



LOOKING AHEAD

2018-2019 Annual Report

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CHEZ DORIS


1430 Chomedey
Montréal, QC H3H 2A7

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

VISIT OUR WEBSITE AT
www.chezdoris.org

OPENING HOURS

7 days a week
8:30 AM – 3:00 PM

 [ChezDorisRefuge](https://www.facebook.com/ChezDorisRefuge)
 [chez.doris](https://www.instagram.com/chez.doris)
 [chez-doris](https://twitter.com/chez-doris)

Charitable registration number:
101835841RR0001

Pictured on the cover page is Theresa D., a Cree woman from the Waskaganish community who comes to Chez Doris to meet new people and have lunch when she is in between jobs.

Design & art direction: Upperkut.com
Black & White portraits: TanisSaucier.com



OUR HISTORY

Founded in 1977, Chez Doris is named in honour of a destitute woman by the name of Doris Halfkenny Seale (also known as Doris Toussaint) who fled an abusive relationship and homelife in Halifax. She struggled to survive on the streets of Montréal and ultimately fell victim to a brutal murder in 1974 that remains unsolved. While Doris lived on the fringes of society, in death her name has come to symbolize the expression of compassion and assistance for others like her. Each year, hundreds of vulnerable women who come to Chez Doris find a safe haven and are met with a spirit of inclusion and respect.

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.

**"I LOVE MY DAILY
VISITS TO CHEZ
DORIS. I CAN TAKE
PART IN ACTIVITIES
AND BENEFIT FROM
ITS SERVICES."**

– Stephanie



MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Not since 2004 has Chez Doris seen such a great investment towards increasing its physical space and services. Now in our 43rd year of operation as the city's only day shelter open seven days a week for women in difficulty, Chez Doris is looking ahead and has significant plans to expand its offerings and mission.

In June 2018 the Executive Committee of the Ville de Montréal authorized the construction of a permanent residence with 26 rental studios, to be built and financed by the Société d'habitation et de développement de Montréal (SHDM), in partnership with Chez Doris. This housing project will provide social support to women with chronic mental health problems and who are at risk of homelessness. After collaborating on the architectural plans, which are completed, construction will begin shortly, and its first tenants will be welcomed in the summer of 2020.

As well, you may have also heard that in May 2018 we received an extraordinary joint gift and pledge of \$1 million from Mr. Andrew Harper and his belated wife, Carole. Pledged through the Jewish Community Foundation of Montreal, this gift has proven to be transformational as it was earmarked for a "bricks and mortar" project. Thanks to Mr. Harper's largesse, we were able to purchase a building near our day shelter. With this extra space, our goal is to offer emergency overnight beds for homeless women, in 2021.

Beyond planning for our physical expansion, in 2018-2019 we set forth to accomplish ambitious administrative and accounting goals. In addition to selecting a new banking institution to better meet our needs, we also completely revamped our accounting system to generate financial statements that better show how our funding is being spent and used for specific purposes. In 2019-2020, we will aim to implement other technology to report on the usage of our services, our impact and demographic trends. We continue to strive for collaborations and to work in an advisory capacity to provide the best health and mental health services possible for our city's most vulnerable women.

Going forward, our number one priority, in addition to running our day shelter, will be to strategically plan for our growth. While we have raised the funds needed for furniture for our new permanent residence, we are seeking additional partnerships to raise funds for renovating and expanding the building which will be our emergency overnight shelter as well as raising the annual operating expenses for both the shelter and permanent residence. Consequently, a major capital campaign is in the planning stages and will be announced.

While preventing homelessness and alleviating extreme poverty is a key service we provide, helping women overcome homelessness will continue to be an important part of our services. Female homelessness is more complex; it is well hidden and less visible than men's homelessness, women are disproportionately affected by trauma and violence, and each woman requires a tailored solution.

We strive every day to achieve more because we believe that existing resources throughout the city are simply not enough to meet all the needs of vulnerable women. We could not meet our goals nor become a resource available 24/7 without you, and we thank you for your past and future support.



Marina Boulos-Winton
Executive Director

Carole Croteau
President

PARTNERSHIPS AT PLAY

Financial advisors can often forge major partnerships between charities and their clients' financial and philanthropic goals. For example, purposeful conversations took place between Andrew Harper and his financial advisor who contacted us on his behalf for a proposal from Chez Doris for ways in which a \$10,000 gift could be applied, and a meeting was arranged. After learning more about the needs of Chez Doris' clientele, Mr. Harper's donation grew to become a \$1 million gift to support the concrete expansion of our services. Not long after, when a building nearby came on the market, thanks to this generous donation, Chez Doris was able to make an offer which was accepted.



Andrew Harper, Marina Boulos-Winton and Harold Merton at the 2018 Annual Tea Time Fundraiser.

To date, thanks also to a new foundation donor which contributed \$100,000, a total of \$1,114,337 has been expended between the purchase of the building, closing costs, taxes, a short-term loan, banking fees, operating costs and repairs. This includes \$25,359 spent in renovations to two bathrooms which were featured in a televised renovation show called "Maître du chantier", which was broadcast last March on the V network. Our collaboration with the production company, Zone 3, enabled us to have free labour for one day and free in-kind products such as toilets and sinks valued at: \$4,056.



Architectural drawing: Street view of 2233 de Champlain Street where our new permanent residence will be located.

The building will require important renovations in order to bring the structure to code, add an extension with an elevator, and be converted for the delivery of social services. Preliminary architectural plans to convert the building into a 22-bed shelter were drawn-up. The costs to realize the renovations are pegged at \$1,900,000 not counting the annual operating costs nor the costs of social services afterwards. To date, we have hired a Technical Resource Group, Atelier Habitation de Montréal (AHM), a social enterprise dedicated to the development of community housing for low-income populations.



During the filming of Maître du chantier.

