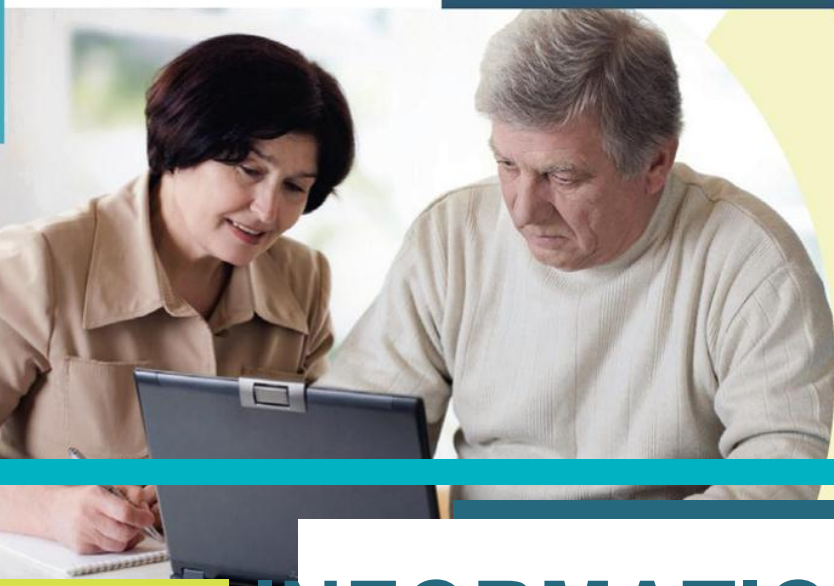


**2011-2012  
Information Guide**



# **INFORMATION CLEARINGHOUSES FOR SENIORS**

English translation from the official French version

Québec 

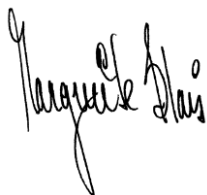
## MESSAGE FROM THE MINISTER

I am indeed proud, today, to give concrete expression to the financial commitment that the government made in the last Budget by launching this call for projects that will establish throughout Québec information clearinghouses for seniors. The clearinghouses already established have proven themselves. I would like to pay tribute to the unfailing efforts of the volunteers who are devoting themselves to the clearinghouses and enhancing the assessment of the agencies.

Some \$2.1 million will be invested over a three-year period. The gradual establishment of the clearinghouses throughout Québec will offer vulnerable seniors an array of services to help them find and understand government information.

I invite you to examine this guide, which will help you to prepare your application to establish an information clearinghouse for seniors in your organization.

I would like to thank community agencies, which are essential partners for the program's success. Your initiatives are changing the lives of seniors and the people around them, and you can be proud of it. Good luck to you in carrying out your projects.



Marguerite Blais

Minister responsible for Seniors



## TABLE OF CONTENTS

The program.....	4
General objectives of the information clearinghouse for seniors .....	6
Vulnerable seniors are the target clientele of the clearinghouse.....	6
Support and tools to be offered to the organization .....	6
Success factors of an information clearinghouse for seniors .....	6
The deliverables of an information clearinghouse for seniors .....	7
Eligibility of organizations .....	8
Eligibility of projects.....	8
Submission of an application for funding (form).....	9
Section 1: General information on the organization .....	10
1.1 Information on the applicant organization .....	10
1.2 Principal activities that the applicant organization offers .....	10
1.3 The scope of the organization’s action.....	10
1.4 Human resources .....	10
Section 2: Rationale of the clearinghouse .....	11
2.1 Justification for the organization’s application .....	11
2.2 Geographic territory that the clearinghouse’s services cover .....	11
2.3 Clientele that the clearinghouse targets.....	11
2.4 Participation by volunteers and partners.....	11
2.5 Duration of the project (duration of the financial.....	12
2.6 Marketing strategy .....	12
2.7 Cooperation among community organizations .....	12
Section 3: Project budget.....	13
Section 4: Documents to be appended to the application.....	14
Section 5: Signature of the authorized person.....	14
The selection process .....	14
Analysis criteria .....	15
Administrative procedures .....	16
Contact information .....	16

## THE PROGRAM

The government's information clearinghouse for seniors program is intended for existing organizations. It has a \$2.1-million budget allowance spread over three years.

