



BRANCHING OUT

2019-2020 Annual Report

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CHEZ DORIS




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OPENING HOURS

7 days a week
8:30 AM – 3:00 PM
(As of July 2, 2020,
open until 8:00 PM)

 ChezDorisRefuge
 chez.doris
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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.

MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

For more than 43 years, Chez Doris has worked to ensure that the needs of women in difficulty are met. We provide for women's most basic and immediate needs related to coping with homelessness, poverty, mental illness and/or addictions.

During the last fiscal year, not only did we focus on providing essential services, but prior to the pandemic, we also put a special emphasis on recreational activities. For women who are struggling on their own, these special activities can make a world of difference as they help break isolation and improve mental health. We also increased celebrations to honour and promote the diversity of our clientele, which included highlighting the Chinese New Year, Black History Month, National Indigenous Day, Ramadan, and organizing Christmas celebrations on a larger scale to accommodate the growing number of women depending on our services.

In the past two years, requests for showers and clothing have increased by 50%, and is connected to a rising number of women living in precarious situations. With rental prices increasing, many women spend most of their income on housing with very little left for food and other necessities, while others are provisionally accommodated. Consequently, affordable, safe, and salubrious housing is urgently needed for all. We are, therefore, now branching out to provide solutions for homeless women and those at risk of becoming homeless.

In order to increase our capacity to offer a 24-hour continuum of services, Chez Doris spent the past year preparing an expansion plan comprised of two projects: 1) a women's overnight shelter with 22 emergency beds and, 2) a new permanent residence with 26 affordable subsidized rental units. To launch these two new projects, Chez Doris assessed the human resources required to operate the two new facilities, the costs over the first five years, and the preparations needed to achieve these goals. A feasibility study was conducted by a consulting firm to determine the degree of financial support we could anticipate from the community. Given the positive feedback for our expansion projects, we are preparing to launch a major campaign.

We also signed an agreement with Atelier Habitation Montréal (AHM), a not-for-profit group which specializes in overseeing the construction of affordable housing, to assess the feasibility of converting a recently acquired building into a women's emergency shelter, as well as the projected costs to do so. The Canada Mortgage and Housing Corporation and private donors provided financial contributions for pre-construction costs such as soil testing, engineering, and architectural fees, as well as permits to get the project underway. This enabled the AHM to secure the necessary governmental support for much of the construction and renovation costs.

In March, Valérie Plante held a press conference at Chez Doris emphasizing the city's need and responsibility to respond to the growing number of homeless people in Montreal; she was pleased to announce that Chez Doris was working towards this common goal and that the city would be contributing \$1,548,686 towards the building costs.

Shortly after the Mayor's press conference, the pandemic took hold, and it unveiled the extent to which female homelessness is hidden as a remarkable number of women identified themselves as homeless in the second half of March. With confinement measures in place, those without a fixed address were no longer able to find shelter in places such as restaurants, shopping malls, and libraries, and public washrooms were off limits. The pandemic has intensified the struggles of fragile women and has forced us to rethink and re-imagine our services while continuing to serve those most in need. Although the pandemic has somewhat delayed our construction schedules for our two new points of service, we are confident that both will be available in 2021.

It is thanks to everyone's support that Chez Doris continues to be a safe place, a first or second home for our clientele, tailored to the evolving needs of our city's most vulnerable women.



Marina Boulos-Winton
Executive Director

Carole Croteau
President

COVID-19

By March 13, Chez Doris as well as other resources serving the homeless and the vulnerable, received formal notices from the Centre intégré universitaire de santé et de Services sociaux du Centre-Sud-de-l'île de Montréal (CIUSSS Centre-Sud), as well as guidance from the Ministère de la Santé et des services sociaux (MSSS), on preventive measures to protect both our staff and our clients from COVID-19. Some of the new safety measures included plexiglass installed at our reception area, caseworker offices, and food service area; and the provision of masks, hand sanitizers, gloves, and visors. In addition, we increased our cleaning service to include disinfecting high-touch areas every two hours. Due to social distancing, as of March 17, we reduced the number of women per day to forty. We shifted our mandate to serving only homeless women at Chez Doris while still responding at a distance to our housed clients. Our essential services became limited to breakfast, lunch, take-out dinners, 9 respite beds, emergency clothing, showers, hygiene products, active listening, and referrals.

Our housed clients received delivered groceries, financial administration services, and the provision of social assistance funds at the homes of elderly and immunocompromised clients. Children in our Indigenous Housing Program received board games and other leisure supplies to be stimulated during the closure of schools and daycares. From March 17 to March 31, we served 142 unique homeless women.

The new fiscal year presented us with increased expenditures, some temporary while others are long-term and costly. While the positive message, "Everything will be okay", was promoted as unifying words of encouragement, for many of our clients, new and increased challenges have emerged. The confinement measures not only affected the homeless, who had nowhere to self-isolate, but it disproportionately affected those who live in extreme isolation, with food insecurity, and who struggle with mental health and addiction problems. Given the gravity of the situation, Chez Doris will continue to do its best to serve all our clients by increasing our hours, adapting to the needs, and keeping our staff, interns, volunteers, and our women safe.

Photos courtesy of Renaud Philippe, Le Devoir.



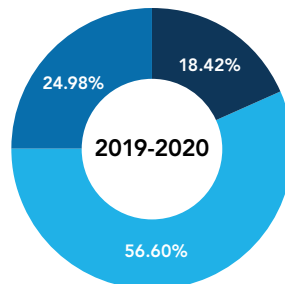
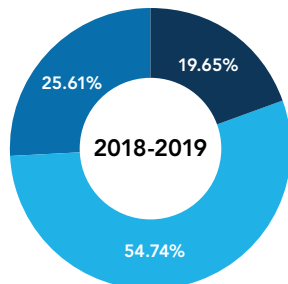
**“YOU GUYS ARE ALL
I HAVE LEFT, BUT
YOU’RE ALWAYS THE BEST
PART OF MY DAY.”**

– Valerie C.