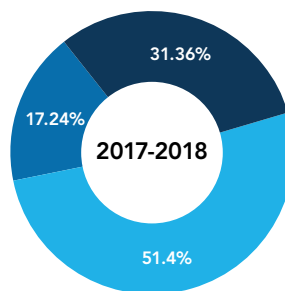
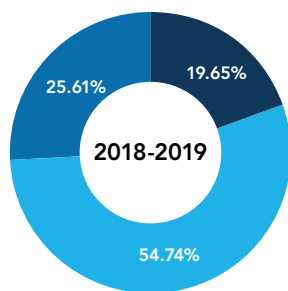
A project manager from AHM will guide us in the realization of this project and ensure that funds raised will be well-spent. This project will necessitate both private and public partnerships, such as that of the Canada Mortgage and Housing Corporation.

Another important partnership is that with the Société d'habitation de Montréal (SHDM) which evolved thanks to our membership with Mouvement pour mettre fin à l'itinérance. Without our partnership with the SHDM, we would have never been able to add a permanent residence as part of our services in a short time span.

All these partnerships are essential for the pathway towards residential stability for women who are homeless or at risk of becoming homeless.

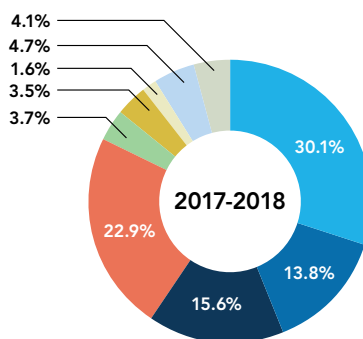
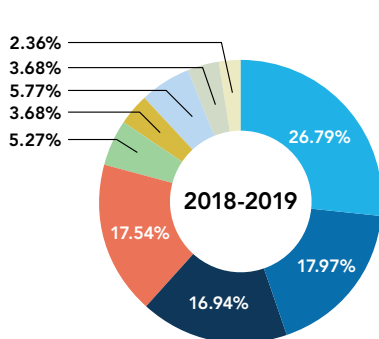
NUMBERS AT A GLANCE

AGE
total visits



- 18-34 years
- 35-59 years
- 60+ years

ORIGIN
of each client

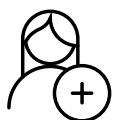


- French Canadian
- English Canadian
- Inuit
- African and Caribbean
- European
- Asian
- Latin American
- Arab
- First Nations and Métis



2018/2019 TOTAL VISITS: 29,540 ↑
2017/2018: 25,081 / Difference: 17.78%

↓1,539 Different women served
2017/2018: 1,607 / Difference: -4.23%



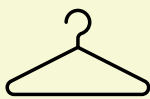
417 ↓
First-time visitors
2017/2018: 551 / Difference: -24.32%

↑42,828 Meals served
2017/2018: 37,910 / Difference: 12.97%



1,267 ↑
Food bags provided
2017/2018: 834 / Difference: 51.92%

↑5,723



Number of times clothing room accessed
2017/2018: 3,907 / Difference: 46.48%



1,689 ↑

Access to showers
2017/2018: 1,140 / Difference: 48.16%

↓639



Access to health services
2017/2018: 778 / Difference: -17.87%

↑790



Home visits and accompaniments
2017/2018: 409 / Difference: 93.15%



609 ↓
Income tax declarations completed
2017/2018: 610 / Difference: -0.16%



107 ↑
Haircuts provided
2017/2018: 94 / Difference: 13.83%

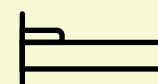


335 ↑

Christmas wishes fulfilled
2017/2018: 239 / Difference: 40.17%



61
Emergency calls made to 911
This statistic was not taken in previous years.



3,195 ↑
Number of times our day beds were used
2017/2018: 3,082
Difference: 3.67%

PROGRAMS

ESSENTIAL SERVICES

Chez Doris offers essential services to all women in need.

We offer a safe place for women to come to and access our services and programs. The women are from a variety of backgrounds and experiences and come to our centre for multiple reasons ranging from housing insecurity, mental health issues, addictions, immigration hurdles, 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. They simply need a place to belong. We ensure that every woman has access to life's essentials - food, shelter, clothing and medical care. Not only is the centre a touchstone for women in crisis, it provides a safe and welcoming space for women to connect with one another, gather, organize, learn and heal.

In 2018-2019:

1,539 different women were served at our centre.

417 of the women were new to Chez Doris and its services.

MEAL PROGRAM



Everyone deserves access to a healthy meal.

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. In all, our bustling kitchen provided 42,828 meals this year alone. We provide a full breakfast and lunch daily. We also celebrate all holidays with a special meal.

Collective kitchen workshops are managed by students and volunteers which provide the women with lasting and multiple benefits, including improving cooking skills, reducing isolation, expanding knowledge about nutrition, and accessing nutritious and delicious food. Food bags are distributed to provide the women access to a more balanced healthy diet. Multi-vitamins are also distributed to all our senior clientele. Thanks to partnerships with CN, the Father Dowd Foundation, the Ivonis Mazzarolo Foundation, the Lederman Foundation, the Marcelle and Jean Coutu Foundation, the Trottier Family Foundation, as well as others, special funding is provided for our meal program, emergency food bags, kitchen supplies, and our monthly food bag program.

Number of: 2018-2019

Breakfasts served	15,085
Lunch served	25,277
Special meals served for holidays	2,466
Collective kitchen workshops	190
Food bags for 18-54 year olds	746
Food bags for women 55+	257
Food bags for Indigenous women	264



Benoît Tousignant from the School of Optometry of Université de Montréal providing an eye examination for a client.

