

Annual Report 2025-26



**45 Years
Together**

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Message from the Chair of the Board and the Executive Director

Chers membres de la communauté,

The year 2025-2026 was marked by consolidation, growth, and the modernization of our organization. Across all of our sectors, we are celebrating not only the success of our longstanding services, but also the growth of new initiatives that respond to the emerging needs of our Francophone community.

Over the past few years, Bien ici has continued to develop innovative and accessible services to meet the evolving needs of our Francophone community:

- Our summer wellness camp for children aged 6 to 12, now offered for three years, continues to have a positive impact on families.
- We are strengthening our intensive mental health services through our involvement in the Ontario Intensive Treatment Pathway (OITP).
- We continue to evolve our practices to support women experiencing violence through our membership with *Action ontarienne contre la violence faite aux femmes*.
- Our services for male survivors of sexual violence continue to develop so that we can better reach a population that is often underserved.
- Our francophone EarlyON centre continues to develop and strengthen a fully Francophone programming for French-speaking families of our region.
- Our evening and weekend programming for adults living with an intellectual disability provides more opportunities for socialization, personal growth, and community inclusion.

This growth is also accompanied by a wealth of human talent of which we are particularly proud. Our team

is becoming increasingly diverse and better reflects the cultural, linguistic, and social realities of the Francophone communities we serve. This diversity deepens our understanding of the community's needs and strengthens our ability to provide compassionate, accessible, and tailored services.

Bien ici is also a place where experience and the next generation come together. We have the privilege of relying on employees who have contributed to our mission for more than twenty years, while also welcoming new recruits who bring fresh ideas, expertise, and perspectives. Once again this year, we increased the number of interns and summer students we welcomed from a variety of fields related to our mission. Training the next generation of Francophone



professionals in mental health, early childhood education, and intellectual disability services has become an essential part of our commitment to the future of our community.

To ensure our long-term success, we have also undertaken a major effort to modernize our organizational structure and internal processes. The launch of our new name and visual identity marks an important milestone in the evolution of Bien ici. At the same time, we continue to digitize our systems and document our practices in order to support more efficient, consistent, and sustainable day-to-day operations. These changes allow us to better support our teams and ensure the quality and continuity of the services we provide to the population.

Our commitment to the community also extends beyond direct services. Bien ici continues to invest actively in the collective development of our region by supporting events, local initiatives, committees, and numerous partnerships. Every year, all Bien ici staff members contribute to dozens of roundtables and local and regional committees, dedicating hundreds of hours to sharing our organization's expertise, highlighting the realities of the sectors in which we operate, and advocating for the needs of Francophones in our community.

As we continue to evolve, one thing remains unchanged: our determination to build a community where every person feels welcomed, respected, and supported. The social and human challenges we face collectively remind us every day of the importance of solidarity, inclusion, and partnership.



It is thanks to the commitment of our staff, volunteers, partners, funders, and community members that Bien ici continues to grow and innovate. Together, we are building a strong, people-oriented, and forward-looking organization — a place where everyone can truly feel *Bien ici*.

Thank you for being part of this collective journey.

Raymond Legault
Chair of the Board
of Directors

Sébastien Skrobos
Executive Director



ans ensemble!

45 years of service to the French-speaking communities of SDG

Founded in October 1979 under the name *Équipe d'hygiène mentale pour francophones de SDG*, and later renamed *Équipe psycho-sociale de SDG*, the organization was created to address the lack of mental health services for Francophone families in the region.

Over the years, *Équipe psycho-sociale* adapted its services to meet the evolving needs of our communities. In 1989, the organization was designated under the French Language Services Act, guaranteeing an exclusively French-language service offer to the Francophone communities of SDG.

In 2025, to mark our 45th anniversary and better reflect the full range of our services, we changed our name to **Bien ici – Centre de santé mentale et services communautaires**. This new identity reflects our desire to offer a place where everyone feels welcomed, heard, and recognized, while bringing our programs together under one banner.

For 45 years, our history has reflected our commitment to providing quality services in French, our ability to

adapt, and our drive to innovate. Today, *Bien ici* is a Francophone nonprofit organization based in Cornwall and Alexandria that offers:

- mental health services for children, youth, and their families;
- support and mental health services for women who are survivors of domestic and sexual violence;
- services for adults living with an intellectual disability;
- early childhood programming through our EarlyON centre;
- services for men who are survivors of sexual violence.

We continue to adapt our practices to improve our services, engage our communities to better meet their needs, and strengthen our partnerships with community and regional organizations, in order to ensure that Francophones have access to services in their language.

This story would not have been possible without...

This story would not have been possible without the vision of Pierre Landry, founder of the organization and Executive Director from 1979 to 2007, nor without the contribution of Denise Therriault, Executive Director from 2007 to 2022, nor without the commitment of the volunteer board members who have served on the Board of Directors since 1979. We take this opportunity to thank and recognize the work of our current Board of Directors, which continues the work of its predecessors:

Raymond Legault

Chair

Denise Lalande

Vice-Chair

Louise Lapensée

Treasurer

Sylvie Boucher

Director

Louise Lajoie

Director

Chantal Porteous

Director



We must also recognize the hard work and dedication of...

... our current leadership team, made up of:

Sébastien Skrobos

Executive Director

Gina Lacombe

Director of Mental Health Services

Chantal Quesnel

Director of Early Childhood Services

Tina Duval

Director of Operations and Intellectual Disability Services





Finally, the quality of Bien ici's services would be nothing without...

... our dedicated and passionate employees who have worked with us for years. This year, we are recognizing the years of service of the following employees:



5 years
Brittany McCormick
 Developmental
 Disability Worker



5 years
Gisèle Rouleau
 Registered Early
 Childhood Educator



10 years
Marie-Josée Ayotte
 Developmental
 Disability Worker



15 years
Nancy Davidson
 Mental Health
 Supervisor

Land Acknowledgement



Our EDI (Equity, Diversity and Inclusion) committee developed an acknowledgement of traditional Indigenous territories that applies to all our programs. It is read in French in the community and is available in English for our English-speaking partners:

Bien ici gratefully acknowledges the opportunity to operate on the unceded ancestral lands of the Mohawk peoples of Akwesasne, and the presence of their ancestors who have inhabited these territories for generations. We also wish to acknowledge the Algonquin, Haudenosaunee (Ho-den-o-show-nee), Huron-Wendat (Huron-wen-dat) and Abenaki peoples.

We are deeply grateful to those who inhabited these lands before the creation of the Canadian nation.

We recognize the intergenerational trauma and mental health challenges caused by colonization, and the injustices and oppression suffered by Indigenous peoples since its inception.

