



2018

## Four Pillar Programme Impact Report

*How your donations change lives*



### Action Centre Foundation

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## Forward from the Chairman



*For the second consecutive year, the Action Centre and the Action Centre Foundation have implemented a quantitative Member Satisfaction Survey to evaluate the impact of the Action Centre's Four Pillar Programme. The Action Centre would like to take this opportunity to thank the summer students hired through the Federal Government Summer Student Employment Program, for assisting with the implementation and the tracking of these survey results.*

*The purpose of this survey is to understand the impact the Four Pillar Programme has on members' physical and emotional wellbeing, and their overall quality-of-life and to make changes to these core services where needed. We continue to modify the Four Pillar Programme to adapt the workshops to the needs of the members of the Action Centre. The Centre has always believed that to encourage adults with disabilities to live a life without limits, they need a wholistic approach with mechanisms and tools to help them live their best life despite their disabilities. This is the foundation underlying the Four Pillar Programme. Each workshop or activity helps members develop, learn, hone or practice qualities or skills which enhance their overall self-confidence, independence and wellbeing all while eliminating isolation.*

*As in 2017, this year's results are astounding and provide not only quantitative confirmation that the workshops and activities of the Four Pillar Programme **significantly improve the quality of life** of the Action Centre members, but also will assist the Action Centre improve its services. There were 44 members surveyed (26% of the active membership) over a period of a week in August 2018. There were 4 different surveys implemented, one for each of the Four Pillars in the Four Pillar Programme, and these surveys were more comprehensive than those in 2017. The results of these surveys are detailed in this report.*

*In conclusion, we learned that the members are extremely satisfied with the Action Centre's support staff, and the number and the types of activities. The 28 weekly workshops help members live healthier and more fulfilled lives. Specifically, the Health and Wellness workshops improve mood, increase agility and manual dexterity, reduce pain and stiffness, increase feelings of belonging, happiness and connectedness and are invigorating. The Arts & Creativity workshops promote the development of creativity and imagination, engender feelings of pride and boost self-confidence, while the Education Pillar stimulates wider interest and promotes continued learning. Overall the activities of the Four Pillar Programme help members feel happier, healthier, better able to manage everyday stressors, communicate better, and feel a deep sense of belonging, breaking the bonds of isolation.*

*Your unfailing support over the years is responsible for funding the Four Pillar Programme and **providing these incredible quality of life improvements for the Action Centre members**. We sincerely hope that this report will reconfirm that your support significantly changes the lives of the members and we can count on your continued support again this year.*

*We are profoundly grateful, thank you!*

A handwritten signature in black ink, appearing to read "A. T. Pepper". The signature is stylized and written in a cursive-like font.

Andrew T. Pepper

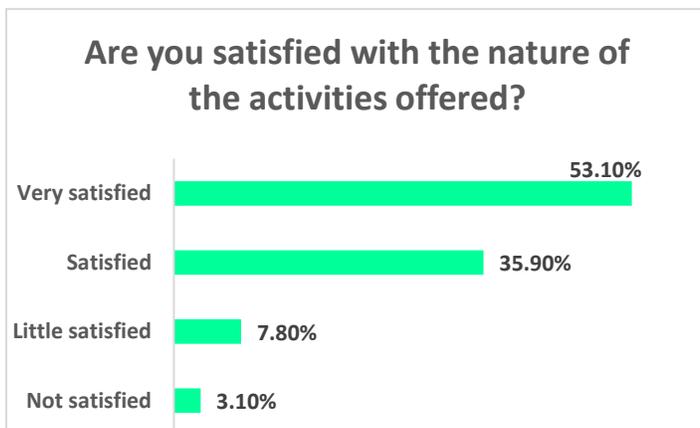
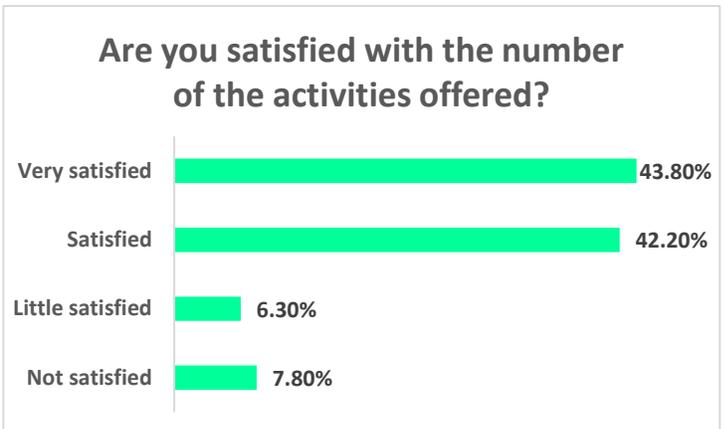
# Survey Results

## Community Participation Pillar and Overall Satisfaction

This year we evaluated members' overall satisfaction with the Action Centre's services.