HEALTH AND WELLNESS SERVICES

Achieving a balance between mind, body and soul. Marginalized women face extraordinary challenges that negatively impact their health and well-being. Women living in poverty face the constant stress of limited resources and debilitating discrimination at every turn. Chez Doris offers a range of on-site services to promote both physical and emotional health and well-being, which in the last fiscal year included:

Number of: 2018-2019

Appointments provided by a CLSC nurse and a family medical doctor	146
Sessions provided by a team of psychologists	116
Sessions provided by a psychiatrist	62
Group sessions of art therapy	42
Treatments by the footcare nurse	164
Eye exams provided through a mobile eye clinic	54
Yoga sessions	97
Weekly AA meetings	98
Zoo therapy visits	26

ART THERAPY PROGRAM

Keeping the mind and hands busy. The art therapy program, which has been running since July 2018, is thriving at Chez Doris. There are 58 women who participated over the course of 42 sessions. The difference between art therapy and a regular art class, is the creative process. In a therapeutic setting, thoughts and feelings can arise, and because there is a therapist present, they can be discussed such as abuse, addiction, sexuality, mental health, anger, fear and real-life difficulties such as trauma from the past and anxiety about the future – all of which are discussed. When appropriate, this information is shared with other workers at Chez Doris to support the work that is being done to advance the lives of the women who use the day shelter.

PERSONAL CARE, HYGIENE AND CLOTHING



Colette expressing herself through art.

Helping those in need maintain their personal hygiene. This is particularly the case for homeless women, who must carry their few personal belongings around with them daily — toothpaste, sanitary pads, and a fresh change of clothing, etc.

Number of:	2018-2019
Showers taken	1,689
Times emergency clothing was given to homeless women	3,069
Visits to the clothing room by appointment	2,654
Usage of our day beds	3,195
Hygiene kits distributed	3,524
Haircuts provided	107



CRISIS INTERVENTION AND SUPPORT SERVICES

More than just a listening ear. Our crisis intervention program is a barrier-free walk-in program where women can receive immediate assistance seven days a week from our team of four front-line caseworkers. The team provided the following:

Number of:	2018-2019
Hours of active listening and support	895
Referrals to external agencies (e.g. food banks, CLSC etc.) for extra support	117
Personalised intervention plans	53
Home visits or accompaniments (i.e. legal, medical and social)	77
Bus tickets for appointments, bad weather or to get to a night shelter	1,000+
Applications filled out for RAMQ cards, welfare applications, low-cost housing etc.	83
Homeless women who received their mail at Chez Doris, including welfare assistance cheques	50

CLIENT COMMITTEE

The Chez Doris Client Committee was established in late 2016. Its goal is to provide clients of Chez Doris an opportunity to meet with members of Chez Doris' Board of Directors on a regular basis to discuss issues of interest or concern to them.

The Committee meets monthly and each meeting is attended by Board members Pat Hardt and/or Jill Hugessen. Meeting dates are posted in the Chez Doris monthly calendar and all clients of Chez Doris may attend the meetings and participate in the discussions. Board member(s) debrief with management after each meeting to determine and assign any follow-up actions which may be required, including reporting back to the Board on any issues which require their attention.

Last year, each meeting was attended by 6 to 12 clients. Discussions covered a variety of topics ranging from quality and variety of programming, including meal and clothing services, to house atmosphere and client-staff dynamics at Chez Doris. These discussions and the resulting follow-ups have led to changes in programming and procedures and clients have reported improvements in menus and meal dynamics, as well as procedures relating to the distribution of donated clothing and other gifts in kind. In general, the women who attend the meetings report that they are pleased that Board members take the time to meet with them and hear their concerns and they really appreciate this opportunity to engage in a process of continuous improvement.

PROGRAMS

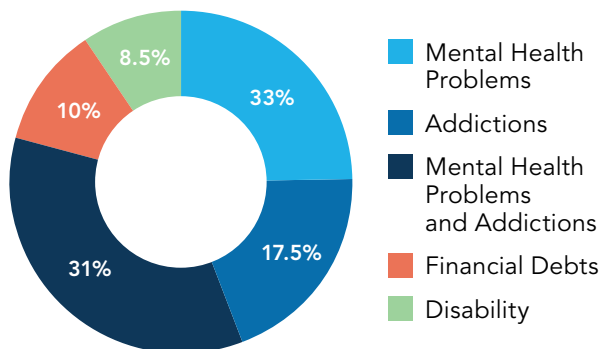
FINANCIAL ADMINISTRATION PROGRAM

Helping women to become financially independent. The Financial Administration Program consists of four caseworkers with a combined total of 109 clients. The goal of the program is to promote independence and prevent homelessness by helping participants become financially and psychosocially stable. To facilitate this, each month, Chez Doris receives participants' financial aid cheques, Old Age pensions and disability cheques. In conjunction with their caseworker, each client is expected to create and adhere to a monthly budget which includes rent and utility bill payments, debt payment arrangements, monthly bus passes as well as grocery and pharmacy vouchers. Over the course of the fiscal year, the program managed \$1,553,315 in transactions.





OUR FINANCIAL ADMINISTRATION PROGRAM OFFERED:

HOURS OF ACTIVE LISTENING	343
ACCOMPANIMENTS	160
HOME VISITS	80
DEBT REPAYMENTS	\$13,430
AMASSED SAVINGS	\$21,000

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



THE WOMEN IN THE PROGRAM RECEIVE:

	WELFARE AND DISABILITY ASSISTANCE	80%
	OLD AGE PENSIONS	15.5%
	DISABILITY ASSISTANCE	2%
	WORK SUPPLEMENTS	2.5%



“THROUGH THE FINANCIAL ADMINISTRATION PROGRAM, YOU HELPED ME BUDGET MY MONEY. YOU’VE BEEN THERE THROUGH THE PROCESS OF MY WEIGHT LOSS AND YOU HELPED ME THROUGH MY DIETS, AND EVERYTHING AFTERWARDS. YOU ALSO CAME WITH ME TO ALL MY APPOINTMENTS, AND YOU WERE THERE FOR ME AT 6 A.M. FOR MY SURGERY.”

