



AND COUNTING

2021/2022 Annual Report



TABLE OF CONTENTS

Mission and History	3
Message from the President and Executive Director	4
45 Year Timeline and New Sites for 2022	6
Numbers at a Glance	10
Frontline Essential Services	12
Housing Program	14
Financial Administration Program	18
Inuit and Indigenous Programs	19
Socio-Recreational Programs	20
Our Volunteers	22
In the Community	23
<i>Chez Doris, Day and Night</i> Major Campaign	24
Our Community and Institutional Partners	27
Summary of Financial Statements	28
Board of Directors and Committees	30
Our Team	31
Get involved	32

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MISSION AND HISTORY

CHEZ DORIS: 45 Years and Counting

In the 1970s a woman by the name of Doris was one of a growing number of destitute women struggling to survive life on the streets. A local community worker began interviewing women on the streets of Montreal to understand their most pressing needs. When Doris was asked what help she felt would most benefit women living in her situation, she replied: "A place to go without prying eyes and too many questions." Shortly after interviewing Doris, on November 2, 1974, Doris was brutally raped, tortured, and murdered. This led to the founding of Chez Doris in 1977. Today, her framed picture hangs at the front entrance of our day shelter and serves as a reminder that women still need a safe haven just like Doris did.

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, more than a thousand vulnerable women come to Chez Doris to find a safe haven and are met with a spirit of inclusion and respect. To this day, women, more than ever, need Chez Doris.

MISSION

We respond to the needs of women in precarious circumstances by offering a broad range of services in a safe, caring, and nonjudgmental environment, so that every woman may reach her full potential.

VISION

Our vision is for all vulnerable or homeless women in our city to feel safe, be treated with dignity, and have opportunities to thrive.

VALUES

We pride ourselves on offering every woman who passes through our doors a welcoming, secure, inclusive, confidential, respectful, supportive, and helpful environment.

MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

This year marks 45 years since Chez Doris was founded, when a group of compassionate citizens, concerned by the lack of resources available for vulnerable women, banded together to create the safe haven known as Chez Doris.

Throughout our last forty-five years, the number of homeless and vulnerable women turning to us for help, sustenance, a shower, or a listening ear has never ceased to grow. From our humble beginnings in a small, rented space to now being in the midst of a major expansion and becoming a 24-hour resource, Chez Doris has become an anchor to its clientele and to the community at large, providing services where they are lacking, and finding creative solutions to address and help prevent female homelessness.

During the last fiscal year, our incredible team of employees, interns and volunteers rose to the occasion, adapting and even innovating under stringent pandemic protocols. However, space limitations and social distancing requirements forced us to limit our drop-in services for a second pandemic year to those most in need, the homeless, which has had a direct impact on our staff as up to 60% of the homeless women who come to Chez Doris are chronically or episodically homeless, have psychiatric problems and are not autonomous. To address the rise in clients turning to us for help with severe mental health and addiction problems, we will shortly hire a qualified clinical supervisor who will work with our caseworkers and optimize the help offered to the women we serve.

Prior to the pandemic, our operating budget was \$2.338 million with 26 employees, and by 2020-21 given the pandemic, it increased to \$3.723 million. In 2021-2022, our operating budget was close to \$6.3 million as we became a 24-hour service year-round, which included operating a temporary women's night shelter from a hotel, expanding our housing search and support services and cleaning around the clock to keep COVID-19 at bay. In 2022-23, our operating budget is approximately \$7.7 million with 75 employees with the launch of four locations over the course of the year.

Two of these new locations, our emergency night shelter and our residence on De Champlain Street, will see the light of day later this year thanks to numerous partners and donors who financially supported these expansion plans. We thank all our donors profoundly and wish to highlight the exceptional campaign contributions made by the Marcelle & Jean Coutu Foundation, The Azrieli Foundation, The Doggone Foundation and The Hewitt Foundation as well as exceptional contributions of our public sector partners which are the Ville de Montréal, The Canada Mortgage and Housing Corporation, and the Société d'habitation et de développement de Montréal. A heartfelt thank you to all our volunteer campaign cabinet members who made our Chez Doris, Day and Night Major Campaign a success, in particular our campaign co-chairs, Elizabeth Wirth and François Carrier. We thank all our compassionate friends, donors, volunteers, and staff who enable Chez Doris to pursue its mission and who continue to care.



Marina Boulos-Winton
Executive Director

Carole Croteau
President



CHEZ DORIS: 45 YEARS AND COUNTING



1975

Concerned citizens representing community groups, social agencies and religious groups formed a committee. Their research found that, city-wide, there were 656 beds for homeless men while only 68 beds were available for women. Not only was there a shocking shortage of facilities for homeless women, but there was also no help available for transient women with additional challenges, such as those facing mental health challenges. The group decided to seek grants to launch a day centre.



1977

The Chez Doris Women's Shelter Foundation was officially incorporated, and it obtained its charitable status. The first grant obtained by Chez Doris, for \$20,400, paid for a one-year lease at 769 de la Montagne Street to be used as a day centre. In that one year, more than 100 women were helped.



1978

Thanks to a second larger federal grant, Chez Doris moved to bigger premises on St. Antoine, but in June 1980 disaster struck, and the building burnt to the ground. The Board found a new location at the corner of Towers Street and de Maisonneuve Boulevard.



1986

A mortgage was obtained to purchase a house located at 2196 de Maisonneuve Blvd. close to the old Forum. By summer of 1989, thanks to a capital campaign, the mortgage was fully paid.



1994

By this time Chez Doris was lacking space on de Maisonneuve and a new and larger location was purchased at 1430 Chomedey Street - Chez Doris' current location.



2004

Thanks to a federal grant, Chez Doris extended its building to provide for the continually increasing number of destitute women seeking help as well as to have space to implement more programs and services.



2018

Chez Doris received a major donation of \$1 million from the late Carole and Andrew Harper for the purchase of a building to serve as a night shelter for homeless women. That same year, the *Société d'habitation et de développement de Montréal* agreed to build a permanent residence for Chez Doris's homeless clientele with 26 affordable studios, which Chez Doris would manage.



2020

The pandemic took hold, and despite this, Chez Doris launched a \$15 million major campaign for its expansion projects to respond to the growing needs of homeless women. As of December 2020, Chez Doris became a 24/7 service and quickly adapted its services to include operating a temporary women's night shelter from a hotel.



2022

Since becoming a 24/7 service, as of March 31, 2022, 16,526 overnight stays were offered to homeless women primarily at a hotel and close to 200 homeless women and children found housing in the private sector through our expanded Housing Search and Support Program.

