

IN STEP WITH WOMEN'S NEEDS

2017-2018 Annual Report



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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!



Marina Boulos-Winton (Executive Director)
and **Talar Dikijian** (President)

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)

BOARD OF DIRECTORS COMMITTEES

Client Committee

Pat Hardt
Jill Hugessen

Communications Committee

Sonia Tournay, Chair
Mark Shalhoub
Kent Hovey-Smith

Finance Committee

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

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 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

Mental Health Table of the CIUSSS
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

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.

Many thanks to the following funders for making the renovations possible: J.A. De Sève Foundation, The Molson Foundation, PSOC Emergency Fund, The Eric T. Webster Foundation, The Lederman Foundation, Hockey Helps the Homeless, and Les Sœurs de la Présentation de Marie du Québec.



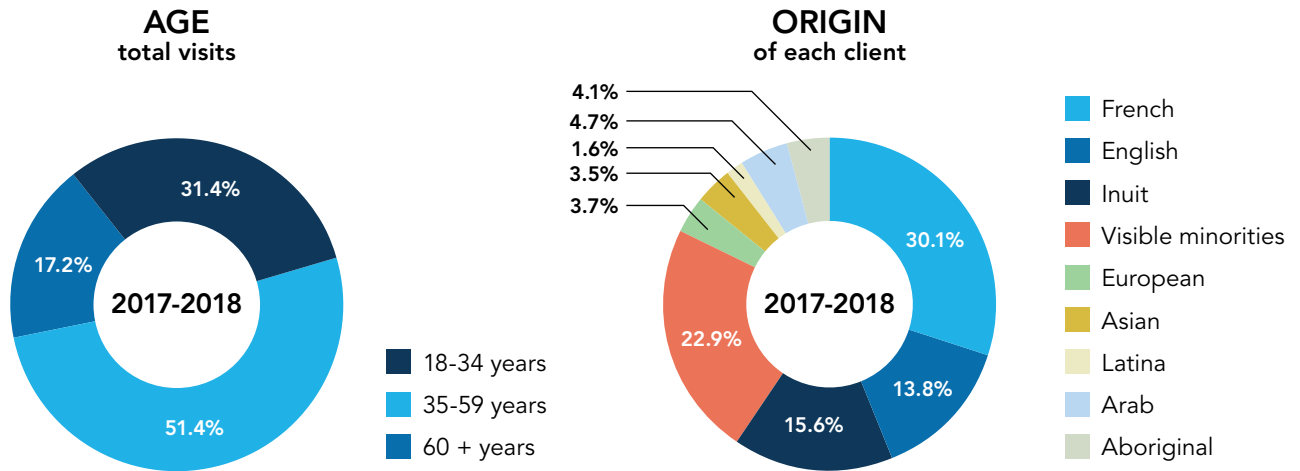
1. Rear view of building with stucco removed and damaged wall.
2. Inside view of our clothing room prior to the complete removal of the wall.
3. Back side view of southern wall with stucco removed.



