In step with women’s needs

2017-2018 Annual Report
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VISIT OUR WEBSITE AT
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OPENING HOURS
7 days a week
8:30 AM – 3:00 PM

ChezDorisRefuge

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In step with women’s needs for 41 years

Chez Doris is named in honour of Doris Halfkenny Seale (also known as Doris Toussaint), a destitute woman, originally from Halifax. More than four decades ago, she needed a place of refuge. Unfortunately, such a place did not exist for women.

Our founding was thanks to the initiative of a community worker who personally knew Doris as well as other women like her. She and like-minded people were disturbed enough to look more deeply into the problems that these women faced. Their research revealed a shocking shortage of facilities for homeless women, and a complete lack of aid to transient women with additional challenges such as alcoholism, drug abuse and psychiatric problems. Shortly after interviewing Doris, on November 2, 1974, Doris was brutally raped, tortured, and murdered.

This led to the founding of Chez Doris in 1977. Today, her framed picture hangs at the front entrance of our day shelter and serves as a reminder that women still need a safe haven just like Doris did.

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

Over the last 12 months Chez Doris has successfully crossed many hurdles and is now prepared to take significantly larger steps to better serve our clientele.

In our last two fiscal years, Chez Doris spent $1,293,910 on the acquisition of capital assets, which mainly represents renovations to our building. From August to November 2017, we were closed for 10 days to undertake major and urgent repairs to our building. Given the temporary closure, the ongoing dust and noise and reduced workspace, our services were temporarily restrained or reduced. Despite this, 1,607 different women turned to us last year for help; this was up from 1,424 the year before. Of these women, we welcomed 551 new women to Chez Doris, up from 347 last year; an increase of 58.78%.

Visible minorities now represent 23% of our clientele, up from last year’s 12%. The main reason for this increase is that asylum seekers are turning to Chez Doris for help. A great number of these women are originally from Haiti and Nigeria. As asylum seekers they cannot return to their respective countries and therefore cross the US border to apply for refugee status in Canada. They are temporarily housed in a PRAIDA location three streets away from us. They come to Chez Doris to have their basic needs met for free clothing, hygiene products and food bags. Once they are settled in apartments, we also help with household items such as sheets, towels, etc. Everything we provide is thanks to in-kind and financial donations from the community at large.

With major renovations behind us, we can now increase our focus and attention on the more complex needs of our clientele as well as the needs of our workforce.

Our goals for next year are to:

1. Raise the necessary funds needed for furniture, equipment, and operating expenses to launch a permanent, supportive residence of 26 studio apartments by the fall of 2019.
2. Leverage a major financial commitment to create a blueprint to expand our mission and services, which would include overnight emergency shelter beds.
3. Better understand our role and how we can best intervene with homeless Aboriginal women with mental health and wellness challenges, boost collaborations and seek opportunities for these women to thrive.
4. Increase the range of health-care services offered in our medical clinic and help the most vulnerable women.
5. Implement technologies for our health and social services as well as administration to more efficiently collect and report the statistics on our day shelter’s service delivery, impact, needs analysis, and costs.
6. Improve our staff remuneration, retention and their core competencies.
7. Expand our board and volunteer committees with the skill sets needed to achieve the above goals and continue to be in step with the evolving needs and difficulties faced by the women we serve.

In closing, we would like to thank the following committees for their ongoing guidance: Building, Communications, Human Resources and Client. We would also like to take this opportunity to congratulate Carole Croteau, who will become the next President of the Board of Directors and whose experience and knowledge will be of great benefit to our organization.

In the following pages, you will read about the remarkable work accomplished by our staff, interns and volunteers. And of course, without the invaluable support of our community partners, institutional and individual donors, none of our important services would be possible. Thank you!
BOARD OF DIRECTORS

Talar Dikijian  
President of the Board  
(ThinkTel Communications)

Sylvia Martin-Laforge  
Vice-President  
(Quebec Community Groups Network)

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

Jill Hugessen  
Secretary  
(Hugessen Coaching)

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

Pat Hardt  
(retired RN and Psychotherapist)

Kent Hovey-Smith  
(Tidal Health Solutions)

Lyn Lalonde-Lazure  
(HR Solutions)

Mark Shalhoub  
(FL Fuller Landau SENCRL/LLP)

Sonia Tournay  
(Créatures Stratégie Image)

Marina Boulos-Winton  
(Executive Director, Chez Doris)

