

SOLIDIFYING OUR FOUNDATION FOR THE FUTURE

Annual Report 2016-2017



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CHEZ DORIS

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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!!!!

Talar Dikjian
President



Marina Boulos-Winton
Executive Director



BOARD OF DIRECTORS



Talar Dikijian
President of the Board
(Insight Marketing)



Sylvia Martin-Laforge
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 SENCRL/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 Shalhoub

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 Lalonde-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 CIUSSS du
Centre-Sud-de-l'Île-de-Montréal

Comité insertion et mesures
d'aide financière of the CIUSSS 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 CIUSSS
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, Lederman Foundation, Fednav Community Employee Committee, les Sœurs de la Présentation de Marie du Québec, the Guild of the Church of Saint Andrew & St. Paul.



New dining room furniture, flooring and paint.

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.

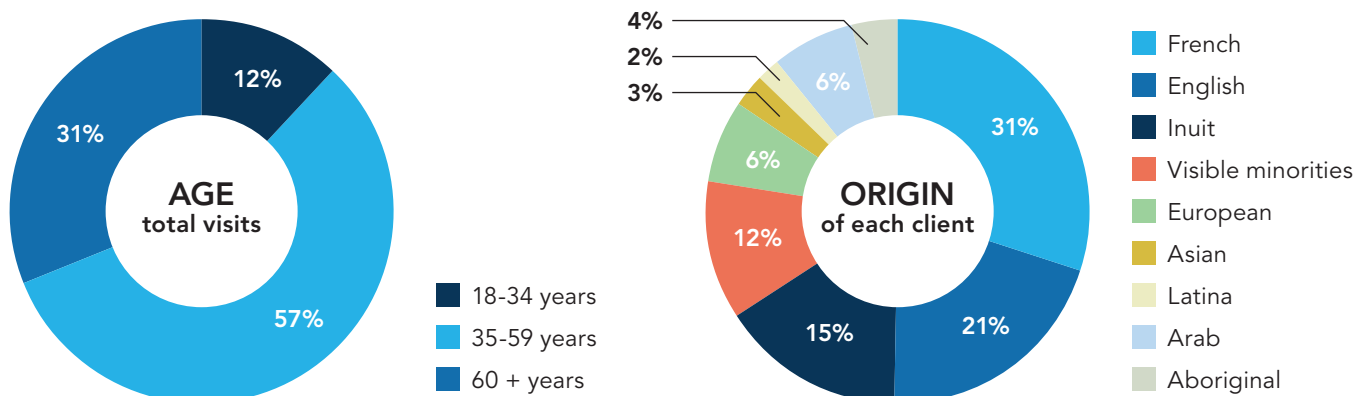
We also began to raise money to replace our foundation wall which is compromising the stability of our building. To date, we have raised \$300,000 in pledges and funds from the J.A. DeSève Foundation and The Molson Foundation. Work for this major endeavour will begin in August 2017.



Medical clinic before ^
After >















NUMBERS AT A GLANCE



STATISTICS ON THE NUMBER OF:

2016-2017

2015-2016

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

**“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



PROGRAMS

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.

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

*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 example of a foodbag which is given out monthly to the women.

Our team comprises the following professionals, who provided the following number of appointments:

Medical doctors	Dr. Geneviève Legault and Dr. Elena Paraskevopoulos	113
Foot care nurse	Marie Cimon	141
Massage therapist	Giorgio Vaquer	91
Psychiatrist	Dr. Pascale Desrosiers	54
Reiki teacher	Elena Oulianova	55
Psychologist	Vivianne Bentley	12 group sessions



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 practising 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.

Number of:	2016-17
Showers taken	910
Visits to the Clothing Room	3,151
Haircuts	155
Hygienic products given out, including pads, adult diapers, soaps, and shampoo	3,000 +



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

PROGRAMS

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:

- How to Conquer your Fear: The Shadows of our Mind. Buddhist teachings on meditation, positive thinking and visualizations. Marco Lisi Buddhist teacher.
- 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
Ivrtivik 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

Number of:	2016-17
House Visits	106
Accompaniments	65
Psychosocial Interventions	45
Women Housed	23
Children Housed	16

Thanks to a grant from Service Canada, during the last quarter of our fiscal year, we purchased a high-top caravan to pick up donations of furniture and help move homeless Aboriginal women in apartments. Chez Doris paid for the insurance and equipped it with dollies, straps, mats, moving blankets, and a ramp. While we moved two clients into apartments with the

truck towards the end of the 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 case-worker 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.

