SOLIDIFYING OUR FOUNDATION FOR THE FUTURE

Annual Report 2016-2017
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**Chez Doris**
1430 Chomedey
Montréal, QC H3H 2A7

T: 514 937-2341
F: 514 937-2417
info@chezdoris.org

**Visit our website at**
www.chezdoris.org

**Opening Hours**
7 days a week
8:30 AM – 3:00 PM

[ChezDorisRefuge](https://www.facebook.com/ChezDorisRefuge)

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Black & White portraits: Marie-Reine Mattera
AT THE HEART OF WOMEN’S NEEDS FOR 40 YEARS

In the 1970’s Doris was one of a growing number of destitute women struggling to survive life on the streets. A community worker began interviewing women on the streets of Montreal to determine their primary needs. When Doris was asked what help she felt would most benefit women living in her situation, she replied: “A place to go without prying eyes and too many questions.”

In honour of her memory, a day center was established in 1977 bearing her name. To this day, women, more than ever, need Chez Doris.

MISSION
Chez Doris is a charitable organization offering a daytime shelter 7 days a week for all women in difficulty. The house provides meals, respite, clothing, socio-recreational activities as well as practical assistance in a secure and accepting environment.

VISION
To give women in need a safe and nonjudgmental environment where confidentiality is assured.

VALUES
We pride ourselves on our welcoming, secure, inclusive, confidential, respectful, supportive and helpful environment for every woman who passes through our doors.
MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Celebrating our 40th anniversary in 2017 is an important milestone for Chez Doris. It took two years to launch our day shelter for women in 1977. In our first year of operation, we served 100 different women, and remarkably in 2016-2017, we served 1,424 different women. At this point, we and the Board of Directors feel that it is important to solidify our foundation for the future.

During this past year, we have maintained our existing programs and services, and developed and expanded on others. We spent 20.94% more on client activities and 26.39% more on programs. We continue to provide a safe, secure and nurturing environment as well as the basic essentials such as shelter, food, clothing and hygiene.

The Financial Administration Program and Aboriginal Housing Program both serve as programs aimed at reducing homelessness. Outreach services have been put in place to help the women with their everyday needs such as accompaniments to medical, legal and social appointments, while our caseworkers take care of the additional hospital and rehabilitation center visits and home visits.

We have also offered services to alleviate feelings of isolation and to help women deal with their mental health struggles. These included a psychologist, yoga classes, art classes, recreational outings, AA meetings, and more. Students from McGill University have laid the groundwork for Psychiatry Residents to perform rotations at Chez Doris next year.

With additional funding from Service Canada we were able to expand our current Aboriginal Housing Program. We hired a part-time outreach worker who devotes her time providing support and resources to the women placed in housing; often, it is their very first apartment! With the extra funding we were also able to purchase a truck to help facilitate the moves of the women and work in partnership with other organizations who help Aboriginal women find housing.

Thanks to the partnership program arising from the Urban Aboriginal Strategy and Indigenous and Northern Affairs Canada, the Regroupement des Centres d'amitié du Québec oversaw a grant to Chez Doris to commission a feasibility study conducted by le Chantier d'économie sociale on how to integrate urban aboriginal women in the workforce. We will apply the recommendations by creating a work program that will develop the women’s skill set.

This year we also focused on renovating the interior of our building to bring it up to optimal code and safety standards, replacing equipment and client furniture, raising the funds needed to replace our foundation walls, increasing the nutritional value of our meals, setting employee standards by implementing employee evaluations, and providing training and development for our employees.

Our various committees were very active during the last fiscal year, including our newly established Client Committee. The Client Committee meets monthly. The aim is to hear directly from the women their opinions and concerns on the day-to-day issues at the house, and to provide the necessary feedback to the Board of Directors and management. The Building/House Committee made recommendations to evaluate our building’s needs, oversaw interior work and acquisitions, and commissioned plans to ensure the building’s structural integrity. Our building’s net worth is now $1,339,995; a year ago it was $920,124.

Without our dedicated staff and committed volunteers, and very generous donors and other funders, we would not be able to continue to provide the programs and practical assistance to all the women who pass through our doors.

Thank you to all of you for making a difference – it shows!!!
BOARD OF DIRECTORS

Talar Dikijian  
President of the Board  
(Insight Marketing)

Sylvia Martin-Lafarge  
Vice-President & Secretary  
(Quebec Community Groups Network)

Carole Croteau  
CPA, Treasurer  
(SICAM Development Corporation Inc.)

Lyn Lazure-Lalonde  
(HR Solutions)

Janet Boisjoli  
(McDonald’s Canada)

Sylvie Girard  
M.O.A.Q., MIRAC  
(CGA Architectes Inc.)

