planned and adequate services for the English-speaking chronically ill. We are told that 20% of beds in general hospitals are occupied by patients who might be in less expensive beds in chronically ill hospitals, if these were available. We also hear of empty beds in some institutions. The Council has pointed out the problems, had it surveyed independently, and suggested a possible solution; but until the hospitals in the light of their varying responsibilities and physical and financial situations can arrange to join in that or some other solution, seemingly there is nothing more the Council can do at this time.

About older persons we note an ever-increasing community interest. We expect that Westmount Rotary's new Prospect House, a residence for older people will soon be open; the Presbyterian Church's new project will also open this summer; and the United Church's Griffiths-McConnell residence is already completed. Congratulations are also in order to the Hebrew Old People's and Sheltering Home which is working on a three and a half million scheme which will provide also for their residents who become ill. This emphasis on care of the sick is particularly noteworthy.

And now I must soon stop. You will notice in the written report that our interest in Seizure Patients has reached the point where a request has been officially to Welfare Federation - new name United Red Feather Services - to finance a new service. While Federation has taken no final or formal action, it has been compelled to take what I might call a delaying or holding action for the reason that its Board cannot see its way clear to make commitments towards new services while a large accumulated deficit increases; nor until the result of inclusion of four new agencies in Red Feather is tested in the annual campaign; nor (to a lesser extent) while budgets of existing agencies are necessarily pared down by the Budget Committee. These considerations I fully recognize and respect; but it is rather frustrating for me - (ex-officio a member of Red Feather Board) to report to my Board of Governors that Council's fairly modest recommendations cannot be acted upon. But I am not disheartened and I am grateful to Mr. Norman, Chairman of the Board of Directors of Red Feather, who is sympathetic and hard-working and who has ideas in connection with Red Feather finances which may enable the proposed service to be established before too long.

The three-year project on Recreation for the Handicapped is already floated as an independent organization.

There are many other achievements - and also many more problems to be tackled by the in-coming Board.

Regretfully we are losing from our Board, a Vice-President, Mrs. Durnford; our Honorary Secretary, Miss Hodgson; and our Honorary Treasurer, Miss Kerry - all of whom have been most valuable Governors and have each served the full term of five years. The same applies to Mrs. Small, and to Mrs. Fleming who retires as chairman of the Older Persons Section and who has given long and valiant service to the Council; not only as a past President but in numerous other capacities. We lose also, because of other personal commitments, Miss MacSporran, Mr. McLaughlin and Mr. Justice Owen. My thanks to all. We shall expect to see you still at work in the Council. My thanks also to the continuing Governors for all their help and support.

It is now my pleasant duty to say a little something about staff. I am sure that the four Section Chairmen Mesdames Adair, Cumyn, Fleming and Dr. Denstedt, and indeed all committee chairmen would agree with me that without a loyal, devoted and super-intelligent staff to keep us on our toes, on the rails, and informed, we would not accomplish a great deal; and so I thank Mesdames Bishop, Burko, de St. Croix, Ross and Young, Executive Assistants, for their duty well done; and of course Miss Gwyneth Howell, who as Associate Executive Director, keeps an eye on everything including those Executive Assistants. Despite trying illness this winter and spring, she has been able as usual to successfully direct the work of Council, calling upon her tremendous fund of knowledge of people and those in this community and we are indeed grateful to her. Mr. Charles H. Young, our Executive Director, and our direct liaison with Red Feather, deserves our special thanks and compliments for laudably carrying the extra burden of complete Council direction when Miss Howell was ill.

I want to record also our thanks to the Press and Radio of Montreal for excellent coverage; to our newer T.V. friends; and to the co-operative Windsor Hotel.

Now, you will have noticed that when the Head Table guests were introduced, five of them represented Travellers' Aid. The National Travellers' Aid Association is holding its Region I Meeting in Montreal and the many registrants have joined us for lunch. And very welcome they are. It seems most appropriate, as when Dr. Hall was a Vice-President of this Council he chaired a committee which brought the Travellers' Aid Society of Montreal into being, and at present he is serving on its Board. It therefore gives me great pleasure to introduce him as our Guest Speaker today. His subject will be "The Indivisible".

F.R. Hannen, Q.C.
President.

May 24th, 1961.

REPORT OF THE BOARD OF GOVERNORS FOR THE YEAR - 1960

The written Report, to which Mr. Hannen has referred, deals to a large extent with the work of the four functional Sections of the Council. Delegates, volunteers and staff working together in the Sections accomplish most of the things about which a Council can report at an Annual Meeting. Mr. Hannen has already highlighted a few of these.

I want to talk for three or four minutes on some subjects which are of concern to more than one Section, or which have been dealt with by committees not within the Sectional structure, or which have been handled administratively. However, one needs to read the whole Report to get an idea of the total program.

An attempt to give official delegates and friends of the Council a more complete picture of what the Council does, why it undertakes certain tasks and how it works, was made by calling an assembly of all Council delegates this year. The Group Work and Recreation Section provided the impetus. Mrs. Victor Michaels was chairman and Miss Ross was chief of staff. It was very successful. Two hundred and seven people came and asked plenty of questions - which no one has a chance to do at an Annual Meeting. We must repeat the experiment.

Another Institute or Workshop in which we played a lesser part was on "Social and Occupational Adjustment of the Psychiatric Patient". This had wide community coverage as the main sponsors were The Rotary Club of Montreal and the Canadian Mental Health Association (Quebec Division). Dr. Denstedt and Miss Young from the Health Section represented the Council on the organizing committee.

These are just two examples of the educational or informational responsibilities of the Council. You will find several more if you dip into the written Report.

The Central or Administrative Services of the Council - of which the Social Service Index is the main one - must be dealt with in short order - although they take up much of Council staff time. First, a Consultation Service is provided which ranges from re-establishing a social agency needed by the community, but which has run into heavy weather, to discussion with individual citizens of ideas for setting up unnecessary social services. The former may include the slow business of helping the Board members re-shape policy; finding new Executive staff - never easy; recommending more funds to prevent false economy, or helping the agency to look again at its expenditures and use less money to better effect. This kind of job usually represents danger and also provides an opportunity - that is, first crisis, and then slow change. Most of this work cannot be advertised.

Council also gives a Public Information Service provided through staff information and consultation; by the issuing of publications, widely distributed, for instance the report - "Budgeting for Basic Needs" and the pamphlet "Your Later Years", together with regular issues of COMMENTATOR; the 13th edition this year of the Directory of Health, Welfare and Recreation Services in Montreal - (no one should be without it - order one price $1.00); also by means of press and radio releases, T.V. public speeches; and the holding of many public meetings

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on important issues. Then there are all the applications for employment of all types - usually not ones we can use. Finally there are the applications for social assistance - around 400 a year, and there are always Surveys with their special committees coming up - quite a number on hand relating to placement facilities for Adolescent Girls, Summer Camps, South Shore problems, the Blind, etc.

Board of Governors, volunteer citizens, official delegates, professional staff, clerical staff, planning together - the work gets done.

"For some must watch,
While some must sleep,
So runs the world away."

Respectfully submitted, I move the adoption of this Report,

(Signed) Gwyneth Howell,
Associate Executive Director.

May 24th, 1961.

CASE WORK SECTION

The Case Work Section of the Council concentrated to a large extent, as it has in the past, on the production of general Section meetings. Under the Section chairmanship of Mrs. Philip Cumyn, the Executive Committee consisting of Community and Agency representatives appointed by a Nominating Committee, met regularly approximately once monthly from October to May to appoint Committees, receive reports and through its Program Committee to plan the General Section meetings which took place once a month during the fall, winter and early spring. The programs were planned to interest volunteer and professional delegates, as well as other interested individuals in the welfare developments in the province, particularly in the local area. This year there have been five such meetings with an average attendance of more than 100. 1) A visit to, and discussion about, a provincial vocational and training centre; 2) two papers on the professional training of social workers; 3) a playlet presentation on the problems of working mothers; 4) an historical paper on "Welfare Organization and Service in the Province of Quebec"; 5) a description of the structures and functions of the various Diocesan Social Service organizations in this Province.

Emotionally Disturbed Children

The implementing Committee (Chairman, Dr. B. Silverman) established two sub-committees both of which were active this year.

1. Sub-Committee on Residential Centre - (Chairman, Mrs. M.B. McCrea) - has representation from the English-speaking community (Protestant, Roman Catholic and Jewish). Its emphasis has been on determining a) the need for a residential centre and b) the type of centre most urgently required. With the co-operation and participation of a number of facilities in the community a live survey is being conducted for this purpose. The Committee is also studying the settings, services, staff costs, etc., of a number of residential centres in the United States and Canada.

2. The Sub-Committee on Strengthening Existing Psychiatric Facilities - (Chairman, Mrs. M. Lanthier) got off to a late start due to the illness of the Chairman, but it has already mapped out its areas of enquiry and study with a view to obtaining the goal its name implies. Because there have been a number of changes made in existing facilities since our report was published, a review of the services offered by these facilities is presently being undertaken. This sub-committee consists of representatives from hospital social service departments and agencies as well as psychiatrists who have worked, and have a particular interest, in these settings.

Family Budgeting - (Chairman, Miss M. Currie) - after approximately two years work which included a variety of studies and surveys, this Committee has compiled a standard guide to budgeting for families on low income or in receipt of financial assistance. It is intended to assist agencies and government departments to budget for low incomes as well as for counselling families on how to put their incomes to the best and most economical use. The eight basics required to maintain health, decency and self-respect have been itemized under headings including shelter, food, clothing, personal care, household supplies, utilities, water tax, and fuel for home heating. Amounts and costs have been carefully computed for the different age groups, sexes, size of family, etc. It is published in a form which will lend itself easily to additions when amounts

CASE WORK SECTION

and repricing changes occur. Periodic reviews of the material will be undertaken for this purpose.

Homemaker Services - (Chairman, Mrs. P. Cumyn) - This Committee has not been active this year but it is not discharged because it is hoped that with the rapidly expanding public welfare services in the province and particularly in Montreal Homemaker Services, the need for which the public welfare departments are very much aware, will be developed. If and when this development occurs, the Committee's contribution on the basis of its knowledge and study of the subject could be extremely useful.

Standards for Day Care of Children - (Chairman, Mrs. J.G. Shannon) - This Ad Hoc Committee was not re-convened during the past year because in the previous year it had done everything possible to bring to the attention of the Municipal and Provincial Departments the need for adequate standards.

Dr. Dubreuil of the Municipal Department had been attempting to amend the local by-laws, not too successfully at that time, but he did not wish the intervention of the Committee. The Committee however, was not discharged because again it was hoped that the knowledge of this group could be put to use when and if required. Recently the secretary in correspondence with Mr. Guay of the Provincial Department of Social Welfare regarding his present study of legislation for Standards on Foster Home Care for children called to his attention the need for legislation for standards on Day Care. Mr. Guay intimated that this area would also come under study in the near future. The Committee can be re-convened therefore when necessary.

Multi-Problem Families - (Chairman, Miss L. Lotheim) - This is an active, hard working Committee with representation from the four major family agencies (Protestant, French Roman Catholic, English Roman Catholic and Jewish), one child care agency, one English and one French hospital social service department, the two schools of social work, and both councils. It has now reached the stage where, having defined the term "multi-problem families" and the categories under which they can be identified for purposes of 1) study, and 2) service, agency directed action can be taken. The method whereby this can be attained is still being given consideration, as is also the research aspect which will have to be developed to synchronize with the action.

Youth Protection Committee - (Chairman, Mr. W.F. Shepherd) - While this Committee has not been active during the past year, the two Sub-Committees it established have been "hyper active". The first Sub-Committee - "Training of Personnel" - Chairman, Mrs. C.E. Woolgar - after much work and with the co-operation of the Youth Protection Department, succeeded in interesting the Protestant Committee of the Provincial Department of Education to 1) finance a two year course of training for child care personnel in institutional settings and 2) give certification to successful graduates of the course.

The second Sub-Committee - "Curriculum" - (Chairman, Professor Margaret Griffiths) - gave a great deal of thought and "meeting time" to the establishment of a curriculum which would a) be useful to the candidates and their employing agencies and b) meet the requirements of the Protestant Committee. The selection of instructors who could base their courses on the content outlined in the "curriculum" was given very careful consideration. These were chosen to the satisfaction of the Sub-Committee and were approved by the Protestant Committee.

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Multi-Problem Families - (Chairman, Miss L. Lothian) - This is an active, hard working Committee with representation from the four major family agencies (Protestant, French Roman Catholic, English Roman Catholic and Jewish), one child care agency, one English and one French hospital social service department, the two schools of social work, and both councils. It has now reached the stage where, having defined the term "multi-problem families" and the categories under which they can be identified for purposes of 1) study, and 2) service, agency directed action can be taken. The method whereby this can be attained is still being given consideration, as is also the research aspect which will have to be developed to synchronize with the action.

Youth Protection Committee - (Chairman, Mr. W.F. Shepherd) - While this Committee has not been active during the past year, the two Sub-Committees it established have been "hyper active". The first Sub-Committee - "Training of Personnel" - Chairman, Mrs. C.E. Woolgar - after much work and with the co-operation of the Youth Protection Department, succeeded in interesting the Protestant Committee of the Provincial Department of Education to 1) finance a two year course of training for child care personnel in institutional settings and 2) give certification to successful graduates of the course.

The second Sub-Committee - "Curriculum" - (Chairman, Professor Margaret Griffiths) - gave a great deal of thought and "meeting time" to the establishment of a curriculum which would a) be useful to the candidates and their employing agencies and b) meet the requirements of the Protestant Committee. The selection of instructors who could base their courses on the content outlined in the "curriculum" was given very careful consideration. These were chosen to the satisfaction of the Sub-Committee and were approved by the Protestant Committee.

More recently this Sub-Committee has been engaged in setting up a) the curriculum for the second year, b) a statement regarding the training program for child care personnel in children's institutions and c) an outline for "performance rating".

The Sub-Committees have also been meeting periodically with the course instructors and the agency directors and/or supervisors. These meetings have been held to a) maintain the interest and participation of the agency directors and/or supervisors, b) gain their impressions regarding the students' reactions to the course and the effect on other staff members, c) interpret the "rating scale" and how it is to be used to evaluate the students' improvement in the various areas of their work, i.e. "performance on the job". The marks achieved in performance will be added to the marks received in written examinations on the ratio of 25 for performance to 75 in examination amounting to x marks achieved out of 100. The reason for adopting this method was to exclude the possibility "of under-rating good child care personnel whose limited ability to express themselves in written examinations might not be sufficient indication of their ability to a) profit from the course and b) "perform well on the job".

This Sub-Committee will remain active during the coming year, i.e. until the two year course is completed.

The Committee has successfully demonstrated that a course of training for institutional child care personnel <u>can be</u> established. In the French-speaking community a course for this purpose (the curriculum and length of course is different from ours) has been established by the "Centres de Socio-Pedagogie" under the aegis of the Youth Protection Department of the Ministry of Family and Social Welfare. It is felt that responsibility for a course for the English-speaking community should perhaps also be undertaken by this Governmental department, attempts will be made during the coming year to clarify the situation since it is the very strong conviction of this Committee that the course should not be "dropped" at the end of the two year period. It does question however, whether the responsibility for the course with the amount of work involved should be left to a group of professionally employed, extremely busy people acting in a voluntary capacity for this purpose.

(Signed) Etta Burko
Executive Assistant

(Signed) Ann Cumyn
Chairman

(Signed) Etta Burko
Executive Assistant

(Signed) Ann Cumyn
Chairman

GROUP WORK AND RECREATION SECTION

This past year has been one of study, evaluation and planning for the Section program during the 60's; also a winding up of on-going projects.

The Executive Committee reviewed the program prepared by the Program Planning Committee last autumn, which resulted in the establishment of a committee to review the Section's function and the way it studies and plans for services to meet community needs.

Two areas of work came into focus: agency-centred problems and conditions of wide community need. In considering ways to tackle community-wide conditions, two methods were considered: the large overall planning or the slow but steady method of tackling one community need at a time. It has now become evident in the community organization field that the ambitious days of the big community studies are on the way out and that today's trend is to a slow but steady method, as the latter gives a clearer picture without the blur of a dozen other changes to accomplish and often brings to light other conditions or needs as well as appropriate services.

The difficulties encountered in studying and planning together for a community like Montreal are many, and the Committee consulted with Mr. Charles H. Young, Executive Director, to get his views on present day trends in budgeting for community councils, in taking a look at the load that the present Council staff is attempting to carry and the relationship of the Council to the United Red Feather Services. This supported the Section in its program and gave it confidence to move along with its plans. As this is a very condensed report, details to our membership and friends will be reserved for a general meeting planned for the early autumn.

ON-GOING PROJECTS

Golden Age Hobby Show

The Group Work and Recreation Section's committee, using the consultation service of its professional staff, transferred this program into the Recreation Division, Parks Department, City of Montreal, and in co-operation with Le Conseil des Oeuvres, which also assigned a professional staff member to act as consultant on the committee, was able to engage in the first - and most successful - Golden Age Hobby Show sponsored by the City, held in one of its public recreation buildings, the Gadbois Centre, on Wednesday, Thursday and Friday, May 3rd, 4th and 5th. This is truly an experiment where both the councils and service clubs in the community support a public recreation program in extending its services to meet the needs of its senior citizens. The City has also opened a large number of its recreational centres to older persons.

Under Mrs. Clifford B. Powell's leadership the Section has been able to establish this, the first citizens' committee, to work in consultation with the staff of our public Recreation Division and Le Conseil des Oeuvres in establishing and promoting a much needed community service. To both Mrs. Powell and Mr. René Bélisle, the Superintendent of this Division, we give our support for the continuation of this method of working together to serve Montreal's senior citizens.

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Planning for Recreation

A Technical Committee, under the chairmanship of Mr. George Senyk, conducted a study of methods for planning and developing community recreation services by gathering information from all leading cities in the United States and Canada. This has resulted in the preparation of a bilingual brochure to be published and distributed to communities and neighbourhoods as a guide for planning and working together for better services.

Directory of City Summer Programs

Once again we published the Directory, with an increased listing and this time in a more permanent form. The plan is to publish it biennially, with a supplement in alternate years.

Membership Committee

A special Membership Committee was established, under the chairmanship of Mrs. Norton A. Fellowes, to encourage organizations to take out formal membership in the Council. Many of them are already active participants but have not formally joined. To all such groups we extend a warm welcome into membership.

Parks and Play Space - Retention and Development

Mount Royal Park - Master Plan

Various resolutions were brought to the attention of the Board of Governors, and our President wrote to His Worship the Mayor of Montreal pressing for the publication of the Master Plan prepared by Clark and Rapuano of New York, N.Y.

In addition, information was gathered on developments in the Province of Quebec concerning changes in Government departments resulting in better services to tourists, including various types of parks and camping areas and the movement in the Provincial Government for the establishment of a Recreation Department.

The Section also participated in the movement for the conservation and protection of Quebec's natural resources, and plans are to hold a general meeting to interpret the need for municipalities to come together to plan for unpolluted water and the development of camping areas. These are needed within a radius of 25 to 30 miles of Montreal to be used by organizations working with children and young people.

Delegate Meeting

A successful delegate meeting of the Council, held at the Central Young Men's Christian Association on Thursday, December 8th, 1960, was spearheaded by our Section and chaired by Mrs. Victor Michaels.

Recreation for the Handicapped

A Joint Committee, co-sponsored with the Health Section and chaired by Mrs. John S. Corbett, a past Chairman of our Section, moved into incorporation as it completed its three years of demonstration.

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The project, which has been developed by a Program Director who originally planned the program under the supervision of the Group Work and Recreation Section, is geared to give services to severely handicapped adults referred by agencies. Stress has been given to the need for already established recreation organizations to plan for and serve the majority of these people. The Section was responsible to a Finance Committee who, during this period of time, raised approximately $10,622.00 to finance the three-year project. Negotiations are now under way for the formation of a new Finance Committee to raise an annual budget of about $20,000.00 for the agency. Consultation has been held with representatives from the Federal, Provincial and local Governments for help in launching this service, and we were very pleased with our receptions. Plans are now being formulated for more formal requests.

A general meeting was held with the Health Section on Recreation for the Handicapped, and as usual Mrs. Corbett made an excellent presentation to a large and interested audience.

Major consultation services were given to The Montreal Girls' Association in taking them through their special Study and application to United Red Feather Services' New Agencies Committee. Assistance was also given for the recruiting, engaging and supervision of their staff.

Similar service was provided for the Westmount Friendship Club in helping to extend their program to a larger number of senior citizens, and in assisting in obtaining a grant from the Rotary Club of Westmount for $500.00 for staff - not spent as yet, because of the difficulty in locating suitable personnel.

The St. Laurent Neighbourhood Association also received consultation service to the President and to the staff in finding a replacement for the Executive Director, and the St. Andrew's Youth Centre in assisting them to review their Study and formulate plans for its implementation.

Preliminary work has been undertaken for the consideration and extension of services to older adults in the age group between 30 - 55 years who, because of special problems, are finding it difficult to establish satisfactory social outlets. The condition appears to be rather pressing, and brief consultation with selected recreation and health agencies points to a possible need for joint planning and action.

Camps Study

The Junior League of Montreal Inc., in consultation with the Section, has moved into plans for a Study of its own and a selected number of United Red Feather Services camps. Preliminary meetings with Miss Janice Bowen, Director of Surveys, Child Welfare League of America, Inc., have been held resulting in certain changes within the camp services offered by the Junior League and the establishment of a method for the Study.

Plans are now formulated for a twelve-month Study regarding our present intake methods and procedures, which should help formulate what kinds of camp services we should be giving in our welfare program.

(Signed) Sybil Ross
Executive Assistant

(Signed) Margaret Adair
Chairman

HEALTH SECTION

Without public understanding neither voluntary nor public social services would be supported. The main objective of the volunteers and professional people who work in the Health Section is to see that the health and related needs of the community are assessed and met on an up-to-standard basis. Dissemination of accurate information and co-ordination of effort is obtained as far as possible through committees and staff work.

Committee on Alcoholism

The Committee has kept a close watching brief on recent developments which have resulted from political changes in government. The Committee did not agree with the Bill which placed jurisdiction of the problems of Alcoholism under the Department of Family and Social Welfare. Efforts were made to delay the passage of this legislation through direct communication with the Provincial Premier and appropriate members of parliament.

When the time appears to be propitious a brief outlining the philosophy of the Committee and recognized needs of alcoholics in this province will be presented by the Hon. Mr. Lesage by a personal delegation from the Committee.

Committee on Rehabilitation of Seizure Patients

The Committee has been meeting frequently during the last year to consider ways and means whereby the recommendations which were made at the Institute on Rehabilitation of Seizure Patients might be implemented. After careful consideration the Committee arrived at the conclusion that the establishment of one organization to serve epileptics on an overall community basis was not practical. The alternative plan which has been recommended to the Board of Governors and Le Conseil des Oeuvres is that two organizations should be established - one serving the English speaking community and the other the French community - working closely together. The function of these agencies would be to provide educational, welfare and informational services in addition to co-ordinating all the available resources for seizure patients.

The Council, which has approved in principle, has been asked to appoint a committee to study ways and means of establishing the proposed agency.

Welfare Federation has been approached and a grant has been requested - tentative budget has been estimated in the neighborhood of $15,000.

Committee on Hospitals for Chronically Ill

The Committee on Commercial Nursing Homes established in 1954 to study conditions and to improve standards of care in nursing homes was reconstituted in January 1961. Terms of reference which were given to the Committee were:-

- To explore the existing situation with regard to need.
- To assist in the development of criteria standards when new facilities to meet the needs of patients requiring long term care are set up in the community and to re-assess the statement on standards brought down by the original committee.
- To develop a community awareness of the need for desirable standards.

- To initiate ways and means whereby such standards may be enforced and maintained through legislation and sound financing.

Committee on Mentally Retarded Children

Efforts to obtain suitable facilities to meet the needs of all categories of mentally retarded children - especially the English-speaking - have been continued throughout the past year. Meetings have been held frequently with representatives from the Jewish Welfare Services. A Brief was prepared and sent to the Minister of Social Welfare and a number of other provincial members of parliament indicating the great need for facilities to meet the requirements of all types of retarded children.

This ad hoc Committee has focussed attention more recently on proposed plans for the establishment of facilities to meet treatment and custodial needs of certain types of mentally retarded at the Verdun Protestant Hospital. Governmental sanction for this project has been granted but further details and program will have to be worked out by an expanded committee.

Joint Committee on Recreation for the Handicapped

The three year demonstration which has been co-sponsored with the Group Work and Recreation Section has been completed. The project which has been developed by a program director under the supervision of the Health Section has been geared to meeting recreational needs of the very severely handicapped groups referred by health and welfare agencies.

Incorporation papers came through in December 1960 and the Committee will act as the interim Board of the new agency which came into being at the end of April, 1961. This organization has been visualized as one which will serve the total community and it is anticipated that financial support will be community wide with governmental assistance.

Committee on Health Needs of the Elderly

The Committee on Health Needs of the Elderly was appointed with three general functions as outlined in the terms of reference:-

1. To accumulate and discuss known facts on health and disease in old people and to relate them to local needs in Montreal.

2. To consider in what ways deficiencies in knowledge can be corrected through searching out local needs and statistics or by initiating research to acquire such knowledge.

3. To initiate action to remedy health needs as revealed and delineated in this study.

While the Committee is concerned with problems relating to older people the focus of attention is confined to the area of health.

Committee on Deaf and Hard of Hearing

This Committee had one meeting during the last season when amalgamation with the School for Crippled Children was discussed. At the time Dr. MacKay

was uncertain about specific building plans but he and other members of the Committee explicitly stated that they felt the Committee should not be discharged at this point and that there was some value in having meetings from time to time in order that information may be exchanged.

There also seemed to be some indication that the two Schools for the Deaf were more willing to think in terms of co-ordination at the policy level provided the entity of the two schools was maintained. Subsequently, there were a number of consultations with Council staff but it now appears that the two groups have retreated and are unwilling to get together at all.

As both groups are making plans which are not in line with suggestions which were brought down by the Committee on the Deaf and Hard of Hearing it would seem that the Committee might be discharged with the understanding that it be reconstituted if and when the groups concerned are willing to negotiate.

Committee on Referral Practice

This Committee which was formed in 1956 had been inactive for some time but when it was proposed by the Executive Committee that it should be discharged the Chairman stated that it was important - that it had a real role to play in attempting to improve methods of referral and communication between social agencies and industrial health centres.

Subsequently a questionnaire was prepared in French and English and, with the approval of the Executive Committee of the Health Section, it was inserted in the Industrial Nurses' Bulletin with a request that nurses throughout the province fill it in and return it to the Chairman. In this way it is hoped that information may be obtained concerning current referral procedures and pertinent data which will be helpful in planning for the kind of action the Committee should undertake next year.

Committee on Nutrition

The Committee has been inactive this season though the Executive Committee is to reconsider the function of this Committee at its next meeting. The Chairman of the Section does not think it should be discharged but has suggested that it might be reconstituted with a different focus.

Committee on Children's Dental Services

The work of this Committee has now reached the point where the Dental Societies are active as far as fluoridation is concerned. There are still problems with regard to unmet dental needs of children, even the Child Health Association no longer serve the pre-school child. So work still remains to be done.

SPECIAL PROJECTS

The Health Section co-sponsored with the Jewish Junior Welfare League and the Occupational Therapy and Rehabilitation Centre A Conference on the Handicapped - "A Volunteer Looks at the Rights of the Handicapped."

A most successful One day Meeting on Sheltered Workshops was held at St. Sauveur des Monts, attended by knowledgeable people from voluntary agencies and all levels of Government concerned with the disabled. The objective was to establish necessary sheltered workshops.

A one day Conference on "The Social and Occupational Adjustments of the Psychiatric Patient" co-sponsored by the Mental Health Committee, Rotary Club of Montreal; the Health Section, Montreal Council of Social Agencies and the Canadian Mental Health Association, Quebec Division was also held.

A Joint Section Meeting on Developments on Recreation for the Handicapped - "An Adventure in Community Planning" - at which Mrs. John S. Corbett, Chairman of the Joint Committee on Recreation for the Handicapped, was the speaker, was well attended and supported by the whole Council.

(Signed) Ina Young
Executive Assistant

(Signed) Orville F. Denstedt, Ph.D.
Chairman

OLDER PERSONS SECTION

This Section, chaired by Mrs. Andrew Fleming, has devoted considerable time since the necessary by-law amendment was made at the last annual meeting, to expanding and organizing the structure necessary, and in effecting a transition from working as a Committee to working as a formal Section of the Council. Although twenty-seven organizations are now participating regularly in joint planning for English-speaking older citizens, through this new Section, the door is open to other organizations interested which have not yet affiliated.

Program Priorities Study

Unmet needs of the aging were carefully reviewed and classified by priority based upon such considerations as prevalence, urgency, and the probabilities of the Section being able to improve the situation. Agency delegates then agreed that the Section, during the next year or two, would continue certain activities initiated by the former Committee on Elderly Persons Welfare, and if possible, would undertake two new projects. Brief reports on progress follow.

Low Rental Housing for the Elderly

The Committee continued to work with a number of service clubs and groups of private citizens seeking to enlist their interest in sponsoring projects providing independent low rental units for elderly people, and to assist these and other interested groups with the development of well planned schemes.

One of the greatest obstacles to new construction is the virtual absence of land on the Island of Montreal which is satisfactorily located, suitable for the purpose, and obtainable at a low enough price to permit rents within the means of the majority of the elderly. Much time was devoted by the Committee to this quest for land.

The possibilities of converting existing structures to supply independent living units also received much attention. One such project involving conversion of two single houses to accommodate eighteen tenants was developed with the Rotary Club of Westmount in cooperation with the Family Service Association. This residence, to be known as Prospect House, is expected to be in operation in July of this year, and will make a truly constructive contribution to the welfare of our elderly citizens. A larger and somewhat different conversion proposal is also under intensive study to establish its feasibility for development by another major Service Club in the district.

The lack of Provincial Government assistance to non-profit organizations endeavouring to provide housing for the elderly, has also proved a handicap here. Representations have been made on the recommendation of the Committee, asking Quebec to consider instituting a system of capital grants to such organizations for projects which have been approved for Federal loans by the Central Mortgage and Housing Corporation.

Friendly Visiting Service

Sponsored by the Section and operated in cooperation with the Montreal Volunteer Bureau, this Service again made possible the pleasure of a warm,

personal friendship on a continuing basis, for an average of 50 elderly shut-ins a month who, being lonely, had requested "a friend". Applicants accepted were known to the Victorian Order of Nurses, hospital social service departments, rehabilitation centres or other well known established social agencies.

Directory of Resources

Following a number of set-backs, work started a year ago on a Directory of Services for older people was reorganized, and publication is now scheduled for some time this summer.

Old Age Pensions and Allowances

Examination of a bare minimum budget prepared by the Montreal Diet Dispensary showed that today an elderly man, living alone in the Montreal area and not employed, requires $96 a month, and a woman in similar circumstances, $89 a month, to maintain health and dignity. These figures make no allowance for medical, nursing or dental care, or for drugs. Persons whose sole income is the old age assistance or the old age security pension, even with the additional $10 allowance recently made available by the Provincial Government, obviously can not purchase this bare minimum in Montreal. These findings were brought to the attention of the Quebec Ministry of Social Welfare.

Employment

The Section continued to advocate employment of the individual on the basis of his qualifications for the job. It joined with the Department of Labour in urging employers not to judge a man's worth by his date of birth, and to re-examine present retirement policies and pension plans regarding changes which might be made where these stand in the way of the older worker.

Public Information, Publicity and Interpretation Program

Considerable emphasis has been placed upon bringing to the attention of the public: what is known about present day needs of older people; what the situation is in the Montreal English-speaking community; and how the public can help. A telecast was carried by CBM on Living Arrangements for the Elderly; two radio broadcasts were arranged - one on CBM dealing with the nursing homes situation - the other for the "Canada at Work" series of the Federal Department of Labour. Committee members have addressed a number of clubs and service groups, and feature articles have been carried in the Press. Our thanks to all who have assisted in this way. In addition, the Section produced a popular interpretive piece "Your Later Years!" which is being widely distributed and favourably received.

The Section's plans for next year call for intensification of this program.

NEW PROJECTS -

Protective Boarding Homes

An enquiry was made disclosing a need for more small homes where English-speaking elderly people, who do not require nursing care but who need

a measure of kindly interest and oversight, could board. The Section is looking into the possibilities of increasing the supply of such accommodation, maintaining a close liaison with the Health Section's Committee which is working on the Nursing Home situation.

Visiting Home Helpers

The possibility of bringing to elderly people living in their own homes some part-time help with household work, where this is particularly difficult to manage, was the other high priority need selected for attention by the Section in the coming year.

Significant Developments in the Field

Through the separate efforts of the Presbyterian Church, the United Church and the Syrian-Lebanese community, additional accommodation has been made available in institutional Homes for approximately 150 elderly people who are in good health and active.

Plans have been completed by the Hebrew Old People's and Sheltering Home for erection of a new Home for about 330 elderly people who require medical and nursing care short of hospitalization, and help with the activities of daily living.

The Province of Quebec has recognized the financial plight of large numbers of pensioners and is supplementing pensions on proof of need, more widely than previously. This is much appreciated, as is also the fact that in introducing its Hospitalization Plan the Province recognized the many needy older people who require hospital care for chronic illnesses, and, at the outset, included this type of hospital care in its scheme.

At the national level the Canadian Welfare Council has stepped up the activity of its Committee on Aging to assist communities such as ours, across the country, in developing standards and sound planning for services for our older citizens.

(Signed) Hazeldine Bishop
Executive Assistant.

(Signed) Ruth S. Fleming
Chairman

SOCIAL SERVICE INDEX

The Index provided a clearing and registration service to 61 member organizations which were interested in obtaining information quickly and/or registering the individuals and families in which they were interested, so as to co-ordinate their services in the best interest of these persons and families as well as the community. Index members consider it a rapid, reliable, economical and valuable means of clearing, planning and co-ordinating services on individual cases.

In 1960 one member made 2,000 - 2,500 enquiries and registrations, 8 made 500 - 1,000, 18 made 100 - 500, 21 made 10 - 100, 13 made less than 10, and 5 members made no use of the Index. Total for 1960 was 13,746 enquiries and registrations.

Proportionate distribution of total use of the Index made by groups or categories of agencies was as follows:

7.8%	-	Federation of English Catholic Charities Agencies
1.3%	-	Federation of Jewish Community Services "
60.5%	-	Welfare Federation Agencies
5.6%	-	Public Welfare Members: (Department of Veterans Affairs, Department of National Health and Welfare, Social Welfare Court)
15.7%	-	Social Service Departments of Hospitals
8.8%	-	Other English and Community-Wide Agencies
.3%	-	Non-members

The importance of comprehensive registration by all Index members was emphasized in order that such a clearing service may be of utmost value. One file has long given community service, for this is an index operated as a co-operative service with the Fichier Central, maintained by the Conseil des Oeuvres giving the service to the French-speaking community.

(Signed) Blanche de St. Croix,
Executive Assistant.

SOCIAL SERVICE INDEX

The Index provided a clearing and registration service to 81 member organizations which were interested in obtaining information quickly and/or registering the individuals and families in which they were interested, so as to co-ordinate their services in the best interest of these persons and families as well as the community. Index members consider it a rapid, reliable, economical and valuable means of clearing, planning and co-ordinating services on individual cases.

In 1950 one member made 2,000 - 2,500 enquiries and registrations, 8 made 500 - 1,000, 18 made 100 - 500, 21 made 10 - 100, 13 made less than 10, and 5 members made no use of the Index. Total for 1950 was 13,748 enquiries and registrations.

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(Signed) Blanche de St. Croix,
Executive Assistant.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31ST., 1960

INCOME	COUNCIL	INDEX
Welfare Federation of Montreal	$64,435.	$ 9,571.
Membership Fees	3,635.	-
Publications	77.	-
Federation of English Catholic Charities	-	962.
Federation of Jewish Community Services	-	684.
Department of Veterans' Affairs	-	577.
Department of National Health and Welfare	-	174.
Hospitals and Other Agencies	-	3,936.
Le Conseil des Oeuvres	-	1,370.
	$68,147.	$17,274.

EXPENDITURE		
Salaries	$58,373.	$13,338.
Office Supplies, Postage, etc.	3,079.	800.
General Expenses	6,695.	3,136.
	$68,147.	$17,274.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31ST., 1960

INCOME	CONSOLIDATED	UNITED
Welfare Federation of Montreal	$664,494.	$ 9,571.
Membership Fees	3,039.	-
Publications	72.	-
Federation of English Catholic Charities	-	962.
Federation of Jewish Community Services	-	684.
Department of Veterans' Affairs	-	577.
Department of National Health and Welfare	-	174.
Hospitals and Other Agencies	-	3,938.
Le Conseil des Oeuvres	-	1,370.
	$668,147.	$17,274.

EXPENDITURE		
Salaries	$58,373.	$13,888.
Office Supplies, Postage, etc.	3,079.	800.
General Expenses	6,695.	2,586.
	$68,147.	$17,274.

BOARD OF GOVERNORS - 1960

OFFICERS

Past President - D.A. Hanson
President - F.R. Hannen, Q.C.
Vice Presidents - Mrs. A.T. Galt Durnford
Robert C. Rae

Hon. Secretary - Miss E. Meredith Hodgson
Hon. Treasurer - Miss Esther W. Kerry
Hon. Solicitors - Col. A.A. Magee, Q.C., C.B.E.
J.H.H. Robertson, Q.C.

Community Representatives

Craig Ballantyne
Rev. Dr. J.A. Boorman
F.R. Hannen, Q.C.
D.A. Hanson
Miss E. Meredith Hodgson
Miss Maysie S. MacSporran
W. Earle McLaughlin
Hon. Justice Geo. R.W. Owen
Dr. Charles A. Roberts
Mrs. R.E. Stavert

Case Work Section Representatives

Mrs. Philip Cumyn
Mrs. E.G. Cargill
Mrs. A.T. Galt Durnford
Miss Margaret Griffiths
Miss Esther W. Kerry

Group Work and Recreation Section Representatives

Mrs. Ian W. Adair
Leonard E. Levine
Mrs. Victor Michaels
Robert C. Rae
Dr. Cecil D. Solin

Health Section Representatives

Dr. Ronald Bayne
Dr. D.C. Bews
Dr. Orville F. Denstedt
Dr. P.G. Edgell
Mrs. Doris Small

Older Persons Section Representatives

Mrs. Andrew Fleming
Norman H. McLeod

Executive Officers

Executive Director - Charles H. Young
Associate Executive Director - Miss Gwyneth Howell

AUDITORS: Stevenson, Blakely, Blunt & Co.

MEMBER ORGANIZATIONS - 1960

Anglican Church of Canada, Diocese of Montreal
Baptist Churches - Eastern Association
Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts Association, Mtl. District
Boys' Farm and Training School
Canadian Arthritis and Rheumatism Society, Quebec Division
Canadian Association of Social Workers (Montreal English Branch)
Canadian Cancer Society (Montreal District Council)
Canadian Hemophilia Society
Canadian National Institute for the Blind, Quebec Division
Canadian Red Cross Society, Quebec Div.
Cancer Aid League, Inc.
Cerebral Palsy Association of Quebec, Inc.
Child Health Association
Children's Service Centre
Daily Vacation Schools
Department of Veterans Affairs, Social Service Division
Evangelical Lutheran Immigration and Service Centre
Family Service Association
Girl Guides Association - Quebec Council
Girls' Cottage School
Girls' Counselling Centre
Grace Dart Hospital
Herzl Health Service Centre
Imperial Order Daughters of the Empire, Montreal Municipal Chapter
Irish Protestant Benevolent Society
Jewish Child Welfare Bureau
Jewish General Hospital
Jewish Hospital of Hope
Jewish Immigrant Aid Services of Canada
Jewish Junior Welfare League
Jewish Vocational Service
John Howard Society of Quebec
Julius Richardson Convalescent Hospital
Junior League of Montreal
Lachine Benevolent Association
Lakeshore Community Services
Mackay Centre for Deaf and Crippled Children
Marriage Counselling Centre of Montreal
McGill School for Graduate Nurses
McGill School of Social Work
Mental Hygiene Institute
Montreal Association for the Blind
Montreal Association for Retarded Children (Quebec) Inc.
Montreal Boys' Association
Montreal Children's Hospital
Montreal Council of Women
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital
Montreal Girls' Association
Montreal Hebrew Old People's and Sheltering Home
Montreal Ladies' Benevolent and Protestant Orphans Society
Montreal League for the Hard of Hearing
Montreal Neurological Institute
Montreal Nursery School Association
Montreal Parks and Playgrounds Ass'n.
Montreal Protestant Homes
Montreal Volunteer Bureau
Mount Sinai Sanatorium
Murray Bay Convalescent Home
National Council of Jewish Women, Montreal Section
Negro Community Centre
Neighbourhood House of Montreal
Occupational Therapy and Rehabilitation Centre
Old Brewery Mission, Inc.
Presbyterian Church in Canada, Presbytery of Montreal
Reddy Memorial Hospital
Rosemount Boys' Club, Inc.
Royal Edward Laurentian Hospital
Royal Victoria Hospital
St. Andrew's Youth Centre
St. Columba House
St. George's Society of Montreal
St. Laurent Neighbourhood Association
St. Mary's Hospital
Salvation Army
Sheltering Home
Society for the Protection of Women and Children
Travellers' Aid Society of Montreal
Tyndale House
Unitarian - Church of the Messiah
United Church of Canada, Montreal Presbytery
University Settlement of Montreal
Verdun Protestant Hospital
Victorian Order of Nurses
Weredale House
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association of Montreal
Young Women's Christian Association

39th Annual Report

OF THE MONTREAL COUNCIL OF SOCIAL AGENCIES

May 21st, 1959

Article of Faith

"THERE is a basic philosophy fundamental to good Council health. That is the philosophy of faith; faith in the ability of ourselves and others to improve and grow; faith in the desire and capacity of human beings to work out problems cooperatively; faith in spiritual and moral values, in the essential decency of mankind. This is the faith which carries us through stresses that might otherwise shatter us." *(George S. Stevenson, M.D. — slightly adapted)*

This indeed is the faith a Council must have if it is to persist in its attempts to obtain the most decent life possible for the people it tries to serve in the area in which it operates.

How is this done? Through the devoted work of many people — representatives of member organizations, workers on committees, the Board of Governors, people who have used Council Information and Consultation services, clerical staff, professional staff, cooperating public departments, the circles of friends to whom all these people talk about Council concerns, and the Press, the Radio and occasionally Television — to say nothing of the issuing locally of COMMENTATOR and useful Directories, public speeches, library services and sponsorship of various public meetings.

Just a few of the many projects can be mentioned in this brief space.

- The study of **Family Life and Parent Education** is now completed and the report being drafted.
- The **Psychiatric and Mental Health Services Coordinating Committee** is completing the survey section of its assignment.
- The most important change for all of us has been the **Public Welfare Development** in our Province, including the Youth Protection aspects. In brief this means the transfer of considerable responsibility from the voluntary agencies to the Department of Social Welfare and Youth. This has entailed much work on both sides, made easier by interest, help and courtesy on both sides also.

Without question, members of Council must remember about the 'slow erosion of time' and also believe that "If you have faith —, ye shall say unto this mountain, Remove — ; and it shall remove; and nothing shall be impossible unto you." *(Matthew 17-19)*

The President Says

I HAVE HAD the honour and privilege of serving as President of this Council for the past two years and I have the feeling that our Board members and particularly our staff are often worried at the length of time many of our projects take to complete and are chafed by inevitable delays which occur in accomplishing what we set out to do. While I concur, and have at times been impatient myself, nevertheless I am completely satisfied that we should be proud of our accomplishments over the years.

At our first General meeting in 1921, twenty-four organizations had applied for membership. Today ninety organizations are full members. During this period we have surveyed several social agencies at their request and where their work has been completed, closed them. We have also helped to bring many new ones into being so that new needs can be met. Or after study, we have recommended certain changes in program emphasis and the need for better quarters. A recent example is that of the Montreal Diet Dispensary whose Board decided to ask our assistance and when the Study was completed went ahead as rapidly as it could to find itself suitable new premises, this improvement being one of the Study's recommendations. Here, action was fast.

On the other hand our concern about the unemployed, a group which has troubled us for many years, led us nowhere. True, the Federal Government has been gradually improving rates and coverage for those eligible for Unemployment Insurance. It also offers Unemployment Assistance to those ineligible, on a 50-50 basis with the Provinces. This latter benefit we do not have in Quebec and when savings and credit are exhausted, all a bread winner can do is apply for help to voluntary agencies (which do not have sufficient money), or beg in the streets. Yet I feel sure that eventually this serious problem also will be solved.

Looking over the year's work it is true that we have not completed all we set out to do but I should like to point out that if today we could say "the job is done" we would have no incentive to carry on and it is this challenge of the "still to be done" that keeps Council on its toes.

I am truly proud of what our Council has accomplished and look forward with complete confidence to its greater success led by other Presidents and changing Boards.

Make Haste Slowly

PROBLEMS with which the Montreal Council of Social Agencies deals for the most part have not been born suddenly and dramatically. They have developed slowly and the answers to them frequently come slowly. Those who take part in community planning realize a council must make haste slowly.

Each year at annual meeting time we can report some progress, some work in progress and a slow wearing down of such "perennials" as care for the chronically ill, meeting the needs of emotionally disturbed children, fluoridation of Montreal's water supply and making recreation for teenagers a meaningful part of the difficult business of growing up.

Community problems necessarily are complicated. Their solution depends on cooperation among groups, sometimes groups with widely divergent points of view.

Each year, too, Council trains its eye on other problems which cannot accurately be called "new" but which must be investigated by thorough community planning methods and acted upon.

This past year these "new" problems include how older citizens can find the work they need, what they require in housing and who will provide it, how the community can be mobilized to bring recreation to the handicapped, particularly the home-bound handicapped, how it can meet the old but pressing question of alcoholism.

The success in working out these problems depends upon a meeting of minds — minds aware of the ramifications of the problem, prepared to offer constructive solutions and yet capable of yielding to compromise when only compromise can result in action.

All these problems are part of the complexity of mid-twentieth century living. So in any Montreal Council of Social Agencies' annual report few projects can be neatly labelled "finished business." Instead the label usually is "business moving forward."

Always in "moving forward" the Montreal Council has to report on continued lack of properly trained staff to man the diverse community services of the organizations it represents.

This lack perhaps most specifically applies to the Group Work and Recreation Agencies which find themselves hampered by too few properly trained workers at a time when the full value of creative recreation is recognized and when our economy is providing more and more leisure.

As truly as a school is no better than its teachers so welfare services can be no better than those who give them.

The Council knows more money, more man power and greater planning must go into the recruitment of future workers. They must be given the best social work education can provide. Council never ceases to stimulate interest but the lack remains glaring.

The Year's Calendar

DURING THE past year Council's work has ranged from needs of early childhood to the elderly. It has produced studies on pressing and highly specialized problems. After several years in the making, Council brought down a report on Emotionally Disturbed Children including recommendations on how existing services can be bolstered and new services set up. Since its completion, priority rating has been given the recommendations and work moves forward.

Council has asked teen-agers what they think about such vital questions as going steady, drinking, how much discipline they think they should have. It asked parents and group leaders the same questions to shed light on planning programs for adolescents. The first questionnaire will be followed by another which will gather more detailed information. Council reported what the teen-agers had to say in a series of three eight-minute broadcasts over the coast-to-coast network of the Canadian Broadcasting Corporation on the Trans-Canada Matinee program — the first time Council has appeared on a national hook-up.

Council sponsored successfully a Parks and Recreation Conference, and the just-held highly successful third Golden Age Hobby Show. It fought every move which might denude Montreal of its public parks and has gone on record against alteration which would spoil the natural beauty of the Mountain Park.

One of the most knotty problems — provision of beds and treatment for our city's English-speaking chronically ill — while not solved is moving towards solution. Through the urging of the Council, a survey of the need is being sponsored by eleven English hospitals. The Council congratulates the Jewish Hospital of Hope which has increased its beds, enlarged its policy to include various types of chronic illness and developed a good rehabilitation program; also the Montreal Protestant Homes which added 146 new beds for the chronically ill. The Julius Richardson Hospital has provided about 100 new beds, the Reddy Memorial Hospital continues its Home Care Plan and two Rehabilitation Centres have developed from a Council survey.

Firm Foundation

IN ANY SPHERE of activity possessing and weighing the pertinent facts are essential parts of intelligent planning. Planning for health and welfare is no exception. The Council therefore relies upon its research department to provide, insofar as possible, the basic data needed by study committees to assist them in making sound decisions and formulating recommendations.

In stressing research, the Montreal Council of Social Agencies follows the pattern of this Continent's most progressive Councils. Its research director last summer was one of two Canadians chosen to attend a study conference on research in New York financed through United Community Funds and Councils of America by the Lilly Foundation. This spotlight on research reflects the scientific approach to all problems of community betterment.

A Question of Need

FOR YEARS Council has been urging fluoridation of Montreal's water supply and, while not here, the end is in sight. Council has learned that when new contracts are drawn for Metropolitan Montreal fluoridation likely will go through.

The whole question of dental health for children and adults has been studied. Council has urged that dentists from other parts of Canada who have passed the Dominion examination be allowed to practise in Quebec without taking a provincial examination so that the shortage of dentists can be overcome. It has pressed for dental services for adults who cannot pay and for the provision of dentures. Always it has concerned itself with preventive dentistry for school children.

A new problem has developed in Montreal since the City Social Welfare Department discontinued the operation of the old Meurling Refuge as a night shelter for homeless and transient men. The closing has meant that a large number of men sleep on the floors of police station cells as the Old Brewery Mission and the Salvation Army cannot begin to give the amount of shelter required; Council has urged a city-operated shelter. This cannot be established immediately so the voluntary agencies are providing food and shelter in commercial rooming houses with a grant from the municipality. Meanwhile Council continues to advocate city-run shelters.

Just another illustration of the wide territory Council covers is a study now in progress of the extent and quality of school lunch programs.

A survey on the deaf and hard of hearing, made at the request of the MacKay School for the Deaf, has been completed and work is being carried forward to implement the recommendations.

These are but a few of the projects Council has in hand to improve community services that must be improved.

Towards The Future

COUNCIL this year has placed the spotlight on the problems of the older citizen concentrating on low rental housing and on strengthening employment services. Council with the help of the Council for the Guidance of the Handicapped has recommended the appointment of additional staff within the National Employment Service especially qualified to give advice and help in job-finding for older workers. This recommendation has been approved in principle by the Unemployment Insurance Commission and there are good prospects for development of this service in Montreal next year.

Being investigated, too, are the possibilities of obtaining assistance through Central Mortgage and Housing Corporation by community groups interested in providing low-rental units for older people through conversion of old properties and construction of new dwellings. Other important aspects will be considered later.