Number of:	2016-17
Inuit collective kitchen participants	212*
Inuit collective kitchen workshops	20*

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

Participation in the following committees

- Organising Committee for the Forum on Homelessness, Peter-McGill Community Council

- Montreal Urban Aboriginal Community Strategy Network, Action Committee on urban security at Cabot Square
- Montreal Urban Aboriginal Community Strategy Network, Aboriginal homelessness committee
- Out of Place in Nunaliijuaq: affecting social change with Montreal Inuit through Participatory Action Research (PAR) community advisory board in collaboration with Christopher Fletcher, Université Laval

CLIENT STUDIES

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	Chronic lung problems
Asthma	Infections
Hypertension	Skin problems

The top six diagnosed mental health conditions were:

Depression	Eating disorder
Anxiety	Alcohol and or drug abuse
PTSD	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 in door activities	90
Times laptops were used	600
Yoga sessions	151
Bingo and bean bag games	116
Christmas wishes fulfilled	214 women and 12 children



Montreal Science Centre outing

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		NUMBER OF:
	HOURS GIVEN BY REGULAR VOLUNTEERS	4,614
	VOLUNTEER HOURS PROVIDED BY COMPANY EMPLOYEE GROUPS	799
	VOLUNTEER HOURS PROVIDED BY LOCAL SCHOOLS	303
	TOTAL VOLUNTEER HOURS	6,135
	HOURS DEDICATED TO IMPROVING HEALTH (doctors, psychologists, and other professionals)	419
	REGULAR PROGRAMS AND SERVICES	31



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



2



3

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.



At the Ardene Decarie store location with a donation of clothing and accessories on the occasion of International Women's Day.

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.

STUDENT PLACEMENTS

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
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Dawson College

Social Service Program

Kendra Horne	90
Jessica Lemieux	340
Marie Tatazpan	106,5

Université de Montréal

Toxicomanie

Élisa Forbes	47
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John Abbott College

Youth and Adult Correctional Intervention

Brooklyn Joseph	600
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Université du Québec en Outaouais - UQO

Nursing

Jacky Talbot	105
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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	Espace pour la vie Montréal	Quebec Community Groups Network
Ahmadiyya Muslim Youth Association	Exeko	Quinn Farm
Ardene	Fednav Employees' Group	Raymond Chabot Grant Thornton
Association québécoise des thérapeutes naturels	Frontier College	Redken
BDO	Groupe Leclair	Renaissance
Bell	Kell's Academy	Rio Tinto
BMO	Huron Consulting Group	Sacred Heart School of Montreal
B'nai Brith Québec	Lapointe Rosenstein	Sénégal Santé Mobile
Briarwood Presbyterian Church	Marchand Melançon	Shoebox Project
Centre d'action bénévole	Lavery de Billy	Société de développement social de Ville-Marie
Centre de relation d'aide de Montréal	Lower Canada College	SPVM Station 12
CGC Capital Garment Co. Inc	Lush	St. Andrews Society Debutantes
Cedar Park United Church	McGill University	St. John Brebeuf Parish
Church of Jesus Christ of Latter-day Saints	Moisson Montréal	The Study
CIBC	Molson Coors	Technicolor
CLSC Métro	National Bank	Telus
Community Garden des Seigneurs	No Valentine Group	Verdun Dragon Boat Club
Concordia University	Old Brewery Mission, shuttle service	Ville de Montréal
Dawson College	Otera Capital	Volunteer Bureau of Montreal
	Oxygène Événements	Welcome Hall Mission
	Pensionnat du Saint-Nom-de-Marie	

THANK YOU TO THE FOLLOWING MAJOR INSTITUTIONAL PARTNERS

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

	2016-2017	2015-2016
	\$	\$
REVENUES		
Grants		
Agence de santé et de services sociaux		
› Programme de soutien aux organismes communautaires	300,357	296,796
Centraide	145,795	145,795
City of Montreal	67,811	67,811
Makivik Corporation	88,000	60,000
Employment and Social Development Canada		
› Homelessness Partnering Strategy (HPS)		
• Cheque Administration Program	1,179	22,817
• «Suivi dans la communauté»	–	33,759
• Aboriginal Housing Program	60,157	20,005
• «Réparations et rénovations du refuge Chez Doris et remplacement de mobilier pour clientes»	34,692	–
Emploi-Québec	11,125	13,918
Human Resources and Skills Development Canada - Canada Summer Jobs	–	8,916
Regroupement des centres d'amitié autochtones du Québec (RCAAQ)	32,000	–
Foundations and other charitable organizations	263,729	342,078
Donations and planned gifts	334,432	298,856
Amortization of deferred capital	46,607	27,219
Events and gala	17,770	19,719
Amautik	3,250	–
Other	20,115	14,554
	\$1,427,019	\$1,372,243
EXPENSES		
Salaries, benefits, and subcontracting	998,967	854,093
Maintenance and repairs	76,779	104,086
Amortization of capital assets	127,718	103,047
Activities for clientele	81,841	67,668
Office expenses, publicity, and documents	95,451	60,096
Costs related to programs	68,058	53,847
Utilities	33,383	34,058
«Suivi dans la communauté» – HPS	–	17 792
Aboriginal Housing Program – HPS	13,070	3,664
Insurance	18,077	19,382
Professional fees	13,920	9,475
Other	16,899	8,871
Interest and bank fees	5,982	3,971
	\$1,550,145	\$1,340,050
EXCESS OF REVENUES OVER EXPENSES		
	\$(123,126)*	\$32,193

* 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.