Sonia Tournay  
(Créatures Stratégie Image)

Pat Hardt  
(retired RN and psychotherapist)

Jill Hugessen Esq.  
(Hugessen Coaching)

Mark Shalhoub  
(FL Fuller Landau SENCR/LLP)

Kent Hovey-Smith  
(Tidal Health Solutions)

Marina Boulos-Winton  
(Executive Director, Chez Doris)

COMMITTEES

Client Committee  
Pat Hardt

Communications Committee  
Sonia Tournay, Chair  
Mark Shaloub

Finance Committee  
Carole Croteau, Chair  
Talar Dikijian  
Sylvia Martin-Laforge

House/Building Committee  
Sylvie Girard, Chair  
André Costin, Xemplar Inc.  
Robert Manningham, Atelier Habitation Montréal  
Adam Steinberg, Silver Dollar Foundation

Nominating Committee  
Pat Hardt  
Sylvia Martin-Laforge

Personnel Committee  
Lyn Lalande-Lazure, Chair  
Carole Croteau  
Talar Dikijian  
Sylvia Martin-Laforge

COMMITTEES AND GROUPS IN WHICH CHEZ DORIS IS A MEMBER

Comité de consultation sur un plan d’action régional sur l’itinérance des femmes of the CIUSS du Centre-Sud-de-l’Île-de-Montréal — Comité insertion et mesures d’aide financière of the CIUSS du Centre-Sud-de-l’Île-de-Montréal

Montreal Aboriginal Community Strategy Network (a subcommittee) — Mouvement pour mettre fin à l’itinérance à Montréal

Mental Health Table of the CIUSS du Centre-Ouest-de-l’Île-de-Montréal — RAPSIM (Réseau d’aide aux personnes seules et itinérantes de Montréal)
RENOVATIONS

Chez Doris’ building was purchased in 1994 and fully paid for. It is a turn-of-the-century red sandstone house with an extension built in 2004 to accommodate more women who depend on our support. In 2015, a new Building Committee was formed, and since then has been meeting on a regular basis to advise the Board of Directors on the repairs needed. In 2016-17, the Committee took the steps to hire professionals to advise us on the building’s structural, electrical, mechanical and ventilation needs as well as quantify work to be done over the next five years. While in 2015-2016, we spent $104,086 in maintenance and repairs, in 2016-2017 we spent $76,779. As for capital expenditures such as interior renovations, equipment and furniture, $649,654. The first task at hand during the fiscal year was to change the building’s plumbing. Much of it had to be replaced as it became cracked and corroded. We are grateful to the following donors who provided grants towards accomplishing initial assessments, repairs or renovations: Fondation J.A. DeSève, Hockey Helps the Homeless, Montreal Saint Patrick’s Foundation, Léderman Foundation, Fednav Community Employee Committee, les Sœurs de la Présentation de Marie du Québec, the Guild of the Church of Saint Andrew & St. Paul.

We were approved for a federal government grant for the amount of $480,661 to serve the homeless for capital projects. The work included replacing plumbing, floors, rebuilding interior walls, painting, upgrading cabinets, changing the ventilation system, installing a steam table, adding air conditioning, installing surveillance cameras, purchasing client furniture and buying new laptops.

We also began to raise money to replace our foundation wall which is compromising the stability of our building. To date, we have raised $300,000 in pledges and funds from the J.A. DeSève Foundation and The Molson Foundation. Work for this major endeavour will begin in August 2017.
NUMBERS AT A GLANCE

STATISTICS ON THE NUMBER OF:

<table>
<thead>
<tr>
<th></th>
<th>2016-2017</th>
<th>2015-2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL VISITS</td>
<td>26,967</td>
<td>25,980</td>
</tr>
<tr>
<td>Different women served</td>
<td>1,424</td>
<td>955</td>
</tr>
<tr>
<td>First-time visitors</td>
<td>347</td>
<td>277</td>
</tr>
<tr>
<td>Meals served</td>
<td>37,177</td>
<td>34,990</td>
</tr>
<tr>
<td>Enrolled in the Financial Administration Program</td>
<td>100</td>
<td>107</td>
</tr>
<tr>
<td>Visitors to the clothing room</td>
<td>3,151</td>
<td>2,823</td>
</tr>
<tr>
<td>Food bags distributed</td>
<td>1,011</td>
<td>1,015</td>
</tr>
<tr>
<td>Health services visits</td>
<td>1,108</td>
<td>505</td>
</tr>
<tr>
<td>Income tax declarations completed</td>
<td>706</td>
<td>497</td>
</tr>
<tr>
<td>Homeless women and children placed in apartments</td>
<td>39</td>
<td>11</td>
</tr>
<tr>
<td>Inuit women served</td>
<td>265</td>
<td>165</td>
</tr>
<tr>
<td>House visits and accompaniments</td>
<td>409</td>
<td>219</td>
</tr>
<tr>
<td>Christmas wishes fulfilled</td>
<td>226</td>
<td>102</td>
</tr>
</tbody>
</table>

Chez Doris | Annual Report 2016-2017
"We are greeted with a cup of tea and a smile! We can find a multitude of ressources under one roof filled with love."

– Minouse
1. ESSENTIAL SERVICES

Chez Doris is a safe place where women come to access our services and programs. The women need assistance with housing, mental health issues, addictions, immigration, isolation and loneliness, life transitions and discrimination. They may be new to the city, new to their living financial situation due to a divorce, or loss of employment. Some women simply need a place to belong. We ensure that every woman has access to life’s basic essentials – food, shelter, clothing and medical care. The women feel welcome and safe to ask for information, resources, and other support services.

MEAL PROGRAM

Food security is something many people take for granted. Unfortunately, many women affected by poverty do not have access to healthy and nutritious food which adversely affects their health and mental health. Our meal program is open to all women. We serve breakfast, and a hearty lunch daily to improve the physical and emotional well-being of our women. Each woman also has access to a food bag per month. Our food bags are funded by the Hylcan Foundation and Father Dowd Foundation, with the latter focused on seniors. Seniors also receive additional vitamin supplements to meet their specific dietary needs, thanks to the Drummond Foundation.