In spite of modern scientific advances, the care of the epileptic poses difficulties. A Council–Montreal Neurological Institute sponsored Conference on Epilepsy will be held in the autumn to arouse public interest.

Two new committees have been set up to deal with family problems. One, a Committee on Family Budgetting, plans to study realistically budget problems for families receiving public assistance as well as for low and middle income families. Another committee will study Multi-Problem Families.

In progress is a study of foster day care for children and a study of resources for the uneducable retarded child.

These brief mentions, of course, cannot begin to indicate the work involved in these studies nor the time and devoted interest given to them by able volunteers.

Social Service Index

CATALOGUED records of 66 English language member organizations; facilitated interchange of confidential information among its members. The Index was used in various ways 24,398 times and 15,106 records were identified; more than 3,360 records were destroyed and 1,735 cards were withdrawn from the files; 34 persons visited the Index to gain more information on its operation. The Christmas Index served 3,911 families. A successful workshop on "Making your Index Work for You" was held October 23rd, 1958 in which 84 executive directors and supervisors of member agencies participated. The workshop was led by Miss Mary Samson of Philadelphia who proved to be an outstanding and most experienced leader. Proceedings are available at nominal cost.

Council Finance

EXPENDITURES totalled $76,361.37 for all purposes including $15,515.81 for the Social Service Index. Expenses were met by a grant of $65,975.63 from Welfare Federation, the rest coming from membership fees, members' share in support of the Index and the sale of publications.

Auditors — STEVENSON, BLAKELY, BLUNT & CO.

Council Objectives

DISCOVERY and evaluation of health welfare and recreation needs. Development and improvement of programs to meet these needs. Joint planning and coordination of all welfare programs. Information to the community on health, welfare and recreation needs. Promotion of necessary welfare measures through legislation.

Council Officers

Past President.....Hon. Mrs. A. K. Hugessen
President.....D. A. Hanson
Vice-Presidents.....Mrs. A. T. Galt Durnford, Peter M. McEntyre
Hon. Secretary.....Miss E. Meredith Hodgson
Hon. Treasurer.....Ewen R. Irvine
Hon. Solicitors.....Col. A. A. Magee, Q.C., C.B.E.
J. H. H. Robertson, Q.C.
Case Work Section Chairman.....Miss Eileen B. Griffin
Group Work and Recreation Section Chairman.....Mrs. Norton A. Fellowes
Health Section Chairman.....Dr. D. C. Bews

Board Members

Dr. Harvey E. Beardmore
Mrs. John S. Corbett
Bernard J. Finestone
Rev. Dr. S. B. Frost
Miss Margaret Griffiths
Mrs. Ross R. Hutchison
E. G. Jones
Miss Esther Kerry
W. G. Miller
Mrs. D. C. A. McEachran
Miss Maysie S. MacSporran
Robert C. Rae
Ronald W. Rankin
Dr. Charles A. Roberts
Dr. Jessie Boyd Scriver
Dr. W. R. Slatkoff
Mrs. Doris Small
Dr. Cecil D. Solin

MONTREAL COUNCIL OF SOCIAL AGENCIES

The Council is the major welfare-planning and co-ordinating body of the English-speaking population of Greater Montreal.

1040 Atwater Ave., Montreal 6 Telephone: Wellington 2-1151

Charles H. Young, Executive Director Miss Gwyneth Howell, Associate Executive Director

THE COUNCIL REPORTS TO THE PUBLIC

1959

A View of our Community

Montreal Council of Social Agencies, 1040 Atwater Ave.

THE COUNCIL REPORTS TO THE PUBLIC

40th annual meeting

4.45 p.m. monday, May 30, 1960
Holden Fisher Hall, YWCA
1355 Dorchester street, w.

HEAR HOW YOUR COMMUNITY FARES

Montreal Council of Social Agencies, 1040 Atwater Ave.

YOU WILL HEAR

- ✔ The Annual Report of the Board of Governors
- ✔ Comments of the President
  F. R. HANNEN, Q.C.
- ✔ JACK PEMBROKE, C.B.E. second
  the motion for adoption of reports

YOUR COUNCIL

- ✔ Pioneers in planning for Health,
  Welfare and Recreation needs
- ✔ Links the community closer to meet its problems
- ✔ Gives you a chance to serve, to make
  a better community

Tea will be served from 3.45 to 4.30 p.m.

R.S.V.P. to 1040 Atwater Avenue

WE. 2-1151, Locals 13 and 4

CONTENTS

CONTENTS

PRESIDENT'S COMMENTARY

In trying to tell what the Montreal Council of Social Agencies is, we frequently say that it is comparable to a somewhat minute United Nations. It is a membership organization which ideally would be universal in membership and participation. Health, Welfare and Recreation organizations, Churches and various other institutions belong to it, send delegates, and pay small dues. You will find these members listed in the official Annual Report which you will receive as you leave. Miss Howell is going to present this to you on behalf of the Board of Governors very shortly, and will itemize our objectives more specifically. But in its fields of Health, Welfare and Recreation broadly speaking this Council seeks to co-ordinate, guide and assist the efforts of the many to avoid duplication and dissipation of talents and of money in laudable causes.

The results we are after are for the good of all the citizens of Montreal and its environs, though we concentrate specifically on the needs of the English-speaking group and how they can be met in the very wide area included in those words welfare, health and recreation. However we are all involved - English, French, every religious body and every group regardless of national or racial origin. We must communicate with and understand one another and establish means and find time to do this.

To continue my earlier comparison of Council and the United Nations Organization - both offer a forum and are places of action; both have many frustrations but both can list some achievements; both have a number of handicaps and I might list some of ours:-

1) lack of sufficient funds
2) lack of enough citizen involvement
3) lack of professional and technical staff in our institutional membership
4) too small a secretariat in the Council, which prevents us from doing much of the research we are sometimes asked to do or wish to do, or from following up some things which we are asked to do and as it develops, there is no person or body willing or able to carry on further; and
5) sometimes selfish interests prevent cooperation.

However despite the handicaps, and just as the powers and the peoples of the world have turned back to the United Nations Organization upon the lamentable collapse of the recent Summit Conference, so our clients - if I may use that very professional word - return or come to the Council with problems old and new for negotiation and re-negotiation, solution, assistance or advice.

Let's look at our persistent lack of funds. Welfare Federation collects about 85% of our funds from the public of Montreal, and very grateful we are. We earn the rest through sales of our publications, sale of certain services, fees, etc. These monies enable us to get a basic job done. But when we need to pioneer to meet a demonstrated new need, it is something else again.

Just a few instances. Several years ago we recognized the need for evaluation of our psychiatric and mental health services - what should Montreal

PRESIDENT'S COMMENTARY

have, how much did we have already, what should be developed, how best co-ordinate all such services to be most effective? We did not have the money to tackle this problem. Efforts to obtain Government funds failed, nor could we secure voluntary gifts or Foundation grants. But, last year the Canadian Mental Health Association, Quebec Division, had funds in hand and was sold on this proposition. The job of doing the initial Survey was farmed out to the Montreal Council of Social Agencies and le Conseil des Oeuvres, each finding staff to do this work and each being given initial grants to tackle the extra work. The Surveys are now completed. Our Committee work was chaired by Dr. Silverman and we herewith thank him. But, we were slow off the mark, we had to wait. And of course the most important work - the putting into force and effect of the recommendations of the report - still remains to be done. More money and more leadership will be needed to do this.

Another example of lack of means to finish a job exceedingly well-started is the follow-through of an all-day Institute on Rehabilitation of Seizure Patients held last winter at Hotel-Dieu Hospital, under the joint auspices of the Department of Neuro-Psychiatry of that institution, of the Montreal Neurological Institute and of the Health Section of the Council. Many experts participated; the serious need for action and help was clearly demonstrated; we have inquiries as to our intentions, but so far ways to action are not clear and immediate funds not available. More details will be found in the Health Section's official report.

One other extra project is our special effort to find ways and means of providing good Recreation for the Handicapped - this effort being led by Mrs. John Corbett. So far, we have been spending time uneconomically in scrounging for money to engage a special staff member part-time - really living from hand-to-mouth - but succeeding because of the enthusiasm of the groups concerned and the great value of the program. We have had grand co-operation from certain of the Health organizations and other groups - we thank them - but though it is comparatively easy to get money for such things as transportation for 'wheel chair' people, etc., it is not easy to get money for administration or the payment of professional staff who make the program possible. The experiment has been insecurely based. We recognized this, but had to take the chance. Now, as it has never been our job to continue to operate such services, we think that we can plan the service in a way which will enable it to receive Governmental and possibly other support. If so, our faith has been justified.

I could go on to mention the famous Golden Age Hobby Show, which we handled for years at great sacrifice of staff time, and with generous grants from Service Clubs and other interested groups. This is now being transferred to the Recreation Division, Parks Department, City of Montreal, with the full support and co-operation of the volunteer committee, chaired for the last two years by Mrs. Clifford Powell. You must have seen the new effort - as the Golden Age Festival - on television or described in the Press. We believe these various demonstrations to be valuable - and they show again, how pioneer volunteer effort can result in transfer to public (tax-supported) responsibility when well planned and when good close relationships are established between our public and voluntary services.

You can see that in spite of stringency of funds, the Council does manage to move the community forward into new fields of service. For instance, in her 1956 report, Mrs. Hugessen, then President, said "we have still been

unable to establish a comprehensive committee for the care of elderly people as was strongly recommended in 1955." Today not only have we had a strong committee for quite a period, but the Board resolved that it should become an official Section of the Council. It is chaired by Mrs. Andrew Fleming. This brings me to making an official motion for ratification of a change in by-law, which later I shall ask Mr. Pembroke to second specially, before you vote upon it.

By-law IV - Sections and Committees

1. Sections - In order to facilitate the carrying out of the objects of the Council the member organizations shall be grouped by the Board of Governors for primary registration, into the following functional Sections (1) Case Work Section, (2) Group Work and Recreation Section, (3) Health Section, (4) Older Persons Section and such others as the Board may from time to time decide.

You will notice that the change is that Older Persons' Section has been added as a fourth functional Section.

Miss Howell will be dealing with this important development later on.

Another matter we can list as an achievement, I think you will agree, is the study completed on Family Life and Parent Education chaired by Mr. Norton A. Fellowes and in which the Mental Hygiene Institute was much interested as the study related particularly closely to its Parent Education Department. This study was received by the Board and its recommendations referred to a Ways and Means Committee chaired by Dr. C.A. Roberts. Among other things, this Committee recommended a Steering or Nominating Committee which was chaired by Miss Maysie MacSporran, to consider the establishment of a Board to become a necessary co-ordinating group. A slate of Board nominations is almost complete, and a meeting of the sponsoring groups will be held shortly.

Earlier I mentioned the lack of trained professional and technical staff as the primary problem for us all. We all know that our services can be no better than the staff that we employ can supply. Many of our salaries are so low that we cannot compete with other local organizations and certainly not with other places. However, a real effort is being made to overtake the lag and I hope that next year I can report a greater measure of success. Training facilities must be sufficient also. Some cheering developments can be brought to your attention, though. Sir George Williams University is planning a few courses on the undergraduate level which should be useful for Boys' Club Workers and others, and should lead some to earn a Bachelor's degree and then move on to McGill's graduate School of Social Work. Again we hope that the School will benefit from the University grants agreement worked out by the Provincial and Federal Governments. Also through the Youth Protection Committee, chaired by William F. Shepherd and generously helped by the 'know-how' of our French colleagues who have already developed a course for non-teaching staff of students in their institutions and other child care organizations, the Protestant Committee has authorized a similar course for English-speaking personnel. Of course Professor Griffiths and her sub-committee have to work out the curriculum with the official Educational Sub-Committee - but this necessary curriculum will soon be developed. All this is very hopeful. At this point I should say that we have been receiving great help and consideration from all the Public Departments - Health, Welfare and Recreation - Federal, Provincial and

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Municipal. Not only have the Ministers and their deputies shown great interest in the problems we all face, but the staffs operating the programs have been fine colleagues of the staffs in the voluntary agencies. There are many things to put right yet, but real progress is being made. We hope to push ahead together.

It is good to know that Quebec Public Charities Act rates are to be increased in the welfare field, which has lagged even behind hospitals. However we are still plugging away at getting administrative lines established so that the unemployed not covered by unemployment insurance may receive the unemployment assistance to which they are entitled. The needs of Homeless men also are still not met to the necessary extent in Montreal. We plan to work again more urgently on this problem. Last winter was a rather black one for many persons in these groups, in spite of pleasing improvements for others.

I still have one or two points to make. The Council, with its member agency the Parks and Playgrounds Association, together with other groups, has been most concerned with further possibilities of encroachment on Mount Royal Park and other green and open spaces. The Council is against such encroachment as shown over and over again by its actions. As one of the propositions is still sub judice, I shall say no more.

Another matter which has had my closest interest for several years is a very tough one to solve. This is our inability to get fully suitable accommodation for the care of the English-speaking chronically ill.

As of one year ago, you may recall, Council had convened the Presidents of eleven English-speaking hospitals to consider the problem; and they authorized a survey by an outside expert in the field of existing beds and the possibility of re-arrangement thereof if any beds were empty and if beds in any institution might profitably be diverted to another use. This report by Dr. J. Murray Steele, Director of Research Service, New York University, Medical Division in The Goldwater Memorial Hospital in New York City, was available and was circulated at the end of December 1959. It indicated certain possible approaches to the problem requiring the co-operation of a number of institutions to meet not only the increasing need of beds for the chronically ill, but also the continuing but abating need of beds for contagious diseases of both adults and children. The Presidents and their Directors were reconvened once by me as Committee Chairman, but in the absence of agreement the report was referred to a smaller committee which is meeting again in a few days prior to convocation of the larger body. Sometimes I am discouraged at the situation. Suffice it to say that something must be done for our chronically ill who require institutional care, because all are not properly cared for, due to lack of space in the excellent chronically ill hospitals we have, or they have to remain in terribly expensive and badly-needed general hospital beds increasing the deficits there. So if the conclusion of the hospitals is that there cannot be a proper and profitable re-arrangement of beds and functions, then clearly the public must expect a capital campaign to supply new beds.

And now I have briefly some pleasant and unpleasant tasks to perform. First - the unpleasant - I have to say good-bye to certain departing Governors. To Mr. E.G. Jones after five years splendid service; to Mrs. Norton Fellowes, who also has served five years, to Dr. W.R. Slatkoff, who also has served this full term and whom we hate to lose; the same applies to Mr. Bernard J. Finestone

who has to pull out, at this point, unfortunately for our Board; to Mr. Ronald Rankin, who has heavy business commitments, and whose service to Council committees will be remembered; also to Mr. W.G. Miller who is leaving Montreal for New York.

I want to record also our thanks to the very responsible, certainly in Welfare terms, Press and Radio and Television of Montreal for excellent coverage. Even though we did take exception to a certain Front Page Challenge release on T.V., and shortly afterwards to a radio interview over Dominion CBC network which seemed to be rather tolerant of the fairly successful lives of a male swindler of parts and of a female smuggler. We think our protests to all the powers that be have served a useful purpose for the future.

At this point too I am sure you will want me to thank the Board and staff of the Young Women's Christian Association. They cater to many Council events, in small and large committee rooms, at luncheon meetings of all sizes and in making their facilities and services available to such programs as Recreation for the Handicapped.

I wish to thank too - after my words of appreciation to those Governors who depart - those who remain to serve another term. On them I know I can depend.

But the Council cannot function on Governors alone, however wise and faithful. And I wish to record my deep feelings of gratitude for the loyal, consecrated and patient devotion to duty of all the Council staff, notably Mr. Charles Young, Executive Director, his Associate, that over-worked well of information, guidance and common sense, Gwyneth Howell, and her able assistants, Mesdames Ross, Young, Burko, de St. Croix and Bishop. Without their guidance your President and his fellow-officers, and of all those excellent people who chaired or were members of Committees and to whom we repeat thanks tendered them from time to time, the Council of course would not have been able to accomplish anything. My appreciation is sincere.

F.R. Hannen, Q.C.,
PRESIDENT.

May 30th, 1960.

REPORT OF THE BOARD OF GOVERNORS FOR THE YEAR - 1959

This report deals mainly with the work of the functional Sections of the Council not already alluded to in the President's Commentary, and that of the Social Service Index. Only the most important are included in this statement.

The CASE WORK SECTION, chaired by Mrs. Philip Cumyn, has continued its series of General Meetings, the following topics having been discussed in the 1959-60 season - The Unmarried Mother, Trends in School Social Work, Trends in Methods of Teaching the Deaf, Highlights in the work of the John Howard Society of Quebec, and Public Welfare Services to Youth. These luncheon meetings have been informative and well attended.

Emotionally Disturbed Children

Emotional crippling - the most tragic thing that can happen in a family - can be seen in any society, so today serious study is being given to ways of meeting the problem. Dr. John A. Rose has put the difficulty of the emotionally deprived child this way: "The qualities of human personality upon which we are dependent for the maintenance of general welfare and freedom are those lost in the development of the child who is deprived emotionally." This loss is costly to the community and to the nation.

The Council has recognized the importance of the problem and for some years has had an extremely active Committee on the subject. Serving on it are some thirty professional people - social workers, psychiatrists, nurses and psychologists. The first preliminary report the Committee produced was found helpful in the development of a Department of Psychiatry at the Montreal Children's Hospital.

The final report gave an overall blueprint of what should be done to meet the situation and contains sixteen important recommendations which the Sub-Committee on Personnel and Finance has been charged with implementing. At present it is giving priority rating to the recommendations.

Effects of the report already can be seen in the inclusion of the establishment of a Children's Unit to treat severely emotionally disturbed children in the building expansion plans of the Verdun Protestant Hospital.

The Committee is now giving study to the possibility of obtaining and financing a residential centre for less severely disturbed children who cannot be treated in their own homes. A new Sub-Committee is being formed to consider ways and means of strengthening existing psychiatric services for children.

Family Budgetting

Because budgetting the family income can give rise to so many family misunderstandings, the Montreal Council of Social Agencies at the request of its agencies has formed a Committee on Family Budgetting. Serving are representatives from family welfare agencies in the Montreal area, the Montreal Social

Welfare Department, the Social Services of the Department of Veterans Affairs and the Montreal Diet Dispensary - all of whom have had much experience in dealing with family money problems. They are pooling their knowledge and experience.

First Committee concern - minimum adequate budgets for families receiving public assistance or on very low incomes who have little money and need to stretch it to the utmost. Such essential items as rent, food and clothing are being priced and the Committee will publish a report for the use of municipal and provincial departments and welfare agencies.

But because family budgetting does not alone pose a problem for those who must live on a minimum amount of money but can be a thorn in the flesh of families having a moderate income who need help in making a workable budget, the Committee then will turn its attention to budgets for them.

The matter of family money and how it is spent need not be a source of conflict.

Homemaker Service

One of the most important aids in bulwarking the family in times of stress is the homemaker. The calls upon this type of service far outrun the supply. The homemaker takes over in the home when the mother is ill or dies. She does her job under the supervision of the social agency for which she works. Nor do homemakers only play their part in homes where there are young children. A homemaker can be of a great help to elderly couples who perhaps need her services for only two hours a day - buying the groceries, tidying the house, doing a little cooking.

In both instances through the help of the homemaker families can remain united. For it remains true that children thrive best in their own home when the mother is ill and elderly couples are happier if they can stay together.

For some time now the Council has been operating a Committee to Study the Need for Homemaker Service. It has found the need for the development and support of a community-wide service undeniable in Montreal. Though this has not yet become possible, the Committee while waiting developments is studying ways and means of helping existing services in recruitment and homemaker training programs and in particular helping to raise the status of the homemaker in the community. With raised status the Committee believes suitable women will be more willing to become homemakers.

Multi-Problem Families

Work on this new committee has just begun. These families each have several severe problems. Such families exist in every community. Usually they have required the aid of many welfare agencies for years. They are apt to resist help.

At the present time the Committee is defining the extent of the study it can make, in the face of limitations of funds and skilled staff.

THE GROUP WORK AND RECREATION SECTION, chaired by Mrs. Norton A. Fellowes, has had an active Program Committee at work which recently reviewed the activities of the Section in order to develop a program Keynote for the next few years, as group

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work like other phases of welfare work is in process of change. Indeed the two General Meetings held this year were directed towards another look at how group work and recreation services in Montreal could be streamlined to meet better the needs of a rapidly growing metropolitan area. The speakers were Mr. Charles H. Young and Professor Alan Klein of Pittsburgh, Pa., an authority in effective planning of this type.

Further the Section gathered material for an informative brochure to be used by groups and individuals in our various communities to guide them in planning together and carrying into action suitable recreational services for their people.

Professional Staff

In this Section, perhaps more than any other, the lack of trained staff is most glaring and the Section has concentrated on trying to improve the situation, through attempts to find suitable personnel for training, development of extension courses, more training facilities, work-study plans, bursaries, in-service training and so forth. As our President has reported, the development at Sir George Williams University has been most gratifying and also the use which the Boys' Clubs of Canada is making of this by arranging undergraduate assistance for Boys' Clubs personnel. This includes special bursaries and work-study arrangements in various social work agencies in Montreal. Other agencies also have undertaken in-service programs to strengthen the training of personnel. This points the way to better service.

Athletics Standards

The Program Planning Committee reviewed the work the Section has done over the years in trying to encourage the community to look more thoughtfully at the kinds of athletic programs to which it exposes its children and young people.

The Committee is stunned by the magnitude of this problem and stresses the urgent need for national leadership - a possibility which it is currently exploring.

Preserving City Parks

As the President noted the Section has kept alert to attempted park encroachment and has worked closely with the Montreal Parks and Playgrounds Ass'n.

Clubs for Older Persons

The Section has prepared a tentative list of clubs available for older people in Montreal. Through the efforts of a Volunteer who was prepared to visit and work with Church and other groups, many new clubs for older people were inaugurated in Montreal. Also, at the request of the Westmount Friendship Club, the Section appointed a special committee to assist in establishing a sponsoring group for this club.

Consultation Services

These are in constant demand, and were this year used notably by Welfare Federation in connection with its member group work and recreation agencies; the

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Montreal Girls' Association; and the Junior League of Montreal.

Special Projects

1. Cooperation with the City of Montreal Parks Department in the development of recreational services for older people.

On May 10, 11 and 12 a Golden Age Festival was held in the Notre Dame de Grace Community Centre to show older people the facilities available in the recreational centres and what skilled leadership is at hand to help them develop recreational interests.

This was a forerunner of the Golden Age Hobby Show which will be held under the auspices of the City Parks Department in 1961.

2. Continuation of the three-year project on Recreation for the Handicapped. This year the Section succeeded in raising funds for the work. Member recreational and group work agencies, through their on going programs, included special services to handicapped people.

THE HEALTH SECTION, chaired by Dr. Donald Bews, continued its work on many long term projects, such as Care of the Chronically Ill already dealt with in the President's remarks; Children's Dental Services, a committee which continues to advocate fluoridation of the City of Montreal water supply; and the attempts to implement the recommendations of the report brought down by the Committee on English-speaking Deaf and Hard of Hearing in Montreal.

Alcoholism

For nearly a decade the Council has been aware of the increase in alcoholism in the English-speaking community it serves and has studied what steps should be taken to combat it. As early as 1950 a Committee on Alcoholism was established in its Health Section which two years later produced a comprehensive survey on the problem itself with recommendations on how it could be met. The survey, now seven years old, has been reviewed again recently. This study showed that in seven years the statistics were out of date but the recommendations were as sound now as then.

The City of Montreal Health Department therefore reprinted copies of this report in both French and English at the request of the Council's Committee on Alcoholism - a significant move in view of the Province's determination to undertake a province-wide survey on alcoholism. This was proposed by the Quebec Minister of Health, Dr. Arthur Leclerc. A committee has been set up under Dr. Andre Boudreau, lecturer on alcoholism at the University of Sherbrooke and of Domremy Quebec Clinic, with whom consultations have been held.

Working on the Council Committee are representatives from the National Committee for Education on Alcoholism Inc., the John Howard Society which is concerned with the rehabilitation of prisoners who are alcoholic, psychiatrists, the City of Montreal Health Department, industry, which is becoming more and more concerned with the loss in ability and man hours which alcoholism brings.

On this united front the Council Committee moves forward. It was supported by a special issue of the Council's COMMENTATOR published in September 1959.

Nutrition

This season the Committee's chief concern has been focussed on the nutritional status of older persons, particularly on those 65 years of age and over. Many of whom are solely dependent on the old age security or old age assistance benefits.

A Sub-Committee was set up to review a number of publications on nutrition, food selection and budgetting, directed towards the older person. After careful study the consensus was that the booklet "Food Guide for the Older Person" prepared by the Nutrition Division, Department of National Health and Welfare was a most useful pamphlet and with certain modifications it could be an effective tool in a well planned information program. It is the opinion of the Committee that a program which would enable a nutritionist to meet with groups of older people to discuss food habits would be worthwhile. Nutritionists might also accomplish a great deal if they could visit nursing homes for the purpose of assisting proprietors with menus for older people. The Medical Supervisor of the Social Welfare Department of the City of Montreal has expressed interest in this suggestion.

During January and February 1960 the Nutrition Division, Department of National Health and Welfare conducted a study of nutrition problems and needs in Montreal which included older people living at various levels of income. The Chairman of the Health Section Committee on Nutrition was associated with the publicity which was carried on in connection with this survey.

A liaison is maintained with other Council committees working in related areas, e.g. Older Persons Section and the Family Budgetting Committee in the Case Work Section through Nutrition Committee representation on these committees.

The establishment of uniform low cost special diets in hospitals has been a subject which has been seriously considered by the Committee. The mechanics involved in the initiation of a study and the implementation of recommendations are complicated, therefore no action is contemplated for the present by this Committee.

It has been suggested that the Province of Quebec Dietetic Association might be the appropriate organization to initiate such a study and if this group did assume responsibility for a project of this kind the Committee on Nutrition would be glad to cooperate in every way possible.

Perhaps the most exciting new project of the Section this year was the one-day Institute on Rehabilitation of Seizure Patients, which was sponsored by the Council and the Montreal Neurological Institute in cooperation with the Department of Neuro-Psychiatry, Hotel Dieu Hospital.

The theme was "A Better Deal for Seizure Patients" and the purpose "to develop an educational program on Epilepsy and Seizure Patients; to interpret and apply our knowledge in the fields of education, rehabilitation and employment."

General assemblies and a luncheon meeting were planned for the information of interested citizens and professional people. Workshops were also set up for professional people in order that the more technical aspects and problems associated with epilepsy and seizures might be discussed.

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Special speakers were Doctor Harry Sands, Executive Program Director, United Epilepsy Association, New York City and Doctor Wilder Penfield, O.M., C.M.G., Executive Director, Montreal Neurological Institute.

The registrants who attended complete sessions numbered 312 and 234 came to the luncheon.

Recommendations

Each Workshop stressed the need for a co-ordinating centre where information concerning existing services could be obtained and from which referrals could be made. Such an agency could also provide an educational program and initiate research projects. A resolution was passed that steps be taken towards the establishment of such an organization in Montreal.

As our President has said, the "How" and "With What" remain to be resolved.

OLDER PERSONS SECTION, chaired by Mrs. Andrew Fleming.

This year the Board of Governors decided that the former Committee on Elderly Persons Welfare should be restructured to become a new and fourth Section of the Council. It was an extremely active Section as the following list shows.

A Low Rental Housing Committee continued to investigate sites and properties which might prove suitable for low rental housing projects for the elderly; provided information and consultation services to seven community organizations and groups seriously interested in the possibilities of providing low rental housing for the elderly; developed a brochure, setting forth the need for and the advantages of making low rental housing units available to this age group, together with information concerning financial assistance available for this purpose to community groups through Central Mortgage and Housing Corporation, under the National Housing Act; and petitioned Central Mortgage and Housing Corporation for revision of its assessment procedures for the benefit of non-profit companies formed under the National Housing Act, for low-rental housing purposes, for the elderly.

A Friendly Visiting Service was launched by a committee of the Section, in cooperation with the Montreal Volunteer Bureau, to bring the warmth of personal friendship to elderly shut-ins who are lonely. At present, only patients referred through the Victorian Order of Nurses, the Social Service Departments of the hospitals, and by Rehabilitation Centres, are being served, but it is hoped, in time, that the Service can be extended to others. A pamphlet describing the purposes and operations of the Service was prepared and has been widely used for recruiting purposes.

A Directory of Resources and Services available to older English-speaking persons is in process of preparation by a committee appointed in cooperation with the other Sections of the Council.

A Committee on Foster Homes and Supervised Residences has been set up to study the need and desirable operating standards for homes of these types, in order to be of assistance to community groups interested in establishing such facilities.

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A Survey of Residents of Existing Homes for older people in the English-speaking community has been undertaken. The survey is a limited one, designed to provide useful guides concerning the nature and extent of supplementary facilities which will need to be provided in the Montreal area.

Employment Counsellors for older workers appointed to the Montreal Metropolitan offices of the National Employment Service, continued to receive the attention of the Section. Representations made separately and jointly through the Council for the Guidance of the Handicapped, to local, Provincial and National Employment Committees of the Unemployment Insurance Commission obtained partial success with the authorization of one such appointment for this area, this year.

Income Maintenance and Pension Supplementation

Representations were made to the Provincial Department of Social Welfare and Youth seeking increased financial assistance for elderly persons attempting to live in the Montreal area on $55.00 a month. There has been some easement of the situation in cases of dire distress.

Significant Developments in the Field

The establishment of a small full-time Division on Older Workers, under the direction of the National Co-ordinator, Civilian Rehabilitation, Department of Labour.

The broad educational program which the Department of Labour has undertaken in an effort to reduce the difficulties met by older workers in keeping or obtaining employment, and the leadership which has been taken by the Minister of Labour in this campaign.

The City of Montreal, Social Welfare Department, has now accepted responsibility for the provision of glasses and dentures for indigents as necessary. A large proportion of the recipients are likely to be elderly folk.

Special Thanks are tendered to the Rotary Club of Montreal for a donation of $500. to enable the Section to engage part-time staff which was much needed, and proved of real assistance particularly in the preparation of statistical and other material which the Committee required for its work. Thanks also are due the other Sections of the Council, particularly the Health Section and the Group Work and Recreation Section, both of which have been occupied in matters of direct concern to the welfare of the elderly and have worked in close cooperation with this Older Persons Section.

THE SOCIAL SERVICE INDEX, a department of the Council, submits the following brief report for 1959.

During a year in which some sources have laid emphasis on the declining use of the Social Service Index as a useful agency in total community services, well established and well maintained Index services have re-emphasized the positive values to health and welfare services of such an organization.

The Montreal Social Service Index did so in several ways:-

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The Montreal Social Service Index did so in several ways:-

- By encouraging members to use it to the fullest extent possible. It is only when all members do that its files can be up-to-date and complete reports can be given to member agencies.

- By discussing with individual members policies of use when it became apparent to both the Index and the agency that its policy needed evaluation and revision.

- To being aware when members were not using the Index according to the policy agreed upon, and discussing this with member agencies.

- By keeping Index files in order by cleaning out cards of cancelled registrations. This was a spare time process which went on all year with the help of three volunteers. Staff gave more time to this in July and August.

- By an annual re-registration from lists of cases carried over by member agencies from 1958 to 1959.

- By sending members copies of the proceedings of the Institute on the Social Service Index held October 1958.

- By sending to members quarterly and yearly reports of how members used the Index in 1959.

- By encouraging visits to the Index by staff of member agencies and university students in the health and welfare field.

- By reminding <u>all</u> that this is not simply a means of establishing communication <u>for caseworkers in a casework setting but for all health and welfare services</u> meeting membership requirements. Unless all recognize the Index as an agency serving the whole community in the health and welfare field it cannot really serve its purpose.

- By maintaining the Index as a confidential service to members only. Interested individuals from the community made enquiries from time to time. These were <u>not given</u> confidential reports but a member agency interested in the family or individual was in each case put in touch with the person making the enquiry.

- Better working space was made available for staff this past year. Staff previously had worked under very crowded conditions.

<u>A few Statistics</u> - two classifications

(a)	<u>Total Use</u>	14,545	100%
	Welfare Federation Members	8,081	56%
	Federation of Catholic Charities Members	893	6
	Jewish Community Services Members	625	4
	Community - Wide Members	1,667	11
	Hospitals - English	2,398	17
	Other English Members	881	6

- By encouraging members to use it to the fullest extent possible. It is only when all members do that its files can be up-to-date and complete reports can be given to member agencies.

- By discussing with individual members policies of use when it became apparent to both the Index and the agency that its policy needed evaluation and revision.

- To being aware when members were not using the Index according to the policy agreed upon, and discussing this with member agencies.

- By keeping Index files in order by cleaning out cards of cancelled registrations. This was a spare time process which went on all year with the help of three volunteers. Staff gave more time to this in July and August.

- By an annual re-registration from lists of cases carried over by member agencies from 1958 to 1959.

- By sending members copies of the proceedings of the Institute on the Social Service Index held October 1958.

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(b)	Total Use	14,545	100%
	Family Service Agencies	4,778	31%
	Child Care Agencies	1,839	13
	Health Service Agencies	1,845	13
	Rehabilitation Agencies	1,315	9
	Youth Protection Agencies	400	3
	Hospital Social Service Departments	2,023	14
	Institutions	86	1
	Public Welfare Services	838	6
	Recreation and Group Work	202	2
	Miscellaneous	1,219	8

Membership

Total membership now numbers sixty-seven organizations.

The other Central or Administrative Services of the Council - of which of course the Index is one - can be dealt with in short order - although they take up much of Council staff time. First, a Consultation Service is provided which ranges from re-establishing a social agency needed by the community, but which has run into heavy weather, to discussion with individual citizens of ideas for setting up unnecessary social services. The former may include the slow business of helping the Board members re-shape policy; finding new Executive staff - never easy; recommending more funds to prevent false economy, or helping the agency to look again at its expenditures and use less money to better effect. This kind of job usually represents danger and also provides an opportunity - that is, first crisis, and then slow change. Most of this work can not be advertised.

Council also gives a Public Information Service provided through staff information and consultation; by the issuing of publications, widely distributed, including three issues a year of COMMENTATOR; the 12th edition this year of the Directory of Health, Welfare and Recreation Services in Montreal - (no one should be without it - order one $1.00); also by means of press and radio releases, public speeches; and the holding of many public meetings on important issues. Then there are all the applications for employment of all types - usually not the ones we can use. Finally there are the applications for social assistance - around 400 a year.

The Council may not be anywhere near perfect but it continues to be concerned with many significant matters and is anything but idle. The results achieved derive from the partnership in planning and action of volunteer citizens, governmental and voluntary organizations. Efficiency is one of this Council's objectives. But as I said last year good social welfare comes not only from careful management. It demands a crusading spirit.

Respectfully submitted, I move the adoption of the 1959 Report of the Board of Governors.

(Signed) Gwyneth Howell,
Associate Executive Director.

May 30th, 1960.

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May 30th, 1960.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31ST, 1959

INCOME	COUNCIL	INDEX
Welfare Federation of Montreal	$61,192.71	$ 9,474.29
Membership Fees	3,195.00	-
Directory of Health & Welfare Services	517.70	-
Publications	34.25	
Federation of English Catholic Charities	-	968.91
Federation of Jewish Community Services	-	419.12
Department of Veterans' Affairs	-	690.03
Department of National Health and Welfare	-	173.98
Hospitals and Other Agencies	-	4,125.91
Le Conseil des Oeuvres	-	536.00
	$64,939.66	$16,388.24

EXPENDITURE		
Salaries	$54,249.64	$12,697.15
Office Supplies, Postage, etc.	4,302.84	843.66
General Expenses	6,387.18	2,847.43
	$64,939.66	$16,388.24

Past P
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BOARD OF GOVERNORS - 1959

OFFICERS

Past President	D.A. Hanson	Hon. Secretary	Miss E. Meredith Hodgson
President	F.R. Hannen, Q.C.	Hon. Treasurer	Ronald W. Rankin
Vice Presidents	Mrs. A.T. Galt Durnford	Hon. Solicitors	Col. A.A. Magee, Q.C., C.B.E.
	Robert C. Rae		J.H.H. Robertson, Q.C.

Community Representatives

Rev. Dr. J.A. Boorman
F.R. Hannen, Q.C.
D.A. Hanson
Miss E. Meredith Hodgson
E.G. Jones
Miss Maysie S. MacSporran
W. Earle McLaughlin
Hon. Justice Geo. R.W. Owen
Ronald W. Rankin
Dr. Charles A. Roberts
Mrs. R.E. Stavert

Case Work Section Representatives

Mrs. Philip Cumyn
Mrs. E.G. Cargill
Mrs. A.T. Galt Durnford
Bernard J. Finestone
Miss Margaret Griffiths
Miss Esther Kerry

Group Work and Recreation Section Representatives

Mrs. Norton A. Fellowes
Mrs. Ian W. Adair
Mr. Leonard Levine
Mr. W.G. Miller
Robert C. Rae
Dr. Cecil D. Solin

Health Section Representatives

Dr. D.C. Bews
Dr. Harvey E. Beardmore
Dr. Orville F. Denstedt
Dr. Jessie Boyd Scriver
Dr. W.R. Slatkoff
Mrs. Doris Small

Older Persons Section Representative

Mrs. Andrew Fleming

Executive Officers

Executive Director - Charles H. Young
Associate Executive Director - Miss Gwyneth Howell

AUDITORS: Stevenson, Blakely, Blunt & Co.

MEMBER ORGANIZATIONS - 1959

Anglican Church of Canada, Diocese of Montreal
Association for the Help of Retarded Children (Quebec) Inc.
Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts Association, Mtl. District
Boys' Farm and Training School
Canadian Arthritis and Rheumatism Society, Quebec Division
Canadian Association of Social Workers (Montreal English Branch)
Canadian Cancer Society (Montreal District Council)
Canadian Girl Guides, Mtl. Association
Canadian Hemophilia Society
Canadian National Institute for the Blind, Quebec Division
Canadian Red Cross Society, Quebec Div.
Cancer Aid League, Inc.
Cerebral Palsy Association of Quebec, Inc.
Child Health Association
Children's Service Centre
Daily Vacation Schools
Department of Veterans Affairs, Social Service Division
Evangelical Lutheran Immigration and Service Centre
Family Welfare Association
Girls' Cottage School
Girls' Counselling Centre
Grace Dart Hospital
Herzl Health Service Centre
Imperial Order Daughters of the Empire, Montreal Municipal Chapter
International Rescue Committee, Inc.
Irish Protestant Benevolent Society
Jewish Child Welfare Bureau
Jewish General Hospital
Jewish Hospital of Hope
Jewish Immigrant Aid Services of Canada
Jewish Junior Welfare League
Jewish Vocational Service
John Howard Society of Quebec
Julius Richardson Convalescent Hospital
Junior League of Montreal
Lachine Benevolent Association
Lakeshore Welfare Services
Mackay School for the Deaf
Marriage Counselling Centre of Montreal
McGill School for Graduate Nurses
McGill School of Social Work
Mental Hygiene Institute
Montreal Association for the Blind
Montreal Boys' Association
Montreal Children's Hospital
Montreal Council of Women
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital
Montreal Girls' Association
Montreal Hebrew Old People's and Sheltering Home
Montreal Ladies Benevolent and Protestant Orphans Society
Montreal League for the Hard of Hearing
Montreal Neurological Institute
Montreal Nursery School Association
Montreal Parks and Playgrounds Ass'n.
Montreal Protestant Homes
Montreal Volunteer Bureau
Mount Sinai Sanatorium
Murray Bay Convalescent Home
National Council of Jewish Women, Montreal Section
Negro Community Centre
Neighbourhood House of Montreal
Occupational Therapy and Rehabilitation Centre
Old Brewery Mission Inc.
Presbyterian Church in Canada, Presbytery of Montreal
Reddy Memorial Hospital
Rosemount Boys' Club Inc.
Royal Edward Laurentian Hospital
Royal Victoria Hospital
St. Andrew's Youth Centre
St. Columba House
St. George's Society of Montreal
St. Laurent Neighbourhood Association
Salvation Army
Sheltering Home
Society for the Protection of Women and Children
Travellers' Aid Society of Montreal
Tyndale House
Unitarian - Church of the Messiah
United Church of Canada, Montreal Presbytery
University Settlement of Montreal
Verdun Protestant Hospital
Victorian Order of Nurses
Weredale House
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association of Montreal
Young Women's Christian Association

THE COUNCIL REPORTS TO THE PUBLIC

1959

A View of our Community

Montreal Council of Social Agencies, 1040 Atwater Ave.

CONTENTS

C O N T E N T S

PRESIDENT'S COMMENTARY

In trying to tell what the Montreal Council of Social Agencies is, we frequently say that it is comparable to a somewhat minute United Nations. It is a membership organization which ideally would be universal in membership and participation. Health, Welfare and Recreation organizations, Churches and various other institutions belong to it, send delegates, and pay small dues. You will find these members listed in the official Annual Report which you will receive as you leave. Miss Howell is going to present this to you on behalf of the Board of Governors very shortly, and will itemize our objectives more specifically. But in its fields of Health, Welfare and Recreation broadly speaking this Council seeks to co-ordinate, guide and assist the efforts of the many to avoid duplication and dissipation of talents and of money in laudable causes.

The results we are after are for the good of all the citizens of Montreal and its environs, though we concentrate specifically on the needs of the English-speaking group and how they can be met in the very wide area included in those words welfare, health and recreation. However we are all involved - English, French, every religious body and every group regardless of national or racial origin. We must communicate with and understand one another and establish means and find time to do this.

To continue my earlier comparison of Council and the United Nations Organization - both offer a forum and are places of action; both have many frustrations but both can list some achievements; both have a number of handicaps and I might list some of ours:-

1) lack of sufficient funds
2) lack of enough citizen involvement
3) lack of professional and technical staff in our institutional membership
4) too small a secretariat in the Council, which prevents us from doing much of the research we are sometimes asked to do or wish to do, or from following up some things which we are asked to do and as it develops, there is no person or body willing or able to carry on further; and
5) sometimes selfish interests prevent cooperation.

However despite the handicaps, and just as the powers and the peoples of the world have turned back to the United Nations Organization upon the lamentable collapse of the recent Summit Conference, so our clients - if I may use that very professional word - return or come to the Council with problems old and new for negotiation and re-negotiation, solution, assistance or advice.

Let's look at our persistent lack of funds. Welfare Federation collects about 85% of our funds from the public of Montreal, and very grateful we are. We earn the rest through sales of our publications, sale of certain services, fees, etc. These monies enable us to get a basic job done. But when we need to pioneer to meet a demonstrated new need, it is something else again.

Just a few instances. Several years ago we recognized the need for evaluation of our psychiatric and mental health services - what should Montreal

PRESIDENT'S COMMENTARY

have, how much did we have already, what should be developed, how best co-ordinate all such services to be most effective? We did not have the money to tackle this problem. Efforts to obtain Government funds failed, nor could we secure voluntary gifts or Foundation grants. But, last year the Canadian Mental Health Association, Quebec Division, had funds in hand and was sold on this proposition. The job of doing the initial Survey was farmed out to the Montreal Council of Social Agencies and le Conseil des Oeuvres, each finding staff to do this work and each being given initial grants to tackle the extra work. The Surveys are now completed. Our Committee work was chaired by Dr. Silverman and we herewith thank him. But, we were slow off the mark, we had to wait. And of course the most important work - the putting into force and effect of the recommendations of the report - still remains to be done. More money and more leadership will be needed to do this.

Another example of lack of means to finish a job exceedingly well-started is the follow-through of an all-day Institute on Rehabilitation of Seizure Patients held last winter at Hotel-Dieu Hospital, under the joint auspices of the Department of Neuro-Psychiatry of that institution, of the Montreal Neurological Institute and of the Health Section of the Council. Many experts participated; the serious need for action and help was clearly demonstrated; we have inquiries as to our intentions, but so far ways to action are not clear and immediate funds not available. More details will be found in the Health Section's official report.

One other extra project is our special effort to find ways and means of providing good Recreation for the Handicapped - this effort being led by Mrs. John Corbett. So far, we have been spending time uneconomically in scrounging for money to engage a special staff member part-time - really living from hand-to-mouth - but succeeding because of the enthusiasm of the groups concerned and the great value of the program. We have had grand co-operation from certain of the Health organizations and other groups - we thank them - but though it is comparatively easy to get money for such things as transportation for 'wheel chair' people, etc., it is not easy to get money for administration or the payment of professional staff who make the program possible. The experiment has been insecurely based. We recognized this, but had to take the chance. Now, as it has never been our job to continue to operate such services, we think that we can plan the service in a way which will enable it to receive Governmental and possibly other support. If so, our faith has been justified.

I could go on to mention the famous Golden Age Hobby Show, which we handled for years at great sacrifice of staff time, and with generous grants from Service Clubs and other interested groups. This is now being transferred to the Recreation Division, Parks Department, City of Montreal, with the full support and co-operation of the volunteer committee, chaired for the last two years by Mrs. Clifford Powell. You must have seen the new effort - as the Golden Age Festival - on television or described in the Press. We believe these various demonstrations to be valuable - and they show again, how pioneer volunteer effort can result in transfer to public (tax-supported) responsibility when well planned and when good close relationships are established between our public and voluntary services.

You can see that in spite of stringency of funds, the Council does manage to move the community forward into new fields of service. For instance, in her 1956 report, Mrs. Hugessen, then President, said "we have still been

unable to establish a comprehensive committee for the care of elderly people as was strongly recommended in 1955." Today not only have we had a strong committee for quite a period, but the Board resolved that it should become an official Section of the Council. It is chaired by Mrs. Andrew Fleming. This brings me to making an official motion for ratification of a change in by-law, which later I shall ask Mr. Pembroke to second specially, before you vote upon it.

By-law IV - Sections and Committees

1. Sections - In order to facilitate the carrying out of the objects of the Council the member organizations shall be grouped by the Board of Governors for primary registration, into the following functional Sections (1) Case Work Section, (2) Group Work and Recreation Section, (3) Health Section, (4) Older Persons Section and such others as the Board may from time to time decide.

You will notice that the change is that Older Persons' Section has been added as a fourth functional Section.

Miss Howell will be dealing with this important development later on.

Another matter we can list as an achievement, I think you will agree, is the study completed on Family Life and Parent Education chaired by Mr. Norton A. Fellowes and in which the Mental Hygiene Institute was much interested as the study related particularly closely to its Parent Education Department. This study was received by the Board and its recommendations referred to a Ways and Means Committee chaired by Dr. C.A. Roberts. Among other things, this Committee recommended a Steering or Nominating Committee which was chaired by Miss Maysie MacSporran, to consider the establishment of a Board to become a necessary co-ordinating group. A slate of Board nominations is almost complete, and a meeting of the sponsoring groups will be held shortly.

Earlier I mentioned the lack of trained professional and technical staff as the primary problem for us all. We all know that our services can be no better than the staff that we employ can supply. Many of our salaries are so low that we cannot compete with other local organizations and certainly not with other places. However, a real effort is being made to overtake the lag and I hope that next year I can report a greater measure of success. Training facilities must be sufficient also. Some cheering developments can be brought to your attention, though. Sir George Williams University is planning a few courses on the undergraduate level which should be useful for Boys' Club Workers and others, and should lead some to earn a Bachelor's degree and then move on to McGill's graduate School of Social Work. Again we hope that the School will benefit from the University grants agreement worked out by the Provincial and Federal Governments. Also through the Youth Protection Committee, chaired by William F. Shepherd and generously helped by the 'know-how' of our French colleagues who have already developed a course for non-teaching staff of students in their institutions and other child care organizations, the Protestant Committee has authorized a similar course for English-speaking personnel. Of course Professor Griffiths and her sub-committee have to work out the curriculum with the official Educational Sub-Committee - but this necessary curriculum will soon be developed. All this is very hopeful. At this point I should say that we have been receiving great help and consideration from all the Public Departments - Health, Welfare and Recreation - Federal, Provincial and

Municipal. Not only have the Ministers and their deputies shown great interest in the problems we all face, but the staffs operating the programs have been fine colleagues of the staffs in the voluntary agencies. There are many things to put right yet, but real progress is being made. We hope to push ahead together.

It is good to know that Quebec Public Charities Act rates are to be increased in the welfare field, which has lagged even behind hospitals. However we are still plugging away at getting administrative lines established so that the unemployed not covered by unemployment insurance may receive the unemployment assistance to which they are entitled. The needs of Homeless men also are still not met to the necessary extent in Montreal. We plan to work again more urgently on this problem. Last winter was a rather black one for many persons in these groups, in spite of pleasing improvements for others.

I still have one or two points to make. The Council, with its member agency the Parks and Playgrounds Association, together with other groups, has been most concerned with further possibilities of encroachment on Mount Royal Park and other green and open spaces. The Council is against such encroachment as shown over and over again by its actions. As one of the propositions is still sub judice, I shall say no more.

Another matter which has had my closest interest for several years is a very tough one to solve. This is our inability to get fully suitable accommodation for the care of the English-speaking chronically ill.

As of one year ago, you may recall, Council had convened the Presidents of eleven English-speaking hospitals to consider the problem; and they authorized a survey by an outside expert in the field of existing beds and the possibility of re-arrangement thereof if any beds were empty and if beds in any institution might profitably be diverted to another use. This report by Dr. J. Murray Steele, Director of Research Service, New York University, Medical Division in The Goldwater Memorial Hospital in New York City, was available and was circulated at the end of December 1959. It indicated certain possible approaches to the problem requiring the co-operation of a number of institutions to meet not only the increasing need of beds for the chronically ill, but also the continuing but abating need of beds for contagious diseases of both adults and children. The Presidents and their Directors were reconvened once by me as Committee Chairman, but in the absence of agreement the report was referred to a smaller committee which is meeting again in a few days prior to convocation of the larger body. Sometimes I am discouraged at the situation. Suffice it to say that something must be done for our chronically ill who require institutional care, because all are not properly cared for, due to lack of space in the excellent chronically ill hospitals we have, or they have to remain in terribly expensive and badly-needed general hospital beds increasing the deficits there. So if the conclusion of the hospitals is that there cannot be a proper and profitable re-arrangement of beds and functions, then clearly the public must expect a capital campaign to supply new beds.

And now I have briefly some pleasant and unpleasant tasks to perform. First - the unpleasant - I have to say good-bye to certain departing Governors. To Mr. E.G. Jones after five years splendid service; to Mrs. Norton Fellowes, who also has served five years, to Dr. W.R. Slatkoff, who also has served this full term and whom we hate to lose; the same applies to Mr. Bernard J. Finestone

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who has to pull out, at this point, unfortunately for our Board; to Mr. Ronald Rankin, who has heavy business commitments, and whose service to Council committees will be remembered; also to Mr. W.G. Miller who is leaving Montreal for New York.