NEW SITES AND SERVICES FOR 2022-2023

Looking at our statistics, from April 2017 to March 2020, the average number of women coming to Chez Doris daily, grew by 20% and the number of women asking for showers and emergency clothing doubled. This is first-hand evidence of the rise of homelessness as more than 95% of the women who ask for these services are homeless. Pre-pandemic, depending on the time of year, approximately 798 to 1,022 emergency shelter beds were available for the homeless in Montreal, but only 10-14% of those beds were allocated for women. Compelled to respond to the increase in homeless women with nowhere to go at night and the lack of affordable housing, we undertook the groundwork for the following projects during 2020-2022 to be launched in the next fiscal year:

HEALTH AND SOCIAL SERVICES CENTRE AT 1455 LAMBERT-CLOSSE STREET:

Due to the overwhelming number of homeless women requiring our services and facing a lack of space due in part to social distancing measures, Chez Doris is set to rent an additional 3,620 square feet of office space at 1445 Lambert-Closse to make more room available at the day shelter for the homeless women requiring our services. From this location, we will provide health and mental health services, including socio-recreational activities, our Financial Administration Program and our Housing Search and Support services.

EMERGENCY NIGHT SHELTER AT 1437 CHOMEDEY STREET

Chez Doris' emergency overnight shelter will offer a secure environment with comfortable beds for homeless and vulnerable women in crisis situations to ensure they have a safe place to sleep at night. The shelter will have 24 beds, shower and laundry facilities, a sobering room, a counselling room as well as a dining room, kitchenette, and common room. Upon completion, the new overnight emergency shelter will benefit women referred by our day centre as well as those referred by other shelters and correctional facilities, and women brought in by police escort.



RESIDENCE AT 2233 DE CHAMPLAIN STREET

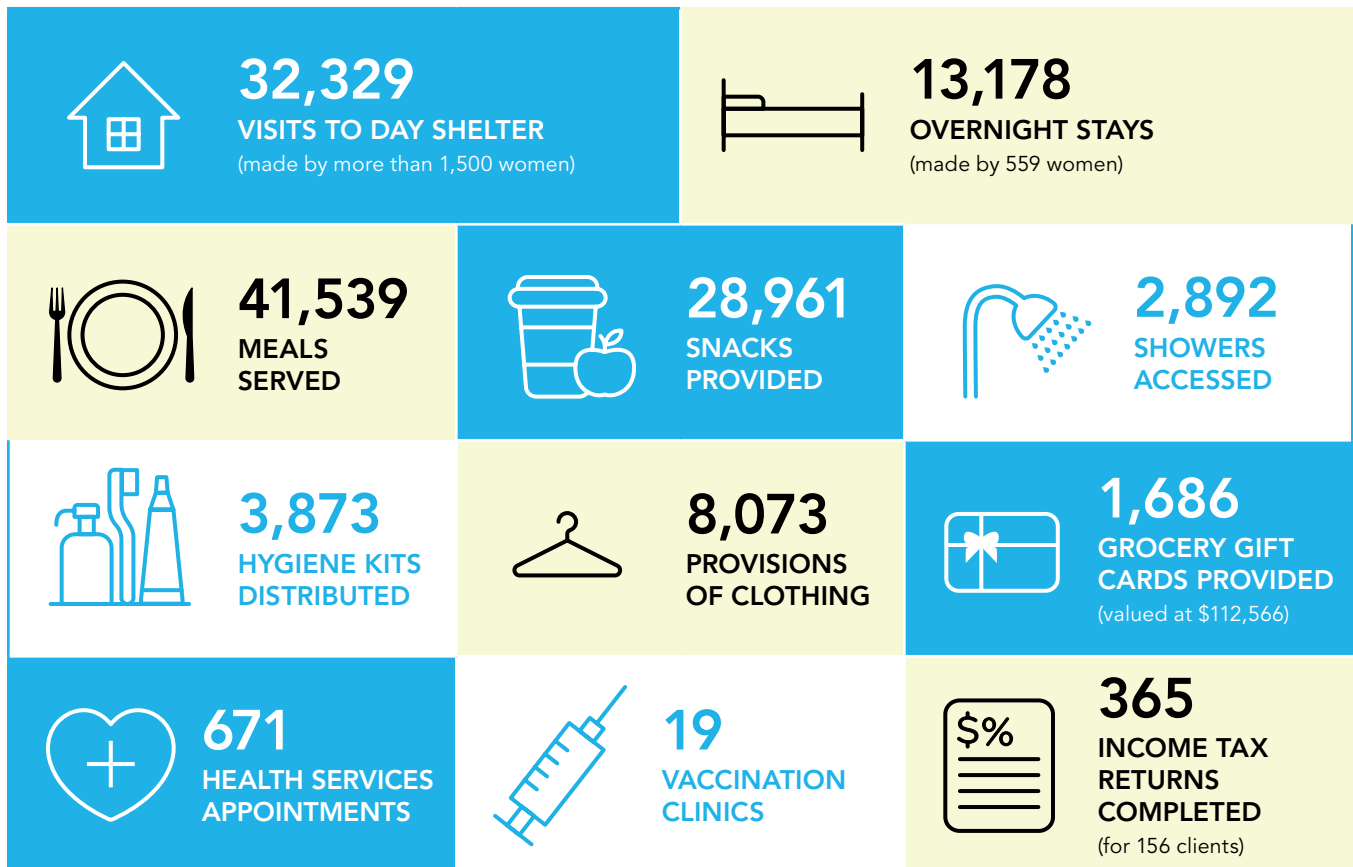
Chez Doris and the *Société d'habitation et de développement de Montréal* (SHDM) have partnered to launch a permanent residence with affordable studio units. The residence, located near La Fontaine Park, will provide 26 studio apartments for vulnerable women. In addition to managing the building, Chez Doris will select the tenants and will provide support services. Nineteen tenants will be eligible for rental subsidies through the *Office municipal d'habitation de Montréal* (OMHM), and their rent will be set at a maximum of 25% of their income.

RESIDENCE AT 1565-75 SAINT-ANDRÉ STREET

An opportunity presented itself in the fall of 2020 to purchase and renovate a former auberge thanks to funding from the Canada Mortgage and Housing Corporation (CMHC) and thanks to a generous private donation to be announced soon. This residence will provide housing for an additional 20 vulnerable and/or formerly homeless women, offering individual rooms with bathrooms along with common areas including shared kitchens in a safe and secure building in The Village. All twenty tenants will be eligible for rental subsidies through the OMHM, and their rent will be set at a maximum of 25% of their income.

