

# SHARE & CARE

THE RECOVERY OF HOPE - THE HOPE OF RECOVERY

*Special events this fall*

2022 Low-Beer Memorial Lecture

## PUTTING YOUNG CARERS ON THE MAP

Research, policy, practice & next steps

A world leader on young carers' research, policy, and practice, Saul Becker will be the guest speaker at the 2022 Low-Beer Memorial Lecture. A young carer himself in his childhood, Saul pioneered this field and has worked with children and young adults with caring responsibilities for 30 years.



A young carer is someone under the age of 25 who takes care of a family member who has a chronic illness, disability, mental health or substance use issue, and/or problems related to old age. In his talk, Saul will describe the challenges of caring at a young age and the risk factors and benefits associated with it. He will describe international responses and the evolution of research, policy, and practice in support of young carers.

Saul is Professor of Children and Families at Manchester Metropolitan University, UK, formerly the Provost of the University of Sussex, and former Pro-Vice Chancellor and Head of the College of Social Sciences at the University of Birmingham.

Saul's accolades, among others, include 56 research awards

as Principal Investigator, and 570 publications and invited keynote conference papers, including 18 books. He advises governments, policy makers, and practitioners around the world. In 2020, he was named as a "Role Model" by AccessHE for his research which has "put young carers at the heart of many universities widening participation plans". He was also named by Universities UK as one of the "Nation's Lifesavers" – "100 individuals or groups based in universities whose work is making a life-changing difference". □

**Thursday, October 13 at noon**  
**Online on Google Meet**  
**Visit [amiquebec.org/LB22](https://www.amiquebec.org/LB22)**  
**for link and details**

## Rethinking Psychiatry

**How the Failure to Identify  
the Biological Causes of  
Major Mental Disorders  
Opens Up New Possibilities  
for Long-term Recovery**

Join us for a special lecture featuring **Robert Whitaker**, author of five books, three of which tell of the history of psychiatry. In 2010, his *Anatomy of an Epidemic: Magic Bullets, Psychiatric Drugs, and the Astonishing Rise of Mental Illness* won the U.S. Investigative Reporters and Editors book award for best investigative journalism.

Despite decades of research, the biology of major psychiatric disorders remains unknown. There are no findings that people so diagnosed necessarily suffer from a persistent biological abnormality. The understanding today is that the causes of psychiatric symptoms—psychosis, mania, depression and so forth—are varied, with life events, such as trauma, being common risk factors.



In the absence of regular drug treatment, many people so diagnosed suffer an "episode" of the "illness," which remits over time. This understanding opens up new avenues for promoting robust recovery: what therapies can help maximize the possibility that a person will suffer an "episode" of illness, rather than suffer from a "chronic" condition? □

**November 10, 7:00pm**  
**In person at**  
**Oscar Peterson Concert Hall\***

\*Visit [amiquebec.org/rethinking](https://www.amiquebec.org/rethinking) for details and updates (this event may shift to being online if circumstances change)

Adolescence can be a difficult passage for both teenagers and parents. As a parent, you might say to yourself “I just don’t recognize my child anymore!”. Your teen does not want to spend much time with the rest of the family, is moody and impulsive, feels misunderstood, lashes out at you, looks uninterested in your attempt to talk, but seems overly worried about friends, social media, etc. Teenagers face a number of challenges which can explain many of the changes you observe: surges in hormones, feeling more pressure to fit in, figuring out who they are and what they want and facing an important transition to a new stage of life. This would be a tall order for anyone!

During this challenging time, parents may wonder if this is “typical” teen moodiness or if these could be signs of a mental health condition, such as Borderline Personality Disorder (BPD). BPD is common and complex, affecting an estimated 1.6% of the population. Practitioners try to avoid pathologizing normal behaviour, and might be hesitant to diagnose BPD in teenagers, especially since adolescence is often a period of turmoil and transition. However, for both teenagers and family members, having a diagnosis or identifying traits of the disorder might have advantages. Early detection is important so appropriate treatment can be offered as soon as possible. It will also allow parents to access appropriate services for themselves so that they may better cope with this challenging situation, learn how best to communicate with a highly sensitive and reactive teen, as well as ensuring that any person in the circle of care affected by the situation are also supported.

