

Moncton Community
Residences Inc.



**ANNUAL
REPORT
2024-2025**



Presidents Report

Dear Members, Colleagues, and Partners

It is with great pride and sincere gratitude that I share this year's President's Report for Moncton Community Residences Inc. Over the past year, our focus has remained clear: to grow as an organization rooted in community, strengthened by good governance, and guided by our mission to serve our members with excellence, dignity, and compassion.

Our efforts have centered on building a resilient and responsive organization- one that evolves with purpose and remains deeply connected to the people we serve. A key part of that work has been investing in the continued development of a strong, engaged, and diverse Board of Directors. As the stewards of our vision and values, the Board plays a vital role in charting a path forward, one that prioritizes inclusion, sustainability, and service. I am proud of the strategic mindset and collaborative spirit that now define our governance approach.

At the operational level, our dedicated management team continues to lead with courage, care, and innovation. This year, the Board worked closely with leadership to foster a culture of trust, shared leadership, and support. We have prioritized professional growth, encouraged open communication, and backed initiatives that improve the day-to-day experience of our members and staff alike.

True growth is more than expansion- it's about building deeper connections and creating the conditions for people to thrive. With that in mind, we've taken intentional steps to ensure that MCRI is not only future-ready but community-driven. Whether through updated policies, strategic partnerships, or new programs, we are laying the groundwork for continued evolution- always with the needs of our members and employees at the core.

Our commitment to building is also reflected in how we support our team. We've continued to strengthen our workplace culture so that every employee feels valued and inspired. We know that when our people are supported, our services flourish.

I want to extend my heartfelt thanks to every person who contributes to this work: our members, residents, families, and staff, as well as our funders, community partners, and Board member. Your dedication fuels our mission and your belief in our organization allows us to grow with confidence and heart.

Looking ahead, I am filled with optimism. Moncton Community Residences Inc. is grounded in purpose, strengthened by community, and poised for a future defined by growth, compassion, and impact.

With appreciation,

Chantal Landry, President of the Board of Directors



Message from the Executive Director

It's a pleasure to reflect on this impactful year at MCRI—a year of growth, resilience, and continued dedication to the people we serve.

We saw strategic, compassionate, and visible growth across the community. We successfully managed the second year of the Supported Independent Living Program, supporting 83 individuals to live with greater independence, stability, and dignity, contributing to their communities through employment, volunteerism, and meaningful relationships.

Our Community-Based Care Homes served 20 children and youth across 16 beds, accepting every placement request from Social Development. Two of the three youth aging out of care successfully transitioned into family-based placements, one now supported through our Alternative Family Living Arrangement (AFLA) program. AFLA remains a critical alternative to congregate care, providing 35 individuals with complex needs a stable, family-based living option with long-term benefits.

We continued to meet every objective outlined in our three-year Strategic Plan, now entering its final year. This success came from staying grounded in our values, making people-centered decisions, and ensuring appropriate oversight was in place.

We proudly launched the Socially Responsible Landlord Program, a grassroots initiative that resulted in nine new housing partnerships, each opening doors for individuals at risk of being left behind in the housing crisis. We also conducted a Feasibility Study with Pivot Housing Solutions to explore growth in both our rental property portfolio and Club Shades, an inclusive recreation space.

At Club Shades, we doubled meal nights, expanded wellness programming, and welcomed 1,365 participant visits, a testament to community support, student placements, and food donations from Food Depot Alimentaire. These visits represent moments of connection, inclusion, and joy.

Internally, we invested in our people. We conducted our first Workplace Assessment Survey, implemented action plans, improved workspaces, and expanded access to professional development. We strengthened in-house training, including Trauma-Informed Care and MANDT, and continued our use of NBCC's micro-credential course to close knowledge gaps and maintain high standards of care.

We are proud of our recruitment and retention stability, with a companywide staff turnover rate of just 28%, significantly lower than the 35–65% sector average. This reflects the impact of our intentional strategies and continued investment in workplace culture and staff wellness. We also negotiated a new Collective Agreement with zero grievance, demonstrating mutual respect and healthy collaboration.