NUMBERS AT A GLANCE*

We collect user statistics for our services to improve operations, forecast needs, evaluate the success of programs, etc. Day hours are 8:30 am to 3:00 pm, evening hours are 3:00 pm to 9:00 pm. Our emergency overnight shelter services operate from 9:00 pm to 8:30 am. Statistics below and throughout this annual report cover the period from April 1, 2021, to March 31, 2022, unless otherwise indicated.



* Please note: Due to major construction at 1430 Chomedey between November 10, 2021, and December 14, 2021, frontline services were redirected to the hotel for 40 clients and the day shelter remained open as a warming centre. The day shelter also closed from January 12 to 18, inclusively, due to remarkably high Covid-19 cases. Our services were diverted again to the hotel where we served 40 clients and our centre remained open as a warming station. These situations affected our ability to offer hot meals, showers, hygiene kits, emergency clothing and laundry services.



FRONTLINE ESSENTIAL SERVICES

Chez Doris offers essential services to all women in need including access to basic necessities like food, clothing, and a place to shower. Once their primary needs are met, clients are encouraged to access a range of programs and services established to help them reach their full potential. During the pandemic, given the health-protocol restrictions in place, essential services at the day shelter were restricted for our most vulnerable clientele, those who are homeless, as no more than 40 women at a time could be at the day shelter during the period of strict social distancing.

TEMPORARY EMERGENCY NIGHT SHELTER

Before the pandemic, 20 to 30% of our clientele were homeless while 50% had experienced homelessness in the past. Currently, more than 60% of our clientele are homeless. The pandemic exposed how widespread homelessness really is when accessible places to conceal one's predicament suddenly became scarce. Exacerbating the problem is the recent sharp rise in rents, the corresponding lack of affordable housing, violence towards women both at home and on the street and an increasing number of women with mental health problems turning to us for help. In December 2020, Chez Doris' operating hours were extended, and services became 24/7; a dinner service was added as well as an emergency night shelter which operated from a hotel with a block of 40 rooms. In the span of one year, the hotel provided:

13,178 overnight stays*

559 different women helped

139 women were new to Chez Doris

118 external referrals
(from other resources such as shelters and the police)

366 overnight stays made by Indigenous women

**In 682 instances women had to be refused due to a lack of space*

MEALS

In 2021-2022 Chez Doris provided access to three nutritionally balanced meals a day. In total, and with the help of volunteers, our kitchen team prepared and served **41,539 meals and 28,961 snacks** as follows:

12,921 breakfasts

14,621 lunches

13,997 suppers

28,961 snacks

MONTHLY GROCERY ASSISTANCE

With reduced capacity due to pandemic protocols, meeting the basic nutritional needs of our clients who could not come in person to benefit from a healthy meal on-site meant that Chez Doris needed to get food to them. We implemented the distribution of gift cards to replace monthly food bags, thus freeing up limited volunteer resources and limited pantry and fridge space at the day shelter. Accessible to homeless clients as well as housed clients, our Monthly Grocery Assistance Program is one of our most popular programs. With food costs rising, this program plays a vital role in reducing food insecurity for our clients and their children and has also had a remarkably positive effect on the mental and physical health of clients enrolled in the program. It allows them to not only shop in a dignified and independent manner, but also provides access to healthy food choices that consider dietary and cultural preferences (i.e., vegetarian, vegan, kosher, halal, etc.). In all, 1,686 grocery gift cards were distributed, valued at \$112,566.



"I HAVE BEEN COMING TO CHEZ DORIS ON AND OFF FOR TWENTY YEARS. I WASN'T BORN IN MONTREAL, BUT I WAS RAISED HERE. MY FRIEND WHO HAS LONG PASSED AWAY INTRODUCED ME TO CHEZ DORIS AND THAT'S HOW I KNOW THAT I HAVE BEEN COMING HERE FOR SO LONG. I STARTED TO COME WITH MY FRIEND TO EAT AND SPEND TIME WITH OTHER PEOPLE BECAUSE I LIVE ALONE. I EVEN STARTED VOLUNTEERING AT AN ANIMAL SHELTER AFTER A CHEZ DORIS WORKER REFERRED ME TO ONE. OVER THE YEARS I HAVE BEEN HELPING WITH THE MITTEN PROJECT AND REALLY LOVE THE SEWING AND ART ACTIVITIES CHEZ DORIS HAS. THE WORKERS HELPED ME THROUGH SOME PERSONAL DIFFICULTIES BY LISTENING TO ME AND GIVING ADVICE. SINCE I CAN'T EAT AT CHEZ DORIS ANYMORE BECAUSE OF COVID, I AM ON THE MONTHLY GROCERY GIFT CARD LIST WHICH HELPS WITH MY FOOD NEEDS. I LIKE THAT I CAN ALWAYS COUNT ON CHEZ DORIS TO HELP ME WITH WHATEVER I MIGHT NEED."

– Maureen Adams



PERSONAL HYGIENE AND EMERGENCY CLOTHING

Women experiencing homelessness turn to Chez Doris to access basic hygiene products, use our shower facilities, and access our clothing room. In the past year we distributed or provided access to the following:

3,873 hygiene kits

7,285 emergency clothing kits

788 clothing room visits

2,892 showers

324 loads of laundry for homeless women



HEALTH AND WELLNESS SERVICES

In total, 778 appointments were accessed through our medical clinic, which is recognized by the *Collège des médecins du Québec*, most of which were facilitated by volunteers, for clients with or without RAMQ cards. The number of appointments with the following specialists were provided:

WITH A FAMILY DOCTOR	76
WITH A PSYCHIATRIST	42
WITH NURSES	195
WITH A PSYCHOTHERAPIST OR PSYCHOLOGIST	24
WITH AN ART THERAPIST	107
WITH A FOOT-CARE SPECIALIST	234
WITH AN OPTOMETRIST THROUGH OUR MOBILE EYE CLINIC	42
WITH A MASSAGE THERAPIST	19
WITH A REIKI PRACTITIONER	28
WITH A DENTAL HYGIENIST	8
WITH A PHYSIOTHERAPIST	3

During the pandemic, COVID testing and vaccines were offered:

17 COVID testing clinics

19 vaccine clinics provided 153 vaccines.