We are committed to better serving the region's First Nations, Métis and Inuit communities, promoting reconciliation and healing. In doing so, we recognize that traditional holistic approaches to Indigenous health and wellness have been in place for thousands of years and continue today. Indigenous family models, based on respect, reciprocity and collective responsibility, also offer us valuable lessons in social cohesion and intergenerational support. They are a source of inspiration for us.

We also stand in solidarity with the missing and murdered Indigenous women, girls, two-spirited and transgendered people and their families.

Finally, we honor the memory of Indigenous children who lost their lives or were mistreated and abused in residential schools, recognizing the intergenerational trauma caused by these institutions. "Every child matters".

Nia`wen



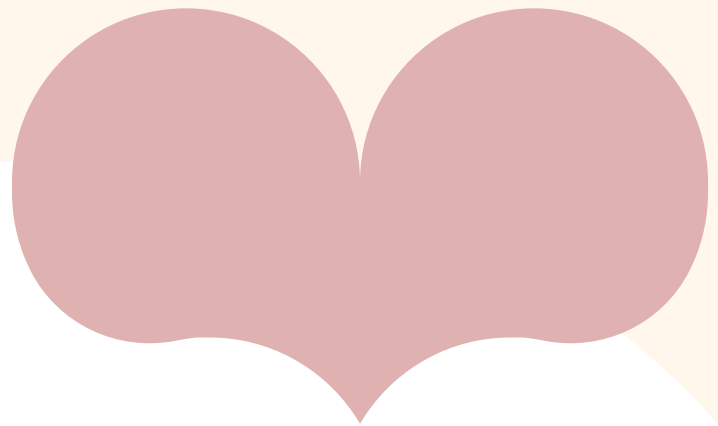
As a proud member of the **IDEA Community Coalition**, Bien ici is committed to promoting equity, diversity, inclusion, anti-oppression, as well as truth and reconciliation. We collaborate with local organizations and agencies to remove systemic barriers and create lasting change. By focusing on community equity, continuous learning, inclusive practices, policy evaluation, and data-informed accountability, we strive to foster a more inclusive and just community for all.

Bienvenue à toutes : All Families Welcome!

Bien ici is an inclusive organization where all families are welcome!

At Bien ici, we believe that every person deserves to be welcomed into a safe, respectful, and inclusive environment. We continue our efforts to offer services that are tailored to and sensitive to the diverse experiences of 2SLGBTQIA+ people and rainbow communities.

With this in mind, members of our teams participate in various trainings aimed at strengthening inclusive practices and better meeting the needs of people of diverse gender identities and sexual orientations. We also collaborate with the Francophone organization FrancoQueer, which supports us in our continuous improvement efforts to foster an affirming, welcoming, and caring environment for everyone.



Strategic Plan 2024-29

In 2024-25, Bien ici engaged in a strategic planning process, with the support of community partners and employees, to define its mission, vision, values, and strategic priorities.

Mission

Our mission at Bien ici is to provide French-language services for Francophone children, youth, and families in Akwesasne and the United Counties of Stormont, Dundas and Glengarry, in order to support their daily well-being and growth.

Vision

Bien ici aspires to be an inclusive community leader working to develop the full potential of the Francophone communities it serves.

Values

ici l'excellence

At Bien ici, excellence goes beyond simply delivering services. It means striving for the highest quality, fostering innovation in our practices, and working to achieve the best possible outcomes for those we serve. This ongoing pursuit of improvement ensures that our services continue to evolve to meet the changing needs of our communities.

ici le respect

Respect is at the heart of our mission. It is reflected in the recognition and appreciation of the diversity of every person we serve. We are committed to protecting the dignity and rights of all. This respect extends to our internal and external interactions—with colleagues, partners, and our community. We promote caring relationships in which everyone feels heard, valued, and treated with consideration.

ici l'inclusion

Guided by our commitment to promoting diversity, anti-racism, accessibility, respect, and equity, inclusion goes beyond the simple acceptance of difference. It means creating a welcoming and caring environment where every person—regardless of race, ethnic or cultural background, abilities, sexual orientation, gender identities and expressions—is fully valued and included in the development of their full potential. This approach embraces and celebrates the diversity of our teams, strengthening our ability to serve our communities more effectively and equitably.

Strategic Priorities

1. Strengthening our strategic positioning with clients, the community, and partners.

Intermediate Outcomes

- 1.1 Program and service visibility is increased.
- 1.2 Bien ici’s leadership is recognized within the Francophone community and among partners.

2. Ensuring excellence in programs and services.

Intermediate Outcomes

- 2.1 Programs respond to current and emerging client needs.
- 2.2 Staff are equipped to deliver services and manage programs.
- 2.3 Client profiles and needs are well understood.

3. Optimizing our organizational structure and health.

Intermediate Outcomes

- 3.1 Internal communication is improved.
- 3.2 Roles and responsibilities within the organization are clarified.
- 3.3 Programs are managed and delivered consistently.
- 3.4 Bien ici’s management framework is strengthened and updated.
- 3.5 Staff capacities are strengthened.

4. Building a healthy organizational culture.

Intermediate Outcomes

- 4.1 Stronger sense of belonging and greater staff cohesion are fostered.
- 4.2 Staff are recognized and valued.
- 4.3 Equity, inclusion, and diversity are promoted and embedded within the organization.

Programs and Services

“Since my son joined this program, he has learned how to behave in the community and during outings away from home. He has also learned to share his feelings with me. Before this program, he had much difficulty opening up. He was more withdrawn. This program helped him open up, communicate better, and respond better in many situations. He has grown so much. I congratulate all the assistants, the coordinator, and the entire program staff. He loves this program and the friends he has made with this wonderful group. I work full-time, and he has been able to take part in activities I never would have been able to provide for him—wonderful outings, cooking, going to the zoo, boating, camping, and more. I don’t know what I would have done without this program. Thank you a thousand times for allowing my son to participate in this wonderful program. We are very fortunate to have it.”

—A parent about our Program for Adults Living with a Developmental Disability

“I would like to take a moment to thank you for your invaluable collaboration throughout the year. Your tireless dedication and commitment to the youth you serve are truly inspiring. You are living role models as Child and Youth workers, and I feel privileged to have had the opportunity to work alongside you.”

— A partner of our Youth Day Treatment Program

“ I am happy to have completed my placement at Bien ici’s Centre ON y va. First, people respect one another. Second, they respect trainees. What I appreciated most is that everyone has the same rights without distinction and that the trainee works just like the employees. That makes a lot of sense to me. In the hallway, everyone greets you. It’s as if you are an employee like everyone else. Honestly, that surprised me. I remember when I heard I would be doing my placement at the Centre ON y va, I couldn’t wait to see how it would go, and my dream has truly come true. I’ve learned so many new things, and I don’t regret a thing. My internship is like a story to me. And that’s also where I’ve come to understand the value of family—it’s even more important now. Merci la belle gang!”