Our community partnerships grew stronger. We built new relationships with Université de Moncton, Moncton Lions, NBCC, Capital Theatre, Inclusion NB, Rising Tides, United Way You Turns, and others. We deepened government engagement and expanded our visibility through social media.

We celebrated MCRI's 50th anniversary with the support of 16 sponsors, hundreds of attendees, and moving stories that reminded us why we do this work. We were honoured to receive the Disability Award from the Premier's Council on Disabilities, recognizing MCRI's legacy and evolving impact.

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Message from the Executive Director

Behind the scenes, our administrative team ensured financial strength through comprehensive policies and effective budget oversight.

None of this would be possible without strong administrative and operational oversight.

Behind every safe, high-quality service is a foundation: HR, retention strategies, financial controls, IT systems, wellness initiatives, and strategic planning. These are not overhead costs, they are what make innovation, stability, and quality care possible. If we want to prevent crisis, we must fund the systems that prevent it.

Looking ahead, we plan to explore new technologies to improve efficiency, expand outreach and donor engagement, increase access to affordable housing, and grow Club Shades.

To our staff, you are the heart of MCRI.

To our funders, donors, partners, thank you. Your belief and trust in MCRI makes everything we do possible.

And to our Board of Directors, thank you for your continued support and leadership.

With gratitude,

Andrea Best, Executive Director



Socially Responsible Landlord Program

- **Guaranteed, On-Time Rent:** Count on dependable rent payments every month.
- **Dedicated Support:** Our Human Services Counsellor and team help maintain apartment hygiene, resolve conflicts, and offer 24/7 on-call emergency support.
- **Thoughtful Matching:** We thoughtfully pair each tenant's personality and needs with the right landlord and environment, promoting a long-term, harmonious tenancy.

Our Mission

MCRI is a non-profit organization that provides residential options and support for individuals with developmental challenges in the various aspects of their progressing lives.

Who we are

We are specialists in developing personalized housing choices and support for people with exceptional abilities and complex needs. For over fifty years we have been at the forefront of new and innovative supportive housing services.

Our Visions

MCRI imagines a community that values equity and compassion as essential for people with exceptionalities to live their best life.

Our Values

- Respect and Dignity
- Inclusivity
- Empowerment
- Community Integration
- Quality of Care
- Collaboration

Supported Independent Living Program

- Promotes Autonomy and Dignity.
- Reduces reliance on Special care homes, and homelessness by supporting people in their own homes.
- Providing safe, affordable homes.
- Delivery necessary supports for sustainability.

Alternative Family Living Arrangement

- Provides stable, family-based care for individuals with complex needs.
- Offers an alternative to group living through carefully matched homes.
- Strengthens community inclusion and long-term well being.



Board of Directors



Strong – Engaged – Diverse

Chantal Landry: Executive Director for the Maison de jeunes Dieppe Youth House – President.

Kristen Steeves: Chief Financial Officer at CPA New Brunswick. - Vice President.

Stephanie Lewis: Chief Financial Officer of Wildwood Industries – Treasurer.

Beverly Gaudet: Case Manager at Horizon Health Network – Secretary.

Marianne Mephem Newton: Director of Legacy and Lottery of Friends Foundation of the Moncton Hospital.

John Lunney: Deputy Chief at NB Department of Justice and Public Safety Inspection and Enforcement NB.

Margie McFee: Retired Nure.

Sandy Scott-Thibodeau: Retired Social Worker and currently a Clinical Therapist with EROS Inc.

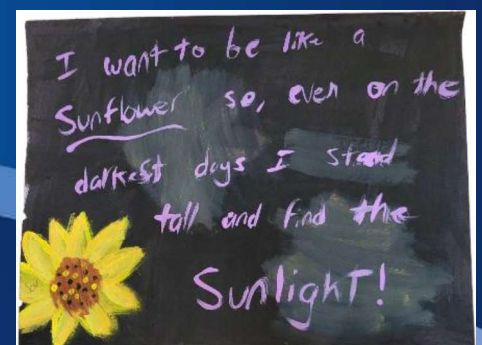
Brijesh Dhameliya: IT & Business Analyst Instructor at NBCC Moncton, and Vice President of Gujarati Society of New Brunswick.