HOUSING SEARCH AND SUPPORT PROGRAM

Women who use the services of Chez Doris often face major obstacles when looking for housing. Mental health issues, addictions, trauma, and marginalization are just some of the challenges they face. In addition, aggravating factors such as the increase in the price of rents in the private market and discrimination at the hands of landlords make finding housing difficult for our clientele. Established in November 2020, thanks to public and private funding, our Housing Program is comprised of eight employees, including a Coordinator, who work with clients in need of housing, find landlords who trust Chez Doris, and ultimately enable clients enrolled in the program to live in adequate housing. Our caseworkers are responsible for their clients' integration and ensure that they maintain their housing. In order to achieve this, mediation services are offered with landlords, collection agents and youth protection services. In addition, team members help clients learn skills useful in their daily lives such as shopping and cleaning. They also offer home visits and support for banking, medical, legal and other matters and put women in touch with additional appropriate community resources as needed. Finally, the workers provide psychosocial support for a period of one year, which is renewable if necessary. In 2021-2022, the housing program housed 55 women and 47 children according to the following five sub-programs:

THE HOUSING SEARCH AND SUPPORT PROGRAM IS COMPRISED OF FIVE CATEGORIES, AS FOLLOWS:

1. Reaching Home, Indigenous Housing Program: This program helps chronically or episodically homeless Indigenous women and their children. Women enrolled in the program receive a one-time budget to pay for moving costs, as well as the cost of furniture, small appliances, cleaning products and supplies, thanks to funding from Service Canada and Vers un chez-soi/COVID-19 funds. A monthly budget dedicated to groceries is also granted thanks in part to the Trottier Family Foundation and The Montreal Indigenous Community NETWORK. Since the start of the program in June 2015, Chez Doris has housed 86 Indigenous women and 73 children.

The following was accomplished:

16 leases signed with a total of 15 children
58 accompaniments
65 home visits
20 referrals to other services
111 hours of active listening
4 cases successfully closed due to housing stability
5 cases closed due to return to respective communities
301 monthly grocery gift cards provided

2. Rapid Rehousing Program: This program was funded as of November 2020 with a consortium of non-recurring COVID relief funds. Between November 1, 2020, to March 31, 2022, our caseworkers housed 45 women and 27 children. Financial help was also provided for furniture, small appliances, household products and cleaning products.

The following was accomplished:

15 leases were signed with a total of 14 children
30 accompaniments
35 home visits
33 referrals to other services
76 hours of active listening
8 out of 34 cases were successfully closed due to housing stability



TESTIMONIAL

Marie experienced homelessness for the first time in her life at the age of 60. She had been living with her aunt who was suffering from dementia, until her illness deteriorated rapidly. Her aunt then moved to a seniors' home and as a result, Marie had nowhere to live. Marie was left homeless and had to live in various hotels and shelters. She obtained an apartment through the Office municipal d'habitation de Montréal (OMHM) but was unable to keep it because mould had spread into the apartment forcing Marie to leave. Marie arrived at Chez Doris in December 2021, hoping to receive support and accommodation. Suffering from several chronic illnesses including depression, Marie sought stability and security. It was a friend who recommended the services of Chez Doris to her. Marie used the overnight accommodation services offered by our organization for three months until a caseworker in our Housing Search and Support Program found her an apartment. During the difficult time while she was homeless, she was able to receive clothes, eat three meals a day and was able to receive meaningful support. For Marie, our night services were a godsend and the help she received was beyond her expectations. The housing team allowed Marie to make a smooth transition into her new apartment and helped her obtain psychosocial support appropriate to her needs. Marie is currently settling into her new home and would like to give back to Chez Doris by volunteering.



TESTIMONIAL

Madrid is a 36-year-old single mother of a 6-month-old baby. Madrid found herself isolated and in a precarious situation lacking the resources to find adequate housing for herself and her baby. Following her request for services from Chez Doris, a Caseworker began looking for an apartment with two bedrooms for Madrid and her daughter. A lease was signed a month later. Chez Doris accompanied Madrid for her move by providing furniture, household products, as well as a stove and a fridge, which greatly helped her in settling into her new apartment. Her new accommodations and regular monitoring by her caseworker enabled Madrid to achieve housing stability, improve her quality of life, and to create a healthier environment to raise her child in. Chez Doris also helped Madrid find a daycare for her daughter, so that she may complete her Secondary 5 education at James Lyng Adult Education School, and to later obtain a diploma in tourism to be able to find a decent job. Thanks to a private donor, Chez Doris paid for her school fees, school supplies and bus pass to facilitate her integration and promote her chances for success.



3. Programme Supplément au loyer (PSL): In collaboration with the *Office municipal d'habitation de Montréal* (OMHM), the PSL is a rent supplement program which helps low-income households live in private-sector rental dwellings or dwellings belonging to housing cooperatives or non-profit organizations, and to pay a rent similar to that for low-rental housing (i.e., rent equal to 25% of their income). The OMHM assumes the difference between the renter's share and the total rent specified in the lease. Chez Doris was offered 30 PSL spots for clients in 2020-21. Of these, 24 PSL housing subsidies were used and 6 were carried over to this fiscal year. In addition, 15 more PSL housing subsidies were offered in January 2022. To date, 33 leases have been signed (with a total of 11 children) out of 45. All eligible applicants were homeless women who lived below the poverty line, are Canadian citizens or permanent residents and became up to date in filing their income taxes. Each client housed through this program also receives a one-time budget to help with moving, furniture, household and cleaning supplies, and starter groceries.

The following was accomplished:

86 applications

61 admissible women

9 signed leases with 5 children

146 accompaniments

283 home visits

232 hours of active listening

57 referrals to other services

8 out of 33 cases successfully closed due to housing stability

4. Private Housing Program: This new program began in early 2022 thanks to funding from the Azrieli Foundation, the Léger Family Foundation and the Fondation Jacques et Michel Auger; all services and program staff are privately funded including the hiring of a caseworker for housing search and support services. Each client successfully placed in housing receives a one-time budget to help with moving, furniture, household and cleaning supplies, and groceries. Women best suited to this program are those who are hard to house including those not eligible for the PSL program, social housing, or those whose circumstances do not allow them to wait on a long waiting list.

The following was accomplished:

86 applications received

5 women were accepted to the program

5 leases were signed with 7 children

24 accompaniments were provided

11 home visits were made

33 hours of active listening were provided



5. Furniture Donation Program: This program was created when there were no grants left to purchase furniture. The caseworkers help find apartments in the private market and pick up donations of furniture for clients' apartments. Thanks to a \$2,500 donation of gift cards, each woman received \$250 in Walmart gift cards to purchase odds and ends needed.

The following was accomplished:

10 leases were signed with 6 children

FINANCIAL ADMINISTRATION PROGRAM

Our Financial Administration Program offers financial services and psychosocial support to our clients. Chez Doris receives the financial assistance cheques (disability, welfare, old age pension, etc.) of each woman registered in this voluntary program designed to assist participants to better manage their money. An assigned caseworker works with each woman to create a monthly budget, pay bills, and manage any extra money left over. The program is comprised of four caseworkers who, in the last year, managed the finances of 91 clients whose combined incomes totaled \$847,724.60.