Breakfast: Includes toast, cereal, oatmeal, coffee and tea on a daily basis. When available, we offer yogurt, muffins and fruits. Once a month, la Maison Soufie offer a full breakfast including quiche, pancakes, nuts and many more breakfast options.

Lunch: Includes a soup, main course, vegetables and or salad, dessert and a beverage. Vegetarian alternatives are available at every meal.

Collective kitchen: Typically, our collective kitchen workshops are frequently managed by McGill Dietetics students and volunteers. Groups of five women per session are given the opportunity to learn about optional nutrition on a budget and meal planning. Sharing a meal with others is one of the most effective ways to provide opportunities for social interactions with others as well as build relationships with others.

Respite beds: We make available on a daily basis a respite room with 6 beds for women to rest during the day. They are primarily used by women who are homeless, who have been on the streets all night, as well as those living in apartments which are dirty and unsafe.

<table>
<thead>
<tr>
<th>Number of:</th>
<th>2016-2017*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfasts served</td>
<td>13,265</td>
</tr>
<tr>
<td>Lunches served</td>
<td>23,912</td>
</tr>
<tr>
<td>Special meals for holidays and other festivities</td>
<td>1,591</td>
</tr>
<tr>
<td>Food bags for 18-54 year olds</td>
<td>821</td>
</tr>
<tr>
<td>Food bags for seniors 55+</td>
<td>190</td>
</tr>
<tr>
<td>Collective kitchen workshops</td>
<td>144</td>
</tr>
<tr>
<td>Usage of our day beds</td>
<td>3,503</td>
</tr>
</tbody>
</table>

* Due to renovations, we were not able to provide food bags or offer collective kitchen workshops from February 1, 2017, to March 31, 2017.

HEALTH AND WELLNESS SERVICES

Healthcare is a basic human necessity, however, it can be an unmet need for many. Our clients face many obstacles which limit their medical care. Many of our women have no family doctor, nor do they have the additional funds for transportation to and from appointments, some have no phones to book or confirm an appointment, and consequently, they rely on 911 and emergency rooms for their health. Chez Doris assists in their health care through its medical clinic, which is certified by the Collège des médecins du Québec (CMQ) as a teaching site for McGill University family medicine residents affiliated with the Herzl clinic of the Jewish General Hospital. A grant from Hockey Helps the Homeless, was received to renovate our medical clinic. Closed for two and half months, we replaced all underground plumbing, installed an in-office sink, and acquired new medical equipment such as an examination table. In the new fiscal year, we hope to implement increased, paramedical services.

1. Our new steam table allows food to remain warm.
2. This is an exemple of a foodbag which is given out monthly to the women.
Our team comprises the following professionals, who provided the following number of appointments:

<table>
<thead>
<tr>
<th>Medical doctors</th>
<th>Dr. Geneviève Legault and Dr. Elena Paraskevopoulos 113</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foot care nurse</td>
<td>Marie Cimon 141</td>
</tr>
<tr>
<td>Massage therapist</td>
<td>Giorgio Vaquer 91</td>
</tr>
<tr>
<td>Psychiatrist</td>
<td>Dr. Pascale Desrosiers 54</td>
</tr>
<tr>
<td>Reiki teacher</td>
<td>Elena Oulianova 55</td>
</tr>
<tr>
<td>Psychologist</td>
<td>Vivianne Bentley 12 group sessions</td>
</tr>
</tbody>
</table>

We have a great partnership with the McGill University’s Ingram School of Nursing to offer interactive educational workshops; students held the following two workshops: Mind your health-skills for stress and anxiety management and Easy everyday exercises.

**AA Meetings:** In collaboration with Alcoholics Anonymous of Quebec, Chez Doris now hosts women only AA meetings open for both clients and the public. In all, 102 meetings were held in both French and English.

We would like to thank Aline Srogosz for the 24 years that she dedicated to Chez Doris as a caseworker. Her support and guidance to all of the students, volunteers, staff and women will be greatly missed. We wish her a happy retirement!

**PERSONAL CARE, HYGIENE AND CLOTHING**

Personal Care is a basic necessity which is not accessible to all. Many of our women struggle with providing personal care for themselves as their limited budgets do not allow them to meet all of their hygiene needs. For many the choice to put food on a table, pay the rent or a utility bill means not practicing proper foot care, getting a haircut, or buying necessary toiletries such as deodorant. For others who are homeless or are couch-surfing, access to a shower is a must. We provide access to a shower room, offer shower kits, all the personal toiletries needed, Band-Aids, sunscreen and even pregnancy tests. Thanks to volunteers we also offer haircuts, nail care and spa days. Moreover, clientele can sign up on a regular basis to access to our clothing room where they can choose from a variety of items such as undergarments, seasonal clothing, socks, shoes, boots and accessories.