COMMITTEES AND GROUPS IN WHICH CHEZ DORIS IS A MEMBER

Aboriginal Committee of the SPVM  
Committee on Urban Security around Cabot Square  
Comité de consultation sur un plan d’action régional sur l’itinérance des femmes de la CIUSS du Centre-Sud-de-l’Île-de-Montréal  
Comité insertion et mesures d’aide financière de la CIUSS du Centre-Sud-de-l’Île-de-Montréal  
Mental Health Table of the CIUSS du Centre-Ouest-de-l’Île-de-Montréal  
Montreal Aboriginal Community Strategy Network (Homelessness Committee)  
Mouvement pour mettre fin à l’itinérance à Montréal (MMFIM)  
Réseau d’aide aux personnes seules et itinérantes de Montréal (RAPSIM)  
Table locale d’accessibilité aux services de santé et services sociaux en milieu urbain pour les Autochtones à Montréal

Client Committee  
Pat Hardt  
Jill Hugessen  
Sonia Tournay, Chair  
Mark Shalhoub  
Kent Hovey-Smith  
Carole Croteau, Chair  
Talar Dikijian  
Sylvia Martin-Laforge

Building Committee  
Sylvie Girard, Chair  
André Costin, Xemplar Inc.  
Robert Manningham, Atelier Habitation Montréal  
Adam Steinberg, Silver Dollar Foundation  
(September 16, 1966 - April 19, 2018)

Nominating Committee  
Sylvia Martin-Laforge, Chair  
Pat Hardt  
Françoise Lyon, CGA Capital

Human Resources Committee  
Lyn Lalonde-Lazure, Chair  
Carole Croteau  
Talar Dikijian  
Sylvia Martin-Laforge

Photos courtesy: TanisSaucier.com (except: Carole Croteau and Kent Hovey-Smith)
RENOVATIONS

Built in 1900, our building underwent several inspections which began in 2015. It was discovered that there was ongoing moisture seeping into the walls of the original section of our building. Consequently, the structural integrity of our building was compromised, and it had to be repaired. This entailed excavating the south side of the building, replacing the stone wall by a poured concrete wall, sealing the outside face of the wall with a new high performance, waterproof acrylic plaster and installing a French drain.

The money needed was raised, and on August 7, 2017, the work began. Two weeks into the work, the most southern wall, adjacent to the laneway, suddenly detached from the main structure of the building. Damages were extensive; that section of the building had to be emptied and secured and many of our usual services were affected. We subsequently discovered that the wall detached due to a fire which took place in an adjoining building in 1965. When the adjoining building was torn down, the common wall was not fortified appropriately, and it could not withstand the vibrations produced by the work to be carried out in 2017. Consequently, more money had to be urgently raised to execute the work. Additional measures were put in place to ensure the building’s integrity. As well, the entire wall, from the foundations to the roof was removed, a portion of the roof had to be rebuilt as well as floor joists. By late November, our contractor was able to complete all the work.


1. Rear view of building with stucco removed and damaged wall.
2. Inside view of our clothing room prior to the complete removal of the wall.

Before ➹ After
NUMBERS AT A GLANCE

AGE

- 18-34 years: 31.4%
- 35-59 years: 51.4%
- 60 + years: 17.2%

ORIGIN

- French: 30.1%
- English: 22.9%
- Inuit: 15.6%
- Visible minorities: 13.8%
- European: 10.2%
- Asian: 8.4%
- Latina: 4.1%
- Arab: 3.7%
- Aboriginal: 4.7%

2017/2018 TOTAL VISITS: 25,081*

- Different women served: 1,607
- First-time visitors: 551
- Meals served: 35,489
- Enrolled in the Financial Administration Program: 104
- Times Clothing room was used: 3,907
- Health service visits: 778
- Food bags distributed: 834
- Income tax declarations completed: 610
- Home visits and accompaniments: 409
- Inuit women served: 250
- Christmas wishes fulfilled: 257
- Homeless Aboriginal women and children placed in apartments: 32

* Due to renovations, our basement was closed, and we were not able to provide food bags or offer collective kitchen workshops from September 1, to December 31, 2017. As well, Chez Doris was completely closed to its clientele for 10 days during the last year.
“Chez Doris leads me in the right direction. Both the case workers and activities offered help break my isolation and make me feel better.”

– Nancy
1. ESSENTIAL SERVICES

Chez Doris is a safe place where women come to access our services and programs. They need assistance with problems ranging from housing, mental health issues, addictions, immigration, discrimination, isolation and loneliness, life transitions and financial difficulties. They may be new to the city, facing financial hardship 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 physical 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 clientele. Women also have 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. Since January 2018, food bags are also offered to our Indigenous clientele during home visits, thanks to the Trottier Family Foundation.

Collective kitchen: Typically, our collective kitchen workshops are managed by students and volunteers. Groups of five women per session are given the opportunity to learn about optimal 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.

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 insalubrious and unsafe.