– Lisa

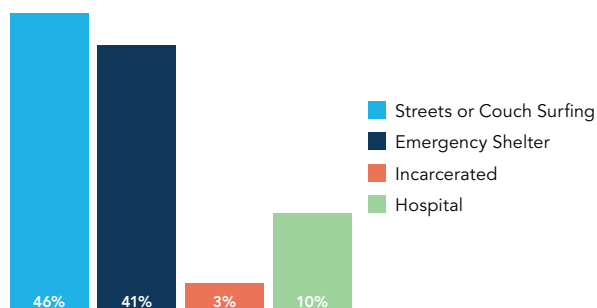
PROGRAMS

ABORIGINAL HOUSING PROGRAM

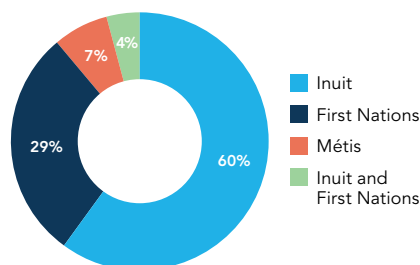
Helping women and their children rebuild their lives one step at a time. From June 6, 2015 to March 31, 2020, funding for Chez Doris from Service Canada is being provided to house chronically and/or episodically homeless Indigenous women and their children in furnished, private apartments. Due to high rents and limited affordable social housing available, women and their

children are often forced to live in unsafe conditions and/or shelters. The caseworkers support them in their everyday struggles with mental health problems, chronic health conditions, trauma, abuse, grief and loss. Since the beginning of this Housing First Initiative, the program has housed 58 women and 41 children.

LIVING SITUATION BEFORE BEING HOUSED



PROPORTION OF INUIT, FIRST NATIONS AND MÉTIS PARTICIPANTS



OUR CASEWORKERS' EFFORTS ARE FOCUSED ON 3 KEY PRIORITIES:

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

Apartment searches and visits: **80**

Women housed: **10** and re-housed **8** for a total of **18** women

Children housed: **5** and re-housed **4** for a total of **9** children

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

Home visits: **327**

Accompaniments: **121**

Psychosocial interventions and active listening hours: **762**

Specialized Services:

To offer a variety of tailored services, which included:

Rent and utility payments through the financial administration program: **236**

Food bags distributed: **264**

Kits of hygiene products and essentials: **221**

Welcome baskets for new apartments: **10** women and **5** children

Gifts for moms and children throughout the year: **127**

To illustrate, below is a sampling of 9 individual women's monthly revenue and rental expenses. With the balance left each month, they need to purchase food, a bus pass, toiletries, and clothing. For most, the aid Chez Doris provides is vital.

Woman	Welfare Amount	Rent	Utilities	Balance
L.A.	\$727	\$550		\$92
E.A.	\$663	\$550	\$39	\$124
L.A.	\$663	\$595		\$68
E.M.	\$719	\$595		\$124
L.P.	\$663	\$495	\$51	\$117
M.P.	\$805	\$790		\$15
H.R.	\$805	\$650	\$69	\$86
R.T.	\$748	\$695	\$41	\$12
L.Q.	\$698	\$540		\$158



1. Lucy Q. signing her lease.

2. Aboriginal Housing Program Caseworkers from left to right: Breana Prince-Harris, Kim Delisle and Marie-Hélène Landry.

PROGRAMS

URBAN PROGRAMMING FOR INDIGENOUS PEOPLES (UIPIP)

Celebrating and keeping alive Indigenous culture. Thanks to a grant from Indigenous and Northern Affairs Canada, covering the period from April 1, 2018 to March 31, 2022, we've increased programs to give Indigenous women the opportunity to reconnect with their heritage and cultural identity. The following projects were made possible due to the funding received:

Sewing and Beading Project

The women participated in 22 sessions which included making Inuit dolls, dreamcatchers, Inuit crochet hats, traditional Iroquois moccasins, beaded bird ornaments and Inuit parkas. Teaching and practising traditional activities ensure that carrying on these customs can also lead to extra income.



Kathy working on her parka.

Summer and Winter Camp Retreats

Twelve women attended summer camp at Camp Kinkora and enjoyed canoeing, swimming, nature walks and therapeutic activities such as painting, sharing circles and traditional dancers. Winter camp was attended by eight women and was held at Mont-Tremblant, activities included dogsledding, horse and carriage rides, as well as opportunities for the women to socialize in a wonderful environment right in the heart of Tremblant Village.



Aki enjoying a dog sleigh ride.

Culturally specific outings and activities

The women attended a screening of Indian Horse, a film that discussed residential schools in the 60s and 70s. The women also attended a Pow Wow in Kahnawake and participated in multiple collective kitchens with traditional meals such as bannock, arctic char and buffalo stew.

First Indigenous Family Day

Twenty women and 23 children took part in a day filled with activities for children and parents alike. The parents enjoyed a full lunch while receiving workshops on parenting skills, the rights of parents of children who are in Youth Protection, Ivrtivik services etc., while the children enjoyed a magic show with balloon animals and face painting. All enjoyed traditional First Peoples' dancing as well as traditional drummers and singers.



1



2

1. Lynn Path, Family care worker at Rising Sun Daycare offering Indigenous parenting skills.
2. Monsieur Magic entertained the children as the moms participated in a workshop.

PROGRAMS

INUIT ASSISTANCE PROGRAM

Providing basic needs and a positive change. With support from the Makivik Corporation, Chez Doris aims to create a safe, supportive and culturally welcoming environment for Inuit women in Montreal. Along with meeting the basic needs of our Inuit clientele, we provide support for the medical, judicial, and housing needs that may present themselves. We believe in meeting clients where they are to help them reach their goals, while providing advocacy along the way.

Collective Community Kitchen: Every week, Chez Doris provides Indigenous women the opportunity to gather and enjoy a country food feast. Feeling a sense of comfort and nostalgia, the women come together and prepare traditional meals of caribou, seal, goose, arctic char, beluga, mussels, shrimp and of course, warm bannock! This year, Chez Doris hosted 47 Inuit Collective Kitchens!



Women enjoying traditional country food at one of our weekly Inuit collective kitchen. From left to right: Kuppa, Ella, Mary, Lucy and Aki.