I want to record also our thanks to the very responsible, certainly in Welfare terms, Press and Radio and Television of Montreal for excellent coverage. Even though we did take exception to a certain Front Page Challenge release on T.V., and shortly afterwards to a radio interview over Dominion CBC network which seemed to be rather tolerant of the fairly successful lives of a male swindler of parts and of a female smuggler. We think our protests to all the powers that be have served a useful purpose for the future.

At this point too I am sure you will want me to thank the Board and staff of the Young Women's Christian Association. They cater to many Council events, in small and large committee rooms, at luncheon meetings of all sizes and in making their facilities and services available to such programs as Recreation for the Handicapped.

I wish to thank too - after my words of appreciation to those Governors who depart - those who remain to serve another term. On them I know I can depend.

But the Council cannot function on Governors alone, however wise and faithful. And I wish to record my deep feelings of gratitude for the loyal, consecrated and patient devotion to duty of all the Council staff, notably Mr. Charles Young, Executive Director, his Associate, that over-worked well of information, guidance and common sense, Gwyneth Howell, and her able assistants, Mesdames Ross, Young, Burko, de St. Croix and Bishop. Without their guidance your President and his fellow-officers, and of all those excellent people who chaired or were members of Committees and to whom we repeat thanks tendered them from time to time, the Council of course would not have been able to accomplish anything. My appreciation is sincere.

F.R. Hannen, Q.C.,
PRESIDENT.

May 30th, 1960.

REPORT OF THE BOARD OF GOVERNORS FOR THE YEAR - 1959

This report deals mainly with the work of the functional Sections of the Council not already alluded to in the President's Commentary, and that of the Social Service Index. Only the most important are included in this statement.

The CASE WORK SECTION, chaired by Mrs. Philip Cumyn, has continued its series of General Meetings, the following topics having been discussed in the 1959-60 season - The Unmarried Mother, Trends in School Social Work, Trends in Methods of Teaching the Deaf, Highlights in the work of the John Howard Society of Quebec, and Public Welfare Services to Youth. These luncheon meetings have been informative and well attended.

Emotionally Disturbed Children

Emotional crippling - the most tragic thing that can happen in a family - can be seen in any society, so today serious study is being given to ways of meeting the problem. Dr. John A. Rose has put the difficulty of the emotionally deprived child this way: "The qualities of human personality upon which we are dependent for the maintenance of general welfare and freedom are those lost in the development of the child who is deprived emotionally." This loss is costly to the community and to the nation.

The Council has recognized the importance of the problem and for some years has had an extremely active Committee on the subject. Serving on it are some thirty professional people - social workers, psychiatrists, nurses and psychologists. The first preliminary report the Committee produced was found helpful in the development of a Department of Psychiatry at the Montreal Children's Hospital.

The final report gave an overall blueprint of what should be done to meet the situation and contains sixteen important recommendations which the Sub-Committee on Personnel and Finance has been charged with implementing. At present it is giving priority rating to the recommendations.

Effects of the report already can be seen in the inclusion of the establishment of a Children's Unit to treat severely emotionally disturbed children in the building expansion plans of the Verdun Protestant Hospital.

The Committee is now giving study to the possibility of obtaining and financing a residential centre for less severely disturbed children who cannot be treated in their own homes. A new Sub-Committee is being formed to consider ways and means of strengthening existing psychiatric services for children.

Family Budgetting

Because budgetting the family income can give rise to so many family misunderstandings, the Montreal Council of Social Agencies at the request of its agencies has formed a Committee on Family Budgetting. Serving are representatives from family welfare agencies in the Montreal area, the Montreal Social

Welfare Department, the Social Services of the Department of Veterans Affairs and the Montreal Diet Dispensary - all of whom have had much experience in dealing with family money problems. They are pooling their knowledge and experience.

First Committee concern - minimum adequate budgets for families receiving public assistance or on very low incomes who have little money and need to stretch it to the utmost. Such essential items as rent, food and clothing are being priced and the Committee will publish a report for the use of municipal and provincial departments and welfare agencies.

But because family budgetting does not alone pose a problem for those who must live on a minimum amount of money but can be a thorn in the flesh of families having a moderate income who need help in making a workable budget, the Committee then will turn its attention to budgets for them.

The matter of family money and how it is spent need not be a source of conflict.

Homemaker Service

One of the most important aids in bulwarking the family in times of stress is the homemaker. The calls upon this type of service far outrun the supply. The homemaker takes over in the home when the mother is ill or dies. She does her job under the supervision of the social agency for which she works. Nor do homemakers only play their part in homes where there are young children. A homemaker can be of a great help to elderly couples who perhaps need her services for only two hours a day - buying the groceries, tidying the house, doing a little cooking.

In both instances through the help of the homemaker families can remain united. For it remains true that children thrive best in their own home when the mother is ill and elderly couples are happier if they can stay together.

For some time now the Council has been operating a Committee to Study the Need for Homemaker Service. It has found the need for the development and support of a community-wide service undeniable in Montreal. Though this has not yet become possible, the Committee while waiting developments is studying ways and means of helping existing services in recruitment and homemaker training programs and in particular helping to raise the status of the homemaker in the community. With raised status the Committee believes suitable women will be more willing to become homemakers.

Multi-Problem Families

Work on this new committee has just begun. These families each have several severe problems. Such families exist in every community. Usually they have required the aid of many welfare agencies for years. They are apt to resist help.

At the present time the Committee is defining the extent of the study it can make, in the face of limitations of funds and skilled staff.

THE GROUP WORK AND RECREATION SECTION, chaired by Mrs. Norton A. Fellowes, has had an active Program Committee at work which recently reviewed the activities of the Section in order to develop a program Keynote for the next few years, as group

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work like other phases of welfare work is in process of change. Indeed the two General Meetings held this year were directed towards another look at how group work and recreation services in Montreal could be streamlined to meet better the needs of a rapidly growing metropolitan area. The speakers were Mr. Charles H. Young and Professor Alan Klein of Pittsburgh, Pa., an authority in effective planning of this type.

Further the Section gathered material for an informative brochure to be used by groups and individuals in our various communities to guide them in planning together and carrying into action suitable recreational services for their people.

Professional Staff

In this Section, perhaps more than any other, the lack of trained staff is most glaring and the Section has concentrated on trying to improve the situation, through attempts to find suitable personnel for training, development of extension courses, more training facilities, work-study plans, bursaries, in-service training and so forth. As our President has reported, the development at Sir George Williams University has been most gratifying and also the use which the Boys' Clubs of Canada is making of this by arranging undergraduate assistance for Boys' Clubs personnel. This includes special bursaries and work-study arrangements in various social work agencies in Montreal. Other agencies also have undertaken in-service programs to strengthen the training of personnel. This points the way to better service.

Athletics Standards

The Program Planning Committee reviewed the work the Section has done over the years in trying to encourage the community to look more thoughtfully at the kinds of athletic programs to which it exposes its children and young people.

The Committee is stunned by the magnitude of this problem and stresses the urgent need for national leadership - a possibility which it is currently exploring.

Preserving City Parks

As the President noted the Section has kept alert to attempted park encroachment and has worked closely with the Montreal Parks and Playgrounds Ass'n.

Clubs for Older Persons

The Section has prepared a tentative list of clubs available for older people in Montreal. Through the efforts of a Volunteer who was prepared to visit and work with Church and other groups, many new clubs for older people were inaugurated in Montreal. Also, at the request of the Westmount Friendship Club, the Section appointed a special committee to assist in establishing a sponsoring group for this club.

Consultation Services

These are in constant demand, and were this year used notably by Welfare Federation in connection with its member group work and recreation agencies; the

Montreal Girls' Association; and the Junior League of Montreal.

Special Projects

1. Cooperation with the City of Montreal Parks Department in the development of recreational services for older people.

On May 10, 11 and 12 a Golden Age Festival was held in the Notre Dame de Grace Community Centre to show older people the facilities available in the recreational centres and what skilled leadership is at hand to help them develop recreational interests.

This was a forerunner of the Golden Age Hobby Show which will be held under the auspices of the City Parks Department in 1961.

2. Continuation of the three-year project on Recreation for the Handicapped. This year the Section succeeded in raising funds for the work. Member recreational and group work agencies, through their on going programs, included special services to handicapped people.

THE HEALTH SECTION, chaired by Dr. Donald Bews, continued its work on many long term projects, such as Care of the Chronically Ill already dealt with in the President's remarks; Children's Dental Services, a committee which continues to advocate fluoridation of the City of Montreal water supply; and the attempts to implement the recommendations of the report brought down by the Committee on English-speaking Deaf and Hard of Hearing in Montreal.

Alcoholism

For nearly a decade the Council has been aware of the increase in alcoholism in the English-speaking community it serves and has studied what steps should be taken to combat it. As early as 1950 a Committee on Alcoholism was established in its Health Section which two years later produced a comprehensive survey on the problem itself with recommendations on how it could be met. The survey, now seven years old, has been reviewed again recently. This study showed that in seven years the statistics were out of date but the recommendations were as sound now as then.

The City of Montreal Health Department therefore reprinted copies of this report in both French and English at the request of the Council's Committee on Alcoholism - a significant move in view of the Province's determination to undertake a province-wide survey on alcoholism. This was proposed by the Quebec Minister of Health, Dr. Arthur Leclerc. A committee has been set up under Dr. Andre Boudreau, lecturer on alcoholism at the University of Sherbrooke and of Domremy Quebec Clinic, with whom consultations have been held.

Working on the Council Committee are representatives from the National Committee for Education on Alcoholism Inc., the John Howard Society which is concerned with the rehabilitation of prisoners who are alcoholic, psychiatrists, the City of Montreal Health Department, industry, which is becoming more and more concerned with the loss in ability and man hours which alcoholism brings.

On this united front the Council Committee moves forward. It was supported by a special issue of the Council's COMMENTATOR published in September 1959.

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Nutrition

This season the Committee's chief concern has been focussed on the nutritional status of older persons, particularly on those 65 years of age and over. Many of whom are solely dependent on the old age security or old age assistance benefits.

A Sub-Committee was set up to review a number of publications on nutrition, food selection and budgetting, directed towards the older person. After careful study the consensus was that the booklet "Food Guide for the Older Person" prepared by the Nutrition Division, Department of National Health and Welfare was a most useful pamphlet and with certain modifications it could be an effective tool in a well planned information program. It is the opinion of the Committee that a program which would enable a nutritionist to meet with groups of older people to discuss food habits would be worthwhile. Nutritionists might also accomplish a great deal if they could visit nursing homes for the purpose of assisting proprietors with menus for older people. The Medical Supervisor of the Social Welfare Department of the City of Montreal has expressed interest in this suggestion.

During January and February 1960 the Nutrition Division, Department of National Health and Welfare conducted a study of nutrition problems and needs in Montreal which included older people living at various levels of income. The Chairman of the Health Section Committee on Nutrition was associated with the publicity which was carried on in connection with this survey.

A liaison is maintained with other Council committees working in related areas, e.g. Older Persons Section and the Family Budgetting Committee in the Case Work Section through Nutrition Committee representation on these committees.

The establishment of uniform low cost special diets in hospitals has been a subject which has been seriously considered by the Committee. The mechanics involved in the initiation of a study and the implementation of recommendations are complicated, therefore no action is contemplated for the present by this Committee.

It has been suggested that the Province of Quebec Dietetic Association might be the appropriate organization to initiate such a study and if this group did assume responsibility for a project of this kind the Committee on Nutrition would be glad to cooperate in every way possible.

Perhaps the most exciting new project of the Section this year was the one-day Institute on Rehabilitation of Seizure Patients, which was sponsored by the Council and the Montreal Neurological Institute in cooperation with the Department of Neuro-Psychiatry, Hotel Dieu Hospital.

The theme was "A Better Deal for Seizure Patients" and the purpose "to develop an educational program on Epilepsy and Seizure Patients; to interpret and apply our knowledge in the fields of education, rehabilitation and employment."

General assemblies and a luncheon meeting were planned for the information of interested citizens and professional people. Workshops were also set up for professional people in order that the more technical aspects and problems associated with epilepsy and seizures might be discussed.

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Special speakers were Doctor Harry Sands, Executive Program Director, United Epilepsy Association, New York City and Doctor Wilder Penfield, O.M., C.M.G., Executive Director, Montreal Neurological Institute.

The registrants who attended complete sessions numbered 312 and 234 came to the luncheon.

Recommendations

Each Workshop stressed the need for a co-ordinating centre where information concerning existing services could be obtained and from which referrals could be made. Such an agency could also provide an educational program and initiate research projects. A resolution was passed that steps be taken towards the establishment of such an organization in Montreal.

As our President has said, the "How" and "With What" remain to be resolved.

OLDER PERSONS SECTION, chaired by Mrs. Andrew Fleming.

This year the Board of Governors decided that the former Committee on Elderly Persons Welfare should be restructured to become a new and fourth Section of the Council. It was an extremely active Section as the following list shows.

A Low Rental Housing Committee continued to investigate sites and properties which might prove suitable for low rental housing projects for the elderly; provided information and consultation services to seven community organizations and groups seriously interested in the possibilities of providing low rental housing for the elderly; developed a brochure, setting forth the need for and the advantages of making low rental housing units available to this age group, together with information concerning financial assistance available for this purpose to community groups through Central Mortgage and Housing Corporation, under the National Housing Act; and petitioned Central Mortgage and Housing Corporation for revision of its assessment procedures for the benefit of non-profit companies formed under the National Housing Act, for low-rental housing purposes, for the elderly.

A Friendly Visiting Service was launched by a committee of the Section, in cooperation with the Montreal Volunteer Bureau, to bring the warmth of personal friendship to elderly shut-ins who are lonely. At present, only patients referred through the Victorian Order of Nurses, the Social Service Departments of the hospitals, and by Rehabilitation Centres, are being served, but it is hoped, in time, that the Service can be extended to others. A pamphlet describing the purposes and operations of the Service was prepared and has been widely used for recruiting purposes.

A Directory of Resources and Services available to older English-speaking persons is in process of preparation by a committee appointed in cooperation with the other Sections of the Council.

A Committee on Foster Homes and Supervised Residences has been set up to study the need and desirable operating standards for homes of these types, in order to be of assistance to community groups interested in establishing such facilities.

A Survey of Residents of Existing Homes for older people in the English-speaking community has been undertaken. The survey is a limited one, designed to provide useful guides concerning the nature and extent of supplementary facilities which will need to be provided in the Montreal area.

Employment Counsellors for older workers appointed to the Montreal Metropolitan offices of the National Employment Service, continued to receive the attention of the Section. Representations made separately and jointly through the Council for the Guidance of the Handicapped, to local, Provincial and National Employment Committees of the Unemployment Insurance Commission obtained partial success with the authorization of one such appointment for this area, this year.

Income Maintenance and Pension Supplementation

Representations were made to the Provincial Department of Social Welfare and Youth seeking increased financial assistance for elderly persons attempting to live in the Montreal area on $55.00 a month. There has been some easement of the situation in cases of dire distress.

Significant Developments in the Field

The establishment of a small full-time Division on Older Workers, under the direction of the National Co-ordinator, Civilian Rehabilitation, Department of Labour.

The broad educational program which the Department of Labour has undertaken in an effort to reduce the difficulties met by older workers in keeping or obtaining employment, and the leadership which has been taken by the Minister of Labour in this campaign.

The City of Montreal, Social Welfare Department, has now accepted responsibility for the provision of glasses and dentures for indigents as necessary. A large proportion of the recipients are likely to be elderly folk.

Special Thanks are tendered to the Rotary Club of Montreal for a donation of $500. to enable the Section to engage part-time staff which was much needed, and proved of real assistance particularly in the preparation of statistical and other material which the Committee required for its work. Thanks also are due the other Sections of the Council, particularly the Health Section and the Group Work and Recreation Section, both of which have been occupied in matters of direct concern to the welfare of the elderly and have worked in close cooperation with this Older Persons Section.

THE SOCIAL SERVICE INDEX, a department of the Council, submits the following brief report for 1959.

During a year in which some sources have laid emphasis on the declining use of the Social Service Index as a useful agency in total community services, well established and well maintained Index services have re-emphasized the positive values to health and welfare services of such an organization.

The Montreal Social Service Index did so in several ways:-

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- By encouraging members to use it to the fullest extent possible. It is only when all members do that its files can be up-to-date and complete reports can be given to member agencies.

- By discussing with individual members policies of use when it became apparent to both the Index and the agency that its policy needed evaluation and revision.

- To being aware when members were not using the Index according to the policy agreed upon, and discussing this with member agencies.

- By keeping Index files in order by cleaning out cards of cancelled registrations. This was a spare time process which went on all year with the help of three volunteers. Staff gave more time to this in July and August.

- By an annual re-registration from lists of cases carried over by member agencies from 1958 to 1959.

- By sending members copies of the proceedings of the Institute on the Social Service Index held October 1958.

- By sending to members quarterly and yearly reports of how members used the Index in 1959.

- By encouraging visits to the Index by staff of member agencies and university students in the health and welfare field.

- By reminding <u>all</u> that this is not simply a means of establishing communication <u>for caseworkers in a casework setting but for all health and welfare services</u> meeting membership requirements. Unless all recognize the Index as an agency serving the whole community in the health and welfare field it cannot really serve its purpose.

- By maintaining the Index as a confidential service to members only. Interested individuals from the community made enquiries from time to time. These were <u>not given</u> confidential reports but a member agency interested in the family or individual was in each case put in touch with the person making the enquiry.

- Better working space was made available for staff this past year. Staff previously had worked under very crowded conditions.

<u>A few Statistics</u> - two classifications

(a)	<u>Total Use</u>	14,545	100%
	Welfare Federation Members	8,081	56%
	Federation of Catholic Charities Members	893	6
	Jewish Community Services Members	625	4
	Community - Wide Members	1,667	11
	Hospitals - English	2,398	17
	Other English Members	881	6

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(b)	Total Use	14,545	100%
	Family Service Agencies	4,778	31%
	Child Care Agencies	1,839	13
	Health Service Agencies	1,845	13
	Rehabilitation Agencies	1,315	9
	Youth Protection Agencies	400	3
	Hospital Social Service Departments	2,023	14
	Institutions	86	1
	Public Welfare Services	838	6
	Recreation and Group Work	202	2
	Miscellaneous	1,219	8

Membership

Total membership now numbers sixty-seven organizations.

The other Central or Administrative Services of the Council - of which of course the Index is one - can be dealt with in short order - although they take up much of Council staff time. First, a Consultation Service is provided which ranges from re-establishing a social agency needed by the community, but which has run into heavy weather, to discussion with individual citizens of ideas for setting up unnecessary social services. The former may include the slow business of helping the Board members re-shape policy; finding new Executive staff - never easy; recommending more funds to prevent false economy, or helping the agency to look again at its expenditures and use less money to better effect. This kind of job usually represents danger and also provides an opportunity - that is, first crisis, and then slow change. Most of this work can not be advertised.

Council also gives a Public Information Service provided through staff information and consultation; by the issuing of publications, widely distributed, including three issues a year of COMMENTATOR; the 12th edition this year of the Directory of Health, Welfare and Recreation Services in Montreal - (no one should be without it - order one $1.00); also by means of press and radio releases, public speeches; and the holding of many public meetings on important issues. Then there are all the applications for employment of all types - usually not the ones we can use. Finally there are the applications for social assistance - around 400 a year.

The Council may not be anywhere near perfect but it continues to be concerned with many significant matters and is anything but idle. The results achieved derive from the partnership in planning and action of volunteer citizens, governmental and voluntary organizations. Efficiency is one of this Council's objectives. But as I said last year good social welfare comes not only from careful management. It demands a crusading spirit.

Respectfully submitted, I move the adoption of the 1959 Report of the Board of Governors.

(Signed) Gwyneth Howell,
Associate Executive Director.

May 30th, 1960.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31ST, 1959

INCOME	COUNCIL	INDEX
Welfare Federation of Montreal	$61,192.71	$ 9,474.29
Membership Fees	3,195.00	-
Directory of Health & Welfare Services	517.70	-
Publications	34.25	
Federation of English Catholic Charities	-	968.91
Federation of Jewish Community Services	-	419.12
Department of Veterans' Affairs	-	690.03
Department of National Health and Welfare	-	173.98
Hospitals and Other Agencies	-	4,125.91
Le Conseil des Oeuvres	-	536.00
	$64,939.66	$16,388.24

EXPENDITURE		
Salaries	$54,249.64	$12,697.15
Office Supplies, Postage, etc.	4,302.84	843.66
General Expenses	6,387.18	2,847.43
	$64,939.66	$16,388.24

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EXPENDITURE		
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BOARD OF GOVERNORS - 1959

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Case Work Section Representatives

Mrs. Philip Cumyn
Mrs. E.G. Cargill
Mrs. A.T. Galt Durnford
Bernard J. Finestone
Miss Margaret Griffiths
Miss Esther Kerry

Group Work and Recreation Section Representatives

Mrs. Norton A. Fellowes
Mrs. Ian W. Adair
Mr. Leonard Levine
Mr. W.G. Miller
Robert C. Rae
Dr. Cecil D. Solin

Health Section Representatives

Dr. D.C. Bews
Dr. Harvey E. Beardmore
Dr. Orville F. Denstedt
Dr. Jessie Boyd Scriver
Dr. W.R. Slatkoff
Mrs. Doris Small

Older Persons Section Representative

Mrs. Andrew Fleming

Executive Officers

Executive Director - Charles H. Young
Associate Executive Director - Miss Gwyneth Howell

AUDITORS: Stevenson, Blakely, Blunt & Co.

MEMBER ORGANIZATIONS - 1959

Anglican Church of Canada, Diocese of Montreal
Association for the Help of Retarded Children (Quebec) Inc.
Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts Association, Mtl. District
Boys' Farm and Training School
Canadian Arthritis and Rheumatism Society, Quebec Division
Canadian Association of Social Workers (Montreal English Branch)
Canadian Cancer Society (Montreal District Council)
Canadian Girl Guides, Mtl. Association
Canadian Hemophilia Society
Canadian National Institute for the Blind, Quebec Division
Canadian Red Cross Society, Quebec Div.
Cancer Aid League, Inc.
Cerebral Palsy Association of Quebec, Inc.
Child Health Association
Children's Service Centre
Daily Vacation Schools
Department of Veterans Affairs, Social Service Division
Evangelical Lutheran Immigration and Service Centre
Family Welfare Association
Girls' Cottage School
Girls' Counselling Centre
Grace Dart Hospital
Herzl Health Service Centre
Imperial Order Daughters of the Empire, Montreal Municipal Chapter
International Rescue Committee, Inc.
Irish Protestant Benevolent Society
Jewish Child Welfare Bureau
Jewish General Hospital
Jewish Hospital of Hope
Jewish Immigrant Aid Services of Canada
Jewish Junior Welfare League
Jewish Vocational Service
John Howard Society of Quebec
Julius Richardson Convalescent Hospital
Junior League of Montreal
Lachine Benevolent Association
Lakeshore Welfare Services
Mackay School for the Deaf
Marriage Counselling Centre of Montreal
McGill School for Graduate Nurses
McGill School of Social Work
Mental Hygiene Institute
Montreal Association for the Blind
Montreal Boys' Association
Montreal Children's Hospital
Montreal Council of Women
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital
Montreal Girls' Association
Montreal Hebrew Old People's and Sheltering Home
Montreal Ladies Benevolent and Protestant Orphans Society
Montreal League for the Hard of Hearing
Montreal Neurological Institute
Montreal Nursery School Association
Montreal Parks and Playgrounds Ass'n.
Montreal Protestant Homes
Montreal Volunteer Bureau
Mount Sinai Sanatorium
Murray Bay Convalescent Home
National Council of Jewish Women, Montreal Section
Negro Community Centre
Neighbourhood House of Montreal
Occupational Therapy and Rehabilitation Centre
Old Brewery Mission Inc.
Presbyterian Church in Canada, Presbytery of Montreal
Reddy Memorial Hospital
Rosemount Boys' Club Inc.
Royal Edward Laurentian Hospital
Royal Victoria Hospital
St. Andrew's Youth Centre
St. Columba House
St. George's Society of Montreal
St. Laurent Neighbourhood Association
Salvation Army
Sheltering Home
Society for the Protection of Women and Children
Travellers' Aid Society of Montreal
Tyndale House
Unitarian - Church of the Messiah
United Church of Canada, Montreal Presbytery
University Settlement of Montreal
Verdun Protestant Hospital
Victorian Order of Nurses
Weredale House
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association of Montreal
Young Women's Christian Association

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PLANNING FOR WELFARE

32nd Annual Report
MONTREAL COUNCIL OF SOCIAL AGENCIES

1951

COUNCIL LEADERS

OFFICERS: *President:* MRS. ANDREW FLEMING, M.B.E.—*Vice-Presidents:* —Henry F. Hall, Carl Reinke—*Hon. Secretary:* Miss Eleanor Hamilton—*Hon. Treasurer:* Allan G. Magee—*Hon. Solicitors:* Col. A. A. Magee, Q.C., C.B.E., W. B. Scott, Q.C.—*Chairman, Case Work Section:* David Weiss—*Chairman, Group Work Section:* Miss Anne B. Zaloha—*Chairman, Health Section:* Dr. Donald Fleming.

BOARD MEMBERS: Miss Elinor G. Barnstead, G. Egerton Brown, Dr. W. H. Cruickshank, Mrs. Geo. V. Ferguson, Leslie W. Haslett, Maitland S. Horn, Hon. Mrs. A. K. Hugessen, Mrs. H. H. James, Dr. John J. O. Moore, Mrs. W .K. Newcomb, James P. Nicol, Mrs. Hubert Pasmore, Mrs. J. M. Rudel, Miss A. Ann Silver, Hugh H. Turnbull.

STAFF: *Executive Director:* Charles H. Young—*Associate Exec. Director:* Miss Gwyneth Howell—*Executive Assistants:* Mrs. Gretta Andrews, Miss Sybil Ross, Mrs. A. M. Storey, Miss Ina Young.

YEAR'S HIGHLIGHTS

The year 1951 was notable for the following welfare developments:

On the Federal level —the decision to establish a contributory Old Age Pensions program at $40.00 per month for persons 70 years of age and over; an Old Age Assistance program on a means test basis for those 65-70. Notable also from a service standpoint was the Survey of welfare positions for all Canada undertaken by the Department of National Health and Welfare.

On the Provincial level—six developments stand out—the decision of Quebec to participate in the Old Age Assistance program through a Social Allocations Commission; the increase in subsidies for hospitals and agencies through the Quebec Public Charities Act; and the increase in rates to Needy Mothers. Both of these increases gave some, though only partial relief to the voluntary health and welfare organizations of this city. In addition the new Youth Protection Schools and Social Welfare Court program came into operation, and an Act was passed to permit the enforcement of Maintenance Orders in other provinces.

On the local level—the year was notable for the Recreation Survey undertaken by the City, and major changes in certain voluntary agencies—the amalgamation of two agencies to form the Children's Service Centre, arrangements for the Griffintown Club to join the Montreal Boys' Association, the launching of the Travellers' Aid Society and of the Montreal Girls' Association, the re-opening of the Girls' Cottage School, the re-organization of the Occupational Therapy and Rehabilitation Centre, and new buildings for University Settlement, Sheltering Home and Young Women's Christian Association.

PLANNING IN ACTION

The Council is really its member agencies working cooperatively in committees and through staff to achieve welfare goals for a better community. This year's report attempts to show how this is done—and the extent and diversity of the program—in diagrammatic fashion on the next two pages.

PLANNING

63 Organizations as Partners in Planning Combine in Groups Around Major Functions

CASE WORK ORGANIZATIONS

Boys' Farm and Training School—Children's Service Centre—Childre
Memorial Hospital, S.S. Dept.—Family Welfare Association— Family Welf
Department of the Baron de Hirsch Institute—Girls' Cottage School—Gi
Counselling Centre—Irish Protestant Benevolent Society—Jewish Child W
fare Bureau—Jewish General Hospital, S.S. Dept.—Jewish Immigrant
Society—John Howard Society of Quebec—Jewish Vocational Service—La
Benevolent and Protestant Orphans Society—Montreal Day Nursery—Mo
real General Hospital, S.S. Dept.—McGill School of Social Work—Old Brew
Mission—Protestant House of Industry & Refuge—Protestant Industrial Ro
—Royal Victoria Hospital, S.S. Dept.—St. George's Society—Salvation Arm
Sheltering Home—Society for the Protection of Women and Childre
Weredale House—

ASSOCIATE MEMBERS—Mont
The Mo

Work Together in Section Committees for Study of Questions Relating to Each Field

CASE WORK SECTION PROJECTS

CONVALESCENT CARE OF CHILDREN—action to implement 1950 Report—resulting in new pamphlet, observation project and proposal for foster home convalescent care.

DAY FOSTER CARE FOR CHILDREN—committee studying need, present facilities, standards of operation.

TREATMENT OF EMOTIONALLY DISTURBED CHILDREN—new committee assessing need and present resources.

HOMELESS MEN—new attack on long-term problem with object of better integrated and more adequate service.

THE UNINSURED UNEMPLOYED—coordinated effort by agencies and groups of citizens to urge Federal Government to extend unemployment insurance and assistance.

AGENCY—HOSPITAL REFERRAL RELATIONS—special committee facilitated work in this area.

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ST. ANDREW
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And in Overall Council Committees or Through Administrative Machinery on Questions of General Concern

A. GENERAL CONCERNS

MULTIPLE APPEALS—A major effort was made to deal with the problem by proposal for the establishment of an Appeals Review Board.

REHABILITATION COORDINATION—Plans advanced for the coordinati ally handicapped as follow-through on Council Survey "Re-establishment of

CIVIL DEFENCE AND WELFARE—The Council through joint committee Case Work Section, and in a public meeting explored the implications of c organizations.

WELFARE SERVICES IN QUEBEC—Welfare services for the English- communities in near-by areas of the Province were the subject of a report

INSTITUTE PLANNED—Arrangements were made to hold an Institute on backward and delinquent children in May, to be sponsored jointly by the Club of Montreal.

TO ACHIEVE THESE GENE

1. The discovery and evaluation of welfare nee

3. Joint planning and coordination of welfare ser

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G IN ACTION

GROUP WORK ORGANIZATIONS

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Service—Ladies
Nursery—Mont-
—Old Brewery
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lvation Army—
nd Children—

Boy Scouts Association—Daily Vacation Schools —Griffintown Club—Iverley Community Centre—Junior League of Montreal—Montreal Boys' Association—Montreal Jewish Youth Council—Negro Community Centre—Neighbourhood House—Parks and Playgrounds Association—Rosemount Boys' Club—St. Andrew's Youth Centre—St. Columba House—Tyndale House—Unity Boys' Club—University Settlement—Women's Voluntary Services—Young Men's Christian Association—Young Men's and Young Women's Hebrew Association —Young Women's Christian Association.

HEALTH ORGANISATIONS

Brehmer Rest Preventorium—Canadian National Institute for the Blind, Quebec Division—Canadian Red Cross, Quebec Division—Child Health Association—Jewish Hospital of Hope—Julius Richardson Convalescent Hospital, Inc. —McGill School for Graduate Nurses—Mental Hygiene Institute—Montreal Diet Dispensary—Montreal League for the Hard of Hearing—Murray Bay Convalescent Home—Occupational Therapy & Rehabilitation Centre—Royal Edward Laurentian Hospital—Victorian Order of Nurses.

ERS—Montreal Council of Women—The Church of England in the Diocese of Montreal
The Montreal Presbytery of the United Church of Canada

GROUP WORK SECTION PROJECTS

EEN-AGE PROGRAM STANDARDS—committee of teen-agers and adult leaders to follow through on recommendations of 'Teen-Age Conference.

Y SUMMER PROGRAMS—prepared Handbook on conducted tours; arranged workshop for counsellors on "Nature Study in a City Setting"; planned pooling of services of program specialists.

ATHLETICS COMMITTEE—concerned with standards for such programs in member agencies, beginning with those for pre-adolescents.

BRARY COMMITTEE—to examine member agency library facilities and use, with a view to maximum benefit.

RECREATION FOR ELDERLY PEOPLE—action committee stemming from 1950 report. Co-ordinates and stimulates work of existing clubs, rendering technical assistance.

ST. ANDREW'S YOUTH CENTRE—examination of present program and future place of this Centre, at its request.

HEALTH SECTION PROJECTS

DENTAL SERVICES FOR CHILDREN—special committee report published on the extent of uncorrected dental defects in children in Protestant schools. Recommendations being implemented.

PREVENTION AND CONTROL OF TUBERCULOSIS IN CHILDREN—action committee to follow through on recommendations of 1948 Montreal School Health Survey.

PROGRAM FOR MENTALLY RETARDED CHILDREN—report published on necessary community program for non-Roman Catholic children. Negotiations with Province proceeding.

ALCOHOLISM—report published on extent of need and resources, with proposed prevention and treatment program. Major public education effort sponsored jointly by Council and City Department of Health.

CHRONIC ILLNESS—large representative committee studying program for more adequate facilities and care.

ROLE OF VOLUNTARY HEALTH AGENCY—new committee set up to define functions and relations to public health services.

BREHMER REST PREVENTORIUM—review of agency program.

the problem of multiple campaigns

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blishment of Disabled Persons".

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B. ADMINISTRATIVE PROGRAM

THE SOCIAL SERVICE INDEX with 108 agency members from all sections of the community handled over 43,618 clearings during the year.

THE SOCIAL SERVICE DIRECTORY, issued every two years, latest issue 1950, sold to a total of nearly 500.

SURVEYS AND STUDIES—The scope of the research and fact-finding work of the Council is reflected in the production of thirteen major memoranda and reports during the year.

PUBLIC INTERPRETATION—The Council program of education and interpretation was maintained through meetings, press and radio releases, library service, and the publication of the "Commentator".

INFORMATION AND CONSULTATION—The Council renders a continuous service of major importance to the community through its staff information and consultation program.

ENERAL OBJECTIVES

lfare needs. 2. The development and improvement of welfare programs.
lfare services. 4. The promotion of necessary public welfare measures through legislation.
terpretation of welfare needs and services to the community.

MAJOR UNFINISHED BUSINESS

HOUSING—still Montreal's number one problem, especially for those with small incomes.

UNEMPLOYMENT—further positive planning to cope with this hazard must be undertaken.

GOVERNMENT SUBSIDIES—increased provincial-municipal grants needed to enable agencies in all parts of the community to provide better relief rates and more adequate services through properly qualified and properly paid personnel.

MENTALLY HANDICAPPED—program of care for English-speaking children urgent and long over-due.

CHRONIC ILLNESS—facilities and care to meet pressing need.

MULTIPLE APPEALS—community action required to solve this increasing problem.

PHYSICALLY HANDICAPPED—coordination of services to be provided by the Council when staff and financing obtained.

RESEARCH—research department essential to develop sound Council service.

PROJECTS AHEAD

FOSTER PARENTS—Day of recognition planned on a community-wide basis for the end of May.

CANADIAN CONFERENCE ON SOCIAL WORK—to be held June 15th - 20th in Quebec City.

DRAMATICS IN RECREATION—Institute with outstanding leaders planned for October.

EDUCATION FOR MARRIAGE AND FAMILY LIVING—Action to secure financing to provide this necessary service as advocated in the Council 1950 report.

RECREATION SERVICES—study to be undertaken to determine priorities in local development.

FINANCIAL SUMMARY

Council expenditures for 1951 amounted to $46,063 for all purposes—including $11,071 for the Social Service Index. Expenses were met by a grant of $38,543 from Welfare Federation, the rest coming from membership fees, members' participation in the support of the Index, and sale of publications. The annual statement of income and expenditure, audited by Stevenson, Walker, Knowles and Co., appears in the Red Feather Year Book.

22nd April, 1952

MONTREAL COUNCIL OF SOCIAL AGENCIES

1040 ATWATER AVENUE

to foresee
to plan
to act

38th Annual Report

MONTREAL COUNCIL OF SOCIAL AGENCIES

1040,
atwater ave.,
we. 2-1151

28th april 1958

Partners in Planning

THE COUNCIL is the major welfare-planning and co-ordinating body of the English-speaking population of Greater Montreal. Its numerous member organizations as voluntary partners in planning combine in groups around their primary interests to work together in Section committees for study of questions relating to each special field, while also working in overall Council committees or through administrative machinery on questions of general concern — in order to achieve the objectives of the Council as listed on the back of this folder. Some of the issues which have received much attention in 1957 are itemized here.

CHRONIC ILLNESS — There are still hundreds of English-speaking people in Montreal who suffer from chronic illness and who search in vain for a place where they can receive proper care and treatment. This year, at the request of member hospitals, the Council has been attempting to solve this problem with the close co-operation of eleven hospitals in the English-language community. An end to this serious lack of beds for the chronically ill may at last be in sight.

OLDER PEOPLE'S WELFARE — A large committee representative of churches and organizations which have concern with this subject, studies on a continuing basis the needs of older persons in order to promote a co-ordinated approach to the development of needed new services and improvement of existing services for the English-speaking group in this area. High on the agenda are the need of better financial support for many, suitable boarding homes, planned housing, recreation for shut-ins, shopping, library and transportation services, annual Golden Age Hobby Shows, and free home medical care for pensioners.

PUBLIC WELFARE — The transfer of responsibility for the welfare aspects of the Quebec Public Charities Act (which provides subsidies for voluntary institutions) to the Provincial Department of Social Welfare and Youth is hailed as sound and rational. However the change has had an immediate painful effect on many of our members, partly because the assumption of new responsibilities and the planning required to streamline operations slowed up over-due policy changes, and particularly because daily rates for individuals in care have not been increased, as has been done for hospitals. Studies by this Council and in the Inter-Federation Council recommended that a Provincial departmental committee be appointed to work with municipal departments and voluntary agencies to plan for wise policy changes and that there be administrative grants to the agencies while decisions as to methods of operation are being made.

FAMILY LIFE AND PARENT EDUCATION — This committee sponsored by the Council and receiving leadership from the Mental Hygiene Institute has almost completed the fact-finding phase of its work and is in process of evaluating findings. It is expected that the groups concerned, with a fuller knowledge of local services available, will find their programs enriched by a combined approach to the subject.

Case Work Section Projects

PROTESTANT HUNGARIAN SERVICE ASSOCIATION — This organization which was brought into being early last year at the request of the Protestant clergy whose churches are members of the Council, continued to operate successfully by purchase of service from the Traveller's Aid Society. Most of the refugee group will shortly have been one year in Canada and so not in urgent need of special assistance. Exploration is now taking place as to whether the Association should serve all Protestant immigrants during their first years in Canada.

DAY FOSTER CARE FOR CHILDREN — Committee studying need for service in foster homes to children under three years where parents are daily away from the home.

EMOTIONALLY DISTURBED CHILDREN — a group of experts has reached the final phase of study and report. Definition of additional facilities needed and recommendations as to the method of their provision expected soon.

YOUTH PROTECTION — A committee, representative of organizations and community forces concerned with this subject, served by case work staff, has carefully examined government and voluntary services to youths in trouble and in need of protection. The group now constitutes an informed nucleus and is watching with interest the achieved and proposed improvements by the Department of Social Welfare and Youth in the Juvenile Court, Probation System, Protection Schools program, Detention Home, and other facets of the subject in the hope of obtaining a comprehensive, integrated, standard program to assist these young people.

DELEGATES MEETINGS — On — 'From Immigrant to Citizen'; 'Homemaker Services'; 'Understanding the Quebec Public Charities Act'; 'The Deaf and the Hard of Hearing' (with the Health Section); and 'Some Problems in Growing Older'.

Health Section Projects

DEAF AND HARD OF HEARING — Committee established at the request of the Mackay School for the Deaf to study the care and treatment of these English-speaking handicapped children completed its comprehensive Report. Action to implement the recommendations of the Report is now under way.

MONTREAL DIET DISPENSARY — Committee appointed at the request of the Dispensary Board, also completed its Report. The study included more than the program of the Dispensary itself. It was found that though operating in an obsolete building the organization gives an excellent service. If the Dispensary is to develop into a Nutrition Centre with close University affiliation, short-term and long-term plans as to staff increase and better quarters are necessary. Action on Report recommendations is in process.

DENTAL SERVICES FOR CHILDREN — Committee which organizes, through the various Dental Societies and other groups, constant publicity on the advantages of fluoridation of the water supply and on other relevant matters; also with the much appreciated

support of the Montreal Department of Health, arranges for better educational programs on dental health in the schools, and for more tax-supported (where necessary) dental treatment at an early stage for children.

RECREATION FOR THE HANDICAPPED — A new committee which derived from a delegate's meeting at which the film 'Call It Rehabilitation' was discussed. Jointly with the Group Work Section, the committee is now in the fact-finding stage. It hopes to discover the whereabouts and needs of various types of handicapped people and use present and perhaps new facilities to meet their needs.

THE FRAGMENTED APPROACH TO THE HEALTH OF THE WHOLE MAN — A concern of the Health Section which is being tackled in stages. The six groups interested in the blind came together and now campaign together. The Section has been working to bring together locally the various groups interested in the deaf, and also those interested in cancer. There still remain the many other local campaigns for various diseases and disabilities. In some fashion a formula must be found to cure the ailment of 'fragmentation'.

Group Work and Recreation

TRAINED STAFF — MOST GLARING LACK — More social group workers, more trained recreation personnel — almost every day member organizations call the Council office for help in finding suitable staff. Plans have been made for in-service or apprentice training (for staff with accepted educational achievements) to be supplemented by regular University and also Extension courses. Courses for staff with varied levels of experience and for voluntary leaders have also been arranged. The problem is in no way solved however, and results of all efforts disappointing. More money, more man power and comprehensive planning to develop properly trained personnel are the main hopes for the recreation services.

CITY SUMMER PROGRAMS — Once again the emphasis is on the needs of 'teenagers'; and on the enforcement of health and safety measures.

PUBLIC RECREATION — New committee to formulate plans for a Parks and Recreation Conference to draw in those concerned from Montreal and its surrounding municipalities with a view to examining the need for a parks and recreation organization in the Montreal area to work on common issues, such as retention of green areas (especially in suburban developments), education of community groups on public recreation needs, staff training and personnel standards.

TELLING ABOUT GROUP WORK — Descriptions of the special service provided by social group workers and the group work programs of member agencies resulting from committee study culminated in appreciated publicity through three feature articles in the Montreal 'Star'.

SPECIAL DELEGATES MEETING — Took the form of a musical playlet on 'Leadership Training', written and directed by Miss Constance Lethbridge, which was excellently attended and illustrated vividly the work of the Section, its methods and participants; also the part it plays in the Council as a whole and the larger community.

Postscript

HOUSING — One hundred slum-houses have been demolished and the 'Dozois' clearance and re-building plan has begun — an excellent first step. May there be many more.

UNEMPLOYMENT — This has been a very hard winter for the unemployed, especially for those not covered by Unemployment Insurance and the homeless single men. Will the problem be solved before next winter? Will the Municipal Refuge be re-opened to provide over-night shelter if we still have numbers of homeless unemployed next November? With other bodies throughout the country this Council has been working with the Canadian Welfare Council on suggested plans for meeting this serious problem which will later be incorporated in a brief and presented to appropriate governments for action.

PROFESSIONAL STAFF — Standards of work in welfare organizations as elsewhere can rise no higher than the capacity and competence of the staff engaged. Trained staff for the welfare field remains in very short supply, while the work load increases. Salary scales in Montreal are on the whole low. Council member agencies which employ staff requiring special training consider the staff problem to be most serious and advocate still more intensive recruitment programs, the provision of more bursaries, and improvement in salaries paid.

PSYCHIATRIC AND MENTAL HEALTH SERVICE, CO-ORDINATING COMMITTEE — The Council is embarking on a project co-sponsored by the Canadian Mental Health Association, Quebec Division, to enumerate the psychiatric services available to the English-language section of Montreal, to discover and plan to meet gaps in service, and also to so co-ordinate programs that the optimum total service may result.

PUBLIC EDUCATION — The Press and Radio of Montreal always give generous space to welfare items. As the Council now has a part-time Public Relations Officer of its own, there has been greater concentration on publicity and the Council's special interests have been more often emphasized this year. Appreciation of many distinguished editorials and articles together with radio releases on subjects of great concern to its membership is recorded here by the Council.

Administrative Program

SOCIAL SERVICE INDEX — Catalogued records of 104 member organizations; facilitated interchange of confidential information among its members. The Index was used in various ways 37,275 times and some 18,122 records were identified; more than 7,950 records were destroyed and 4,388 related cards withdrawn; educational sessions were held for more than a dozen groups. Seven new members were accepted and one ceased to operate. Special Christmas Index served 4,576 families. A workshop on 'better communication' is planned for the Fall.

CONSULTATION SERVICE — The Council provides a continuous service of value to its members, their boards and staff, and also to the community through its consultation program given by both officers and staff.

PUBLIC INFORMATION — Made available by staff by telephone and letters; by publishing materials such as Miss Barnstead's statement on the Quebec Public Charities Act, Mrs. Philip Cumyn's address on Homemaker Services and the Group Work and Recreation Newsletter; by issuing the COMMENTATOR twice yearly, also interpretive piece captioned 'What's in the Name' and re-issuing special and periodical Directories, notably the biennial publication of Health, Welfare and Recreation Services in Greater Montreal; and by means of press and radio releases, public addresses, library services and the sponsorship of various public meetings.

SURVEYS AND STUDIES — Research and fact-finding are a part of every project undertaken by the Council, the scope of the work being reflected in the various memoranda and reports produced during the year.

Council Finance — Expenditures totalled $71,730.53 for all purposes including $15,197.67 for the Social Service Index. Expenses were met by a grant of $61,279.13 from Welfare Federation, the rest coming from membership fees, members' share in support of the Index and the sale of publications.

AUDITORS — Stevenson, Blakely, Blunt & Co.

Council Leaders

OFFICERS:

Past President, Hon. Mrs. A. K. Hugessen
President, D. A. Hanson
Vice-Presidents,
Mrs. A. T. Galt Durnford, F. R. Hannen, Q.C.
Hon. Secretary, Mrs. Herbert K. McLean
Hon. Treasurer, Ewen R. Irvine
Hon. Solicitors,
Col. A. A. Magee, Q.C., C.B.E.
J. H. H. Robertson, Q.C.
Section Chairmen,
Miss Eileen B. Griffin, Case Work,
Mrs. Norton A. Fellowes, Group Work and Recreation,
Dr. E. C. Webster, Health.

BOARD MEMBERS:

Dr. Harvey E. Beardmore
Dr. D. C. Bews
Stanley A. Clyke
Mrs. John S. Corbett
E. L. Hamilton
Miss E. Meredith Hodgson
Mrs. Ross R. Hutchison
E. G. Jones
Miss Esther Kerry
Mrs. D. C. A. McEachran
Peter M. McEntyre
Robert C. Rae
Ronald W. Rankin
Curtis B. Ross
Dr. Jessie Boyd Scriver
W. F. Shepherd
Dr. W. R. Slatkoff
Mrs. Doris Small

STAFF:

Executive Director, Charles H. Young
Associate Executive Director, Miss Gwyneth Howell
Executive Assistants,
Miss Hazeldine Bishop,
Mrs. Etta Burko
Miss Sybil Ross
Miss Blanche de St. Croix
Miss Ina Young

Council Objectives

Discovery and evaluation of health, welfare and recreation needs.

Development and improvement of programs to meet these needs.

Joint planning and coordination of all welfare programs.

Information to the community on health, welfare and recreation needs.

Promotion of necessary welfare measures through legislation.

Council Members

ANGLICAN CHURCH OF CANADA, DIOCESE OF MONTREAL
ASSOCIATION FOR THE HELP OF RETARDED CHILDREN (QUEBEC) INC.
BARON DE HIRSCH INSTITUTE
B'NAI B'RITH YOUTH ORGANIZATION, LAURENTIAN REGION
BOY SCOUTS ASSOCIATION, MTL. DIST.
BOYS' FARM AND TRAINING SCHOOL
CANADIAN ARTHRITIS AND RHEUMATISM SOCIETY, QUEBEC DIVISION
CANADIAN ASSOCIATION OF SOCIAL WORKERS (MONTREAL ENGLISH BR.)
CANADIAN CANCER SOCIETY (MONTREAL DISTRICT COUNCIL)
CANADIAN GIRL GUIDES, MONTREAL ASSOCIATION
CANADIAN HEMOPHILIA SOCIETY
CANADIAN NATIONAL INSTITUTE FOR THE BLIND, QUEBEC DIVISION
CANADIAN RED CROSS SOCIETY, QUEBEC DIVISION
CANCER AID LEAGUE INC.
CEREBRAL PALSY ASSOCIATION OF QUEBEC INC.
CHILD HEALTH ASSOCIATION
CHILDREN'S SERVICE CENTRE
DAILY VACATION SCHOOLS
DEPARTMENT OF VETERANS AFFAIRS, SOCIAL SERVICE DIVISION
EVANGELICAL LUTHERAN IMMIGRATION AND SERVICE CENTRE
FAMILY WELFARE ASSOCIATION
GIRL'S COTTAGE SCHOOL
GIRL'S COUNSELLING CENTRE
GRACE DART HOSPITAL
HERZL HEALTH SERVICE CENTRE
IMPERIAL ORDER DAUGHTERS OF THE EMPIRE, MTL. MUNICIPAL CHAPTER
INT. RESCUE COMMITTEE, INC.
IRISH PROTESTANT BENEVOLENT SOCIETY
JEWISH CHILD WELFARE BUREAU
JEWISH GENERAL HOSPITAL
JEWISH HOSPITAL OF HOPE
JEWISH IMMIGRANT AID SERVICES OF CANADA
JEWISH JUNIOR WELFARE LEAGUE
JEWISH VOCATIONAL SERVICE
JOHN HOWARD SOCIETY OF QUEBEC
JULIUS RICHARDSON CONVALES'T. HOSP.
JUNIOR LEAGUE OF MONTREAL
LACHINE BENEVOLENT ASSOCIATION
LAKESHORE WELFARE SERVICES
MACKAY SCHOOL FOR THE DEAF
MARRIAGE COUNSELLING CENTRE OF MTL.
McGILL SCHOOL FOR GRADUATE NURSES
McGILL SCHOOL OF SOCIAL WORK
MENTAL HYGIENE INSTITUTE
MONTREAL ASSOCIATION FOR THE BLIND
MONTREAL BOYS' ASSOCIATION
MONTREAL CHILDREN'S HOSPITAL
MONTREAL COUNCIL OF WOMEN
MONTREAL DAY NURSERY
MONTREAL DIET DISPENSARY
MONTREAL GENERAL HOSPITAL
MONTREAL GIRLS' ASSOCIATION
MONTREAL HEBREW OLD PEOPLE'S AND SHELTERING HOME
MONTREAL LADIES BENEVOLENT AND PROTESTANT ORPHANS SOCIETY
MONTREAL LEAGUE FOR THE HARD OF HEARING
MONTREAL NEUROLOGICAL INSTITUTE
MONTREAL NURSERY SCHOOL ASSOCIATION
MONTREAL PARKS AND PLAYGROUNDS ASSOCIATION
MONTREAL PROTESTANT HOMES
MONTREAL VOLUNTEER BUREAU
MOUNT SINAI SANATORIUM
MURRAY BAY CONVALESCENT HOME
NATIONAL COUNCIL OF JEWISH WOMEN, MONTREAL SECTION
NEGRO COMMUNITY CENTRE
NEIGHBOURHOOD HOUSE OF MONTREAL
OCCUPATIONAL THERAPY AND REHABILITATION CENTRE
OLD BREWERY MISSION INC.
PRESBYTERIAN CHURCH IN CANADA, PRESBYTERY OF MONTREAL
REDDY MEMORIAL HOSPITAL
ROSEMOUNT BOYS' CLUB INC.
ROYAL EDWARD LAURENTIAN HOSPITAL
ROYAL VICTORIA HOSPITAL
ST. ANDREW'S YOUTH CENTRE
ST. COLUMBA HOUSE
ST. GEORGE'S SOCIETY OF MONTREAL
ST. LAURENT NEIGHBOURHOOD ASSN.
SALVATION ARMY
SHELTERING HOME
SOCIETY FOR THE PROTECTION OF WOMEN AND CHILDREN
TRAVELLERS' AID SOCIETY OF MONTREAL
TYNDALE HOUSE
UNITARIAN—CHURCH OF THE MESSIAH
UNITED CHURCH OF CANADA, MONTREAL PRESBYTERY
UNIVERSITY SETTLEMENT OF MONTREAL
VICTORIAN ORDER OF NURSES
WEREDALE HOUSE
YOUNG MEN'S CHRISTIAN ASSOCIATION
YOUNG MEN'S AND YOUNG WOMEN'S HEBREW ASSOCIATION OF MONTREAL
YOUNG WOMEN'S CHRISTIAN ASSOCIATION

to foresee
to plan
to act

38th Annual Report

MONTREAL COUNCIL OF SOCIAL AGENCIES

1040,
atwater ave.,
we. 2-1151

28th april 1958

ANNUAL REPORT

1956/57

MONTREAL COUNCIL OF SOCIAL AGENCIES

1040 ATWATER AVENUE MONTREAL, QUEBEC

CONTENTS

PRESIDENT'S COMMENTARY

I am most happy to welcome you to this, our thirty-seventh Annual Meeting.