Number of: 2017-2018*

<table>
<thead>
<tr>
<th>Service</th>
<th>2017-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfasts served</td>
<td>12,715</td>
</tr>
<tr>
<td>Lunches served</td>
<td>22,774</td>
</tr>
<tr>
<td>Special meals for holidays</td>
<td>2,421</td>
</tr>
<tr>
<td>Food bags for 18-54 years</td>
<td>620</td>
</tr>
<tr>
<td>Food bags for women 55+</td>
<td>214</td>
</tr>
<tr>
<td>Collective kitchen workshops</td>
<td>85</td>
</tr>
<tr>
<td>Usage of our day beds</td>
<td>3,082</td>
</tr>
</tbody>
</table>

* Due to renovations, we were not able to provide food bags or offer collective kitchen workshops from September 1, to December 31, 2017. Our respite room with 6 beds was closed from August 23, to November 30, 2017. As a result, we converted half of our activities room into a dormitory with mats on the floor and our armchairs were reserved for those who wanted to sleep. Access to our medical clinic was also affected by our renovations. As well, Chez Doris was completely closed to its clientele for 10 days during the last year.

HEALTH AND WELLNESS SERVICES

Many of Chez Doris’ clients can receive immediate psychiatric and medical attention at our clinic.

Number of visits: 2017-2018

<table>
<thead>
<tr>
<th>Service</th>
<th>2017-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical and nursing services</td>
<td>92</td>
</tr>
<tr>
<td>Foot care nurse</td>
<td>132</td>
</tr>
<tr>
<td>Massage therapist</td>
<td>38</td>
</tr>
<tr>
<td>Psychiatrist</td>
<td>73</td>
</tr>
<tr>
<td>Psychologist consultations</td>
<td>38</td>
</tr>
<tr>
<td>Psychologist group sessions</td>
<td>12</td>
</tr>
</tbody>
</table>

Our medical clinic, certified by the Collège des médecins du Québec, was accepted as a site for residents in the Psychiatry Department of McGill University to do their rotations. Our first resident is Sara Cohen-Fournier, who follows over 25 women.

AA MEETINGS

In collaboration with Alcoholics Anonymous of Quebec, Chez Doris offers two AA meetings per week. Forty-nine French and English meetings were offered this year. In all, 98 AA meetings were made available.

PERSONAL CARE, HYGIENE AND CLOTHING

Through our personal care, hygiene and clothing services, we offer a safe environment for vulnerable women who need access to a washroom, shower and seasonally appropriate clothing. These services improve clients’ hygiene habits, increase clients’ sense of self-esteem and reduce feelings of anxiety related to financial stress.

Number of: 2017-2018

<table>
<thead>
<tr>
<th>Service</th>
<th>2017-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Showers taken</td>
<td>1,140</td>
</tr>
<tr>
<td>Times clothing room was used</td>
<td>3,907</td>
</tr>
<tr>
<td>Haircuts</td>
<td>94</td>
</tr>
<tr>
<td>Hygienic products given out, including</td>
<td>3,000+</td>
</tr>
<tr>
<td>pads, adult diapers, soaps, and shampoo</td>
<td></td>
</tr>
</tbody>
</table>
PROGRAMS

2. FINANCIAL ADMINISTRATION PROGRAM

The program offers financial and psychosocial support to over 100 women. Chez Doris receives the financial aid cheques of each participant and an assigned caseworker works to create a respective monthly budget, sends payment for utilities, negotiates debts and purchases gift cards for groceries and other needs. In all, our caseworkers deposited and managed $1,195,822 worth of transactions, over the course of 12 months.

This program promotes financial stability, independence, and helps prevent homelessness.

THE WOMEN IN THE PROGRAM RECEIVE:

<table>
<thead>
<tr>
<th>Assistance</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welfare and Disability Assistance</td>
<td>76%</td>
</tr>
<tr>
<td>Old Age Pensions</td>
<td>20%</td>
</tr>
<tr>
<td>Child Tax Benefits</td>
<td>3%</td>
</tr>
<tr>
<td>Work Supplements</td>
<td>1%</td>
</tr>
</tbody>
</table>

“IT’S BEEN 3-4 YEARS THAT I AM ADMINISTERED, AND I AM NOT REGRETTING MY DECISION.”
– Cindy

OUR FINANCIAL ADMINISTRATION PROGRAM OFFERS:

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support for Landlords and Tenants</td>
<td>47</td>
</tr>
<tr>
<td>Referrals to Other Community Organizations</td>
<td>163</td>
</tr>
<tr>
<td>Goal Setting and Implantation</td>
<td>104</td>
</tr>
<tr>
<td>Home Visits</td>
<td>52</td>
</tr>
<tr>
<td>Accompaniments</td>
<td>206</td>
</tr>
<tr>
<td>Hours of Active Listening</td>
<td>337</td>
</tr>
</tbody>
</table>

“IT DO NOT HAVE THE ABILITY TO WORK - I HAVE A CHRONIC ILLNESS AND ALL MY NEEDS ARE TREATED GENEROUSLY. CHEZ DORIS HAS A FINANCIAL PROGRAM THAT I HAVE BEEN INVOLVED IN FOR ALMOST 2 YEARS - IT HELPS ME TO BETTER CALCULATE MY BUDGET AND SINCE THEN I STILL HAVE MONEY AT THE END OF THE MONTH, THANKS TO THE LUNCH AND DINNER SERVED FOR FREE.”
– Anonymous