The program was designed bearing in mind the experience of a number of pilot projects carried out in Québec. The information clearinghouses for seniors, attached to an existing organization, offer services to facilitate access by vulnerable seniors in the region to government information. The clearinghouses implement the means necessary to publicize their existence among vulnerable seniors. Volunteer guides help seniors to find and understand government information. They make accessible and promote the information and must ensure that vulnerable seniors find and understand the information they need concerning government programs or services.

Seniors will locate government information by means of the electronic guides that Services Québec elaborates for them. The guides will be accessible on the Services Québec Web portal or through other information sources. The services can be offered in the seniors' homes, on the organization's premises, by telephone, through information activities, or at any other location that vulnerable seniors visit.

Ultimately, 30 clearinghouses, including the existing ones, will be set up for a period of three years, which represents for each organization selected a maximum of \$24 000 a year.

### ***Organizations that offer the services of an information clearinghouse for seniors***

- The organization responsible for the information clearinghouse for seniors must ensure recruiting, training, coordination and the quality of services that volunteers in its territory provide.
- Each organization that offers the services of a clearinghouse is responsible for implementing the means necessary to publicize the services that it offers among vulnerable seniors.
- The organization must compile measurement indicators that focus, in particular, on the number of seniors reached or the number of talks given.

### ***The role of the Fédération des centres d'action bénévole***

To carry out its mandate, the information clearinghouse for seniors will receive support from the Fédération des centres d'action bénévole du Québec (FCABQ). Among other things, the Fédération will:

- ensure exchanges of information between the clearinghouses through monthly contacts;
- ensure advocacy with other partners likely to enhance the work of the clearinghouses;
- prepare standardized working documents that the clearinghouses can use;
- organize thematic training for the clearinghouses (coordinators and volunteers);
- become acquainted with the action plans that the clearinghouses submit and ensure follow-up to them;
- update the volunteers' guide;
- offer advice to new coordinators in the clearinghouses.

The MFA will also collaborate closely with the AQCCA and each of the organizations offering the services of a clearinghouse. It will thus ensure that its program is fully carried out and assume responsibility for promoting it throughout Québec.

The MFA will evaluate its program in order to gauge its efficacy.

Please carefully read this guide before you submit an application for funding to ascertain whether your organization satisfies the eligibility criteria.

## GENERAL OBJECTIVES OF THE INFORMATION CLEARINGHOUSES FOR SENIORS

- Support seniors in their efforts to enhance their living conditions and social integration, maintain and broaden their autonomy, and ensure respect for their rights.
- Reduce the risks of the social isolation, abuse and neglect of seniors.

## VULNERABLE SENIORS ARE THE TARGET CLIENTELE OF THE CLEARINGHOUSE

The clientele includes:

- autonomous individuals who have difficulty interpreting procedures and standards;
- seniors experiencing a loss of autonomy that curtails their access to government information, e.g. reduced sight, hearing or physical capacity;
- seniors experiencing a loss of autonomy that affects to varying degrees their cognitive abilities;
- seniors whose vulnerability and risk of exclusion is exacerbated by isolation, significant cognitive impairments or mental disorders.

## SUPPORT AND TOOLS TO BE OFFERED TO THE ORGANIZATION

The implementation of the information clearinghouses for seniors makes provision for basic training for interveners and volunteers and for follow-up tools. The FCABQ will provide the training and tools.

## SUCCESS FACTORS OF AN INFORMATION CLEARINGHOUSE FOR SENIORS

The pilot projects carried out revealed the success factors in the implementation of an information clearinghouse for seniors. Organizations that wish to offer the services of a clearinghouse and obtain the necessary funding must show, in their application for funding, that they master such factors:

- The services are intended for vulnerable seniors.
- A promotion strategy that relies on an array of means will be implemented to present a clearinghouse's services.
- The means of accessing the services will be diversified, i.e. vulnerable seniors will be able to obtain the services on the organization's premises, in seniors' homes or in their own homes.
- Activities to make information accessible must be carried out, such as thematic talks, the displaying of information, the broadcasting of radio vignettes, and the publication of news items.