SOURCE OF INCOME FOR THE WOMEN ENROLLED IN THE PROGRAM:

DISABILITY	44
WELFARE	30
OLD AGE SECURITY	16
CNESST	1

The following was accomplished:

6 referrals received from other Chez Doris caseworkers as well as outside agencies

13 applications processed for unclaimed government benefits

149 home visits and accompaniments

145 home deliveries of weekly spending money made by volunteers

56 accompaniments to appointments

4 banking accounts opened

9 clients who successfully paid off debts

5 clients who went back to school or work

3 clients who graduated from the program

6 clients who were let go from the program



CLIENT PROFILE FOR THE FINANCIAL ADMINISTRATION PROGRAM

Nancy is a new client, and at age 49 she had not had a fixed address for 25 years. She was referred to our Financial Administration Program by a street worker from a collaborating organization. She had no support network and had struggled with substance use since she was a teenager. In addition, she suffered from HIV and fibromyalgia. Nancy reached out to Chez Doris because she needed to join a program to help her with her finances to secure a studio apartment at Habitation des Femmes. Being accepted to our Financial Administration Program was a prerequisite to being granted her lease. Nancy has remained successfully housed since November, thanks to her enrollment in our program, which is an incredible accomplishment for someone who has been chronically homeless for most of her adult life.

INUIT AND INDIGENOUS PROGRAMS

Chez Doris aims to create a supportive and culturally welcoming environment for Indigenous and Inuit women in Montreal. Along with meeting their basic needs we provide support for any medical, judicial, and housing needs that they may have. Caseworkers also provide relevant programming to support their emotional and spiritual wellbeing and to maintain a connection to their cultural heritage. For example, the following activities took place:

Collaboration with Atikuss - Beading Program

Since April 2017, Chez Doris has had a partnership with Josée Leblanc, the owner of Atikuss, an Indigenous footwear company located in Sept-Îles. Atikuss implemented a fair-trade commerce for Indigenous footwear, and they provide Chez Doris with leather, beads and additional supplies and offer the participating women a fair wage for their beading embroideries that are sewn onto moccasins, boots and mukluks. This beading program provides the Indigenous women of Chez Doris with the opportunity to share their artisanal skills and increase their financial security while preserving their ancestral culture. To date, 13 women have benefitted from this program and more than \$20,000 has been generated in wages for their benefit.



Inuit Women's retreat and Inuit Women's Lives Matter Event in Cabot Square

In November 2021 a small group of Inuit women took part in a four-day retreat where they spoke openly and honestly about their experiences of generational trauma, violence against Indigenous women, child apprehensions, and police brutality. Fresh from their return from the retreat, and joined by others, the women gathered in the rain in Cabot Square on Friday, November 12th to commemorate Indigenous women lost, standing proudly together, and expressing with urgency that the premature deaths of Indigenous women needed to stop.

SOCIO-RECREATIONAL PROGRAMS

2,467 participants attended the following in-person activities

Haircuts	65 appointments
Bingo	119 sessions
Salsa	19 participants
Kinetic exercise	10 participations
Mittens project	191 participations
Printmaking	20 participants
Manicures	65 sessions
Yoga	13 classes
Collective kitchen	8 workshops
Henna hand-art	28 sessions
Concerts	36 participants
Clothing give-aways	138 participants

SPECIAL MEALS: AS PART OF OUR SOCIO-RECREATIONAL PROGRAMMING, THROUGHOUT THE COURSE OF THE LAST YEAR:

TOTAL SPECIAL MEALS SERVED **1,374**

CHRISTMAS PARTY CELEBRATIONS **145 TURKEY MEALS**

BBQS **54 MEALS**

SUMMER BARBECUES

Weekly barbecues were held in the courtyard at Chez Doris every Tuesday during the summer months. Volunteers prepared and served the food. In total, 54 barbecue meals were served during the summer.

AGORA CONCERT

The Orchestre de l'Agora is a dynamic musical collective featuring professional musicians who are dedicated to serving their community by sharing their talents. Their mission is to "Change the world, one note at a time". On August 28, 2021, this social orchestra gave a memorable performance in the shelter's outdoor courtyard. At the request of clients, and to their delight, they played classical renditions of pop songs, adaptations of film scores and even tango tunes. The women loved this concert and several even ventured a few dance steps.





MAJOR GIVEAWAYS

In addition to our regularly scheduled distribution of donated goods – four major distribution campaigns, or “Major Giveaways” for housed women took place at the shelter during the year 2021-2022:

- **APRIL 12, 2021**

The Welcome Collective: 27 clients accessed clothing, children's items, and non-perishable food.

- **MAY 18, 2021 (PART 1) / JUNE 9 (PART 2)**

Spring distribution: total of 66 clients accessed food, Urbanology donated clothing, L'Intervalle shoes and Nuknuuk slippers.

- **OCTOBER 28, 2021**

Fall Donations: 55 clients accessed clothing, boots, jackets and vests, umbrellas, makeup, and jewellery.

OUR VOLUNTEERS

Total number of individual volunteers	179
Total number of volunteer groups	20
Total number of volunteer hours	7,533

It is thanks to the dedication, generosity, and multiple skills of our volunteers that Chez Doris has been able to offer many diversified services over the past year. By giving of their time and knowledge, these big-hearted heroes have made a real difference in the daily lives of hundreds of women.

Volunteer groups that we worked with:

Ahmadiyya Muslim Youth Association (AMYA)
Ahmadiyya Muslim Women's Association (AMWA)
B'nai B'rith Québec
Charistas Fund
Church of Jesus Christ of Latter-Day Saints (LDS)
Cocaine Anonymous
Congrégation de Shaar Hashomayim
Dawson College
International Federation of Medical Student Associations (IFMSA)
Lincoln Apartment Bakery
Sassy's Sweets
Salon Freyja
Lions Club
Marianopolis
Medlife
Studio PM
Summit School
Team Bread and Beyond
Women Creating Ties





IN THE COMMUNITY

Chez Doris acts with integrity and strives to fully understand problems affecting vulnerable women, find concrete solutions, and advocate for the organization and its clients. Along with other organizations, Chez Doris takes part in the following committees and initiatives to share news, discuss emerging challenges, and find solutions:

Cabot Square Urban Safety Committee

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 des Services d'hébergement d'urgence du CIUSSS du Centre-Sud-de l'Île-de-Montréal

Montreal Indigenous Community NETWORK

Mouvement pour mettre fin à l'itinérance à Montréal

Peter-McGill Community Council

Réseau d'aide aux personnes seules et itinérantes de Montréal

SPVM-Indigenous Vigil Committee

Table de concertation du quartier des Grands Jardins

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 à Montréal

Frontline Workers for Safer Communities

Research Committee Achieving Sustainable Housing for Women and Families Leaving Sheltered Living led by Logifem/McGill University



CHEZ DORIS, DAY AND NIGHT MAJOR FUNDRAISING CAMPAIGN

In 2020, Chez Doris launched its major fundraising campaign - **Chez Doris, Day and Night** - with a financial objective of \$15 million dollars (\$10 million from the private sector and \$5 million from the public sector). In the last year, the campaign goal was reached. Campaign funds were raised for construction and renovation costs as well as for the first five years of operations for our new permanent residence for vulnerable women on De Champlain Street and for our new permanent overnight emergency shelter for homeless women on Chomedey Street.