THE WOMEN HAVE ENROLLED IN THE FINANCIAL ADMINISTRATION PROGRAM DUE TO:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health</td>
<td>44%</td>
</tr>
<tr>
<td>Addictions</td>
<td>27%</td>
</tr>
<tr>
<td>Mental Health and Addictions</td>
<td>18%</td>
</tr>
<tr>
<td>Financial Debts (including evictions)</td>
<td>9%</td>
</tr>
<tr>
<td>Disability</td>
<td>2%</td>
</tr>
</tbody>
</table>

Caseworkers in the Financial Administration Program from left to right: Christina Little, Jessica Lemieux, Tracy Paluzzi, and Claudia Miriello (sitting).
3. ABORIGINAL HOUSING PROGRAM

Transition from Northern villages or reserves to urban living, racism, landlord discrimination, lack of credit history, low levels of education, unemployment and personal problems (which include family strife, substance abuse, health issues, and trauma) contribute to Aboriginal people being homeless. Thanks to a grant from Service Canada, which began on June 6, 2015, Chez Doris houses chronically and episodically homeless Aboriginal women and their children in furnished, private apartments, helps them with their psychosocial needs as well as achieve their personal goals.

Our three caseworkers in the Aboriginal Housing Program provide any of the following services to homeless and formerly homeless women and their children: finding private apartments for rent, negotiating leases, obtaining furniture (both new and second-hand), managing women’s finances in the financial administration program, providing home visits and a monthly grocery bag, school registrations, accompaniments to court, youth protection, medical appointments, and any rehabilitative services.

OUR CASEWORKERS’ EFFORTS CONSIST OF 3 KEY PRIORITIES:

Housing: To research and secure stable, affordable housing, and create liaisons with multiple landlords.

- Women Housed: 18
- Children Housed: 13

Support: To offer home visits, accompaniments (legal, medical and social) and active listening.

- Home Visits: 167
- Accompaniments: 123

Specialized Services: To offer a variety of tailored services including our financial administration program, life skills workshops, collective kitchens, food bags, etc. This year, educational workshops included topics such as: Health benefits for Aboriginal and Inuit people; how to prepare for a job; Atusseur employment workshop; and how to find work with a criminal record.

SPECIAL THANK YOU TO THE FOLLOWING WHO HAVE SUPPORTED THE ABORIGINAL HOUSING PROGRAM:

- Bountiful Blessing for offering food baskets
- Briarwood Church for delivering the gifts and Christmas food baskets during the holidays
- Cedar Park Church for organizing a fundraiser
- Fednav Employees Group for purchasing Christmas gifts for all the children as well as Christmas food baskets
- Future Electronics for appliances, furniture and food baskets
- Hollander Sleep Products for offering bedspreads for all our women
- Kahnawake Community Centre for a clothing drive
- Kensington Knitters for donating blankets

“A PLACE TO GO FOR SUPPORT OF ANY KIND INCLUDING MEALS, CLOTHING AND HOUSING. THEY ARE MY FAMILY!”
– Akenisi
PROGRAMS

4. INUIT ASSISTANCE PROGRAM

Since 2011, the Makivik Corporation provides funding and works in partnership with Chez Doris to identify and address the medical, social, and housing needs of urban Inuit women in Montreal. Many of the Inuit women who come to Chez Doris require help with fulfilling their primary needs. As well, they need a secure, safe place in which women gather to break isolation and reconnect with one another and their culture.

BEADING PROJECT

Since April 2017, Chez Doris offers a weekly workshop where Aboriginal women are remunerated a fair wage for beading embroideries that are sewn onto boots and mukluks for Atikuss, an Aboriginal footwear company in Sept-îles. This initiative provides a secure environment for creative interaction and promotes healing, learning artisanal skills, and preserves their ancestral traditions. Thirty-two women have taken part in the work incentive and between themselves were able to earn $4,339.77.

COLLECTIVE COMMUNITY KITCHEN

Chez Doris offered 48 Inuit collective kitchen sessions which welcomed 610 participants. The collective kitchen offers our women an opportunity to prepare and eat Inuit food which is not always accessible to them. They create dishes which include bannock, seal, Arctic char, buffalo stew and more. It promotes a sense of belonging, cultural identity and self-esteem.

NATIONAL ABORIGINAL DAY:

The women celebrated Aboriginal Day with a full-day program including special guests such as Reverend Annie Ittoshat who began the day with an opening prayer, Shauit who performed his latest songs, and Raven Swamp who presented Inspirational Storytelling and traditional dancing followed by a country food buffet.