The Montreal Council of social Agencies makes a point of changing the form of its Annual Meeting - so every year it is different. This year we are having a straight report meeting, no entertainment, no special speaker, no food or drink. By law we must have an annual meeting but we shall make it as brief and factual as possible. The theme is "The Council Reports to the Public on the State of Welfare in Montreal Today".

The report of the Board of Governors will be presented later. These are my own observations after eight years with the Council, the last three as President. Like most Council Board members it took me two or three years to find out what it was all about, because the range of our interests is so wide.

One of the confusing things about the Council is our close liaison with, but yet separation from, Welfare Federation. It is our largest source of revenue, though we earn some fourteen per cent of our income through membership fees, sale of our own publications and payments for special services. Thus Welfare Federation's fortunes affect the Council closely, and this year once again shortage of funds has affected standards of service in Federation member agencies, and has slowed up planning for necessary developments in the field of welfare.

Although the Council is an independent planning body, and money-raising is no part of its business, the great number of appeals in Montreal is a matter of deep concern, affecting as it does the efficiency of all welfare planning. We initiated a Committee on Multiple Appeals in 1950, and recommendations were made by it, but later this problem was transferred to the money raising bodies as it was of primary concern to them, and the Council had such a wide variety of other issues on its hands. Needless to say, the Council is all for a consolidation of Appeals, and will do everything it can to help. However, if consolidation comes, we must and insist on being deeply involved in the planning.

The Welfare dollar is scarce, and its wise expenditure is of the utmost importance, therefore all organizations have a great responsibility to the public to make every cent effective in Welfare work.

By 'Welfare' I here mean all the forces, for the well-being of the citizen: Health, Welfare and Recreation Agencies, Religious bodies, Educational authorities, and all sound public and private voluntary efforts for good. These are dependent on intelligent and responsible people to initiate and back them, and on trained staff to carry them through. This requires money, for without adequate salaries, one can neither get nor hold staff; and welfare salaries in Montreal are much below those paid in other parts of Canada, and indeed below those in many other organizations here.

The Council is most concerned with the training of personnel and retaining their services for Montreal, so it maintains a good relationship with the two Schools of Social Work - McGill and the University of Montreal. Salaries and good working conditions are a top priority.

We also work in close cooperation with the Conseil des euvres, which is faced with similar problems. In this bi-lingual and multi-cultural city we have different methods, but the same aims, and the pattern seems to be for each community to work out its own problems in its own way, having an interchange of ideas and plans at the top level, to the mutual benefit of all.

We are in a dilemma between lack of resources, and the need to expand with an expanding economy. We need to use our knowledge of community organization in assisting new geographic areas of population. We have been challenged by St. Laurent and the Lakeshore, to name only two, and can give only very limited help, although in areas like these there is a wonderful opportunity for sound planning for the future.

Again I must mention the scarce Welfare dollar and consequent shortage of staff. Nowhere is this more drastically felt than in the office of the Council itself. We have a splendid, indeed brilliant staff of executives, each an expert in their own field, aided by a competent, hard working and devoted clerical staff; but there are just not enough of them, and they are all so overworked that work piles up, and then gets bogged down. The situation is such that each executive must say not 'which of these things has the greater priority', but 'what can be left undone that will do least harm'. This is a situation which is uneconomic and harmful. The staff has increased in the last three years; one part-time research worker and a part-time public relations worker, together with clerical support have been added, but the increase is in nothing like the same ratio as the demands on their time. The Council membership has increased from 75 in 1954 to 88 in 1956, and the social problems have increased at an even greater rate.

An example of the sort of thing that happens is the establishment early this year of the Protestant Hungarian Service Association. When the Hungarian movement started last fall it was thought that at least 90 per cent of them would be Roman Catholic, and to deal with them our French confreres set up L'Oeuvre des Refugies Hongrois, which became known as the 'Cardinal's Committee'. This was done expeditiously and well. However as time went on it became apparent that at least 20 to 25 per cent of the refugees were Protestants, and the Council was asked by some of the Protestant clergy whose churches are members of the Council to arrange for the care of this minority group. Arrangements were made with the Travellers' Aid Society to do the servicing, money was promised by the churches, and other interested bodies, and a committee was set up under the chairmanship of Mr. Roy Campbell. Assurances of recognition and cooperation were sought and obtained from officials of the Immigration Department in Ottawa, and also from provincial authorities, and in less than four weeks the work was under way and has been functioning smoothly ever since.

This emergency arrangement took a great deal of time and work. The results are good and we are pleased that we are able to contribute to the establishment of these people, but the resultant wear and tear on the staff and neglect of other projects is obvious.

One such project which fell by the wayside is the establishment of a comprehensive committee for the care of elderly people, recommended last year by the Gerontology Planning Committee, and very badly needed. I hope it will not be long before this problem can be tackled.

REPORT OF THE BOARD OF GOVERNORS FOR THE YEAR - 1956

This Report deals with subjects which are of concern to more than one Section of the Council but, for the sake of time, only the most important of these are included this year in the statement of the Board of Governors. Together, all the reports before you constitute the thirty-seventh Annual Report of this Council.

Government Action in Regard to Welfare and Health

As you know this Continent is famous for the voluntary action it takes in trying to meet its health, welfare and recreation problems. Two or three citizens are seized of the need to do something about something and before you know it a committee is formed. Out of this voluntary energy came our great voluntary institutions - hospitals, orphanages, old people's homes, and so on. Government eventually provided - rather reluctantly - some of these services directly when it was more than obvious that they were needed, and only when the voters demanded action.

Here in Quebec, perhaps the most important change affecting welfare organizations which has taken place this year has been the transfer of responsibility for the administration of the Quebec Public Charities Act (except as it relates to Hospitals and Sanatoria) from the Provincial Department of Health to the Department of Youth and Social Welfare. This is an excellent move as it concentrates welfare subsidies in one Government Department. However, it leaves the voluntary agencies in a position of uncertainty, because on a temporary basis at least, the statutory or public Montreal Department of Social Welfare has been classified as a voluntary agency by the Province and can give direct help to certain categories of people in need, while it also maintains its role of public authority which makes grants-in-aid (matched by the Province), to voluntary agencies already established to give this direct help. You are probably confused by this statement; but the whole situation is confusing. Of course there are reasons for these changes. However, the state of transition is awkward. The Quebec Public Charities Act, as most of you know, enables the voluntary agencies to collect from governmental authorities contributions to assist in the maintenance of certain categories of indigent persons. Many are not eligible for this help, and voluntary agencies provide all of it, and also governmental grants are insufficient to meet need and are not made to the voluntary agencies for the rehabilitative services rendered or for all the checking and book-keeping needed to determine eligibility. This puts a heavy burden on the voluntary agencies. Much of our time has of necessity gone into the study of and the negotiations necessary to establish an orderly method of providing case-work service and monetary assistance to those who require it, and in examining the possible effects on the agencies concerned. Next year we hope to tell you the sequel to this important governmental move.

The Federal Government also has made improvements in its welfare legislation. The best known are the increase in payments under the Old Age Pensions Act, the Blind Pensions Act and the payment to those who are permanently disabled and unable to work. There have also been changes in grants made to veterans by the Department of Veterans Affairs. These increases, though small, are very welcome and could mean relief to our hard-pressed voluntary agencies, to say nothing of easing the struggle for those benefitting. We say could - because

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landlords are raising room rents, the cost-of-living index climbs, and there is a tendency for other levels of government to reduce or withdraw their subventions to these pensioners. Then, finding themselves poorer after all, to whom do they turn? To the voluntary agencies dependent on voluntary gifts, who find it harder to collect funds because citizens in general believe that governments are doing more. The Provincial Government has also widened the eligibility clauses and has also increased the grants under the Needy Mothers' Assistance Act, but whenever supplementary grants under the Quebec Public Charities Act are reduced or withdrawn the needy mother finds herself needier still.

We are glad that governments are shouldering these responsibilities - twenty years ago in Quebec, we had few of these benefits - but we see the need for consultation with Councils such as this, more joint planning with government departments as well as voluntary agencies if the Acts passed by our legislators are to have the effect intended.

Council Objectives

At this point it might be wise to repeat this Council's Objectives -

1. Discovery and evaluation of health, welfare and recreation needs.

2. Development and improvement of programs to meet these needs.

3. Joint planning and coordination of all welfare programs.

4. Information to the community on health, welfare and recreation needs.

5. Promotion of necessary welfare measures through legislation.

The first objective - discovery of needs - is thrust upon us. We never have to search for them. Evaluation of need is another matter. Knowledge is necessary here, and we draw on the help of every one we can think of who has material to contribute. Also, now, at last, we have an embryonic research department - its age in terms of the human embryo being about one week, may be. Still we look forward to a happy delivery of our research department, and finally full growth. We do not expect to report, of course, on full achievement next year.

The second objective - development and improvement of necessary programs - is worked out by the agencies themselves with Council help. This year, to name some of the outstanding requests, we mention the establishment of the Lakeshore Welfare Services; the evaluation after one year's operation and future planning with the St. Laurent Neighbourhood Association; the re-planning of the St. Andrew's Youth Centre program; the continuing service to the Montreal Girls' Association; assistance to the Parks and Playgrounds Association; and the study of future plans with the Montreal Diet Dispensary, the Women's Voluntary Services, and the Montreal Day Nursery. Nothing stands still; there is always change - to present you with an original statement as a bonus. Our member agencies are in constant touch with us, about small issues and large ones. Some of the agencies have depended on this available consultation continuously and for several years. Some need six months' or a year's intensive service. Some just need a day or two, or a few weeks.

The third objective - joint planning and coordination - is a stiff one. A great deal is done around special issues, and as the years go by there seems to be less fear and suspicion, so that much is done, especially with the voluntary agencies. Much more needs to be done with the statutary services and here the French-speaking Council, le Conseil des Oeuvres, will probably have to spear-head action, remembering also the great concern of this old-established Council.

Our fourth objective - that of providing information - well, we try to increase production every year. This year there were the usual press releases of all types (thanks to our agreeable Montreal Press, as Mrs. Hugessen has already said). This applies also, to our radio support. We haven't had the energy for T.V. yet. Then we published our House Organ, "Commentator" twice (circulation, 3,700); produced a Handbook to instruct our delegates; developed a new brochure "What's in the Name" telling briefly what the Council does; produced a 'Directory on Health, Welfare and Recreation Services' - just a spot smaller than Lovell's; and published two sets of Proceedings, one on 'Nutrition' and one on 'Mental Health and Recreation'. These came out of Institutes planned with the Montreal Rotary Club, a connection we greatly value. All these public meetings we hold, you know, are to inform the public and create a climate which will result in a general concern for people's needs and a determination to plan sensibly to meet them. About our information service, consultation service, relations with other groups - time and space force us to do no more than mention them. There has been no mention of our close connection with the Protestant Churches, our new Youth Protection Committee or our great concern with the need for slum clearance and Low-Rental Housing. These are very important issues. Come next year - they will still be with us - and we shall tell you more.

The fifth objective - good welfare legislation - is another tough nut. Through the Canadian Welfare Council in Ottawa approaches are made to the Federal Government, the material Councils produce all across the country is used, and Federal officials consult before taking action. Provincially and Municipally we are mainly dependent on our French confreres.

Throughout all our efforts the question of priorities is most important though we have not been able to give nearly as much attention to the matter as we should. How can we in so complex a community look at Health, Welfare and Recreation needs totally or as a whole? How can we relate the need for changes not only in programs, but in location of buildings, to changes in size of population and its constant mobility? Schools have to re-locate as do Churches, and physical planning and action - the main interest of the Community Planning Association of Canada and of our own City Planning Department - can take place with little thought for welfare services, left behind in downtown areas from which the people have been evacuated. We have not been nearly close enough to the physical planners in thinking through our problems. Which of our Health, Welfare and Recreation services should have top priority or chief claim on the scarce welfare dollar? Where and how should the best trained staff be concentrated to give most intensive service? What capital expenditures come first, and where and of what kind should new welfare buildings be erected? Some work has been done on this complicated subject, but there is still a vast deal to do.

This condensed statement shows some of the year's work which was done by volunteer citizens helped by an informed professional staff and supported by our clerical staff. My sincere thanks to all. We hope you approve of the summary of this work for which you are responsible.

Respectfully submitted, the adoption of this part of the 1956 Report of the Board of Governors is moved herewith.

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CASE WORK SECTION

The Case Work Section of the Council - concerned as it is with disseminating information - has during the past year, as in previous years, concentrated a fair portion of its thought and energy on the planning and arranging of the general Section meetings. Again the Section was most fortunate in having both a competent Chairman, Miss Mary Currie, and an interested, discussion provoking Program Committee to plan the five Section meetings which have already taken place and the sixth which, under the co-sponsorship of the Montreal English Branch of the Canadian Association of Social Workers, is to take place on the 23rd of May. These meetings, while following no particular pattern, were planned to present material which would be interesting and informative to the membership, both volunteer and professional.

The first meeting, held in October, took the form of a film presentation depicting the role of the social worker in helping two young boys and their quite different families, with Miss Maria Wichers of the Children's Service Centre as the commentator.

The second meeting, held in November, gave the members an opportunity to find out about some of the new and exciting developments which have been taking place in one of the agencies of this community when Mrs. Jean Henshaw told the story of the Travellers' Aid Society in "The Helping Process at Top Speed".

In January, Mrs. Mary Coulter described welfare services in a suburban area as typified by the Lakeshore Welfare Services, and in February, Professor J.B. Lightman went from suburbia to far-flung areas in his talk on International Social Work. In March a team of experts from the Montreal Children's Hospital discussed "New Trends in the Total Treatment of the Sick Child", which attracted a good deal of attention. Dr. George E. Gardner of the Judge Baker Guidance Center in Boston will be the guest speaker at the May meeting. He has chosen as his subject "Present Day Problems in Adolescence" which should prove to be of interest to the membership.

A number of committees worked on various subjects of importance to the community and should receive some comment in this brief report. The Committee on Emotionally Disturbed Children began its work several years ago and brought down one report in 1952. A number of the recommendations were implemented with satisfactory results. Almost imperceptibly also the deliberations and discussions resulted in changes and additions to existing programs of agencies. In 1955 the Committee was re-constituted as a Technical Committee with professional membership, "to study on-going needs, to keep in touch with current and changing trends and to make recommendations to the Montreal Council of Social Agencies". The Committee, chaired by Dr. John Moore, was divided into five sub-committees as follows: "Use of Existing Services", "New Services", "Juvenile Delinquency", "Research" and "Personnel and Financing". All the sub-committees, except the last named, have been meeting frequently during the past two years gathering material through interviews, case history studies, publications, and from their own professional experiences. This material has been collected in the form of interim reports containing recommendations to imrpove the use of existing facilities and for new facilities to fill the most obvious gaps. These are now awaiting collation and when completed this report will be referred to the sub-committee on Personnel and Financing to find ways and means of implementing the recommendations.

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Committee on Homemaker Services

Under the chairmanship of Mrs. Philip Cumyn, the Committee produced a report in 1954 - recommending a homemaker service based on the needs of the community. It had not been possible to implement this recommendation so a sub-committee undertook further study during the past year. Interviews were held with executives of the Protestant, Jewish, English Roman Catholic and French Roman Catholic family agencies, which while confirming the need, also confirmed the fact that it is not practical in a heterogeneous community to set up a welfare service which can operate on a community-wide basis. Possible next steps for this Committee are being considered. The Canadian Welfare Council has recently formed a National Committee on Homemaker Services with representation from this Council.

Committee to Study Existing Resources for Retarded Children

This Committee has completed its survey of homes and institutions operating on a commercial basis in Greater Montreal and within a radius of about 75 miles beyond the City. A pamphlet is being prepared for the use of practicing social workers to meet requests for information from the community.

Two new Committees are in process. One as the result of a recommendation of the Committee on Unattached Transient and Resident Men that a Day Centre be established to give shelter combined with a social work program leading to rehabilitation. The second at the request of community agencies concerned with day care of children of working parents. Both of these Committees will require much study and the active participation of volunteer and professional members of the community.

This very condensed report is herewith submitted and its adoption duly moved.

(Signed) Etta Burko
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(Signed) W.F. Shepherd
Chairman

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Executive Assistant

(Signed) W.F. Shepherd
Chairman

GROUP WORK AND RECREATION SECTION

Twenty-six organizations have official membership in the Group Work and Recreation Section. In addition, groups like the City of Montreal Parks Department, school boards, adult education associations, service clubs, and universities join with the Section in thinking, planning and working for the extension of play areas, facilities, staff and programs that will supply Montrealers and suburbanites with opportunities for healthier, happier living.

The past year has been noted for eight major accomplishments. These have brought to the fore and outlined in stark relief, the serious lack of trained staff, with special emphasis on social group workers and recreation personnel.

Of the former - the professionally trained social group workers - there are only twenty-seven in Montreal. The majority of these moved into supervisory and executive positions immediately following graduation from a school of social work. They have stood this acid test well, which speaks highly for their natural ability and excellent training. However, this is a dangerous practice; young workers, following graduation should be given a period of time, under trained supervisors, to test their learning and sharpen their skills. Added to this is the spot twenty-seven workers find themselves in when they spread themselves so thinly to meet community needs. How they could be supported was given top priority by the In-Service Training Committee.

Executive directors of recreation agencies met and agreed as to the role and need for social group workers. There was recognition that Boards of agencies and executive directors should press forward in their plans for the engaging and training of social group workers. Meanwhile many agencies were using untrained and partly trained staff to fill these positions. To help develop such staff the McGill University School of Social Work was asked to offer an extension course for unit directors and supervisors in this category. Such a course was held and though recognized as having many limitations, it did fill a need.

The Committee's next request was for a beginners course in recreation leadership. This proved successful and has resulted in the decision to offer it again next fall, in addition to a more advanced course and a course for leaders of athletic programs in recreation agencies. The McGill University School of Social Work has now established its own committee for planning extension courses and has involved such groups as the City of Montreal Parks Department, and the Federation of Jewish Community Services, as well as the Group Work and Recreation Section.

This is a very small way to fill a very large gap. It does not solve the problem. The need for further planning and action in the recruiting of suitable young people to become social group workers, the serious lack in bursaries to help finance such training, (which means two years of post graduate study), the low salary scale prevalent in Montreal - all these factors seriously hamper advancement. In addition to this is the need for trained recreation workers and the lack of training opportunities for them. It is hoped that with the move now being made by McGill University, relating to its Department of Physical Education and the concern evident at the School of Social Work for some type of undergraduate training in recreation, a program will eventually develop.

GROUP WORK AND RECREATION SECTION

The final assignment of the In-Service Training Committee was a review of agencies' staff development programs. This resulted in the preparation of a simple brochure outlining methods which recreation agencies could use to develop staff.

Interpretation Committee

In line with the need for qualified staff was the need to interpret to the public the necessary training and function of a social group worker. The Committee prepared material to be used by the Montreal Star for a series of articles. These depict, in simple terms, the social group worker's training and the way in which he trains staff and volunteer leaders. The releases showed them helping club members get the satisfactions provided by a program which consisted of activities that were particularly suited to that group of individuals and planned by them; and showed the members getting enjoyment and personal growth through healthy social relations and the opportunity to learn, through carefully planned recreation programs, how to participate and take responsibility as citizens. Emphasis was placed on the fact that only when agencies have this type of professional staff, at least in supervisory positions, can they be true "character building" agencies. The series of articles will appear in the Star this month.

Athletic Standards

The implementation of the recommendations contained in the report entitled "Athletic Standards for Elementary School Children" and published by the Section in 1954 has hinged on the quality and quantity of available staff. To help strengthen present staff three special meetings were held.

The first two were with Dr. Sonya Weber, Instructor in Physical Medicine, College of Physicians and Surgeons, Columbia University, New York. One was geared to Board members and executive staff, the other to coaches and athletic directors. Dr. P. Chailley-Bert, Director of the Institute of Physical Culture, Paris, France, was the guest lecturer at the third meeting. It was interesting to note that our concern about providing sport programs suitable to the physical and psychological growth and development of young people is world wide.

There is need for more extensive work, especially as it relates to better coaching and greater understanding by staff and Board members, and the community at large, of the real needs of youth in this particular phase of recreation.

Public Recreation - Areas, Facilities, Staff and Programs

The Section continued its close relationship with the Recreation Division of the City of Montreal. There were three main areas. The first was an explor ation of the possible development of Park-Schools within the Protestant community. The second was a meeting for the purpose of presenting resources and new trends in city summer recreation programs. Available resources, through the joint efforts of public and private organizations were outlined with a pointing up of how private agencies could enrich their programs by using public services. This has resulted in immediate sharing of facilities and programs, and the preparation of a listing of all known available summer programs and facilities.

The second meeting being held this month, will bring physical and social planners together to interpret the recreation needs of neighbourhoods and relate them to community planning. The meeting is primarily for citizen groups and local government officials and will illustrate the value of long range physical planning;

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the location and retention of recreation areas, the preparation of plans for their development, the use of technical advisers, the cost of such service and how it relates to planning, facilities, staff and program. On this horizon we again see the serious lack of public recreation personnel.

Recreation for Elderly People

The Golden Age Hobby Show was the 1956 highlight for 345 men and women over 60 years of age. Six hundred and fifty articles were viewed by approximately three thousand people. Seven organizations cooperated in putting on the Show and sixteen groups helped finance it.

There was evidence that its purpose was accomplished. Volunteer organizations have been swamped with requests for additional clubs and more activity within the present groups. Additional clubs are developing along the Lakeshore and in other sections of the City. There is still need for assistance in the organization and development of more clubs, of work with pensioner groups, and recreation programs in institutions for older people. There is need for summer holiday houses and for the greater use of present resources for recreation and informal education programs by older people. Here is future work for the Section as is only too clearly pointed out, the need for more professional leadership. The volunteers are asking for mature, well-trained social group workers to stand side by side with them and help carry this service to all older citizens.

The Part Recreation Plays in Rehabilitation

A special meeting was held with the members of the Health Section to discuss and interpret some of the services available in the community for certain physically handicapped groups, and immediate lacks in the area of recreation and suggest how these could be met. This will be one of the Sections major undertakings in 1958.

Adolescents

Right now member agencies are showing more concern regarding the behaviour of adolescents. Two requests were noted. The first was for a series of seminars for staff members. This would focus on the normal behaviour pattern of the adolescent. The second is a request for a study of youth groups who are in conflict with society and need special services.

Camps

Ten subsidized camps in the welfare field collaborated in studying correct personnel practices and intake policies and procedures in camps, unmet camper needs in relation to present use of existing camp facilities and per capita costs.

It is gratifying to note that following a two-year demonstration by the Council, the Quebec Camping Association, this year accepted responsibility for operating a central bureau to assist camps in obtaining staff members required.

Respectfully submitted; a motion for the adoption of this report is before you.

(Signed) Sybil Ross
Executive Assistant

(Signed) Nadine Corbett
Chairman

Committee on the English-speaking Deaf and Hard of Hearing in Montreal

Chairman, Dr. E.C. Webster. This Committee was set up to initiate a limited study concerning the problems of the English-speaking deaf and hard of hearing in Montreal with particular emphasis on the requirements of the MacKay School for the Deaf.

The objectives of this Committee were: 1) to study extent of need and size of the problem by ascertaining the number of deaf and hard of hearing children who could benefit from the training program envisaged by the Committee; 2) to explore existing facilities and requirements for the development of an adequate program to make recommendations directed toward the MacKay School as a centre which would provide a well integrated program.

Four sub-committees were established to divide the work into different areas. Three of these sub-committees have completed their assignments and the fourth will submit its report shortly. It is anticipated that the final report incorporating the findings of all the sub-committees will be available early in the autum of this year.

Study Committee on the Montreal Diet Dispensary

Chairman, Dr. O.F. Denstedt. This Committee was appointed at the request of the Montreal Diet Dispensary Board to survey the requirements of the Agency. This would include: 1) the need for more adequate facilities; 2) expansion of existing services; and 3) an in-service training program.

This study has revealed the fact that the Montreal Diet Dispensary, which is operating in an inadequate obsolete building, is providing excellent services and maintaining high standards under adverse conditions. Consideration at this point should be given to planning for the future on a long term basis. It has been suggested that this organization should become a community nutrition centre with close University affiliation and provision for in-service training of nutritionists. Following further deliberations the Committee will bring down its report together with suitable recommendations.

Committee on Nutrition

Chaired by Mrs. D.C. Bain. This Committee has concentrated its attention on the implementation of basic recommendations which were made at the Institute on Nutrition sponsored by this Committee in 1956. The recommendations were as follows:-

1. (a) that nutrition education be introduced in various courses offered to social work students in schools of social work; (b) that in-service training in nutrition be available for social workers already employed by social agencies; (c) that community services of consultants in nutrition be established for the benefit of the public and social workers.

2. that more clinical experience should be available to student nurses; (a) in the form of bed-side teaching of nutrition; (b) in the nutrition needs of outdoor patients so that the student will realize that nutrition is one of the procedures employed to help the patient regain and maintain his health.

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2. that more clinical experience should be available to student nurses; (a) in the form of bed-side teaching of nutrition; (b) in the nutrition needs of outdoor patients so that the student will realize that nutrition is one of the procedures employed to help the patient regain and maintain his health.

3. (a) that school children be motivated to eat well-balanced lunches; (b) that nutrition teaching, in the light of classroom needs, be planned with a specialist; (c) that in-service training be made available for teachers through workshops, teaching aids and seminars; (d) that nutritional instruction be given at the teacher training level.

Some progress has been made in the implementation of these suggestions in that more nutrition education will be integrated into existing courses on growth and human development at the two schools of social work. The Institute recommendations have also been drawn to the attention of all schools of social work across Canada. The recommendations for teachers in training have also been given favourable consideration by the education authorities at Macdonald College and some progress has been made in this area at the Jacques Cartier Normal School where a course on nutrition has become part of a public health education program provided for teachers in training. The Association of Nurses of the Province of Quebec, Provincial Curriculum Committee, has indicated that the recommendations coming out of the Institute on Nutrition have been under study and will be given consideration when their own recommendations are made concerning a revised curriculum for nurses in training.

Committee on Alcoholism

This Committee, a fact finding group, having finished its work in 1952 with the submission of their Report on Alcoholism, has kept a watching brief on community developments since the formation of a Planning Committee comprising representation from the Committee, the National Committee for Education on Alcoholism, together with representatives from the City of Montreal Health Department and the Provincial Department of Education. This body, an autonomous group, was given the assignment of forming a broad Citizens' Committee Organization and the preparation of a Brief for presentation to provincial authorities for endorsation and governmental support. The Brief was prepared and submitted but no reply has been received to date.

In order to stimulate general interest in the subject and to re-activate the Committee a large public meeting was held at the Windsor Hotel on March 26th, under the sponsorship of the Council with the Health Section assuming major responsibility. Dr. D. Ewen Cameron, Director, Allan Memorial Institute, and Mr. H. David Archibald, Executive Director, Alcoholism Research Foundation, Toronto, were the speakers. "Alcoholism - A Community Problem" was the topic of their discussion and the urgent need for facilities in this community to meet the ever increasing number of alcoholics was stressed by both speakers. A Resolution was presented from the floor advocating governmental support of a comprehensive community-wide program to meet the needs of alcoholics in Montreal.

The Health Section and the Group Work and Recreation Section held an open meeting in February on "The Part Recreation Plays in Rehabilitation". This subject was dealt with by a group of panelists under the chairmanship of Dr. Preston Robb, Director, Cerebral Palsy Services, Montreal Children's Hospital. These specialists emphasized the fact that there are services available for certain physically handicapped groups and they suggested how such resources could be used. At the same time it was indicated that there are great lacks in the area of recreation and suggestions were made as to how a satisfactory recreational program might be set up in the community for handicapped groups who require special facilities. It was clearly indicated that a survey of the situation would be necessary and a suitable program designed to meet total needs would be dependent upon qualified leadership.

Plans are now underway to set up a study committee with representation from the Health Section and the Group Work and Recreation Section in order that constructive recommendations may be made regarding recreation for the physically handicapped in Montreal.

In reporting on the activities of the Health Section only the highlights of the program have been featured and in doing so special needs and modern trends have been sharply indicated. Achievement of ultimate goals depends however on the community's concern for the welfare of the individual.

Health does not only mean a struggle against illness but implies the complete physical, psychological and social development of our citizens. This objective can only be attained through the co-operative efforts of volunteers and professionals working towards an ideal.

This report is respectfully submitted and its adoption herewith moved.

(Signed) Ina Young
Executive Assistant

(Signed) Edward C. Webster, Ph.D.
Chairman

SOCIAL SERVICE INDEX

The Beginning

Forty-one years ago, on March 15th, 1916, the Charity Organization Society of Montreal established a Confidential Exchange, with an operating budget of $2,000. Fourteen agencies registered 16,000 records of cases, thus establishing an index to the records which they had in their files. A few of these registrations are still in the Index files. This was the beginning of the Social Service Index. Because Index services are an important part of planning in health and welfare services, it became a department of the Montreal Council of Social Agencies in 1920, almost as soon as the Council was established. By that time 50,000 registrations had been made. At the present time about half that number are made yearly by more than six times the number of agencies. Also about one quarter of that number of old registrations are cancelled yearly. Today, it would be difficult to estimate the total number of registrations in the Index files. Approximately 700,000 cards are in the files with a most complex variety of names, coming from almost every country in the world and with the most surprising variations in the spelling of the same name.

The first Exchange on this continent was opened in Boston in the 1870's. Chicago followed in 1880. Montreal, we believe, was the first Index in Canada. The 1955 Directory of Social Service Exchanges in the United States and Canada lists 220 Exchanges. Thirteen are Canadian.

What is the Index?

A Social Service Exchange or Index is a central index file established by a number of accredited health and welfare agencies in a community. This file is an index of health and welfare service records kept by these members. Its purpose is to give information as to which agencies have registered records on the same individual or family and to give this information with the least possible waste motion, in an orderly manner. Basically, it is the means of establishing communication between these member agencies so that they may plan services together in the best interest of the individual or family all are helping. The important fact is <u>not</u> the knowledge that some other agency is registered but that communication can be established and planning together can be carried out.

Changing Philosophy

When the Montreal Index was first established, its purpose was to get information helpful in preventing duplication of relief and services, thus safeguarding the welfare dollar. Today, the use of the Index helps agencies spend the welfare dollar wisely. It prevents duplication of staff effort in the diagnostic process and in avoiding duplication of service; it facilitates referral where and when necessary; it establishes the basis for communication and planning to help in the possible rehabilitation and re-establishment of the individual and family.

Who Can Use It?

Index services are not available to commercial establishments or individuals in the community, only to health and welfare agencies, private and public which meet standard membership requirements. Confidentiality is respected by all members and safeguarded by the Index.

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However, the majority of Exchanges have continued to develop along with good social work practices. Competent professional direction has been maintained. Interested, active Advisory Committees or Boards, made up of executives of member agencies and Board members have given leadership. Members have a conviction of its value. They have adhered to well-established standards of use and used it extensively.

The Montreal Index Today

Montreal has had a community-wide Index since the establishment and maintenance of joint index services by the Conseil des Oeuvres in 1934 to serve the French agencies. The Montreal Index, financed in its early years by Welfare Federation through the Council, now operates on a joint financing plan. Costs are estimated on a percentage basis of use and paid by each member, the Federations paying for each of their member agencies. The Council still carries the costs of services to a few agencies using it on a very limited basis. As in all services, costs of operation have increased through the years.

Regular statistical reports of operation go to member agencies, the Advisory Committee and the Board of the Council. An Index Manual and a revised Handbook have been edited in recent years.

The Advisory Committee has given consideration to revising membership requirements, to methods of financing, to standards of operation, to the best use by member agencies and to inter-agency communication.

The Future

Having noted the past and present of the Montreal Index, what of the future? First, to maintain standard operations, members must take responsibility for adhering to established policies of use and continue to use it extensively and wisely. Its operations must continue to be restricted to members meeting membership requirements, and which maintain its confidentiality. Its Advisory Committee must continue to give leadership in its development. Its staff must give professional and efficient service. Constant attention should be given to keeping files up-to-date and accurate, which means keeping in touch with member agencies on such matters. The Index must extend its services geographically to include expanding suburban areas and reach a mobile population. Its use in research has hardly been tapped. There is no single agency in any community which has a more accurate record of the waste motion, uneconomical procedures and duplication to which clients can be subjected. The reverse is also true. The Index can be used in social research, in follow-up studies, in surveys, in community planning for welfare services.

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The Schools of Social Work and agencies supervising Social Work students in field work must continue to make available opportunities for them to know and to use the Index.

As an important agency in welfare planning it should maintain the present close relationship to the Councils whether it operates as a part of Council services or not.

The Index must never lose sight of the fact that it is set up to facilitate planning for welfare services to the person or persons primarily concerned. Social workers have an obligation to extend not only individual professional skills but all the skills and services of the profession available and necessary. We must not deny each other use of each other's skills but pool our knowledge through inter-agency communication. One of the first steps in doing this, is to use the Index.

Respectfully submitted and adoption moved,

(Signed) Blanche de St. Croix
Executive Assistant

(Signed) Jean McEachran
Chairman, Advisory Committee

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Chairman, Advisory Committee

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31ST, 1956

INCOME	COUNCIL	INDEX
Welfare Federation of Montreal	$ 51,904.46	$ 8,377.96
Membership Fees	2,985.00	-
Publications	128.00	-
Federation of English Catholic Charities	-	635.30
Federation of Jewish Community Services	-	315.98
Department of Veterans Affairs	-	502.85
Department of National Health and Welfare	-	264.68
Hospitals and Other Agencies	-	4,393.94
Le Conseil des Œuvres	-	536.00
	$ 55,017.46	$ 15,026.71
EXPENDITURE		
Salaries	$ 45,667.34	$ 11,455.12
Office Supplies, Postage etc.	3,351.25	950.80
General Expenses	5,998.87	2,620.79
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Mrs. Doris Small

Executive Officers

Executive Director - Charles H. Young
Associate Executive Director - Miss Gwyneth Howell

AUDITORS: Stevenson, Digkely, Blunt & Co.

Member Organizations - 1956

Anglican Church of Canada, Diocese of Montreal
Association for the Help of Retarded Children (Quebec) Inc.
Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts Association, Mtl. District
Boys' Farm and Training School
Brehmer Rest Inc.
Canadian Arthritis and Rheumatism Society, Quebec Division
Canadian Association of Social Workers (Montreal English Branch)
Canadian Girl Guides
Canadian Hemophilia Society
Canadian National Institute for the Blind, Quebec Division
Canadian Red Cross Society, Quebec Division
Cancer Aid League, Inc.
Cerebral Palsy Association of Quebec, Inc.
Child Health Association
Children's Service Centre
Daily Vacation Schools
Department of Veterans Affairs, Social Service Division
Evangelical Lutheran Immigration and Service Centre
Family Welfare Association
Girls' Cottage School
Girls' Counselling Centre
Grace Dart Hospital
Herzl Health Service Centre
Imperial Order Daughters of the Empire, Montreal Municipal Chapter
International Rescue Committee, Inc.
Irish Protestant Benevolent Society
Jewish Child Welfare Bureau
Jewish General Hospital
Jewish Hospital of Hope
Jewish Immigrant Aid Services of Canada
Jewish Junior Welfare League
Jewish Vocational Service
John Howard Society of Quebec
Julius Richardson Convalescent Hospital
Junior League of Montreal
Lachine Benevolent Association
Lakeshore Welfare Services
Mackay Institution for Protestant Deaf Mutes
Marriage Counselling Centre of Montreal
McGill School for Graduate Nurses
McGill School of Social Work
Mental Hygiene Institute
Montreal Association for the Blind
Montreal Boys' Association
Montreal Children's Hospital
Montreal Council of Women
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital
Montreal Girls' Association
Montreal Hebrew Old People's Home
Montreal Ladies Benevolent and Protestant Orphans Society
Montreal League for the Hard of Hearing
Montreal Neurological Institute
Montreal Parks and Playgrounds Association
Montreal Protestant Homes
Mount Sinai Sanatorium
Murray Bay Convalescent Home
National Council of Jewish Women Montreal Section
Negro Community Centre
Neighbourhood House of Montreal
Occupational Therapy and Rehabilitation Centre
Old Brewery Mission Inc.
Presbyterian Church in Canada, Presbytery of Montreal
Reddy Memorial Hospital
Rosemount Boys' Club Inc.
Royal Edward Laurentian Hospital
Royal Victoria Hospital
St. Andrew's Youth Centre
St. Columba House
St. George's Society of Montreal
St. Laurent Neighbourhood Association
Salvation Army
Sheltering Home
Society for the Protection of Women and Children
Travellers' Aid Society of Montreal
Tyndale House
Unitarian - Church of the Messiah
United Church of Canada, Montreal Presbytery
University Settlement of Montreal
Victorian Order of Nurses
Weredale House
Women's Voluntary Services
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association
Young Women's Christian Association

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ANNUAL REPORT

1957/56

MONTREAL COUNCIL OF SOCIAL AGENCIES

1040 ATWATER AVENUE MONTREAL, QUEBEC

CONTENTS

CONTENTS

PRESIDENT'S COMMENTARY

I am most happy to welcome you to this, our thirty-seventh Annual Meeting.

The Montreal Council of social Agencies makes a point of changing the form of its Annual Meeting - so every year it is different. This year we are having a straight report meeting, no entertainment, no special speaker, no food or drink. By law we must have an annual meeting but we shall make it as brief and factual as possible. The theme is "The Council Reports to the Public on the State of Welfare in Montreal Today".

The report of the Board of Governors will be presented later. These are my own observations after eight years with the Council, the last three as President. Like most Council Board members it took me two or three years to find out what it was all about, because the range of our interests is so wide.

One of the confusing things about the Council is our close liaison with, but yet separation from, Welfare Federation. It is our largest source of revenue, though we earn some fourteen per cent of our income through membership fees, sale of our own publications and payments for special services. Thus Welfare Federation's fortunes affect the Council closely, and this year once again shortage of funds has affected standards of service in Federation member agencies, and has slowed up planning for necessary developments in the field of welfare.

Although the Council is an independent planning body, and money-raising is no part of its business, the great number of appeals in Montreal is a matter of deep concern, affecting as it does the efficiency of all welfare planning. We initiated a Committee on Multiple Appeals in 1950, and recommendations were made by it, but later this problem was transferred to the money raising bodies as it was of primary concern to them, and the Council had such a wide variety of other issues on its hands. Needless to say, the Council is all for a consolidation of Appeals, and will do everything it can to help. However, if consolidation comes, we must and insist on being deeply involved in the planning.

The Welfare dollar is scarce, and its wise expenditure is of the utmost importance, therefore all organizations have a great responsibility to the public to make every cent effective in Welfare work.

By 'Welfare' I here mean all the forces, for the well-being of the citizen: Health, Welfare and Recreation Agencies, Religious bodies, Educational authorities, and all sound public and private voluntary efforts for good. These are dependent on intelligent and responsible people to initiate and back them, and on trained staff to carry them through. This requires <u>money</u>, for without adequate salaries, one can neither get nor hold staff; and welfare salaries in Montreal are much below those paid in other parts of Canada, and indeed below those in many other organizations here.

The Council is most concerned with the training of personnel and retaining their services for Montreal, so it maintains a good relationship with the two Schools of Social Work - McGill and the University of Montreal. Salaries and good working conditions are a top priority.

PRESIDENT'S COMMENTARY

We also work in close cooperation with the Conseil des euvres, which is faced with similar problems. In this bi-lingual and multi-cultural city we have different methods, but the same aims, and the pattern seems to be for each community to work out its own problems in its own way, having an interchange of ideas and plans at the top level, to the mutual benefit of all.

We are in a dilemma between lack of resources, and the need to expand with an expanding economy. We need to use our knowledge of community organization in assisting new geographic areas of population. We have been challenged by St. Laurent and the Lakeshore, to name only two, and can give only very limited help, although in areas like these there is a wonderful opportunity for sound planning for the future.

Again I must mention the scarce Welfare dollar and consequent shortage of staff. Nowhere is this more drastically felt than in the office of the Council itself. We have a splendid, indeed brilliant staff of executives, each an expert in their own field, aided by a competent, hard working and devoted clerical staff; but there are just not enough of them, and they are all so overworked that work piles up, and then gets bogged down. The situation is such that each executive must say not 'which of these things has the greater priority', but 'what can be left undone that will do least harm'. This is a situation which is uneconomic and harmful. The staff has increased in the last three years; one part-time research worker and a part-time public relations worker, together with clerical support have been added, but the increase is in nothing like the same ratio as the demands on their time. The Council membership has increased from 75 in 1954 to 88 in 1956, and the social problems have increased at an even greater rate.

An example of the sort of thing that happens is the establishment early this year of the Protestant Hungarian Service Association. When the Hungarian movement started last fall it was thought that at least 90 per cent of them would be Roman Catholic, and to deal with them our French confreres set up L'Oeuvre des Refugies Hongrois, which became known as the 'Cardinal's Committee'. This was done expeditiously and well. However as time went on it became apparent that at least 20 to 25 per cent of the refugees were Protestants, and the Council was asked by some of the Protestant clergy whose churches are members of the Council to arrange for the care of this minority group. Arrangements were made with the Travellers' Aid Society to do the servicing, money was promised by the churches, and other interested bodies, and a committee was set up under the chairmanship of Mr. Roy Campbell. Assurances of recognition and cooperation were sought and obtained from officials of the Immigration Department in Ottawa, and also from provincial authorities, and in less than four weeks the work was under way and has been functioning smoothly ever since.

This emergency arrangement took a great deal of time and work. The results are good and we are pleased that we are able to contribute to the establishment of these people, but the resultant wear and tear on the staff and neglect of other projects is obvious.

One such project which fell by the wayside is the establishment of a comprehensive committee for the care of elderly people, recommended last year by the Gerontology Planning Committee, and very badly needed. I hope it will not be long before this problem can be tackled.

As I said before we have a fine staff who are given far sighted and efficient leadership by Miss Howell and Mr. Young, but they are being worn down by the backlog of work.. It is a truism to say that all welfare workers are over-worked and under paid, but when in addition they are frustrated by being unable to fill more than a fraction of the obvious needs, I submit that this is poor economics and bad welfare.

It is only by good planning that the greatest possible part of the Welfare dollar can be used to benefit the individual in need of care, counselling or rehabilitation, and good planning can best be done with the aid of skilled workers, under reasonable conditions.

A community welfare council, such as this, is a citizens' movement. I want to thank all the working delegates, the numerous committee members and their chairmen, and particularly the Section Chairmen and the Chairman of the Social Service Index; special mention must be made of Mrs. Corbett and Mr. Shepherd, (both very enthusiastic), who retire from office, but thank goodness, remain on the Board. Also my warm thanks to the Board of Governors from which Mr. Reinke and Mr. Moore will be lost, after many years of service.

I want to record also our thanks to the very responsible, certainly in Welfare terms, Press and Radio of Montreal for excellent coverage - and to the co-operative Windsor Hotel. Again, my personal thanks to the staff.

In conclusion, I would like to say how much I have gained and benefitted by my time with the Council. I am proud to have been associated with it. I look forward to the ex-officio connection of an ex-President. I almost envy my worthy successor - and wish for him the satisfaction I have had.

(Signed) Margaret K. Hugessen
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(Signed) Margaret E. Hagerman
President.

REPORT OF THE BOARD OF GOVERNORS FOR THE YEAR - 1956

This Report deals with subjects which are of concern to more than one Section of the Council but, for the sake of time, only the most important of these are included this year in the statement of the Board of Governors. Together, all the reports before you constitute the thirty-seventh Annual Report of this Council.

Government Action in Regard to Welfare and Health

As you know this Continent is famous for the voluntary action it takes in trying to meet its health, welfare and recreation problems. Two or three citizens are seized of the need to do something about something and before you know it a committee is formed. Out of this voluntary energy came our great voluntary institutions - hospitals, orphanages, old people's homes, and so on. Government eventually provided - rather reluctantly - some of these services directly when it was more than obvious that they were needed, and only when the voters demanded action.

Here in Quebec, perhaps the most important change affecting welfare organizations which has taken place this year has been the transfer of responsibility for the administration of the Quebec Public Charities Act (except as it relates to Hospitals and Sanatoria) from the Provincial Department of Health to the Department of Youth and Social Welfare. This is an excellent move as it concentrates welfare subsidies in one Government Department. However, it leaves the voluntary agencies in a position of uncertainty, because on a temporary basis at least, the statutory or public Montreal Department of Social Welfare has been classified as a voluntary agency by the Province and can give direct help to certain categories of people in need, while it also maintains its role of public authority which makes grants-in-aid (matched by the Province), to voluntary agencies already established to give this direct help. You are probably confused by this statement; but the whole situation is confusing. Of course there are reasons for these changes. However, the state of transition is awkward. The Quebec Public Charities Act, as most of you know, enables the voluntary agencies to collect from governmental authorities contributions to assist in the maintenance of certain categories of indigent persons. Many are not eligible for this help, and voluntary agencies provide all of it, and also governmental grants are insufficient to meet need and are not made to the voluntary agencies for the rehabilitative services rendered or for all the checking and book-keeping needed to determine eligibility. This puts a heavy burden on the voluntary agencies. Much of our time has of necessity gone into the study of and the negotiations necessary to establish an orderly method of providing case-work service and monetary assistance to those who require it, and in examining the possible effects on the agencies concerned. Next year we hope to tell you the sequel to this important governmental move.

The Federal Government also has made improvements in its welfare legislation. The best known are the increase in payments under the Old Age Pensions Act, the Blind Pensions Act and the payment to those who are permanently disabled and unable to work. There have also been changes in grants made to veterans by the Department of Veterans Affairs. These increases, though small, are very welcome and could mean relief to our hard-pressed voluntary agencies, to say nothing of easing the struggle for those benefitting. We say could - because

REPORT OF THE BOARD OF GOVERNORS FOR THE YEAR - 1958

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landlords are raising room rents, the cost-of-living index climbs, and there is a tendency for other levels of government to reduce or withdraw their subventions to these pensioners. Then, finding themselves poorer after all, to whom do they turn? To the voluntary agencies dependent on voluntary gifts, who find it harder to collect funds because citizens in general believe that governments are doing more. The Provincial Government has also widened the eligibility clauses and has also increased the grants under the Needy Mothers' Assistance Act, but whenever supplementary grants under the Quebec Public Charities Act are reduced or withdrawn the needy mother finds herself needier still.

We are glad that governments are shouldering these responsibilities - twenty years ago in Quebec, we had few of these benefits - but we see the need for consultation with Councils such as this, more joint planning with government departments as well as voluntary agencies if the Acts passed by our legislators are to have the effect intended.

Council Objectives

At this point it might be wise to repeat this Council's Objectives -

1. Discovery and evaluation of health, welfare and recreation needs.

2. Development and improvement of programs to meet these needs.

3. Joint planning and coordination of all welfare programs.

4. Information to the community on health, welfare and recreation needs.

5. Promotion of necessary welfare measures through legislation.

The first objective - discovery of needs - is thrust upon us. We never have to search for them. Evaluation of need is another matter. Knowledge is necessary here, and we draw on the help of every one we can think of who has material to contribute. Also, now, at last, we have an embryonic research department - its age in terms of the human embryo being about one week, may be. Still we look forward to a happy delivery of our research department, and finally full growth. We do not expect to report, of course, on full achievement next year.

The second objective - development and improvement of necessary programs - is worked out by the agencies themselves with Council help. This year, to name some of the outstanding requests, we mention the establishment of the Lakeshore Welfare Services; the evaluation after one year's operation and future planning with the St. Laurent Neighbourhood Association; the re-planning of the St. Andrew's Youth Centre program; the continuing service to the Montreal Girls' Association; assistance to the Parks and Playgrounds Association; and the study of future plans with the Montreal Diet Dispensary, the Women's Voluntary Services, and the Montreal Day Nursery. Nothing stands still; there is always change - to present you with an original statement as a bonus. Our member agencies are in constant touch with us, about small issues and large ones. Some of the agencies have depended on this available consultation continuously and for several years. Some need six months' or a year's intensive service. Some just need a day or two, or a few weeks.

The third objective - joint planning and coordination - is a stiff one. A great deal is done around special issues, and as the years go by there seems to be less fear and suspicion, so that much is done, especially with the voluntary agencies. Much more needs to be done with the statutary services and here the French-speaking Council, le Conseil des Oeuvres, will probably have to spear-head action, remembering also the great concern of this old-established Council.