A Special Thank You to our Major Campaign Team

Campaign Co-Chairs:

Elizabeth Wirth and François Carrier

Campaign Cabinet Members

Johanne Berry, C.M., Manon Chevalier, Carole Croteau, Susan Doherty, Dr. Rose Goldstein, François Lamoureux, François Morin, Lucy Riddell, Marie-Christine Tremblay, Colleen Wicha.

Honorary Campaign Committee Members

Sharon Azrieli, C.Q.; D.Mus., Suzanne Fortier, O.C., Sharon Johnston, C.C., Dr. Deborah Josephson & Peter Letko, Guylaine Leduc & Claude Mongeau, Sheila Martin, Mila Mulroney, Rita Novalinga, Louise Penny, C.M.; O.Q., Louise Roy, O.C.; O.Q., Emmelle Segal, Manon Vennat, C.M., Ellen Wallace & David Laidley.

Campaign Consultants

Lynn Perkins and Corinne Cadou of BNP Philanthropic Performance



A Special Thank You to all our Major Campaign Donors

Exceptional Gifts (\$1,000,000 and above)

Fondation Marcelle & Jean Coutu
The Azrieli Foundation
The Doggone Foundation
The Hewitt Foundation

Leadership Gifts (\$500,000 to \$999,999)

Elizabeth Wirth
J. W. McConnell Foundation
The Rossy Family Foundation

Major Gifts (\$100,000 - \$499,999)

Birks Family Foundation
Carole & Andy Harper Charitable Foundation
CN Employees' and Pensioners' Community Fund
David Baazov Family Foundation
Drummond Foundation
Eric T. Webster Foundation
Fondation Famille Léger
Fondation J.A. DeSève
Fondation Jacques & Michel Auger
Leclair Family Foundation
Mongeau Family Foundation
Montreal Saint Patrick's Foundation
National Bank
Power Corporation of Canada
R. Howard Webster Foundation
Sharon Azrieli
Scotiabank
TD Bank Group

Important Gifts (\$25,000 - \$99,999)

Anonymous (4)
Bell Media
Caisse de dépôt et placement
CBC
Colleen & Mirko Wicha
David Laidley & Ellen Wallace
Debbie Josephson & Peter Letko
Gisèle Molgat & Pierre Laurin
Groupe Context Inc.
Industrial Alliance
Joan Ivory
La Presse
Marie-Christine Tremblay & Jacques Marchand
POSTMEDIA
Télé-Québec
The Cole Foundation
The Echo Foundation
The Hay Foundation
The Westmount Independent
Quebecor
WCPD Foundation

Special Gifts (\$5,000 - \$24,999)

Andrew Sharp
Anne-Marie & Mitch Garber Family Foundation
Balevi Family Foundation
Barbara & Neil Hindle
Ethel Groffier
Fasken Martineau LLP
FlatCat Fund at the Foundation of Greater Montreal
François Carrier
FNX-INNOV
Fondation Jeanne Wojas & Robert Chevrier
Helgi Soutar
Henry & Berenice Kaufmann Foundation
Jean Aucoin Fund
Jill Hugessen
Johanne de Champlain & Richard Wilson Fonds de bienfaisance
Jonathan & Susan Wener Foundation
Lallemant
Laurent Ferreira & Leslie Silver Fund
Leonard Sanders Family Foundation
Les Entreprises Cloutier & Gagnon (1988) Ltee
Lucy Riddell
Marina Boulos & Grant Winton
Micheline Brunelle
Miguel Mesquita
Mila Mulrone and the right honourable Brian Mulrone
Osler, Hoskin & Harcourt LLP
Pembroke Private Wealth Management Ltd.
Rick Dubrovsky
Rose Goldstein & Mark Hardy
Royal Bank of Canada
SNC-Lavalin
Stikeman Elliott LLP
Suzanne Crawford
Sylvia Martin-Laforge
Sylvie Girard
The G & P Nanji Family Foundation
Three Pines Creations Inc
Yves St-Sauveur
Zeller Family Foundation

General Gifts (\$1,000 - \$4,999)

Adèle Hébert
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Architecture49
Arthur Levine Fund
Bissell Family Foundation
Cairnmont Inc.
Carole Croteau
Claire Labelle
Constance V. Pathy
Denis Robitaille
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Erin Moure
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Jane Abbott
Janice & Lloyd Family Foundation
Joanne Alfieri
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Kathleen Maragh
Lyn Lalonde-Lazure
Mario Lefebvre
Mélanie Allaire
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Nora Jaffary
Pierre Boivin Fund
Pierre Bourgeois
Pierre Deslauriers
Pierre Giguère
Pierre Leroux
PWL Capital Inc.
Roselyn Le Cours
SEPB-Québec
Stéphanie Brochu
Suzanne Fortier
Talar Dikijian
The Morris & Rosalind Goodman Family Foundation
The Right Honorable David Johnston, C.C.
WSP Global



OUR COMMUNITY AND INSTITUTIONAL PARTNERS

Thank you to the following community partners who contributed services and in-kind gifts:

GIFT IN KIND DONORS

Ahmadiyya Muslim Women's Association (AMWA)
 Ahmadiyya Muslim Youth Association (AMYA)
 American Women's League of Montreal
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 Moisson Montreal
 Monthly Dignity

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 Victoire Services MJC S.E.N.C.
 Wacoal Canada
 Xerox
 Zak Com

Thank you to the following major institutional partners who contributed to our annual campaign:

OUR MAJOR INSTITUTIONAL PARTNERS

Anonymous (6)
 3855155 Canada Inc.
 86646 Canada Inc.
 Aaron & Wally Fish Family Foundation
 Altru Foundation Inc.
 Anne-Marie & Mitch Garber Family Foundation
 Arthur Levine Fund
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 Carole Epstein Foundation
 Centre de Santé et Services Sociaux Inuulitsivik
 Centre de transformation du logement communautaire / CTLC
 Chawkers Foundation
 Christ The Redeemer Lutheran Church CN
 Congregation of Notre Dame - Visitation Province
 Connor, Clark & Lunn Foundation
 Corporation des Soeurs Franciscaines
 Dalfen Family Foundation
 David Goodman Youth Community Trust
 David J. Forest Fund
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 Erfa Canada 2012 Inc.