<table>
<thead>
<tr>
<th>Number of:</th>
<th>2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Showers taken</td>
<td>910</td>
</tr>
<tr>
<td>Visits to the Clothing Room</td>
<td>3,151</td>
</tr>
<tr>
<td>Haircuts</td>
<td>155</td>
</tr>
<tr>
<td>Hygienic products given out, including pads, adult diapers, soaps, and shampoo</td>
<td>3,000 +</td>
</tr>
</tbody>
</table>

1. Dr. Pascale Desrosiers, psychiatrist and caseworker Aline Srogosz.
2. Caseworker Dominique Launière giving hygiene products to Sylvie.
2. FINANCIAL ADMINISTRATION PROGRAM

This program offers financial and psychosocial support to over 100 women. Chez Doris receives the financial aid cheques (disability, welfare, old age pension, etc.) of each participant and an assigned caseworker works to create a respective monthly budget, sends payments for rent and utilities, negotiates any debts and purchases gift cards for groceries and other needs. In all, our caseworkers deposited and managed $1,085,261.49 worth of transactions, over the course of 12 months. This program promotes financial stability, independence, and helps prevent homelessness. In addition, the program offers psychosocial support by offering assistance with booking appointments (medical, legal, etc.) and providing accompaniments to appointments to ensure that each client feels well supported as they strive to meet their personal goals.

Number of: 2016-2017
Accompaniments and house visits 200
Women who have paid off or are in the process of clearing debts 22
Women who returned to school or on a work program 7
Number of clients who entered detox treatment 8

Partnerships:
Abri d’espoir
Anne’s House
Centre de Services Sida Secours du Québec
Le Chaînon
CLSC Lucille-Teasdale / Faubourgs / Henri-Bourassa / Hochelaga-Maisonneuve
CLSC Métro - Projet connexion et équipe itinérance
CSSS Jeanne-Mance
Dianova
Diogène
Équipe mobile de référence et d’intervention en itinérance (EMRII)
Fondation d’Aide Directe – SIDA Montréal
Fond d’entraide de l’est de Montréal
Habitation Métis du Nord
Herzl Clinic – Team 3
Hôpital Louis-H. Lafontaine, Clinique externe de psychiatrie
Hôpital St-Luc
Hydro Québec – Low income payment program
Inter-Loge
Jean Fortin & Associés
La Maryse, plats préparés
Logis-Phare
Logis-Rose Virginie
MUHC
Ma Chambre Inc.
Maison Jacqueline
Maison Marguerite
Makivik Corporation
Montreal Diet Dispensary
Montreal General Hospital
Native Women’s Shelter
Office municipal d’habitation de Montréal (OMHM)
Old Brewery Mission
Our Harbour
Remue-Ménage
Société d’amélioration de Pointe St-Charles (SOCAM)
Transit Crisis Center
Women’s Centre of Montréal

“WORKING WITH THE WOMEN OF CHEZ DORIS IS TRULY A WONDERFUL EXPERIENCE; HELPING THEM REACH THEIR MILESTONES MAKES THIS JOB SO REWARDING.”

— Allison Lemieux, caseworker in the Financial Administration Program
3. ABORIGINAL HOUSING PROGRAM

From June 6, 2015 to March 31, 2019, Chez Doris receives a grant from Service Canada to house chronically and episodically homeless Aboriginal women in furnished apartments, help them with their psychosocial needs and help them achieve personal goals. This past fiscal year our overall goal was increased from 24 women to 48, and during the fiscal year, our Aboriginal Housing Case Worker was successful in housing 23 women and 16 children for a total of 27 women since the start of the program. Because of the success of the Housing Program, Service Canada approved additional funding to hire a part-time Aboriginal Outreach Worker to supplement the work being done. This worker has helped provide all the psychosocial support each woman needs once they’ve moved into their apartment.

The women also had the opportunity to attend the following two workshops:

- MAMU Aboriginal Job Fair a representative provided women with tips for interviews. She presented mock questions, how to dress for an interview, and more.

Partnerships:

Atrium Innovations
Clinique Droits Devant
Commission of Québec
First Nations Human Resources Development
Ivirtivik Center
Kadampa Buddhist Temple
Women’s Centre of Montréal
MultiCaf
Native Friendship Center of Montreal
Native Women’s Shelter of Montreal
Open Door
Projets Autochtones du Québec
YMCA Homelessness Assistance – Dialogue

<table>
<thead>
<tr>
<th>Number of:</th>
<th>2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>House Visits</td>
<td>106</td>
</tr>
<tr>
<td>Accompaniments</td>
<td>65</td>
</tr>
<tr>
<td>Psychosocial Interventions</td>
<td>45</td>
</tr>
<tr>
<td>Women Housed</td>
<td>23</td>
</tr>
<tr>
<td>Children Housed</td>
<td>16</td>
</tr>
</tbody>
</table>

Thanks to a grant from Service Canada, during the last quarter of our fiscal year, our goal is to work with Aboriginal-serving organizations to move 26 Aboriginal people (including our own) within the next three years.

4. INUIT ASSISTANCE PROGRAM

Since 2011, the Makivik Corporation provides funding for our Inuit Caseworker and works in partnership with Chez Doris to identify and address the medical, social, and housing needs of urban Inuit women in Montréal. Our Inuit caseworker incorporates Inuit values and traditions to create a safe space in which the women gather to break isolation and reconnect with one another and their culture. Every year, Chez Doris celebrates National Aboriginal Day in June where we have storytelling, hoop dancing, musical performances traditional Inuit games and face painting. We continue to see a dramatic increase in individual Inuit clients. Throughout 2013-14, 93 different women visited our centre. In 2015-2016 that number jumped to 165 clients, and in 2016-17, 265. Inuit women represent 15.5% of our clientele. Along with other communities, 20% of our clientele is Aboriginal.