When mental health professionals consider a BPD diagnosis they mostly look for the following symptoms:

**Behavioural Dysregulation, such as:**

- Self-harming: cutting, punching walls
- Impulsive or self-destructive behaviours: substance abuse, dangerous sexual behaviours

**Relationship Problems, such as:**

- Intense fear of abandonment, unstable

relationships with family members and friends

- Difficulty to control anger
- Irrational or paranoid beliefs (especially under great distress)

**BPD & Teens**  
**WHAT PARENTS WANT TO KNOW!**

**Strong Emotional Reactions**

- To seemingly minor issues, especially around relationships
- Extreme emotional swings (sometimes within a day; from very depressed to happy to very angry to anxious to happy again...); in some cases suicidal ideations

Teenagers who feel strong emotions for longer periods, who take a long time to get back to their emotional baseline (i.e. feeling relatively calm and collected) and who engage in risky behaviours or use substances to alleviate their distress may be struggling with borderline personality disorder.

BPD is a challenging condition for the person struggling and for their families. The good news is BPD is treatable — both teens and families can find relief! Accessing appropriate course of treatment as early as possible is recommended, mainly using psychotherapy (although medication may also be added). Dialectical Behaviour Therapy (DBT) is a popular treatment for BPD and could be offered either at your CLSC or at a specialized outpatient mental health facility in your area.

The journey to recovery from BPD or from severe difficulty to manage strong emotions is not linear and will require much dedication, patience and perseverance from both parents and teens. Mindfulness, emotion regulation and validation, as well as learning about the condition can make a tremendous difference. Parents can have access to such tools in a

number of ways (including online!). The Sashbear Foundation offers the Family Connections Program, a free 12 week program designed to help family members of a loved one (teen or adult) struggling with Borderline Personality Disorder. The program is now offered online and families can register at [Sashbear.org](http://Sashbear.org). Additional knowledge can be accessed on Sashbear’s webinar series at [sashbear.org/en/resources-main/webinar-series](http://sashbear.org/en/resources-main/webinar-series).

If you suspect your teenager may be struggling with BPD, or if you have observed any thoughts, feelings, or signs of self-harm, the first step is to reach out to a mental health professional who can assess and rule out any other potential causes for your teen’s behaviour and distress. In Quebec, CLSCs are the frontline free public institutions where families can find the mental health services they need. They may ask a family doctor for a referral or may go directly (or by appointment) to the psychosocial intake

The good news is BPD is treatable—  
both teens and families  
can find relief!

department located in every CLSC. If you are unsure how to navigate the system, call AMI-Quebec or visit [amiquebec.org/healthcare](http://amiquebec.org/healthcare).

In case of an emergency, do not hesitate to call 911. If you are facing a very difficult situation with your teen, you or your teen may want to call a crisis center (visit [amiquebec.org/crisis](http://amiquebec.org/crisis)).

AMI-Quebec offers a number of services that support the circle of care of a person living with BPD or with any other mental health issue. Visit [amiquebec.org/borderline](http://amiquebec.org/borderline) for resources and help or give us a call at 514-486-1448. □

– Sylvie Bouchard

For sources, visit [amiquebec.org/sources](http://amiquebec.org/sources)

## Meet David Windsor AMI's newest "problem solver"

I've been here since January—here being AMI-Quebec. This is the first time that I get to contribute to the newsletter and I was asked to take a second to talk about myself.

I am 36 years old and studied art, economics, and math in school. I have ADHD and I'm a self-taught computer geek. I spent most of my late teens and early adult life escaping into games and diving into random little projects where I could teach myself new things whenever something tickled my interest. I teach Brazilian JiuJitsu, I practice photography, I enjoy metal and woodwork and I take pride in getting to fix broken things that I encounter while I explore the world around me.

I spent most of my adult life in two jobs, both of which were customer service oriented, but they differed greatly in execution and organization. My first job was as a manager of a small cafe/bakery that was family owned. Being small meant that there was an intimate connection to the owners, but not much room for financial gain on a personal level. The second was for a large American corporation that has

offices all over the world. Its coffers were big enough to offer an increased income and benefits system, but it was totally divorced from any kind of humanity with regards to leadership. Coming out of both of them helped shape my values immensely.