Our fourth objective - that of providing information - well, we try to increase production every year. This year there were the usual press releases of all types (thanks to our agreeable Montreal Press, as Mrs. Hugessen has already said). This applies also, to our radio support. We haven't had the energy for T.V. yet. Then we published our House Organ, "Commentator" twice (circulation, 3,700); produced a Handbook to instruct our delegates; developed a new brochure "What's in the Name" telling briefly what the Council does; produced a 'Directory on Health, Welfare and Recreation Services' - just a spot smaller than Lovell's; and published two sets of Proceedings, one on 'Nutrition' and one on 'Mental Health and Recreation'. These came out of Institutes planned with the Montreal Rotary Club, a connection we greatly value. All these public meetings we hold, you know, are to inform the public and create a climate which will result in a general concern for people's needs and a determination to plan sensibly to meet them. About our information service, consultation service, relations with other groups - time and space force us to do no more than mention them. There has been no mention of our close connection with the Protestant Churches, our new Youth Protection Committee or our great concern with the need for slum clearance and Low-Rental Housing. These are very important issues. Come next year - they will still be with us - and we shall tell you more.

The fifth objective - good welfare legislation - is another tough nut. Through the Canadian Welfare Council in Ottawa approaches are made to the Federal Government, the material Councils produce all across the country is used, and Federal officials consult before taking action. Provincially and Municipally we are mainly dependent on our French confreres.

Throughout all our efforts the question of priorities is most important though we have not been able to give nearly as much attention to the matter as we should. How can we in so complex a community look at Health, Welfare and Recreation needs totally or as a whole? How can we relate the need for changes not only in programs, but in location of buildings, to changes in size of population and its constant mobility? Schools have to re-locate as do Churches, and physical planning and action - the main interest of the Community Planning Association of Canada and of our own City Planning Department - can take place with little thought for welfare services, left behind in downtown areas from which the people have been evacuated. We have not been nearly close enough to the physical planners in thinking through our problems. Which of our Health, Welfare and Recreation services should have top priority or chief claim on the scarce welfare dollar? Where and how should the best trained staff be concentrated to give most intensive service? What capital expenditures come first, and where and of what kind should new welfare buildings be erected? Some work has been done on this complicated subject, but there is still a vast deal to do.

This condensed statement shows some of the year's work which was done by volunteer citizens helped by an informed professional staff and supported by our clerical staff. My sincere thanks to all. We hope you approve of the summary of this work for which you are responsible.

Respectfully submitted, the adoption of this part of the 1956 Report of the Board of Governors is moved herewith.

(Signed) Gwyneth Howell
Associate Executive Director

CASE WORK SECTION

The Case Work Section of the Council - concerned as it is with disseminating information - has during the past year, as in previous years, concentrated a fair portion of its thought and energy on the planning and arranging of the general Section meetings. Again the Section was most fortunate in having both a competent Chairman, Miss Mary Currie, and an interested, discussion provoking Program Committee to plan the five Section meetings which have already taken place and the sixth which, under the co-sponsorship of the Montreal English Branch of the Canadian Association of Social Workers, is to take place on the 23rd of May. These meetings, while following no particular pattern, were planned to present material which would be interesting and informative to the membership, both volunteer and professional.

The first meeting, held in October, took the form of a film presentation depicting the role of the social worker in helping two young boys and their quite different families, with Miss Maria Wichers of the Children's Service Centre as the commentator.

The second meeting, held in November, gave the members an opportunity to find out about some of the new and exciting developments which have been taking place in one of the agencies of this community when Mrs. Jean Henshaw told the story of the Travellers' Aid Society in "The Helping Process at Top Speed".

In January, Mrs. Mary Coulter described welfare services in a suburban area as typified by the Lakeshore Welfare Services, and in February, Professor J.B. Lightman went from suburbia to far-flung areas in his talk on International Social Work. In March a team of experts from the Montreal Children's Hospital discussed "New Trends in the Total Treatment of the Sick Child", which attracted a good deal of attention. Dr. George E. Gardner of the Judge Baker Guidance Center in Boston will be the guest speaker at the May meeting. He has chosen as his subject "Present Day Problems in Adolescence" which should prove to be of interest to the membership.

A number of committees worked on various subjects of importance to the community and should receive some comment in this brief report. The Committee on Emotionally Disturbed Children began its work several years ago and brought down one report in 1952. A number of the recommendations were implemented with satisfactory results. Almost imperceptibly also the deliberations and discussions resulted in changes and additions to existing programs of agencies. In 1955 the Committee was re-constituted as a Technical Committee with professional membership, "to study on-going needs, to keep in touch with current and changing trends and to make recommendations to the Montreal Council of Social Agencies". The Committee, chaired by Dr. John Moore, was divided into five sub-committees as follows: "Use of Existing Services", "New Services", "Juvenile Delinquency", "Research" and "Personnel and Financing". All the sub-committees, except the last named, have been meeting frequently during the past two years gathering material through interviews, case history studies, publications, and from their own professional experiences. This material has been collected in the form of interim reports containing recommendations to imrpove the use of existing facilities and for new facilities to fill the most obvious gaps. These are now awaiting collation and when completed this report will be referred to the sub-committee on Personnel and Financing to find ways and means of implementing the recommendations.

CASE WORK SECTION

Committee on Homemaker Services

Under the chairmanship of Mrs. Philip Cumyn, the Committee produced a report in 1954 - recommending a homemaker service based on the needs of the community. It had not been possible to implement this recommendation so a sub-committee undertook further study during the past year. Interviews were held with executives of the Protestant, Jewish, English Roman Catholic and French Roman Catholic family agencies, which while confirming the need, also confirmed the fact that it is not practical in a heterogeneous community to set up a welfare service which can operate on a community-wide basis. Possible next steps for this Committee are being considered. The Canadian Welfare Council has recently formed a National Committee on Homemaker Services with representation from this Council.

Committee to Study Existing Resources for Retarded Children

This Committee has completed its survey of homes and institutions operating on a commercial basis in Greater Montreal and within a radius of about 75 miles beyond the City. A pamphlet is being prepared for the use of practicing social workers to meet requests for information from the community.

Two new Committees are in process. One as the result of a recommendation of the Committee on Unattached Transient and Resident Men that a Day Centre be established to give shelter combined with a social work program leading to rehabilitation. The second at the request of community agencies concerned with day care of children of working parents. Both of these Committees will require much study and the active participation of volunteer and professional members of the community.

This very condensed report is herewith submitted and its adoption duly moved.

(Signed) Etta Burko
Executive Assistant

(Signed) W.F. Shepherd
Chairman

GROUP WORK AND RECREATION SECTION

Twenty-six organizations have official membership in the Group Work and Recreation Section. In addition, groups like the City of Montreal Parks Department, school boards, adult education associations, service clubs, and universities join with the Section in thinking, planning and working for the extension of play areas, facilities, staff and programs that will supply Montrealers and suburbanites with opportunities for healthier, happier living.

The past year has been noted for eight major accomplishments. These have brought to the fore and outlined in stark relief, the serious lack of trained staff, with special emphasis on social group workers and recreation personnel.

Of the former - the professionally trained social group workers - there are only twenty-seven in Montreal. The majority of these moved into supervisory and executive positions immediately following graduation from a school of social work. They have stood this acid test well, which speaks highly for their natural ability and excellent training. However, this is a dangerous practice; young workers, following graduation should be given a period of time, under trained supervisors, to test their learning and sharpen their skills. Added to this is the spot twenty-seven workers find themselves in when they spread themselves so thinly to meet community needs. How they could be supported was given top priority by the In-Service Training Committee.

Executive directors of recreation agencies met and agreed as to the role and need for social group workers. There was recognition that Boards of agencies and executive directors should press forward in their plans for the engaging and training of social group workers. Meanwhile many agencies were using untrained and partly trained staff to fill these positions. To help develop such staff the McGill University School of Social Work was asked to offer an extension course for unit directors and supervisors in this category. Such a course was held and though recognized as having many limitations, it did fill a need.

The Committee's next request was for a beginners course in recreation leadership. This proved successful and has resulted in the decision to offer it again next fall, in addition to a more advanced course and a course for leaders of athletic programs in recreation agencies. The McGill University School of Social Work has now established its own committee for planning extension courses and has involved such groups as the City of Montreal Parks Department, and the Federation of Jewish Community Services, as well as the Group Work and Recreation Section.

This is a very small way to fill a very large gap. It does not solve the problem. The need for further planning and action in the recruiting of suitable young people to become social group workers, the serious lack in bursaries to help finance such training, (which means two years of post graduate study), the low salary scale prevalent in Montreal - all these factors seriously hamper advancement. In addition to this is the need for trained recreation workers and the lack of training opportunities for them. It is hoped that with the move now being made by McGill University, relating to its Department of Physical Education and the concern evident at the School of Social Work for some type of undergraduate training in recreation, a program will eventually develop.

GROUP WORK AND RECREATION SECTION

The final assignment of the In-Service Training Committee was a review of agencies' staff development programs. This resulted in the preparation of a simple brochure outlining methods which recreation agencies could use to develop staff.

Interpretation Committee

In line with the need for qualified staff was the need to interpret to the public the necessary training and function of a social group worker. The Committee prepared material to be used by the Montreal Star for a series of articles. These depict, in simple terms, the social group worker's training and the way in which he trains staff and volunteer leaders. The releases showed them helping club members get the satisfactions provided by a program which consisted of activities that were particularly suited to that group of individuals and planned by them; and showed the members getting enjoyment and personal growth through healthy social relations and the opportunity to learn, through carefully planned recreation programs, how to participate and take responsibility as citizens. Emphasis was placed on the fact that only when agencies have this type of professional staff, at least in supervisory positions, can they be true "character building" agencies. The series of articles will appear in the Star this month.

Athletic Standards

The implementation of the recommendations contained in the report entitled "Athletic Standards for Elementary School Children" and published by the Section in 1954 has hinged on the quality and quantity of available staff. To help strengthen present staff three special meetings were held.

The first two were with Dr. Sonya Weber, Instructor in Physical Medicine, College of Physicians and Surgeons, Columbia University, New York. One was geared to Board members and executive staff, the other to coaches and athletic directors. Dr. P. Chailley-Bert, Director of the Institute of Physical Culture, Paris, France, was the guest lecturer at the third meeting. It was interesting to note that our concern about providing sport programs suitable to the physical and psychological growth and development of young people is world wide.

There is need for more extensive work, especially as it relates to better coaching and greater understanding by staff and Board members, and the community at large, of the real needs of youth in this particular phase of recreation.

Public Recreation - Areas, Facilities, Staff and Programs

The Section continued its close relationship with the Recreation Division of the City of Montreal. There were three main areas. The first was an explor ation of the possible development of Park-Schools within the Protestant community. The second was a meeting for the purpose of presenting resources and new trends in city summer recreation programs. Available resources, through the joint efforts of public and private organizations were outlined with a pointing up of how private agencies could enrich their programs by using public services. This has resulted in immediate sharing of facilities and programs, and the preparation of a listing of all known available summer programs and facilities.

The second meeting being held this month, will bring physical and social planners together to interpret the recreation needs of neighbourhoods and relate them to community planning. The meeting is primarily for citizen groups and local government officials and will illustrate the value of long range physical planning;

the location and retention of recreation areas, the preparation of plans for their development, the use of technical advisers, the cost of such service and how it relates to planning, facilities, staff and program. On this horizon we again see the serious lack of public recreation personnel.

Recreation for Elderly People

The Golden Age Hobby Show was the 1956 highlight for 345 men and women over 60 years of age. Six hundred and fifty articles were viewed by approximately three thousand people. Seven organizations cooperated in putting on the Show and sixteen groups helped finance it.

There was evidence that its purpose was accomplished. Volunteer organizations have been swamped with requests for additional clubs and more activity within the present groups. Additional clubs are developing along the Lakeshore and in other sections of the City. There is still need for assistance in the organization and development of more clubs, of work with pensioner groups, and recreation programs in institutions for older people. There is need for summer holiday houses and for the greater use of present resources for recreation and informal education programs by older people. Here is future work for the Section as is only too clearly pointed out, the need for more professional leadership. The volunteers are asking for mature, well-trained social group workers to stand side by side with them and help carry this service to all older citizens.

The Part Recreation Plays in Rehabilitation

A special meeting was held with the members of the Health Section to discuss and interpret some of the services available in the community for certain physically handicapped groups, and immediate lacks in the area of recreation and suggest how these could be met. This will be one of the Sections major undertakings in 1958.

Adolescents

Right now member agencies are showing more concern regarding the behaviour of adolescents. Two requests were noted. The first was for a series of seminars for staff members. This would focus on the normal behaviour pattern of the adolescent. The second is a request for a study of youth groups who are in conflict with society and need special services.

Camps

Ten subsidized camps in the welfare field collaborated in studying correct personnel practices and intake policies and procedures in camps, unmet camper needs in relation to present use of existing camp facilities and per capita costs.

It is gratifying to note that following a two-year demonstration by the Council, the Quebec Camping Association, this year accepted responsibility for operating a central bureau to assist camps in obtaining staff members required.

Respectfully submitted; a motion for the adoption of this report is before you.

(Signed) Sybil Ross
Executive Assistant

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HEALTH SECTION

Social Services under either public or voluntary agencies are dependent upon public understanding for their support and use. Volunteers, serving on boards and committees in the operation of the services and in community organization activities assure that programs are meeting the needs of the community. Activities have been directed toward the study of needs, the coordination of community efforts and education. Some progress has been made in certain areas through the participation of volunteers and professionals on the following committees.

Committee on Commercial Nursing Homes

Chaired by Miss Avis Pumphrey. In spite of official apathy in many quarters there has been a spark of interest in problems associated with commercial nursing homes. The Social Welfare Department of the City of Montreal has appointed a doctor who is carrying out at least some measure of examination of nursing homes prior to placement of patients in areas outside Montreal; within City limit controls under Dr. Primeau are known to be good.

Interest on the part of the provincial authorities was also indicated when the amount payable to nursing homes was raised from $90.00 to $120.00 a month. Another important step was made through the formation of the Province of Quebec Association of Private Hospitals covering proprietors of private hospitals, nursing homes and boarding homes. This Association is apparently making efforts to raise standards from within rather than through supervision from government sources from without. Our Committee on Commercial Nursing Homes has actively assisted this group in planning and is continuing to act in an advisory capacity. The Association is reported to meet with the approval of provincial health authorities.

Committee on the Care of the Chronically Ill

During the past year this Committee has not functioned actively as a group because the Liaison Committee which comprises representation from the Montreal Council of Social Agencies and the Montreal Hospital Council has taken over some of the responsibilities formerly assumed by this Committee.

Committee on Children's Dental Services

Chaired by Dr. Harold Greaves. A watching brief has been kept on dental developments in the community over the past year. Fluoridation of the City of Montreal water supply has been of particular interest and a sub-committee working closely with the Public Relations Committee of the Montreal Dental Club has brought the subject to the attention of Women's Clubs, Service Clubs, Home and School Associations, etc. through the provision of speakers and circulation of appropriate literature. These groups also co-operated with the Committee by submitting petitions advocating fluoridation to the City Administration and Councillors of the City of Montreal and surrounding municipalities.

An educational program concerning dental health has also be initiated by the Committee and the three dental societies have agreed to co-ordinate their efforts in this community-wide planning which will be directed towards the improvement of dental health standards in Montreal.

Committee on the English-speaking Deaf and Hard of Hearing in Montreal

Chairman, Dr. E.C. Webster. This Committee was set up to initiate a limited study concerning the problems of the English-speaking deaf and hard of hearing in Montreal with particular emphasis on the requirements of the MacKay School for the Deaf.

The objectives of this Committee were: 1) to study extent of need and size of the problem by ascertaining the number of deaf and hard of hearing children who could benefit from the training program envisaged by the Committee; 2) to explore existing facilities and requirements for the development of an adequate program to make recommendations directed toward the MacKay School as a centre which would provide a well integrated program.

Four sub-committees were established to divide the work into different areas. Three of these sub-committees have completed their assignments and the fourth will submit its report shortly. It is anticipated that the final report incorporating the findings of all the sub-committees will be available early in the autum of this year.

Study Committee on the Montreal Diet Dispensary

Chairman, Dr. O.F. Denstedt. This Committee was appointed at the request of the Montreal Diet Dispensary Board to survey the requirements of the Agency. This would include: 1) the need for more adequate facilities; 2) expansion of existing services; and 3) an in-service training program.

This study has revealed the fact that the Montreal Diet Dispensary, which is operating in an inadequate obsolete building, is providing excellent services and maintaining high standards under adverse conditions. Consideration at this point should be given to planning for the future on a long term basis. It has been suggested that this organization should become a community nutrition centre with close University affiliation and provision for in-service training of nutritionists. Following further deliberations the Committee will bring down its report together with suitable recommendations.

Committee on Nutrition

Chaired by Mrs. D.C. Bain. This Committee has concentrated its attention on the implementation of basic recommendations which were made at the Institute on Nutrition sponsored by this Committee in 1956. The recommendations were as follows:-

1. (a) that nutrition education be introduced in various courses offered to social work students in schools of social work; (b) that in-service training in nutrition be available for social workers already employed by social agencies; (c) that community services of consultants in nutrition be established for the benefit of the public and social workers.

2. that more clinical experience should be available to student nurses; (a) in the form of bed-side teaching of nutrition; (b) in the nutrition needs of outdoor patients so that the student will realize that nutrition is one of the procedures employed to help the patient regain and maintain his health.

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2. that more clinical experience should be available to student nurses; (a) in the form of bed-side teaching of nutrition; (b) in the nutrition needs of outdoor patients so that the student will realize that nutrition is one of the procedures employed to help the patient regain and maintain his health.

3. (a) that school children be motivated to eat well-balanced lunches; (b) that nutrition teaching, in the light of classroom needs, be planned with a specialist; (c) that in-service training be made available for teachers through workshops, teaching aids and seminars; (d) that nutritional instruction be given at the teacher training level.

Some progress has been made in the implementation of these suggestions in that more nutrition education will be integrated into existing courses on growth and human development at the two schools of social work. The Institute recommendations have also been drawn to the attention of all schools of social work across Canada. The recommendations for teachers in training have also been given favourable consideration by the education authorities at Macdonald College and some progress has been made in this area at the Jacques Cartier Normal School where a course on nutrition has become part of a public health education program provided for teachers in training. The Association of Nurses of the Province of Quebec, Provincial Curriculum Committee, has indicated that the recommendations coming out of the Institute on Nutrition have been under study and will be given consideration when their own recommendations are made concerning a revised curriculum for nurses in training.

Committee on Alcoholism

This Committee, a fact finding group, having finished its work in 1952 with the submission of their Report on Alcoholism, has kept a watching brief on community developments since the formation of a Planning Committee comprising representation from the Committee, the National Committee for Education on Alcoholism, together with representatives from the City of Montreal Health Department and the Provincial Department of Education. This body, an autonomous group, was given the assignment of forming a broad Citizens' Committee Organization and the preparation of a Brief for presentation to provincial authorities for endorsation and governmental support. The Brief was prepared and submitted but no reply has been received to date.

In order to stimulate general interest in the subject and to re-activate the Committee a large public meeting was held at the Windsor Hotel on March 26th, under the sponsorship of the Council with the Health Section assuming major responsibility. Dr. D. Ewen Cameron, Director, Allan Memorial Institute, and Mr. H. David Archibald, Executive Director, Alcoholism Research Foundation, Toronto, were the speakers. "Alcoholism - A Community Problem" was the topic of their discussion and the urgent need for facilities in this community to meet the ever increasing number of alcoholics was stressed by both speakers. A Resolution was presented from the floor advocating governmental support of a comprehensive community-wide program to meet the needs of alcoholics in Montreal.

The Health Section and the Group Work and Recreation Section held an open meeting in February on "The Part Recreation Plays in Rehabilitation". This subject was dealt with by a group of panelists under the chairmanship of Dr. Preston Robb, Director, Cerebral Palsy Services, Montreal Children's Hospital. These specialists emphasized the fact that there are services available for certain physically handicapped groups and they suggested how such resources could be used. At the same time it was indicated that there are great lacks in the area of recreation and suggestions were made as to how a satisfactory recreational program might be set up in the community for handicapped groups who require special facilities. It was clearly indicated that a survey of the situation would be necessary and a suitable program designed to meet total needs would be dependent upon qualified leadership.

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Plans are now underway to set up a study committee with representation from the Health Section and the Group Work and Recreation Section in order that constructive recommendations may be made regarding recreation for the physically handicapped in Montreal.

In reporting on the activities of the Health Section only the highlights of the program have been featured and in doing so special needs and modern trends have been sharply indicated. Achievement of ultimate goals depends however on the community's concern for the welfare of the individual.

Health does not only mean a struggle against illness but implies the complete physical, psychological and social development of our citizens. This objective can only be attained through the co-operative efforts of volunteers and professionals working towards an ideal.

This report is respectfully submitted and its adoption herewith moved.

(Signed) Ina Young
Executive Assistant

(Signed) Edward C. Webster, Ph.D.
Chairman

SOCIAL SERVICE INDEX

The Beginning

Forty-one years ago, on March 15th, 1916, the Charity Organization Society of Montreal established a Confidential Exchange, with an operating budget of $2,000. Fourteen agencies registered 16,000 records of cases, thus establishing an index to the records which they had in their files. A few of these registrations are still in the Index files. This was the beginning of the Social Service Index. Because Index services are an important part of planning in health and welfare services, it became a department of the Montreal Council of Social Agencies in 1920, almost as soon as the Council was established. By that time 50,000 registrations had been made. At the present time about half that number are made yearly by more than six times the number of agencies. Also about one quarter of that number of old registrations are cancelled yearly. Today, it would be difficult to estimate the total number of registrations in the Index files. Approximately 700,000 cards are in the files with a most complex variety of names, coming from almost every country in the world and with the most surprising variations in the spelling of the same name.

The first Exchange on this continent was opened in Boston in the 1870's. Chicago followed in 1880. Montreal, we believe, was the first Index in Canada. The 1955 Directory of Social Service Exchanges in the United States and Canada lists 220 Exchanges. Thirteen are Canadian.

What is the Index?

A Social Service Exchange or Index is a central index file established by a number of accredited health and welfare agencies in a community. This file is an index of health and welfare service records kept by these members. Its purpose is to give information as to which agencies have registered records on the same individual or family and to give this information with the least possible waste motion, in an orderly manner. Basically, it is the means of establishing communication between these member agencies so that they may plan services together in the best interest of the individual or family all are helping. The important fact is <u>not</u> the knowledge that some other agency is registered but that communication can be established and planning together can be carried out.

Changing Philosophy

When the Montreal Index was first established, its purpose was to get information helpful in preventing duplication of relief and services, thus safeguarding the welfare dollar. Today, the use of the Index helps agencies spend the welfare dollar wisely. It prevents duplication of staff effort in the diagnostic process and in avoiding duplication of service; it facilitates referral where and when necessary; it establishes the basis for communication and planning to help in the possible rehabilitation and re-establishment of the individual and family.

Who Can Use It?

Index services are not available to commercial establishments or individuals in the community, only to health and welfare agencies, private and public which meet standard membership requirements. Confidentiality is respected by all members and safeguarded by the Index.

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However, the majority of Exchanges have continued to develop along with good social work practices. Competent professional direction has been maintained. Interested, active Advisory Committees or Boards, made up of executives of member agencies and Board members have given leadership. Members have a conviction of its value. They have adhered to well-established standards of use and used it extensively.

The Montreal Index Today

Montreal has had a community-wide Index since the establishment and maintenance of joint index services by the Conseil des Oeuvres in 1934 to serve the French agencies. The Montreal Index, financed in its early years by Welfare Federation through the Council, now operates on a joint financing plan. Costs are estimated on a percentage basis of use and paid by each member, the Federations paying for each of their member agencies. The Council still carries the costs of services to a few agencies using it on a very limited basis. As in all services, costs of operation have increased through the years.

Regular statistical reports of operation go to member agencies, the Advisory Committee and the Board of the Council. An Index Manual and a revised Handbook have been edited in recent years.

The Advisory Committee has given consideration to revising membership requirements, to methods of financing, to standards of operation, to the best use by member agencies and to inter-agency communication.

The Future

Having noted the past and present of the Montreal Index, what of the future? First, to maintain standard operations, members must take responsibility for adhering to established policies of use and continue to use it extensively and wisely. Its operations must continue to be restricted to members meeting membership requirements, and which maintain its confidentiality. Its Advisory Committee must continue to give leadership in its development. Its staff must give professional and efficient service. Constant attention should be given to keeping files up-to-date and accurate, which means keeping in touch with member agencies on such matters. The Index must extend its services geographically to include expanding suburban areas and reach a mobile population. Its use in research has hardly been tapped. There is no single agency in any community which has a more accurate record of the waste motion, uneconomical procedures and duplication to which clients can be subjected. The reverse is also true. The Index can be used in social research, in follow-up studies, in surveys, in community planning for welfare services.

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The Schools of Social Work and agencies supervising Social Work students in field work must continue to make available opportunities for them to know and to use the Index.

As an important agency in welfare planning it should maintain the present close relationship to the Councils whether it operates as a part of Council services or not.

The Index must never lose sight of the fact that it is set up to facilitate planning for welfare services to the person or persons primarily concerned. Social workers have an obligation to extend not only individual professional skills but all the skills and services of the profession available and necessary. We must not deny each other use of each other's skills but pool our knowledge through inter-agency communication. One of the first steps in doing this, is to use the Index.

Respectfully submitted and adoption moved,

(Signed) Blanche de St. Croix
Executive Assistant

(Signed) Jean McEachran
Chairman, Advisory Committee

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31ST, 1956

INCOME	COUNCIL	INDEX
Welfare Federation of Montreal	$ 51,904.46	$ 8,377.96
Membership Fees	2,985.00	-
Publications	128.00	-
Federation of English Catholic Charities	-	635.30
Federation of Jewish Community Services	-	315.98
Department of Veterans Affairs	-	502.85
Department of National Health and Welfare	-	264.68
Hospitals and Other Agencies	-	4,393.94
Le Conseil des Œuvres	-	536.00
	$ 55,017.46	$ 15,026.71
EXPENDITURE		
Salaries	$ 45,667.34	$ 11,455.12
Office Supplies, Postage etc.	3,351.25	950.80
General Expenses	5,998.87	2,620.79
	$ 55,017.46	$ 15,026.71

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Membership Fees	2,986.00	-
Publications	128.00	-
Federation of English Catholic Charities	-	836.30
Federation of Jewish Community Services	-	316.98
Department of Veterans Affairs	-	502.85
Department of National Health and Welfare	-	264.68
Hospitals and Other Agencies	-	4,393.04
Le Conseil des Oeuvres	-	836.00
	$ 55,017.46	$ 15,056.71

EXPENDITURE		
Salaries	$ 45,807.34	$ 11,456.12
Office Supplies, Postage etc.	3,301.25	936.80
General Expenses	5,908.87	2,670.79
	$ 55,017.46	$ 15,056.71

BOARD OF GOVERNORS - 1956

Officers

Past President	-	Carl Reinke
President	-	Hon. Mrs. A.K. Hugessen
Vice-Presidents	-	F.R. Hannen, Q.C. D.A. Hanson
Honorary Secretary	-	Mrs. Herbert K. McLean
Honorary Treasurer	-	Ewen R. Irvine
Honorary Solicitors	-	Col. A.A. Magee, Q.C., C.B.E. J.H.H. Robertson, Q.C.

Community Representatives

Dr. Harvey E. Beardmore
E.L. Hamilton
Miss E. Meredith Hodgson
E.G. Jones
Mrs. D.C.A. McEachran
Earle T. Moore

Case Work Section Representatives

W.F. Shepherd
Mrs. A.T. Galt Durnford
Miss Eileen B. Griffin
Mrs. Ross R. Hutchison
Miss Esther Kerry

Group Work and Recreation Section Representatives

Mrs. John S. Corbett
Stanley A. Clyke
Mrs. Norton A. Fellowes
Peter M. McEntyre

Health Section Representatives

Dr. E.C. Webster
Dr. Jessie Boyd Scriver
Dr. W.R. Slatkoff
Mrs. Doris Small

Executive Officers

Executive Director - Charles H. Young
Associate Executive Director - Miss Gwyneth Howell

AUDITORS: Stevenson, Blakely, Blunt & Co.

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Member Organizations - 1956

Anglican Church of Canada, Diocese of Montreal
Association for the Help of Retarded Children (Quebec) Inc.
Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts Association, Mtl. District
Boys' Farm and Training School
Brehmer Rest Inc.
Canadian Arthritis and Rheumatism Society, Quebec Division
Canadian Association of Social Workers (Montreal English Branch)
Canadian Girl Guides
Canadian Hemophilia Society
Canadian National Institute for the Blind, Quebec Division
Canadian Red Cross Society, Quebec Division
Cancer Aid League, Inc.
Cerebral Palsy Association of Quebec, Inc.
Child Health Association
Children's Service Centre
Daily Vacation Schools
Department of Veterans Affairs, Social Service Division
Evangelical Lutheran Immigration and Service Centre
Family Welfare Association
Girls' Cottage School
Girls' Counselling Centre
Grace Dart Hospital
Herzl Health Service Centre
Imperial Order Daughters of the Empire, Montreal Municipal Chapter
International Rescue Committee, Inc.
Irish Protestant Benevolent Society
Jewish Child Welfare Bureau
Jewish General Hospital
Jewish Hospital of Hope
Jewish Immigrant Aid Services of Canada
Jewish Junior Welfare League
Jewish Vocational Service
John Howard Society of Quebec
Julius Richardson Convalescent Hospital
Junior League of Montreal
Lachine Benevolent Association
Lakeshore Welfare Services
Mackay Institution for Protestant Deaf Mutes
Marriage Counselling Centre of Montreal
McGill School for Graduate Nurses
McGill School of Social Work
Mental Hygiene Institute
Montreal Association for the Blind
Montreal Boys' Association
Montreal Children's Hospital
Montreal Council of Women
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital
Montreal Girls' Association
Montreal Hebrew Old People's Home
Montreal Ladies Benevolent and Protestant Orphans Society
Montreal League for the Hard of Hearing
Montreal Neurological Institute
Montreal Parks and Playgrounds Association
Montreal Protestant Homes
Mount Sinai Sanatorium
Murray Bay Convalescent Home
National Council of Jewish Women Montreal Section
Negro Community Centre
Neighbourhood House of Montreal
Occupational Therapy and Rehabilitation Centre
Old Brewery Mission Inc.
Presbyterian Church in Canada, Presbytery of Montreal
Reddy Memorial Hospital
Rosemount Boys' Club Inc.
Royal Edward Laurentian Hospital
Royal Victoria Hospital
St. Andrew's Youth Centre
St. Columba House
St. George's Society of Montreal
St. Laurent Neighbourhood Association
Salvation Army
Sheltering Home
Society for the Protection of Women and Children
Travellers' Aid Society of Montreal
Tyndale House
Unitarian - Church of the Messiah
United Church of Canada, Montreal Presbytery
University Settlement of Montreal
Victorian Order of Nurses
Weredale House
Women's Voluntary Services
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association
Young Women's Christian Association

Member Organizations - 1958

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Association for the Help of Retarded Children (Quebec) Inc.
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B'nai B'rith Youth Organization,
Laurentian Region
Boy Scouts Association, Mtl. District
Boys' Farm and Training School
Brother Best Inc.
Canadian Arthritis and Rheumatism Society, Quebec Division
Canadian Association of Social Workers (Montreal English Branch)
Canadian Girl Guides
Canadian Hemophilia Society
Canadian National Institute for the Blind, Quebec Division
Canadian Red Cross Society, Quebec Division
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1956
With cover

CONTENTS

PRESIDENT'S COMMENTARY

I am most happy to welcome you to this, our thirty-seventh Annual Meeting.

The Montreal Council of social Agencies makes a point of changing the form of its Annual Meeting - so every year it is different. This year we are having a straight report meeting, no entertainment, no special speaker, no food or drink. By law we must have an annual meeting but we shall make it as brief and factual as possible. The theme is "The Council Reports to the Public on the State of Welfare in Montreal Today".

The report of the Board of Governors will be presented later. These are my own observations after eight years with the Council, the last three as President. Like most Council Board members it took me two or three years to find out what it was all about, because the range of our interests is so wide.

One of the confusing things about the Council is our close liaison with, but yet separation from, Welfare Federation. It is our largest source of revenue, though we earn some fourteen per cent of our income through membership fees, sale of our own publications and payments for special services. Thus Welfare Federation's fortunes affect the Council closely, and this year once again shortage of funds has affected standards of service in Federation member agencies, and has slowed up planning for necessary developments in the field of welfare.

Although the Council is an independent planning body, and money-raising is no part of its business, the great number of appeals in Montreal is a matter of deep concern, affecting as it does the efficiency of all welfare planning. We initiated a Committee on Multiple Appeals in 1950, and recommendations were made by it, but later this problem was transferred to the money raising bodies as it was of primary concern to them, and the Council had such a wide variety of other issues on its hands. Needless to say, the Council is all for a consolidation of Appeals, and will do everything it can to help. However, if consolidation comes, we must and insist on being deeply involved in the planning.

The Welfare dollar is scarce, and its wise expenditure is of the utmost importance, therefore all organizations have a great responsibility to the public to make every cent effective in Welfare work.

By 'Welfare' I here mean all the forces, for the well-being of the citizen: Health, Welfare and Recreation Agencies, Religious bodies, Educational authorities, and all sound public and private voluntary efforts for good. These are dependent on intelligent and responsible people to initiate and back them, and on trained staff to carry them through. This requires <u>money</u>, for without adequate salaries, one can neither get nor hold staff; and welfare salaries in Montreal are much below those paid in other parts of Canada, and indeed below those in many other organizations here.

The Council is most concerned with the training of personnel and retaining their services for Montreal, so it maintains a good relationship with the two Schools of Social Work - McGill and the University of Montreal. Salaries and good working conditions are a top priority.

We also work in close cooperation with the Conseil des euvres, which is faced with similar problems. In this bi-lingual and multi-cultural city we have different methods, but the same aims, and the pattern seems to be for each community to work out its own problems in its own way, having an interchange of ideas and plans at the top level, to the mutual benefit of all.

We are in a dilemma between lack of resources, and the need to expand with an expanding economy. We need to use our knowledge of community organization in assisting new geographic areas of population. We have been challenged by St. Laurent and the Lakeshore, to name only two, and can give only very limited help, although in areas like these there is a wonderful opportunity for sound planning for the future.

Again I must mention the scarce Welfare dollar and consequent shortage of staff. Nowhere is this more drastically felt than in the office of the Council itself. We have a splendid, indeed brilliant staff of executives, each an expert in their own field, aided by a competent, hard working and devoted clerical staff; but there are just not enough of them, and they are all so overworked that work piles up, and then gets bogged down. The situation is such that each executive must say not 'which of these things has the greater priority', but 'what can be left undone that will do least harm'. This is a situation which is uneconomic and harmful. The staff has increased in the last three years; one part-time research worker and a part-time public relations worker, together with clerical support have been added, but the increase is in nothing like the same ratio as the demands on their time. The Council membership has increased from 75 in 1954 to 88 in 1956, and the social problems have increased at an even greater rate.

An example of the sort of thing that happens is the establishment early this year of the Protestant Hungarian Service Association. When the Hungarian movement started last fall it was thought that at least 90 per cent of them would be Roman Catholic, and to deal with them our French confreres set up L'Oeuvre des Refugies Hongrois, which became known as the 'Cardinal's Committee'. This was done expeditiously and well. However as time went on it became apparent that at least 20 to 25 per cent of the refugees were Protestants, and the Council was asked by some of the Protestant clergy whose churches are members of the Council to arrange for the care of this minority group. Arrangements were made with the Travellers' Aid Society to do the servicing, money was promised by the churches, and other interested bodies, and a committee was set up under the chairmanship of Mr. Roy Campbell. Assurances of recognition and cooperation were sought and obtained from officials of the Immigration Department in Ottawa, and also from provincial authorities, and in less than four weeks the work was under way and has been functioning smoothly ever since.

This emergency arrangement took a great deal of time and work. The results are good and we are pleased that we are able to contribute to the establishment of these people, but the resultant wear and tear on the staff and neglect of other projects is obvious.

One such project which fell by the wayside is the establishment of a comprehensive committee for the care of elderly people, recommended last year by the Gerontology Planning Committee, and very badly needed. I hope it will not be long before this problem can be tackled.

As I said before we have a fine staff who are given far sighted and efficient leadership by Miss Howell and Mr. Young, but they are being worn down by the backlog of work.. It is a truism to say that all welfare workers are over-worked and under paid, but when in addition they are frustrated by being unable to fill more than a fraction of the obvious needs, I submit that this is poor economics and bad welfare.

It is only by good planning that the greatest possible part of the Welfare dollar can be used to benefit the individual in need of care, counselling or rehabilitation, and good planning can best be done with the aid of skilled workers, under reasonable conditions.

A community welfare council, such as this, is a citizens' movement. I want to thank all the working delegates, the numerous committee members and their chairmen, and particularly the Section Chairmen and the Chairman of the Social Service Index; special mention must be made of Mrs. Corbett and Mr. Shepherd, (both very enthusiastic), who retire from office, but thank goodness, remain on the Board. Also my warm thanks to the Board of Governors from which Mr. Reinke and Mr. Moore will be lost, after many years of service.

I want to record also our thanks to the very responsible, certainly in Welfare terms, Press and Radio of Montreal for excellent coverage - and to the co-operative Windsor Hotel. Again, my personal thanks to the staff.

In conclusion, I would like to say how much I have gained and benefitted by my time with the Council. I am proud to have been associated with it. I look forward to the ex-officio connection of an ex-President. I almost envy my worthy successor - and wish for him the satisfaction I have had.

(Signed) Margaret K. Hugessen
President.

REPORT OF THE BOARD OF GOVERNORS FOR THE YEAR - 1956

This Report deals with subjects which are of concern to more than one Section of the Council but, for the sake of time, only the most important of these are included this year in the statement of the Board of Governors. Together, all the reports before you constitute the thirty-seventh Annual Report of this Council.

Government Action in Regard to Welfare and Health

As you know this Continent is famous for the voluntary action it takes in trying to meet its health, welfare and recreation problems. Two or three citizens are seized of the need to do something about something and before you know it a committee is formed. Out of this voluntary energy came our great voluntary institutions - hospitals, orphanages, old people's homes, and so on. Government eventually provided - rather reluctantly - some of these services directly when it was more than obvious that they were needed, and only when the voters demanded action.

Here in Quebec, perhaps the most important change affecting welfare organizations which has taken place this year has been the transfer of responsibility for the administration of the Quebec Public Charities Act (except as it relates to Hospitals and Sanatoria) from the Provincial Department of Health to the Department of Youth and Social Welfare. This is an excellent move as it concentrates welfare subsidies in one Government Department. However, it leaves the voluntary agencies in a position of uncertainty, because on a temporary basis at least, the statutory or public Montreal Department of Social Welfare has been classified as a voluntary agency by the Province and can give direct help to certain categories of people in need, while it also maintains its role of public authority which makes grants-in-aid (matched by the Province), to voluntary agencies already established to give this direct help. You are probably confused by this statement; but the whole situation is confusing. Of course there are reasons for these changes. However, the state of transition is awkward. The Quebec Public Charities Act, as most of you know, enables the voluntary agencies to collect from governmental authorities contributions to assist in the maintenance of certain categories of indigent persons. Many are not eligible for this help, and voluntary agencies provide all of it, and also governmental grants are insufficient to meet need and are not made to the voluntary agencies for the rehabilitative services rendered or for all the checking and book-keeping needed to determine eligibility. This puts a heavy burden on the voluntary agencies. Much of our time has of necessity gone into the study of and the negotiations necessary to establish an orderly method of providing case-work service and monetary assistance to those who require it, and in examining the possible effects on the agencies concerned. Next year we hope to tell you the sequel to this important governmental move.

The Federal Government also has made improvements in its welfare legislation. The best known are the increase in payments under the Old Age Pensions Act, the Blind Pensions Act and the payment to those who are permanently disabled and unable to work. There have also been changes in grants made to veterans by the Department of Veterans Affairs. These increases, though small, are very welcome and could mean relief to our hard-pressed voluntary agencies, to say nothing of easing the struggle for those benefitting. We say could - because

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landlords are raising room rents, the cost-of-living index climbs, and there is a tendency for other levels of government to reduce or withdraw their subventions to these pensioners. Then, finding themselves poorer after all, to whom do they turn? To the voluntary agencies dependent on voluntary gifts, who find it harder to collect funds because citizens in general believe that governments are doing more. The Provincial Government has also widened the eligibility clauses and has also increased the grants under the Needy Mothers' Assistance Act, but whenever supplementary grants under the Quebec Public Charities Act are reduced or withdrawn the needy mother finds herself needier still.

We are glad that governments are shouldering these responsibilities - twenty years ago in Quebec, we had few of these benefits - but we see the need for consultation with Councils such as this, more joint planning with government departments as well as voluntary agencies if the Acts passed by our legislators are to have the effect intended.

Council Objectives

At this point it might be wise to repeat this Council's Objectives -

1. Discovery and evaluation of health, welfare and recreation needs.

2. Development and improvement of programs to meet these needs.

3. Joint planning and coordination of all welfare programs.

4. Information to the community on health, welfare and recreation needs.

5. Promotion of necessary welfare measures through legislation.

The first objective - discovery of needs - is thrust upon us. We never have to search for them. Evaluation of need is another matter. Knowledge is necessary here, and we draw on the help of every one we can think of who has material to contribute. Also, now, at last, we have an embryonic research department - its age in terms of the human embryo being about one week, may be. Still we look forward to a happy delivery of our research department, and finally full growth. We do not expect to report, of course, on full achievement next year.

The second objective - development and improvement of necessary programs - is worked out by the agencies themselves with Council help. This year, to name some of the outstanding requests, we mention the establishment of the Lakeshore Welfare Services; the evaluation after one year's operation and future planning with the St. Laurent Neighbourhood Association; the re-planning of the St. Andrew's Youth Centre program; the continuing service to the Montreal Girls' Association; assistance to the Parks and Playgrounds Association; and the study of future plans with the Montreal Diet Dispensary, the Women's Voluntary Services, and the Montreal Day Nursery. Nothing stands still; there is always change - to present you with an original statement as a bonus. Our member agencies are in constant touch with us, about small issues and large ones. Some of the agencies have depended on this available consultation continuously and for several years. Some need six months' or a year's intensive service. Some just need a day or two, or a few weeks.

The third objective - joint planning and coordination - is a stiff one. A great deal is done around special issues, and as the years go by there seems to be less fear and suspicion, so that much is done, especially with the voluntary agencies. Much more needs to be done with the statutary services and here the French-speaking Council, le Conseil des Oeuvres, will probably have to spear-head action, remembering also the great concern of this old-established Council.

Our fourth objective - that of providing information - well, we try to increase production every year. This year there were the usual press releases of all types (thanks to our agreeable Montreal Press, as Mrs. Hugessen has already said). This applies also, to our radio support. We haven't had the energy for T.V. yet. Then we published our House Organ, "Commentator" twice (circulation, 3,700); produced a Handbook to instruct our delegates; developed a new brochure "What's in the Name" telling briefly what the Council does; produced a 'Directory on Health, Welfare and Recreation Services' - just a spot smaller than Lovell's; and published two sets of Proceedings, one on 'Nutrition' and one on 'Mental Health and Recreation'. These came out of Institutes planned with the Montreal Rotary Club, a connection we greatly value. All these public meetings we hold, you know, are to inform the public and create a climate which will result in a general concern for people's needs and a determination to plan sensibly to meet them. About our information service, consultation service, relations with other groups - time and space force us to do no more than mention them. There has been no mention of our close connection with the Protestant Churches, our new Youth Protection Committee or our great concern with the need for slum clearance and Low-Rental Housing. These are very important issues. Come next year - they will still be with us - and we shall tell you more.

The fifth objective - good welfare legislation - is another tough nut. Through the Canadian Welfare Council in Ottawa approaches are made to the Federal Government, the material Councils produce all across the country is used, and Federal officials consult before taking action. Provincially and Municipally we are mainly dependent on our French confreres.

Throughout all our efforts the question of priorities is most important though we have not been able to give nearly as much attention to the matter as we should. How can we in so complex a community look at Health, Welfare and Recreation needs totally or as a whole? How can we relate the need for changes not only in programs, but in location of buildings, to changes in size of population and its constant mobility? Schools have to re-locate as do Churches, and physical planning and action - the main interest of the Community Planning Association of Canada and of our own City Planning Department - can take place with little thought for welfare services, left behind in downtown areas from which the people have been evacuated. We have not been nearly close enough to the physical planners in thinking through our problems. Which of our Health, Welfare and Recreation services should have top priority or chief claim on the scarce welfare dollar? Where and how should the best trained staff be concentrated to give most intensive service? What capital expenditures come first, and where and of what kind should new welfare buildings be erected? Some work has been done on this complicated subject, but there is still a vast deal to do.

This condensed statement shows some of the year's work which was done by volunteer citizens helped by an informed professional staff and supported by our clerical staff. My sincere thanks to all. We hope you approve of the summary of this work for which you are responsible.

Respectfully submitted, the adoption of this part of the 1956 Report of the Board of Governors is moved herewith.

(Signed) Gwyneth Howell
Associate Executive Director

CASE WORK SECTION

The Case Work Section of the Council - concerned as it is with disseminating information - has during the past year, as in previous years, concentrated a fair portion of its thought and energy on the planning and arranging of the general Section meetings. Again the Section was most fortunate in having both a competent Chairman, Miss Mary Currie, and an interested, discussion provoking Program Committee to plan the five Section meetings which have already taken place and the sixth which, under the co-sponsorship of the Montreal English Branch of the Canadian Association of Social Workers, is to take place on the 23rd of May. These meetings, while following no particular pattern, were planned to present material which would be interesting and informative to the membership, both volunteer and professional.

The first meeting, held in October, took the form of a film presentation depicting the role of the social worker in helping two young boys and their quite different families, with Miss Maria Wichers of the Children's Service Centre as the commentator.

The second meeting, held in November, gave the members an opportunity to find out about some of the new and exciting developments which have been taking place in one of the agencies of this community when Mrs. Jean Henshaw told the story of the Travellers' Aid Society in "The Helping Process at Top Speed".

In January, Mrs. Mary Coulter described welfare services in a suburban area as typified by the Lakeshore Welfare Services, and in February, Professor J.B. Lightman went from suburbia to far-flung areas in his talk on International Social Work. In March a team of experts from the Montreal Children's Hospital discussed "New Trends in the Total Treatment of the Sick Child", which attracted a good deal of attention. Dr. George E. Gardner of the Judge Baker Guidance Center in Boston will be the guest speaker at the May meeting. He has chosen as his subject "Present Day Problems in Adolescence" which should prove to be of interest to the membership.

A number of committees worked on various subjects of importance to the community and should receive some comment in this brief report. The Committee on Emotionally Disturbed Children began its work several years ago and brought down one report in 1952. A number of the recommendations were implemented with satisfactory results. Almost imperceptibly also the deliberations and discussions resulted in changes and additions to existing programs of agencies. In 1955 the Committee was re-constituted as a Technical Committee with professional membership, "to study on-going needs, to keep in touch with current and changing trends and to make recommendations to the Montreal Council of Social Agencies". The Committee, chaired by Dr. John Moore, was divided into five sub-committees as follows: "Use of Existing Services", "New Services", "Juvenile Delinquency", "Research" and "Personnel and Financing". All the sub-committees, except the last named, have been meeting frequently during the past two years gathering material through interviews, case history studies, publications, and from their own professional experiences. This material has been collected in the form of interim reports containing recommendations to imrpove the use of existing facilities and for new facilities to fill the most obvious gaps. These are now awaiting collation and when completed this report will be referred to the sub-committee on Personnel and Financing to find ways and means of implementing the recommendations.

CASE WORK SECTION

Committee on Homemaker Services

Under the chairmanship of Mrs. Philip Cumyn, the Committee produced a report in 1954 - recommending a homemaker service based on the needs of the community. It had not been possible to implement this recommendation so a sub-committee undertook further study during the past year. Interviews were held with executives of the Protestant, Jewish, English Roman Catholic and French Roman Catholic family agencies, which while confirming the need, also confirmed the fact that it is not practical in a heterogeneous community to set up a welfare service which can operate on a community-wide basis. Possible next steps for this Committee are being considered. The Canadian Welfare Council has recently formed a National Committee on Homemaker Services with representation from this Council.

Committee to Study Existing Resources for Retarded Children

This Committee has completed its survey of homes and institutions operating on a commercial basis in Greater Montreal and within a radius of about 75 miles beyond the City. A pamphlet is being prepared for the use of practicing social workers to meet requests for information from the community.

Two new Committees are in process. One as the result of a recommendation of the Committee on Unattached Transient and Resident Men that a Day Centre be established to give shelter combined with a social work program leading to rehabilitation. The second at the request of community agencies concerned with day care of children of working parents. Both of these Committees will require much study and the active participation of volunteer and professional members of the community.

This very condensed report is herewith submitted and its adoption duly moved.

(Signed) Etta Burko
Executive Assistant

(Signed) W.F. Shepherd
Chairman

(Signed) Etta Burke
Executive Assistant

(Signed) W.P. Shepherd
Chairman

GROUP WORK AND RECREATION SECTION

Twenty-six organizations have official membership in the Group Work and Recreation Section. In addition, groups like the City of Montreal Parks Department, school boards, adult education associations, service clubs, and universities join with the Section in thinking, planning and working for the extension of play areas, facilities, staff and programs that will supply Montrealers and suburbanites with opportunities for healthier, happier living.

The past year has been noted for eight major accomplishments. These have brought to the fore and outlined in stark relief, the serious lack of trained staff, with special emphasis on social group workers and recreation personnel.

Of the former - the professionally trained social group workers - there are only twenty-seven in Montreal. The majority of these moved into supervisory and executive positions immediately following graduation from a school of social work. They have stood this acid test well, which speaks highly for their natural ability and excellent training. However, this is a dangerous practice; young workers, following graduation should be given a period of time, under trained supervisors, to test their learning and sharpen their skills. Added to this is the spot twenty-seven workers find themselves in when they spread themselves so thinly to meet community needs. How they could be supported was given top priority by the In-Service Training Committee.

Executive directors of recreation agencies met and agreed as to the role and need for social group workers. There was recognition that Boards of agencies and executive directors should press forward in their plans for the engaging and training of social group workers. Meanwhile many agencies were using untrained and partly trained staff to fill these positions. To help develop such staff the McGill University School of Social Work was asked to offer an extension course for unit directors and supervisors in this category. Such a course was held and though recognized as having many limitations, it did fill a need.

The Committee's next request was for a beginners course in recreation leadership. This proved successful and has resulted in the decision to offer it again next fall, in addition to a more advanced course and a course for leaders of athletic programs in recreation agencies. The McGill University School of Social Work has now established its own committee for planning extension courses and has involved such groups as the City of Montreal Parks Department, and the Federation of Jewish Community Services, as well as the Group Work and Recreation Section.