— Trainee, Early Childhood Services



Programming and Services for Adults Living with a Developmental Disability (DD Day Program)

Formerly called IVT (Initiation à la vie), Bien ici's DD Day Program offers an inclusive, structured, and caring environment for Francophone adults living with a developmental disability. It aims to foster the development of individual abilities, autonomy, community integration, and meaningful social connections.

Offered Monday to Friday from 9 a.m. to 3 p.m., the program provides personalized recreational and learning activities designed by our intellectual disability workers to support participants' daily growth and development. The program also emphasizes respectful support relationships tailored to each person's needs.

Admission to the program is managed by Developmental Services Ontario (DSO), which determines participants' eligibility. If a Francophone person is found eligible, they are referred to Bien ici, which then begins the intake process for the adult joining the program. For more information about DSO, follow this link <https://scsonline.ca/intake/application-dsoer>.



“My son leaves for the day program every morning with a smile on his face, always happy to take part even after 9 years.

For him, it is a place where he feels happy, valued, and accepted just as he is. He is surrounded by caring, dedicated, and respectful people who take the time to get to know him, listen to him, and respect his pace.

As a family, knowing that M. is welcomed into a safe, warm, and respectful environment gives us great peace of mind. This centre makes a real difference in his life—and in ours. We deeply appreciate this program and its exceptional team.”

—A parent

Overview of Activities for 2025-26

Bien ici's DD Day Program offers far more than a simple recreational programming: it provides a stimulating, safe, and inclusive living environment where Francophone adults living with a developmental disability can build their autonomy, strengthen their self-confidence, and create meaningful relationships with others and with their community.

Each week, participants take part in diverse activities that include:

- artistic, musical, and creative activities;
- cooking workshops and activities that promote healthy living habits;
- physical and wellness activities;
- community outings and volunteer experiences;
- adapted educational and learning workshops;
- seasonal programming that encourages social participation and inclusion.

Learning activities are central to the program's approach. Through concrete and adapted experiences, participants develop, among other things:

- emotion regulation and interpersonal skills;
- daily living skills such as organization, personal hygiene, and time management;
- community independence and safe behaviours in public spaces;
- communication, collaboration, and decision-making skills;
- knowledge related to health and balanced nutrition.

Community involvement also plays an important role in the program. This year, participants contributed to various local initiatives, including volunteer activities at the **ACFO SDG thrift store** as well as a food drive in support of the **Agapè Centre**.





Results

These experiences allow participants to play an active role in their community while developing skills related to pre-employability, teamwork, and responsibility.

By promoting learning that transfers to everyday life, the program actively helps support:

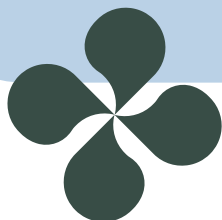
- autonomy and self-determination;
- self-confidence;
- social inclusion;
- active participation in the community;
- personal growth and a sense of belonging.

For many participants, our DS Day Program also represents a space for empowerment, stability, and growth where each person can progress at their own pace in a caring and respectful environment.

“We greatly appreciate the staff and the Day program at Bien Ici, which remains essential for many families in our community. It provides a necessary opportunity for socialization and empowerment for its participants. Activities outside the centre are very enriching, appreciated, and should be maintained and encouraged.


Bien ici represents a big part of its participants’ lives and gives them wonderful experiences in a society where inclusion is not always easy... It is an essential service.”

— A parent



“We would like to take a moment to congratulate you on the strong performance of your program. Our daughter, R., has participated in it for 21 years, and without the program, she would not have progressed to where she is today.

She has learned to make friends, to communicate her needs better verbally, and to do tasks she did not do at home before but now asks to do, which makes her feel very proud and also helps us. She loves the program, and if she is sick, it is quite a battle to get her to stay home.



Program Statistics

Day Program funded by the Ministry of Children, Community and Social Services (MCCSS): 29 participants (27 Francophone and 2 Anglophone).

Passport Evening and Weekend Program:

The MCCSS Passport Program helps adults with a developmental disability integrate into the community and promotes autonomy by providing financial support for community participation, daily living activities, and person-directed planning. Adults who are eligible may choose to use this financial support to pay for access to activities available in the community. The program also provides financial support for respite services for the primary caregivers of a person with an intellectual disability.

2025-2026 Results

36

sessions

87

registrations

9

unique registrations

Your team is always attentive to our concerns and is always there to help solve a problem. You truly have a golden team! For us, the time she spends in the program gives us the chance to talk about different topics without little ears listening in (yes, she has fantastic hearing). It also allows us to have time as a couple and do activities that do not interest her at all.

In closing, you can be proud of what the program accomplishes for all the families who are able to participate. Hoping that this program will always remain available, please accept our sincere thanks.”

—A family

Passport Revenue Overview 2025-26

April	\$540
May	\$1,020
June	\$1,080
July	\$840
August	\$840
September	\$900
October	\$840
November	\$960
December	\$1,080
January	\$840
February	\$1,080
March	\$1,200
Total	\$11,220

Highlights and Successes of Our Day Program

Educational experiences relevant to participants’ daily lives:

With a view to strengthening practical learning and community integration, several workshops for our participants were offered in collaboration with our local partners.

These initiatives offered participants educational experiences directly connected to their daily lives:

- A workshop on **adapted transportation (Handi-Transit)**, aimed at familiarizing participants with how the service works, developing their independence in getting around, and increasing their confidence in using community resources
- A workshop on **community safety**, led in collaboration with the Cornwall Community Police, focused on safe behaviours, risk prevention, and best practices when travelling or interacting in public spaces



- An **immunization clinic**, carried out in partnership with Medical Arts, helping raise awareness of the importance of preventive health and facilitate access to adapted health services

These workshops illustrate the importance of partnerships in developing programming that is relevant and grounded in participants' realities. They help strengthen practical skills, confidence, and participants' ability to move through their community independently and safely.

Developing our participants' employability:

A new initiative was launched through a partnership with the **Prescott-Russell Employment Centres**. This collaboration will allow Bien ici staff to offer **French-language employment coaching in the SDG region for program participants**, supporting their professional integration and addressing a priority need in the Francophone community. Employers will also receive support to help them integrate our participants.

Supporting families who care for an adult with a developmental disability:

Since its creation in 2023, the Francophone Family Support Network of SDG has continued its activities by offering a space for sharing, mutual support, and collaboration among families.