- The choice of volunteers must take into account the individual's ability to listen to vulnerable seniors and establish with them a relationship of trust. The volunteer's patience when giving explanations will also be taken into consideration.
- An organization that wishes to integrate the services of an information clearinghouse for seniors into its activities must be able to rely on a broad network of dynamic volunteers.
- The organization must carefully choose the volunteers and properly train and supervise them.
- The organization's volunteers and permanent employees must promote referrals and make the most of opportunities to promote a clearinghouse's services or offer the services to vulnerable seniors.
- An organization that offers the services of a clearinghouse must maintain a solid network with other community organizations and institutions.
- The organization must be located in a geographic area in which a significant number of vulnerable seniors live.
- The organization must already offer seniors several activities and services.

## THE DELIVERABLES OF AN INFORMATION CLEARINGHOUSE FOR SENIORS

- Offer personalized service with or without an appointment on the organization's premises.
- Offer personalized service on external sites.
- Offer personalized service in the senior's home.
- Offer group and promotional activities and initiatives to make accessible government programs and services both on and off the organization's premises.
- Provide the information required with respect to accountability.

## ELIGIBILITY OF ORGANIZATIONS

To be eligible for the program and obtain a grant, an organization must:

- be a legally constituted non-profit organization, possess a valid Québec enterprise number (NEQ), maintain its head office in Québec and mainly carry out its activities in Québec;

or

- be an Aboriginal nations community recognized by the National Assembly of Québec;

and

- have offered diversified services to seniors for at least one year.

The organization must agree to comply with the terms and conditions of the program and its characteristics. It may propose adaptations that take into account conditions in its region, but without changing the nature of the program.

### ***Ineligible organizations***

The following organizations may not submit an application for funding:

- for-profit private enterprises, individuals, general partnerships, municipal housing offices, local municipalities or regional county municipalities, government departments or bodies and paragovernmental bodies such as health and social services centres, hospitals, and educational and training institutions;

- organizations whose activities are interrupted by a labour conflict (strike or lockout).

An ineligible organization may not submit a project through an eligible organization or by using the name of an eligible organization.

This program does not cover the Laval and Outaouais regions since a clearinghouse service is already offered in their territory.

## ELIGIBILITY OF PROJECTS

Eligible projects

- The project must satisfy the program as described on page 4 of this guide.
- It must essentially target vulnerable seniors.
- The community must support the organization's application.
- A letter of support from the Regional Steering Committee on Seniors would be an asset.

## SUBMISSION OF AN APPLICATION FOR FUNDING (form)

An organization that wishes to participate in the program must fill out the application for funding form provided for this purpose, append to it the requisite supporting documents and send it to the ministère de la Famille et des Aînés postmarked no later than **Friday, October 14, 2011**.

Applications for funding must be sent to the address indicated on page 16.

The electronic version of the application for funding form is available on the MFA website ([www.mfa.gouv.qc.ca](http://www.mfa.gouv.qc.ca), under the section “Aînés,” “Programmes d’aide”).

The information provided on the form allows the MFA to learn about the organization, how it is organized and components and aspects specific to the program. The form comprises five sections. Below are useful clarifications on how to fill out the form.

It is important to fill out each section to allow for a thorough analysis of your application to participate in the program. **Incomplete forms are inadmissible and will lead to the rejection of the application for funding.**

## SECTION 1: General information about the organization

### **1.1 Information about the applicant organization**

Indicate complete, up-to-date information on the organization's identity and its contact information. The MFA will use the information to communicate, if need be, with the organizations to have signed the financial assistance agreement and to issue cheques.

Please ensure that the information provided conforms to the information recorded by the enterprise registrar. Otherwise, have made the necessary modifications and send them promptly to the address indicated on page 16.