Inuit collective kitchen every Friday at noon.
During the fiscal year, Chez Doris clients participated in the following scientific studies in progress, thesis, feasibility study, and a focus group:

**SCIENTIFIC STUDIES**

First Nations, Métis and Inuit of Montreal: HIV prevalence exploration. Gilbert Emond, Ph.D., Associate Professor, Department of Applied Human Sciences, Concordia University and Cécile Tremblay, MD, FRCPC, Full Professor, Department of Microbiology, infectious diseases and Immunology Centre de Recherche du Centre Hospitalier de l’Université de Montréal.

Effectiveness of transitional housing for homeless people and trajectories and profiles of homeless women: factors favouring and hindering their social reinsertion. Marie-Josée Fleury Ph.D. Researcher, Douglas Institute and Associate Professor, Department of Psychiatry, McGill University.

Making female homelessness visible. Jacinthe Rivard, Ph. D., Associate Professor, Université de Montréal, School of Social Work.

Community-Based Clinic for Vulnerable Women. Myriam Fournier-Tombs, International Masters for Health Leadership, McGill University.

**FEASIBILITY STUDY**

Chez Doris commissioned a feasibility study conducted by the Chantier d’économie sociale, and was realized thanks to the partnership program arising from the Urban Aboriginal Strategy and Indigenous and Northern Affairs Canada. Funding for this was managed by the Regroupement des Centres d’amitié du Québec whose objective includes eliminating the barriers facing aboriginal people living in or transitioning in urban centres throughout the province. The purpose of the study was to conduct a study on the feasibility.

Because of the prohibitive costs of launching its own thrift store, it was recommended that instead, Chez Doris partner with Renaissance, a non-profit organization whose mission is to facilitate the social and professional integration of people experiencing difficulty entering the workforce. The objective of the new program would be to help vulnerable indigenous women through an employment program tailored to their needs and particularities as well as gradually develop their social skills and new, positive social networks necessary to rebuild their lives and gain more autonomy.

**FOCUS GROUP**

McGill University MBA students were invited to interview our clientele prior to the renovation of our medical clinic and in preparation of upgrades to our health services. There were 84 respondents, and generally this is what we learned from the study: 84% of respondents go elsewhere to access health services as well as Chez Doris, 6% use only the Chez Doris’ clinic for medical services, and 10% of the respondents use no medical services at all. 89% of respondents have diagnosed medical conditions, while 65% of respondents suffer from diagnosed mental illnesses.

The top six diagnosed medical conditions were:
- Chronic pain
- Asthma
- Hypertension
- Chronic lung problems
- Infections
- Skin problems

The top six diagnosed mental health conditions were:
- Depression
- Anxiety
- PTSD
- Eating disorder
- Alcohol and or drug abuse
- Schizophrenia

Another key finding was that: most would like to see Chez Doris offer a wider range of paramedical services (ophthalmology, dentistry, nutritionist, as well as gynecology and menopause management) as well as see a doctor for basic exams who can also provide blood and urine tests and medication, on-site.
SOCIO-RECREATIONAL ACTIVITIES

Each year, volunteers, staff members and students come together to offer a variety of workshops, programs and activities. Having access to these different services promotes their emotional well-being and helps to break their social isolation. 81% of the women have been with Chez Doris for more than a year, and consider us as a safe haven. We go above and beyond in creating a safe environment and offering them opportunities for growth.

Statistics on numbers of:

- Birthdays celebrated: 190
- Recreational outings: 53
- Recreational indoor activities: 90
- Times laptops were used: 600
- Yoga sessions: 151
- Bingo and bean bag games: 116
- Christmas wishes fulfilled: 214 women and 12 children

TAX AND LEGAL SERVICES

TAXES

Thinking of filing taxes is stressful for many, but for the women of Chez Doris, it represents a source of financial relief. Richard Pringle, a volunteer who files women’s taxes, comes once a week during the low season and twice a week during the high season. This year alone, 305 women have used this service and 706 tax returns were filed.

It is with great sadness that we inform you of the passing of Mr. Gérard Leblanc, our prior tax filing volunteer, on December 9, at the age of 76. Mr. Leblanc was the tax volunteer at Chez Doris for many years until April 2012.

LEGAL SERVICES

The women of Chez Doris have an opportunity to receive legal information thanks to the McGill Faculty of Law. The law student informs the women on their rights and offers legal advice to those in need. From April 2016 to March 2017, 80 women have used this service. A workshop on Rights and Obligations of the lessee and the lessor in regards to the Régie du logement were offered.

WILL-WRITING SERVICES

Every year, Chez Doris unfortunately loses some of its women to illness, homicide, or suicide. Faced with the dilemma that there is often not a final will, Chez Doris now offers free will-writing services thanks to notary, Elsie Montcho and lawyer, Elizabeth Beaupré.
“I have been diagnosed with schizophrenia a few years ago. I lost my job, dropped out of school and ended up homeless. I have been helped tremendously by Chez Doris. It helped me find myself again.”