Results

10 meetings fostering exchanges between families in 2025-26

Topics discussed:

- employability;
- housing and independent living options;
- grief;
- transition periods;
- succession planning and support for caregivers

Presentations on the following topics:

- Finautonome services;
- Working Caregiver Program;
- presentation of the three types of caregiver benefits:
 - presentation of the Disability Tax Credit (DTC) and the application process;
 - Canada Caregiver Credit (CCC);
 - Ontario Seniors' Home Safety Tax Credit.

Implementing a Holistic Wellness Approach

As part of a holistic wellness approach, Bien ici also purchased a massage chair for the DS Day program to offer participants daily moments of relaxation and calm. This initiative helps reduce stress, support emotional self-regulation, and create a soothing environment that promotes participants' physical and mental well-being.





Recruitment and Retention of Francophone Staff in the Developmental Sector

As part of the grant received by Bien ici on behalf of the Community services planning table for our local DS sector, and on behalf of that table's French-language services committee, this Canada-Ontario agreement funding made it possible to:

- Create a bilingual infographic presenting effective strategies for recruiting and retaining Francophone staff in the intellectual disability sector
- Create a provincial dissemination strategy for this infographic
- Develop an employment support model with a Francophone college and local employment and immigration support organizations
- Begin collaboration with the provincial developmental services network on a bilingual HR strategy and the adaptation of French-language training resources for Francophone staff.

“Since M. has been attending the Bien Ici day program, we have observed steady progress in her. She is more stimulated and seems to benefit from a routine that is good for her.

Our experience with the team has been very positive. We feel there is a great deal of listening and a genuine concern for participants' well-being, which is reassuring for us as parents.

The program brings her a great deal in everyday life, particularly through community participation activities, physical exercise, and yoga. These are important elements for her balance.

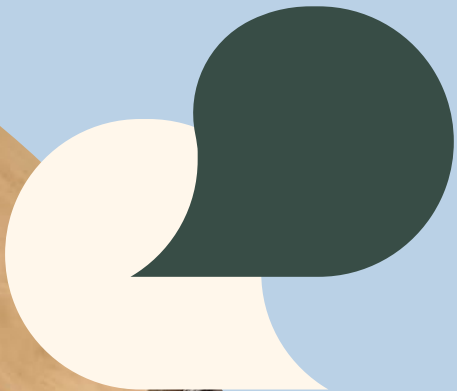
Even though routine helps M. feel secure, she also appreciates variety in the activities, which helps maintain her interest and motivation.

The social aspect is also present. M. sometimes feels that the other participants are not always at her level or do not share her interests, but despite that, she adapts and still gains positive benefits from the experience.

Overall, we find that this program is beneficial for her, and we appreciate the support provided.

As a parent, it is important for us to know that she is surrounded and supported in an environment that fosters her growth.”

— A family



“Our collaboration with Bien ici has been extremely positive and meaningful. Their team has played an essential role in de-escalating situations involving people in urgent need. By offering structured, predictable, and adapted daily activities, they have created a stable and reassuring environment for individuals, which has greatly contributed to reducing crises and helping restore calm.

This stability was especially valuable during transition periods, while appropriate supports and services were being put in place. Thanks to their consistent, person-centred approach, Bien ici made it possible to maintain a safe and caring framework, thereby facilitating access to sustainable solutions.

We are grateful for this collaboration and for the concrete impact it has had on the well-being of the people we support.”

— *Community partner*

“We place great value on our partnership with Bien ici. Their professionalism, responsiveness, and commitment to supporting the community make them an excellent collaborator, and we appreciate the positive impact of our shared work.”

— *Lisa (Residence Kinsmen)*



Why participants enjoy Bien ici's Day program

"Because I like bowling,
swimming, and Planet
Fitness activities, and
I have the chance to do
a co-op placement!"

—CL

"Because I really like
seeing my friends. I'm
very happy here!"

—RP

"I really like the people here,
my friends, and the person
who works with me. I'm
happy every morning when
I arrive."

—SHB

"Because I like the
outings and the
Passport group!"

—JL

"There are always
fun activities to do!"

—MB

Early Childhood Programming and Services

Like all Ontario EarlyON Child and Family Centres, Bien ici's francophone EarlyON Centre (*Centre ON y va*) is mandated to offer free, high-quality francophone programming, both in person and virtually, for children aged 0 to 6 and their families.

Our programming is based on the four foundations of the document *How Does Learning Happen?* - belonging, well-being, engagement, and expression - in order to offer children enriching experiences that support their overall development, regardless of their age, abilities, culture, or family reality. Parents' active participation remains at the heart of our approach and significantly supports children's development and growth.



Programming Focused on Children's Overall Development

Learning Through Play

Families take part in a varied programming that includes, among other things:

- story time;
- music and movement activities;
- science experiences;
- messy play activities (“On est lavable”);
- cooking activities;
- exploratory and “risky” play based on their interests;

These experiences allow children to:

- express their ideas, emotions, and creativity in French to strengthen their linguistic and cultural identity;
- learn to share, wait their turn, and follow directions while developing their social skills and self-regulation;
- strengthen their language and communication skills;
- develop a sense of belonging and confidence in a safe Francophone environment alongside their parental figures.

Participation in play-based learning groups also supports a smooth transition to educational services and kindergarten in a Francophone environment.

Support for Parents and Families

Our francophone EarlyON Centre offers families a welcoming space where they can receive guidance, share their experiences, and take part in activities adapted to their realities. Parents have access to support from early childhood professionals to support their child's development and strengthen their parenting skills.

These interventions make it possible to:

- value parents' role as their child's first educators;
- actively support the development of autonomy and self-regulation in the child through the parent's presence;
- strengthen the parent-child bond;
- foster positive, secure relationships while contributing to the development of children's linguistic and cultural identity in a Francophone context.

Information and Referrals

Through conversations with our team and collaboration with several community partners, families can learn about the resources and services available in the region.

This approach encourages:

- the development of an accessible and coherent support network;
- a stronger sense of belonging to the Centre and the Francophone community;
- the creation of connections between families and the community;
- greater awareness of the services available to parents and young children.



“The baby massage instructor created a space where we could talk with the other mothers without judgment.”

—A parent

Play Groups

Play groups offer a welcoming environment where children and their parents can interact, socialize, and build connections. The parent's presence supports the child's emotional well-being and encourages active participation. These experiences help to:

- support children's social and emotional development through the parent's presence;
- encourage expression in different forms and foster the emergence of meaningful relationships;
- create lasting connections among families in a Francophone environment.