1. Jamie shows her beading creations which will be sewn onto boots.
2. In celebration of Indigenous culture and cuisine, Aboriginal dishes were available to all the women on National Aboriginal Day.
3. Inuit collective kitchen every Friday at noon.
“WE ARE ALL HUMAN-BEINGS OF DIFFERENT RACES AND NATIONS. WE FEEL SAFE HERE.”

– Lizzy
Scientific Studies and Collaborations

Chez Doris took part in the following studies and collaborations to learn how to best serve Aboriginal women and improve their overall living conditions:

- **Public Inquiry Commission on relations between Indigenous Peoples and certain public services in Québec** (also known as the Viens Commission) came to Chez Doris and held a “Sharing Circle” for eleven Aboriginal women. The Commission’s mandate is “to investigate, address facts and conduct analyses in order to make recommendations to be implemented by the Government of Québec and Indigenous officials to prevent or eliminate, regardless of their origin or cause, all forms of violence, discriminatory practices and differential treatment in the delivery of the following public services to indigenous people of Québec: police, correctional, legal, health and social services, as well as youth protection services.”

- **Professor Zoua Vang, McGill University**, to evaluate the cross-cultural adaptation and validation of the Edinburgh Postnatal Depression Questionnaire for Cree and Inuit women who are pregnant or recently gave birth, and evaluate if signs of depression can be detected.

- **Montreal Urban Aboriginal Strategy Network, Aboriginal Housing Needs Assessment in Montreal**. The survey was to better understand how many Aboriginals, primarily Inuit women, face homelessness, what leads to their homelessness, and what obstacles they face.

- **Dr. Eric Latimer, Douglas Mental Health Institute**, A Comparison of Two Scatter-Site Housing-First Programs for Aboriginals in Montreal. This preliminary study aimed to compare the two programs by performing in-person, semi-structured interviews to assess participant experiences before and after enrolling into the housing program.

Student Projects

**“Accent on the Community” by Accenture**

Accenture, an international management consulting firm, paired university students from HEC with two of their experienced business consultants to assist Chez Doris to develop a business plan for its new permanent residential program to be launched in the fall of 2019.

**Concordia University, John Molson School of Business, Social Media Marketing Class**

Students reviewed Chez Doris’ social media and digital content strategy in order to recommend how to expand its donor base, raise awareness of issues, and increase its francophone donor base.

**McGill University’s Not-for-Profit Consulting Program**

McGill students were paired with McKinsey Consultants and selected Chez Doris for a consulting project which would lead to positive change within the organization. The project they worked on was how to improve Chez Doris’ methods of collecting data and recommend the best software to do so.
SOCIO-RECREATIONAL ACTIVITIES

The majority of the women we help do not have a social support system and have feelings of social isolation. Our socio-recreational program offers outings, workshops, and activities which promote a sense of self-worth, belonging, elevated self-esteem and creates friendships. This is made possible thanks to the efforts of our staff, students, and volunteers.

Statistics:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birthdays celebrated</td>
<td>118</td>
</tr>
<tr>
<td>Recreational outings</td>
<td>32</td>
</tr>
<tr>
<td>Recreational indoor activities</td>
<td>90</td>
</tr>
<tr>
<td>Times laptops were used</td>
<td>188</td>
</tr>
<tr>
<td>Yoga sessions</td>
<td>97</td>
</tr>
<tr>
<td>Bingo and bean bag games</td>
<td>109</td>
</tr>
<tr>
<td>Christmas wishes fulfilled</td>
<td>239 women and 18 children</td>
</tr>
</tbody>
</table>

Chez Doris hosted 10 spa days throughout the year and offered over 215 treatments such as makeup sessions, facials, massages and manicures. These special events make women feel special, beautiful and cared for.

All of these memorable moments are made possible because of our sponsors and volunteers. A special thanks to the following:

The B’nai Brith Quebec Community Services Committee  
Ordre des massothérapeutes du Québec  
Rachel Shultz Cosmetiques  
Sarah Altar – Arbonne consultant

This past November, we were priviliged to offer some of our women a special spa retreat at the Couvent Val Morin. The women enjoyed massage therapy, meditation, yoga and were also given the opporunity to voice their opinions on Chez Doris’ future health services and ways to integrate the Patient Partners Model. The model was first developed by the University of Montreal and the Centre of Excellence for Partnership with Patients and the Public.

TAX AND LEGAL SERVICES

TAXES

Richard Pringle, our tax volunteer specialist has done it again! This year alone, 255 women used this service and 610 tax returns were filed.

LEGAL SERVICES

Sara Pierre, a student from the McGill University Law Faculty provided 53 women with free legal information and informed them of their different rights. This service helps women feel empowered and gives them the confidence to tackle their legal issues often linked to eviction notices.

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 on demand will-writing services thanks to the notary, Elsie Montcho.