I come from places where a small amount of experience is not long enough to claim a lot of authority. But I also recognize that the first few months of learning something are where you get to pick all the low hanging fruit. I can recognize now that 'making it work' and surviving past something has small effects on how I feel when I'm finally passed it. I consider myself blessed to have found my way to AMI.

I was brought on to help with IT and administrative tasks. I was particularly impressed that my role was created to

help alleviate some of the burden that had fallen on other staff; in my previous job the concept of equitable distribution of responsibilities was very alien. Helping and teaching are things that I thrive on when I get to do them and I'm getting to do them in an environment that feels very human and reasonable.

It's been incredibly touching to get to take part in workshops and support groups. I have nine peers whose brain I can pick about very real contemporary issues that I don't understand. I've found a way to make my living by helping people do work that I am very proud of! It feels almost surreal and I've commented to my friends that I have a small suspicion that I'm the victim of some Kafkaesque prank.

I went from surviving work to enjoying it, and while I'm sure that some of it can be attributed to the honeymoon aspect of having a new job, I'm very much looking forward to seeing how a few years of working at AMI will transform the values two decades of working have created in me. I'm here to help! ☐



## WHAT MAKES AMI WORK?

*Ella Amir has been AMI's Executive Director for over 30 years. Her tireless work and attention have been key to growing AMI into the well-respected organization it is today. A critical part of this has been her approach to staff and the atmosphere of our workplace. Unlike many workplaces, at AMI employees are treated like people, not as disposable, anonymous workers, and the dedication and longevity of staff reflects this. Here are some of Ella's thoughts on workplace culture.*

Throughout my tenure at AMI-Quebec, I have viewed staff as the most important asset of the organization. While it sounds like common sense, many workplaces fail to recognize that, and the outcome is often unhappy employees, who often stay because of convenience or fear of change rather than because their interests and values are congruent with those of their organization; such employees often fail to be engaged or accomplished.

I believe that most employees, if given the opportunity, like to be engaged and participate in the organizational process. Employees become disengaged if they do not feel their contribution is essential or their opinions valued. Engaged employees are more likely to feel

ownership of the organization, which translates into forward and creative thinking, and proactive engagement in problem solving.

A culture of openness, transparency, and respect is critical, where employees feel safe to share their views, even if they may not be congruent with mainstream views. The Kaleel Jamison Consulting Group suggests that when we feel judged, we act small and contribute less. But when we feel joined, we can be big and contribute

more. 'Joining behaviours' about work include acceptance, exploration, curiosity, problem solving, engagement, and open thinking. On the other hand, 'judging behaviours' are characterized by defensiveness, problem finding,

'telling', and closed thinking. Clearly, unlike judging behaviours that withhold trust, joining behaviours extend trust.

The ability of an organization to face a crisis in an effective way (i.e. continue to operate with little interruption) can be predicted, at least in part, by the 'state of affairs' before a crisis has occurred. Warning signs are often apparent, if only one would be willing to

Engaged employees are more likely to feel ownership of the organization

*continued on page 8*

# AMI'S FALL PROGRAMS

## Help for family caregivers and people living with mental illness.

### We are here for you!

COVID is still with us, and so for the safety of our participants, volunteers, and staff, we are continuing to hold almost all our programs online. In late fall we will hold one workshop in our office as we explore hosting in-person events at AMI safely.

We evaluate our workshops on a regular basis, and this fall we are introducing a new writing workshop series: *Write from the Heart* by longtime facilitator Joyce Cohen. We have a fresh face at AMI with Victoria Jonas joining us as a new workshop facilitator.

Our newest support group, Young Family & Friends, had steady attendance in its first year, and will continue to provide a safer space for caregivers aged 18-30. Common themes include the difficulties of caregiving while navigating school, social media, dating, sexuality, partying, entering the workforce etc.

Our online events use Google Meet (it's like Zoom) and Facebook Live. Participants can participate from the comfort of their homes via computer, or anywhere by smartphone or tablet. Counselling and support groups can be accessed by regular telephone by request.

Our popular *Facebook Hot Topics* series continues—live, online Q&As where you can use your computer or smartphone to interact with experts discussing trends in mental health. This sea-

son our Hot Topics will be spontaneous and unscheduled with surprise guests and breaking news from the mental health world. Videos can be watched at a later date if you miss the live event.