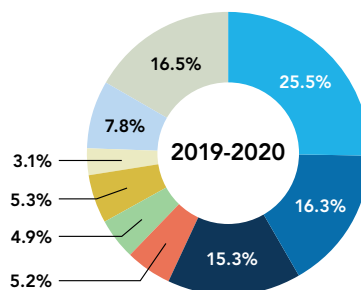
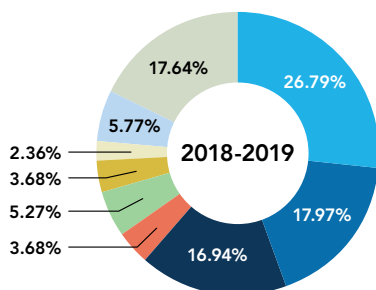
NUMBERS AT A GLANCE

AGE
total visits



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

ORIGIN
of each client



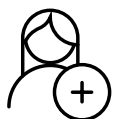
- French Canadian
- English Canadian
- Inuit
- Indigenous
- European
- Asian
- Latin American
- Arab
- Other Visible Minorities



2019/2020 TOTAL VISITS: **32,022** ↑
2018/2019: 29,540 / Difference 8.4%

↑1,823

Different women served
2018/2019: 1,539 / Difference: 18.45%



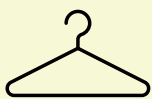
575 ↑
First-time visitors
2018/2019: 417 / Difference: 37.8%

↓42,729
Meals served
2018/2019: 42,828 / Difference: 0.23%*



1,175 ↓
Food bags provided
2018/2019: 1,267 / Difference: -9.62%*

↑6,236



Number of times clothing room accessed
2018/2019: 5,723 / Difference: 8.96%



1,843 ↑

Access to showers
2018/2019: 1,698 / Difference: 8.54%

↓536



Access to health services
2018/2019: 639 / Difference: -16.1%*

↓705



Home visits and accompaniments
2018/2019: 790 / Difference: -10.76%



649 ↓

Income tax declarations completed
2018/2019: 609 / Difference: 6.57%*



87 ↓

Haircuts provided
2018/2019: 107 / Difference: -18.69%



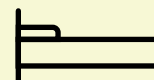
↑356

Christmas wishes fulfilled
2018/2019: 335 / Difference: 6.26%



↑73

Emergency calls made to 911
2018/2019: 61 / Difference: 19.6%



3,286 ↑

Number of times our day beds were used
2018/2019: 3,195 / Difference: 2.8%

* Some services decreased due to effects of the pandemic in the month of March 2020.

PROGRAMS

ESSENTIAL SERVICES

To provide for women's most basic needs, we offer essential services such as food, clothing, safety, day beds to rest and medical care. We also provide women with lifelines such as a mailing address, use of computers, access to the internet and phones. Women who come to Chez Doris come from a variety of backgrounds and experiences. They may come for a range of reasons, such as: financial difficulties, housing insecurity, mental health issues, addictions, discrimination, immigration hurdles, isolation and loneliness, and life transitions. Once their primary needs are addressed, they also have access to many other programs and services. Not only is the centre a drop-in for women who are in crisis, but it is also a safe space for women to connect with others, develop friendships, access a tailored support system, and access a place for vulnerable and homeless women to call home.

In 2019-2020:

32,022 visits were made to Chez Doris.

1,823 different women were served at our centre.

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

3,286 number of times our day beds were used.



Shabir Bheekun and Shoaib Shaa from the Ahmadiyya Muslim Youth Association (AMYA) with food to be distributed to local charities, including Chez Doris.

MEAL PROGRAM

Everyone deserves access to a healthy meal on a regular basis.

Thanks to partnerships with CN, the Father Dowd Foundation, the Lederman Foundation, the Ivonis Mazzarolo Foundation, the Marcelle and Jean Coutu Foundation, the Trottier Family Foundation, Industrial Alliance, and Moisson Montreal, we were able to provide our Meal Program to meet women's dietary needs. On a daily basis, an average of 100 women can regularly count on having a healthy breakfast and lunch. In addition, we highlight holidays with special meals. In all, in 2019-2020, we provided a total of 42,729 meals.

We also offer a monthly food bag which includes both non-perishable food items and fresh fruits and vegetables, offered to low-income women, some of whom are seniors with specific dietary needs as well as previously homeless women who may also have children in their care. In addition, weekly collective kitchen workshops are offered to women to help improve their cooking skills and expand their knowledge of nutrition, meet others, and have access to a healthy meal which may be brought home for dinner.



Perlina Pope, Kitchen Assistant, preparing a special dessert.

Number of:	2019-2020
Breakfasts served	16,850
Lunches served	24,207
Special meals served for holidays	1,672
Collective kitchen workshops	584
Vitamin supplement bottles to seniors	124
Food bags for 18-54-year-olds	606
Food bags for women 55+	223
Food bags for Indigenous women	316
Food bags for Muslim women for Ramadan	30

Our McGill University Human Nutrition intern, Solène Limongi, offered multiple collective kitchen workshops, managed a grocery budget, and created informative pamphlets on diabetes, veganism, vegetarianism, and healthy eating for women over 55 and with low-immune systems.

PROGRAMS

PERSONAL CARE, HYGIENE AND CLOTHING

Chez Doris provides a safe place for women to take care of themselves by providing access to showers, clothing, and personal care items. Maintaining cleanliness is a daily struggle for many vulnerable women, especially for those who are homeless. We provide bras, underwear, hygiene kits, a fresh change of clothing and distribute personal care items to low-income women.

Number of:	2019-2020
Showers taken	1,843
Emergency clothing distributed	3,263
Visits to Clothing Room by appointment	2,973
Hygiene kits distributed	3,897
Haircuts	87

As well, dental hygienist Janell Gehmlich gave a workshop on dental care to 9 women.

CRISIS INTERVENTION AND SUPPORT SERVICES

Our crisis intervention program is a barrier-free walk-in program where women can receive immediate assistance from our team of five front-line caseworkers. Caseworkers are available seven days a week to provide empathetic listening, links to community resources and appropriate referrals to other services. The individual counselling and case management provided helps women stabilize their respective situations, achieve their goals, and access services (such as applications for social assistance, addiction services, health care, criminal justice, and mental health services).