1. Outing at the Botanical Garden.
3. Yoga at Couvent Val Morin.
VOLUNTEERING OVERVIEW

At the heart of Chez Doris we count on many devoted and motivated volunteers. 4,256 hours were given to maintain the efficient management of the house and to offer activities and services that promote the well-being of women. Without them, Chez Doris would not be successful in meeting many of the women’s needs.

AN OVERVIEW OF OUR VOLUNTEERS AT CHEZ DORIS

| AND NUMBER OF*: |     
|-----------------|-----
| HOURS GIVEN BY ON-GOING VOLUNTEERS | 3,567 |
| VOLUNTEER HOURS PROVIDED BY COMPANY EMPLOYEE GROUPS | 444 |
| VOLUNTEER HOURS PROVIDED BY LOCAL SCHOOLS | 245 |
| TOTAL VOLUNTEER HOURS | 4,256 |
| HOURS DEDICATED TO IMPROVING HEALTH (doctors, psychologists, and other professionals) | 271.5 |
| RECURRING PROGRAMS AND SERVICES RUN BY VOLUNTEERS | 36 |

* Due to construction between August 7, November 30, 2017, there was a reduction of volunteer hours in comparison to the last fiscal year. As well, Chez Doris was completely closed for 10 days.

1. Energir employees who baked muffins to be served for breakfast the next day.
2. Mittens made by our clientele and sold at various fairs raised over $9,000 in sales during the last year.
GET INVOLVED

There are many ways to get involved in making a difference in the lives of women we serve. If you are interested in being part of Chez Doris, please visit 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 our hygiene product or 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/or 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. Kate Seiler, lunch volunteer.
2. Clare Keays, blues singer, at our Saint Patrick’s Day celebrations.
3. ALDO Group volunteers serving lunch during our International Women’s Day event.
HOW YOU CAN HELP

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

MAKE A MONETARY DONATION
Cheques may be made out to Chez Doris or a gift may be made through our website. Donations may also be in honour or in memory of a loved one. Major gifts may also be earmarked for a special need.

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 make 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 tax 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 to 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 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*, pharmacy and grocery stores and home renovation stores
- Bath towels, blankets for single beds
- Disposable utensils and plates and 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.

Chez Doris volunteer, Tina Donolo, holding a mock cheque from Les 100 gens qui s’impliquent, which is inspired by “100 guys and women that care” groups across North America. Tina presented our charity to the members and $6,200 was raised!
1. In celebration of International Women’s Day and in collaboration with the Shoebox Project, Ardènè graciously supported many women’s shelters by offering each a shopping spree of fashion accessories, jewellery, shoes, and clothing to be distributed to their respective clients.

2. The Community Services Committee of B’nai Brith Québec donated 300 lbs of turkeys and a cheque for $1,500 towards our Christmas lunch.

3. The local Ahmadiyya Muslim Youth Association organized a food drive for Chez Doris.

4. Sheldon Kagan and police officers from Stations 12 and 20 were among many volunteers at our Christmas party where we hosted 239 women who enjoyed great music and dancing.

5. Thanks to revenue generated from ticket sales, our silent auction, raffle items and donations, we grossed $22,075 at our 8th Annual Tea Time Fundraiser held on May 15, 2017. One of our co-founders, Sister Elizabeth Coulombe, a Grey Nun, was honoured at this event on the occasion of our 40th anniversary.
STUDENT INTERNSHIPS

Thank you to the various schools and students for choosing Chez Doris to be part of their learning experiences: 2,407 hours were contributed to Chez Doris by students who enabled us to provide ongoing support and services to our women.

**McGill University**
Ingram School of Nursing
Vanessa Quon
Tamar Sawatsky
Jiyoun Son
Susanna Swenson
Linh To
Rachel Ukrainetz

Faculty of Law
Sara Pierre

Faculty of Medicine, Department of Psychiatry
Sara Cohen-Fournier

School of Human Nutrition
Danya Beauregard

**Concordia University**
Art Education
Flavie Messier Saint-Jacques
Rosemarie Zenga

**University of Manitoba**
Distance Delivery Social Work Program
Adrianne Michaels

**University of Ottawa**
Criminology Department
Odélie Joly

Université du Québec en Outaouais - UQO
Nursing
Camille Roy

**John Abbott College**
Youth and Adult Correctional Intervention
Stephany De Rosa

**Dawson College**
Social Service Program
Lorraine Smith
Monique Sandrine Youane
Isabella Menarik

Community Recreation and Leadership
Faliva Crisan

“CHEZ DORIS IS SUCH A SPECIAL PLACE. SEEING FIRST HAND HOW ONE ESTABLISHMENT CAN MAKE A DIFFERENCE IN SO MANY WOMEN’S LIVES WAS INCREDIBLY REWARDING, AND TO KNOW THAT WE CAN MAKE EVEN THE SMALLEST DIFFERENCE HAS CHANGED ME. THE THERAPEUTIC RELATIONSHIPS THAT I HAVE MADE WITH THE WOMEN ARE SO IMPORTANT AND I AM VERY GRATEFUL TO ALL OF THEM FOR THEIR CONFIDENCE IN ME. LOOKING TO THE FUTURE, I AM EXCITED TO CONTINUE ON AT CHEZ DORIS AND THANK EVERYONE WHO HAS ENCOURAGED ME AND SUPPORTED ME TO JOIN THIS AMAZING TEAM!”