– Emma
Volunteering Review

Throughout the year, Chez Doris relies on volunteers to create programs and activities in order to increase women's well-being. The women are privileged to have yoga and Pilate teachers, arts & crafts activities, writing and photo workshops, hairdressers and collective kitchen workshops. Volunteers also help us out with the day-to-day tasks around the house such as organizing the clothing room and the storage room for hygiene products. They also serve breakfast and lunch and pick-up donations.

We also receive help from one-time volunteers such as Technicolor who served one of the Christmas meals, law firm Lapointe Rosenstein Marchand Melançon whose employees gave us purses filled with beauty products for Valentine’s Day. Singer and musician, Clare Keays, played some tunes during our Easter celebrations.

### An Overview of Our Volunteers at Chez Doris

<table>
<thead>
<tr>
<th></th>
<th>Number of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOURS GIVEN BY REGULAR VOLUNTEERS</td>
<td>4,614</td>
</tr>
<tr>
<td>VOLUNTEER HOURS PROVIDED BY COMPANY EMPLOYEE GROUPS</td>
<td>799</td>
</tr>
<tr>
<td>VOLUNTEER HOURS PROVIDED BY LOCAL SCHOOLS</td>
<td>303</td>
</tr>
<tr>
<td>TOTAL VOLUNTEER HOURS</td>
<td>6,135</td>
</tr>
<tr>
<td>HOURS DEDICATED TO IMPROVING HEALTH (doctors, psychologists, and other professionals)</td>
<td>419</td>
</tr>
<tr>
<td>REGULAR PROGRAMS AND SERVICES</td>
<td>31</td>
</tr>
</tbody>
</table>

1. The Ahmadiyya Muslim Youth Association (AMYA) sponsored the International Women’s Day Brunch.  
2. Members of the AQTN (Association québécoise des thérapeutes naturels) offered reiki sessions and massages to the women for Valentine’s Day.  
3. The Montreal Church of Jesus Christ of Latter-day Saints gave us purses filled with hygiene products and the mission City, UT, in Salt-Lake contributed $3,000 towards offering more well-balanced food bags.
GET INVOLVED

Last year alone, volunteers gave over 6,000 hours into making Chez Doris a welcoming home. Without their help, many programs and services offered would not be available. If you are interested in making a difference in the women’s lives, go on our website www.chezdoris.org and click on “Get involved”. Here are a few ways you can get involved:

Volunteer your services:
- Supervise computer time
- Serve breakfast or lunch
- Organize the hygiene product or the clothing rooms
- Supervise the distribution of clothing
- Manage a workshop of your choice or creation

Plan an activity:
- Pay for the cost of and host a holiday meal
- Pay for the cost of and host a weekend brunch
- Bake or cook food to be served as part of our meal service
- Organize a collection of hygiene products and dry foods.

Volunteer as a group of 15 or less:
- Bake or cook a meal for 100 women
- Spring cleaning including painting
- Organize our inventories

1. Music concert by the McGill Fantasia, Students’ Club. 2. B’nai Brith Québec organized a donation drive of over 250 pounds of turkey, non-perishable food items, and provided a generous cheque to Chez Doris for their holiday meals. For Joanne Cutler (pictured), who personally helped deliver clothing and toiletries for homeless and vulnerable women supported by Chez Doris, it was truly an indescribable feeling. 3. Raymond Chabot Grant Thornton participated in a day dedicated to social responsibility.
HOW CAN YOU HELP

When you donate to Chez Doris, your gift will have an impact on women who come to Chez Doris for help from all corners of Montreal and beyond. 65% of our budget comes from foundations, individual, and community donors.

MAKE A MONETARY DONATION
Cheques may be made out to Chez Doris or a gift may be made through our web-site on-line. Donations may also be in honor or in memory of a loved one.

MAKE A DONATION OF PUBLICLY TRADED SECURITIES
You can transfer publicly traded securities such as stocks, bonds, and mutual funds directly to Chez Doris during your lifetime or through your will.

MAKE A GIFT OF LIFE INSURANCE
There are various ways to give a gift of life insurance, which include: Transferring the ownership of an existing, fully paid life insurance policy to Chez Doris to receive a charitable gift receipt during your lifetime, or you can apply for a new life insurance policy, with Chez Doris as its owner, and receive a tax receipt for the premiums paid, or you can make Chez Doris the beneficiary of a life insurance policy upon your passing.

MAKE A BEQUEST
There are various ways to bequeath Chez Doris in your will. You can leave a percentage of your estate, the residue or a specific cash donation, a paid-up life insurance policy, securities, or property.

IN-KIND DONATIONS
We accept the following items, in person, between 8:30 a.m. and 3:00 p.m. (we are closed on statutory holidays):

Food bag items
- Canned tuna, salmon, chicken or other meat
- Rice & pasta, pasta sauce/paste
- Peanut butter, jams, canned fruits, beans, and other vegetables
- Low-sugared cereals
- Canned evaporated milk, soup packages/cans
- Granola bars
- Coffee, tea bags, and juice
- Condiments
- Unopened and non-expired multivitamins

Perishable food items
- Fresh fruits and vegetables
- Bread
- Pastries
- Meat
- Dairy products
- Frozen food
- Birthday cakes

Hygiene Products
- Cosmetics, such as make-up and nail polish
- Combs, hair brushes, hair elastics
- Shampoos and other hair products
- Hair dyes
- Sanitary pads, tampons, adult diapers
- Deodorant, body spray, sun screen
- Toothbrushes, toothpaste, dental floss
- Toilet paper, Kleenex, Band-Aids, first aid kits, latex gloves
- Unopened and non-expired ointments and pain relievers such as aspirin

Operational needs
- Gift cards from different coffee shops*, and fast-food restaurants*, movie theatres*, pharmaceutical and grocery stores and home renovation stores
- Bath towels, blankets for single beds
- New, plastic utensils and plates, non-disposable soup bowls
- Bus tickets
- Laundry detergent, garbage bags, zip lock bags, aluminum foil, Saran Wrap
- Light bulbs
- Office supplies

* These gift cards are offered to homeless women when we are closed on statutory holidays.