The results were very encouraging. When asked if the members were satisfied with the nature of the activities offered, **89% were satisfied or very satisfied**. When asked if the members were satisfied with the number of activities offered, **86% were satisfied or very satisfied**.

Members were asked to evaluate the quality as well as the cost for activities of the Community Participation Pillar.

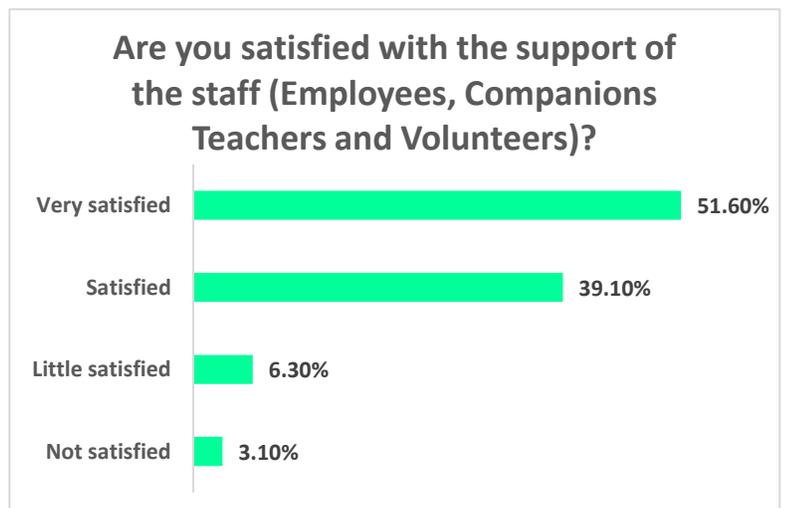


Over 78% of members were satisfied or very satisfied with the quality of the activities and 84.4% of members were satisfied or very satisfied with the cost of these activities.

Most astoundingly, very high acclaim was given to our support staff. When asked if the members were satisfied with the support staff (employees, companions, teachers and volunteers), **over 90% were satisfied or very satisfied**.

We also wanted to evaluate how the different activities of the Four Pillar Programme helped members to **experience reprieve** (temporarily forget) from worries in their personal lives. This indicator is very revealing as it demonstrates that the Action Centre offers respite not only to families and caregivers, but also to members.

**72% of the members surveyed were satisfied or very satisfied** that the Community Participation activities offered them a reprieve from worries and troubles in their personal lives.

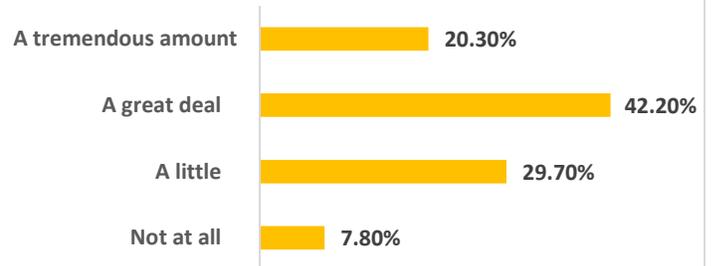


## Arts & Creativity Pillar

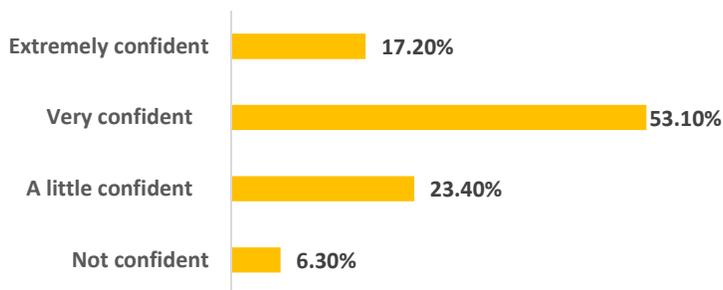
The survey results from the Arts & Creativity Pillar were also very revealing. **Over 92% of the members surveyed felt that the classes helped improved their creativity and imagination**, either a little, a great deal or a tremendous amount.

In addition, **80% of the members surveyed felt that that the Arts & Creativity classes improved their agility or manual dexterity** (a little, a great deal or a tremendous amount).