This is a very small way to fill a very large gap. It does not solve the problem. The need for further planning and action in the recruiting of suitable young people to become social group workers, the serious lack in bursaries to help finance such training, (which means two years of post graduate study), the low salary scale prevalent in Montreal - all these factors seriously hamper advancement. In addition to this is the need for trained recreation workers and the lack of training opportunities for them. It is hoped that with the move now being made by McGill University, relating to its Department of Physical Education and the concern evident at the School of Social Work for some type of undergraduate training in recreation, a program will eventually develop.

GROUP WORK AND RECREATION SECTION

The final assignment of the In-Service Training Committee was a review of agencies' staff development programs. This resulted in the preparation of a simple brochure outlining methods which recreation agencies could use to develop staff.

Interpretation Committee

In line with the need for qualified staff was the need to interpret to the public the necessary training and function of a social group worker. The Committee prepared material to be used by the Montreal Star for a series of articles. These depict, in simple terms, the social group worker's training and the way in which he trains staff and volunteer leaders. The releases showed them helping club members get the satisfactions provided by a program which consisted of activities that were particularly suited to that group of individuals and planned by them; and showed the members getting enjoyment and personal growth through healthy social relations and the opportunity to learn, through carefully planned recreation programs, how to participate and take responsibility as citizens. Emphasis was placed on the fact that only when agencies have this type of professional staff, at least in supervisory positions, can they be true "character building" agencies. The series of articles will appear in the Star this month.

Athletic Standards

The implementation of the recommendations contained in the report entitled "Athletic Standards for Elementary School Children" and published by the Section in 1954 has hinged on the quality and quantity of available staff. To help strengthen present staff three special meetings were held.

The first two were with Dr. Sonya Weber, Instructor in Physical Medicine, College of Physicians and Surgeons, Columbia University, New York. One was geared to Board members and executive staff, the other to coaches and athletic directors. Dr. P. Chailley-Bert, Director of the Institute of Physical Culture, Paris, France, was the guest lecturer at the third meeting. It was interesting to note that our concern about providing sport programs suitable to the physical and psychological growth and development of young people is world wide.

There is need for more extensive work, especially as it relates to better coaching and greater understanding by staff and Board members, and the community at large, of the real needs of youth in this particular phase of recreation.

Public Recreation - Areas, Facilities, Staff and Programs

The Section continued its close relationship with the Recreation Division of the City of Montreal. There were three main areas. The first was an explor ation of the possible development of Park-Schools within the Protestant community. The second was a meeting for the purpose of presenting resources and new trends in city summer recreation programs. Available resources, through the joint efforts of public and private organizations were outlined with a pointing up of how private agencies could enrich their programs by using public services. This has resulted in immediate sharing of facilities and programs, and the preparation of a listing of all known available summer programs and facilities.

The second meeting being held this month, will bring physical and social planners together to interpret the recreation needs of neighbourhoods and relate them to community planning. The meeting is primarily for citizen groups and local government officials and will illustrate the value of long range physical planning;

the location and retention of recreation areas, the preparation of plans for their development, the use of technical advisers, the cost of such service and how it relates to planning, facilities, staff and program. On this horizon we again see the serious lack of public recreation personnel.

Recreation for Elderly People

The Golden Age Hobby Show was the 1956 highlight for 345 men and women over 60 years of age. Six hundred and fifty articles were viewed by approximately three thousand people. Seven organizations cooperated in putting on the Show and sixteen groups helped finance it.

There was evidence that its purpose was accomplished. Volunteer organizations have been swamped with requests for additional clubs and more activity within the present groups. Additional clubs are developing along the Lakeshore and in other sections of the City. There is still need for assistance in the organization and development of more clubs, of work with pensioner groups, and recreation programs in institutions for older people. There is need for summer holiday houses and for the greater use of present resources for recreation and informal education programs by older people. Here is future work for the Section as is only too clearly pointed out, the need for more professional leadership. The volunteers are asking for mature, well-trained social group workers to stand side by side with them and help carry this service to all older citizens.

The Part Recreation Plays in Rehabilitation

A special meeting was held with the members of the Health Section to discuss and interpret some of the services available in the community for certain physically handicapped groups, and immediate lacks in the area of recreation and suggest how these could be met. This will be one of the Sections major undertakings in 1958.

Adolescents

Right now member agencies are showing more concern regarding the behaviour of adolescents. Two requests were noted. The first was for a series of seminars for staff members. This would focus on the normal behaviour pattern of the adolescent. The second is a request for a study of youth groups who are in conflict with society and need special services.

Camps

Ten subsidized camps in the welfare field collaborated in studying correct personnel practices and intake policies and procedures in camps, unmet camper needs in relation to present use of existing camp facilities and per capita costs.

It is gratifying to note that following a two-year demonstration by the Council, the Quebec Camping Association, this year accepted responsibility for operating a central bureau to assist camps in obtaining staff members required.

Respectfully submitted; a motion for the adoption of this report is before you.

(Signed) Sybil Ross
Executive Assistant

(Signed) Nadine Corbett
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HEALTH SECTION

Social Services under either public or voluntary agencies are dependent upon public understanding for their support and use. Volunteers, serving on boards and committees in the operation of the services and in community organization activities assure that programs are meeting the needs of the community. Activities have been directed toward the study of needs, the coordination of community efforts and education. Some progress has been made in certain areas through the participation of volunteers and professionals on the following committees.

Committee on Commercial Nursing Homes

Chaired by Miss Avis Pumphrey. In spite of official apathy in many quarters there has been a spark of interest in problems associated with commercial nursing homes. The Social Welfare Department of the City of Montreal has appointed a doctor who is carrying out at least some measure of examination of nursing homes prior to placement of patients in areas outside Montreal; within City limit controls under Dr. Primeau are known to be good.

Interest on the part of the provincial authorities was also indicated when the amount payable to nursing homes was raised from $90.00 to $120.00 a month. Another important step was made through the formation of the Province of Quebec Association of Private Hospitals covering proprietors of private hospitals, nursing homes and boarding homes. This Association is apparently making efforts to raise standards from within rather than through supervision from government sources from without. Our Committee on Commercial Nursing Homes has actively assisted this group in planning and is continuing to act in an advisory capacity. The Association is reported to meet with the approval of provincial health authorities.

Committee on the Care of the Chronically Ill

During the past year this Committee has not functioned actively as a group because the Liaison Committee which comprises representation from the Montreal Council of Social Agencies and the Montreal Hospital Council has taken over some of the responsibilities formerly assumed by this Committee.

Committee on Children's Dental Services

Chaired by Dr. Harold Greaves. A watching brief has been kept on dental developments in the community over the past year. Fluoridation of the City of Montreal water supply has been of particular interest and a sub-committee working closely with the Public Relations Committee of the Montreal Dental Club has brought the subject to the attention of Women's Clubs, Service Clubs, Home and School Associations, etc. through the provision of speakers and circulation of appropriate literature. These groups also co-operated with the Committee by submitting petitions advocating fluoridation to the City Administration and Councillors of the City of Montreal and surrounding municipalities.

An educational program concerning dental health has also be initiated by the Committee and the three dental societies have agreed to co-ordinate their efforts in this community-wide planning which will be directed towards the improvement of dental health standards in Montreal.

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Committee on the English-speaking Deaf and Hard of Hearing in Montreal

Chairman, Dr. E.C. Webster. This Committee was set up to initiate a limited study concerning the problems of the English-speaking deaf and hard of hearing in Montreal with particular emphasis on the requirements of the MacKay School for the Deaf.

The objectives of this Committee were: 1) to study extent of need and size of the problem by ascertaining the number of deaf and hard of hearing children who could benefit from the training program envisaged by the Committee; 2) to explore existing facilities and requirements for the development of an adequate program to make recommendations directed toward the MacKay School as a centre which would provide a well integrated program.

Four sub-committees were established to divide the work into different areas. Three of these sub-committees have completed their assignments and the fourth will submit its report shortly. It is anticipated that the final report incorporating the findings of all the sub-committees will be available early in the autum of this year.

Study Committee on the Montreal Diet Dispensary

Chairman, Dr. O.F. Denstedt. This Committee was appointed at the request of the Montreal Diet Dispensary Board to survey the requirements of the Agency. This would include: 1) the need for more adequate facilities; 2) expansion of existing services; and 3) an in-service training program.

This study has revealed the fact that the Montreal Diet Dispensary, which is operating in an inadequate obsolete building, is providing excellent services and maintaining high standards under adverse conditions. Consideration at this point should be given to planning for the future on a long term basis. It has been suggested that this organization should become a community nutrition centre with close University affiliation and provision for in-service training of nutritionists. Following further deliberations the Committee will bring down its report together with suitable recommendations.

Committee on Nutrition

Chaired by Mrs. D.C. Bain. This Committee has concentrated its attention on the implementation of basic recommendations which were made at the Institute on Nutrition sponsored by this Committee in 1956. The recommendations were as follows:-

1. (a) that nutrition education be introduced in various courses offered to social work students in schools of social work; (b) that in-service training in nutrition be available for social workers already employed by social agencies; (c) that community services of consultants in nutrition be established for the benefit of the public and social workers.

2. that more clinical experience should be available to student nurses; (a) in the form of bed-side teaching of nutrition; (b) in the nutrition needs of outdoor patients so that the student will realize that nutrition is one of the procedures employed to help the patient regain and maintain his health.

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2. that more clinical experience should be available to student nurses; (a) in the form of bed-side teaching of nutrition; (b) in the nutrition needs of outdoor patients so that the student will realize that nutrition is one of the procedures employed to help the patient regain and maintain his health.

3. (a) that school children be motivated to eat well-balanced lunches; (b) that nutrition teaching, in the light of classroom needs, be planned with a specialist; (c) that in-service training be made available for teachers through workshops, teaching aids and seminars; (d) that nutritional instruction be given at the teacher training level.

Some progress has been made in the implementation of these suggestions in that more nutrition education will be integrated into existing courses on growth and human development at the two schools of social work. The Institute recommendations have also been drawn to the attention of all schools of social work across Canada. The recommendations for teachers in training have also been given favourable consideration by the education authorities at Macdonald College and some progress has been made in this area at the Jacques Cartier Normal School where a course on nutrition has become part of a public health education program provided for teachers in training. The Association of Nurses of the Province of Quebec, Provincial Curriculum Committee, has indicated that the recommendations coming out of the Institute on Nutrition have been under study and will be given consideration when their own recommendations are made concerning a revised curriculum for nurses in training.

Committee on Alcoholism

This Committee, a fact finding group, having finished its work in 1952 with the submission of their Report on Alcoholism, has kept a watching brief on community developments since the formation of a Planning Committee comprising representation from the Committee, the National Committee for Education on Alcoholism, together with representatives from the City of Montreal Health Department and the Provincial Department of Education. This body, an autonomous group, was given the assignment of forming a broad Citizens' Committee Organization and the preparation of a Brief for presentation to provincial authorities for endorsation and governmental support. The Brief was prepared and submitted but no reply has been received to date.

In order to stimulate general interest in the subject and to re-activate the Committee a large public meeting was held at the Windsor Hotel on March 26th, under the sponsorship of the Council with the Health Section assuming major responsibility. Dr. D. Ewen Cameron, Director, Allan Memorial Institute, and Mr. H. David Archibald, Executive Director, Alcoholism Research Foundation, Toronto, were the speakers. "Alcoholism - A Community Problem" was the topic of their discussion and the urgent need for facilities in this community to meet the ever increasing number of alcoholics was stressed by both speakers. A Resolution was presented from the floor advocating governmental support of a comprehensive community-wide program to meet the needs of alcoholics in Montreal.

The Health Section and the Group Work and Recreation Section held an open meeting in February on "The Part Recreation Plays in Rehabilitation". This subject was dealt with by a group of panelists under the chairmanship of Dr. Preston Robb, Director, Cerebral Palsy Services, Montreal Children's Hospital. These specialists emphasized the fact that there are services available for certain physically handicapped groups and they suggested how such resources could be used. At the same time it was indicated that there are great lacks in the area of recreation and suggestions were made as to how a satisfactory recreational program might be set up in the community for handicapped groups who require special facilities. It was clearly indicated that a survey of the situation would be necessary and a suitable program designed to meet total needs would be dependent upon qualified leadership.

Plans are now underway to set up a study committee with representation from the Health Section and the Group Work and Recreation Section in order that constructive recommendations may be made regarding recreation for the physically handicapped in Montreal.

In reporting on the activities of the Health Section only the highlights of the program have been featured and in doing so special needs and modern trends have been sharply indicated. Achievement of ultimate goals depends however on the community's concern for the welfare of the individual.

Health does not only mean a struggle against illness but implies the complete physical, psychological and social development of our citizens. This objective can only be attained through the co-operative efforts of volunteers and professionals working towards an ideal.

This report is respectfully submitted and its adoption herewith moved.

(Signed) Ina Young
Executive Assistant

(Signed) Edward C. Webster, Ph.D.
Chairman

SOCIAL SERVICE INDEX

The Beginning

Forty-one years ago, on March 15th, 1916, the Charity Organization Society of Montreal established a Confidential Exchange, with an operating budget of $2,000. Fourteen agencies registered 16,000 records of cases, thus establishing an index to the records which they had in their files. A few of these registrations are still in the Index files. This was the beginning of the Social Service Index. Because Index services are an important part of planning in health and welfare services, it became a department of the Montreal Council of Social Agencies in 1920, almost as soon as the Council was established. By that time 50,000 registrations had been made. At the present time about half that number are made yearly by more than six times the number of agencies. Also about one quarter of that number of old registrations are cancelled yearly. Today, it would be difficult to estimate the total number of registrations in the Index files. Approximately 700,000 cards are in the files with a most complex variety of names, coming from almost every country in the world and with the most surprising variations in the spelling of the same name.

The first Exchange on this continent was opened in Boston in the 1870's. Chicago followed in 1880. Montreal, we believe, was the first Index in Canada. The 1955 Directory of Social Service Exchanges in the United States and Canada lists 220 Exchanges. Thirteen are Canadian.

What is the Index?

A Social Service Exchange or Index is a central index file established by a number of accredited health and welfare agencies in a community. This file is an index of health and welfare service records kept by these members. Its purpose is to give information as to which agencies have registered records on the same individual or family and to give this information with the least possible waste motion, in an orderly manner. Basically, it is the means of establishing communication between these member agencies so that they may plan services together in the best interest of the individual or family all are helping. The important fact is <u>not</u> the knowledge that some other agency is registered but that communication can be established and planning together can be carried out.

Changing Philosophy

When the Montreal Index was first established, its purpose was to get information helpful in preventing duplication of relief and services, thus safeguarding the welfare dollar. Today, the use of the Index helps agencies spend the welfare dollar wisely. It prevents duplication of staff effort in the diagnostic process and in avoiding duplication of service; it facilitates referral where and when necessary; it establishes the basis for communication and planning to help in the possible rehabilitation and re-establishment of the individual and family.

Who Can Use It?

Index services are not available to commercial establishments or individuals in the community, only to health and welfare agencies, private and public which meet standard membership requirements. Confidentiality is respected by all members and safeguarded by the Index.

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Exchanges Today

A few Exchanges have been closed in both Canada and the Unites States. Some reasons for this have been: one, the fear of abuse of confidentiality; two, a decreasing and too selective use of the Index; three, a lack of continual interpretation by Index staff of the value and purposes of the Index (lack of communication!); four, problems in financing; five, agencies emphasising the short-term view of cost, instead of emphasising the value of the long-term results of good planning through communication.

However, the majority of Exchanges have continued to develop along with good social work practices. Competent professional direction has been maintained. Interested, active Advisory Committees or Boards, made up of executives of member agencies and Board members have given leadership. Members have a conviction of its value. They have adhered to well-established standards of use and used it extensively.

The Montreal Index Today

Montreal has had a community-wide Index since the establishment and maintenance of joint index services by the Conseil des Oeuvres in 1934 to serve the French agencies. The Montreal Index, financed in its early years by Welfare Federation through the Council, now operates on a joint financing plan. Costs are estimated on a percentage basis of use and paid by each member, the Federations paying for each of their member agencies. The Council still carries the costs of services to a few agencies using it on a very limited basis. As in all services, costs of operation have increased through the years.

Regular statistical reports of operation go to member agencies, the Advisory Committee and the Board of the Council. An Index Manual and a revised Handbook have been edited in recent years.

The Advisory Committee has given consideration to revising membership requirements, to methods of financing, to standards of operation, to the best use by member agencies and to inter-agency communication.

The Future

Having noted the past and present of the Montreal Index, what of the future? First, to maintain standard operations, members must take responsibility for adhering to established policies of use and continue to use it extensively and wisely. Its operations must continue to be restricted to members meeting membership requirements, and which maintain its confidentiality. Its Advisory Committee must continue to give leadership in its development. Its staff must give professional and efficient service. Constant attention should be given to keeping files up-to-date and accurate, which means keeping in touch with member agencies on such matters. The Index must extend its services geographically to include expanding suburban areas and reach a mobile population. Its use in research has hardly been tapped. There is no single agency in any community which has a more accurate record of the waste motion, uneconomical procedures and duplication to which clients can be subjected. The reverse is also true. The Index can be used in social research, in follow-up studies, in surveys, in community planning for welfare services.

The Schools of Social Work and agencies supervising Social Work students in field work must continue to make available opportunities for them to know and to use the Index.

As an important agency in welfare planning it should maintain the present close relationship to the Councils whether it operates as a part of Council services or not.

The Index must never lose sight of the fact that it is set up to facilitate planning for welfare services to the person or persons primarily concerned. Social workers have an obligation to extend not only individual professional skills but all the skills and services of the profession available and necessary. We must not deny each other use of each other's skills but pool our knowledge through inter-agency communication. One of the first steps in doing this, is to use the Index.

Respectfully submitted and adoption moved,

(Signed) Blanche de St. Croix
Executive Assistant

(Signed) Jean McEachran
Chairman, Advisory Committee

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(Signed) Jean McEachran
Chairman, Advisory Committee

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31ST, 1956

INCOME	COUNCIL	INDEX
Welfare Federation of Montreal	$ 51,904.46	$ 8,377.96
Membership Fees	2,985.00	-
Publications	128.00	-
Federation of English Catholic Charities	-	635.30
Federation of Jewish Community Services	-	315.98
Department of Veterans Affairs	-	502.85
Department of National Health and Welfare	-	264.68
Hospitals and Other Agencies	-	4,393.94
Le Conseil des Oeuvres	-	536.00
	$ 55,017.46	$ 15,026.71
EXPENDITURE		
Salaries	$ 45,667.34	$ 11,455.12
Office Supplies, Postage etc.	3,351.25	950.80
General Expenses	5,998.87	2,620.79
	$ 55,017.46	$ 15,026.71

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31ST, 1956

INCOME	COUNCIL	INDEX
Welfare Federation of Montreal	$ 31,004.46	$ 8,377.08
Membership Fees	2,085.00	-
Publications	128.00	-
Federation of English Catholic Charities	-	885.30
Federation of Jewish Community Services	-	315.08
Department of Veterans Affairs	-	802.85
Department of National Health and Welfare	-	264.88
Hospitals and Other Agencies	-	4,393.94
Le Conseil des Oeuvres	-	830.00
	$ 33,017.46	$ 15,029.71

EXPENDITURE		
Salaries	$ 45,867.84	$ 11,456.12
Office Supplies, Postage etc.	3,351.25	930.80
General Expenses	5,998.37	2,629.79
	$ 55,017.46	$ 15,029.71

BOARD OF GOVERNORS - 1956

Officers

Past President	-	Carl Reinke
President	-	Hon. Mrs. A.K. Hugessen
Vice-Presidents	-	F.R. Hannen, Q.C.
		D.A. Hanson
Honorary Secretary	-	Mrs. Herbert K. McLean
Honorary Treasurer	-	Ewen R. Irvine
Honorary Solicitors	-	Col. A.A. Magee, Q.C., C.B.E.
		J.H.H. Robertson, Q.C.

Community Representatives

Dr. Harvey E. Beardmore
E.L. Hamilton
Miss E. Meredith Hodgson
E.G. Jones
Mrs. D.C.A. McEachran
Earle T. Moore

Case Work Section Representatives

W.F. Shepherd
Mrs. A.T. Galt Durnford
Miss Eileen B. Griffin
Mrs. Ross R. Hutchison
Miss Esther Kerry

Group Work and Recreation Section Representatives

Mrs. John S. Corbett
Stanley A. Clyke
Mrs. Norton A. Fellowes
Peter M. McEntyre

Health Section Representatives

Dr. E.C. Webster
Dr. Jessie Boyd Scriver
Dr. W.R. Slatkoff
Mrs. Doris Small

Executive Officers

Executive Director - Charles H. Young
Associate Executive Director - Miss Gwyneth Howell

AUDITORS: Stevenson, Blakely, Blunt & Co.

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Member Organizations - 1956

Anglican Church of Canada, Diocese of Montreal
Association for the Help of Retarded Children (Quebec) Inc.
Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts Association, Mtl. District
Boys' Farm and Training School
Brehmer Rest Inc.
Canadian Arthritis and Rheumatism Society, Quebec Division
Canadian Association of Social Workers (Montreal English Branch)
Canadian Girl Guides
Canadian Hemophilia Society
Canadian National Institute for the Blind, Quebec Division
Canadian Red Cross Society, Quebec Division
Cancer Aid League, Inc.
Cerebral Palsy Association of Quebec, Inc.
Child Health Association
Children's Service Centre
Daily Vacation Schools
Department of Veterans Affairs, Social Service Division
Evangelical Lutheran Immigration and Service Centre
Family Welfare Association
Girls' Cottage School
Girls' Counselling Centre
Grace Dart Hospital
Herzl Health Service Centre
Imperial Order Daughters of the Empire, Montreal Municipal Chapter
International Rescue Committee, Inc.
Irish Protestant Benevolent Society
Jewish Child Welfare Bureau
Jewish General Hospital
Jewish Hospital of Hope
Jewish Immigrant Aid Services of Canada
Jewish Junior Welfare League
Jewish Vocational Service
John Howard Society of Quebec
Julius Richardson Convalescent Hospital
Junior League of Montreal
Lachine Benevolent Association
Lakeshore Welfare Services
Mackay Institution for Protestant Deaf Mutes
Marriage Counselling Centre of Montreal
McGill School for Graduate Nurses
McGill School of Social Work
Mental Hygiene Institute
Montreal Association for the Blind
Montreal Boys' Association
Montreal Children's Hospital
Montreal Council of Women
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital
Montreal Girls' Association
Montreal Hebrew Old People's Home
Montreal Ladies Benevolent and Protestant Orphans Society
Montreal League for the Hard of Hearing
Montreal Neurological Institute
Montreal Parks and Playgrounds Association
Montreal Protestant Homes
Mount Sinai Sanatorium
Murray Bay Convalescent Home
National Council of Jewish Women Montreal Section
Negro Community Centre
Neighbourhood House of Montreal
Occupational Therapy and Rehabilitation Centre
Old Brewery Mission Inc.
Presbyterian Church in Canada, Presbytery of Montreal
Reddy Memorial Hospital
Rosemount Boys' Club Inc.
Royal Edward Laurentian Hospital
Royal Victoria Hospital
St. Andrew's Youth Centre
St. Columba House
St. George's Society of Montreal
St. Laurent Neighbourhood Association
Salvation Army
Sheltering Home
Society for the Protection of Women and Children
Travellers' Aid Society of Montreal
Tyndale House
Unitarian - Church of the Messiah
United Church of Canada, Montreal Presbytery
University Settlement of Montreal
Victorian Order of Nurses
Weredale House
Women's Voluntary Services
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association
Young Women's Christian Association

"GOOD PLANNING IS GOOD BUSINESS"

33rd Annual Report

MONTREAL COUNCIL OF SOCIAL AGENCIES

for the year 1952

AIMS AND OBJECTS:

The discovery and evaluation of health, welfare and recreation needs.

The development and improvement of services to meet these needs.

Joint planning, and coordination of all services available.

The promotion of necessary public social measures through legislation.

The interpretation of health, welfare and recreation needs to the community.

Member Organizations

Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts Association, Montreal District
Boys' Farm and Training School
Brehmer Rest Preventorium
Canadian Girl Guides, Montreal Association
Canadian National Institute for the Blind, Quebec Division
Canadian Red Cross Society, Quebec Division
Cerebral Palsy Association of Quebec Inc.
Child Health Association
Children's Memorial Hospital
Children's Service Centre
Church of England in Canada, Montreal Diocese
Daily Vacation Schools
Family Welfare Association
Girls' Cottage School
Girls' Counselling Centre
Griffintown Club
Imperial Order Daughters of the Empire, Montreal Municipal Chapter
Irish Protestant Benevolent Society
Iverley Community Centre
Jewish Child Welfare Bureau
Jewish General Hospital, Social Service Department
Jewish Hospital of Hope
Jewish Immigrant Aid Society of Canada
Jewish Junior Welfare League
Jewish Vocational Service
John Howard Society of Quebec
Julius Richardson Convalescent Hospital
Junior League of Montreal
Mental Hygiene Institute
McGill School for Graduate Nurses
McGill School of Social Work
Montreal Boys' Association
Montreal Council of Women
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital
Montreal Girls' Association
Montreal Hebrew Old People's and Sheltering Home
Montreal Ladies Benevolent and Protestant Orphans Society
Montreal League for the Hard of Hearing
Montreal Neurological Institute
Montreal Parks and Playgrounds Association
Montreal Protestant House of Industry and Refuge
Murray Bay Convalescent Home
Negro Community Centre
Neighbourhood House of Montreal
Occupational Therapy and Rehabilitation Centre
Old Brewery Mission Inc.
Reddy Memorial Hospital
Rosemount Boys' Club Inc.
Royal Edward Laurentian Hospital
Royal Victoria Hospital, Social Service Department
St. Andrew's Youth Centre
St. Columba House
St. George's Society of Montreal
Salvation Army
Sheltering Home
Society for the Protection of Women and Children
Travellers' Aid Society of Montreal
Tyndale House
United Church of Canada, Montreal Presbytery
Unity Boys' Club
University Settlement of Montreal
Victorian Order of Nurses
Weredale House
Women's Voluntary Services, Montreal
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association of Montreal
Young Women's Christian Association

HIGHLIGHTS

MENTALLY HANDICAPPED

A project begun 33 years ago has, through many difficulties, reached the point where a Provisional Board of prominent citizens is in operation under the chairmanship of JOHN J. F. BANCROFT. It expects to have a resident Centre for English-speaking mentally retarded children available before long.

PUBLIC ASSISTANCE AND THE UNEMPLOYED

The Sections and the Board worked on a Canadian Welfare Council nation-wide study of the serious needs of the un-insured unemployed, with the result that this Council participated in a simultaneous presentation of recommendations for a solution to the problem to the Hon. Mr. St. Laurent and all the Provincial Premiers. The Quebec delegation was sympathetically received by the Hon. Mr. Duplessis and it is hoped that the urgent need will be met before next winter brings intensified hardship.

NEW MEMBERS

Ten organizations became new members of the Council family in 1952.

RECREATION FOR THE ELDERLY

Demonstration Club project sponsored by the Council, the Rotary Club and University Settlement.

EDUCATIONAL INSTITUTES

. . . on *Emotionally Disturbed, Retarded and Delinquent Children,* planned with the Mental Health Committee of Montreal Rotary Club — *Leaders* — DR. FRITZ REDL, RICHARD HUNGERFORD AND A. ALFRED COHEN.

. . . on *Parent Education and Family Living,* planned with the Mental Hygiene Institute and Quebec Federation of Home and School Associations. *Leader* — DR. KATHARINE WHITESIDE-TAYLOR, *Baltimore Public Schools.*

. . . on *Dramatics in Recreation,* planned with the Protestant School Board of Greater Montreal — *Leaders* — JAMES AND RUTH NORRIS, *New York School of Social Work.*

. . . *on the Social Agency as a Good Neighbour,* planned with the Canadian Assn. of Social Workers — *Leader* — JEAN MAXWELL, *National Federation of Settlements.*

SOCIAL SERVICE DIRECTORY

. . . A brand new edition published, covering over 300 welfare, health and recreation organizations available to Montreal's English-speaking population. Invaluable tool for all those concerned with people requiring social assistance.

SECTION GENERAL MEETINGS

. . . 14 meetings held — large numbers of citizens attending. Subjects included: *"Food — Friend or Foe?"* (NAN GARVOCK, DOROTHY RUTHERFFORD, PHEBE PRATT) — *"Guardians of the People's Health"* (DR. ADELARD GROULX AND STAFF) — *"Child Protection in Quebec"* (JEANNE D'ARC LEMAY) — *"Minding Other People's Health"* (SOUTH AREA COUNCIL PANEL) — *"The Madras Conference"* (JOY MAINES, ELIZABETH RICHARDSON, REV. A. M. GUILLEMETTE) — *"Recreation in Our Town"* (CHARLES H. YOUNG).

AS MONTREAL GROWS AND CHAN

REPORTS FROM THE SECTIONS

PLANNING FOR INDIVIDUALS, FAMILIES AND CHILDREN

EXECUTIVE COMMITTEE: Chairman, DAVID WEISS. *Members* — Miss Elinor G. Barnstead, Miss Florence Christie, Mrs. W. H. S. Dunn, Mrs. Arnold Fisher, Miss Eileen Griffin, Mrs. Jean Henshaw, Mrs. Simon Jaffe, Mr. W. F. Shepherd, Miss Elizabeth Taylor. *Secretary* — MRS. IRENE HURWITZ.

DAY FOSTER CARE FOR CHILDREN — *Committee Chairman,* MRS. HARTLAND PATERSON — to secure more and better facilities for such care, including training for nursery school teachers in Montreal.

TREATMENT OF EMOTIONALLY DISTURBED CHILDREN—*Committee Chairman,* DR. J. J. O. MOORE — work of assessing need for additional resources almost completed.

CONVALESCENT CARE OF CHILDREN — *Committee Chairman,* MRS. CHRISTINA JAMES — concerned with standards of care and need for foster home convalescent care.

UNATTACHED MEN — transient and resident — *Committee Chairman,* REV. J. HARWOOD-JONES — to assess need and coordinate services available to this group.

INTERPRETATION OF CASE WORK — *Committee Chairman,* MRS. JEAN HENSHAW — to publicise in simple terms service rendered to Montreal citizens by organizations in this Section.

PLANNING FOR HEALTH

EXECUTIVE COMMITTEE: *Chairman,* DR. W. H. CRUICKSHANK. *Members* — Mrs. D. C. Bain, Miss Isobel Black, Dr. C. A. Bourdon, Mr. B. H. Brown, Mrs. J. F. Chisholm, Dr. J. E. deBelle, Dr. Donald Fleming, Dr. Harold Greaves, Dr. George Little, Miss M. Milligan, Mr. James P. Nicol, Mrs. H. M. Pasmore, Miss Ann Peverley, Dr. G. A. Seguin, Dr. Baruch Silverman, Dr. Wm. Storrar, Mrs. Stuart Townsend, Mrs. Edward Tremble, Miss Helen Tuck, Dr. E. C. Webster. *Secretary,* MISS INA YOUNG.

PREVENTION OF TUBERCULOSIS IN CHILDREN—*Committee Chairman,* DR. HUGH BURKE — detailed recommendations put into operation by Montreal Health Department.

CHRONIC ILLNESS — *Committee Chairmen,* DR. J. E. DEBELLE AND DR. J. R. BOUTIN — recommendations accepted by all participating groups. Action to secure facilities in process.

DENTAL SERVICES FOR CHILDREN — *Committee Chairman,* DR. HAROLD GREAVES — Implementation of recommendations under way. New services to pre-school children available; improved and additional dental service provided by Montreal Health Department; fluoridation of water being considered.

ALCOHOLISM — *Committee Chairman,* DR. W. H. CRUICKSHANK — Report adopted and launched at large public meeting chaired by Dr. Adelard Groulx and addressed by R. G. Bell. Recommendations being put into force.

ROLE OF VOLUNTARY HEALTH AGENCY — *Committee Chairman,* MISS I. BLACK — Report completed.

NUTRITION COMMITTEE — *Chairman,* MRS. D. C. BAIN — concerned with the development of better nutrition locally.

HEALTH SERVICES — *Committee Chairman,* J. P. NICOL — to examine services available and suggest methods of meeting demonstrated need.

PLANNING FOR GROUP WORK AND RECREATION

EXECUTIVE COMMITTEE: Chairman, MISS ANNE B. ZALOHA. *Members* — Mrs. Q. C. D. Bovey, Mr. S. A. Clyke, Mrs. John Corbett, Mr. E. A. Cotton, Mr. Hedley Dimock, Mr. Ralph Garber, Miss Florence Greene, Mrs. J. J. Jacobs, Mr. Robert Lazanik, Mrs. E. MacDonald, Mrs. J. I. Mutchler, Mr. Arthur Rotman, Mr. Robert Smith, Mr. Henry Stegmayer, Miss A. I. Vail, Mrs. R. W. Wakefield, Rev. Ivor Williams, Mr. Fraser Woodhouse. *Secretary* — MISS SYBIL ROSS.

PROGRAM COMMITTEE — *Chairman,* HENRY STEGMAYER — responsible for the Section's six general meetings.

ATHLETICS COMMITTEE — *Chairman,* STANLEY CLYKE — to examine standards of athletics for elementary school children.

OLDER PEOPLE'S CLUBS COMMITTEE — *Chairman,* MRS. Q. C. D. BOVEY — to coordinate and help in developing the programs of 12 member clubs.

CITY SUMMER PROGRAMS COMMITTEE — *Chairman,* ROBERT SMITH — to develop better summer recreation programs.

RECREATION SERVICES COMMITTEE — *Chairman,* ERNEST COTTON — to examine priorities for development.

GIRLS' PROGRAMS COMMITTEE — *Chairman,* MRS. AGNES MUTCHLER — to develop good leisure time services for girls.

VOLUNTEERS STUDY COMMITTEE — *Chairman,* HEDLEY DIMOCK — to stimulate the best use of volunteers in member agencies.

NGES SO MUST HEALTH AND WELFARE SERVICES

SOCIAL SERVICE INDEX

The orderly cataloguing of the records of 124 organizations from all sections of the community continued. This service which facilitates interchange of confidential information among qualified member agencies was used 42,941 times. In addition 21,693 records were cancelled and 10,975 index cards withdrawn.

The year was notable for its educational program, the revision of the Application and Agreement Forms, the publication of a Handbook on Procedure and the compiling of a detailed Manual.

COUNCIL FINANCE — 1952

Expenditures totalled $46,889. for all purposes—including $11,800. for the Social Service Index. Expenses were met by a grant of $32,911. from Welfare Federation, the rest coming from membership fees, members' share in support of the Index and sale of publications. Auditors — Stevenson, Walker, Knowles & Co.

COUNCIL PUBLICATIONS — 1952

'Teen Clubs — Conference Proceedings
Old Age Can Be Fun
Montreal Welfare Planning Chart
Dental Services for Children
Health and Welfare Services in Quebec
Mentally Handicapped Children in Quebec
Going Places and Seeing Things
Day Care for Children in Montreal
Emotionally Disturbed, Retarded and Delinquent Children — Conference Proceedings
Alcoholism in Montreal

PUBLIC INTERPRETATION

This program was maintained through visits to 34 member agency Boards; services of Board or staff member on 42 international, national and community committees; press and radio releases; and the publication of the "Commentator".

INFORMATION AND CONSULTATION

The Council renders a continuous service of major importance to the community through its staff information and consultation program.

COUNCIL OFFICERS

President . . . Carl Reinke
Vice-Presidents . Henry F. Hall
Hon. Mrs. A. K. Hugessen
Hon. Secretary . Mrs. J. M. Rudel
Hon. Treasurer . Allan G. Magee
Hon. Solicitors . Col. A. A. Magee, Q.C., C.B.E.
W. B. Scott, Q.C.
Executive Director Charles H. Young
Associate Executive Director . . Gwyneth Howell

PROJECTS AHEAD

Housing

. . . still the most urgent unsolved problem, particularly for those with small incomes.

Government Subsidies

. . . though better, still do not enable the agencies to fulfill their functions properly.

Multiple Appeals

. . . another unsolved problem with which the Council is concerned.

Physically Handicapped

. . . coordination of services still neglected for lack of money.

Research Department

. . . essential for the Council to render sound service but non-existent lacking finance.

Education for Marriage and Family Living

. . . coordination and development of programs awaits availability of funds.

Housekeepers

. . . insufficient service to meet need. *Committee chaired by* Mrs. Philip Cumyn at work.

Delinquency

. . . Prevention and Treatment — *one-day Institute planned for May 5th* in cooperation with the Mental Health Committee of Montreal Rotary Club. *Leader,* Richard A. Clendenen of Washington.

Mental Health

. . . Fine interpretative drama *"My Name is Legion" by New York Theatre Wing* cast to be presented *May 12th* under the auspices of the Council and Mental Hygiene Institute.

Geriatrics

. . . Two British specialists on the process of aging. Dr. Thomas Rudd and Dr. C. T. Andrews will be here about May 25th when special meetings will be arranged

All these meetings open to the public.

MODERN SERVICES TO MEET MODERN REQUIREMENTS

Progress Through Planning and Leadership

36th ANNUAL REPORT

Montreal Council of Social Agencies

FOR THE YEAR 1955

1040 Atwater Avenue
WIlbank 1151

14th May 1956

PRIORITIES IN PLANNING

OLDER PEOPLE and THEIR SPECIAL NEEDS

As Canada's population grows older, advance planning for elderly people becomes yearly more urgent. The Council's Gerontology Committee has established priorities and six other special committees, with the aid of the down-town churches, are putting them into force. Primary concerns are for suitable Boarding Homes, planned Housing, Diversional Therapy for shut-ins; Shopping, Library, Transportation and Food services; more and better club and recreational programs with an annual Golden Age Hobby Show; better pensions and free home medical care for pensioners.

CHRONIC ILLNESS

Each year in Montreal hundreds of English-speaking people incapacitated by chronic illness search for a place where they can receive proper care and treatment. So far this Council, the Montreal Hospital Council and the Quebec Provincial Committee on Hospital Problems have not found a way to meet this pressing need — but "hope springs eternal . . ." and persistence may yet result in success.

SUBURBAN AREAS and WELFARE GAPS

The great shift of population to the outskirts of Montreal and the rapid growth of suburbs poses real recreation, welfare and health problems. Council study and joint action have resulted in the formation of the St. Laurent Neighbourhood Association and the face-lifting and transfer of the old Iverley Community Centre building to the Negro Community Centre; also of the extension of health and welfare services to five near-by municipalities, including Lachine. Watch for new developments along the Lakeshore.

HOUSING

Bad housing contributes greatly to the need for high welfare expenditures. The Council has long advocated slum clearance and low rental housing plans, and as a member of the group of 55 organizations has urged on the City administration the necessity for action. It now takes pleasure in congratulating the City of Montreal on passing the modified 'Dozois' report — and eagerly awaits action.

CONSOLIDATION OF CAMPAIGNS

The multitude of local philanthropic appeals continues to aggravate and take its toll of enthusiasm and effort. The Council's attempts — and those of other community groups — to co-ordinate the various campaigns have not been successful to date. Yet the need to consolidate is urgent.

PROFESSIONAL PERSONNEL

Standards of operation in any organization, welfare or otherwise, can scarcely rise above the capacity and competence of staff to render service. Trained staff is in shockingly short supply in the general welfare field. The Ann and Harry Bronfman Fund for Social Work Education is initiating assistance in meeting this key problem and the Council's grateful thanks are recorded. However the organizations which employ staff requiring special training need to plan for their own future — and recruitment, scholarships and better salaries are factors in this planning.

PROGRESS IN THE SECTIONS

PLANNING FOR ADULTS, FAMILIES and CHILDREN

TEAMWORK — WHAT HAPPENS IN PRACTICE — Five outstanding meetings were held, with capacity audiences, to define and demonstrate the process of teamwork between members of different disciplines and in different health and welfare settings. These discussions were particularly valuable to member organizations.

EMOTIONALLY DISTURBED CHILDREN — A group of experts continued their assessment of the needs of these children, the treatment resources available to them and how these are being used. Consideration of the need for additional facilities and means for their provision is under way.

UNEMPLOYMENT — Unemployment locally was less this winter due to several factors, among which was careful planning between Industry and the Federal Government. Insurance payments were improved also, so that distress was not so great. Nevertheless the group of uninsured unemployed still remains and the Council continues to urge community action on their behalf.

HANDICAPPED CHILDREN — Examination continued, by members of a special committee, of commercial homes or schools for mentally and/or physically handicapped children, in order to know the standards of care given. Officially sponsored services for this group are urgent, but still not available.

EDUCATIONAL SESSIONS — Mr. Donald B. Hurwitz on "Israel — a Social Laboratory"; Dr. W. W. Boehm on "The Distinctions between Casework and Psychotherapy"; Mrs. Yonata Feldman on "Case Work with Difficult Children and their Parents".

YOUTH PROTECTION — A committee representative of a large number of organizations and community forces, served by case work staff, is meeting to examine government and voluntary services to youth in need of protection — with the objectives of improving the help given and modifying legislation in order to bring about a comprehensive coordinated program of good standard to assist neglected and delinquent young people.

PLANNING FOR HEALTH

COMMERCIAL NURSING HOMES — Since the report was brought down last year based on the evaluation of thirty-two of these homes, work has been concentrated on putting the recommendations into force. An Association of Nursing Home Proprietors is now in its formative stages: a dinner meeting was held with the Medical Officers of Health of municipalities adjacent to Montreal and the by-laws governing Nursing Homes will possibly be re-assessed to relate them more closely to that of Montreal.

The draft By-law concerning Boarding Homes for Physically and/or Mentally Handicapped Adults has been submitted by the Medical Health Officer to the Council of the City of Verdun and is presently under consideration.

DEAF AND HARD OF HEARING ENGLISH-SPEAKING CHILDREN — The problems of care and treatment of these children are being studied by a series of active sub-committees which expect to bring down comprehensive recommendations for action by autumn, with a view to being of particular assistance to the Mackay School for the Deaf.

DENTAL SERVICES FOR CHILDREN — Planned publicity through Press, Radio, Speeches, Panel Discussions and so forth have been undertaken by a strong committee to obtain fluoridation of the Montreal water supply.

NUTRITION CONFERENCE — The second Conference was successfully held, planned by an enthusiastic committee. Focus was on nutrition education provided for nurses, social workers and teachers in training. Work to implement ensuing recommendations proceeds.

INDUSTRY AND ITS USE OF WELFARE SERVICES — This important and well-attended panel discussion was participated in by industrial nurses, visiting public health nurses, industrial physicians, medical social workers, family case workers, personnel managers and others. The objective of this study is mutual understanding between these groups so that welfare organizations may be used to the best advantage.

PATIENTS SUFFERING FROM SEIZURES — Planning is just beginnig to meet the needs of this group.

PLANNING FOR GROUP WORK AND RECREATION

GROUP WORK — WHAT IS IT?

To publicise in simple terms the function of the social group worker and the group work services of member agencies is the job of this newly-appointed committee.

CAMPS — Personnel needs are of first concern so a Camp Application Bureau is being operated by the Council. Information on standards and operations of member subsidised camps has been obtained and a number of camp budgets revised upwards as a result. Further unmet needs, and methods of fee-charging are now before the Committee.

ATHLETIC COMPETITION FOR CHILDREN — Recommendations on desirable standards for school children in community centres and commercial enterprises have been under study by member organizations and generally publicized. A community-wide Conference on this important subject is being planned.

THE OLDER GROUP — Starting more clubs for older people, with better programs in them; another summer picnic and special events held; planning for a November Golden Age Hobby Show — three special committees at work to accomplish these ends.

RECREATION AND MENTAL HEALTH — Two-day Conference held in cooperation with the Mental Health Committee of the Montreal Rotary Club. Three outstanding speakers, five workshops and an excellent attendance. Just a "kick-off" for more intensive study.

CITY SUMMER PROGRAMS — Emphasis on the needs of 'teen-agers; on health and safety measures; and on listing public facilities for summer outings.

IN-SERVICE TRAINING — Inability to secure trained personnel has been particularly serious for the group work agencies and so a planned attack is being undertaken by a special committee to consider standard methods of apprentice training for staff with accepted educational status, to be supplemented by special courses and University work.

ADMINISTRATIVE PROGRAM

SOCIAL SERVICE INDEX — Catalogued records of 93 member organizations; facilitated interchange of confidential information among its members; was used approximately 35,000 times and some 18,000 records were identified; more than 12,000 records were destroyed and related index cards withdrawn; educational sessions were held on 14 occasions. Standards for the service were studied and the Index operations were found to be at high level on every count.

CONSULTATION SERVICE — The Council renders a continuous service of importance to its members — Board and staff — and to the community through its officer and staff consultation program.

PUBLIC INFORMATION — Provided through general staff letter and telephone information service; by the publishing of reports such as "Telling About Case Work", "Nutrition Institute Proceedings", "Mental Health and the Normal Child" all widely distributed, including two issues of the COMMENTATOR; also by means of press and radio releases, public addresses, library services and the sponsoring of numerous public meetings — notably the General Assembly addressed by Miss Florence Philpott, Executive Secretary, Welfare Council of Toronto and District on the subject "Planning Today for Tomorrow".

SURVEYS AND STUDIES — Research and fact finding are an integral part of every project undertaken by the Council. The fifteen varied memoranda and reports produced during the year indicate the scope of operation.

COUNCIL FINANCE — Expenditures totalled $63,527. for all purposes — including $14,280 for the Social Service Index. Expenses were met by a grant of $53,886 from Welfare Federation, the rest coming from membership fees, members' share in support of the Index and sale of publications.

AUDITORS — Stevenson, Blakely, Blunt & Co.

CONTINUING BUSINESS

ALCOHOLISM

. . . the Council continues to be interested in the Citizens' Committee's efforts to coordinate the work of all groups concerned with this problem, establish an information centre and provide much needed treatment facilities.

DAY CARE for CHILDREN

. . . the Council is happy that Macdonald College of McGill University, the Montreal Day Nursery and Welfare Federation are ready to sponsor a training course for Nursery School teachers greatly in demand by Day Nurseries and Nursery Schools in these days when so many married women are in the labour force.

NEW MEMBERS

. . . the Council welcomes nine more organizations into membership in 1955 and expects additional admissions each year.

HOMEMAKERS and HOUSEKEEPERS

. . . the Council has not given up its efforts to enlarge present services, as recommended by a special commitee. The unavailability of women for these positions is the main difficulty.

MENTALLY RETARDED CHILDREN

. . . the Council cannot relax in its work until ways and means are found to train and care for all English-speaking children suffering from any degree of mental handicap.

HOMELESS MEN

. . . the Council maintains its concern in the need to provide more intensive rehabilitative services for these men and also a planned program in a day-time shelter.

MONTREAL HOSPITAL COUNCIL LIAISON

. . . the Council continues to find this formal liaison procedure of very great assistance.

ADULT OFFENDERS

. . . the Council remains most dissatisfied with the lack of an adult probation service and the poor conditions in our jails. The housing of the mentally deranged at the Protestant Women's Jail, because of lack of mental hospital beds, is particularly deplorable.

CO-ORDINATION — NEED for MORE

. . . the Council is most aware of the numerous individual efforts being made by special groups for special disabilities — Heart, Hemophilia, Cerebral Palsy, Muscular Dystrophy, Arthritis and Rheumatism, Blind, Deaf, Rehabilitation, etc., etc. The need for over-all coordination is self-evident. The same applies in the field of mental and emotional health. And again in the studies, research and services being developed for the elderly. As more funds and staff become available, the Council plans to extend its work in these three areas.

COUNCIL LEADERS

OFFICERS:

Past President, CARL REINKE
President, HON. MRS. A. K. HUGESSEN
Vice-Presidents,
F. R. HANNEN, Q.C., D. A. HANSON
Hon. Secretary, MRS. J. M. RUDEL
Hon. Treasurer, PETER F. KERRIGAN
Hon. Solicitors,
COL. A. A. MAGEE, Q.C., C.B.E.,
J. H. H. ROBERTSON, Q.C.
Section Chairmen,
W. F. SHEPHERD, Case Work,
MRS. JOHN S. CORBETT,
Group Work and Recreation,
DR. E. C. WEBSTER, Health.

BOARD MEMBERS:

Miss Eunice C. Bancroft
Miss Elinor G. Barnstead
Stanley A. Clyke
Mrs. Norton A. Fellowes
Maitland S. Horn
Mrs. Ross R. Hutchison
Ewen R. Irvine
E. G. Jones
Mrs. D. C. A. McEachran
Peter M. McEntyre
Mrs. Herbert K. McLean
Mrs. A. MacLeod
Earle T. Moore
Dr. Jessie Boyd Scriver
Dr. W. R. Slatkoff
David Weiss

STAFF:

Executive Director, CHARLES H. YOUNG
Associate Executive Director,
MISS GWYNETH HOWELL
Executive Assistants, MRS. ETTA BURKO,
MRS. MARY COULTER,
MISS SYBIL ROSS,
MISS B. de ST. CROIX,
MISS INA YOUNG.

COUNCIL OBJECTIVES

Discovery and evaluation of health, welfare and recreation needs.

Development and improvement of programs to meet these needs.

Joint planning and coordination of all welfare programs.

Information to the community on health, welfare and recreation needs.

Promotion of necessary welfare measures through legislation.

