



CANADIAN
RED CROSS
QUÉBEC

LAC-MÉGANTIC

SIX MONTHS AFTER THE TRAGEDY



Six months have passed since the tragic events that occurred in Lac-Mégantic. The Red Cross continues to work in the community and is supporting every affected individual in his/her recovery, as new needs arise. Our work is made possible thanks to the generosity of donors like you and the dedication of our volunteers.

THANK YOU!

WHAT WE HAVE DONE TO DATE



Nearly 600 volunteers

from across Quebec were mobilized, including **148** people from the **Lac-Mégantic** area who spontaneously offered their assistance.



Every day, **35 to 50 people** come to our reception centre in Lac-Mégantic.



124 businesses and **16 non-profit organizations** are receiving assistance from the Red Cross.



Nearly **25,000 vouchers or purchasing cards** were distributed and are exchangeable for goods or services (lodging, food, and clothing).

The Red Cross is supporting nearly **3,000 people.**

Among them are:

99 grieving families, including 31 children who have lost one or both of their parents

173 workers who have lost their jobs

98 self-employed workers or business owners who have lost their main source of income

18 projects by local organizations received support from the Red Cross.

Opening of the Granit and Haut-Saint-François end-of-life hospice

An amount of over \$50,000 was allocated to the Granit and Haut-St-François end-of-life hospice project in order for it to open on the scheduled date, despite the disaster. This amount made it possible to purchase the missing equipment that was needed for care, safety and administration such as, extinguishers, handrails, wheelchairs, carts, oxygen concentrators, and medication coolers.

Association des personnes handicapées du Granit received assistance for starting up a respite care home.

L'Accorderie, an organization that aims to help fight poverty, poor living conditions and social exclusion through the exchange of services, was scheduled to open a new location this fall. Unfortunately, the site was within the disaster area and the organization is now setting up an alternate location.

The following activities were supported by the Red Cross and coordinated by local organizations in order to bring the families of Lac-Mégantic together during the holiday season :

- Knights of Columbus brunch
- Outdoor days at the Baie des Sables complex
- Free movie theatre showings
- Free admission to the sports centre
- Holiday party at the OTJ
- New Year's party organized by the *CPE Sous les Étoiles* and *la Constellation 0-5 ans*

A PROJECT SUPPORTED BY THE RED CROSS: THE GRANIT CSSS PSYCHO-SOCIAL RECOVERY TEAM



Laurence Déry was a social worker in Quebec City when she applied to join the Granit CSSS recovery team, which was established to address the psycho-social needs of people affected by the tragedy. This team works jointly with the Red Cross.

Nearby work

“The Red Cross and the psycho-social team are in nearby trailers, behind the sports centre. When beneficiaries of the Red Cross assistance program show signs of obvious distress, it is very easy for the volunteers to direct them to us. We know that seeking treatment still carries a certain stigma and that this is a difficult thing to do. When the tears come, when people feel taken off guard, it is much easier to

offer our assistance. We are always available and accessible. If people want to talk, we listen to them. If they want to take action, we direct them to the right resources.”

A personalized accompaniment service

The responders also provide an accompaniment service. “When you have never asked for help in your life and your house burns down, or when you are tired, sad and emotional, some simple actions can seem very hard. We accompany people to the food bank, help them fill out IVAC forms, or help look for lodging.”

A support system at the *Centre d'études collégiales*

Information-sharing between the two organizations also gives rise to initiatives that address emerging needs. For example, this program makes it possible to reach the college students: Laurence works there part-time and can put those suffering from the impacts of the disaster in touch with a social worker. The team also travels to businesses, at the request of employers who are concerned about their employees, in order to give workshops on post-traumatic stress. “Needs are very complex and diverse. There are different types of grieving. You constantly have to adapt.”

A team here and elsewhere

The psycho-social recovery team, specifically established to respond to the crisis, consists of social workers who come from elsewhere in Quebec and two social work and specialized education technicians from Lac-Mégantic. “This duality is important. Many people are more at ease with people from other places because this is a small community. People feel more comfortable talking without fear of being judged. As for the responders who are from here, they have valuable knowledge about the community. For example, they work in nearby cafés and shopping malls, and elsewhere in the community close by the safety zone. They go on site to reach people who would not necessarily take the first step to obtain assistance. And since they are known here, people naturally go to them.”