We have many interactive workshops that will provide you with information and hands-on experience. They will help reduce stress and increase confidence. Read through the information below and you're sure to find something that suits you.

If you live outside Montreal, you can attend almost all of our programs since they are online.

Likewise, we can support you through counselling by Google Meet or phone, and if you give us a call we can help guide you to services in your area.

**All our programs are free!**

**Call 514-486-1448**

**(1-877-303-0264)**

**or visit [amiquebec.org](http://amiquebec.org) for details.**



## SUPPORT GROUPS

Open-agenda sessions facilitated by people who have experience, either as a caregiver or having lived with mental illness. No registration necessary. All our support groups start at 6:30pm on Google Meet. See calendar, page 7 for dates and times or visit [amiquebec.org/support](http://amiquebec.org/support)

## INTERACTIVE WORKSHOPS

**Please note: space is limited and registration is required.**  
**Register at [amiquebec.org/workshops](http://amiquebec.org/workshops)**

**ONE-TIME WORKSHOPS**  
**FOR CAREGIVERS ONLY**  
**6-8PM ON GOOGLE MEET**

### ANGER AND CAREGIVING RELATIONSHIPS

Within the caregiving relationship, anger is an important emotion to explore and

understand. This workshop will help you increase your understanding of anger and of what may trigger anger in your caregiving relations. Participants will be encouraged to share their experiences and explore their challenges.

**September 15** with Victoria Jonas.

### COPING SKILLS

We cope all the time. This workshop aims to bring to light the ways in which we cope within caregiving relationships, whether it be by coping positively or in less effective ways. Awareness of how we cope can increase our ability to notice when we engage in defensive patterns and move towards practicing new skills that will provide us with more safety, peace, and general wellbeing.

**September 22** with Victoria Jonas.

### BOUNDARIES AND SETTING LIMITS

Caregiving relationships challenge everyone involved in discovering what's appropriate and what's not appropriate or effective within the unique dynamic. The aim of this

workshop is to identify these limits and learn to communicate them in order to protect both the relationship and the caregiver.

**October 6** with Victoria Jonas.

### CREATIVE EXPRESSION

This workshop is an innovative and creative way to explore your own challenges and how they can be overcome. Led by Joyce Cohen, you will use your intuition to create small collage cards with magazine images, scissors and glue. You will then learn how to 'read' your cards to discover what personal and hidden meanings your card reveals to you.

**No art experience is required.** If you are a caregiver struggling to maintain your balance while caring for a loved one touched by mental illness, you may find the experience of self-discovery and respite rewarding.

**October 13, 6-7:30pm** with Joyce Cohen.

### ACCEPTANCE AND LETTING GO

Loss is an inevitable and painful part of life. In the relationship between a family and their loved one with mental illness,

experiencing loss can be complicated. In this workshop, we will identify and name losses, situate participants within their own grieving processes in relation to loss, and learn about acceptance, which can enhance healing.

**November 3** with Victoria Jonas.

### INTRODUCTION TO BORDERLINE PERSONALITY DISORDER

This introductory session will provide basic knowledge on Borderline Personality Disorder: what it is, what are some of the challenges, and what can be done to reduce conflicts. You will gain a better understanding of the condition and how to cope.

**November 8** with Sylvie Bouchard.

### IN PERSON! HANDS ON PRACTICE FOR CHALLENGING SITUATIONS

If you have a loved one (family, partner, friend, etc.) living with mental illness who has difficulty managing their emotions, this group is for you! This is a practice group where we will explore validation using real life examples. We will also introduce the practice of boundaries and limit setting. This event will be held in person at AMI's office at 5800 Decarie Blvd.

**November 29** with Sylvie Bouchard.

### DE-ESCALATING CONFLICT

This workshop explores de-escalation techniques and how to engage mindfully in conflictual situations. It will encourage self-awareness and development of insight into effective communication techniques in conflict situations. Attendees will be invited to share specific situations they have experienced and unravel the new dynamics that influence the outcomes of their situations.