### On a scale of 1 to 4, does this class help to improve your creativity and imagination?



### On a scale of 1 to 4, rate your level of self-confidence in expressing yourself during this class.



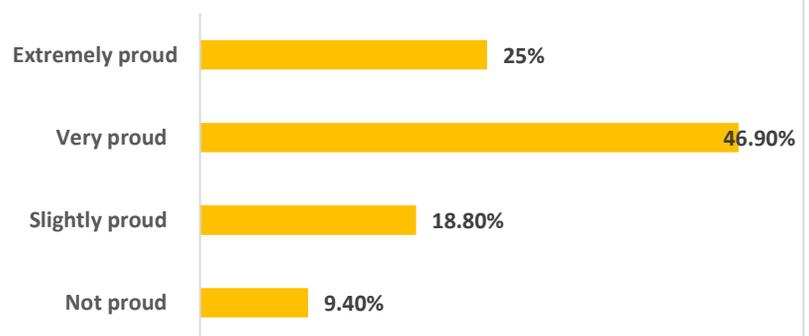
One of the outcomes of the Arts & Creativity Pillar is to increase members self confidence. Of the members surveyed, approximately **93% felt confident in expressing themselves** (a little confident, very confident or extremely confident).

As in the other Pillars, we wanted to determine if the Arts & Creativity classes helped members feel respite or reprieve from their worries and problems in their personal lives. Of the members surveyed, **83% felt that these classes helped them to temporarily forget (feel reprieve) their worries** (a little, a great deal or a tremendous amount).

As one of the most important indicators of self-confidence is pride in one's achievements, this year we measured how proud our members felt of their art projects.

Of the members surveyed, **over 90% felt proud** (slightly proud, very proud or extremely proud) **of their works of art.**

### On a scale of 1 to 4, rate your level of pride in the artwork you create in this class.

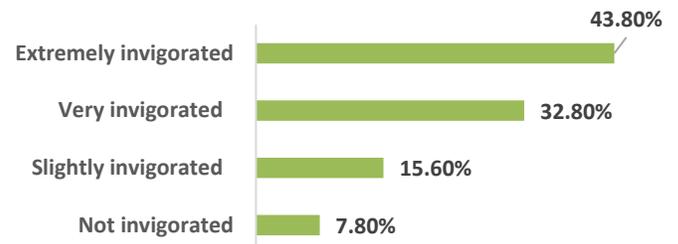


## Health & Wellness Pillar

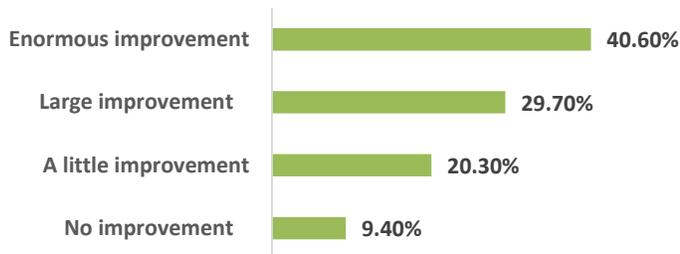
As in last year's survey, we wanted to measure the effect of the Health and Wellness activities on members' overall wellbeing. The results demonstrate significant quantitative proof of an improvement in overall physical and emotional wellbeing.

The members were asked if these activities help them feel more invigorated or energized. Of the members surveyed, **92% felt invigorated** (slightly, very or extremely invigorated). Also, members were asked if these activities help to reduce pain and stiffness. Of the members surveyed **82% felt they experienced some reduction in pain and stiffness** (a little, a large reduction or an enormous reduction).

### On a scale of 1 to 4, rate your level of invigoration / energy as a result of the workshop.



### On a scale of 1 to 4, rate if you feel healthier (improvement in your health) after this workshop or class.



One of the most important outcomes of the Action Centre's Four Pillar Programme are the reduction in isolation, feelings of depression and despair. The antidote is happiness and joy. Members were asked if they feel happier or more joyful after the activities of this Pillar. Of the members surveyed a **resounding 95% feel that they feel either slightly, very or extremely happy after these classes.**

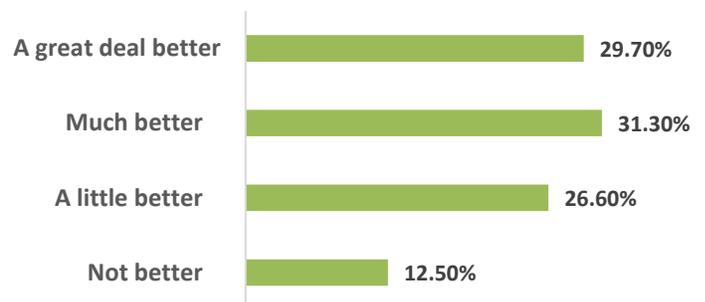
Along the same vein, we wanted to know if the mindful meditation and personal development classes helped members feel more peaceful and relaxed. Of the members surveyed, over **90% felt that these classes promoted greater feelings of relaxation and peace** (a little, very or extremely relaxed).