Roundhouse Café: Chez Doris partnered with L'itinéraire to provide our Indigenous women with a unique employment opportunity. The Roundhouse Café, located in Cabot Square, serves up Indigenous delights all summer long while also hiring Indigenous people to work shifts at the café. This partnership has allowed 7 of our women to explore the labour market at a comfortable pace with the support of caseworkers. For many, this opportunity has been a first step towards re-entering the labour force, for others, it has allowed room for personal growth and a renewed sense of self-confidence. The Roundhouse Café has been a positive outlet for many of our clients and a great partnership for Chez Doris.


Uvangu#MeToo, a documentary screening: This documentary shown on CBC, focused on the prevalence of sexual assault in Nunavik. Chez Doris invited the creators of the documentary to join in on a screening shown to the women. It was followed by a passionate discussion; the women candidly discussed their own experiences and their thoughts on the documentary.

Memorial Services: Sadly, the end of 2018 marked a very difficult time for the urban Indigenous community in Montreal; the loss of seven women left an aching void in the hearts of many at Chez Doris. With the support and guidance of Pastor Annie Ittoshat, Chez Doris hosted memorials to pay tribute to these women. Family and friends gathered at Chez Doris in prayer and remembrance, to sing comforting Inuktitut hymns and share messages of love and honour for the departed.

National Indigenous Peoples' Day: Everyone at Chez Doris celebrated National Indigenous Peoples Day! The echoes of throat singing by Taqraliq Partridge filled the house, while spoken-word poetry gave the women an intimate look into life in the North. The women enjoyed an elaborate performance of First Nations' traditional dancing by Al Harrington, with some women even joining in to learn a step or two! We had the opportunity to welcome a traditional artist to share her craft of beading and its significance in the Mohawk culture. A country food feast was enjoyed by all, accompanied by a modern twist on traditional food, tacos with a side of caribou stir fry and of course, strawberry juice!



Annie taking a picture with traditional dancer Don Barnaby.

A black and white portrait of a woman with dark, wavy hair, wearing a light-colored headband and a necklace with a circular pendant. She is looking directly at the camera with a neutral expression. The background is dark and out of focus. On the far left edge, there is a vertical bar with several colored squares: yellow, blue, orange, and green.

**“CHEZ DORIS IS
MY FAMILY [...].
I FEEL A SENSE
OF PEACE WHEN
I ENTER THE DOORS [...].”**

– Hadjira

SERVICES FOR REFUGEES AND ASYLUM SEEKERS

In 2017-18 visible minorities (immigrants from the Caribbean, refugees as well as asylum seekers from African nations) **represented 23% of our clientele. During our last fiscal year (2018-19), this number averaged almost 18%.**

Nonetheless, last June we began to receive a spike of mostly Nigerian asylum claimants, new to Canada, seeking necessities such as clothing, food baskets, hygiene products and furniture – anything that would help them stretch their meagre budgets. With no specific budget of our own for such a program, we assigned a caseworker, Shelay Paris, to manage these requests. Social media appeals helped with a steady inflow of clothing and hygiene product donations. Given that we have a small truck, we registered two volunteers over the course of the year who were assigned to pick up donations of furniture, accompanied by the clients who helped move all the donated items directly into their new-found apartments. In all, we accomplished the following:

40 newly arrived immigrants and asylum seekers as well as children received a winter jacket and winter attire at a give-away organized specifically for them.

40 received bedding and towels.

19 moves took place for **24** clients.

9 received kitchenware (dishware, utensils, small kitchen appliances).

One such asylum seeker is Adejoke, who was born in 1970 in Kaduna State, Nigeria. Raised in a two-parent household with seven siblings, her mother took care of the children while her father was the sole bread winner working as a salesman. Adejoke began university studies in Food and Nutrition, but had to quit due to finances. She soon married at 21 to a man 10 years her senior, with whom she had 2 daughters. Her husband passed away prematurely. Having difficulty supporting herself and her children, she was introduced to a man practicing polygamy: he had 2 wives and several daughters. He was financially stable, enough to support his wives and his daughters, and was looking for another wife to potentially bare him a son. Adejoke eventually married this man, and they had a son together. In 2017, he passed away, leaving her a widow once again.

With her daughters now grown, Adejoke was alone raising her son, who would one day inherit property and money from his father. Conflict and resentment between her husband's other wives and her husband's brothers was intense. As her son was still too young to claim the inheritance, Adejoke was approached by her husband's brothers for marriage, in the hopes of taking over her son's inheritance. Threats to her and her son's life followed. She fled to Lagos, only to be found again. She realized she was no longer safe in Nigeria and applied for asylum in Canada.

Adejoke and her son arrived in Montreal in April 2018. While staying at the YMCA she was introduced to resources such as Chez Doris.

Unprepared for her first winter, Adejoke remains thankful for the warm clothing she received from Chez Doris. With help she found an apartment, but with little in the way of furniture, she was particularly grateful to receive a couch, and other items with the help of Shelay.

Adejoke says her most memorable moment with Chez Doris was the Christmas party. She was given a gift, she danced and she made friends. Adejoke says the staff and Marina, do not look down on people or make judgements. She says the environment at Chez Doris is welcoming and she continues to frequent Chez Doris because she feels a sense of belonging, she feels loved, and less isolated. She says she cannot live without Chez Doris and is so grateful for all that they have done for her.



Volunteer driver Gérald and an asylum seeker with a friend preparing to move furniture.



Caseworker Shelay Paris with Adejoke.

SOCIO-RECREATIONAL ACTIVITIES

Promoting a sense of belonging and breaking isolation. Our recreational program offers outings, workshops and activities which allows the women to have a sense of self-worth, create friendships as well as experience outings which their financial situation would not otherwise allow. This past year the women had access to the following outings:

Apple Picking

Berry Picking

Sugaring Off

Summer and Winter Camp

Cirque du Soleil

Botanical Garden

Movies

Museum Visits

Beach

Bowling

Spa Days and more



1



2



3

1. An opportunity for the women to relax and unwind while enjoying the fun of summer at Camp Kinkora.
2. Vibes Salon volunteers pampering our women.
3. Women enjoying a meal at Cabane à sucre Constantin.