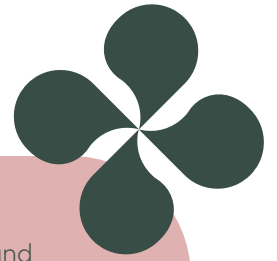
Professional Development and Continuous Improvement

Our Team's Certifications

Thanks to a grant from the City of Cornwall, two employees obtained certification through the Triple P program – *Positive Parenting Program – PECE Coach*. This specialized training strengthens positive educational practices and makes it possible to offer enhanced support to families in order to promote children's optimal development.

We also enhanced our service offering through the certification of two employees who can now train families in baby massage. This practice:

- promotes the attachment bond between parent and child;
- supports the infant's well-being and relaxation;
- may help relieve certain discomforts;
- allows parents to build confidence and skills in their interactions with their child.



"I really appreciated the warmth and dedication of the instructors. They were welcoming, cheerful, and respectful. They interacted well with the families, and I felt very comfortable. My child had a great time."

— A parent

Inclusion in Practice

To better serve the diverse range of families we work with, our team has also completed the following training courses:

- Adopting inclusive practices related to affective, sexual, and gender diversity when interacting with preschool-aged children.
- Newcomers in Ontario: Understanding French-language support and service systems for parents of children aged 0 to 4.

"Great job on everything, and thank you for all the songs we've learned!!!"

— A parent

Highlights of the Year

Stronger Francophone Programming

In line with our strategic plan, we finalized a transition toward an offering of play-based learning groups exclusively in French. This direction aims to strengthen our Francophone mandate and further support the development of language and culture among children and their families. As a result, services are now offered only in French, fostering an immersive, coherent environment that supports the growth of the families we serve.

Access to all of our services, including our play-based learning groups and activities, is offered free of charge.



Congratulations to Gisèle Rouleau – Early Childhood Educator of the Year 2025!

The Profession in Play: Early Years Excellence Award was presented to Gisèle Rouleau by the City of Cornwall at the Cornwall, SDG and Akwesasne Early Childhood Conference in 2025.

This recognition highlights her exceptional commitment to inclusive, caring, and play-based learning. Gisèle creates a safe and stimulating environment where children and their families feel welcomed, valued, and respected. Her approach prioritizes children’s interests, identity, culture, and voices in order to turn every experience into a meaningful learning opportunity.



“It’s a wonderful experience for parents and babies. A great environment for chatting with other parents.”

—A parent



Our Results and Statistics for 2025-2026

In 2025-2026, our programming was offered in the communities of Cornwall, Moose Creek, North Lancaster, and Alexandria.

Service Participation

359

children reached

2,678

child visits across all programs

308

parents or guardians served

2,143

parent or guardian visits across our programs (including 116 visits made by male parent figures)

Complementary Services

10

car seat inspections completed

70

items checked out from the toy library

9

participating families in the Mother Goose program

6

families finished the baby massage training sessions

“Meeting new people, a gym where my child can burn off energy, and friendly staff.”

—A parent

2024-25 Statistics from the Eastern Ontario Health Unit

148

visits to the French-language speech therapy service

12

early screening consultations, “Watch Me Grow”

Mental Health Programs and Services

Bien ici offers a full range of mental health programs and services for children, youth, and their families. To strengthen accessibility, particularly in rural areas of SDG, we offer services from our satellite offices located in Alexandria and Crysler. For families requiring enhanced support, intensive interventions can also be offered directly at home or in the community. In addition, for people who are unable to travel, virtual and telephone consultations are available, ensuring support tailored to their needs regardless of location.



"I cannot find the words to express all of my gratitude to the teachers and staff of the Day Treatment Program. Over the past five years, N. has grown in ways I never would have believed possible. Without their support and guidance, N. would not have been able to graduate, and for that I am deeply grateful."

—A parent



Overview of Clinical Services and Mental Health Statistics for 2024-25:

Targeted Prevention Services

Our targeted mental health prevention services focus on early intervention with children, youth, and their families to reduce the risk of emerging or worsening mental health difficulties. As part of this work, Bien ici also carried out a range of outreach, promotion, and awareness activities to increase understanding of mental health and connect with priority populations in the community. These included community presentations on mental health services, participation in the Youth Engagement Fair, the men's awareness day, International Day of the Girl, and a cultural fair, as well as a presentation to the Special Education Advisory Committee and awareness workshops for youth in the day treatment program.

2025-26 Results:
2,173 participants

Brief Counselling or Therapy Services

Brief consultation and therapeutic services provide timely, short-term support to address a child's or youth's immediate needs. Unlike ongoing consultation and therapy services, they are limited in duration and typically include one to four sessions over a six-week period. These services may be sufficient on their own, help clarify the need for additional treatment, or serve as an interim support while families await more comprehensive services.

2025-26 Results: 110 youth served for a total of 188 service hours, and 110 cases resolved without additional services

Consultation and Therapy Services

These services provide structured, evidence-based clinical support tailored to the needs, strengths, and realities of children, youth, and their families. Delivered through individual, or group interventions, they promote well-being, strengthen coping strategies, and build family capacity. By supporting early intervention and prevention, they also help reduce the escalation of difficulties and the need for more intensive services over time.

2025-26 Results:

194 youth followed
2,899 hours of direct service
2,391 hours of indirect service

Intensive Treatment Services

Intensive mental health services are designed for children, youth, and families experiencing complex or significant difficulties that require sustained, coordinated, and specialized support. Through intensive, individualized clinical interventions tailored to each young person's circumstances, these services aim to stabilize crises, strengthen family functioning, and support youth in remaining safely in their home and community.

These services include:

- day treatment services, offered in partnership with Francophone school boards, for youth whose mental health challenges affect school attendance and participation;
- intensive in-home services, which provide direct support to families in their daily environment and help prevent the worsening of difficulties;
- outpatient clinic services, offering specialized individual, family, and group interventions for more complex needs.

Through a collaborative, prevention-focused approach, these services help reduce the need for more intrusive interventions, such as hospitalization or long-term out-of-home placement.

2025-26 Results:

30 youth served
1,470 hours of direct service
25 families followed at home



Specialized Consultation and Assessment Services

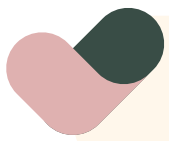
These specialized consultation and assessment services, provided by our consulting psychologist, help clarify a child's or youth's diagnosis, clinical profile, prognosis, or treatment needs. They support a deeper understanding of presenting difficulties, guide intervention planning, and may contribute to the identification or confirmation of complex mental health conditions.

2025-26 Results:

68 youth served
196 clinical consultations

Tele-mental Health

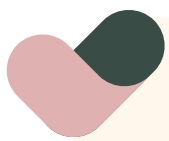
Tele-mental health services give children and youth already receiving services at Bien ici access to specialized clinical expertise, including consultation, assessment, and child psychiatry. These services help deepen understanding of a young person's mental health needs and support more informed intervention planning. Delivered through partnerships with CHEO, SickKids, and CPRI, telepsychiatry also improves timely access to specialized care while allowing families to remain in their community.