We promote that the Action Centre's activities help empower members. One the ways this is accomplished is through actively learning tools to help manage everyday life stressors.

We asked members if the meditation classes helped them better manage or handle difficult or stressful situations outside the Centre. Of the Members surveyed, over **87% felt that these classes improved their ability to handle stressors in life.**

Another outcome we measure is the degree members feel connected to one another or their feeling of belonging, as this indicates that the Centre's activities break through isolation. Of the members surveyed, **over 92% felt connected to the other members or felt a sense of belonging.**

### Meditation/Personal Development: On a scale of 1 to 4, have the tools you have learned in this class helped you better manage or handle difficult or stressful situations outside of the Action Centre?



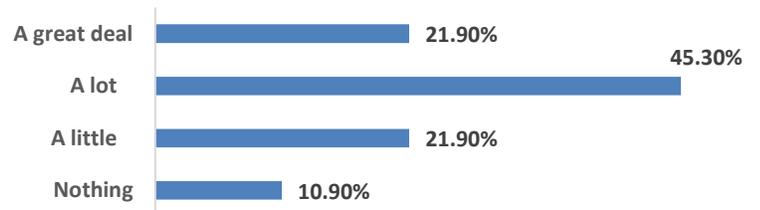
## Education Pillar

The purpose of the activities and workshops in the Education Pillar are to stimulate thought and reflection, transfer skills and to ensure members stay engaged in the wider world with language and computer classes and world events, to name a few.

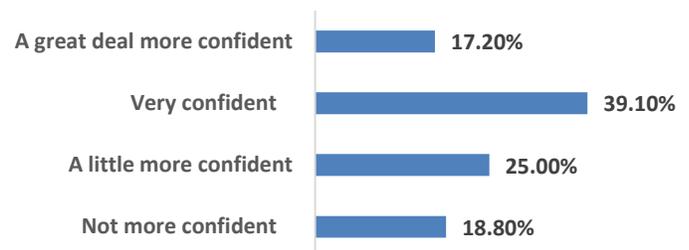
We wanted to measure how much the members felt they learned in these classes, and of the members surveyed more than **89% felt that they did learn something new** (a little, a lot or a great deal). Additionally, we wanted to measure if members found these classes interesting. **More than 92% of members surveyed found these workshops interesting** (slightly, very or extremely).

In the Action Reaction Journal writing class, we wanted to measure if participating collectively in the production of a journal improved their confidence in their writing skills. Of the members surveyed, more than **80% felt that these workshops did in fact improve their confidence in their writing skills** (a little, very confident or a great deal more confident).

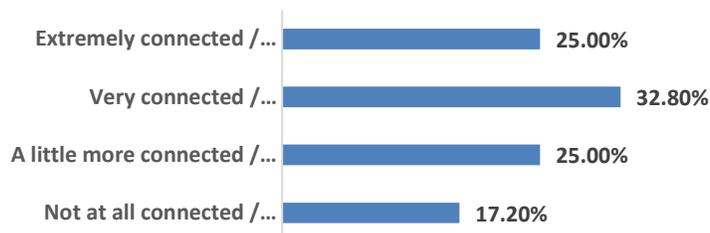
### On a scale of 1 to 4, how much did you learn in this workshop?



### After participating in the Action Reaction Journal Writing workshops, on a scale of 1 to 4, how much more confident are you now of your writing skills?



### After participating in the World Events / News workshop, how connected to / informed do you feel regarding world events?



One indicator we wished to measure was the improvement in members' ability to communicate in their 2<sup>nd</sup> language after participating in the language classes. Of the members surveyed, more than **84% found that they experienced some improvement in their ability to communicate in the 2<sup>nd</sup> language** (some, great deal or tremendous improvement).

As an indicator of breaking the cycle of isolation, we wanted to know if members who participated in the World Events / News class felt more informed and connected to the wider-world. Of the members surveyed, **82% felt more connected to the wider world** (a little, very or a extremely connected or informed).

### On a scale of 1 to 4, rate if these classes help you to temporarily forget (feel relieve from) the worries you have in your personal life.



As in the other pillars, we wanted to understand if the classes in the Education Pillar helped offer members respite from their worries or problems in their personal lives. Of the members surveyed, **78% felt that they did experience some respite from their worries** (a little, a great deal a tremendous amount).