Xavier Couture: Co-Founder and Partner of Accel Property Group.

Michael Miller- Finance Manager at SE Mutual Insurance

Community Based Care Homes

- Offers 24/7 support for children and youth with high and complex needs.
- Focused on like skills, safety, and unconditional care in a home setting.
- Supports positive transitions with a goal to move to family-based setting or independent living.



Years of Service



Jacques Bernard
25 yrs



Nathalie Lutes
20 yrs

5years Sep Melissa Affleck
Sep Ibitola Ibikunle
Nov Monica Davis
10years Nov Jane Umutoni

15 years Sep Susan Trenholm
Nov Darrin Murray
Nov Andrea Best

20 years Sep Nathalie Lutes
25 years Sep Bob Bannister



Alison Caissie
40 yrs



Therese Mercure
5 yrs



Louise Chiasson
5 yrs



Alice Collicot
40 yrs



Fraser Walsh
15 yrs



Joanne Landry
20 yrs



Samantha Hudson
5 yrs



Bob Bannister
25 yrs



Amanda Flanagan
15 yrs

5years July Christian Arsenault
July Therese Mercure
July Louise Chiasson
July Kamara Jestina
Aug Nicholas Gautreau

25 years July Christa Babineau
July Jacques Bernard

10years March Lori Feltham
April Veronique LeBlanc



Susan Trenholm
15 yrs



Lori Feltman
10 yrs



Darrin Murray
15 yrs



Jane Umutoni
10 yrs

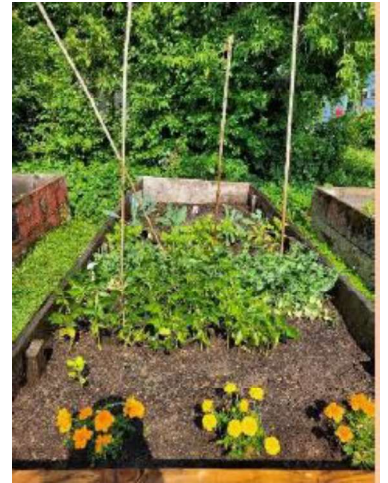
5years Jan Byiringiro Gad
Feb Gerard Leger
Feb Rosa Leblanc
Feb Idowu Onabanjo
Feb Alyssa Smith
Feb Bertrand Savoie
Feb Abimbola Akinrinade
10years Dec Peter Maxwell

15years Feb Ed Briggs
Feb Stephanie Leger
25 years Dec Danny Ayles
30years Dec Tom Belliveau
Jan Maureen Murphy

Social, Recreational and Lifelong Connections



"MCRI helps me make better choices in my everyday life." – Joel StPierre, SILP



Dance classes with Bert



Some of our members out on Night to shine 2024



Capital Theatre outing



"I have gained independence." – Chris Briggs, SILP

Events



Walk and Roll event



United Way for the day of caring

Moncton Community Residences Inc celebrated 50 years of service. The event would not have been possible without the support of our sponsors, vendors and donors.



MCRI BBQ 2024



MCRI WINTER SOCIAL 2024



Strengthening Workplace Culture



Professional Growth

In addition to ASIST, First Aid, Food Handler, and MCRI in house MANDT and Trauma Informed Care Training, this year our leadership team completed 52 training course, seven programs participated in 38 training sessions, and we provided staff access to 13 webinar, 30 resources, 54 courses, 10 events, and 23 workshops. We also collaborated with the Alzheimer's Society of NB for specialized training and offered NBCC Micro credential course to various staff members.