Number of:	2019-2020
Hours of active listening and support	918
Referrals to external agencies (e.g. food banks, CLSC etc.) for additional support	135
Personalized intervention plans	62
Home visits and accompaniments (i.e. legal, medical, and social)	69
Bus tickets for appointments, bad weather or to get to a shelter	1,500+
Applications filled out for RAMQ cards, welfare applications, low-cost housing etc.	104
Emergency calls made to both the police and 911 for support	73

A Year in Reflection

"I have lived up the street from Chez Doris for many years and never paid them any attention until I found myself in a toxic relationship. With all my stress and worries I decided to enter inside. The amazing caseworkers truly listened, and allowed me to slowly tell my story. As I let my guard down, they gently but consistently boosted my confidence. All the workers always serve us with kindness. Chez Doris helped me see the light when I was in a dark place."

– Sophie N.



A visit from the Institut de zoothérapie.

HEALTH AND WELLNESS SERVICES

Chez Doris offers a range of on-site services to promote both physical and emotional health and well-being. The women can benefit from receiving the following services under one roof.

Number of:	2019-2020
Appointments provided by a CLSC nurse and family medical doctor	142
Sessions provided by a Psychiatrist	85
Sessions provided by a Psychologist	45
Sessions provided by an Art Therapist	58
Weekly AA meetings	98
Treatments by a foot care nurse	206
Eye exams provided through a mobile eye clinic	27
Yoga Sessions	94

We also provide volunteer massage therapists, a reiki specialist, zoo therapists, and have offered flu vaccines, and testing for Tuberculosis and sexually transmitted diseases.



A student from LaSalle College Montréal providing a make-over to Lisa T. Photo courtesy of The Gazette.

PROGRAMS

ART THERAPY PROGRAM AND THERAPEUTIC WORKSHOPS

Through our different artistic and therapeutic activities, women may experience stress relief, improved self esteem, emotional release, and self-discovery.

58 individual and/or group art therapy sessions were facilitated by Art Therapist Catherine Wells, during which 71 different women participated. This service is funded by an anonymous donor.

46 workshops were offered by Concordia University Therapeutic Arts Interns. Activities included collage making, painting with watercolors, and creative crafts.

12 workshops were offered by Concordia University Human Relations students. Topics covered included: Self-Awareness; Body Language and Expression; Stress and Coping Skills; Valuing yourself and others; Conflict Management; Assertiveness Training; Establishing Boundaries; and Understanding one's Self.

Women were invited to The Montreal Museum of Fine Arts Educational Program. The museum offered a tour of the Egyptian mummies' exhibit as well as a presentation on the Québec and Canadian Arts collection.

Additionally, we offered classes in jewelry-making, knitting, crocheting and creative writing. We also offered West Can dance class workshops and drumming techniques as part of Black History Month celebrations.

CLIENT COMMITTEE

Established in 2016, its goal is to provide clients of Chez Doris an opportunity to meet on a regular basis to discuss issues of interest or concern to them. The Committee generally 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 of the eight meetings were 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 continue to lead to changes in programming and procedures and clients have reported improvements in our meal program, 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 appreciate the opportunity to engage in a process of continuous improvement.



An example of an artistic creation by one of Chez Doris' clients.



Volunteer, Stella Adjokê, in one of her creative writing classes. To inspire women to write, Stella would often start her workshops with singing accompanied by a musician.

PROGRAMS

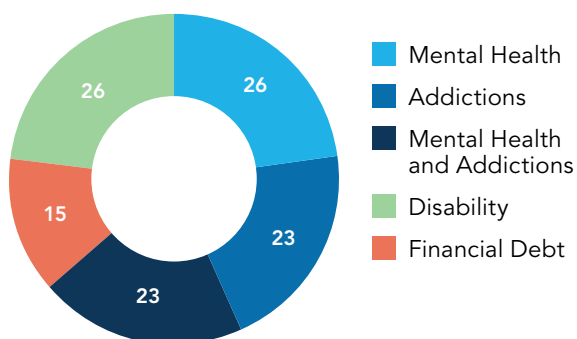
FINANCIAL ADMINISTRATION PROGRAM

This program encourages women to become financially independent. The Program is comprised of four case workers who, in the last year, managed the finances of a combined total of 110 women. The goal of the program is to promote independence and prevent homelessness by providing guidance towards financial and psychosocial stability. To achieve this, each month, Chez Doris receives participants' financial aid cheques, Old Age pensions and disability cheques. Together 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 year, the program managed \$1,286,700 in transactions. A volunteer Chartered Professional Accountant provided clients with financial literacy workshops on the following topics: Retirement; credit; types of bank accounts; government tax credits and benefits; and how to budget with a template.

OUR FINANCIAL ADMINISTRATION PROGRAM OFFERED:

HOURS OF ACTIVE LISTENING	346
HOME VISITS AND ACCOMPANIMENTS	263
REFERRALS TO OTHER RESOURCES SUCH AS FOOD BANKS, DRUG-REHAB ETC.	81
SAVINGS ACCOUNTS OPENED	17
APPLICATIONS FOR GOVERNMENT BENEFITS	75

WOMEN ARE ENROLLED IN THE PROGRAM DUE TO THE FOLLOWING FACTORS:



SOURCE OF INCOME FROM THE WOMEN ENROLLED IN THE PROGRAM:

WELFARE ASSISTANCE	65
DISABILITY ASSISTANCE	18
OLD AGE SECURITY	23
WORK SUPPLEMENT	4

This past year, 6 women successfully graduated from the program having acquired and adopted the financial knowledge, skills, and confidence needed to manage their own finances.



Caseworker, Joy Sarpomah, with a client in the Financial Administration Program during the beginning of COVID-19.