TAX AND LEGAL SERVICES

VOLUNTEER INCOME TAX ASSISTANCE CLINIC

Homeless individuals face serious challenges that prevent them from filing income tax returns, this may mean years of taxes owing or the inability to claim income support. Thanks to our volunteer tax specialist Richard Pringle, 270 women used the service and 609 tax returns were filed.

LEGAL SERVICES

Two students from the McGill University Law Faculty, supervised by an external lawyer, Gabriela Machico, provided 76 free legal information sessions. This helps our women navigate through the legal system and receive accompaniment and support during any scheduled court appearances.

IN THE COMMUNITY

Chez Doris acts with integrity and strives to fully understand problems affecting women, to find solutions, and advocate for the organization and its clients. Along with other organizations, Chez Doris takes part in the following committees to share news and provide opportunities to discuss the latest problems to solve:

COMMITTEES AND GROUPS OF WHICH CHEZ DORIS IS A MEMBER:

Comité de consultation sur un plan d'action régional sur l'itinérance des femmes du CIUSSS du Centre-Sud-de l'Île-de-Montréal

Comité sur la sécurité urbaine autour du Square Cabot

Comité insertion et mesures d'aide financière du CIUSSS du Centre-Sud de l'Île-de-Montréal

Groupe de travail pour proposer un modèle de wet services en collaboration avec le CCSMTL, l'Institut universitaire sur les dépendances du CCSMTL et la Ville de Montréal

Mouvement pour mettre fin à l'itinérance à Montréal

Peter-McGill Community Council

Réseau d'aide aux personnes seules et itinérantes de Montréal

Montreal Urban Aboriginal Community Strategy Network (Homelessness Committee)

SPVM Comité Vigilance Autochtone

Table de concertation sur la santé mentale du CIUSSS du Centre-Ouest-de l'Île-de-Montréal

Table locale d'accessibilité aux services de santé et services sociaux en milieu urbain pour les Autochtones

CHEZ DORIS AND ITS CLIENTELE TOOK PART IN THE FOLLOWING STUDIES:

Cécile Tremblay, Réseau SIDA-Maladies Infectieuses, Fonds de la recherche en santé du Québec and Carrie Martin, Canadian Aboriginal AIDS Network. HIV Encounter Study: to provide a preliminary portrait of HIV-1 and HCV prevalence and risk factors in vulnerable Indigenous individuals in Montreal, with the goal of fostering discussion within these communities and with public health authorities to define and initiate actions of care and prevention.

I Count Montreal 2018: on April 24th 2018, Chez Doris' clientele was included in a second portrait of homelessness in Quebec under the auspices of the Ministère de la Santé et des Services sociaux (MSSS).

National Inquiry into Missing and Murdered Indigenous Women and Girls: participation in a three-day conference in Wendake, Québec.

Pauktuutit Inuit Women of Canada: to capture information on gendered violence and shelter needs across Inuit Nunangat and to understand factors affecting gendered violence and identify the reasons for accessing shelters.

Le Centre de recherche de Montréal sur les discriminations, les inégalités sociales et les pratiques alternatives de citoyenneté (CREMIS): research on housing support.

SPEAKING ENGAGEMENTS

In addition to accepting numerous student visits to Chez Doris, we also accept public speaking engagements. Last year, we were invited to speak at:

Concordia University, guest panelist for Symposium on Women and Homelessness, Vectors of Invisibility

Kanawaki Golf Club

La Nuit des sans abris

McGill University, guest speaker in SOCI 526 Indigenous Women's Health & Healthcare taught by Prof. Zoua Vang

McGill University, guest speaker, a frontline perspective of the obstacles faced by Indigenous people in Quebec for a Quebec Studies course taught by Dr. Mary-Anne Poutanen

Montreal Council of Women

Rotary Club International

Saint Andrew and Saint Paul Church

Rotary Club of Westmount

PROFESSIONAL DEVELOPMENT

Both our program staff and administrative staff pursued ongoing learning and professional development to better serve the women, follow best-practices, develop organizational policies, act with integrity, and advocate for the organization and its clients. The caseworkers had access to a weekly clinical supervisor, Dr. Donna Cohen, who creates a safe place to debrief, role play and build upon existing skillsets. Workshops taken by our program staff included:

Suicide Prevention Training

OMEGA-Non-Violent Crisis Intervention and Safety Training

Addictions Training

LGBTQ Training

Sharing of Best Practices for the Housing First Model

Cultural Awareness

Aboriginal Reality-History, Hardships, Success

The Strengths Model of Case Management

Kairos Blanket Exercise

Training on people without status and precarious status

Obtaining RAMQ cards for the homeless

Droits Devant's introduction to the penal and criminal procedure and social support in a legal environment

CPR courses with St. John's Ambulance

Healing Ourselves and Healing Others

VOLUNTEERING OVERVIEW

NUMBER OF:



VOLUNTEER HOURS PROVIDED BY ON-GOING VOLUNTEERS

4,218.5



VOLUNTEER HOURS PROVIDED BY COMPANY EMPLOYEE GROUPS

1,334



VOLUNTEER HOURS PROVIDED BY LOCAL SCHOOLS

263



TOTAL VOLUNTEER HOURS

5,815.5



RECURRING PROGRAMS AND SERVICES RUN BY A VOLUNTEER

39



1



2



3

1. Financière Canoe sponsored a lunch meal for Chez Doris and additionally raised \$4,550 for us.
2. B'nai Brith volunteers and police officers serving our Christmas meal.
3. Groupe Leclair sponsored our International Women's Day meal.

GET INVOLVED

CHEZ DORIS NEEDS YOUR HELP!

Give: Make a monetary donation to directly contribute to a safe space, basic needs, and support for the women of Chez Doris.

Provide: Provide in-kind donations such as non-perishable food items, hygiene products, or gift cards to different stores.

Share: Advocate support for Chez Doris at your school, in your community, and at your workplace. Follow us on social media to spread the word about our needs, fundraisers and events.