Estate of Karin Montin
 Estate of Kveta Cerny
 Estate of Susan Porteous
 EVO Payments Canada
 Father Dowd Foundation
 Fiducie Jacqueline Lallemand
 Fondation Carmand Normand
 Fondation J.A. Bombardier
 Fondation Marcelle et Jean Coutu
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 Hewitt Foundation
 Hockey Helps the Homeless
 Hylcan Foundation
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 Industrielle Alliance Groupe financier
 Ivanhoé Cambridge
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 Les Soeurs de la Présentation de Marie du QC

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 Manuvie
 Mar-Kin Foundation
 McCall MacBain Foundation
 Montreal St. Patrick's Foundation
 Nacos Family Foundation
 Newall Family Foundation Trust
 Norman Bercovitch Family Foundation
 Osler, Hoskin & Harcourt LLP
 PROREIT
 Purves Redmond Limited
 PWL Capital inc
 Quebec Provincial Association of Teachers
 Rachel Ship Foundation
 Raymond James Canada Foundation
 RÉSEAU de la communauté autochtone à Montréal
 Rossy Family Foundation
 Secrétariat à la Condition féminine
 Société de Gestion Sogefor Inc.
 Société Makivik
 Spa St. James RCM Inc.
 Studios Framestore Inc.
 Tenaquip Foundation
 The Cole Foundation
 The CSL Group Inc.
 The Hay Foundation
 The Holt Foundation
 The JJLL Lee Foundation
 The William and Nancy Turner Foundation
 Tony & Betty Infilise Family Foundation
 Trottier Family Foundation
 TVA Productions Inc
 Ville de Montréal

SUMMARY OF FINANCIAL STATEMENTS

Operating results for the year ended March 31, 2022, with corresponding figures for 2021

	2022	2021
	\$	\$
REVENUES		
Grants		
Employment and Social Development Canada - Reaching Home	132,924	129,543
Indigenous and Northern Affairs Canada - Urban Programming for Indigenous Peoples (UPIP)	56,454	42,106
Canada Summer Jobs	30,049	12,362
CCSMTL - Programme Vers un Chez Soi -COVID -19	1,898,393	16,095
MSSS - Programme de soutien aux organismes communautaires (PSOC)	345,612	340,169
CSSMTL - Programme de supplément au loyer	259,588	129,673
CCSMTL - Mesures hivernales en itinérance (24 hr Night Shelter)	72,252	132,274
Ministre responsable de la Condition féminine	56,242	-
CCSMTL - S'allier devant l'itinérance	12,600	-
CCSMTL - Programme Vers un Chez Soi	12,233	160,882
CCSMTL - Programme de soutien aux organismes communautaires, Financement non récurrent destiné aux organismes communautaires pour l'achat et la distribution de denrées alimentaires	7,150	-
Centre de santé Inuulitsivik	6,900	-
CSSMTL - Programme de soutien aux organismes communautaires, Aide d'urgence	-	67,569
Provincial - Other	1,000	12,500
Ville de Montréal	85,333	62,392
Fondation of Greater Montreal - Fonds d'urgence pour l'appui communautaire	24,337	50,663
Makivik	31,526	181,488
Centraide	-	72,898
Centraide - Fonds d'urgence pour l'appui communautaire	47,737	188,582
Donations and planned gifts	1,722,596	1,208,393
Foundations and other charitable organizations	1,317,626	1,013,343
Amortization of deferred contributions related to capital assets	108,353	100,769
Events and gala	29,773	91,895
Other	121,854	41,725
	6,380,532	4,055,321
EXPENSES		
Expenses related to programs	4,092,832	2,095,695
Occupancy costs	596,548	547,611
Fundraising and Communications*	645,670	437,547
Administration expenses	946,767	642,538
	6,281,817	3,723,391
EXCESS OF REVENUES OVER EXPENSES		
	98,715	331,930

WHERE DOES OUR FUNDING COME FROM?



NOTES ON THE ACQUISITION OF CAPITAL ASSETS

As at March 31, 2022

	Cost at March 31, 2021	Acquisitions	Disposals and write offs	Cost at March 31, 2022
	\$	\$	\$	\$
Land and buildings	5,178,595	6,380,037	-	11,558,633
Furnishings and other equipment	459,039	68,677	-	527,716
Computer equipment and software	98,294	50,728	-	149,023
	5,735,929	6,499,442	-	12,235,371

Of the \$6,499,442 of acquisitions, an amount of \$5,172,427 of these acquisitions was funded by restricted grants. As at March 31, 2022, the balance of deferred contributions related to capital assets is \$7,195,033 of which \$361,356 has not yet been spent.

NOTES ON DEFERRED CONTRIBUTIONS

As at March 31, 2022

	March 31, 2021	Contributions received in the year	Recognized as revenue in the year	March 31, 2022
	\$	\$	\$	\$
Funding for programs	2,985,762	7,636,945	(4,190,735)	6,431,971
	2,985,762	7,636,945	(4,190,735)	6,431,971
Contributions for 1430 Chomedey	1,368,341	15,000	(104,591)	1,278,751
Contributions for 1437 Chomedey	1,233,380	1,030,985	-	2,264,365
Contributions for 2233 de Champlain	380,285	19,903	-	380,285
Contributions for 1569-1575 St-André	21,632	3,218,763	-	3,240,395
Contributions for Fulford Residence 1221 Guy	-	35,000	(3,762)	31,238
	3,003,638	4,299,747	(108,353)	7,195,033

*Chez Doris raised \$14,084,659 in 21-22 (excluding third-party events and investment income). This represents \$9,566,761 in contributions received during the year to cover current expenses as well as specific program expenses for subsequent years, \$218,150 earmarked for an endowment, and \$4,299,748 in deferred contributions, including unamortised amounts, restricted for fixed assets (land, buildings, furnishings, and equipment). Consequently, our fundraising expenses were 4.58% of revenues raised. A copy of Chez Doris' audited financial statements is available upon request.