"I came to the program through a referral from my Office municipal d'habitation de Montréal agent. I was behind in rent and at risk of being evicted from a senior's building. I love my neighbourhood and am close with my neighbours, so at the time I was devastated to think that I would lose my affordable housing. As a pensioner I live on limited means and it can be very easy to misspend money, especially on such a tight budget. Since joining the program, I am extremely happy and I rest easy knowing my affairs are in order, debts repaid, and my budgets managed. Since my recent cancer diagnosis and the COVID-19 pandemic, having Chez Doris in my corner allows me to stay out of potentially infectious situations like bank lines, post offices and other hot spots. I have been able to collaborate with their team of caseworkers and remove so much stress from my life through their interventions. I was able to refocus on my health, family connections and even romantic companionship! At my age! The team is always so respectful, caring, and attentive. The women who use the program, including myself, have often had a rough go at life. Chez Doris lends a real helping hand, not just cheap talk. In these uncertain times, I feel so very lucky to have them in my life."

– Erica R.

PROGRAMS

INDIGENOUS HOUSING PROGRAM

This program supports chronically and/or episodically homeless Indigenous women and their children by helping them find and furnish a safe home. Beginning in June of 2015, Service Canada has been the main funder for this program. Most of our clients in this program have faced many struggles, including domestic abuse, trauma, grief, addictions, mental illness, incarceration, and ultimately homelessness. Regardless of their individual circumstances and life choices, we provide non-judgemental support and help them address their challenges and help find them homes.

Each woman in the program benefits from:

A Caseworker who provides active listening and psycho-social intervention

Access to housing

A furniture budget

A first rent deposit

Help with building a landlord-tenant relationship

Access to life skills workshops to support clients to maintain their housing

Home visits and accompaniments

Monthly food bags

Assistance with living expenses such as household appliances and cleaning supplies

Achievements to date, since the launch of the Program:

64 women and 44 children have been housed

21 women enrolled in our financial administration program

8 women enrolled in a school program

3 women are now employed part-time

3 women are now employed full-time

4 women enrolled in parenting classes

During 2019-2020:

790 hours of psycho-social interventions and active listening

104 apartment searches and visits

139 Home visits

187 Accompaniments

316 Food bags

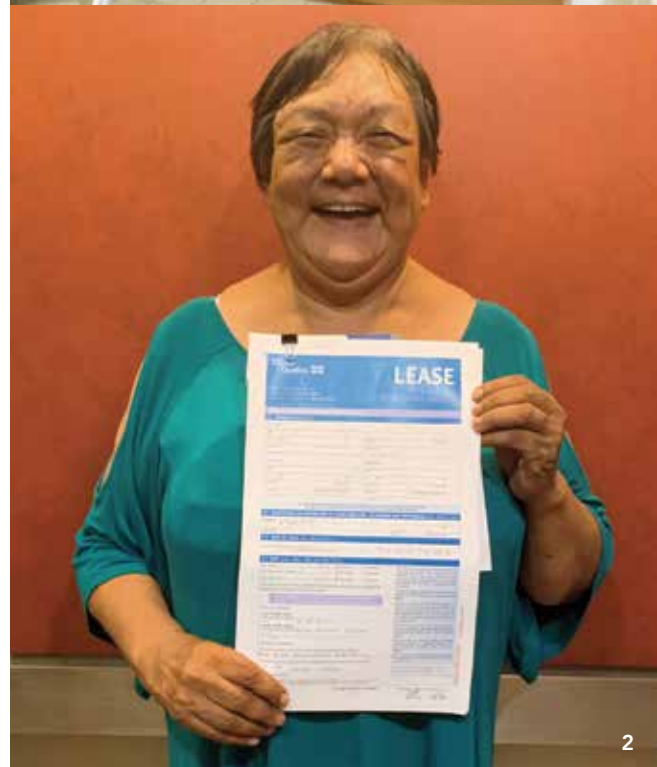
Women in the program continue to report positive outcomes which include:

Increased ability to live independently

Reduced legal and medical service usage (i.e., fewer police interactions and emergency room visits)

Higher self-esteem (because of having a place to call home, less food insecurity, etc.)

For those who lost custody of their children as a result of being homeless, many who have enrolled in the program are now on track to re-gain custody and/or begin supervised visits with their children in the care of youth protection services.



1. A new home for a Chez Doris client.
2. A client proudly posing with her lease.

PROGRAMS

URBAN PROGRAMMING FOR INDIGENOUS PEOPLES (UPIP)

The purpose of this program is to provide services and activities for urban Indigenous peoples, and to recognize and celebrate their heritage and cultural identity. Funded by Indigenous and Northern Affairs Canada, as of April 1, 2018, the program provides Indigenous women with the opportunity to experience culturally specific outings and activities. Thanks to this program, we aim to provide a positive, supportive, and healthy environment to help develop self-esteem, self-awareness, creativity and encourage meaningful cultural connections. The following activities were organized in 2019-2020:

Unikkaaquat, a multi-media art show by Inuit artists, at studio les 7 doigts de la main

Summer and Winter camp retreats which included hiking, dog sledding and drum making

Pow Wow in Kahnawake where the women enjoyed performances by singers, dancers, and drummers in traditional costumes

Screening of the movie *Restless River*, which takes place in the 1940s in Kujjuag, Nunavik, is a movie about a young Inuk woman who struggles with the old ways of life vs the new ways

A sweat lodge at the Botanical Garden which was led by an Elder to share her knowledge and teachings

Collective kitchens which offer Indigenous women country food such as Arctic char and seal

Sewing sessions which resulted in beautiful parkas, traditional Inuit and Cree leather mittens, and moccasins

Beading sessions whereby women created handmade beaded vases, hair barrettes, bracelets, and necklaces

Soap stone carving sessions wherein the women created beautiful sculptures of different animals and Inukshuks.

Celebrating Indigenous Day
at the Lighthouse.



**“CHEZ DORIS HELPS
BREAK MY ISOLATION
WITH RESOURCES AND
ACTIVE LISTENING.”**

– Lisa



PROGRAMS

INUIT ASSISTANCE PROGRAM

With support from the Makivik Corporation and an anonymous foundation, 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 any medical, judicial, and housing needs that they may have. No matter their circumstances, we work with clients to help them reach their goals and provide advocacy along the way.