At the Ardene Decarie store location with a donation of clothing and accessories on the occasion of International Women’s Day.
Thank you to the various schools and students for choosing Chez Doris to be part of their learning experience. 2,504.5 hours were contributed to Chez Doris by students which allowed us to provide ongoing support and services to our women.

McGill University

**Nursing**
- Cindy Wang 64
- Alice Mukahirwa 64
- Brianna Lin 64
- Michelle Kwon 64
- Sharon Deng 64
- Emma Dwyer 64
- Sabrina Horan 64
- Abigail llagan 64
- Rebecca Lax 64
- Chen-Mei Lin 64

**Human Nutrition**
- Karissa Paré 140
- Francesca Montanaro 140

**Faculty of Law**
- Esther Dionne-Desbiens 200

Dawson College

**Social Service Program**
- Kendra Horne 90
- Jessica Lemieux 340
- Marie Tatazpan 106.5

Université de Montréal

**Toxicomanie**
- Élisa Forbes 47

John Abbott College

**Youth and Adult Correctional Intervention**
- Brooklyn Joseph 600

Université du Québec en Outaouais - UQO

**Nursing**
- Jacky Talbot 105

Concordia University

**Art Education**
- Lluvia Reyes 32
- Stephanie Tombs 32
- Mélanie Legault 32

“I am so pleased to be a part of the Chez Doris team. Chez Doris has given me the opportunity to strive in the helping profession. I am so grateful to have had the opportunity to grow with these women and learn from each of their experiences.”

– Jessica Lemieux
Social Service Program, Dawson College
THANK YOU!

THANK YOU TO THE FOLLOWING COMMUNITY PARTNERS WHO HAVE CONTRIBUTED SERVICES AND IN-KIND GIFTS

Adonis
Ahmadiyya Muslim Youth Association
Ardene
Association québécoise des thérapeutes naturels
BDO
Bell
BMO
B’nai Brith Québec
Briarwood Presbyterian Church
Centre d’action bénévole
Centre de relation d’aide de Montréal
CGC Capital Garment Co. Inc
Cedar Park United Church
Church of Jesus Christ of Latter-day Saints
CIBC
CLSC Métro
Community Garden des Seigneurs
Concordia University
Dawson College
Espace pour la vie Montréal
Exeko
Fednav Employees’ Group
Frontier College
Groupe Leclair
Kell’s Academy
Huron Consulting Group
Lapointe Rosenstein
Marchand Melançon
Lavery de Billy
Lower Canada College
Lush
McGill University
Moisson Montréal
Molson Coors
National Bank
No Valentine Group
Old Brewery Mission, shuttle service
Otera Capital
Oxygène Événements
Pensionnat du Saint-Nom-de-Marie
Quebec Community Groups Network
Quinn Farm
Raymond Chabot Grant Thornton
Redken
Renaissance
Rio Tinto
Sacred Heart School of Montreal
Sénégal Santé Mobile
Shoebox Project
Société de développement social de Ville-Marie
SPVM Station 12
St. Andrews Society Debutantes
St. John Brebeuf Parish
The Study
Technicolor
Telus
Verdun Dragon Boat Club
Ville de Montréal
Volunteer Bureau of Montreal
Welcome Hall Mission

THANK YOU TO THE FOLLOWING MAJOR INSTITUTIONAL PARTNERS

5 Days for the Homeless
Alice & Euphemia Stewart Family Foundation
Anonymous
Betty Averbach Foundation
Briarwood Presbyterian Church
Canadian National Railway
Centraide du Grand Montréal
Church of Jesus Christ of Latter-Day Saints
Emily Gussman & Peter Parkin Foundation
Father Dowd Foundation
Fednav Employees’ Group
Fondation J.A. DeSève
Gaz Métro
George Hogg Family Foundation
Hay Foundation
Hockey Helps the Homeless
Holt Foundation
Indigenous and Northern Affairs Canada
Ivonis Mazzarolo Foundation
Jarislowsky Foundation
Kanawaki Golf Club
Kruco Inc.
Lederman Foundation
Lower Canada College
Makivik Corporation
Mar-Kin Foundation
Ministère de la Santé et des Services sociaux (MSSS)
The Molson Foundation
Montréal St. Patrick’s Foundation
Newall Family Foundation Trust
Power Corporation
Service Canada
Silver Dollar Foundation
Sœurs de la Présentation de Marie du Québec
Rotary Club of Montréal Lakeshore
Trottier Family Foundation
Unitarian Church of Montréal
Ville de Montréal
Zeller Family Foundation

SPECIAL THANKS TO ALL THOSE WHO HAVE CONTRIBUTED TO CHEZ DORIS IN DIFFERENT AND UNIQUE WAYS.