**December 8** with Victoria Jonas.

**WORKSHOP SERIES**  
FOR CAREGIVERS ONLY  
Must attend all days

### CAREGIVER GROUP

These groups offer opportunities to explore how caring for a loved one with

mental health challenges **affects the caregiver's experience and own wellbeing**. A group setting can be viewed as a social microcosm that offers opportunities for interpersonal learning and growth. As participants share their experiences and learn from each other, they can gain new insights. This experience can alleviate some of the isolation and other difficulties often associated with caregiving. Interested caregivers will be interviewed in order to determine whether the group experience could be beneficial to them.

**The Wednesday Group starts September 7 and runs for 6 weeks on Wednesdays, 3-4:30pm**

**The Monday Group starts September 12 and runs for 6 weeks on Mondays, 7-8:30pm**

With Ella Amir and Miriam Byers.

### MEDITATION FOR RESILIENCE

How do we gain the strength to work with life situations that are difficult and stressful? Resilience is certainly important but how does a person develop more resilience? For millennia meditation has been used to develop a personal centre — a place of peace and tranquility that people can go to at times of turbulence in their lives. Meditation is widely used today for stress reduction or to help cope with pain, anxiety, or depression. This workshop for family caregivers will use meditation to help participants get in touch with these deeper parts of themselves.

**Starts September 28, 11am-12pm and runs for 10 weeks** with Bill Byers.

### CAREGIVERS 55+

Workshop participants will discuss the challenges of providing care to a loved one with mental health challenges while aging into senior years. Practical information and coping strategies will be shared and explored. Themes include making difficult choices, creating a circle of support, dealing with legal concerns, aging and self-care, grief, establishing boundaries, etc. Family caregivers aged 55 years and over are welcome.

**Oct 18, 25, Nov 1, 10am-12pm** with Melanie Hughes.

### NEW! WRITE FROM THE HEART

This is a six-week writing workshop for family caregivers in which we use writing to express feelings and then share what we wrote with the group. The workshop provides a safe and welcoming space that promotes healing, support and empowerment through writing, reading our words and deep listening. It's about self-expression, not about being a good writer.

**Starts November 10, 1-2pm and runs for 6 weeks** with Joyce Cohen.

**WORKSHOP SERIES**  
FOR PEOPLE LIVING WITH  
MENTAL ILLNESS ONLY

### AGING WELL WITH MENTAL ILLNESS

If you are an older adult living with mental health struggles or illness, this is a chance to share your experiences. Talking to peers with similar challenges can provide validation and compassion. We will explore ways to cope and how to manage difficult emotions. Subjects include boundaries, communicating feelings, hobbies, and self-care. Care recipients age 55 years and over are welcome.

**Nov 15, 22, 29, 10am-12pm** with Melanie Hughes.

### INDIVIDUAL COUNSELLING

*For family and friends*

Should you need a personalized one-on-one for a particular problem or situation where a family member with mental illness is concerned, we're here for you. Our counsellors are here to help families who are stuck in a rut and will help them explore ways for better interaction with ill loved ones, where the focus is on the family role.

All counseling sessions are held by telephone or videoconferencing software like Google Meet.

For details, visit [amiquebec.org/SOS](http://amiquebec.org/SOS).

## ➔ Reaching Out: One-Way Texts ➔



Sometimes communication with an ill loved one can be tough. Has your loved one cut contact and you are concerned for their well-being? Do you have a strained or strenuous relationship but you would like to maintain contact?

One way to keep the lines of communication open and let your loved one know that you are thinking about them is to send a one-way text. The goal is to send a caring message without expecting a reply. Some suggestions:

- I am thinking of you
- I am watching a TV show that reminded me of how much you like \_\_\_\_\_
- I just read something that I think you would enjoy
- Here is a photo of a meal I just prepared, knowing how much you like \_\_\_\_\_
- On a walk today, I passed by your favorite spot and it brought a smile to my face

Tips:

- You can attach a photo or an emoji

to your one-way text to make it more personal

- Keep the text short and sweet
- Avoid sending a text message that requires a response, such as posing a question
- Do not take it personally if your loved one doesn't text you back. Keep in mind: it is a one-way text

It is important to remember that it is up to the person receiving your text

to decide if they want to respond or not. Respect their choice for distance and space. How often you send a one-way text will depend on your relationship, your current circumstances, and how close or distant you feel to your loved one. Try sending one and see how it goes.