Front Line Services Provided:

62 Client interventions during weekly outreach
47 Home visits and or accompaniments
24 Hospital visits
13 Prison visits (to provide clothing, toiletries, active listening)
62 Referrals
43 Applications for assorted needs (welfare, ID, etc.)
51 Inuit collective kitchens

Our Caseworker for our Inuit clientele, Lilly Nicole, attended the McLean Federal Indian Day School Class Action training that took place at the Native Friendship Centre. The training enabled her to help fill out class action lawsuit claims with her clients who attended residential schools.

Other Socio-Recreational and Cultural Activities Offered:

McCord Museum outing
Planetarium outing
International Inuit Day



Etching workshops: Paul Machnik, an artist-printmaker and founder of Montreal's Studio PM, who promotes Indigenous art, hosted four printmaking workshops to introduce our Inuit and Indigenous clients to etching and dry point sketching.



Inuit elder visits: We had three visits from Elders whose roles are to address social problems and promote the transmission of Inuit knowledge and traditional practices in a communal environment. The Elders' visits start with an opening prayer and continue with shared experiences of hope. The visits conclude with a feast comprised of arctic char, caribou, shrimp, and beluga fat (pictured above). Thank you to Elders Minnie Itidloie, Christina Eetook Putulik, Lucassie Echalook, and Eyouka Pinguatuk.

Roundhouse Café: For a second summer in a row, Chez Doris collaborated with the Roundhouse café, a social economy project overseen by L'itinéraire. Located in Cabot Square, it is the only Indigenous café in Montréal, and specifically seeks to provide Indigenous people with employment opportunities. During the past summer, Chez Doris referred 12 women to work a three-hour shift at the café.

Tuberculosis (TB) Testing: Chez Doris took part in a 3-day initiative, overseen by Montreal's Public Health Department to screen homeless people for TB, with the aim of lowering its transmission. A mobile unit was set up in Cabot Square to provide information to those most at risk of contracting TB, offer screenings and follow up treatments on an as needed basis. Three caseworkers helped to recruit participants and facilitate the screening process for 58 homeless men and women. Among our clients, 10 were found to have latent TB.

Qanuikkat Siqinirmiut? A community-based study of southern Quebec Inuit health and wellbeing: Chez Doris hosted two focus groups with its Inuit clientele to better understand the health care system from the perspective of Inuit peoples for a collaborative study between the Université de Laval, McGill University, Concordia University and the Southern Inuit Association of Quebec. Once the surveys were completed, the group was offered a seal skin jewelry workshop followed by a country food feast. This study is on-going.

"I am deeply humbled to have been given the opportunity to work with such loving and resilient women. Each new day is filled with moments of connection that are truly enriching. While I have worked in northern communities, spent a lot of time with the Inuit and share many similarly lived experiences with the women, I am mindful of the fact that I am not Inuk. As such, I seek to consciously work with the women toward goals that they themselves have set and recognize that I sometimes need to step back so as not to take up too much space within a community that does not belong to me. Instead, should these women have difficulty navigating systems that unjustly prevent them from meeting their needs, I aim to assist them through facilitation and cooperation. I feel honoured to continue to learn from and grow with the lovely Inuit ladies of Chez Doris."

– Lilly Nicole, Inuit Assistance Program Caseworker

SOCIO-RECREATIONAL ACTIVITIES

The goal of our socio-recreational activities is to provide a sense of belonging and to break isolation. This past year we offered:

A day trip to Knowlton for a nature walk, a chocolate factory visit and lunch (picture 1)

Christmas celebrations for 300 women (picture 2)

A sugaring-off outing (picture 3)

Tickets to the Mamma Mia Broadway Show

Spa Days

Outings to bowling alleys

A visit to the Montreal Botanical Garden

An excursion to the beach at Park Jean-Drapeau

A teatime brunch with scones, sandwiches, and tea and themed games

Summer Camp at Domaine du Lac Bleu

A Lunar New Year celebration which included calligraphy and a live traditional lion dance

Black History Month celebrations which included a performance by a saxophonist, and workshops on Caribbean folk stories, songs, drumming, and dance

Indigenous Day celebrations with the Buffalo Hat Singers, hoop dancers, traditional Pow Wow dancers and a traditional country food feast

Halloween festivities included pumpkin decorating and a mummy wrapping contest

International Women's Day celebrated with a spa day, a special breakfast and lunch

Valentine's Day celebrations which included a special guest presentation and brunch

Swimming at the LaSalle Aquadome

Italian-style Christmas Eve lunch

In addition to the above, many more activities and celebrations were enjoyed by the women. We thank all our partners and supporters for their donations and volunteer time to make these special moments possible.



TAX AND LEGAL SERVICES






VOLUNTEER INCOME TAX ASSISTANCE CLINIC

Our free income tax clinic is a vital resource for individuals experiencing homelessness or living below the poverty line in that it offers them the opportunity to have their taxes filed by our volunteer tax specialist, Richard Pringler. In the last year, 276 women accessed the clinic and 641 tax returns were filed.

LEGAL SERVICES

Under the supervision of external lawyer, Gabriela Machico, a student from McGill University's faculty of law held 53 free legal information sessions. This service guides our women through the legal system and assists them during scheduled court appearances.

VOLUNTEERING OVERVIEW

NUMBER OF:		
	VOLUNTEER HOURS PROVIDED BY ON-GOING VOLUNTEERS	6,404
	VOLUNTEER HOURS PROVIDED BY COMPANY EMPLOYEE GROUPS	560
	VOLUNTEER HOURS PROVIDED BY LOCAL SCHOOLS AND COMMUNITY GROUPS	310
	TOTAL VOLUNTEER HOURS	7,274
	RECURRING PROGRAMS AND SERVICES RUN BY A VOLUNTEER	30



1. Volunteers from Sunlife Financial.
2. Volunteers from PSP Investments.
3. Han Min Miso and Enora Barb-Bezerra volunteering in the garden.
4. B'nai Brith volunteers with a police officer from Station 20, serving Christmas lunch.
5. The Montreal Youth LVH Lion Dance Wushu Team, who performed for the Lunar New Year celebrations.

GET INVOLVED

As an organization whose budget is largely dependent on donations, your involvement in our organization is fundamental to our success in continuing to be able to provide for Montreal's most vulnerable women. The generosity of foundations, individuals, companies, and others is paramount to our future vitality.