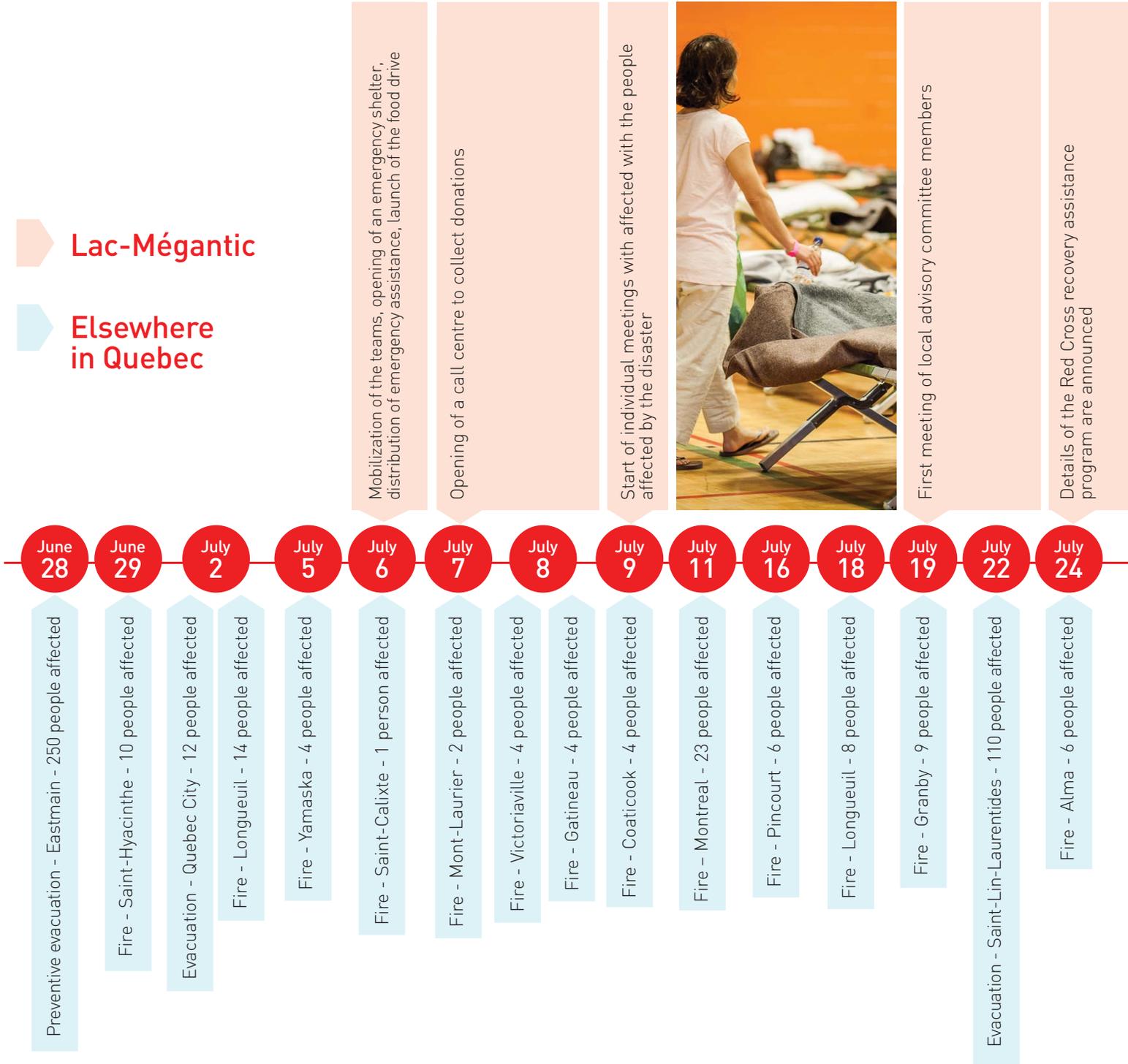
Access to specialized services

The responders on the CSSS recovery team are also a direct link to specialized services. They can direct affected people to massage therapy, acupuncture, physiotherapy and chiropractic professionals. People affected by the disaster can also receive assistance from the Red Cross for purchasing dental prostheses, hearing aids, glasses and home support equipment. All expenses are covered by the Red Cross.

THE RED CROSS, ANYWHERE, ANYTIME

Lac-Mégantic

Elsewhere in Quebec



This summer, while nearly **600 volunteers** were on the move to provide assistance to the people of Lac-Mégantic, the Red Cross continued to be available for anyone in Quebec needing emergency assistance.

The Red Cross reception centre moves to the sports complex



Fire - Lac-Mégantic - 6 people affected



Update on the Red Cross recovery assistance program

July 26

Fire - Quebec City - 6 people affected

July 29

Fire - Sherbrooke - 5 people affected

July 30

Fire - Thetford Mines - 6 people affected

July 31

Fire - Montreal, Verdun arr. - 10 people affected

August 2

Fire - Rivière-du-Loup - 5 people affected

August 8

August 9

Fire - Drummondville - 12 people affected

August 10

Fire - Gatineau - 16 people affected

August 15

Fire - Prévost - 8 people affected

August 16

Fire - Sainte-Julie - 8 people affected

August 17

Fire - Granby - 15 people affected

August 21

Fire - Laval - 7 people affected

August 22

Fire - Ile-Perrot - 9 people affected

Sept. 3

Floods - Magog - 214 people affected

YOUR CONTRIBUTION CHANGES EVERYTHING

Thanks to donations from individuals and companies across Quebec and elsewhere, the Red Cross is able to address the needs of people affected by disasters immediately and continues to do so as long as it's necessary.

Over \$5 million has already been used, committed or invested to support the Lac-Mégantic community.