Community Impact

Charlo's Story

In June 2014, my son Charles-Olivier, moved to the Dominion House, a residence owned and operated by Moncton Community Residences Inc. During my first visit, I felt the residence would be a great environment for my son and that he would feel at home. The manager and assistant manager answered all the questions I had; for me it was all new since my son had always lived with me. I wanted to ensure that he could continue to grow and progress as an individual. I was very pleased to know that the staff encouraged the clients to participate in various community activities, such as Remembrance Day Ceremony, fire works, etc. The staff was very nice and accomodating. Since Charles-Olivier had one on one support he did many extra-curricular activities. He was enrolled in Special Olympics, Field of Dreams (in the summer) and the SMILE program from January until April. He was also able to continue to attend Camp Rotary in Grand Lake for a week each summer.

During his stay at the Dominion House, I watched Charles-Oliver grow as a person. He made a lot of progress and I think he gained some independance. Everytime I visited, the staff made me feel welcome. During our outings, an employee would come with us; they were like family to me. The employees were always there to help. Whenever behaviour occured, we were able to find a solution as a team. Because of this, the transition was smooth from home to his new environment.

When Charles-Olivier or Charlo (his nickname) graduated from high school, one employee went with him to his prom. I was very happy to see Charles-Olivier living this experience like his peers would. On Graduation day a few staff members came to his party. This shows that the employees really want their clients to be part of the community. Also, the Christmas party was always an event I looked forward to. The meal was exquisite and Charles-Olivier always had a good time at the dance.

I will be forever grateful to all the staff at the Dominion House for all they did during my son's stay. They contributed to make his stay a very positive experience for both him and me.

Thank you very much to MCRI.

Yolande Chiasson

Charlo's mom

Community Impact

“Let me begin by introducing myself. My name is **Brigitte Doiron**, and I work with the **Family Support for Children with Disabilities** program. I’ve been working in partnership with **Moncton Community Residences Inc. (MCRI)** since 2008, when I first moved to Moncton from another region.

Let me just say—**Moncton is incredibly fortunate to have MCRI in our community**. And no, I wasn’t asked to say that. It truly comes from the heart. Over the years, I’ve had the privilege of witnessing firsthand the incredible work MCRI does to support its members and their families through a variety of programs.

Many of the families I support are now part of the MCRI community, and I can confidently say they are in excellent hands. What makes MCRI so special is their unwavering commitment to meeting people where they are, supporting them on their journey toward independence, helping them face challenges, and most importantly—**never giving up on anyone**. Their dedication reminds me of the story of *The Little Engine That Could*. They keep trying, and trying again, until they succeed.

I’ve seen the staff at MCRI go above and beyond time and time again:

- Attending special events like graduations and birthdays—even on their days off.
- Supporting children and youth through difficult moments with patience and compassion.
- Advocating at hospitals and in meetings, often spending long hours ensuring their members’ voices are heard.

And they do all of this—not for recognition or financial reward—but because they **genuinely care**.

When Noella asked me to speak about my experience with MCRI, I immediately said yes. It’s easy to speak from the heart when you’re talking about an organization that consistently does amazing work. Although I primarily work with the children’s team, I’ve had the pleasure of collaborating with many different individuals across the organization—from finance, to SILP, AFLA, Club Shades, and more. And I must say, the passion and commitment is consistent across every team.

In all my years of experience, I’ve never come across a more **dedicated, compassionate, and resilient group of people**. The staff at MCRI take on so many roles—nurse, caregiver, counselor, friend, advocate, teacher—and they do so with grace and strength, even under difficult or unsafe conditions. Still, they show up. Every time.

Their efforts have helped so many of my clients build independence, develop social skills, and strengthen relationships with their families. Parents have told me that they feel at ease knowing their children are supported, safe, and genuinely cared for. That level of trust is not easily earned—it’s built through consistent, caring action.

Now, I’ll be honest—sometimes MCRI makes my job a little more complicated. But that’s because they are such strong advocates for their members, always pushing for what’s best for them. And I respect that deeply. They promote independence while respecting differences, and they never give up on

Cont...