CHEZ DORIS NEEDS YOUR HELP!

Donate: Make a monetary contribution to support essential programs and services that address the basic, and socio-recreational needs of the women of Chez Doris. Whether by cheque, cash, or online, donations can be made in commemoration of a loved one or designated for a special purpose.

Gift: Give in-kind donations such as gift cards, non-perishable food items, clothing, and hygiene products – among others.

Transfer: Publicly traded securities, such as stocks, bonds, and mutual funds, may be transferred to Chez Doris during your lifetime or in your will.

Insure: Life insurance policies may be transferred, assigned, or allocated to Chez Doris with the option to receive a tax receipt.

Bequest: A variety of assets, such as property, a percentage of your estate, and securities, may be bequeathed to Chez Doris in your will.

Share: Promote Chez Doris among your local institutions and community. Follow us on social media to increase our online presence and support our outreach efforts.

Fundraise: Participate in our fundraisers, organize a donation drive, host a special event, or sponsor a festive meal.

Volunteer: Offer your professional skills, help to maintain programs and services by organizing in-kind donations, serving meals, animating activities, driving our truck, and helping with a variety of other projects.

Perform: Sing or play an instrument for our women to help celebrate special events.

1. Volunteers from Banque Nationale, who organized our hygiene product room.
2. Volunteers from Pöyry PLC serving a special lunch.
3. J'aime MTL tour group with volunteers visiting from Texas.
4. Crooner, Matt Mardini, serenading women at our Christmas party.
5. Volunteers from Les 5 Saisons (Westmount), who served brunch for International Women's Day.



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IN THE COMMUNITY

CHEZ DORIS IS A MEMBER OF THE FOLLOWING COMMITTEES AND GROUPS:

Chez Doris acts with integrity and strives to fully understand the range of problems affecting vulnerable women, to find solutions, and advocate for the organization and its clients. Along with other organizations, Chez Doris takes part in the following committees:

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

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

Professional Development Chez Doris provided the following trainings to its staff during the fiscal year:

Kairos Blanket Exercise

Clinique Droits Devant's training on penal and criminal procedures in the criminal justice system

Excel training for our Cheque Administration caseworkers

Quebec Association of Educators workshops on: Embracing Cultural Sensitivity in Our Daily Practice, Developing A Mindfulness Practice, and Miskasowina Cree / Métis Path to finding one's place

Maison Grise's training on obsessive compulsive disorders including hoarding

Direction de la santé publique du CIUSSS's training on Substance abuse and mental health

Action Autonomie's training on the Mental Health Act and the rights of patients

The SPVM and Quebec Native Women's organization provided a presentation on investigative processes and the role of a crown prosecutor in the judicial system

1. Kim P. stone carving with a police officer on Indigenous Day.
2. Carol had never been to a Montreal Canadiens Hockey game. An anonymous donor provided tickets for Carol, and Lily, her Caseworker in the Inuit Assistance Program, to attend a live match.



COMMUNITY AND INSTITUTIONAL PARTNERS

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

Ahmadiyya Muslim Youth Association (AMYA)	Hair Project	RAPSIM
Ahmadiyya Muslim Women's Association (AMWA)	Hollander	RBC
Air Canada	Imago Theatre	Renaissance
ALDO Group	Islamic Circle of North America (ICNA) Canada	Roma Foods
Alpha Phi McGill	Lakeshore Church	Rogers
Ardène	Lapointe Rosenstein	Sacred Heart School of Montreal
Bell	LaSalle College	Selwyn House School
BMO	Le Blumenthal Restaurant	Sénégal Santé Mobile
B'nai Brith Québec	Les 5 Saisons	SeneGence®
Briarwood Presbyterian Church	L'Itinéraire	Sephora
Cedar Park United Church	Lush	Sheldon Kagan International
Chocolat-Chocolat	Maison Tess	Shoebox Project
CHOM FM	Marchand Melançon	Spector & Co.
CIBC	Matt & Nat	SPVM Station 12 and 20
CLSC Métro	McGill Chamber Orchestra	Starbucks (corner St-Catherine & Chomedey)
Community Garden des Seigneurs	McGill University	Stella
Compassionate Service Society Montreal	Medisca Pharmaceutical	Sufi House
Concordia University (Concordia LIVE centre)	Moisson Montréal	Supermarché PA
Danson Decor	Montreal Youth LVH Lion Dance Wushu Team	The Study
David's Tea	Mouvement pour mettre fin à l'itinérance	Telus
Dawson College	Musée des beaux-arts de Montréal	TVA
Dispatch Coffee	Old Brewery Mission shuttle service	Ville de Montréal
Divine Chocolatier	Omni Mount-Royal Hotel	Volunteer Bureau of Montreal
Divinart Foundation	Peter-McGill Community Council	The Church of Jesus Christ of Latter-day Saints
Espace pour la vie Montréal	Pensionnat du Saint-Nom-de-Marie	Transfiguration of our Lord Parish
Evangel Church	Pöry PLC	Université de Montréal
Exeko	Quartier Danse	West Can
Groupe Leclair	Quebec Community Groups Network	
John Abbott College	Quinn Farm	