– Blanche Moskovici



**Old and new friends at a recent picnic in the park. An afternoon of fun and connection!**



## TRIBUTES & MEMORIALS

**In honour of Lynn Nulman**  
 Donna and Kenny Goodman  
 Norma Nutkevitch  
 Elaine and Avrum Stark

**In honour of Miriam Byers**  
 Susana Lazaro  
**In memory of Joan Zdyb**  
 Madonna Dwyer

**In loving memory of our beautiful daughter**  
 Marielle Côté  
**In memory of Ali Cohen**  
 Sheila Monheit

*AMI-Québec extends sympathy to the bereaved and appreciation to all donors for their generosity. If you wish to honour someone with a donation, please phone 514-486-1448 or visit [amiquebec.org/donate](http://amiquebec.org/donate).*

## FALL 2022

**Please note:**  
due to COVID-19, our support groups are taking place online, not in person.

### SUPPORT GROUPS

Mondays 6:30pm on Google Meet

**For family, friends, and people with mental illness unless otherwise indicated.**

**For details visit [amiquebec.org/support](http://amiquebec.org/support)**

### FAMILY AND FRIENDS for relatives and friends

September 19; October 3, 24; November 7, 21; December 5, 19

### BPD for relatives and friends

October 3; November 7; December

### NEW!

### YOUNG FAMILY AND FRIENDS

**for relatives and friends aged 18-30**

September 12; October 17; November 14; December 12

### ANXIETY/ OBSESSIVE COMPULSIVE DISORDER

October 3; November 7; December 5

### BIPOLAR DISORDER

September 12; October 17; November 14; December 12

### DEPRESSION

September 12; October 17; November 14; December 12

### HOARDING

September 19; October 24; November 21; December 19

### KALEIDOSCOPE for people living with mental illness

September 19; October 24; November 21; December 19

### SOUTH SHORE

**for relatives**

Wednesdays 6:30pm

September 14; October 12; November 16; December 14

See pages 4 and 5  
for information about our  
fall workshops or  
visit [amiquebec.org/workshops](http://amiquebec.org/workshops)

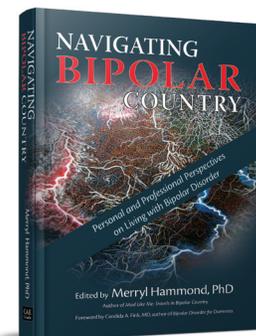
We are not mailing printed copies of our calendar anymore. Visit [amiquebec.org/calendar](http://amiquebec.org/calendar) for an always up-to-date version.

## Navigating Bipolar Country

### Personal and Professional Perspectives on Living with Bipolar Disorder

Edited by Merryl Hammond, PhD

Merryl Hammond is a Montreal-based health professional who was diagnosed with bipolar disorder in 2008 at age 51. She has studied nursing and community health and is a public health consultant in Baie-D'Urfé, Quebec. In 2018, she published a memoir, *Mad Like Me: Travels in Bipolar Country*. Realizing that each person affected by bipolar obviously has their own unique story, she decided to compile an anthology to share their stories.



This new anthology has 42 contributions by three groups: people living with bipolar disorder, family members, and clinicians. It brings together insights from many perspectives and draws readers deep into the wilds of so-called “bipolar country.”

Here are two brief excerpts by family members. (Both used pen names.)

#### 1. From “My son’s lost youth” by Shauna Michaels

“This story is about my much-loved son. I am not sure where to start or what to say. My story is long. It is complicated. It is painful. And it brings great, great sorrow. I am grieving the opportunity as a parent to watch my son become the man he wants to be. The one he hoped to become. He was robbed of the opportunity to grow into the person he could have been and was capable of becoming.”

#### 2. From “I forced myself to smile” by Lara Beaulieu

“I realize now that a lot of what [my mom] lives with—her anxiety about changing her routines, her angry outbursts, her unpredictable behaviour, her emotional numbing, her fear of travelling—is very ‘normal’ for a person with bipolar. I hadn’t realized that before because we don’t talk openly about her disorder in our family. Even now, after all these years.” □

Visit [www.meryllhammond.com](http://www.meryllhammond.com) for more information.