BOARD OF DIRECTORS



Carole Croteau
President



Mélanie Allaire
Vice-President



Michelina Lanni
Treasurer



Jill Hugessen
Secretary



Manon Chevalier
Board Member



Talar Dikjian
Board Member



Sylvie Girard
Board Member



Pat Hardt
Board Member



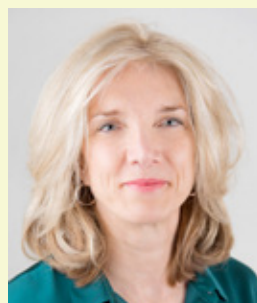
Lyn Lalonde-Lazure
Board Member



Sylvia Martin-Laforge
Board Member



Mark Shalhoub
Board Member



Marina Boulos-Winton
Executive Director

Photos courtesy: TanisSaucier.com (except: Mélanie Allaire, Manon Chevalier, Carole Croteau, Sylvie Girard, Michelina Lanni and Sylvia Martin-Laforge)



BOARD OF DIRECTORS COMMITTEES

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Carole Croteau, Chair
Mélanie Allaire
Micheline Lanni
Jill Hugessen

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Sylvie Girard, Chair
André Costin, Xemplar
Annie Gagnon-Laroque,
McCarthy Tétrault
Mike Lisi, Broccolini
Roger Plamondon, Broccolini
Ryan Zamestrieus, BentallGreenOak

Finance

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Carole Croteau
Jill Hugessen
Sylvia Martin-Laforge

Human Resources

Lyn Lalonde-Lazure, Chair
Carole Croteau
Talar Dikijian
Pat Hardt
Sylvia Martin-Laforge

Communications

Manon Chevalier, Chair
Talar Dikijian
Mark Shalhoub

OUR TEAM

Our success is the result of the collective efforts of our incredible team that we've been fortunate to be able to count on. Thank you to all our employees. Their dedication, outside-the-box thinking, resourcefulness, and willingness to always help others have been crucial and contribute to making our organization what it has become today. In 2021-2022, our employees received about 1,825 hours of training, for an investment of about \$55,000. Courses and trainings offered during the year:

Clinical supervision

Various training sessions offered by the Aboriginal Network

Effective Manager Training

Induction and internal training, knowledge sharing

Various trainings offered by the Table des groupes de femmes de Montréal or its partners, on various subjects such as the LGBTQ+ community, feminist intervention in mental health, and intervention with Indigenous women.



EXECUTIVE & ADMINISTRATION

Marina Boulos-Winton,
Executive Director

Jennifer Proulx, CHRP, Manager
of Human Resources & Talent
Natalie Coté, Manager of Facilities

Christine Deschênes,
Assistant Executive Director

Alan Chan, Controller
Cindy Jean, Coordinator,
Human Resources

Suse Gomes, Coordinator,
Administration & Donations

Georgeta Dumitrache, Bookkeeper
Gabrielle Cariou, Administrative Assistant

PROGRAM SERVICES

Tania Filippone, Director, Programs & Services

Leah Peck, Volunteer Coordinator

HOUSING PROGRAM

Alexandra Delgado, Coordinator -
Reinsertion and Housing Stability Services

Ariane Kirton, SW, Team Leader,
Housing Program

Alma Marin, Caseworker,
Indigenous Housing, Housing Program

Maude Riendeau, Caseworker,
Indigenous Housing, Housing Program

Audrée Goupil, Caseworker,
Housing Program

Aryane Lapointe, Caseworker,
Housing Program

Kym Paquette-Creswell, Caseworker,
Housing Program

Gabrielle Garneau, Caseworker,
Housing Program

FINANCIAL ADMINISTRATION PROGRAM

Samantha Costello, Team Leader,
Check Administration Program

Joy Sarpomah, Caseworker,
Check Administration Program

Émilie Hallé, Caseworker,
Check Administration Program

Maria Paredes-Mercado,
Caseworker for Indigenous Women,
Check Administration Program

FRONTLINE SERVICES

Christina Little, Coordinator – Day Shelter

Maude Giguère, Coordinator –
Evening Services & Overnight Shelter

Kelsey Kazulak, Team Leader – Weekdays

Marianne Pelletier, SW, Team Leader –
Weekday Evenings and Overnights

Kyra Hannah, Team Leader- Weekend
Evenings and Overnights

Odile Marchand-Guéard, Caseworker

Fanny Côté-Letendre, Caseworker

Maissa Potvin, Caseworker

Bernadette Sagna, Caseworker

Annie Preston, Caseworker

Simran Chinna, Caseworker

Peilla Ishimwe, Caseworker

Winnie Hayder-Mutumba, Caseworker

Shanie Laplante, Intervention Worker

Tanisha Aubin, Intervention Worker

Rebecca Joachim, Intervention Worker

Rebecca Elisma, Intervention Worker

Theyrrie Daphinis, Intervention Worker

Felicia Katsouros, Intake Worker

Sandrine Dubrule, Intake Worker

Tanisha Gallichon, Intake Worker

Sherley Clermont, Intake Worker

Kayla Haines, Support Worker

Katharine Dos Santos, Support Worker

Holly Buss, Inventory Clerk

Naomi James, On-Call Intervention Worker

Laurence Chartrand,
On-Call Intervention Worker

Mylène Sauvageau,
On-Call Intervention Worker

Chloé Courchesne,
On-Call Intervention Worker

Andréanne Sheehy,
On-Call Intervention Worker

KITCHEN

Camellia Perry, Kitchen Supervisor

Vadim Kharin, Assistant Kitchen Supervisor

Felicia Pope, Kitchen Assistant

Pearlina Pope, Kitchen Assistant

Philippe Morin-Aubut, Kitchen Assistant

Suzette Verronneau, Cook

Teresa Gervais, Cook

STUDENT INTERNS

Algonquin College

Social work

Aedyn Cressman

John Abbott College

Youth & Adult Correctional Intervention

Lily Jade Parenteau

Dawson College

Social Services

Marceline Antivahis

Genevieve Déziel

CEGEP Marie Victorin

Technique d'éducation spécialisée

Houda Boussayri

CEGEP du Vieux Montréal

Technique en travail social

Anamée Desaulniers

McGill University

School of Human Nutrition

Lauren Rotholz

Mariane Cote

School of Social Work

Laura Aguiar

Genevieve Gray

Ingram School of Nursing

Sophia Vlaar

Kenneth Del Mundo

Denise Pasquarelli

Shannon Robertson

Lisa Belouache

Margaret Korab

Katerina Syragakis

Fathima Sahna Fahim

Stephanie Hwang

Amanda Tanti

Melysa Torrey

GET INVOLVED

CHEZ DORIS NEEDS YOUR HELP!

Donate: Make a monetary donation to support essential programs and services for 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 as either a living donation, 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 amongst your networks 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, meal services, and activity animation, drive our truck, and help with a variety of other projects!

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