THANK YOU TO THE FOLLOWING MAJOR INSTITUTIONAL PARTNERS

Anonymous (5)	George Hogg Family Foundation	Pharmaprix Life Foundation
Aha! Labs Inc.	Gift Funds Canada	Power Corporation of Canada
Altru Foundation Inc.	Government of Canada / Service Canada	The Rossy Foundation
Atrium Innovations	Grace Dart Foundation	Société Makivik
Averbach Family Foundation	Groupe Leclair	Tenaquip Foundation
Canada Mortgage and Housing Corporation (CMHC)	Haivision Systems Inc	The Azrieli Foundation
Centraide of Greater Montreal	Hockey Helps the Homeless	The Hay Foundation
Clever Endeavour Games	Industrial Alliance	The Holt Foundation
CN	Institute for Christian Communities	The JJL Lee Foundation
Congregation of Notre Dame – Visitation Province	Ivanhoé Cambridge	5 Days for the Homeless
Corporation des Soeurs Franciscaines	Ivonis Mazzarolo Foundation	The Rotary Club of Westmount – Welfare Fund
Emily Gussman & Peter Parkin Foundation	The Jewish Community Foundation of Montréal	The Study Student Council
Énergir – Soupe Pour Elles	Kanawaki Golf Club	The Trottier Family Foundation
Eric T. Webster Foundation	KEM Family Foundation	Unitarian Church of Montreal / John Cordner Fund
Father Dowd Foundation	KRUCO Inc.	Urban Programming for Indigenous Peoples
Fednav Limited Employee Committee	Lederman Foundation	Ville de Montréal
Fondation Marcelle et Jean Coutu	Les Soeurs de la Présentation de Marie du QC	Wawanesa Insurance
Fondation Protech	Mar-Kin Foundation	The WCPD Foundation
Fonds humanitaire des Métallos	Ministère de la Santé et des Services Sociaux PSOC	Zeller Family Foundation
Frisia Foundation	Montreal St. Patrick's Foundation	

THANK YOU TO OUR 2019 TEA TIME PLATINUM SPONSORS

Ernst & Young LLP	LaSalle College	Fondation Wicha (Haivision)
Groupe Leclair	Ivanhoé Cambridge	



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FUNDRAISING EVENTS

ANNUAL TEA TIME FUNDRAISER

Our 10th Annual Tea Time Fundraiser took place on May 5th 2019 at the Ritz-Carlton Montreal, which was hosted by CTV News broadcaster Caroline Van Vlaardingen. Close to 300 attendees were present. The event was both an occasion to raise funds for Chez Doris and was also an occasion to highlight the support of Hockey Helps the Homeless (HHTH), with guests of honour Corry Kelahear and Michael Coughlin in attendance, both of whom are Co-Chairs of the Montreal HHTH chapter. Nathalie Goulet, member of the Executive Council of the City of Montreal responsible for Social Inclusion, Sports and Recreation, the Status of Women, Homelessness and Youth, was also in attendance, and expressed, on behalf of the City, her immense support for Chez Doris' accomplishments.

Over the years, our modest Tea Time Fundraiser has grown from a small, informal fundraiser, launched by past Board President Talar Dikijian, to a highly anticipated annual event where friends, family and colleagues gather for a lovely afternoon of tea, sandwiches and sweets, all in support of Chez Doris.

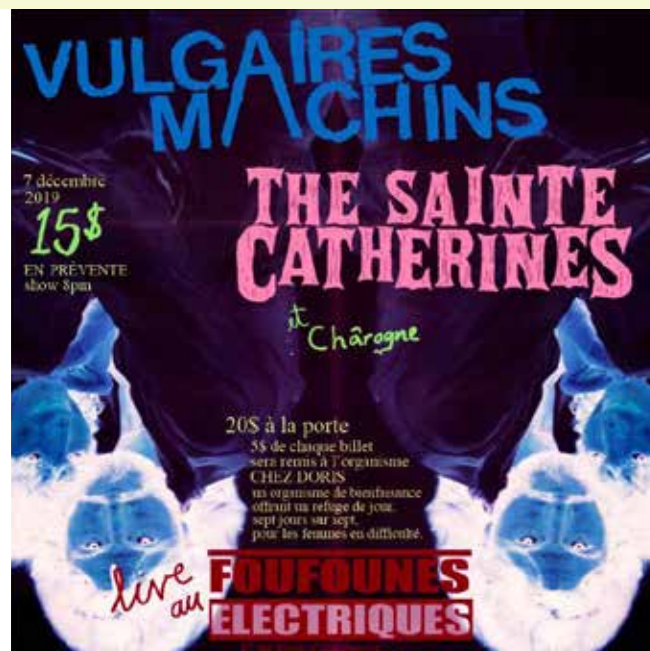
In all, the event netted \$52,427.45 through a combination of ticket sales, sponsorships, a silent auction, a raffle, and the sale of mittens made by the women of Chez Doris.

1. A table of friends at our 10th Annual Tea Time Fundraiser at the Ritz-Carlton Montréal: Carrie Havelka, Alice Lehrer, Lyn Lalonde Lazure, Christine Lennon, Margarita Gardiner, Virginia Myles, Cynthia Hyde, Margaret Yaremko Hughes and Lori Spence.

2. From left to right: Caroline Van Vlaardingen, Marina Boulos-Winton, Michael Coughlin, Carole Croteau and Corry Kelahear.

THIRD-PARTY EVENTS

Throughout the year, a great number of events were held in support of Chez Doris, for which we are extremely grateful. A third-party event is as simple as holding a bake sale at school, organizing an exercise class, holding a cocktail at one's home, donating a portion of sales or a day's commissions, holding a concert, or holding a golf tournament. Many thanks to all those who supported Chez Doris in the past year; some of whom choose Chez Doris on a yearly basis.



SUMMARY OF FINANCIAL STATEMENTS

Operating results for the year ended March 31, 2020, with corresponding figures for 2019

	2020	2019
	\$	\$
REVENUES		
Grants		
Employment and Social Development Canada - Homelessness Partnering Strategy (HPS)	138,339	133,829
Indigenous and Northern Affairs Canada - Urban Programming for Indigenous Peoples (UPIP)	51,938	37,406
CIUSSS du Centre-Sud-de-l'Île-de-Montréal - Programme Vers un chez soi	16,940	–
Canada Summer Jobs	7,967	7,177
Other federal government grants	12,871	500
MSSS - Programme de soutien aux organismes communautaires (PSOC)	327,954	314,297
Ville de Montréal	102,592	70,992
Centraide	147,795	145,795
Donations and planned gifts	625,025	643,333
Foundations and other charitable organizations	654,258	499,356
Amortization of deferred contribution related to capital assets	100,670	114,037
Events and gala	132,408	70,768
Other	44,059	30,172
	\$2,362,816	\$2,067,662