—Stephany De Rosa, John Abbott College (Youth and Adult Correctional Intervention)
THANK YOU!

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

Ahmadiyya Muslim Youth Association  
ALDO Group  
Ardene  
Association québécoise des thérapeutes naturels  
Bell  
BMO  
B’nai Brith Québec  
Briarwood Presbyterian Church  
Centre de relation d’aide de Montréal  
CGC Capital Garment Co. Inc  
Cedar Park United Church  
CIBC  
CLSC Métro  
Community Garden des Seigneurs  
Concordia University  
Dawson College  
Espace pour la vie Montréal  
Evangel Church  
Exeko  
Fednav Employees’ Group  
Groupe Leclair  
Groupe Marcelle  
Kell’s Academy  
Hurun 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  
Renaissance  
Rio Tinto Alcan  
Sacred Heart School of Montreal  
Sénégal Santé Mobile  
Sheldon Kagan International  
Shoebox Project  
Société de développement social de Ville-Marie  
SPVM Station 12  
St. John Brebeuf Parish  
St. Willibrord Parish  
The Study  
Technicolor  
Telus  
Verdun Dragon Boat Club  
Villa Maria  
Ville de Montréal  
Volunteer Bureau of Montreal  
Welcome Hall Mission

THANK YOU TO THE FOLLOWING MAJOR INSTITUTIONAL PARTNERS

5 Days for the Homeless  
Anonymous (3)  
Betty Averbach Foundation  
B’nai Brith Québec  
Canadian National Railway  
Centraide du Grand Montréal  
Corporation des Sœurs Franciscaines  
Emily Gussman & Peter Parkin Foundation  
Eric T. Webster Foundation  
Father Dowd Foundation  
Fednav Employees’ Group  
Fondation J.A. DeSève  
Fondation Marcelle et Jean Coutu  
Gainey Foundation  
George Hogg Family Foundation  
Grassby & Bennett Family Fund of the Calgary Foundation  
Grey Nuns of Alberta  
Groupe Leclair  
Hay Foundation  
Hockey Helps the Homeless  
Holt Foundation  
Hylcan Foundation  
Ivanhoé Cambridge  
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)  
Molson Foundation  
Montréal St. Patrick’s Foundation  
Newall Family Foundation Trust  
Power Corporation of Canada  
Service Canada  
Silver Dollar Foundation  
Sœurs de la Présentation de Marie du Québec  
Tom & Olga Maxwell Fund of the Foundation of Greater Montreal  
Trottier Family Foundation  
Unitarian Church of Montréal  
Ville de Montréal  
William and Nancy Turner Foundation  
Zeller Family Foundation

SPECIAL THANKS TO ALL THOSE WHO HAVE CONTRIBUTED TO CHEZ DORIS IN DIFFERENT AND UNIQUE WAYS.
## SUMMARY OF FINANCIAL STATEMENTS