#### Authorized signatory

The board of directors of the applicant organization must indicate, by a signed resolution, the name of the person that the organization authorizes to submit and sign the application for funding form and the agreement, as the case may be. If the authorized signatory changes, the board of directors of the organization must promptly notify the MFA of the change through a new resolution. Unsigned forms are inadmissible and will lead to the rejection of the application for funding.

### **1.2 Principal activities that the applicant organization offers**

Describe the everyday activities that the organization offers, especially those proposed to seniors. The activities should correspond to those mentioned in the organization's annual activity report. As section 4 of the application form indicates, you must append the letters patent or the articles of incorporation of the organization with the latter's purposes.

### **1.3 The scope of the organization's action**

Indicate the scope (local, regional or province-wide) of the activities that the organization offers. Specify the territory covered by your current services.

### **1.4 Human resources**

Indicate the number of employees and the number of volunteers working for the organization. Do not include in this section the human resources specifically concerned by the realization of the project submitted.

## SECTION 2: Rationale of the clearinghouse

To complete this section, please provide the information requested below by filling out the form.

### ***2.1 Justification for the organization's application***

- A. Justify the establishment in your organization of an information clearinghouse for seniors. It is important to fully indicate the reasons for which the organization has decided to implement an information clearinghouse.
- B. Indicate the links between your organization's mission and the establishment of a clearinghouse offering new services.

### ***2.2 Geographic territory that the clearinghouse's services cover***

Indicate the territory that the activities of the information clearinghouse for seniors will cover.

### ***2.3 Clientele that the clearinghouse targets***

Specify the seniors' clienteles targeted and estimate, if possible, their number during the duration of the project.

### ***2.4 Participation by volunteers and partners***

- A. Describe the procedure contemplated to recruit and train new volunteers, if necessary.
- B. Describe how volunteers will be supervised.
- C. Describe the follow-up that will be carried out to ensure the realization and quality of the services offered to the clientele.
- D. Describe how your organization intends to mobilize its team of volunteers.
- E. Describe the means that your organization has adopted to propose the services of a clearinghouse to vulnerable seniors.
- F. Describe the procedure contemplated to interest and recruit new partners, if necessary.

### ***2.5 Duration of the project (duration of the financial assistance)***

The grant may be spread over a maximum period of 30 months.

The program's implementation has been divided into two phases. The objective is to implement, by March 2012, 24 new information clearinghouses for seniors in 15 regions of Québec.

### ***2.6 Marketing strategy***

Describe the marketing strategy that the organization will implement to publicize and present the services of the information clearinghouse for seniors among vulnerable seniors.

### ***2.7 Cooperation among community organizations***

The projects supported must promote cooperation among community interveners. Letters confirming the support of or participation by one or more community agencies would be an asset. The partners may contribute human, financial or physical resources.

## SECTION 3: Project budget

In this section, the applicant organization must explain in detail the sources of funding necessary to carry out the project and the expenditure items anticipated for each year of the program's operation. The maximum amount granted to each organization is \$24 000 a year.

Moreover, the applicant organization must specifically indicate the nature of its participation and that of partner organizations in the project, as the case may be (human, physical or financial resources).

The MFA reserves the right to revise the amounts and duration of assistance requested.

### ***Eligible expenses:***

- the remuneration (including fringe benefits) of staff associated exclusively with the realization of the project. The remuneration must be comparable to what the organization usually pays for similar tasks;
- professional honoraria;
- operating expenses directly related to the realization of the project;
- expenses related to promotional initiatives and communications, including distribution, publication and advertising, directly related to the project submitted;
- training expenses necessary to carry out the project submitted;

- the cost of leasing premises to satisfy the project's needs;
- the cost of purchasing or renting equipment assumed to carry out the project submitted.

### ***Ineligible expenses:***

- the remuneration of the organization's staff or professional honoraria related to the presentation of the organization's usual activities;
- operating costs and other expenses related to the presentation of the organization's usual activities or the promotion of the organization;
- the portion of the taxes and other expenses in respect of which the sponsoring organization is entitled to a refund;
- expenses allocated to carry out the project outside the period covered by the financial assistance agreement;
- all expenses not directly related to the clearinghouse's activities.