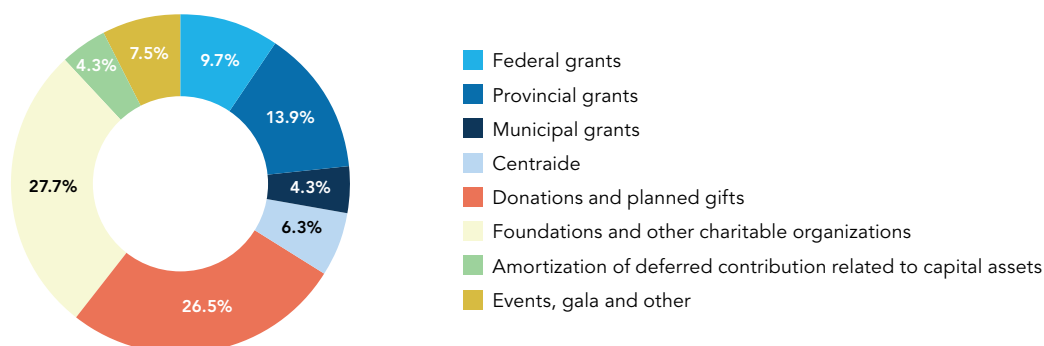
EXPENSES

Expenses related to programs	1,193,764	1,067,157
Occupancy costs	412,204	380,953
Fundraising and Communications	279,367	192,283
Administration expenses	454,464	380,837
	\$2,339,799	\$2,021,230

EXCESS OF REVENUES OVER EXPENSES

	\$23,017	\$46,432
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WHERE DOES OUR FUNDING COME FROM?



NOTES ON THE ACQUISITION OF CAPITAL ASSETS

As at March 31, 2020

	Cost at March 31, 2019	Acquisitions	Radiation	Cost at March 31, 2020
	\$	\$	\$	\$
Buildings and lands	4,452,413	337,599	-	4,790,012
Furnishings and other equipment	163,568	171,431	-	334,999
Computer equipment	40,623	19,410	-	60,033
	\$4,656,604	\$528,440	-	\$5,185,044

An amount of \$522,232 of these acquisitions was funded by grants.

As at March 31, 2020, the balance of deferred contributions related to capital assets is \$2,698,434 of which \$124,781 has not yet been spent.

NOTES ON DEFERRED CONTRIBUTIONS

As at March 31, 2020

	March 31, 2019	Contributions received in the year	Recognized as revenue in the year	March 31, 2020
	\$	\$	\$	\$
Funding for programs	70,328	837,944	(348,319)	559,953
	\$70,328	\$837,944	\$(348,319)	\$559,953
Contributions for 1430 Chomedey	1,521,490	12,900	(100,670)	1,433,720
Contributions for 1437 Chomedey	432,140	472,192	-	904,332
Contributions for 2233 Champlain	30,000	330,382	-	360,382
	\$1,983,630	\$815,474	\$(100,670)	\$2,698,434

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
(McCarthy Tétrault)



Talar Dikijian
(Distributel)



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



Dominic Guinta
(RécréoParc)



Pat Hardt
(retired RN and Psychotherapist)



Lyn Lalonde-Lazure
(HR Solutions)



Mario Lefebvre
(Bank of Canada)



Mark Shalhoub
(Broadcast Journalist)



Marina Boulos-Winton
(Executive Director, Chez Doris)

Photos courtesy: TanisSaucier.com (except: Carole Croteau, Mélanie Allaire, Michelina Lanni, Mario Lefebvre and Dominic Guinta)

BOARD OF DIRECTORS COMMITTEES

Client

Pat Hardt
Jill Hugessen

Communications

Dominic Guinta, Chair
Mark Shalhoub
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
Talar Dikijian
Pat Hardt
Sylvia Martin-Laforge

CHEZ DORIS TEAM

The success and growth of Chez Doris is possible because of our staff's dedication 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

Hai-Wei Chen, Bookkeeper

Natalie Côté, Manager of Projects and Support Services

Leah Peck, Volunteer and Community Outreach Coordinator

Suse Gomes, Administration and Fundraising Assistant

INTERVENTION:

Allison Lemieux, Floor Team Leader

Felicia Katsouros, Intake Worker

Alannah Gibson, Caseworker

Lilly Nicole, Caseworker, Inuit Assistance Program

Maude Giguère, Weekend Team Leader and Weekday Caseworker

Clara Seidenberg, Weekend and Weekday Caseworker

FINANCIAL ADMINISTRATION PROGRAM:

Brittany Hall, Caseworker

Christina Little, Team Leader and Caseworker

Breana Prince-Harris, Caseworker for Indigenous Clientele in the Housing Program

Joy Sarpomah, Caseworker

INDIGENOUS HOUSING PROGRAM:

Kim Delisle, Caseworker

Marie-Hélène Landry, Caseworker

KITCHEN:

Camellia Perry, Head Chef, Kitchen

Felicia Pope, Kitchen Assistant

Pearlina Pope, Weekend Kitchen Assistant

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 following students who provided ongoing support and services to our clientele:

McGill University

Ingram School of Nursing

Allyana Cunanan

Mackenzie Akeson

Ioana Alexandra Movila

Valerie Houle

Whitney Jeanty

Yuxin Liu

Maha Maaroufi

Faculty of Law

Perla Garcia-Camacho

Faculty of Medicine, Department of Psychiatry

Dr. Nima Mahiddi

School of Social Work

Charlotte Beaulieu

School of Human Nutrition

Solene Limongi

Concordia University

Art Education

Venera Genova

Katelyn Kapp

Sabrina Louie

Brooke Shelford

Human Sciences-Human Relations

Jessie Sbragia

Bernadette Bideri

Université de Montréal

Baccalauréat en sciences infirmières

Cynthia Uwonkunda

Baccalauréat en psychoéducation

Marianne Thibault

Université du Québec en Outaouais

Baccalauréat en Science infirmière

Andline Jean

Mélissa Seurin

John Abbott College

Youth and Adult Correctional Intervention

Victoria Abidi

Cégep Marie-Victorin

Techniques de travail social

Marie Morin

Dawson College

Social Service program

Victoria Kelly Therrien

Morgan Savard

Echo Jiang

Community Recreation and Leadership Training

Asaëlle Lévi Alvarès

Collège Ahuntsic

Intervention en délinquance

Enya Pagé