Operating results for the year ended March 31, 2018

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Agence de santé et de services sociaux</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>› Programme de soutien aux organismes communautaires (PSOC)</td>
<td>302,458</td>
<td>300,357</td>
</tr>
<tr>
<td>Centraide</td>
<td>147,835</td>
<td>145,795</td>
</tr>
<tr>
<td>Employment and Social Development Canada</td>
<td>128,449</td>
<td>96,028</td>
</tr>
<tr>
<td>City of Montreal</td>
<td>67,992</td>
<td>67,811</td>
</tr>
<tr>
<td>Makivik Corporation</td>
<td>52,000</td>
<td>88,000</td>
</tr>
<tr>
<td>CIUSSS of the Centre-Sud-de-l’Île-de-Montréal</td>
<td>14,316</td>
<td>-</td>
</tr>
<tr>
<td>Other government grants</td>
<td>3,582</td>
<td>11,125</td>
</tr>
<tr>
<td>Regroupement des centres d’amitié autochtones du Québec (RCAAQ)</td>
<td>-</td>
<td>32,000</td>
</tr>
<tr>
<td>Donations and planned gifts</td>
<td>585,471</td>
<td>334,432</td>
</tr>
<tr>
<td>Foundations and other charitable organizations</td>
<td>327,715</td>
<td>263,729</td>
</tr>
<tr>
<td>Amortization of deferred contribution related to capital assets</td>
<td>78,647</td>
<td>46,607</td>
</tr>
<tr>
<td>Events and gala</td>
<td>20,350</td>
<td>17,770</td>
</tr>
<tr>
<td>Amautik</td>
<td>-</td>
<td>3,250</td>
</tr>
<tr>
<td>Other</td>
<td>11,832</td>
<td>20,115</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,740,647</strong></td>
<td><strong>$1,427,019</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, benefits and subcontracting</td>
<td>997,489</td>
<td>998,967</td>
</tr>
<tr>
<td>Amortization of capital assets</td>
<td>174,723</td>
<td>127,718</td>
</tr>
<tr>
<td>Office expenses and publicity</td>
<td>154,197</td>
<td>95,451</td>
</tr>
<tr>
<td>Activities for clientele</td>
<td>85,495</td>
<td>81,841</td>
</tr>
<tr>
<td>Maintenance and repairs</td>
<td>82,182</td>
<td>76,779</td>
</tr>
<tr>
<td>Costs related to programs</td>
<td>58,152</td>
<td>39,177</td>
</tr>
<tr>
<td>Utilities</td>
<td>36,976</td>
<td>33,383</td>
</tr>
<tr>
<td>Aboriginal Housing Program – HPS</td>
<td>26,673</td>
<td>13,070</td>
</tr>
<tr>
<td>Regroupement des centres d’amitié autochtones du Québec (RCAAQ)</td>
<td>-</td>
<td>28,881</td>
</tr>
<tr>
<td>Insurance</td>
<td>20,350</td>
<td>18,077</td>
</tr>
<tr>
<td>Professional fees</td>
<td>10,641</td>
<td>13,920</td>
</tr>
<tr>
<td>Interest and bank fees</td>
<td>8,231</td>
<td>5,982</td>
</tr>
<tr>
<td>Other</td>
<td>17,839</td>
<td>16,899</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,672,996</strong></td>
<td><strong>$1,550,145</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>$67,651</strong></td>
<td><strong>$(123,126)</strong></td>
<td></td>
</tr>
</tbody>
</table>
NOTES ON THE ACQUISITION OF CAPITAL ASSETS

At March 31, 2018

<table>
<thead>
<tr>
<th></th>
<th>Cost at March 31, 2016</th>
<th>Acquisitions March 31, 2017</th>
<th>Acquisitions March 31, 2018</th>
<th>Cost at March 31, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building</td>
<td>2,015,732</td>
<td>532,435</td>
<td>632,922</td>
<td>3,181,089</td>
</tr>
<tr>
<td>Computer equipment</td>
<td>38,637</td>
<td>12,437</td>
<td>11,334</td>
<td>62,408</td>
</tr>
<tr>
<td>Furniture and equipment</td>
<td>58,786</td>
<td>66,607</td>
<td>-</td>
<td>125,393</td>
</tr>
<tr>
<td>Rolling stock</td>
<td>-</td>
<td>38,175</td>
<td>-</td>
<td>38,175</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$2,113,155</td>
<td>$649,654</td>
<td>$3,407,065</td>
</tr>
</tbody>
</table>

As at March 31, 2018, the balance of deferred contributions related to capital assets is $1,620,527, of which $81,788 has not yet been spent.

* A complete version of our financial statements are available upon request.

CHEZ DORIS TEAM

The success of Chez Doris is due in large part to our staff’s efforts to provide a safe welcoming environment to all women in difficulty.

Thank you to all the following staff:

**ADMINISTRATION:**
- Marina Boulos-Winton, Executive Director
- Tania Filippone, Assistant Director
- Joëlle Michaud, Volunteer Coordinator and Community Outreach
- Natalie Coté, Executive Assistant
- Hai Wei Chen, Bookkeeper

**INTERVENTION:**
- Allison Lemieux, Floor Team Leader
- Annie Altidor, Weekend Floor Team Leader and Caseworker
- Felicia Katsouros, Intake Worker
- Lisa Aybar, Caseworker
- Alannah Gibson, Caseworker
- Jessy Léger, Weekend Caseworker
- Shelay Paris, Weekend and Weekday Caseworker
- Neha Shukla, Caseworker, Inuit Assistance Program
- FINANCIAL ADMINISTRATION PROGRAM:
  - Jessica Lemieux, Caseworker, Aboriginal Financial Administration Program
  - Christina Little, Caseworker
  - Claudia Miriello, Caseworker
  - Tracy Paluzzi, Caseworker
- ABORIGINAL HOUSING PROGRAM:
  - Kim Delisle, Caseworker
  - Marie-Hélène Landry, Caseworker
- KITCHEN:
  - Camellia Perry, Head Chef, Kitchen
  - Felicia Pope, Kitchen Assistant
  - Davi Piasecki, Weekend Kitchen Chef
  - Pearlina Pope, Weekend Kitchen Assistant