Community Impact

....anyone. Let me say that again: They never give up on anyone.

Finally, I wanted to share something fun. As children often do in school, I associated each letter in “MCRI” with a word that reflects what they mean to me:

- **M** – Miracle Workers
- **C** – Compassionate and Caring
- **R** – Remarkable
- **I** – Incredible Staff

In conclusion, I would like to say Thank you to Noella for inviting me to share my experience and to Nathalie, Jacqueline, Janice, Natasha, Jessica, Ronda, Monica, Shanell and Daniel and all the staff at MCRI, thank you for the amazing work you do every day. You are truly making a difference in you're member's live.”

-Brigitte Doiron- Social Worker- Department of Social Development

“Thank you MCRI for inviting me to share some of my thoughts about this organization and its effectiveness.

My sister and brother-in-law, Darlene and Leo Bourque, have been MCRI clients for 37 years. Can you imagine? 37 years. Obviously, something's working well.

I want to tell you some of my observations of what MCRI has done for Dar and Leo.

First, I want to tell you what I have observed MCRI to be doing for Dar and Leo. Then I'd like to comment on my assessment of the quality of their service.

MCRI has provided housing. The organization is, after all, Moncton Community RESIDENCES. But it hasn't been just housing; it's been housing that was/is fully functional, safe, and appropriate to their needs and their current life situations. Dar lived in a group home when she was single; Leo lived at his family home. After they were married, MCRI provided them with a standard, or better than standard, apartment. Currently, Dar and Leo live in a beautiful, fully functional apartment building that was constructed by and is very competently operated by MCRI.

Beyond housing, and equally important I believe, MCRI has provided guidance. One-on-one guidance to ensure that Dar and Leo have proper meals, appropriate clothing, good health care, financial stability, whatever transportation they need or want, and access to interesting recreational activities. Guidance to provide opportunities for social interactions and for being community members. Guidance for the personal growth in their areas of interest. Recognition for personal and group achievements. And guidance for any unforeseen events that pop up in anyone's life.

Cont....



Community Impact

... And now, my personal, un-professional assessment ...

Providing proper housing is a very big deal. It involves a high degree of skill in negotiation with government to acquire the necessary funding, very careful management of that money, timely and appropriate building maintenance, and a thousand other skills that I'm not even aware of. From my vantage point, MCRI carries out these functions very effectively and very efficiently.

Guidance is also a very big deal. My experience is that MCRI counselling staff are prepared to, and do, assist in every single aspect of their clients' lives. Think about that. There is no aspect of a client's life, no need that a client has, that the counselling staff is not prepared to assist with. They have regular contact with their clients, but apart from those times, they are available on a 24/7 basis, 365 days a year. In guiding their clients' everyday life, MCRI counsellors spend as much or as little time as is needed, with each individual client, to allow that person to live a normal everyday life. And should an emergency arise – a medical emergency, an emotional emergency, a financial emergency, whatever, MCRI counsellors provide quick and competent assistance to get the problem solved. Now I ask you, Does it get any better than that?

In summary ...

MCRI provides exceptional housing and guidance services to clients who have a wide variety of needs. In order to achieve these outcomes, MCRI is, it has to be, an efficient and very well-managed organization. Its administrative staff are – they have to be – second to none. And the front-line staff ... what to say about the front-line staff? I have a lot of experience with a few of MCRI's front-line staff. They have been some of the most kind, compassionate, intelligent, and helpful people I have ever met. I'm sure there is a myriad of additional accolades that should be showered on MCRI. I've simply related to you my observations and experience. It is difficult for me to imagine how I could be more satisfied with the service MCRI provides to my people.

I will leave you with this: If you have friends or family who need the kind of care that MCRI provides, I cannot recommend this organization highly enough. Stop by the office and talk with the excellent staff there”.

- Deb Smith, Family member of SILP member



We are incredibly honored to be granted the 2024 Disability Award, from the Premiers Council on Disabilities, celebrated at the legislative lunch in Fredericton, NB (May 2024).