COUNCIL MEMBERS

ASSOCIATION FOR THE HELP OF RETARDED CHILDREN (QUEBEC) INC.
BARON DE HIRSCH INSTITUTE
B'NAI B'RITH YOUTH ORGANIZATION, LAURENTIAN REGION
BOY SCOUTS ASSOCIATION, MONTREAL DISTRICT
BOYS' FARM AND TRAINING SCHOOL
BREHMER REST INC.
CANADIAN ARTHRITIS AND RHEUMATISM SOCIETY, QUEBEC DIVISION
CANADIAN ASSOCIATION OF SOCIAL WORKERS, MONTREAL ENGLISH BRANCH
CANADIAN GIRL GUIDES, MONTREAL ASSOCIATION
CANADIAN HEMOPHILIA SOCIETY
CANADIAN NATIONAL INSTITUTE FOR THE BLIND, QUEBEC DIVISION
CANADIAN RED CROSS SOCIETY, QUEBEC DIVISION
CANCER AID LEAGUE INC.
CEREBRAL PALSY ASSOCIATION OF QUEBEC INC.
CHILD HEALTH ASSOCIATION
CHILDREN'S SERVICE CENTRE
CHURCH OF ENGLAND IN CANADA, MONTREAL DIOCESE
DAILY VACATION SCHOOLS
DEPARTMENT OF VETERANS AFFAIRS, SOCIAL SERVICE DIVISION
EVANGELICAL LUTHERAN IMMIGRATION AND SERVICE CENTRE
FAMILY WELFARE ASSOCIATION
GIRLS' COTTAGE SCHOOL
GIRLS' COUNSELLING CENTRE
HERZL HEALTH SERVICE CENTRE
IMPERIAL ORDER DAUGHTERS OF THE EMPIRE, MONTREAL MUNICIPAL CHAPTER
IRISH PROTESTANT BENEVOLENT SOCIETY
JEWISH CHILD WELFARE BUREAU
JEWISH GENERAL HOSPITAL
JEWISH HOSPITAL OF HOPE
JEWISH IMMIGRANT AID SOCIETY OF CANADA
JEWISH JUNIOR WELFARE LEAGUE
JEWISH VOCATIONAL SERVICE
JOHN HOWARD SOCIETY OF QUEBEC
JULIUS RICHARD CONVALESCENT HOSPITAL
JUNIOR LEAGUE OF MONTREAL
LACHINE BENEVOLENT ASSOCIATION
MACKAY INSTITUTION FOR PROTESTANT DEAF-MUTES
MARRIAGE COUNSELLING CENTRE OF MONTREAL
McGILL SCHOOL FOR GRADUATE NURSES
McGILL SCHOOL OF SOCIAL WORK
MENTAL HYGIENE INSTITUTE
MONTREAL ASSOCIATION FOR THE BLIND
MONTREAL BOYS' ASSOCIATION
MONTREAL CHILDREN'S HOSPITAL
MONTREAL COUNCIL OF WOMEN
MONTREAL DAY NURSERY
MONTREAL DIET DISPENSARY
MONTREAL GENERAL HOSPITAL
MONTREAL GIRLS' ASSOCIATION
MONTREAL HEBREW OLD PEOPLE'S AND SHELTERING HOME
MONTREAL LADIES BENEVOLENT AND PROTESTANT ORPHANS HOME
MONTREAL LEAGUE FOR THE HARD OF HEARING
MONTREAL NEUROLOGICAL INSTITUTE
MONTREAL PARKS AND PLAYGROUNDS ASSOCIATION
MONTREAL PROTESTANT HOMES
MOUNT SINAI SANATORIUM
MURRAY BAY CONVALESCENT HOME
NATIONAL COUNCIL OF JEWISH WOMEN, MONTREAL SECTION
NEGRO COMMUNITY CENTRE
NEIGHBOURHOOD HOUSE OF MONTREAL
OCCUPATIONAL THERAPY AND REHABILITATION CENTRE
OLD BREWERY MISSION INC.
PRESBYTERIAN CHURCH IN CANADA, PRESBYTERY OF MONTREAL
REDDY MEMORIAL HOSPITAL
ROSEMOUNT BOYS' CLUB INC.
ROYAL EDWARD LAURENTIAN HOSPITAL
ROYAL VICTORIA HOSPITAL, SOCIAL SERVICE DEPARTMENT
ST. ANDREW'S YOUTH CENTRE
ST. COLUMBA HOUSE
ST. GEORGE'S SOCIETY OF MONTREAL
ST. LAURENT NEIGHBOURHOOD ASSOCIATION
SALVATION ARMY
SHELTERING HOME
SOCIETY FOR THE PROTECTION OF WOMEN AND CHILDREN
TRAVELLERS' AID SOCIETY OF MONTREAL
TYNDALE HOUSE
UNITARIAN—CHURCH OF THE MESSIAH
UNITED CHURCH OF CANADA, MONTREAL PRESBYTERY
UNIVERSITY SETTLEMENT OF MONTREAL
VICTORIAN ORDER OF NURSES
WEREDALE HOUSE
WOMEN'S VOLUNTARY SERVICES, MONTREAL
YOUNG MEN'S CHRISTIAN ASSOCIATION
YOUNG MEN'S AND YOUNG WOMEN'S HEBREW ASSOCIATION OF MONTREAL
YOUNG WOMEN'S CHRISTIAN ASSOCIATION

Progress Through Planning and Leadership

36th ANNUAL REPORT

Montreal Council of Social Agencies

FOR THE YEAR 1955

1040 Atwater Avenue
WIlbank 1151

14th May 1956

SPOTLIGHT ON PLANNING

35th annual report

montreal council of social agencies

council leaders

OFFICERS: *President* — The Hon. Mrs. A. K. Hugessen — *Vice-Presidents* — Dr. W. H. Cruickshank, F. R. Hannen, Q.C. — *Hon. Secretary* — Mrs. J. M. Rudel — *Hon. Treasurer* — Peter F. Kerrigan — *Hon. Solicitors* — Col. A. A. Magee, Q.C., C.B.E. J. H. H. Robertson, Q.C.

BOARD MEMBERS: D. Roy Anstice, Miss Eunice C. Bancroft, Miss Elinor G. Barnstead, Stanley A. Clyke, Mrs. John S. Corbett, Dr. J. E. deBelle, Rev. John Harwood-Jones, Maitland S. Horn, Mrs. Ross R. Hutchison, Ewen R. Irvine, E. G. Jones, Mrs. A. MacLeod, Mrs. D. C. A. McEachran, Peter M. McEntyre, Earle T. Moore, Carl Reinke, W. F. Shepherd, G. Meredith Smith, Mrs. T. C. Stuart, Dr. E. C. Webster, David Weiss.

STAFF: Executive Director: Charles H. Young — Associate Executive Director — Miss Gwyneth Howell — Executive Assistants: Mrs. Mary Coulter, Mrs. Irene Hurwitz, Miss Sybil Ross, Miss Blanche de St. Croix, Miss Ina Young.

council objectives

Discovery and evaluation of health, welfare and recreation needs.

Development and improvement of programs to meet these needs.

Joint planning and coordination of all welfare programs.

Information to the community on health, welfare and recreation needs.

Promotion of necessary welfare measures through legislation.

MEMBER ORGANIZATIONS

Baron de Hirsch Institute — B'nai B'rith Youth Organization, Laurentian Region — Boy Scouts Association, Montreal District — Boys' Farm and Training School — Brehmer Rest Inc. — Canadian Arthritis and Rheumatism Society, Quebec Division — Canadian Girl Guides, Montreal Association — Canadian National Institute for the Blind, Quebec Division — Canadian Red Cross Society, Quebec Division — Cancer Aid League Inc. — Cerebral Palsy Association of Quebec Inc. — Child Health Association — Children's Service Centre — Church of England in Canada, Montreal Diocese — Daily Vacation Schools — Department of Veterans Affairs, Social Service Division — Family Welfare Association — Girls' Cottage School — Girls' Counselling Centre — Imperial Order Daughters of the Empire, Montreal Municipal Chapter — Irish Protestant Benevolent Society — Iverley Community Centre — Jewish Child Welfare Bureau — Jewish General Hospital — Jewish Hospital of Hope — Jewish Immigrant Aid Society of Canada — Jewish Junior Welfare League — Jewish Vocational Service — John Howard Society of Quebec — Julius Richardson Convalescent Hospital — Junior League of Montreal — Mackay Institute for Protestant Deaf-Mutes — McGill School for Graduate Nurses — McGill School of Social Work — Mental Hygiene Institute — Montreal Boys' Association — Montreal Children's Hospital — Montreal Council of Women — Montreal Day Nursery — Montreal Diet Dispensary — Montreal General Hospital — Montreal Girls' Association — Montreal Hebrew Old People's and Sheltering Home — Montreal Ladies Benevolent and Protestant Orphans Society — Montreal League for the Hard of Hearing — Montreal Neurological Institute — Montreal Parks and Playgrounds Association — Montreal Protestant Homes — Murray Bay Convalescent Home — National Council of Jewish Women, Montreal Section — Negro Community Centre — Neighbourhood House of Montreal — Occupational Therapy and Rehabilitation Centre — Old Brewery Mission Inc. — Presbyterian Church in Canada, Presbytery of Montreal — Reddy Memorial Hospital — Rosemount Boys' Club Inc. — Royal Edward Laurentian Hospital — Royal Victoria Hospital, Social Service Department — St. Andrew's Youth Centre — St. Columba House — St. George's Society of Montreal — Salvation Army — Sheltering Home — Society for the Protection of Women and Children — Travellers' Aid Society of Montreal — Tyndale House — Unitarian - Church of the Messiah — United Church of Canada, Montreal Presbytery — University Settlement of Montreal—Victorian Order of Nurses — Weredale House — Women's Voluntary Services, Montreal — Young Men's Christian Association — Young Men's and Young Women's Hebrew Association of Montreal — Young Women's Christian Association.

SPOTLIGHTED

RE-LOCATION OF SERVICES

Intensive study and detailed planning have resulted in the extension of recreation programs to suburban areas; the provision of V.O.N. services to Montreal North and Ville LaSalle; the serving of Cote St. Luc, Ville St. Michel and Montreal North by the Family Welfare Association and the Children's Service Centre. Watch for new developments in Lachine and St. Laurent.

GERONTOLOGY

The older age group constitutes a substantial percentage of Canada's people — about 12% today — and estimates for the future run high. Problems occurring due to the change in the age structure of our population must be anticipated and met. The Gerontology Committee — Chairman, Mrs. M. R. Elder — is co-ordinating the work on this subject done throughout the Council, is establishing priorities for new developments, and hopes to proceed to the co-ordination of all local community efforts.

MONTREAL HOSPITAL COUNCIL LIAISON

Official representatives from both groups meet to clear on common interests and decide methods of action.

NEW MEMBERS

Four more organizations were welcomed into Council membership this year.

QUEBEC PUBLIC CHARITIES ACT

Increased rates have helped the hospitals, though they still have large deficits; have enabled family agencies to improve their food relief rates to minimum adequate; and child care agencies to increase slightly their payments to foster homes.

SOUTH AREA

Intensive work has been done, by a committee chaired by Mrs. A. K. Hugessen and two sub-committees chaired respectively by Mrs. W. K. Newcomb and Peter F. Kerrigan, in examining the "changing face" of this section of our City with resulting action in sight for important streamlining of group work programs and transfer of some service to suburban areas.

COUNCIL SERVICE STRENGTHENED

Through the addition of part-time staff for Special Projects and Public Relations, with stenographic support.

PUBLIC INFORMATION SERVICE

Provided through staff information and consultation program; by the development of twelve important publications, widely distributed, including two issues of the COMMENTATOR, a report on Human Problems in Industry, the 10th edition of the Directory of Health, Welfare and Recreation Services in Montreal, and the new Council Manual; also by means of press and radio releases, public speeches, library service and the sponsoring of thirteen public meetings on subjects ranging from "The Role of Education in Mental Health" with Dr. S. R. Laycock to a musical show depicting the Council in action written and directed by Miss Constance Lethbridge.

SOCIAL SERVICE INDEX

Catalogued records of 94 member organizations; facilitated interchange of confidential information among its members; used 34,509 times, 18,021 records were destroyed and related index cards withdrawn; 18 educational sessions were held. A detailed Manual, the volunteer contribution of Mrs. A. M. Storey, was completed.

to foresee . . .

planning in the sections

PLANNING FOR ADULTS, FAMILIES AND CHILDREN

EXECUTIVE COMMITTEE: *Chairman,* Miss Elinor G. Barnstead, *Vice-Chairman,* W. F. Shepherd. *Members* — Mrs. P. Cumyn, Mrs. Galt Durnford, Miss Eileen Griffin, Mrs. Jean Henshaw, Mrs. Ross R. Hutchison, Mrs. Simon Jaffe, Mrs. F. T. Rea, Edward Shiner, Miss Jean Short, Mrs. G. Meredith Smith, Mrs. Mary Stevenson, Mrs. Eliz. Taylor-Rossinger, Mrs. W. J. M. Greene. *Secretary* — Mrs. Irene Hurwitz.

UNEMPLOYMENT — Committee Chairman, Mr. B. J. Finestone — to be closely in touch with the local unemployment situation and consistently bring information to the public on the plight of the uninsured unemployed, with a view to community action.

EMOTIONALLY DISTURBED CHILDREN — Committee Chairman, Dr. John J. O. Moore — to examine further the use of present treatment resources and to use them fully; to assess need for additional facilities and plan for their provision.

CASE WORK — WHAT IS IT? — Committee Chairman, Mrs. Jean Henshaw — to publicise in simple terms the services of member organizations in this Section. All-day Work Shop led by Miss Lillian Greenberg of Cleveland was successfully sponsored by this study committee.

UNMARRIED PARENTHOOD — Committee Chairman, Mrs. Etta Burko — to provide information to doctors, lawyers, clergy on where help for this group is available; also to get similar information to pregnant girls in the city.

HANDICAPPED CHILDREN — Committee Chairman, Miss Mary Currie — to examine, and assist where possible, commercial homes for mentally and physically handicapped children within 100 miles of Montreal. Assessment completed. Urgent need made evident for officially sponsored services for this group.

STRUCTURE AND FUNCTION — Committee Chairman, W. F. Shepherd — to define clearly the work of this Section and develop by-laws to govern action.

PLANNING FOR HEALTH

EXECUTIVE COMMITTEE: *Chairman,* Dr. W. H. Cruickshank, *Vice-Chairman,* Mrs. A. MacLeod. *Members* — Mrs. D. C. Bain, Miss Joyce Beatty, Dr. C. A. Bourdon, B. H. Brown, Mrs. J. F. Chisholm, Miss Rae Chittick, Dr. J. E. deBelle, Dr. Donald Fleming, Dr. Harold Greaves, Dr. A. B. Illievitz, E. G. Jones, Dr. George Little, Dr. J. C. Meakins, Mrs. J. Cecil McDougall, Miss M. Milligan, Miss Avis Pumphrey, Dr. Baruch Silverman, Dr. W. R. Slatkoff, Mrs. Doris Small, Dr. Wm. Storrar, Mrs. Edward Tremble, Miss Helen Tuck, Dr. A. B. Valois, Dr. E. C. Webster. *Secretary* — Miss Ina Young.

CHRONIC ILLNESS — Committe Chairmen, Dr. J. E. deBelle and Dr. J. R. Boutin — representatives of this Committee and the Montreal Hospital Council have met with the Quebec Provincial Committee on Hospital Problems and as certain hospitals are now for sale indications are more favourable that an institution for the English chronically ill will be made available.

COMMERCIAL NURSING HOMES — Committee Chairman, Miss Avis Pumphrey — thirty-two of these homes were visited and assessed. Recommendations relate to support of the efforts of the Committee on Chronic Illness; improvement of certain Nursing Home conditions, with the formation of an Association of Proprietors; changes in the by-law on Boarding Homes etc. Action is well in hand.

DENTAL SERVICES FOR CHILDREN — Committee Chairman, Dr. Harold Greaves — main concentration recently has been on promotion of fluoridation of the water.

HEALTH SERVICES IN QUEBEC — Committee chairman, Miss Rae Chittick — to study existing health services and the need for expansion as indicated by public demand, public enactment and agencies' requirements.

NUTRITION — Committee Chairman, Mrs. D. C. Bain — to follow through on the recommendations of last year's stimulating two-day workshop, with initial concentration on nutrition information to school children.

ALCOHOLISM — Committee Chairman, C. T. MacKenzie — now organizing a representative Citizens' Committee to put recommendations of previous report into force.

PLANNING FOR GROUP WORK AND RECREATION

EXECUTIVE COMMITTEE: *Chairman,* Mrs. John S. Corbett, *Vice-chairman,* Rev. Ivor Williams. *Members* — B. Beaupre, Mrs. Hayden Bryant, Mrs. Q. C. D. Bovey, Rev. J. K. Brown, Stanley Clyke, R. N. Cockfield, Mrs. H. Erdrich, Miss Jeanne Faughnan, Mrs. Norton Fellowes, Mrs. A. Finestone, Cameron Gorrie, Miss Grace Irvine, Leonard Levine, Mrs. E. MacDonald, Howard McCartney, Mrs. Agnes Mutchler, H. W. Rogers, Miss A. I. Vail, Mrs. R. W. Wakefield, William Wolter, Fraser Woodhouse. *Secretary,* Miss Sybil Ross.

ATHLETIC COMPETITION FOR CHILDREN — Committee Chairman, Peter F. Kerrigan — Recommendations of desirable standards for school children in community centres and commercial enterprises are being widely disseminated.

THE ELDERLY — Committee Chairman, Mrs. Q. C. D. Bovey — co-ordination of clubs continued; summer picnic and spring 'get together' held; with Montreal Rotary Club, Golden Age Hobby Show being organized for June.

GIRL'S PROGRAMS — Committee Chairman, Miss Jeanne Faughnan — training series to develop good leisure time services for girls.

VOLUNTEERS IN RECREATION — Committee Chairman, The Rev. Ivor Williams — planned one-day workshop led by Professor Alan Klein of Toronto.

FUNCTION AND STRUCTURE — Committee Chairman, Mrs. R. W. Wakefield — outlined duties and developed by-laws for this Section.

CAMPS — Committee Chairman, J. Campbell Elder — to consider urgent needs in subsidised camps, concentrating this year on 'Personnel' (resulting in the new Council Camp Application Bureau) and "Best Use of Existing Facilities" — already it is obvious that camps for girls are in short supply.

to plan... to act...

some unfinished business

ROYAL COMMISSION ON CONSTITUTIONAL PROBLEMS

. . . we await the recommendations of the Tremblay Commission, especially as they relate to 27 urgent welfare needs which the Council believes should be met either directly by Government or through government aid to voluntary organizations.

HOUSING

. . . we again urge upon the Montreal City Executive Committee rapid action on overdue slum clearance and the provision of low-rental housing projects.

UNEMPLOYMENT ASSISTANCE

. . . we advocate some type of agreement between our three levels of government which will result in public assistance for the uninsured unemployed so that serious hardship may not continue to fall on thousands of Canadian families.

MENTALLY RETARDED CHILDREN

. . . we continue to press for facilities to train and care for English-speaking children suffering from mental handicap of any kind.

MULTIPLE APPEALS

. . . we believe that a convinced community should be able to co-ordinate for the benefit of all the annoying and wasteful multitude of local philanthropic appeals.

PHYSICALLY HANDICAPPED

. . . we still search for money and staff to undertake the coordination of various Montreal services to this group.

GOVERNMENT SUBSIDIES

. . . we find that these, though greatly improved, leave far too much maintenance assistance to voluntary health and welfare institutions now partially aided by the Quebec Public Charities Act; also recipients dependent on Needy Mothers Assistance and Old Age and Blind Assistance live close to the starvation line.

HOMELESS MEN

. . . we need to provide a day-time shelter and to develop more intensive rehabilitative programs for these men.

PROBATION SERVICES

. . . we know that our Courts are seriously in need of a qualified probation service both for children and adults. Why spend $1600 a year on a man in jail for 70% failure, when probation at $50 per person per year can mean 70% success?

DAY CARE FOR CHILDREN

. . . we are attempting, so far without success, to obtain money to institute with McGill University a training course for Nursery School Teachers, so urgently needed in Day Nurseries and Nursery Schools these days when many mothers are working out of the home.

HOMEMAKERS AND HOUSEKEEPERS

. . . we are trying, with the help of the Family Welfare Association and others, to find ways and means of increasing present services. A completed study indicates the difficulty of this task.

RESEARCH DEPARTMENT

. . . we still await the locating of sufficient funds to establish this department most essential to sound Council service.

financial summary

SUMMARY

Expenditures totalled $55,055 for all purposes — including $13,345 for the Social Service Index. Expenses were met by a grant of $48,998 from Welfare Federation, the rest coming from membership fees, members' share in support of the Index and sale of publications.

Auditors — Stevenson, Walker, Knowles & Co.

9th May 55

montreal council of social agencies

1040 ATWATER AVENUE
WILBANK 1151

THIRTY-FOURTH ANNUAL REPORT 1953

MONTREAL COUNCIL OF SOCIAL AGENCIES

MEMBER ORGAN

Baron de Hirsch Institute—B'nai B'rith Youth Organization—Boy Scouts Association—Boys' Farm and Training School—Brehmer Rest Inc.—Canadian Arthritis and Rheumatism Society, Quebec Division—Canadian Girl Guides, Montreal Association—Canadian National Institute for the Blind, Quebec Division—Canadian Red Cross Society, Quebec Division—Cancer Aid League—Cerebral Palsy Association of Quebec—Child Health Association—Children's Memorial Hospital—Children's Service Centre—Church of England in the diocese of Montreal—Daily Vacation Schools—Family Welfare Association—Girls' Cottage School—Girls' Counselling Centre—Griffintown Club—Imperial Order Daughters of the Empire, Montreal Municipal Chapter—Irish Protestant Benevolent Society—Iverley Community Centre—Jewish Child Welfare Bureau—Jewish General Hospital—Jewish Hospital of Hope—Jewish Immigrant Aid Society of Canada—Jewish Junior Welfare League—Jewish Vocational Service—John Howard Society of Quebec—Julius Richardson Convalescent Hospital—Junior League of Montreal—McGill School for Graduate Nurses—McGill School of Social Work—Mental Hygiene Institute — Montreal Boys' Association — Montreal Council of Women — Montreal Day Nursery — Montreal Diet Dispensary — Montreal General Hospital —

PLANNING CO-OPERATIVELY IN 107 COMMITTEES AND

TOGETHER WE HAVE DONE

ROYAL COMMISSION ON CONSTITUTIONAL PROBLEMS: Presented a brief making 27 recommendations concerning urgent welfare needs still to be met — mostly by Government aid to voluntary organizations, though some require direct Government intervention — so that sound welfare services may be available.

MULTIPLE APPEALS: Planned for action; efforts to achieve consolidation begun by the Montreal Board of Trade.

REVIEW OF WELFARE FEDERATION AGENCIES: Evaluation of almost all completed; standards range from good to excellent.

WORKSHOPS AND PUBLIC MEETINGS: Brought some of our concerns to a wide public, for instance:

— *Delinquency,* its prevention and treatment, planned with the Mental Health Committee of the Montreal Rotary Club when some 200 people worked for a day with *Richard A. Clendenen* of Washington and Canadian leaders in this field, to develop a 5-point plan of action.

— *Mental Health,* presentation of *"My Name is Legion" by New York Theatre Wing,* in cooperation with the Mental Hygiene Institute to some 1,1000 Montrealers.

— *Geriatrics,* covering many aspects presented throughout two days by two British specialists, *Dr. T. Rudd and Dr. C. T. Andrews;* 450 persons attended and the proceedings resulting from the discussion have had wide use here and abroad.

— *The Volunteer,* essential to welfare services, was the subject of a series of discussions led by *Dr. Harleigh Trecker,* Dean, Hartford School of Social Work, Connecticut; some 600 attended and worthwhile local programs are resulting from this stimulation.

— *Marriage and Family Living,* planned with the Mental Hygiene Institute when *Dr. Emily Mudd* of the Philadelphia Marriage Council was the leader; these meetings constituted the "jumping off" point for a new local program.

— *Nutrition,* an exciting two-day series of workshops appealing to the whole community — with outstanding Canadian leadership at the sessions; hopes are now high for an enlarged local information program on good eating habits.

— *The High Cost of Illness* — a meeting addressed by a distinguished panel with widely varying viewpoints, which has led into a study of the planned provision of health services for all.

— *Social Work in Iraq* — presented by *Dr. Elizabeth Govan* who had recently been helping to establish health and welfare programs in the Middle East and who gave Montrealers a vivid picture of welfare needs in a culture different from the one we know.

— *Commercial and Community Recreation—which is losing?* — a timely topic presented by a panel of informed specialists with *Dr. Frederick Elkin* acting as Moderator.

SOCIAL SERVICE INDEX: Catalogued records of 118 member agencies covering all sections of our community; exchange of confidential information between qualified member organizations continued; used 38,628 times, 21,704 records destroyed and related index cards withdrawn; also 243 individuals attended 22 educational sessions.

REHABILITATION OF THE HANDICAPPED: Facilitated the transfer of the Griffintown Club building to the Occupational Therapy and Rehabilitation Centre resulting in great extension of service.

THE ELDERLY: Experimental older persons' club financed by Montreal Rotary Club in University Settlement has been accepted by Welfare Federation for continuation; coordination and program development of all Council old age member clubs is being continued.

ATHLETIC COMPETITION FOR CHILDREN: Study of desirable standards for school agers in community centre programs and in commercial enterprises well on its way, with plans for wide dissemination of committee findings to follow.

ALCOHOLISM: Study committee's comprehensive recommendations are about to be accepted for action by a representative Citizens' Committee.

DENTAL SERVICES FOR CHILDREN: Recommendations of earlier report put into force by the Montreal Health Department, through improved service, additional clinics and planning for the fluoridation of water.

AGENCIES' PROGRAM STUDIES: Eight member organizations requested and received special study of their services and continuing assistance in resolving problems they could not handle alone.

PUBLICATIONS of the Council are for the purpose of informing Board and staff of local organizations and the interested public about various welfare subjects; nine major documents were produced this year many of which received wide circulation not only in Canada but in other countries.

EDUCATION FOR SOCIAL WORK is of major concern to the Council as standards of service ultimately depend on the competence of the paid staff; consequently we have all been working to get citizen interest and adequate financial support for the McGill School of Social Work particularly by securing bursaries for University graduates entering the field, by assistance in recruitment, by attempting to achieve salary levels which are in some measure attractive to suitable students, by analysis of the content of the curriculum — and also by study of academic methods of training social workers for our own special field of community organization.

MARRIAGE COUNSELLING PROGRAM, now in its initial stages at the Mental Hygiene Institute is a direct result of study and recommendations of a committee of this Council.

INFORMATION AND CONSULTATION: Provided a continuous service to the community, which is heavily used by member organizations and others.

FOR A BETTE

ORGANIZATIONS

Montreal Girls' Association—Montreal Hebrew Old People's and Sheltering Home—Montreal Ladies Benevolent and Protestant Orphans Society—Montreal League for the Hard of Hearing —Montreal Neurological Institute—Montreal Parks and Playgrounds Association—Montreal Protestant Homes—Murray Bay Convalescent Home—Negro Community Centre—Neighbourhood House of Montreal—Occupational Therapy and Rehabilitation Centre—Old Brewery Mission—Reddy Memorial Hospital—Rosemount Boys' Club—Royal Edward Laurentian Hospital—Royal Victoria Hospital, Social Service Dept.—St. Andrew's Youth Centre—St. Columba House—St. George's Society of Montreal— Salvation Army—Sheltering Home—Society for the Protection of Women and Children — Travellers' Aid Society of Montreal — Tyndale House — Unitarian Church of the Messiah—United Church of Canada, Montreal Presbytery—Unity Boys' Club — University Settlement of Montreal — Victorian Order of Nurses — Weredale House — Women's Voluntary Services — Young Men's Christian Association — Young Men's and Young Women's Hebrew Association—Young Women's Christian Association.

ES AND THROUGH STAFF TO ACHIEVE WELFARE GOALS

WE HAVE YET TO DO

HOUSING: Obtain low-rental housing projects and slum clearance in this city.

GOVERNMENT SUBSIDIES: Get further assistance for health and welfare institutions through the Quebec Public Charities Act; improve the rates paid under the Needy Mother's Assistance Act, and the Old Age and Blind assistance programs.

SOUTH AREA COMMUNITY CENTRES: Complete a study of this area to obtain the best disposition of local recreation and group work services.

ADOPTION PRACTICES: Discover methods of enforcing the Adoption Act so that children will be placed only through experienced child-placing organizations of recognized standards.

HEALTH SERVICES: Find ways whereby all in need of medical care can within their means obtain it.

SOCIAL WELFARE COURT: Secure better salaries for probation officers and get standard qualifications accepted as a requirement for appointment; also press for an increase in personnel throughout the Court.

HOMEMAKERS: Complete a study of the pressing need for visiting or resident homemaker and housekeeper service; then find means for its provision.

VOLUNTEERS IN WELFARE: Further planning for volunteer services in health, welfare and recreation organizations with a view to attracting and holding volunteer interest by demonstrating the tough challenge of the job to be done.

INFORMATION ABOUT CASE WORK SERVICE: To get information to the public on what the case work method accomplishes through the agencies which provide such service, and what are the special, possibly unique, components of the method.

COUNCIL HANDICAPS: Secure funds for three such essential departments as Research, Publicity and Information, and Central Reception of job applicants and requests for social assistance; present staff attempt all these services today, but they are not sufficient in number to do the work thoroughly.

UNEMPLOYMENT: Secure public assistance for the uninsured unemployed so that the intense hardship suffered by hundreds of families may be mitigated before another winter comes.

CHRONICALLY ILL: Establish a planned community program and facilities for this neglected group; also improve standards of care in many commercial nursing homes.

RETARDED CHILDREN: Secure facilities for the training and care of children suffering from mental handicap at any level.

PHYSICALLY HANDICAPPED: Find money and staff to undertake the over-due co-ordination of agencies serving this group.

CONVALESCENT CARE FOR CHILDREN: Arrange for foster-home convalescence for infants in need and the best care for all children who cannot go directly home from hospital.

GIRLS' LEISURE TIME SERVICES: Continue to increase the number of recreation and group programs for girls, with a corresponding improvement in standards of service.

THE CHURCH AND SOCIAL SERVICE: Continue a project already begun to study the relationship of organized religion and organized social service with a view to fostering the closest co-operation.

UNATTACHED MEN: Complete study and attempt to co-ordinate present services; also consider need for day-time shelter and the possibility of the provision of more intensive rehabilitative programs.

INCREASED COUNCIL MEMBERSHIP: Undertake, in order to plan soundly and co-ordinate fully, an energetic campaign to get all eligible organizations into the Council fold.

HUMAN PROBLEMS IN INDUSTRY: An important series of meetings on this subject is planned by the Rotary Club of Montreal and the Council for the day of May 27th in the Mount Royal Hotel. Leaders will be Dr. D. McGregor, President of Antioch University and Dr. R. T. Collins of Eastman Kodak, Rochester, N.Y. Please register immediately on receipt of your invitation.

TER SOCIETY

COUNCIL LEADERS – 1953

OFFICERS: *President,* Carl Reinke — *Vice-President,* Hon. Mrs. A. K. Hugessen — *Hon. Secretary,* Mrs. J. M. Rudel — *Hon. Treasurer,* Peter F. Kerrigan — *Hon. Solicitors,* Col. A. A. Magee, Q.C., C.B.E., J. H. H. Robertson, Q.C. — *Section Chairmen:* Miss Elinor G. Barnstead, *Case Work* — Miss Anne B. Zaloha, *Group Work and Recreation* — Dr. W. H. Cruickshank, *Health.*

BOARD MEMBERS: James P. Anglin, D. Roy Anstice, Miss Eunice C. Bancroft, S. A. Clyke, Dr. J. E. deBelle, Mrs. Andrew Fleming, F. R. Hannen, Q.C., Rev. J. Harwood-Jones, Maitland S. Horn, Peter M. McEntyre, Earle T. Moore, J. P. Nicol, Mrs. Hubert Pasmore, Mrs. H. M. Paterson, W. F. Shepherd, G. Meredith Smith, Dr. E. C. Webster, David Weiss.

STAFF: *Executive Director:* Charles H. Young — *Associate Executive Director:* Miss Gwyneth Howell — *Executive Assistants:* Mrs. Mary Coulter, Mrs. Irene Hurwitz, Miss B. de St. Croix, Miss Ina Young.

FINANCE

Expenditures totalled $51,480 for all purposes — including $13,199 for the Social Service Index. Expenses were met by a grant of $42,889 from Welfare Federation, the rest coming from membership fees, members' share in support of the Index and sale of publications. Auditors — Stevenson, Walker, Knowles & Co.

OBJECTIVES

Discovery and evaluation of health, welfare and recreation needs.

Development and improvement of programs to meet these needs.

Joint planning and coordination of all welfare programs.

Information to the community on health, welfare and recreation needs.

Promotion of necessary welfare measures through legislation.

1040, Atwater Avenue, Montreal 6, Que.

"GOOD PLANNING
IS GOOD BUSINESS"

33rd Annual Report

MONTREAL COUNCIL OF SOCIAL AGENCIES

for the year 1952

AIMS AND OBJECTS:

The discovery and evaluation of health, welfare and recreation needs.

The development and improvement of services to meet these needs.

Joint planning, and coordination of all services available.

The promotion of necessary public social measures through legislation.

The interpretation of health, welfare and recreation needs to the community.

Member Organizations

Baron de Hirsch Institute
B'nai B'rith Youth Organization, Laurentian Region
Boy Scouts Association, Montreal District
Boys' Farm and Training School
Brehmer Rest Preventorium
Canadian Girl Guides, Montreal Association
Canadian National Institute for the Blind, Quebec Division
Canadian Red Cross Society, Quebec Division
Cerebral Palsy Association of Quebec Inc.
Child Health Association
Children's Memorial Hospital
Children's Service Centre
Church of England in Canada, Montreal Diocese
Daily Vacation Schools
Family Welfare Association
Girls' Cottage School
Girls' Counselling Centre
Griffintown Club
Imperial Order Daughters of the Empire, Montreal Municipal Chapter
Irish Protestant Benevolent Society
Iverley Community Centre
Jewish Child Welfare Bureau
Jewish General Hospital, Social Service Department
Jewish Hospital of Hope
Jewish Immigrant Aid Society of Canada
Jewish Junior Welfare League
Jewish Vocational Service
John Howard Society of Quebec
Julius Richardson Convalescent Hospital
Junior League of Montreal
Mental Hygiene Institute
McGill School for Graduate Nurses
McGill School of Social Work
Montreal Boys' Association
Montreal Council of Women
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital
Montreal Girls' Association
Montreal Hebrew Old People's and Sheltering Home
Montreal Ladies Benevolent and Protestant Orphans Society
Montreal League for the Hard of Hearing
Montreal Neurological Institute
Montreal Parks and Playgrounds Association
Montreal Protestant House of Industry and Refuge
Murray Bay Convalescent Home
Negro Community Centre
Neighbourhood House of Montreal
Occupational Therapy and Rehabilitation Centre
Old Brewery Mission Inc.
Reddy Memorial Hospital
Rosemount Boys' Club Inc.
Royal Edward Laurentian Hospital
Royal Victoria Hospital, Social Service Department
St. Andrew's Youth Centre
St. Columba House
St. George's Society of Montreal
Salvation Army
Sheltering Home
Society for the Protection of Women and Children
Travellers' Aid Society of Montreal
Tyndale House
United Church of Canada, Montreal Presbytery
Unity Boys' Club
University Settlement of Montreal
Victorian Order of Nurses
Weredale House
Women's Voluntary Services, Montreal
Young Men's Christian Association
Young Men's and Young Women's Hebrew Association of Montreal
Young Women's Christian Association

HIGHLIGHTS

MENTALLY HANDICAPPED

A project begun 33 years ago has, through many difficulties, reached the point where a Provisional Board of prominent citizens is in operation under the chairmanship of JOHN J. F. BANCROFT. It expects to have a resident Centre for English-speaking mentally retarded children available before long.

PUBLIC ASSISTANCE AND THE UNEMPLOYED

The Sections and the Board worked on a Canadian Welfare Council nation-wide study of the serious needs of the un-insured unemployed, with the result that this Council participated in a simultaneous presentation of recommendations for a solution to the problem to the Hon. Mr. St. Laurent and all the Provincial Premiers. The Quebec delegation was sympathetically received by the Hon. Mr. Duplessis and it is hoped that the urgent need will be met before next winter brings intensified hardship.

NEW MEMBERS

Ten organizations became new members of the Council family in 1952.

RECREATION FOR THE ELDERLY

Demonstration Club project sponsored by the Council, the Rotary Club and University Settlement.

EDUCATIONAL INSTITUTES

. . . on *Emotionally Disturbed, Retarded and Delinquent Children,* planned with the Mental Health Committee of Montreal Rotary Club — *Leaders* — DR. FRITZ REDL, RICHARD HUNGERFORD AND A. ALFRED COHEN.

. . . on *Parent Education and Family Living,* planned with the Mental Hygiene Institute and Quebec Federation of Home and School Associations. *Leader* — DR. KATHARINE WHITESIDE-TAYLOR, *Baltimore Public Schools.*

. . . on *Dramatics in Recreation,* planned with the Protestant School Board of Greater Montreal — *Leaders* — JAMES AND RUTH NORRIS, *New York School of Social Work.*

. . . *on the Social Agency as a Good Neighbour,* planned with the Canadian Assn. of Social Workers — *Leader* — JEAN MAXWELL, *National Federation of Settlements.*

SOCIAL SERVICE DIRECTORY

. . . A brand new edition published, covering over 300 welfare, health and recreation organizations available to Montreal's English-speaking population. Invaluable tool for all those concerned with people requiring social assistance.

SECTION GENERAL MEETINGS

. . . 14 meetings held — large numbers of citizens attending. Subjects included: *"Food — Friend or Foe?"* (NAN GARVOCK, DOROTHY RUTHERFFORD, PHEBE PRATT) — *"Guardians of the People's Health"* (DR. ADELARD GROULX AND STAFF) — *"Child Protection in Quebec"* (JEANNE D'ARC LEMAY) — *"Minding Other People's Health"* (SOUTH AREA COUNCIL PANEL) — *"The Madras Conference"* (JOY MAINES, ELIZABETH RICHARDSON, REV. A. M. GUILLEMETTE) — *"Recreation in Our Town"* (CHARLES H. YOUNG).

AS MONTREAL GROWS AND CHAN

REPORTS FROM THE SECTIONS

PLANNING FOR INDIVIDUALS, FAMILIES AND CHILDREN

EXECUTIVE COMMITTEE: Chairman, DAVID WEISS. *Members* — Miss Elinor G. Barnstead, Miss Florence Christie, Mrs. W. H. S. Dunn, Mrs. Arnold Fisher, Miss Eileen Griffin, Mrs. Jean Henshaw, Mrs. Simon Jaffe, Mr. W. F. Shepherd, Miss Elizabeth Taylor. *Secretary* — MRS. IRENE HURWITZ.

DAY FOSTER CARE FOR CHILDREN — *Committee Chairman,* MRS. HARTLAND PATERSON — to secure more and better facilities for such care, including training for nursery school teachers in Montreal.

TREATMENT OF EMOTIONALLY DISTURBED CHILDREN—*Committee Chairman,* DR. J. J. O. MOORE — work of assessing need for additional resources almost completed.

CONVALESCENT CARE OF CHILDREN — *Committee Chairman,* MRS. CHRISTINA JAMES — concerned with standards of care and need for foster home convalescent care.

UNATTACHED MEN — transient and resident — *Committee Chairman,* REV. J. HARWOOD-JONES — to assess need and coordinate services available to this group.

INTERPRETATION OF CASE WORK — *Committee Chairman,* MRS. JEAN HENSHAW — to publicise in simple terms service rendered to Montreal citizens by organizations in this Section.

PLANNING FOR HEALTH

EXECUTIVE COMMITTEE: *Chairman,* DR. W. H. CRUICKSHANK. *Members* — Mrs. D. C. Bain, Miss Isobel Black, Dr. C. A. Bourdon, Mr. B. H. Brown, Mrs. J. F. Chisholm, Dr. J. E. deBelle, Dr. Donald Fleming, Dr. Harold Greaves, Dr. George Little, Miss M. Milligan, Mr. James P. Nicol, Mrs. H. M. Pasmore, Miss Ann Peverley, Dr. G. A. Seguin, Dr. Baruch Silverman, Dr. Wm. Storrar, Mrs. Stuart Townsend, Mrs. Edward Tremble, Miss Helen Tuck, Dr. E. C. Webster. *Secretary,* MISS INA YOUNG.

PREVENTION OF TUBERCULOSIS IN CHILDREN—*Committee Chairman,* DR. HUGH BURKE — detailed recommendations put into operation by Montreal Health Department.

CHRONIC ILLNESS — *Committee Chairmen,* DR. J. E. DEBELLE AND DR. J. R. BOUTIN — recommendations accepted by all participating groups. Action to secure facilities in process.

DENTAL SERVICES FOR CHILDREN — *Committee Chairman,* DR. HAROLD GREAVES — Implementation of recommendations under way. New services to pre-school children available; improved and additional dental service provided by Montreal Health Department; fluoridation of water being considered.

ALCOHOLISM — *Committee Chairman,* DR. W. H. CRUICKSHANK — Report adopted and launched at large public meeting chaired by Dr. Adelard Groulx and addressed by R. G. Bell. Recommendations being put into force.

ROLE OF VOLUNTARY HEALTH AGENCY — *Committee Chairman,* MISS I. BLACK — Report completed.

NUTRITION COMMITTEE — *Chairman,* MRS. D. C. BAIN — concerned with the development of better nutrition locally.

HEALTH SERVICES — *Committee Chairman,* J. P. NICOL — to examine services available and suggest methods of meeting demonstrated need.

PLANNING FOR GROUP WORK AND RECREATION

EXECUTIVE COMMITTEE: Chairman, MISS ANNE B. ZALOHA. *Members* — Mrs. Q. C. D. Bovey, Mr. S. A. Clyke, Mrs. John Corbett, Mr. E. A. Cotton, Mr. Hedley Dimock, Mr. Ralph Garber, Miss Florence Greene, Mrs. J. J. Jacobs, Mr. Robert Lazanik, Mrs. E. MacDonald, Mrs. J. I. Mutchler, Mr. Arthur Rotman, Mr. Robert Smith, Mr. Henry Stegmayer, Miss A. I. Vail, Mrs. R. W. Wakefield, Rev. Ivor Williams, Mr. Fraser Woodhouse. *Secretary* — MISS SYBIL ROSS.

PROGRAM COMMITTEE — *Chairman,* HENRY STEGMAYER — responsible for the Section's six general meetings.

ATHLETICS COMMITTEE — *Chairman,* STANLEY CLYKE — to examine standards of athletics for elementary school children.

OLDER PEOPLE'S CLUBS COMMITTEE — *Chairman,* MRS. Q. C. D. BOVEY — to coordinate and help in developing the programs of 12 member clubs.

CITY SUMMER PROGRAMS COMMITTEE — *Chairman,* ROBERT SMITH — to develop better summer recreation programs.

RECREATION SERVICES COMMITTEE — *Chairman,* ERNEST COTTON — to examine priorities for development.

GIRLS' PROGRAMS COMMITTEE — *Chairman,* MRS. AGNES MUTCHLER — to develop good leisure time services for girls.

VOLUNTEERS STUDY COMMITTEE — *Chairman,* HEDLEY DIMOCK — to stimulate the best use of volunteers in member agencies.

NGES SO MUST HEALTH AND WELFARE SERVICES

SOCIAL SERVICE INDEX

The orderly cataloguing of the records of 124 organizations from all sections of the community continued. This service which facilitates interchange of confidential information among qualified member agencies was used 42,941 times. In addition 21,693 records were cancelled and 10,975 index cards withdrawn.

The year was notable for its educational program, the revision of the Application and Agreement Forms, the publication of a Handbook on Procedure and the compiling of a detailed Manual.

COUNCIL FINANCE — 1952

Expenditures totalled $46,889. for all purposes—including $11,800. for the Social Service Index. Expenses were met by a grant of $32,911. from Welfare Federation, the rest coming from membership fees, members' share in support of the Index and sale of publications. Auditors — Stevenson, Walker, Knowles & Co.

COUNCIL PUBLICATIONS — 1952

'Teen Clubs — Conference Proceedings
Old Age Can Be Fun
Montreal Welfare Planning Chart
Dental Services for Children
Health and Welfare Services in Quebec
Mentally Handicapped Children in Quebec
Going Places and Seeing Things
Day Care for Children in Montreal
Emotionally Disturbed, Retarded and Delinquent Children — Conference Proceedings
Alcoholism in Montreal

PUBLIC INTERPRETATION

This program was maintained through visits to 34 member agency Boards; services of Board or staff member on 42 international, national and community committees; press and radio releases; and the publication of the "Commentator".

INFORMATION AND CONSULTATION

The Council renders a continuous service of major importance to the community through its staff information and consultation program.

COUNCIL OFFICERS

President . . .	CARL REINKE
Vice-Presidents .	HENRY F. HALL HON. MRS. A. K. HUGESSEN
Hon. Secretary .	MRS. J. M. RUDEL
Hon. Treasurer .	ALLAN G. MAGEE
Hon. Solicitors .	COL. A. A. MAGEE, Q.C., C.B.E. W. B. SCOTT, Q.C.
Executive Director	CHARLES H. YOUNG
Associate Executive Director . .	GWYNETH HOWELL

PROJECTS AHEAD

Housing

. . . still the most urgent unsolved problem, particularly for those with small incomes.

Government Subsidies

. . . though better, still do not enable the agencies to fulfill their functions properly.

Multiple Appeals

. . . another unsolved problem with which the Council is concerned.

Physically Handicapped

. . . coordination of services still neglected for lack of money.

Research Department

. . . essential for the Council to render sound service but non-existent lacking finance.

Education for Marriage and Family Living

. . . coordination and development of programs awaits availability of funds.

Housekeepers

. . . insufficient service to meet need. *Committee chaired by* MRS. PHILIP CUMYN at work.

Delinquency

. . . Prevention and Treatment — *one-day Institute planned for May 5th* in cooperation with the Mental Health Committee of Montreal Rotary Club. *Leader,* RICHARD A. CLENDENEN of Washington.

Mental Health

. . . Fine interpretative drama *"My Name is Legion" by New York Theatre Wing* cast to be presented *May 12th* under the auspices of the Council and Mental Hygiene Institute.

Geriatrics

. . . Two British specialists on the process of aging. DR. THOMAS RUDD and DR. C. T. ANDREWS will be here about May 25th when special meetings will be arranged

All these meetings open to the public.

MODERN SERVICES TO MEET MODERN REQUIREMENTS

PLANNING FOR WELFARE

32nd Annual Report
MONTREAL COUNCIL OF SOCIAL AGENCIES

1951

COUNCIL LEADERS

OFFICERS: *President:* MRS. ANDREW FLEMING, M.B.E.—*Vice-Presidents:* —Henry F. Hall, Carl Reinke—*Hon. Secretary:* Miss Eleanor Hamilton—*Hon. Treasurer:* Allan G. Magee—*Hon. Solicitors:* Col. A. A. Magee, Q.C., C.B.E., W. B. Scott, Q.C.—*Chairman, Case Work Section:* David Weiss—*Chairman, Group Work Section:* Miss Anne B. Zaloha—*Chairman, Health Section:* Dr. Donald Fleming.

BOARD MEMBERS: Miss Elinor G. Barnstead, G. Egerton Brown, Dr. W. H. Cruickshank, Mrs. Geo. V. Ferguson, Leslie W. Haslett, Maitland S. Horn, Hon. Mrs. A. K. Hugessen, Mrs. H. H. James, Dr. John J. O. Moore, Mrs. W .K. Newcomb, James P. Nicol, Mrs. Hubert Pasmore, Mrs. J. M. Rudel, Miss A. Ann Silver, Hugh H. Turnbull.

STAFF: *Executive Director:* Charles H. Young—*Associate Exec. Director:* Miss Gwyneth Howell—*Executive Assistants:* Mrs. Gretta Andrews, Miss Sybil Ross, Mrs. A. M. Storey, Miss Ina Young.

YEAR'S HIGHLIGHTS

The year 1951 was notable for the following welfare developments:

On the Federal level —the decision to establish a contributory Old Age Pensions program at $40.00 per month for persons 70 years of age and over; an Old Age Assistance program on a means test basis for those 65-70. Notable also from a service standpoint was the Survey of welfare positions for all Canada undertaken by the Department of National Health and Welfare.

On the Provincial level —six developments stand out—the decision of Quebec to participate in the Old Age Assistance program through a Social Allocations Commission; the increase in subsidies for hospitals and agencies through the Quebec Public Charities Act; and the increase in rates to Needy Mothers. Both of these increases gave some, though only partial relief to the voluntary health and welfare organizations of this city. In addition the new Youth Protection Schools and Social Welfare Court program came into operation, and an Act was passed to permit the enforcement of Maintenance Orders in other provinces.

On the local level—the year was notable for the Recreation Survey undertaken by the City, and major changes in certain voluntary agencies—the amalgamation of two agencies to form the Children's Service Centre, arrangements for the Griffintown Club to join the Montreal Boys' Association, the launching of the Travellers' Aid Society and of the Montreal Girls' Association, the re-opening of the Girls' Cottage School, the re-organization of the Occupational Therapy and Rehabilitation Centre, and new buildings for University Settlement, Sheltering Home and Young Women's Christian Association.

PLANNING IN ACTION

The Council is really its member agencies working cooperatively in committees and through staff to achieve welfare goals for a better community. This year's report attempts to show how this is done—and the extent and diversity of the program—in diagrammatic fashion on the next two pages.

PLANNING G

63 Organizations as Partners in Planning Combine in Groups Around Major Functions

CASE WORK ORGANIZATIONS

Boys' Farm and Training School—Children's Service Centre—Ch
Memorial Hospital, S.S. Dept.—Family Welfare Association— Family
Department of the Baron de Hirsch Institute—Girls' Cottage Schoo
Counselling Centre—Irish Protestant Benevolent Society—Jewish Ch
fare Bureau—Jewish General Hospital, S.S. Dept.—Jewish Immigr
Society—John Howard Society of Quebec—Jewish Vocational Service
Benevolent and Protestant Orphans Society—Montreal Day Nursery
real General Hospital, S.S. Dept.—McGill School of Social Work—Old
Mission—Protestant House of Industry & Refuge—Protestant Industria
—Royal Victoria Hospital, S.S. Dept.—St. George's Society—Salvation
Sheltering Home—Society for the Protection of Women and Ch
Weredale House—

ASSOCIATE MEMBERS—
Th

Work Together in Section Committees for Study of Questions Relating to Each Field

CASE WORK SECTION PROJECTS

CONVALESCENT CARE OF CHILDREN—action to implement 1950 Report—resulting in new pamphlet, observation project and proposal for foster home convalescent care.

DAY FOSTER CARE FOR CHILDREN—committee studying need, present facilities, standards of operation.

TREATMENT OF EMOTIONALLY DISTURBED CHILDREN—new committee assessing need and present resources.

HOMELESS MEN—new attack on long-term problem with object of better integrated and more adequate service.

THE UNINSURED UNEMPLOYED—coordinated effort by agencies and groups of citizens to urge Federal Government to extend unemployment insurance and assistance.

AGENCY—HOSPITAL REFERRAL RELATIONS—special committee facilitated work in this area.

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And in Overall Council Committees or Through Administrative Machinery on Questions of General Concern

A. GENERAL CONCERNS

MULTIPLE APPEALS—A major effort was made to deal with the prob
by proposal for the establishment of an Appeals Review Board.

REHABILITATION COORDINATION—Plans advanced for the coordi
ally handicapped as follow-through on Council Survey "Re-establishment

CIVIL DEFENCE AND WELFARE—The Council through joint commit
Case Work Section, and in a public meeting explored the implications o
organizations.

WELFARE SERVICES IN QUEBEC—Welfare services for the Engli
communities in near-by areas of the Province were the subject of a rep

INSTITUTE PLANNED—Arrangements were made to hold an Institute
backward and delinquent children in May, to be sponsored jointly by th
Club of Montreal.