Thanks to Sophie Brochu, President and Chief Executive Officer of Gaz Métro, and her team for organizing a second edition of Soupe pour elles on March 1, 2017, which gathered people from all walks of life over a bowl of soup to support women in need. The event raised awareness as well as $231,491 (or $25,721 each) for nine women’s organizations, including our own.
## Summary of Financial Statements

### Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>2016-2017</th>
<th>2015-2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants</td>
<td>$1,427,019</td>
<td>$1,372,243</td>
</tr>
<tr>
<td>Agence de santé et de services sociaux</td>
<td>$1,427,019</td>
<td>$1,372,243</td>
</tr>
<tr>
<td>› Programme de soutien aux organismes communautaires</td>
<td>300,357</td>
<td>296,796</td>
</tr>
<tr>
<td>Centraide</td>
<td>145,795</td>
<td>145,795</td>
</tr>
<tr>
<td>City of Montreal</td>
<td>67,811</td>
<td>67,811</td>
</tr>
<tr>
<td>Makivik Corporation</td>
<td>88,000</td>
<td>60,000</td>
</tr>
<tr>
<td>Employment and Social Development Canada</td>
<td>$1,427,019</td>
<td>$1,372,243</td>
</tr>
<tr>
<td>› Homelessness Partnering Strategy (HPS)</td>
<td>$1,427,019</td>
<td>$1,372,243</td>
</tr>
<tr>
<td>• Cheque Administration Program</td>
<td>1,179</td>
<td>22,817</td>
</tr>
<tr>
<td>• «Suivi dans la communauté»</td>
<td>–</td>
<td>33,759</td>
</tr>
<tr>
<td>• Aboriginal Housing Program</td>
<td>60,157</td>
<td>20,005</td>
</tr>
<tr>
<td>• «Réparations et rénovations du refuge Chez Doris et remplacement de mobilier pour clientes»</td>
<td>34,692</td>
<td>–</td>
</tr>
<tr>
<td>Emploi-Québec</td>
<td>11,125</td>
<td>13,918</td>
</tr>
<tr>
<td>Human Resources and Skills Development Canada - Canada Summer Jobs</td>
<td>–</td>
<td>8,916</td>
</tr>
<tr>
<td>Regroupement des centres d’amitié autochtones du Québec (RCAAQ)</td>
<td>32,000</td>
<td>–</td>
</tr>
<tr>
<td>Foundations and other charitable organizations</td>
<td>$1,427,019</td>
<td>$1,372,243</td>
</tr>
<tr>
<td>Donations and planned gifts</td>
<td>334,432</td>
<td>298,856</td>
</tr>
<tr>
<td>Amortization of deferred capital</td>
<td>46,607</td>
<td>27,219</td>
</tr>
<tr>
<td>Events and gala</td>
<td>17,770</td>
<td>19,719</td>
</tr>
<tr>
<td>Amautik</td>
<td>3,250</td>
<td>–</td>
</tr>
<tr>
<td>Other</td>
<td>20,115</td>
<td>14,554</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td>$1,427,019</td>
<td>$1,372,243</td>
</tr>
</tbody>
</table>

### Expenses

<table>
<thead>
<tr>
<th>Expense</th>
<th>2016-2017</th>
<th>2015-2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, benefits, and subcontracting</td>
<td>998,967</td>
<td>854,093</td>
</tr>
<tr>
<td>Maintenance and repairs</td>
<td>76,779</td>
<td>104,086</td>
</tr>
<tr>
<td>Amortization of capital assets</td>
<td>127,718</td>
<td>103,047</td>
</tr>
<tr>
<td>Activities for clientele</td>
<td>81,841</td>
<td>67,668</td>
</tr>
<tr>
<td>Office expenses, publicity, and documents</td>
<td>95,451</td>
<td>60,096</td>
</tr>
<tr>
<td>Costs related to programs</td>
<td>68,058</td>
<td>53,847</td>
</tr>
<tr>
<td>Utilities</td>
<td>33,383</td>
<td>34,058</td>
</tr>
<tr>
<td>«Suivi dans la communauté» – HPS</td>
<td>–</td>
<td>17,792</td>
</tr>
<tr>
<td>Aboriginal Housing Program – HPS</td>
<td>13,070</td>
<td>3,664</td>
</tr>
<tr>
<td>Insurance</td>
<td>18,077</td>
<td>19,382</td>
</tr>
<tr>
<td>Professional fees</td>
<td>13,920</td>
<td>9,475</td>
</tr>
<tr>
<td>Other</td>
<td>16,899</td>
<td>8,871</td>
</tr>
<tr>
<td>Interest and bank fees</td>
<td>5,982</td>
<td>3,971</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$1,550,145</td>
<td>$1,340,050</td>
</tr>
</tbody>
</table>

### Excess of Revenues over Expenses

<table>
<thead>
<tr>
<th>Source</th>
<th>2016-2017</th>
<th>2015-2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>(Our complete financial statements are available upon request and provide a complete account of our extraordinary capital expenditures to upgrade our building and the acquisition of fixed assets.)</em></td>
<td>$(123,126)*</td>
<td>$32,193</td>
</tr>
</tbody>
</table>