Outcomes and Achievements

Congratulations Craig Lamb on a great feat ~ 25 years of service at Riverview Atlantic Superstore. We are so proud of you.



“Reflecting upon different members and the amount of time they have been with MCRI and seeing the progress that they have made on so many levels - I could go on and on about this. When I worked in SILP, I worked with someone who went to college, found full time employment, and became so independent that they were able to live without any support from MCRI. They were so proud of themselves, as was I.” – Janice Carter, Supervisor.

“With the help assistance and dedication of the MCRI staff I have everyday essentials to make life a lot more pleasant.” – James Dulenty, SILP.

Wow! Congratulations Jeannine Pellerine for accomplishing such a great feat ~ completing your first ever 10K run at Legs for Literacy. We are super proud of you!



“As a second-generation caregiver for MCRI, I am so pleased to see the progress and goals set up for our clients. I have been a caretaker for my client for 9 years now. Seeing the progress in her independence has been fascinating and a gift for my family and I.” - Kari Cunningham, AFLA.



Meet Tim Estabrooks Rita Agnew Award Recipient

“They have great emotional support. When we both went through serious medical issues. We could have not done it without the help of MCRI.” – Leo and Darlene Bourque, SILP

“Love it! I have also had the privilege of making good friends with people at MCRI. These friendships have blossomed into lifelong relationships, which I cherish deeply.” – Becky LeBlanc, AFLA.



Veronique LeBlanc (MCRI Member & 2024 Special Olympics Gold Medalist)

Rooted in Community



Thank you to Lawtons Elmwood for the generous donation of gift cards.

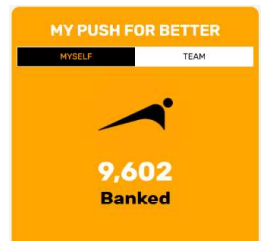
David Coon (Bottom left) Leader of the Green Party NB



SPECIAL THANKS TO OUR SPONSORS



Once again, special appreciation goes out to all the sponsors of our 50th anniversary celebration. We are super grateful for your continuing support and collaboration.



MCRI employees and one partner participated in the 2025 Push-Up Challenge to support the Canadian Mental Health Association.



*Thank you!!!
Our deepest gratitude goes to everyone who has been part of this campaign in one way or the other; helping to make the holidays brighter for Moncton Community's Vulnerable Members!*



MCRI Super Admin volunteering with People for Animal Wellbeing (PAW)



Rooted in Community



MCRI's executive director, Andrea Best and the Honorable Ginette Petitpas Taylor, in the Club Shades (Brandon Street) during the latter's visit to MCRI



Our Community-Based Care Homes Manager, visiting high schools and colleges across Greater Moncton, to bring awareness to our sector and the vital role of Human Service Counselor professionals.

Moncton Lions Club Generous Donation to go towards our Club Shades Initiatives and Expansion effort. Thank you!



Our Socially Responsible Landlord Program helps bridge the housing gap by connecting landlords with reliable tenants who receive our support services to live successfully on their own.