Fundraise: Join us at our fundraisers, host a special event, organize a bake sale, a food drive, or pay the cost of and host a holiday meal.

Volunteer: Serve breakfast or lunch, offer a yoga class, bake, or teach computer classes.



1. Les 3 Brasseurs (Crescent) encouraged their customers to add \$1 to their bill with all funds raised going to Chez Doris.
2. The Illuzzi family serving a Christmas Eve lunch for 100 women, which they prepared.
3. BMO team preparing pancakes for breakfast.
4. Chez Doris women and staff are thankful for Soupe pour elles, organised by Énergir, which raised \$22,250 for Chez Doris.

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; almost 78% of our budget must be raised every year as the only assured funding we have is from the provincial Ministry of Health and Social Services and Centraide. We greatly depend on the generosity of 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 GROUP DONATION

Please consider hosting a fundraiser, organizing a collection of food items, underwear, personal care products, gift cards or other items for women who live below the poverty line, many of whom are homeless.

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.



1. The Montreal Police Brotherhood hold a Baked Beans Day, where a lunch of baked beans is sold to the public. \$80,000 was raised for many community organizations. From left to right are Station 12 Commander Martine Dubuc, Marina Boulos-Winton from Chez Doris and Agent Adalbert Pimentel also from Station 12.
2. To help raise funds and awareness for those who don't have a home to return to, both McGill and Concordia students sleep and live on the street for five days each March. Pictured are students from McGill University.
3. A gift of feminine hygiene products from the Mastrogioiuseppe family.
4. Montreal hosts one of the largest Hockey Helps the Homeless (HHTH) amateur hockey tournaments in Canada. Pictured are Natalie Côté and Marina Boulos-Winton of Chez Doris as well as Corry Kelahear and Michael Coughlin of HHTH.

THANK YOU!

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

Ahmadiyya Muslim Youth Association	Exeko	RAPSIM
ALDO Group	Groupe Leclair	Raymond Chabot Grant Thornton
Association québécoise des thérapeutes naturels	Groupe Marcelle	Renaissance
Bell	John Abbott College	Roma Foods
Bentall Kennedy	Hollander	Sacred Heart School of Montreal
BMO	Islamic Circle of North America (ICNA) Canada	Selwyn House School
B'nai Brith Québec	Kells Academy	Sénégal Santé Mobile
Briarwood Presbyterian Church	Lapointe Rosenstein	Sephora
Cedar Park United Church	L'itinéraire	Sheldon Kagan International
Chocolat-Chocolat	Marchand Melançon	Shoebox Project
CIBC	Matt & Nat	Société de développement social de Ville-Marie
Clinique Droits Devant	Lower Canada College	SPVM Station 12
CLSC Métro	Lush	St. John Brebeuf Parish
Community Garden des Seigneurs	McGill University	Starbucks, Le Seville
Concordia University	Moisson Montréal	Sufi House
Dairy Queen Westmount	Mouvement pour mettre fin à l'itinérance	Supermarché PA
David's Tea	Old Brewery Mission shuttle service	The Study
Dawson College	Pensionnat du Saint-Nom-de-Marie	Technicolor
Dispatch Coffee	Productions Zone 3	Telus
Divine Chocolatier	Quebec Community Groups Network	Vibes Salon
Espace pour la vie Montréal	Quinn Farm	Ville de Montréal
Evangel Church		Volunteer Bureau of Montreal
		Youth Philanthropy Initiative (YPI)

THANK YOU TO THE FOLLOWING MAJOR INSTITUTIONAL PARTNERS

5 Days for the Homeless	Hay Foundation	Pharmaprix Life Foundation
Anonymous (4)	Hockey Helps the Homeless	Power Corporation of Canada
Betty Averbach Foundation	Holt Foundation	Service Canada
B'nai Brith Québec	Ivanhoé Cambridge	Sheahan S.E.N.C.R.L.
Carole and Andrew Harper Fund at the Jewish Community Foundation of Montreal	Ivonis Mazzarolo Foundation	Sœurs de la Présentation de Marie du Québec
Canadian National Railway	Jarislowsky Foundation	Rotary Club of Westmount - Welfare Fund
Centraide du Grand Montréal	JJL Lee Foundation	Tom & Olga Maxwell Fund of the Foundation of Greater Montreal
Corporation des Soeurs Franciscaines	Kanawaki Golf Club	Trottier Family Foundation
Father Dowd Foundation	Kruco Inc.	Unitarian Church of Montréal
Fednav Employees' Group	Lederman Foundation	Urban Programming for Indigenous Peoples
Fondation Marcelle et Jean Coutu	Les 3 Brasseurs (Crescent)	Ville de Montréal
George Hogg Family Foundation	Lilian & Leroy Page Foundation	William and Nancy Turner Foundation
Gerald Schwartz & Heather Reisman Foundation	Makivik Corporation	Zeller Family Foundation
Grassby & Bennett Family Fund of the Calgary Foundation	Mar-Kin Foundation	
Groupe Leclair	Ministère de la Santé et des Services sociaux (MSSS)	
	Montréal St. Patrick's Foundation	
	Newall Family Foundation Trust	

THANK YOU TO OUR 2018 TEA TIME PLATINUM SPONSORS

Groupe Leclair	Groupe Marcelle	Ivanhoé Cambridge
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SUMMARY OF FINANCIAL STATEMENTS

Operating results for the year ended March 31, 2019

	2019	2018
	\$	\$
REVENUES		
Grants		
Employment and Social Development Canada - Homelessness Partnering Strategy (SPLI)	133,829	128,449
Indigenous and Northern Affairs Canada - Urban Programming for Indigenous Peoples (UPIP)	37,406	-
Canada Summer Jobs	7,177	3,582
Other government grants	500	-
MSSS - Programme de soutien aux organismes communautaires (PSOC)	314,297	302,458
CIUSSS of the Centre-Sud-de-l'Île-de-Montréal	-	14,316
Ville de Montréal	70,992	67,992
Centraide	145,795	147,835
Donations and planned gifts	643,333	568,695
Foundations and other charitable organizations	499,356	400,445
Amortization of deferred contribution related to capital assets	114,037	78,647
Events and gala	70,768	20,350
Other	30,172	12,637
	\$2,067,662	\$1,745,406

EXPENSES

Expenses related to programs	1,067,157	881,838
Occupancy costs	380,953	274,840
Fundraising and Communications	192,283	134,499
Administration expenses	380,837	386,581
	\$2,021,230	\$1,677,758

EXCESS OF REVENUES OVER EXPENSES

	\$46,432	\$67,648
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WHERE DOES OUR FUNDING COME FROM?