### STAY INFORMED!

Find our most up-to-date information at:

[www.amiquebec.org](http://www.amiquebec.org)

For regular updates, follow AMIQuebec on:



Sign up for monthly emails:

[amiquebec.org/email](mailto:amiquebec.org/email)

Or call us: 514-486-1448

(1-877-303-0264 outside Montreal)

# amiquébec

Agir contre la maladie mentale  
Action on mental illness

AMI-Québec, a grassroots not-for-profit organization, is committed to helping carers\* manage the effects of mental illness through support, education, guidance and advocacy. By promoting understanding, we work to dispel the stigma still surrounding mental illness, thereby helping to create communities that offer new hope for meaningful lives.

\*Carers (*proches aidants*) are those in the circle of care, including family members and other significant people, who provide unpaid support to a person in need.

Anne Newman, *President*  
Judy Gold, *Vice President*  
Henry Olders, *Treasurer*  
Perla Muyal, *Secretary*  
Donna Sharpe, *Immediate Past President*  
Ella Amir, *Executive Director*

## SHARE & CARE

THE HOPE OF HOPE - THE HOPE OF RECOVERY

Share&Care is published quarterly.

Ella Amir, *Editor-in-Chief*  
Diana Verrall, *Managing Editor*  
Gabrielle Lesage, *Contributing Writer*  
Jan Barbieri, *Editor*  
Liane Keightley, *Designer*

Articles and comments are invited. Anonymity will be respected if requested. Guest articles reflect the opinions of the authors and do not necessarily reflect the views of AMI-Québec.  
Legal deposit: Bibliothèque Nationale du Québec, National Library of Canada.

5800 Décarie, Montréal, Québec H3X 2J5  
514-486-1448 1-877-303-0264  
www.amiquebec.org info@amiquebec.org  
f t y u i AMIQuebec  
Member of Avant de craquer

AMI... continued from page 3

see. Conflicts, employee absenteeism and disengagement, and dissatisfaction of service users with the quality of services are just some red flags that may signal the need to pay attention. Without concerted efforts to rectify such challenges, one can predict that in a crisis situation the organization is likely to experience serious challenges to its operation and service delivery.

AMI's approach to the COVID-19 pandemic is an excellent example of this. Navigating the COVID-19 pandemic has posed challenges for all workplaces. We entered the pandemic with a solid team. While each member had their own tasks and responsibilities, there was (and is!) a healthy fluidity and collaboration. The transition to working from home and offering all programs and services remotely required important adjustments, both technologically and mentally. Team members spared no efforts to ensure that delivery of programs was not interrupted and the community was not compromised. It was a remarkable achievement in a very trying time. All this is, in my view, a manifestation of a healthy organization, where employees feel ownership and commitment and are motivated to invest in the wellbeing of the organization. Like many things in life, good outcomes are often associated with reciprocal relationships: giving and receiving go hand in hand, where the organization and its employees both give and receive. □

This issue of Share&Care has been made possible by a grant from the Otsuka-Lundbeck Alliance.



## YOUR SUPPORT SUSTAINS OUR FREE PROGRAMS

Although AMI receives some government funding, we need to raise more than half of our operating budget each year.

**We need your support!**

Donation: \$ \_\_\_\_\_

I wish to make this donation in honour of: \_\_\_\_\_ in memory of: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

FOR US TO ACKNOWLEDGE YOUR GENEROSITY, SUPPLY DONEE'S NAME AND ADDRESS

Membership (\$25 annual): \$ \_\_\_\_\_

Existing members receive their renewal notices in the mail

Total: \$ \_\_\_\_\_

Send payment to  
**AMI-Québec**, 5800 Décarie, Montréal, Québec H3X 2J5  
We never share, trade or sell donor information.

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ PROVINCE \_\_\_\_\_

POSTAL CODE \_\_\_\_\_ TELEPHONE \_\_\_\_\_

E-MAIL \_\_\_\_\_

VISA  MASTERCARD  Cheque

Card number \_\_\_\_\_

Expiry date \_\_\_\_\_ CW code \_\_\_\_\_

Name on card \_\_\_\_\_

**DONATE ONLINE** [amiquebec.org/donate](http://amiquebec.org/donate)