Statistical Overview

5 Community Based Care Homes

20 Individuals Supported

71 Full Time Staff

28 Part Time Staff

6 Temporary Staff

20 Relief Staff

AFLA

34 Individuals Supported

27 Providers

2 staff

SILP

83 Individuals Supported

18 Full time Staff

3 Part time Staff

Club Shades

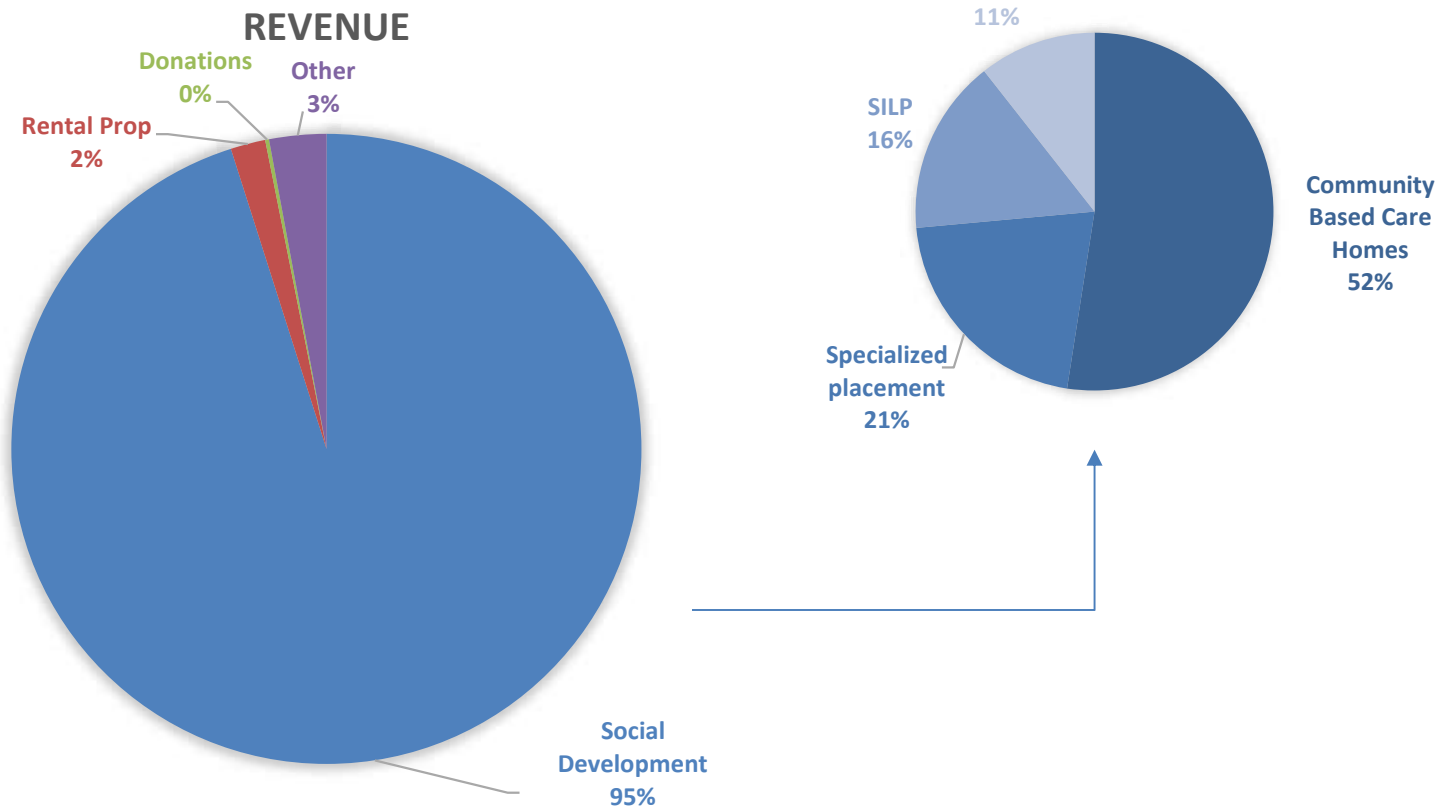
1,365 participant visits

Activities Included: board games, craft night, paint night, bingo, pool tournaments, live music, dance, Nutritional and Wellness Workshop, library outings, apple picking, magic mountain, Halloween party, Christmas party, Valentine's party and the corn maze

"I would recommend this organization to other clients. I'm very comfortable living in the house I am living in. At Club Shades I have good meals, I socialized with good people and people are good to me. I like going there because they cook good meals. Me and my roommates like going. Sometimes we walk there and sometimes we get drives there." – Louine Lapointe, SILP.