TO ACHIEVE THESE GENE

1. The discovery and evaluation of welfare nee

3. Joint planning and coordination of welfare ser

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G IN ACTION

GROUP WORK ORGANIZATIONS

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Children—

Boy Scouts Association—Daily Vacation Schools—Griffintown Club—Iverley Community Centre—Junior League of Montreal—Montreal Boys' Association—Montreal Jewish Youth Council—Negro Community Centre—Neighbourhood House—Parks and Playgrounds Association—Rosemount Boys' Club—St. Andrew's Youth Centre—St. Columba House—Tyndale House—Unity Boys' Club—University Settlement—Women's Voluntary Services—Young Men's Christian Association—Young Men's and Young Women's Hebrew Association—Young Women's Christian Association.

HEALTH ORGANISATIONS

Brehmer Rest Preventorium—Canadian National Institute for the Blind, Quebec Division—Canadian Red Cross, Quebec Division—Child Health Association—Jewish Hospital of Hope—Julius Richardson Convalescent Hospital, Inc.—McGill School for Graduate Nurses—Mental Hygiene Institute—Montreal Diet Dispensary—Montreal League for the Hard of Hearing—Murray Bay Convalescent Home—Occupational Therapy & Rehabilitation Centre—Royal Edward Laurentian Hospital—Victorian Order of Nurses.

-Montreal Council of Women—The Church of England in the Diocese of Montreal
he Montreal Presbytery of the United Church of Canada

UP WORK SECTION PROJECTS

GE PROGRAM STANDARDS—committee of
rs and adult leaders to follow through on
ndations of 'Teen-Age Conference.

MMER PROGRAMS—prepared Handbook on
l tours; arranged workshop for counsellors on
Study in a City Setting"; planned pooling of
f program specialists.

TICS COMMITTEE—concerned with standards
programs in member agencies, beginning with
pre-adolescents.

Y COMMITTEE—to examine member agen-
ry facilities and use, with a view to maximum

TION FOR ELDERLY PEOPLE—action com-
mming from 1950 report. Co-ordinates and
work of existing clubs, rendering technical

REW'S YOUTH CENTRE—examination of
rogram and future place of this Centre, at its

HEALTH SECTION PROJECTS

DENTAL SERVICES FOR CHILDREN—special committee report published on the extent of uncorrected dental defects in children in Protestant schools. Recommendations being implemented.

PREVENTION AND CONTROL OF TUBERCULOSIS IN CHILDREN—action committee to follow through on recommendations of 1948 Montreal School Health Survey.

PROGRAM FOR MENTALLY RETARDED CHILDREN—report published on necessary community program for non-Roman Catholic children. Negotiations with Province proceeding.

ALCOHOLISM—report published on extent of need and resources, with proposed prevention and treatment program. Major public education effort sponsored jointly by Council and City Department of Health.

CHRONIC ILLNESS—large representative committee studying program for more adequate facilities and care.

ROLE OF VOLUNTARY HEALTH AGENCY—new committee set up to define functions and relations to public health services.

BREHMER REST PREVENTORIUM—review of agency program.

blem of multiple campaigns

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t of Disabled Persons".

ttee study, sponsored by the
of civil defence for welfare

ish-speaking population in
port issued during the year.

e on emotionally disturbed,
he Council and the Rotary

B. ADMINISTRATIVE PROGRAM

THE SOCIAL SERVICE INDEX with 108 agency members from all sections of the community handled over 43,618 clearings during the year.

THE SOCIAL SERVICE DIRECTORY, issued every two years, latest issue 1950, sold to a total of nearly 500.

SURVEYS AND STUDIES—The scope of the research and fact-finding work of the Council is reflected in the production of thirteen major memoranda and reports during the year.

PUBLIC INTERPRETATION—The Council program of education and interpretation was maintained through meetings, press and radio releases, library service, and the publication of the "Commentator".

INFORMATION AND CONSULTATION—The Council renders a continuous service of major importance to the community through its staff information and consultation program.

ERAL OBJECTIVES

eds. 2. The development and improvement of welfare programs.

rvices. 4. The promotion of necessary public welfare measures through legislation.

tion of welfare needs and services to the community.

MAJOR UNFINISHED BUSINESS

HOUSING—still Montreal's number one problem, especially for those with small incomes.

UNEMPLOYMENT—further positive planning to cope with this hazard must be undertaken.

GOVERNMENT SUBSIDIES—increased provincial-municipal grants needed to enable agencies in all parts of the community to provide better relief rates and more adequate services through properly qualified and properly paid personnel.

MENTALLY HANDICAPPED—program of care for English-speaking children urgent and long over-due.

CHRONIC ILLNESS—facilities and care to meet pressing need.

MULTIPLE APPEALS—community action required to solve this increasing problem.

PHYSICALLY HANDICAPPED—coordination of services to be provided by the Council when staff and financing obtained.

RESEARCH—research department essential to develop sound Council service.

PROJECTS AHEAD

FOSTER PARENTS—Day of recognition planned on a community-wide basis for the end of May.

CANADIAN CONFERENCE ON SOCIAL WORK—to be held June 15th - 20th in Quebec City.

DRAMATICS IN RECREATION—Institute with outstanding leaders planned for October.

EDUCATION FOR MARRIAGE AND FAMILY LIVING—Action to secure financing to provide this necessary service as advocated in the Council 1950 report.

RECREATION SERVICES—study to be undertaken to determine priorities in local development.

FINANCIAL SUMMARY

Council expenditures for 1951 amounted to $46,063 for all purposes—including $11,071 for the Social Service Index. Expenses were met by a grant of $38,543 from Welfare Federation, the rest coming from membership fees, members' participation in the support of the Index, and sale of publications. The annual statement of income and expenditure, audited by Stevenson, Walker, Knowles and Co., appears in the Red Feather Year Book.

22nd April, 1952

MONTREAL COUNCIL OF SOCIAL AGENCIES

1040 ATWATER AVENUE

Annual Report

1950

MONTREAL COUNCIL OF SOCIAL AGENCIES

1040 ATWATER AVENUE MONTREAL, QUEBEC

CONTENTS

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REPORT OF THE PRESIDENT

In submitting the President's report there are a few comments I should like to make in connection with the work of the Council during the past year.

Once again Welfare Federation was faced with a shortage of funds, which has made for difficulties in keeping up standards of service in member agencies and has held back planning for necessary developments in the welfare field. In spite of money pressures however, at the present time we seem in Montreal to be in a period of change. Some agencies have discontinued their work, some have moved from the old locality to a new one and new developments are arising in various fields. All this requires careful planning and consultation on the part of the Boards of the agencies and the Council representatives. May I pay tribute here to the splendid spirit which seems to exist between all those involved in these negotiations? The predominant thought seems to be how the best service may be given to the men, women and children who are to be assisted and how the money that is available may be dispensed to the best advantage.

Often I know it seems as if the Council is slow in undertaking the tasks presented to it and must ask your indulgence. If we were able to enlarge our staff, much could be done, but unfortunately this is not possible just now and so with a greatly increased demand for service our competent staff has to try and do what appears to be most important first, and this means that many things can only be dealt with as time permits.

During the year we moved into our new offices in the Red Feather building on Atwater Avenue. The thought of being permanently settled is a source of satisfaction and we are well equipped as to space.

We took advantage of having a satisfactory abiding place at last, to hold a Delegates' Assembly - something which we had been wanting to do for a long time. All official delegates were invited to tea in the building, and met as a body - an excellent 'get-together' of the voting base of the organization - in fact, the true Council. Mrs. Kaspar Fraser, President of the Canadian Welfare Council spoke on the rights and responsibilities of delegates. Altogether, we had a fine response.

Also we have continued to visit the Board meetings of member agencies this year, to learn of the agency's individual problems and to tell of the Council's place in the scheme of things.

A special urgent question, that of the many appeals for funds in our community is being dealt with by a committee of representatives of such organizations as the four Federations, two Councils, Board of Trade, Chambre de Commerce, Better Business Bureau, City Improvement League, two major Labour Unions, Montreal Hospital Council, etc., with Mr. Carl Reinke of our Board as Chairman. Their task is a difficult and arduous one but we have every confidence that the committee will find some satisfactory conclusion in order to improve the present situation.

Rehabilitation is another subject which is much in the minds of thinking people today and as a result of the Survey which was completed a year and a half ago every effort is being made to follow through on the recommendations made. The first step within this Council's constituency has been the

enlargement of the programme of the Occupational Therapy and Rehabilitation Centre with Mr. Egerton Brown, a member of our Board of Governors, as new President of the Centre. We wish him every success and are satisfied that under his able leadership much will be accomplished.

With the unrest in the world today and the uncertainty of the future, Canada is fully aware of the necessity for preparedness. Civil Defence Committees have been set up across the country and welfare agencies will have a vital role to play in the planning. We are gratified to learn that this has been recognized by our local Civil Defence Committees. Agencies' personnel are likely to be the core of a developing programme and as a result of recruiting there is already evidence of an increased demand for services.

At this point, I wish to say that we learned with regret of the resignation of Father Guillemette as Director of Le Conseil des Oeuvres. Our relations with him have always been most pleasant and we are sorry that he will be with the French Council no longer. We extend to him our thanks and wish him every success in his new work. We welcome Father Latulippe, who has taken over Father Guillemette's position.

And now to the Section Chairmen and delegates we say 'thank you' for all their work during the past year; also to the Board of Governors and chairmen of special committees, and to the chairman of the Social Service Index; to the Press which is most generous in giving us excellent publicity, and to the Windsor Hotel. The retiring Governors this year are Mr. Drummond, Mr. Kilburn, Mr. Rambie, Miss Aikin, Mrs. Rea, Mr. Smit and Dr. Silverman. As most of them have served a period of four or five years their help and guidance will be greatly missed and we thank them for their services. This year we are losing all our Section Chairmen and of course special mention must be made of them - Miss Silver, retiring Chairman of the Group Work Section, Mr. Smit, retiring Chairman of the Case Work Section, and Dr. Silverman, retiring Chairman of the Health Section. Each in his field has made an outstanding contribution, not only to the Sections but to the Council Board. We have benefitted greatly by their sound counsel and active participation in all discussions. We shall miss them for themselves and for their sage advice. We thank them most sincerely.

Not long ago a young man told me that during a lecture on committee procedure the instructor had said that the most successful chairman was one who could organize, deputize and supervise. In Mr. Young and Miss Howell we have two people who have these three qualities. Their tact and understanding enable the work of the Council to run smoothly; we are indeed fortunate to have them to guide the planning in the fields of Health and Welfare in Montreal. To them and their staff we owe a deep debt of gratitude and grateful thanks. Council work is one that cannot be evaluated in dollars and cents, much of the day to day routine cannot be publicized and it is hard to convey to the public just what is being accomplished. However were it not for such a body of interested citizens, giving of their time and energy to coordinate the welfare services of the community, I hesitate to think of the serious consequences that would arise. A healthy Council is a busy one and there is no doubt that our Council is bursting with health.

(Signed) Ruth S. Fleming
President.

REPORT OF THE BOARD OF GOVERNORS FOR THE YEAR 1950

All the reports herewith presented, together form a whole - a statement on this Council's efforts and achievements during its programme year of 1950. Now, a Council of Social Agencies is quite a simple thing though there seem to be several misconceptions about it. Specifically, this Council is an organization of people from Montreal and round about who want to improve the community in which they live; it is a place where people of different interests and points of view can meet to plan together; it is interested in civic, health, recreational, benevolent and philanthropic activities, public and private; it seeks to eliminate and prevent unhealthy social conditions; it endeavours to promote improvements which will provide better standards in total living; to these ends it has the participation and support of sixty-five member organizations and of many more which are not full members. Through the Council these groups work together in community planning for health and welfare. Through the Council careful studies are made of the needs of the community and its people. As a result of these studies realistic plans are made, and goals set. One thing a Council is not. It is not an administrative organization. Its goals can be reached, its achievements recorded only when member organizations, citizens and governments take action to meet the needs which have been discovered. If this Council's work has been effective this year it should show in the reports submitted. Certainly this, your Council is seeking answers to the community-wide problems of both today and tomorrow.

Out of present planning and action certain improvements have been brought about this year. Other goals have not yet been achieved as time is a big factor in bringing about change. However 'a treat put off is a treat in store' as the old proverb says, and life would be dismal indeed if there were not still many improvements to which to look forward. Let us examine some of this community's recent achievements (which Council members have had a large share in bringing about) and let us list some of the goals for which we are still striving.

BETTER CARE FOR CHILDREN will result from:

- the Quebec Government's new legislation which constitutes tangible evidence of a real concern to secure improvement in services to children. Already there have been amendments to the legislation as recommended by members of this Council. The job is not finished, but long strides have been taken.

- the soon-to-happen opening of the new Girls' Cottage School, to which end so many have worked, especially for a high calibre programme, and in which the Quebec Government's Department of Social Welfare and Youth has played an outstanding part.

- the re-alignment and streamlining of child care services in both the Jewish and Protestant communities.

- the prospect of enlarged and improved services for convalescent children

- the improved planning for prevention and control of tuberculosis in children as accepted by the Montreal Department of Health; also the acceptance of the plan for the early discovery of orthopaedic defects in school children.

- the municipalities' developing interest in more and better public recreation; the recent provision of three new boys' (and girls') clubs, with

growing concern for the provision of qualified staffs; the new Tyndale House building and that of University Settlement which will soon be ready.

Efforts are still being made to secure more day-care for children whose mothers are out of the home; to get better dental services for all children; to persuade the Quebec Government to help us provide facilities for English-speaking mentally retarded children and TO OBTAIN AN INCREASE IN RATES PROVIDED THROUGH THE QUEBEC PUBLIC CHARITIES ACT. Success in this last endeavour is essential if decent child care services are to be maintained.

BETTER CARE FOR YOUTH - The improvements in services to children apply pretty generally to our youth. But community achievements which should be listed are those of The Protestant School Board of Greater Montreal in the planning for and provision of new High Schools. Then, right in our own baili-wick we should remember the Teen Club Conference (discussed in more detail elsewhere) and the 'stepped-up' programme of the Young Women's Christian Association which we expect to see in operation in a new building before the year is out.

BETTER SERVICES TO FAMILIES will derive from the recommendations of the Council report on Education for Marriage and Family Living when they are put into effect; when the Quebec Government can be persuaded to increase its shocking Needy Mothers' Assistance rates ($37.00 a month for a mother and three children) so that a home can mean something with the mother in it and not be just a shelter which she maintains by going out to work; when the Quebec Public Charities Act is given the broadest interpretation possible and its rates increased so that dependent people without breadwinners can get enough to eat; when DECENT HOUSING at rents they can afford to pay is provided for citizens in moderate and poor economic circumstances; when the Federal Government recognizes that plans must be made for Unemployment Assistance, because many suffer even in times of relative prosperity, and Unemployment Insurance has several gaps in it; and finally when the Montreal Department of Social Welfare accepts responsibility for direct service to citizens in need. Your Council has been knocking on the door with most of these requests each year for several years, and certainly has not been answered.

It seems ironic that in this Province of Quebec where we hold family life particularly sacred that we are so very reluctant to strengthen and bolster it, right where it needs it, in the heart of the home. However, this Council does not give up easily, and its members will continue to work for necessary reforms.

BETTER CARE OF THE HANDICAPPED - The President has noted some achieve-ments in this area. An important event to be recorded also was the National Conference on Rehabilitation called by three departments of the Federal Government and which several of our volunteer members attended. Montreal is regarded as having made an outstanding contribution at that Conference and it seems fair to say that the interest and knowledge of the prominent citizens who made it derived substantially from their participation in Council work.

BETTER CARE OF THE AGED AND UNATTACHED PERSON - On the positive side note should be made of the Federal Government's recommendations and the Provinces' agreements to a plan for increasing the amount of old age pensions, lowering the age of eligibility, moving into a contributory plan and making pensions available to all, with no means test at age 70. This scheme is not in operation yet, but it will be, and it will certainly improve the sad financial situation of many elderly persons.

Montreal has seen also a surge of interest in providing recreation for older people. The Council's part in writing a handbook of operations for the guidance of the groups concerned is dealt with elsewhere in this report.

Though not just for the use of the aged and the solitary, it seems fitting to record here, that the Sheltering Home which this Council recommended should give up its old quarters, has found a new building and is operating right now at 1675 Lincoln Avenue, able to give better service than ever.

Still to be achieved are planned care of the chronically ill (whether elderly or not); direct medical services to pensioners provided by government; and planned service for the homeless or transient man.

BETTER SERVICES TO TRAVELLERS - An old service is becoming a new agency. In May 1950 the Travellers' Aid Department of the Young Women's Christian Association then operating as the Provisional Travellers' Aid Society, and with a history of more than fifty years, secured the services of the Council in making a survey of its work. Of course the survey was jointly undertaken, and the special consultant was Miss Bertha McCall of New York, until recently Executive Director of the National Travelers' Aid Society. Her main recommendations were the establishment of a separate, autonomous Travellers' Aid Society with community-wide sponsorship, an enlarged budget and an enlarged staff. These recommendations were acceptable to everyone concerned, and after much committee work, ably led by the Hon. Mrs. A.K. Hugessen a representative new Board has come into being, under the Presidency of Mr. E.P. Rees. No operating changes have yet taken place, but it is confidently expected that a bigger and better service will soon be available in Montreal. There is nothing negative to report here except that funds are in short supply and qualified staff very hard to find.

BETTER SERVICES TO DISCHARGED PRISONERS - There is no question but that rapid improvements are taking place in our Federal penitentiaries. To this end Council members worked steadfastly and for a long time with no results to hearten them. Today the same work must be continued to secure comparable improvements in our Provincial prisons. Close to home, also, is our member agency the John Howard Society of Quebec. It has been very close indeed, as due to inability to secure personnel, all the work of the agency, insofar as it could be handled, has been done by Council staff for the past eight months. This has meant that regular Council work had to be neglected and delays in action have occurred in certain parts of the Council's programme. Only the deep belief which the Council felt in the need to develop standard services for ex-prisoners, whose behaviour has deep-rooted causation, made it decide on this considerable sacrifice of staff time. There is now every indication that the agency's staff problem will be resolved and that gradually an improved service will be developed.

BETTER CARE FOR ALCOHOLICS - This is dealt with in the Health Section of the report. It is planned that present services to this group shall be assessed, together with future needs and necessary treatment facilities afforded.

CONCLUDING NOTES

All the work done in 1950 cannot be reported detailed.

- The Council continued to work closely with the McGill School of Social Work interlocking its work in several ways. Standards of performance in member

agencies are of major concern to the Council and performance is largely dependent on quality of staff, so the interdependence of the School and the Council is self evident.

- Consultations with staff and Board members of affiliated agencies on staff-finding and other matters were afforded as usual.

- An unofficial employment service was rendered to agencies and various types of workers referred to the Council office.

- Applications for social assistance were handled, due to the fact that the office is centrally located, and as many have heard of the Red Feather, when they are in trouble they seek out the building in which the Council is housed.

- Council staff and Board members also served on at least twenty related community and national committees.

- Besides these activities two men being trained as administrators for naval hospitals were students in the Council office for one week each.

- Numerous students were assisted in securing study material and information - coming from McGill University's Schools of Architecture and Social Work, departments of psychology and sociology and economics; from Sir George Williams College, from other Universities in Canada and the United States, from High Schools, and so on.

- Two copies of the occasional bulletin COMMENTATOR were published and circulated.

- The 1950 edition of the Social Service Directory was published - a considerable task, done largely by an ex-staff member, Miss Bowden, working as a volunteer.

- United Nations fellows and others, from India, Japan, England, Holland, South Africa and Sweden were planned for over varying periods of time, so that their learning experience in Montreal could be fruitful.

- The Annual Meeting clearance service, library service and busy information service were rendered by Council staff.

When an organization plugs along at its work from day to day it can often only see the tasks not yet done and overdue for action. It is frequently tough going, and it is generally the most active volunteers and the staff who most question the rate of progress and even if progress is being made at all. This report constitutes the record.

I was reading something by Violet Markham the other day. She quoted someone she knew as saying - "Everything today is out of balance. Old faiths and new ideas are at grips with each other. We are hacking our way through a jungle. But we shall come through it one day to open country on the other side, and when that happens there will be a great advance made in man's spiritual as well as his material development". Well, we must find the zest

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CASE WORK SECTION

Since the reorganization of Sectional programmes ten years ago the Case Work Section has consistently attempted to meet the purpose for which it was organized, that is, to enable member agencies to disclose urgent problems they are facing in order that plans to meet their needs may be devised in relation to the total planning of the community.

The detailed programming of Section work is undertaken by the Executive Committee which held seven meetings during the past year. In fulfilling its functions it must take into consideration the various methods by which this may be accomplished, through public meetings, committee work and informal activities.

PUBLIC MEETINGS

Family Agency Institute - In co-operation with the Baron de Hirsch Institute, a two-day Family Agency Institute was conducted at the beginning of the Season. The leader on this occasion was Dr. M. Robert Gomberg, Executive Director, Jewish Family Service, New York City, who addressed two luncheon meetings and conducted three discussion groups. The theme of this Institute was "Current and Future Directions in Family Welfare Programmes". Attendance at each session was in the neighbourhood of one hundred people, comprising Board members, committee members, professional workers from private and public agencies of all sections of the community. In addition to the inestimable value of the content of the discussions, those participating had the opportunity of meeting together, viewing appropriate films and taking away with them literature and local publications.

General Meetings - At the opening meeting of the Case Work Section, the report of the Committee on Convalescent Care for Children was presented in a panel discussion and the recommendations accepted by the Section. The membership of this committee represented a wide cross-section of the community and the recommendations had implications for a broad community programme.

An opportunity was afforded the Section at another meeting to hear reports of the Mid-Century White House Conference on Children and Youth (held in Washington, D.C., in December 1950) from local delegates who attended and also from Miss Phyllis Burns from the Canadian Welfare Council who was a special guest speaker. These reports stressed the planning which had been done at local levels to make such a Conference possible and itemized the needs of children, with the services necessary to meet these needs. In the discussion following the presentation of the reports, the Section showed keen interest in developing a similar conference in Canada. The Executive Committee has pledged itself to give further consideration to developing this interest next year.

A joint luncheon with the Group Work Section was held when the special speaker was Miss Eileen Younghusband, noted British social worker, who spoke on "The Welfare of Old People". During Miss Younghusband's stay in Montreal arrangements were made for her to visit Belvedere and to consult informally with the Faculty of the McGill School of Social Work.

The final Section meeting of the season was addressed by the Reverend A.M. Guillemette, the Director of the School of Social Work, University of Montreal and of the Conseil des Oeuvres. His subject, "Social Welfare Developments in the French Community", proved interesting and most challenging

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to the Sections's constituency.

COMMITTEES

Further action recommended in the Report on Unmarried Parenthood has been undertaken and it is hoped that shortly there will be completed a pamphlet on resources that should be useful to the unmarried mother. There have been numerous requests for the pamphlet "An Aid to the Doctor" which was prepared by the Committee.

A Technical Committee set up last year on Inter-Agency Medical Referrals has not yet completed its assignment.

Continued interest has been shown in services which should be made available for the Emotionally Disturbed Child. An outline for committee work in this area was prepared by the Section last year and presented to the Board of Governors for authorization.

The completed report on the Committee on Convalescent Care for Children also has been accepted by the Board of Governors.

The implementation of various reports has been dependent upon the amount of professional time accorded and upon lay participation. Progress, however, can be reported on all fronts.

OTHER ACTIVITIES

During the course of the year the Executive Committee discussed various social welfare developments which were taking place in the community. The legislation creating Youth Protection Schools and Social Welfare Courts was studied as it affected the Case Work Agencies, and appropriate recommendations were made to the Board of Governors of the Council.

The development in the community of various new projects were of particular concern. These were sponsored by well-intentioned but uninformed people and attempted to meet the needs that exist in the community, but which cannot be developed under sound sponsorship at the present. The Executive Committee assessed these developments and brought them to the attention of the public authorities, through the usual channels.

One of the emerging programmes which will have great implication for the Case Work Section, is that of Civil Defence, particularly in the area of personal needs of the dependents of soldiers and their families.

A continuing liaison has been maintained with the Family, Children's and Delinquency Sections of the Canadian Welfare Council, especially in those aspects which affect the membership of the Section.

The programme of the Case Work Section in its public meetings, committee work and other activities, provides a very heavy work schedule. The Executive Committee gave consideration to determining the priorities in the programme in relation to the staff time available; the question of time as between the completion of a Committee assignment and the publication and implementation of its report; the amount of participation that might be expected of busy professional and voluntary people who represent the constituency in the committee work; the needs as expressed by the agencies themselves; and the

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pressures exercised by the community in pointing up the services that should be rendered.

In this process of evaluating the programme, it was decided to table the Institutional Staff Training Committee for the present time, in favour of the two more pressing programmes in the community - (1) Day Care of Children, which was seen as a very necessary service in the event of international developments, and (2) the need for a co-ordinating effort on behalf of Transient and Resident Homeless Men. These latter assignments will be given consideration in the committee work next year. The Executive Committee took into consideration the fact that service available to the Section consisted of part only of one social worker's time.

It is with regret that the Section has to record the resignation of Mr. Eric I. Smit, who acted as Chairman of the Section for the past three years, and provided consistent leadership during that period. Also retiring from the Executive Committee are Mr. George B. Clarke, who has served on it for a number of years, Miss Dorothy Aikin and Mrs. Hartland M. Paterson - their services will be greatly missed. The new Chairman of the Executive Committee is Mr. David Weiss. He, with Mrs. H.H. James as Vice-Chairman, other members of the former Executive Committee, and the new members will provide excellent leadership for the future Section programme.

The Case Work Section would like to draw attention to the fact that it work is dependent upon the participation of voluntary people as well as professional people. It is only through the joint efforts of lay and professional representatives that a truly co-operative effort can be attained. The relating of community services to community needs requires a great deal of planning. The following quotation is appropriate to the philosophy underlying the work of the Case Work Section:-

> "Community services will be responsive to community needs if they are motivated and operated on the basis of our belief in the true worth and dignity of every individual, whether he be young or old, poor or rich, healthy or sick. To bring this about is the challenge of these times".*

(Signed) Gretta Andrews
SECRETARY

* Manuel Kaufman, "Relating Community Services to Community Needs" - Social Case Work, April 1951, p. 153.

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It is with regret that the Section has to record the resignation of Mr. Merle I. Smit, who acted as Chairman of the Section for the past three years, and provided consistent leadership during that period. Also retiring from the Executive Committee are Mr. George H. Clarke, who has served on it for a number of years, Miss Dorothy Aikin and Mrs. Hartland M. Paterson - their service will be greatly missed. The new Chairman of the Executive Committee is Mr. David Weiss. He, with Mrs. H.H. Tamse as Vice-Chairman, other members of the former Executive Committee, and the new members will provide excellent leadership for the future Section programme.

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"Community services will be responsive to community needs if they are motivated and operated on the basis of our belief in the true worth and dignity of every individual, whether he be young or old, poor or rich, healthy or sick. To bring this about is the challenge of these times."*

(Signed) Gretta Andrews
SECRETARY

* Manuel Kaufman, "Relating Community Services to Community Needs" - Social Case Work, April 1951, p. 153.

GROUP WORK SECTION

As the Executive Committee reviewed and evaluated the work of the Section and sorted out the areas of most pressing concern in preparation for planning the year's programme, five main issues came to the fore. This report presents a brief story of what these issues were and how they were tackled.

Public Recreation - One of the first concerns of the Section arose out of the announcement made by the Public Works Department of the City of Montreal that starting in 1951 a survey of recreation facilities would be conducted. The Section immediately went on record as approving of this plan but in so doing it raised the question of including in the survey the need for qualified leadership if an adequate public recreation system was to develop. In stressing leadership the importance of having citizen participation in planning and promoting such programmes was also emphasized.

The procedure and method to be used to spread information and stimulate study of this topic by the agencies, and other interested organizations and individuals was also considered, and in close co-operation with the Montreal Parks and Playgrounds Association a plan has been formulated.

The development of park school projects, the scheme whereby Montreal hopes to acquire a city wide community centre programme was studied. The essential idea in this plan is that the municipal authorities will provide adequate outdoor facilities and supervision for an after-school programme, while the School Boards, both Protestant and Catholic, will make available portions of the new school buildings for community centre activities. To date this scheme is being put into operation in five Catholic and two Protestant schools.

Information regarding both these public recreation developments was discussed and studied by the Executive Committee, and was the topic for a general luncheon meeting. It also found its way into the programme of the Teen Club Conference and went back to agencies through teen-agers, staff and delegates. Opportunity was also afforded members to participate in a tour of new recreation facilities, both in the public and private fields, that had developed in the last year. These methods helped to disseminate information to private agencies and organizations in the English speaking community and created in them a concern for the development in their own community, and in Greater Montreal, of a good public recreation programme. It is hoped that this beginning will pave the way for community organizations to prepare briefs and recommendations to be presented to the City.

Teen-Club Conference - The second area considered by the Section was the continuation of the work started by the Committee on Standards for Teen-Age Programmes. This Committee, consisting of staff members responsible for teen-age programmes in recreational agencies, devoted three sessions to a consideration of its role in planning the second Teen Club Conference. The result of this was the formation of a Teen Club Conference Committee consisting of three teen-age representatives appointed from each of the agencies participating. Plans were developed by this Committee and support, co-operation and clarification were given to it by the adult group. Both Committees met alternatively every second week for a period of five months. The Chairman of the adult committee acted as adviser to the Chairman of the Teen Club Committee. As plans developed Conference sub-committees were formed and one adult was appointed to act as adviser to each of these.

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The Conference expanded in numbers and resolved itself around two subjects - Club Problems and Public Recreation. In planning the programme, time was allowed for the Teen Club Conference Committee to work through its concerns and channel its thinking through to teen clubs, stimulating them to raise questions that they would wish to study and concern themselves with during the Conference. As plans proceeded the Conference developed into a two day affair, ending with a plenary session where Mayors and City Councillors representing the various municipalities on the Island received the recommendations brought down by the teen-agers regarding the need for good public recreation programmes.

Following the Conference, both Committees met and evaluated the method used and the Conference itself. On the whole these evaluations were positive, as both agencies and teen-agers expressed enthusiastic approval of this method for developing good programme. However, it was recognized that it was a time-consuming project, and that it would be necessary, if agencies felt that this was an important enough method, for them to recognize it as part of the total agency programme for this age group. This matter is now under consideration as plans are being developed for a 1951-52 Conference.

The consensus of opinion has been that this affair affords teen-agers and staff members from various agencies in Montreal an opportunity to come together and discuss common concerns. It has proved too valuable a medium for developing good teen-age programmes to be discontinued.

Recreation for Elderly People - The question of recreation for elderly people has been on the conscience of the Group Work Section since 1948, when as a result of the report entitled "Problems of the Aged", the Section was asked to assume responsibility for studying the development of a city-wide recreation programme for elderly people. This item was given top priority in 1950 and representatives from recreational agencies were called together to discuss the question and decide what type of procedure should be undertaken.

After clarifying the problem it was considered wise to create a study committee with the following terms of reference:-

1. To prepare an outline on the organization and operation of clubs for elderly people, to be used by sponsoring groups in developing club programmes;

2. To formulate a plan for the establishment of a demonstration project

3. To make recommendations regarding the possibility of developing a city-wide programme.

A handbook has been prepared on the organization and development of clubs for elderly people. The Study Committee has also made recommendations regarding the other terms of reference and these are awaiting ratification.

Behaviour Problems - Another area of concern has been the behaviour problems, noted by staff members, of certain children participating in their programmes. The question became serious in relationship to the work of the agency as it was found difficult to include these children in membership in the agency when their behaviour resulted in serious damages to the building and disruption of programmes. The needs of these children were great and if they were excluded from membership they became an even greater problem to

the community. In studying the problem three different methods are being used. The first step was for the group work agencies to explore the possibility of using the Social Service Index to a greater extent. This has resulted in a request from the agencies for more help in developing a simple but adequate system of recording for this purpose. This is an area that the Section plans to work on next year.

The second recommendation was for the development of better Group Work - Case Work referrals, and it was suggested that two trial projects should be attempted. One with a Group Work and Case Work agency in the Jewish community, and another with two similar agencies in the Protestant community. These experiments were to be used as trial projects and it was hoped that they would develop into a pattern for good referral practices. However, due to the fact that agency staff members were already carrying heavy loads this project has not yet been undertaken. It is planned to give this top priority next season.

City Summer Programmes - Special city summer programmes have now become an important part of agencies' services to their members. A request came from staff members to study this part of their work especially with a view to developing good programmes around short day trips planned as part of a special project. This Committee has prepared a handbook entitled "Where Are We Going?" which includes a listing of places of interest, beaches, transportation facilities, sample projects and agencies conducting special summer programmes.

General Meetings - In concerning itself with general meetings the Programme Committee attempted to use these meetings as a place to clarify and present to the general membership some of the concerns of the Section.

Dr. John J.O. Moore, Director of the McGill School of Social Work brought to the group a report of the Canadian Conference of Social Work held in Vancouver in June 1950. Dr. Alfred Feintuch presented an excellent paper on Vocational Guidance Service, and showed how this type of service can be used in relationship to group work programmes. Mr. Claude Robillard, Chief Engineer, Department of Public Works, City of Montreal, as guest speaker presented the City's plans for the recreation survey, and for the development of the park school projects. Miss Eileen Younghusband, of London, England spoke on "The Welfare of Old People", and brought a picture of the development of programmes for elderly people in Great Britain.

A special Institute was planned around the visit made by Dr. Saul Bernstein, Professor of Social Group Work, Boston University. The topics that he presented related very closely to the studies being conducted in committees. In one session he discussed the Evaluation of Progress in Groups. Here he dealt with the methods to be used in deciding whether and to what extent we have attained the purpose for which our agencies function. The second session dealt with Gangs - A Menace or an Opportunity.

In Conclusion

As the Executive Committee reviewed and evaluated this season's work, it expressed warm appreciation to all Committee Chairmen and members, who due to their enthusiasm and willingness to carry extra responsibilities have made the Section programme possible.

(Signed) A. Ann Silver
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HEALTH SECTION

PURPOSE: The objectives of the Health Section are as follows:-

1. To promote the coordination of public and private health work
2. To serve as a forum for the discussion of problems, policies and plans related to health and sickness
3. To develop new and to improve existing health facilities and services through joint study and research of special problems
4. To give moral support to existing departments of health in cooperation with local medical and dental services
5. To assist in the development of positive public health

PARTICIPANTS: Voluntary health organizations, hospitals, City of Montreal Health Department, Protestant School Board of Greater Montreal, nursing and dental services.

COMMITTEE PROGRESS

Committee on Alcoholism developed as the result of serious concern expressed by many individuals in the community who recognized the great need for more adequate facilities to cope with the problems of alcoholism. Key people in the field were invited to pool their thinking and to appraise the situation for the purpose of making constructive recommendations towards meeting the problems of those suffering from alcoholism. Personnel of the Committee included, physicians, clergymen, lawyers and social workers, with representation from Alcoholics Anonymous, City Health Department, Board of Trade, Commerce and Industry, McGill University, University of Montreal, and the National Committee on Education of Alcoholics.

After due deliberation the Committee initiated a pilot research study, as a limited survey of the situation in Montreal appeared to be indicated and in order to complete this study within a reasonable length of time, three sub-committees were formed under the leadership of a psychiatrist, a social worker, and a sociologist respectively. Comprehensive questionnaire forms were drawn up and circulated through Committee representatives from each of the major fields of interest and concern, thus insuring broad community circulation. It is expected that the findings of this study will enable the Committee to make constructive suggestions as to what facilities should be made available for the rehabilitation and treatment of alcoholics in our community.

Committee on Children's Dental Services was formed in November, 1950 to examine the scope of services existing to meet the dental needs of children attending Protestant Schools. The Committee's terms of reference also included the requirements of pre-school children and the study was extended to cover preventive measures desirable to maintain recognized dental health standards. The personnel of this Committee comprised representatives from the Montreal Diet Dispensary, Faculty of Dentistry, McGill University, Faculty of Dental Surgery, University of Montreal, and the School of Public Hygiene, the City Health Department of Montreal, Junior Red Cross Society Dental Committee, Protestant School Board of Greater Montreal and the Quebec Federation of Home and School Associations.

It is with great regret that the Section records the death of Dr. Kenneth Carver, who represented the Canadian Dental Association on this Committee. He

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was a valuable member and his experience and thoughtful suggestions proved to be of great assistance to the thinking of the group as a whole.

The Committee, which has made a careful study and given much thought to the various aspects involved in the provision of adequate dental services for school children, is about to formulate a statement with definite suggestions as to procedures and recommendations concerning adequate provision of facilities and the improving of care for dental defects.

Committee on the Care of the Chronically Ill - Recommendations derived from the thinking of this representative community group together with that of the Montreal Hospital Council are about to be released. It is hoped that this statement may result in the development of a comprehensive and completely adequate community programme to meet the total needs of chronically ill patients in the City of Montreal. In view of the many hospital expansion plans which are presently contemplated for the acutely ill it would seem to be of equal importance that some thought should also be given to the urgent need for the provision of facilities for patients suffering from long term illness.

Committee on Prevention and Control of Tuberculosis in Montreal School Children was established to implement the recommendations which were made in Appendix A of the Montreal School Health Survey of 1947 and satisfactory progress has been made towards this objective. The City of Montreal Health Department has accepted and expressed approval of the recommendations. In order to facilitate successful implementation on a community-wide basis the Health Department had the recommendations which were sent forward from this Committee translated into the French language as a means of securing the support of both Montreal school systems.

Plans are now under consideration for the enlistment of cooperation from Health Departments in all municipalities adjacent to Montreal. The Quebec Federation of Home and School Associations also assisted the work of the Committee through the publication of the recommendations in its official bulletin thus promoting interest and an awareness on the part of parent groups of the need for the prevention and control of tuberculosis in school children.

Committee on the Role of the Voluntary Health Agency has continued its study on definition of principles relating to allocations of function and responsibility as between the voluntary-supported health agency and the tax-supported health agency. A limited survey of voluntary health agencies in Montreal was made through the circularizing of questionnaires as a means of obtaining opinions and information as to current practices in this City. The Committee is now in the process of assembling this material and an evaluation of the situation together with meaningful suggestions will be forthcoming in a report in the near future.

OTHER ACTIVITIES

A special luncheon meeting was sponsored by the Health Section on September 13th, 1950, when Mrs. Mary Omerod, of London, England, was the speaker. Mrs. Omerod, who is chairman of the Board of Governors of the Royal Bethlem and Maudsley Hospitals, spoke on the subject of the present Health Organizations in the National Health Scheme in Great Britain. This was a well attended meeting and proved to be of special interest to professional people in the health field.

Council for the Guidance of the Handicapped - Unemployment Insurance Commission - The Health Section has been represented on this Committee at the regular meetings which are held once a month. This Advisory Committee with its wide community representation is very interested in rehabilitation projects closely allied to the work of the Montreal Council of Social Agencies, consequently this liaison is of benefit to both organizations in that there is an awareness of the thinking and planning of both groups.

Orthopaedic Defects - The Executive Committee of the Health Section has given considerable attention to the problem of orthopaedic defects in Montreal school children. Exploratory efforts were made to obtain information as to methods and procedures which were used currently in schools in certain parts of the United States for the detection of deformities. Subsequently, special suggestions, in line with methods which have been adopted elsewhere, were made to the Montreal Health Department concerning simple testing techniques for the early recognition of such defects. These recommendations were accepted and approved by the Health Authorities and were passed on to the Protestant School Board of Greater Montreal for further action.

Health Services for Governmental Pensioners - The lack of medical care in this Province to meet the needs of governmental pensioners has created a serious community problem and great suffering for many individuals. The Executive Committee, after careful study, went on record as approving definite action to meet a situation which has become increasingly more acute with rising costs of living. Letters were sent forward to the Chairman of the Joint Committee of the Senate and House of Commons on the Old Age Security while deliberations were in session and to the Prime Minister and appropriate officials in Quebec. The need for supplementary medical services in the Province of Quebec for governmental pensioners was documented and the suggestion was made that assistance similar to that in other Canadian provinces would alleviate a great deal of distress. Letters of acknowledgment were received which indicated both that the Joint Parliamentary Committee and the Provincial Government authorities were favourably disposed to the idea of making provision for supplementary medical services. Subsequently, a representative from the Provincial Health Department communicated with the Health Section to discuss ways and means whereby a suitable scheme could be established in Quebec. The Committee is continuing work in the hope that a plan for the provision of supplementary services may develop.

Provision of Medical Care for Chronically Ill Patients in Commercial Nursing Homes through Family Agencies - Last year it was reported that the Health Section had called a meeting of representatives from Hospitals, Family Agencies and other Organizations interested in provision of "terminal care" for chronically ill patients in commercial nursing homes. At that time the Family Welfare Association faced with a reduction in its income from Welfare Federation due to campaign failure, found that it could no longer accept new applications involving care in nursing homes. Despite repeated efforts and petitions to the Provincial Government for assistance the Family Agencies were unsuccessful in obtaining financial aid and, although most unwilling to do so they were forced to discontinue this service. Patients who had been accepted for care prior to this decision still receive the same type of service but it is now the policy of the Family Welfare Association not to accept new cases in this category. This situation emphasizes the need for planned care of the chronically ill.

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CONCLUSION

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SOCIAL SERVICE INDEX

In Terms of Service - Throughout 1950 the Social Service Index continued the orderly cataloguing of case records of accredited health and welfare agencies of Montreal and adjoining municipalities and the operating of a clearing service designed to facilitate interagency communication and consultation concerning cases of families and individuals in whom agencies are jointly or severally interested. Thus the Index fulfilled its two fold function of promoting:-

1. Coordination or the marshalling of the specialized services and resources of a variety of agencies in the best interests of those requiring assistance.

2. Conservation of the time, skills and funds of welfare organizations by minimizing the possibilities of wasteful duplication.

The value of Index facilities in terms of improved services to clients and patients and of assurance to the public that funds entrusted to agencies are efficiently and economically administered, is self evident.

The volume and scope of services rendered by the English and French Departments of the Social Service Index are indicated by the following figures taken from the 1950 Annual Statistical Report. 29,477 inquiries were handled by the English and French Departments from 107 member agencies (65% of the inquiries were identified). In addition there were 3,776 relative inquiries making a total of 33,253 inquiries or an average of 131 inquiries daily. 7,035 records were re-registered and 5,871 cancelled. 6,723 routine notifications were dispatched advising registered agencies of subsequent registrations by other agencies. A decrease in the volume of inquiries in the English Department of 3,239 in 1950 as compared with 1949 denotes a recent trend towards more selective and discriminating use of the Index, influenced largely by the cost involved and the outgrowing of the old concept of the Index as a device for investigation of all applicants for assistance.

Educational Programme - The Social Service Index again assumed responsibility for specific instruction in its function and use, to students and new agency workers. During 1950 seventeen groups from Schools of Social Work and for Graduate Nurses of the Universities of McGill and Montreal, Victorian Order of Nurses, Social Service Departments of Hospitals, Department of Veterans' Affairs and other welfare organizations, also eighteen interested individuals attended sessions for this purpose. Provision was made in the Fall of 1950 for two sessions monthly which not only students but also regular staff members, who felt the need to keep pace with developments in Index philosophy and practice, were asked to attend and share in discussion of such debatable issues as clients' consent to use of the Index, greater selectivity in clearances, follow-up of reports, and protection of the confidential information contained in agency records.

Financing - The joint financing of the Social Service Index by its member agencies is a matter of development during recent years, as Welfare Federation has gradually shared the burden of total support carried for over twenty-five years. Distribution of the costs of operating the Index among member agencies, in proportion to their use of its facilities, is proving a sound and efficient method of financing this organization. Agencies of Welfare Federation are not billed individually but their share of the costs is met annually by Welfare Federation.

Prior to 1950, agencies were charged a flat rate per inquiry figured annually by dividing total costs of operation by total number of inquiries received. It was the experience of the Montreal Index as well as other Indexes and Exchanges throughout Canada and the United States that this method focussed too much attention upon the individual inquiry and its cost, thereby creating a false base for clearance and tending to discourage clearances to the detriment of the work of all agencies involved. Improved methods of allocating costs were studied and finally a formula of assessing costs on a percentage basis was evolved and approved by the Advisory Committee of the Social Service Index, and adopted from January 1st, 1950. Already there is evidence of a more adequate use of the Index by a number of agencies.

The French Department is financed by the Conseil des Oeuvres and therefore is not directly concerned with the distribution of costs among its member agencies.

Christmas Index - For the thirtieth consecutive year the Christmas Index was organized in December 1950 to provide a name checking service for the Christmas giving of churches, schools, clubs and other community welfare agencies and also to exert some leadership in guiding the surge of spontaneous giving associated with the Christmas spirit. Inquiries from would-be donors of dinners and special gifts were channelled through to member agencies who in turn linked them up with families with particular needs.

The services of the Christmas Index are not only valuable in promoting a more even distribution of Christmas Cheer but also in fostering cordial relationships between community groups, individuals and organized social agencies. 6,086 clearances for dinners by 119 organizations were handled by the Christmas Index. The Christmas Index files have no connection with the confidential files of the Social Service Index and are destroyed when the festive season is over.

Staff - Sustained and unremitting efficiency is required in the successful operation of the Social Service Index. The technical routines of filing, searching, reporting, recording and accounting, call for a high degree of accuracy, intelligence and integrity from the clerical workers. The Index has been exceptionally fortunate in retaining a staff possessing these essential qualities. The removal to the Red Feather Building in 1950 involved the packing and re-filing of approximately half a million cards. The staff assumed responsibility for this colossal task and it is a tribute to their precision and thoroughness that the files remained in excellent order. The valuable voluntary help with cancellations and typing given by Mrs. D.H. Stewart and Miss L. Lefcoe is gratefully acknowledged.

Looking to the Future - In the field of social case work there is marked evidence of a more thoughtful and questioning approach to the use of the Social Service Index and many debatable issues remain to be settled. The value of the Index, however, as a casework tool will unquestionably depend on the skill and competence with which it is used and the responsibility assumed by social workers for maintaining its effectiveness.

In relation to the community, the Index is becoming of increasing value and importance as a means of interpreting the services of welfare organizations as they multiply and expand to relieve the social and economic ills of a troubled world.

(Signed) Elizabeth Beck Newcomb
CHAIRMAN

(Signed) A. Maude Storey
SECRETARY

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31st, 1950

INCOME

	COUNCIL	INDEX
Welfare Federation Grant	$ 29,017.92	$ 5,718.89
Membership Fees	1,875.00	
Rehabilitation Survey	173.76	
Social Service Directory	52.51	
Miscellaneous Income	29.45	
Federation of English Catholic Charities		471.91
Federation of Jewish Philanthropies		342.35
Department of Veterans' Affairs		733.47
Department of National Health & Welfare		101.83
Hospitals and Social Agencies		2,446.28
Le Conseil des Oeuvres		536.00
	$ 31,148.64	$ 10,350.73

EXPENDITURE

Salaries	$ 22,043.25	$ 7,408.79
McGill School of Social Work	3,000.00	
Office Supplies	1,786.30	890.24
General Expenses	3,703.41	2,051.70
Special Surveys	615.68	
	$ 31,148.64	$ 10,350.73

MONTREAL COUNCIL OF SOCIAL AGENCIES

1950

OFFICERS

President	-	Mrs. Andrew Fleming, M.B.E.
Vice-Presidents	-	Henry F. Hall
	-	Leslie W. Haslett
Hon. Secretary	-	Miss Eleanor Hamilton
Hon. Treasurer	-	Allan G. Magee
Hon. Solicitors	-	Col. A.A. Magee, K.C., C.B.E.
	-	W.B. Scott, K.C.

BOARD OF GOVERNORS

Community Representatives

G. Egerton Brown
Paul Drummond
Mrs. G.V. Ferguson
Mrs. A.K. Hugessen
Peter Kilburn
George Rambie
Carl Reinke

Case Work Section Representatives

Miss Dorothy Aikin
Mrs. H.H. James
Mrs. W.K. Newcomb
Mrs. F.T. Rea
Eric I. Smit

Group Work Section Representatives

Henry F. Hall
Dr. John J.O. Moore
Miss A. Ann Silver
Miss Anne B. Zaloha

Health Section Representatives

Dr. W.H. Cruickshank
Dr. Donald Fleming
Mrs. Hubert Pasmore
Dr. Baruch Silverman

EXECUTIVE OFFICERS

Executive Director - Charles H. Young
Assistant Executive Director - Miss Gwyneth Howell

AUDITORS

Stevenson, Walker, Knowles & Co.

MONTREAL COUNCIL OF SOCIAL AGENCIES

Member Organizations - 1950

Boys' Farm and Training School
Boy Scouts Association
Bremner Rest Preventorium
Canadian National Institute for the Blind
Canadian Red Cross Society (Que. Div.)
Child Health Association
Children's Aid Society
Children's Memorial Hospital, Social
Service Department
Daily Vacation Schools
Family Welfare Association
Family Welfare Department of the Baron
de Hirsch Institute
Girls' Cottage School
Girls' Counselling Centre
Grenfell Town Club
Irish Protestant Benevolent Society
Iverley Community Centre
Jewish Child Welfare Bureau
Jewish General Hospital, Social
Service Department
Jewish Hospital of Hope
Jewish Immigrant Aid Society
Jewish Vocational Service
John Howard Society of Quebec
Julian Richardson Convalescent Hospital, Inc.
Junior League of Montreal
Leading Benevolent and Protestant Orphans
Society
McGill School for Graduate Nurses
McGill School of Social Work
Mental Hygiene Institute
Montreal B'nai B'rith Youth Organization
Montreal Boys' Association
Montreal Day Nursery
Montreal Diet Dispensary
Montreal General Hospital, Social
Service Department
Montreal Jewish Youth Council
Montreal League for the Hard of
Hearing
Murray Bay Convalescent Home
Negro Community Centre
Neighbourhood House
Occupational Therapy Centre
Old Brewery Mission
Parks & Playgrounds Association
Protestant Foster Home Centre
Protestant Home of Industry & Refuge
Protestant Industrial Rooms
Rosemount Boys' Club
Royal Edward Laurentian Hospital
Royal Victoria Hospital, Social
Service Department
St. Andrew's Youth Centre
St. Columba House Settlement
St. George's Society
Salvation Army
Sheltering Home
Society for the Protection of Women
and Children
Tyndale House
Unity Boys' Club
University Settlement
Victorian Order of Nurses
Weredale House
Women's Voluntary Services
Young Men's Christian Association
Young Men's and Young Women's
Hebrew Association
Young Women's Christian Association

Associate Members

Montreal Council of Women
The Church of England in the Diocese of Montreal
The Montreal Presbytery of the United Church of Canada