NOTES ON THE ACQUISITION OF CAPITAL ASSETS

As at March 31, 2019

	Cost at March 31, 2018	Acquisitions	Radiation	Cost at March 31, 2019
	\$	\$	\$	\$
Buildings	3,338,076	1,114,337	-	4,452,413
Computer equipment	62,408	2,363	24,148	40,623
	\$3,400,484	\$1,116,700	\$24,148	\$4,493,036

An amount of \$804,230 from these acquisitions was funded by grants.

As at March 31, 2019, the balance of deferred contributions related to capital assets is \$983,630, of which \$49,114 has not yet been spent.





BOARD OF DIRECTORS



Carole Croteau
President of the Board
(TFI International)



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



Michelina Lanni
Treasurer
(Ernst & Young)



Jill Hugessen
Secretary
(Hugessen Coaching)



Mélanie Allaire
(CN)



Talar Dikijian
(Distributel)



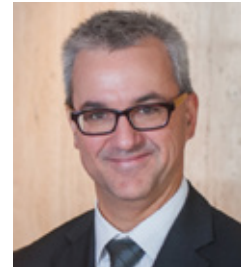
Sylvie Girard
M.O.A.Q., MIRAC
(CGA Architectes Inc.)



Pat Hardt
(retired RN and Psychotherapist)



Kent Hovey-Smith
(Tidal Health Solutions)



Mario Lefebvre
(Ivanhoé Cambridge)



Lyn Lalonde-Lazure
(HR Solutions)



Mark Shalhoub
(Broadcast Journalist)



Sonia Tournay
(Créatures Stratégie Image)



Marina Boulos-Winton
(Executive Director, Chez Doris)

BOARD OF DIRECTORS COMMITTEES

Client

Pat Hardt
Jill Hugessen

Communications

Sonia Tournay, Chair
Mark Shalhoub
Kent Hovey-Smith
Manon Chevalier

Finance

Carole Croteau, Chair
Sylvia Martin-Laforge
Michelina Lanni
Jill Hugessen

House/Building

Sylvie Girard, Chair
André Costin, *Xemplar Inc.*
Robert Manningham, *Atelier
Habitation Montréal*
Mike Lisi, *Broccolini*

Nominating

Sylvia Martin-Laforge, Chair
Pat Hardt
Françoise Lyon, *DGC Capital*

Personnel

Lyn Lalonde-Lazure, Chair
Carole Croteau
Sylvia Martin-Laforge

STUDENT INTERNSHIPS

Chez Doris provided a learning environment for various schools and students. Thanks to the support of Chez Doris staff, the students were well supervised and were able to develop their professional skills. Thank you to the students who enable us to provide ongoing support and services to our clientele.

McGill University

Ingram School of Nursing

Karelle Lamoureux-Bacon

Fengrui Yao

Annie Lévesque

Cristina Eryn Tullio

Monika Inukpuk

Kathryne Morin McKinnon

Kenza Nahi

Jamie-Lee Potter

Faculty of Law

Stefanie Santana

Diana Jung

School of Social Work

Maybel Gelly

Faculty of Medicine, Department of Psychiatry

David Benrimoh

Fabie Parisien-Dubuc

Laurentian University of Sudbury

Nursing Program

Samantha Gilbert

Concordia University

Art Education

Audrey-Ann Vallée

Chantal Archambault

Liana Gomes

Maria Barallobres

John Abbott College

Youth and Adult Correctional Intervention

Laura Leal

Business Administration

Jessica Berg

Juliana Mack

Cégep Marie-Victorin

Techniques de travail social

Alyssa Stiverne

Dawson College

Social Service Program

Ashley Amit

Aurelie Chaw Kong Yuen

Christine Wright-Tremblay

Community Recreation and Leadership

Asaëlle Lévi Alvarès

Champlain College

Special Care Counselling

Hyacinth Duncan

RESO: Regroupement économique et social du Sud-Ouest

Claudia Frate

LaSalle College

Professional Cooking Program

Davi Piasecki

CHEZ DORIS TEAM

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

Thank you to all of the following staff:

ADMINISTRATION:

Marina Boulos-Winton, Executive Director
Tania Filippone, Assistant Director
Joëlle Michaud, Coordinator of Volunteers and of Community Outreach
Natalie Côté, Manager of Projects and Support Services
Hai Wei Chen, Bookkeeper

INTERVENTION:

Allison Lemieux, Floor Team Leader
Felicia Katsouros, Intake Worker
Alannah Gibson, Caseworker
Shelay Paris, Weekend and Weekday Caseworker
Neha Shukla, Caseworker, Inuit Assistance Program
Maude Giguère, Weekend Team Leader and Weekday Caseworker
Clara Seidenberg, Weekend Caseworker
Sadya Cousineau, Weekend Caseworker
Jessica Lemieux, Caseworker

FINANCIAL ADMINISTRATION PROGRAM:

Lisa Aybar, Caseworker
Christina Little, Caseworker
Claudia Miriello, Caseworker
Breana Prince-Harris, Caseworker for Aboriginal Clientele in the Housing Program

ABORIGINAL HOUSING PROGRAM:

Kim Delisle, Caseworker
Marie-Hélène Landry, Caseworker

KITCHEN:

Camellia Perry, Head Chef, Kitchen
Felicia Pope, Kitchen Assistant
Sarah McSorley, Weekend Chef
Pearlina Pope, Weekend Kitchen Assistant