Financial Report

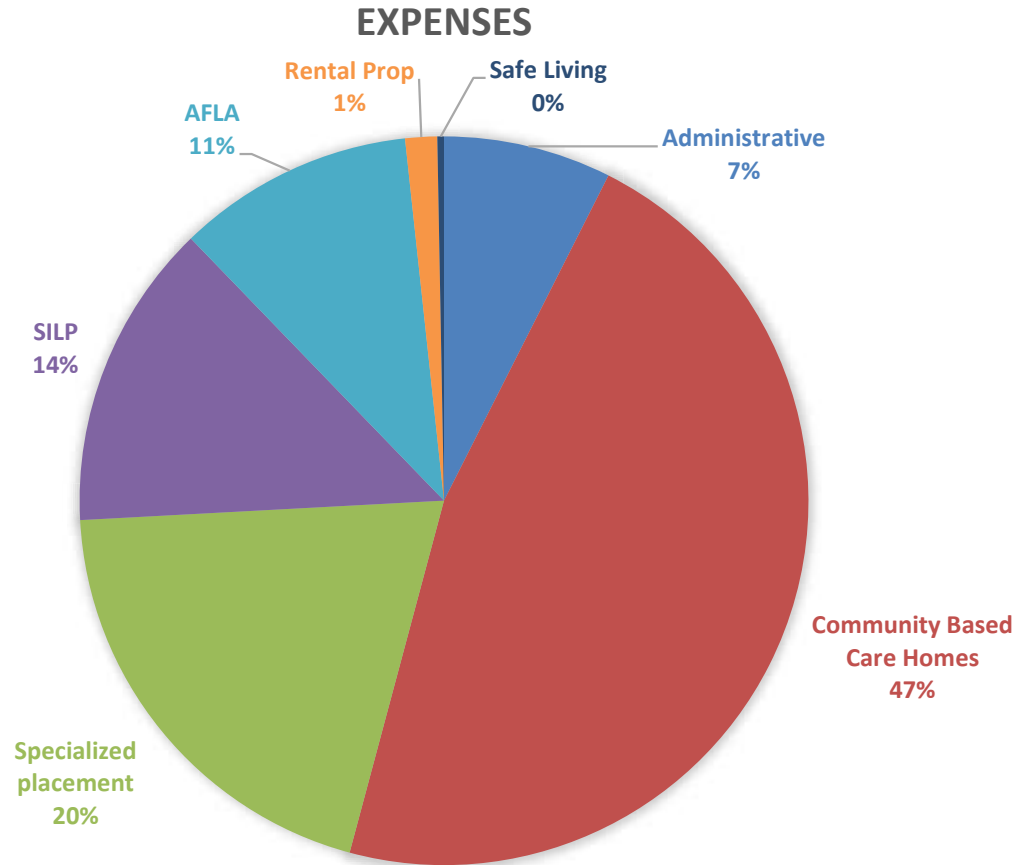
SD REVENUE BY DEPARTMENT



Social Development (SD)		\$ 9,096,628
Community Based Care Homes	\$ 4,770,650	
Specialized Placements	\$ 1,920,676	
Supported Independent Living Program (SILP)	\$ 1,441,199	
Alternate Family Living Arrangement (AFLA)	\$ 964,103	
Rental Properties		\$ 171,160
Rent	\$ 93,412	
Subsidized Rent	\$ 77,748	
Donations		\$ 19,515
*Other		\$ 279,366
Total Revenue		\$ 9,566,669

*Other Revenue includes a WorkSafe NB's Performance Refund of \$194,415

How the money was Spent



Administrative	\$ 689,452
Community Based Care Homes	\$ 4,317,875
Specialized Placements	\$ 1,845,438
Supported Independent Living Program (SILP)	\$ 1,260,963
Alternate Family Living Arrangement (AFLA)	\$ 971,224
Rental Properties	\$ 130,670
Safe Living	\$ 26,944
Total Expenses	\$ 9,242,565

*For a detailed Financial Statement, contact MCRI at (506)858-0550.

Moncton Community Residences Inc.

Follow us online for more MCRI news



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monctoncommunityresidences.com

Thank you for your continued support and dedication to our mission.