Emergency
\$300,000

Over
\$13 million
raised

Short-term
recovery assistance
\$7.7 million

Long-term
recovery assistance
**over
\$5 million**



The advisory committee

Made up of representatives from local organizations, the government and the Red Cross, the advisory committee ensures that the assistance program provided by the Red Cross is addressing the needs of the Lac-Mégantic community.

Bernard Lacroix, Executive Director of the Hauts-Cantons School Board, **Michel Léveillé**, Director General of the Red Cross in Quebec, **Gilles Bertrand**, Executive Director of the Lac-Mégantic municipality, **Mylène Turcotte**, Chair of the Advisory Committee and Chair of the Red Cross Quebec Council, **Isabelle Hallé**, Executive Director of the Lac-Mégantic Chamber of Commerce, **Lise Pouliot** from the Hauts-Cantons School Board, **Denis Landry**, Director, Recovery from the *Ministère de la Sécurité publique*, **Vicky Orichesky** from the Granit CSSS, **Jeannot Gosselin** from the Granit CSSS, **Charles Rodrigue**, Business Advisor for the Lac-Mégantic Local Employment Centre and **Monique Phérigong Lenoir**, Executive Director of the Community development corporation (CDC).

Missing from the photo are:

Colette Roy Laroche, Mayor of Lac-Mégantic, **Guilaine Beaudoin**, Assistant Commissioner of the CLD of the Granit RCM, **Ginette Isabel**, Executive Director of the CFDC and **Line Crevier** from the Insurance Bureau of Canada.

OUR PARTNERS

Major Partners

These partners make substantial and recurring donations or organize major annual fundraisers among their clients or their employees. They help the Red Cross be prepared to help those who need it the most, when they need it the most: during emergencies.

Bell	Hydro-Québec
<i>Campagne Entraide</i> among employees and retirees of the Government of Quebec	J.A. Bombardier Foundation
City of Laval	La Capitale Financial Group
City of Montreal	Power Corporation Canada
City of Quebec	Quebecor
Desjardins	Rio Tinto Alcan
	Royal Bank
	STM
	Walmart Canada

Ready When the Time Comes

Ready When the Time Comes Red Cross partners are ready to provide backup when needed. In Lac-Mégantic, more than 100 employees and retirees from the following businesses and associations joined response and relief efforts.

Acklands Grainger
Association provinciale des retraités d'Hydro-Québec
Bombardier Inc.
J.A. Bombardier Foundation

Media Partners

The following media offered free coverage for the Red Cross fundraising campaign supporting Lac-Mégantic.

Main partner :
Quebecor

Les Affaires	Hebdos Québec
Canal V	Pattison Affichage
CBS Affichage	106.7 CJIT
Le Devoir	Transcontinental

Major Corporate Donations

\$200,000 or more

Costco and its clients
CP Rail
Desjardins and its members
IGA and its clients
Metro and its clients
Quebecor and its employees
Walmart and its clients

\$100,000 or more

Association des concessionnaires Ford du Québec
Caisse de dépôt et de placement du Québec
Canadian Tire and its clients
Celine Dion Foundation
Couche-Tard and its clients
Fédération des chambres de commerce du Québec et Chambre de commerce région de Mégantic
Intact Insurance
J.A. Bombardier Foundation
Power Corporation Canada
Syndicat des Métallos
Tim Horton and its clients
TransForce

\$50,000 or more

Agropur
BMO and its clients
BRP Corporation and its employees
CANAC and its clients
CIBC and its clients
City of Quebec
Festival international d'été de Québec and its participants
Industrial Alliance
IPEX Management Inc.
Jean Coutu Group and its clients
La Capitale Financial Group
Loblaws and its clients
National Bank and its clients
Promutuel
Royal Bank and its clients
Scotiabank and its clients
Sisters of Charity of Ottawa
Staples and its clients
STM and its employees
Sun Life Financial
TD Bank and its clients
Teamsters Union
Ultramar Foundation
Qualinet

LIVE FROM THE SITE



EMPLOYEE



EPISODIC
VOLUNTEER FROM
LAC-MÉGANTIC



"I couldn't see myself staying at home and not doing anything. Somehow, I had to come and help. You're not entirely unresponsive. You feel affected. You understand that it's not easy for people to go through something like that. Every case is unique."

Valérie Lapointe

"It's important for us to meet regularly with the families to see how their needs are changing and also whether our program can help them. Families are reassured, because they know that the assistance will continue and that we will be there for several months and even several years."

Esther Laforte



PERSON
AFFECTED BY
THE DISASTER

"Someone said to me: 'Why don't you go there? You're entitled to assistance, too. [...]' I was really well supported. I'm recovering really well. I have a great deal of sympathy for those who lost someone... [...]"

Fernande Hallée



For more information: www.croixrouge.ca/megantic

 For photos from our response at Lac-Mégantic

  For news about our activities in Canada

 For stories on what is happening at the Red Cross (response, first aid, water safety, etc.)

 To view our most recent video productions