## SECTION 4: Documents to be appended to the application

This section of the form lists all of the documents to be appended to the application for funding. If you are unable to provide any of the requisite documents, please indicate why.

## SECTION 5: Signature of the authorized person

It is essential to fill out this section and to sign the application for funding form. **Unsigned forms are inadmissible and will lead to the rejection of the application for funding.**

---

## THE SELECTION PROCESS

The MFA will analyze the projects submitted. To do so, it may resort, if need be, to external human resources who possess knowledge or expertise related to the project under study. The MFA will consult representatives of government departments and bodies, in particular the Fédération des centres d'action bénévole du Québec and the Association québécoise des centres communautaires pour aînés.

## ANALYSIS CRITERIA

Each eligible project will be analyzed in light of the criteria indicated below and the funds available. The MFA will ensure a fair regional budgetary distribution when it awards the grants.

### ***The organization's ability to conform to the terms and conditions of the program and its characteristics:***

- satisfy the general objectives;
- target vulnerable seniors;
- satisfy the success factors of an information clearinghouse for seniors;
- be able to provide the deliverables stipulated in the program.

### ***The link between the organization's current activities and the services that the clearinghouse offers***

- The MFA will give special attention to organizations that establish a link or continuity between their current activities and the clearinghouse's mission.

### ***The credibility of the applicant organization:***

- the organization's expertise and achievements in relation to the project;
- letters of support or confirming collaboration or agreements with community organizations;
- a letter of support from the Regional Steering Committee on Seniors would be an asset.

### ***Overall quality of the project:***

- the marketing strategy and the means adopted to reach seniors;
- collaboration with the community and the presence of partners or collaborators in the program;
- the strategy planned to mobilize volunteers;
- the territory covered and the means contemplated to cover it;
- the means adopted to interest and recruit new partners.

### ***Direct spinoff for seniors:***

- target, in particular, vulnerable seniors;
- the number of vulnerable seniors who will benefit from the services.

### ***Socioeconomic indicators of the region that the organization serves:***

- the deprivation index of the territory that the organization serves;
- the number and proportion of seniors in the territory that the organization serves.

### ***The organization's financial health:***

- the organization's financial health and its balance sheet.

### ***The cost of carrying out the project:***

- the quality and precision of the budget submitted;
- the realistic nature of the anticipated budget and the applicant organization's financial participation.

## ADMINISTRATIVE PROCEDURES

At the conclusion of the selection process, the ministère de la Famille et des Aînés will send an organization whose project has been selected the financial assistance agreement that indicates the commitments binding the two parties.

The person authorized by a resolution of the board of directors must sign the two copies of the financial assistance agreement and send them to the ministère de la Famille et des Aînés.

The payment process will begin once the two parties have signed the copies of the financial assistance agreement.

### *Accountability*

Organizations that receive financial assistance must report to the ministère de la Famille et des Aînés the outcomes obtained by means of one or more interim reports and a final report. The reports must describe the realization of the activities stipulated in the financial assistance agreement and the use of the grant.

The interim report(s) must be submitted to the MFA **no later than thirty (30) days prior to** the anniversary date of the signing of the financial assistance agreement.

The final report must be submitted **no later than thirty (30) days prior to** the conclusion of the project.

---

## CONTACT INFORMATION

The application for funding form must be postmarked **no later than Friday, October 14, 2011**. It must be sent to:

*Carrefour d'information pour aînés*  
Secrétariat aux aînés  
Ministère de la Famille et des Aînés  
875, Grande Allée Est  
5<sup>e</sup> étage, secteur 700  
Québec (Québec) G1R 5W5

Telephone: 418-646-1084

Website: [www.mfa.gouv.qc.ca](http://www.mfa.gouv.qc.ca) (under the section "Aînés," "Programmes d'aide financière destinée aux organismes").

[www.mfa.gouv.qc.ca](http://www.mfa.gouv.qc.ca)

ISBN 000-0-000-00000-0 (PDF)  
Legal deposit - Bibliothèque et  
Archives nationales du Québec, 2011  
Library and Archives Canada, 2011  
© Gouvernement du Québec

**Famille et Aînés**  
**Québec** 