2025-26 Results: 8 uses of the telehealth equipment

Parenting Skill Development and Family Support

These services support parents, guardians, and caregivers in strengthening their ability to respond to the mental health needs of a child or youth. Often offered alongside the child or youth's service plan, they provide practical strategies, guidance, and tools to help families better understand their child's challenges, build confidence in their role, and enhance family well-being and resilience. Services may include parent coaching, psychoeducation, support groups, assistance with service navigation, and referrals to community resources. Delivered in a variety of settings, they contribute to early intervention, prevention, and more coordinated support for families.



2025-26 Results: 131 families supported for 524 hours of direct service and 207 hours of indirect service

Support Groups for Families, Youth, and Children

As part of its mental health service continuum, Bien ici offers educational and therapeutic groups for children, youth, and their families. These groups provide practical tools, strengthen coping and relational skills, and support individual and family well-being. Often used as an early intervention at intake, they also offer timely support to families awaiting individual services, while creating opportunities to connect with others facing similar challenges in a safe, structured, and confidential setting. Topics addressed may include anxiety, emotional self-regulation, ADHD, separation and divorce, and parenting support.

Crisis Support Services

During its operating hours, Bien ici provides short-term crisis support to children, youth, and families facing urgent situations that require a prompt response. Offered over the course of a crisis period rather than as a single intervention, this support aims to help stabilize the situation, ensure immediate safety, reduce distress, and connect families to appropriate follow-up services, including longer-term resources when needed.

Outside of operating hours, or when a situation is urgent and poses a risk to the safety of the youth or others, families must call emergency services (911) or contact the crisis service at Cornwall Community Hospital, available 24 hours a day, 7 days a week, through a bilingual crisis team, at 1-877-377-7775.

Key Highlights for Our Mental Health in 2025-26

In the fiscal year 2025-2026, mental health services reached a growing number of children, youth, and families, with a notable increase in the complexity of needs and a higher demand for specialized services.

292

unique youth served in mental health

264

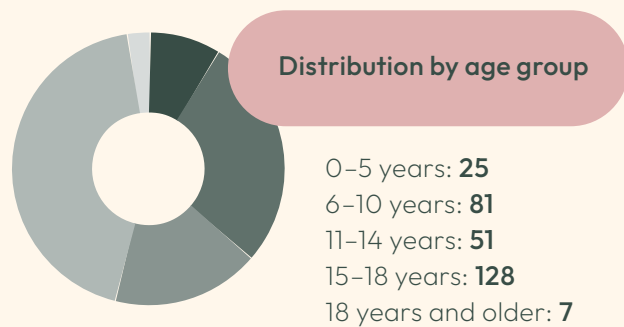
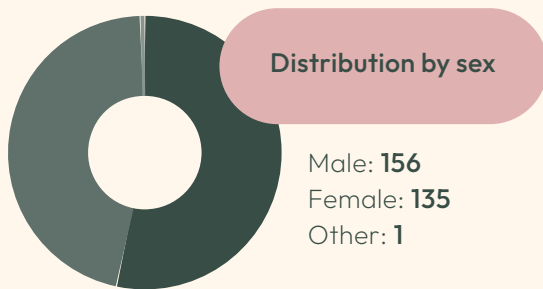
initial assessments completed

3,800 +

cumulative hours of direct service (all programs combined)

Increase in complex needs, particularly trauma, severe mental health issues, and complex family situations

Client Profile



There is a strong representation of adolescents, with an increase in needs among 15-18-year-olds.

Average wait times

Consultation/therapy services (days on average):

78

Brief services (days on average):

8

Overall Analysis and Key Issues

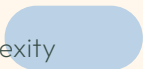
Strengths

- Increased access to services
- Diversification of clinical approaches
- Strong community reach
- High user satisfaction



Challenges

- Growing case complexity
- Wait-lists




Program and Services for Women Survivors of Sexual or Domestic Violence


The *Ma vie, mon choix* program provides services for Francophone women aged 16 and over, including all people who identify as women, who have experienced sexual and/or domestic violence, as well as for children and youth who witness this violence. Guided by a feminist approach, the program offers support that respects each woman's pace, choices, and lived experience.

Services include:

- individual counselling for women who are victims or survivors of domestic and/or sexual violence;
- a monthly discussion café that fosters mutual support and helps reduce isolation;
- services for children and youth witnessing violence, including individual or group support for children, adolescents, and their mothers;
- *Tenir compte des mères*, a 10-week group for mothers and their children under age 4 that supports attachment, particularly in the context of trauma.



2025-26 Results for *Ma vie, mon choix*:
45 women served
900 cumulative service hours



2025-26 Results for Children Witnessing Violence:
2 women and 7 children served

New Initiatives Implemented

Support Services Program for Male Survivors of Sexual Assault (SSPMSSA)

The Support Services Program for Male Survivors

of Sexual Assault provides services for people aged 16 and over who identify as men and who have experienced sexual assault, whether recent or in the past. Guided by an inclusive approach, the program recognizes the diversity of gender identities among people who identify as men and offers voluntary, confidential support that respects each person's pace, choices, and lived experience.

Services include:

- individual counselling for men who are victims or survivors of sexual assault;
- emotional support and accompaniment tailored to each person's needs and recovery process;
- information, referrals, and service navigation support to help individuals access appropriate community, health, or legal resources;
- trauma-informed support offered in a safe, respectful, and non-judgmental setting.

No police report or legal proof is required to receive services.

“My name is J., and I am the mother of a youth who has been attending Bien ici's Day Treatment Program since October 2023. My child had difficulty following rules and expectations during his early teenage years. Since he started this program last year, despite a few obstacles along the way, he has found himself again thanks to the support offered by the program.

My child worked extremely hard on himself in a short period of time, with the help of incredible mental health workers in collaboration with school staff and the Strive program. They offered him a safe space where he can be himself, take breaks when needed, and receive ongoing one-to-one support without question whenever a break is necessary.

We sincerely appreciate all the help that has been provided throughout this journey.”

— A parent

Highlights and Successes of Our Mental Health Programs

During the year, several sources of funding were secured to support the implementation of initiatives, the strengthening of therapeutic environments, and the enhancement of clinical programs:

Community of Practice to Improve Access to Mental Health services for Equity-Deserving Francophones

Funding of \$160,000 over 4 years under the Canada-Ontario agreement.