Before ^

After ^

NUMBERS AT A GLANCE

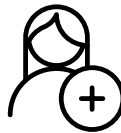


2017/2018 TOTAL VISITS: **25,081***



1,607

Different women served
2016/2017: 1,424



551

First-time visitors
2016/2017: 347



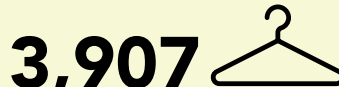
35,489

Meals served



104

Enrolled in the Financial
Administration Program



3,907

Times Clothing room was used
2016/2017: 3,151



778

Health service visits



834

Food bags distributed



610

Income tax
declarations completed

32

Homeless Aboriginal women
and children placed in apartments



250

Inuit women served



257

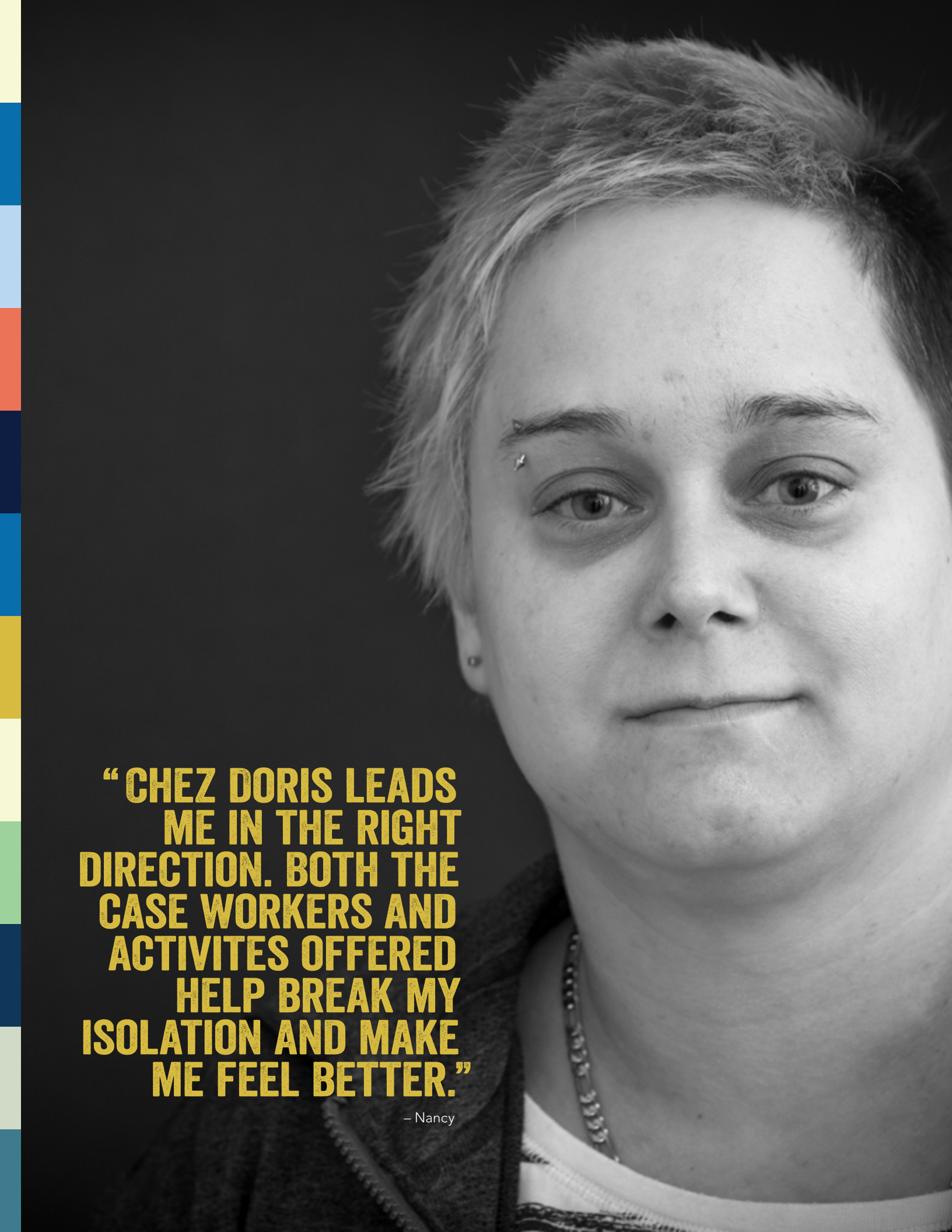
Christmas wishes
fulfilled

409

Home visits and accompaniments



* 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
ACTIVITES OFFERED
HELP BREAK MY
ISOLATION AND MAKE
ME FEEL BETTER.”**

– Nancy

PROGRAMS

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*
Breakfasts served	12,715
Lunches served	22,774
Special meals for holidays (included in lunches served)	2,421
Food bags for 18-54 year olds	620
Food bags for women 55+	214
Collective kitchen workshops	85
Usage of our day beds	3,082

* 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*
Medical and nursing services	92
Foot care nurse	132
Massage therapist	38
Psychiatrist	73
Psychologist consultations	38
Psychologist group sessions	12



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
Showers taken	1,140
Times clothing room was used	3,907
Haircuts	94
Hygienic products given out, including pads, adult diapers, soaps, and shampoo	3,000+

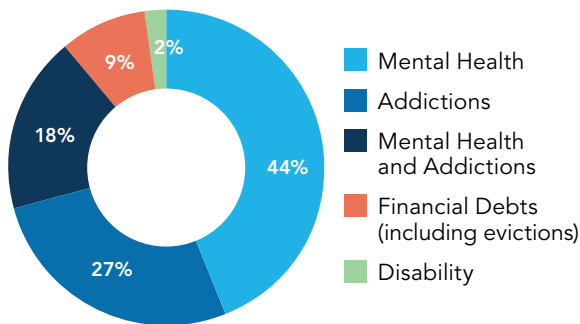
PROGRAMS

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 HAVE ENROLLED IN THE FINANCIAL ADMINISTRATION PROGRAM DUE TO:



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

– Cindy

OUR FINANCIAL ADMINISTRATION PROGRAM OFFERS:

SUPPORT FOR LANDLORDS AND TENANTS	47
REFERRALS TO OTHER COMMUNITY ORGANIZATIONS	163
GOAL SETTING AND IMPLANTATION	104
HOME VISITS	52
ACCOMPANIMENTS	206
HOURS OF ACTIVE LISTENING	337



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

“I 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 IN THE PROGRAM RECEIVE:

	WELFARE AND DISABILITY ASSISTANCE	76%
	OLD AGE PENSIONS	20%
	CHILD TAX BENEFITS	3%
	WORK SUPPLEMENTS	1%

PROGRAMS

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.



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.

4. Connie preparing bannock.




2

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.



4

A black and white close-up portrait of a woman with dark hair, looking directly at the camera with a neutral expression. She is wearing a light-colored jacket with a visible collar and zipper. The background is dark and out of focus.

**“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”.



Pictured, from left to right, are Genevieve Collard, Christine Desrochers and Andrea Chartrand from the Viens Commission.

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.



Pictured, from left to right, are the HEC students at the kick-off meeting: Catherine Fournier, Justine Sabourin, Rachel Renard, Pedro Garcia Fontova, and from Accenture: Sarab Arafe and Laura May

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.



Pictured, from left to right, are McGill students and staff prior to a presentation to our Board of Directors: Gabrielle Ho, Connor Sharp, Joëlle Michaud (Coordinator of Volunteers), Marina Boulos-Winton (Executive Director), Jessica Erdman and Colin Donahoe.

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.



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 Cosmetics
Sarah Altar – Arbonne consultant

This past November, we were privileged 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 opportunity 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.

Statistics:

Birthdays celebrated	118
Recreational outings	32
Recreational indoor activities	90
Times laptops were used	188
Yoga sessions	97
Bingo and bean bag games	109
Christmas wishes fulfilled	239 women and 18 children



1. Outing at the Botanical Garden.
2. Spa Day with Arbonne beauty consultants (pictured: Sarah Alter, courtesy of the Montreal Gazette).
3. Yoga at Couvent Val Morin.

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.

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 womens’ 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



3



2

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.



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!

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.

MANY THANKS!



1



2



3



4

5

1. In celebration of International Women's Day and in collaboration with the Shoebox Project, Ardène 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.

Thanks!

The 8th **TEA TIME** annual fundraiser
has raised a great total of

\$22,075



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

THANK YOU TO THE FOLLOWING MAJOR INSTITUTIONAL PARTNERS

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

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

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

EXPENSES

Salaries, benefits and subcontracting	997,489	998,967
Amortization of capital assets	174,723	127,718
Office expenses and publicity	154,197	95,451
Activities for clientele	85,495	81,841
Maintenance and repairs	82,182	76,779
Costs related to programs	58,152	39,177
Utilities	36,976	33,383
Aboriginal Housing Program – HPS	26,673	13,070
Regroupement des centres d'amitié autochtones du Québec (RCAAQ)	-	28,881
Insurance	20,398	18,077
Professional fees	10,641	13,920
Interest and bank fees	8,231	5,982
Other	17,839	16,899
	\$1,672,996	\$1,550,145

EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES

	\$67,651	\$(123,126)
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NOTES ON THE ACQUISITION OF CAPITAL ASSETS

At March 31, 2018

	Cost at March 31, 2016	Acquisitions March 31, 2017	Acquisitions March 31, 2018	Cost at March 31, 2018
	\$	\$	\$	\$
Building	2,015,732	532,435	632,922	3,181,089
Computer equipment	38,637	12,437	11,334	62,408
Furniture and equipment	58,786	66,607	-	125,393
Rolling stock	-	38,175	-	38,175
	\$2,113,155	\$649,654	\$644,256	\$3,407,065

	At March 31, 2017	At March 31, 2018
	\$	\$
Amortization of deferred contributions related to capital assets	\$78,647	\$46,607

Acquisitions relating to building, furniture and equipment and rolling stock are funded by grants. 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