Thanks to funding from the Ministry of Health under the Canada-Ontario Agreement, Bien ici launched a regional community of practice with a provincial scope dedicated to equity in Francophone mental health, in partnership with CFS/SFC Ottawa. This initiative brings together more than thirty Francophone organizations working in mental health and community services in order to improve access to care for equity-deserving Francophone communities, including Black, racialized, newcomer, Indigenous, 2SLGBTQIA+, neurodivergent people, or people living with a developmental disability.

Through spaces for collaboration, training, and the sharing of practices, this community of practice aims to better understand the barriers experienced by these populations and to develop concrete, inclusive, and culturally safe approaches. This project also helps strengthen the capacity of Francophone organizations to offer services adapted to the diverse realities of the communities they serve.

Integration into *Action Ontarienne contre la violence faite aux femmes*

Bien ici's integration into the provincial network *Action Ontarienne contre la violence faite aux femmes* (AOcVF) is an important step in the evolution of our services for women and survivors of violence. This collaboration gives our teams access to specialized training, recognized best practices, and a provincial network of expertise in feminist intervention and trauma-informed approaches. It also strengthens our ability to offer more inclusive, safe, and responsive services adapted to the realities of Francophone women in our community.



Francophone Wellness Summer Camp

For a second consecutive year in 2025-26, thanks to funding from Service Canada, the camp was offered in collaboration with BGC Cornwall. This program provides a safe and inclusive environment for Francophone children and youth, promoting the development of socio-emotional skills, self-esteem, and well-being through recreational and educational activities supervised by therapists.

Results:

174 spots filled over 7 weeks
51 unique participants
35 hours of group therapy
over 7 weeks per child

“The wellness camp had a truly positive impact on L. Following her participation, we noticed that she became more open to interacting with other students and began building connections with her peers, which had previously been challenging for her. The camp clearly met an important need for her, and we believe it has been tremendously beneficial to her well-being.”

— A parent



Infrastructure Fund – \$28,525 (United Way)

Contribution dedicated to improving the facilities of the day treatment program, including the replacement of kitchen cabinets, countertops, and appliances.

Community Investment Fund – \$10,000 (United Way SDG)

Support for the Francophone Wellness Summer Camp to make it more affordable for families.

Healthy Eating for Better Learning (Student Breakfast Program) – Upper Canada Leger Centre for Education & Training

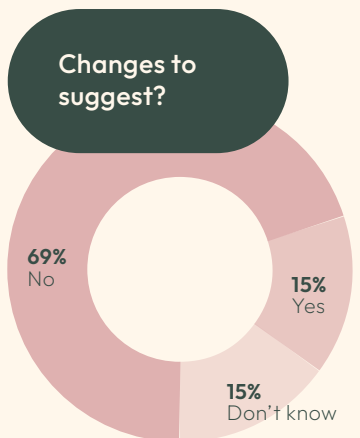
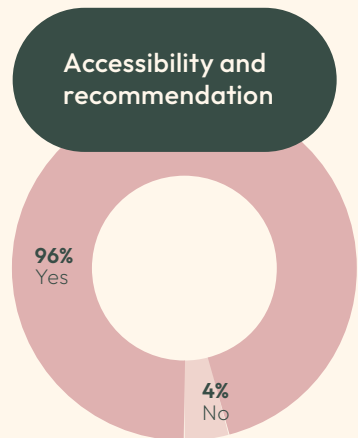
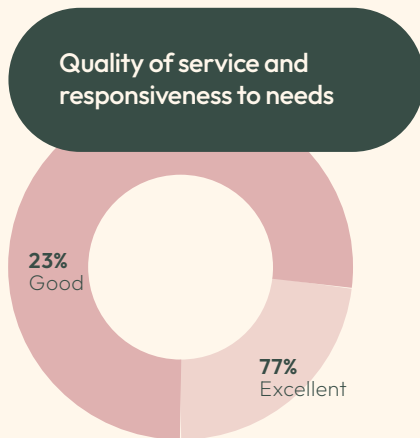
Contribution of \$304 for the breakfast program, as well as \$313 for the purchase of equipment to support healthy eating habits among students.

Micro-grant – \$4,000 (Social Development Council SDGCA)

Support for the Building Safer Communities project.

High Satisfaction with Our Mental Health Services

Summary of satisfaction survey results:



"I am writing regarding the exceptional program offered by Bien ici in Cornwall. My son H. has been participating in this incredible program for several years, and I am deeply grateful for the program as well as for the wonderful, compassionate, and dedicated team that supports him.

My son has faced many challenges, traumas, and obstacles in his life, and the staff have shown a great deal of compassion, understanding, kindness, and support. Communication has always been excellent. They truly listened to H.'s needs and continue to help him every day overcome his challenges. I have seen great improvement, both at school and at home. His difficult behaviors, frustration, and anger have decreased significantly.

The staff and the whole team work in perfect collaboration for the well-being of the youth and their parents. I am sincerely grateful for the team's involvement, their kindness, and their commitment to the goals and successes set for my son. They work with him in different ways to help him develop new skills, reach new goals, and acquire new knowledge, all while taking his learning challenges into account. This team is truly exceptional.

Thank you for your time and attention."

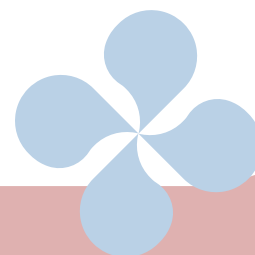
—A parent

Bien ici: A Training Centre for the Next Generation of Francophone Professionals

In a context where French-language services are facing a significant shortage of qualified professionals, Bien ici continues to actively invest in training the next generation of Francophone professionals.

By welcoming interns and summer students each year from various academic programs connected to our areas of intervention, our organization contributes to the development of future professionals in mental health, early childhood, social work, and developmental disability services. We also welcome administrative interns to help train the community managers and leaders of tomorrow in the non-profit sector.

These internships and summer jobs allow students to gain valuable hands-on experience in a dynamic Francophone environment, while also supporting the development of a new generation of professionals who are skilled, compassionate, and committed to our community.



“Thank you sincerely for the trust you placed in me throughout this year. I learned a tremendous amount through the trainings I had the opportunity to attend, as well as through the richness of the clinical experience I gained within your team.

This year was a significant milestone for me, both professionally and personally. It allowed me to grow, strengthen my skills, and better define my practice.

I am grateful for the guidance, opportunities, and work environment you helped create.”

— Student Intern in Psychotherapy



Mental Health:

- Postgraduate practicum (practicum placement) 560 hours (1 intern)
- Summer jobs – Wellness camp 1,960 hours (7 interns)

Early Childhood:

- Post-secondary (practicum placement) 246 hours (3 interns)
- Summer job – Early childhood educator assistant 280 hours (1 intern)

Intellectual Disability:

- Post-secondary (practicum placement) 1265 hours (3 interns)
- Secondary school (co-op) 352 hours (2 interns)
- Summer job – DD worker assistant 280 hours (1 intern)

Administrative:

- Post-secondary (practicum placement) 180 hours (1 intern)

Partnerships and Community Involvement

Partnerships and community involvement are at the heart of our mandate. Our services cannot be delivered without the support of the community, and we cannot be at the centre of that community without actively contributing to its development. Bien ici is also present at various community fairs and events. Here is a summary of our active partnerships and community involvement in 2025-26:

Bien ici

- AFO planning table for the Eastern region
- IDEA Community Coalition
- Great River Ontario Health Team
- SDG community strategic planning
- SDG local committee of the Francophone Immigration Support Network of Eastern Ontario (RIFSEO)
- Working group – Newcomer health (RIFSEO)
- Community of practice to improve access to mental health care for equity-deserving Francophones
- Welcoming Francophone Community of Cornwall



Programming and Services for Adults Living with an Intellectual Disability

- Regional Francophone Forum
- CSPT
- CSPT Cross-Sector Collaboration
- CSPT EDI Committee
- CSPT French-Language Services Committee
- CSPT P&R Committee
- CSPT HR Committee
- CSPT Housing Committee
- OASIS (Ontario Agencies Supporting Individuals with Special Needs)

Early Childhood Programming and Services

- InterAgir East Network
- Early Childhood Education Program Advisory Committee (St. Lawrence College)
- Cornwall and SDG Early Childhood Planning Table
- French-language mental health services committee for children and youth in SDG
- Eastern Ontario EarlyON Regional Network

Clinical Mental Health Programs and Services

Planning Tables, Advisory Committees, and Regional Representation

- Youth Wellness Hub / Kids Come First
- Cornwall-SDG Community Intervention Table
- Community Collaborative Table
- Suicide Prevention Coalition
- French-Language Mental Health Services Advisory Committee
- Infant and Early Childhood Mental Health Advisory Committee
- Caregivers and Families Advisory Committee
- Quality and Quality Standards Committee
- CAS/VAW Committee (Children's Aid Society / Violence Against Women)
- Navigation Committee with the Great River Ontario Health Team
- SDG MHYS Advisory Committee
- Regional Francophone Services Team
- Operational and Oversight Committee – 1 Call, 1 Click
- SEAC – Special Education Advisory Committee

Communities of Practice and Working Groups

- Community of practice to improve access to mental health care for Francophones with equity needs
- Provincial Francophone community of practice in autism and mental health
- Community of practice for day treatment programs
- PreVenture community of practice
- SNAP community of practice
- Community of practice for trauma-focused cognitive behavioural therapy
- Community of practice for solution-focused brief therapy
- Working group for the implementation of solution-focused brief therapy
- “Good Care, Good Timing” working group
- Working group for the development of a specialized Francophone team
- CANAA – RACCA (Community Action Network Against Abuse)
- DVCAC
- Program for male survivors of sexual violence
- Program for people living with an eating disorder
- PLEO – Parent support through family peer support workers
- Family engagement – Parents and families speak out

Strategic Initiatives and Provincial Collaborations

- OITAM – Ontario Intensive Treatment Access Model – Advisory group on OITAM implementation for French-language services
- Ontario Health Team – Kids Come First
- Drug and Substance Use Health Strategy
- Dynamic Communities – Poverty
- Dynamic Communities – Mental Health

Financial Statements

L'exercice, terminé, le, 31, mars		2026				
	Services d'interventions	Violence en famille	Initiation à la vie	ON y va	Total	
Produits						
Ministères	1,338,305	143,614	593,793		2,075,712	\$
Ville de Cornwall				763,288	763,288	
Administration des programmes	181,174				181,174	
Autres	83,769		17,246		101,015	
	1,603,248	143,614	611,039	763,288	3,121,189	
Charges						
Dépenses de bureau	18,950	6,927	6,467	6,499	38,843	
Association	3,290	6,818	2,501	356	12,965	
Loyer	78,614	9,840	37,278	82,096	207,828	
Téléphone	8,569	867	3,813	4,333	17,582	
Déplacement	9,834	1,398	8,182	6,844	26,258	
Bénéfices aux employés	167,758	11,020	46,348	63,031	288,157	
Développement professionnel	10,698	7,266	44,976	8,229	71,169	
Frais bancaires	1,319	21	68		1,408	
Salaires	1,024,621	52,514	268,617	334,968	1,680,720	
Honoraires et services contractuels	172,803	20,469	35,464	35,511	264,247	
Développement et représentation	17,809	1,013	14,183	18,512	51,517	
Assurance	8,474	3,020	10,119	12,232	33,845	
Amortissement d'immobilisations	495		14,985	8,180	23,660	
Administration des programmes		14,364	56,460	110,351	181,175	
Programmation et fournitures	89,926	7,618	74,524	74,499	246,567	
Entretien et réparations	6,210		57	645	6,912	
	1,619,370	143,155	624,042	766,286	3,152,853	
Excédent des produits sur les charges	(16,122)	459	(13,003)	(2,998)*	(31,664)	\$

*Unlike the other programs, the fiscal year for our francophone Early ON program ends on December 31. The figure presented in this report reflects the financial position of this budget as of March 31, 2026, which represents the first quarter of its current fiscal year. As of December 31, 2025, the program's budget was balanced, with a slight surplus.

2025				
Services d'interventions	Violence en famille	Initiation à la vie	ON y va	Total
1,299,576	143,622	600,184		2,043,382 \$
			708,260	708,260
160,824				160,824
73,598		18,071		91,669
1,533,998	143,622	618,255	708,260	3,004,135
12,975	3,419	2,054	6,916	25,364
4,299	1,653		185	6,137
50,133	7,874	36,680	64,982	159,669
3,304	1,500	2,000	9,440	16,244
10,416	1,465	4,701	2,832	19,414
153,071	10,395	56,080	45,798	265,344
10,735	3,720	6,918	7,932	29,305
472	34	83		589
910,008	68,480	316,867	312,431	1,607,786
203,322	19,642	41,071	43,548	307,583
19,620	1,980	858	18,865	41,323
9,086	2,977	6,639	9,397	28,099
615		9,031	380	10,026
	19,364	56,460	85,000	160,824
123,478	676	37,551	59,440	221,145
21,844		85	5,803	27,732
1,533,378	143,179	577,078	672,949	2,926,584
620	443	41,177	35,311	77,551 \$

Thank you to our funders
and partners :



Ministère de la Santé

Ministère des Services à l'enfance et des
Services sociaux et communautaires



Emploi et Développement social Canada



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