

1437

MUCH MORE THAN A SHELTER

2022-2023 Annual Report



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info@chezdoris.org

VISIT OUR WEBSITE AT
www.chezdoris.org

OPERATING HOURS
7 days a week

Day Shelter - Carole and Andy Harper Building: 8:30 a.m.–9:30 p.m.
Elspeth McConnell Night Shelter: 8:30 p.m.–8:30 a.m.

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

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MISSION AND HISTORY

CHEZ DORIS: 46 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 of Montreal. A local community worker began interviewing them 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." A simple answer, but one that spoke volumes about the anguish and suffering of a group of people society had turned its back on.

Not long after that, on November 2, 1974, Doris was brutally murdered. It is in honour of her memory and in response to the need for a safe place to stay for women in crisis that Chez Doris was founded in 1977. The organization has since become a beacon of compassion for all women in vulnerable circumstances in Montreal.

A framed picture of Doris now hangs at the front entrance of the day shelter, as a reminder that these women continue to need our protection, understanding, empathy and support. These days, Chez Doris is widely known as a safe haven and an invaluable resource that empowers women to overcome adversity. Each year, more than a thousand women turn to Chez Doris for hope, strength and courage, for a fresh start and for a chance to be treated with dignity, inclusion and respect.

At the outset, Chez Doris operated strictly as a day shelter, serving breakfast and lunch to women in need. Over the years, we have expanded our services to provide access to clothing, health care, emergency overnight accommodations and a range of housing solutions, including our very own permanent residences.

Today, more than ever before, Chez Doris is a ray of light shining through the darkness and guiding women in need.

MISSION

To support and empower all women in a precarious situation so that they can reach their full potential. We do this by offering safe spaces, a broad range of services where they can find non-judgmental help ranging from food, clothing, a day and night shelter, housing solutions, and personal comfort as well as practical assistance to address their changes and problems. We respect that success is different for every woman.

VISION

Anyone who identifies as a woman and is vulnerable or homeless in our city feels safe, is treated with dignity, and has opportunities to thrive.

VALUES

Inclusion

We provide a welcoming, secure, inclusive, confidential, respectful, supportive and helpful environment for every woman who passes through our doors.

Equity

We provide equal support to all women and embrace initiatives aiming to reduce discrimination while acknowledging the experience of poverty, violence, and homelessness. We are committed to building relationships with Indigenous peoples and peoples of other cultures.

Dignity

All women are entitled to safety, inclusion, respect and acceptance for who they are. Our services are provided in a nonjudgmental environment.

Compassion

Kindness and respect are the cornerstones of our identity, as is our conviction that self-knowledge, self-esteem and authenticity are vital to growing and thriving.

MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

We are delighted to present you with this report on everything that Chez Doris has accomplished over the past year. Our dedicated team, volunteers and donors have been steadfast in their support, and we are profoundly grateful for their contributions.

This year, in an effort to lay the groundwork for our future growth and address the challenges faced by the women we serve, we developed a strategic plan and updated our mission and vision statements in line with our current priorities. In doing so, we focused on the main difficulties encountered by our clients, namely the shortage of beds in emergency shelters, lack of affordable housing, mental health problems, chronic homelessness, and the dearth of facilities offering preventive services and free meals for women in Montreal in vulnerable circumstances or living under the poverty line. Guided by these considerations, we established our priorities for the next three years, which are to attract and retain the best talent, improve services, and manage a set of properties that meet the needs of our clients. We will also work to fill several strategic positions within our organization in terms of financial administration, communication, and fundraising.

To better cater to the needs of a growing number of homeless women who come to us for help, we signed a lease for an additional 3,620 square feet of space on Lambert-Closse Street for our administrative staff as well as health and social services for clients at risk of homelessness. This will serve as a hub for our socio-recreational activities, Indigenous programs, and educational integration initiatives; a distribution point for grocery gift cards; and the base for our programs focusing on financial administration, housing search and support, rent subsidies, weekly medical and mental health appointments, legal aid, income tax return assistance and other support services.

We celebrated the opening of our new night shelter in September 2022. We also worked throughout the year toward the opening of two residences that together will be able to house 46 women. Our goal in expanding our capacity is to provide a safe living environment where more women can rebuild their lives and regain their independence. In addition, we were fortunate to have received a second grant from the Canada Mortgage and Housing Corporation, which allowed us to acquire a small hotel on Saint-Hubert Street. The property will be converted into transitional housing by 2025 to provide an additional resource for women who require emergency shelter and allow them the extra time they need to become more self-sufficient.

Without the dedication and generosity of our donors, partners, volunteers, and employees, none of these accomplishments would have been possible. Your ongoing support is the reason we are confident that will be able to create lasting change, guiding marginalized women toward greater independence and contributing to building a community that is more compassionate and inclusive.

We extend a heartfelt invitation to you to join us in working toward our mission as we embark on the next chapter of our journey.

With deepest gratitude,



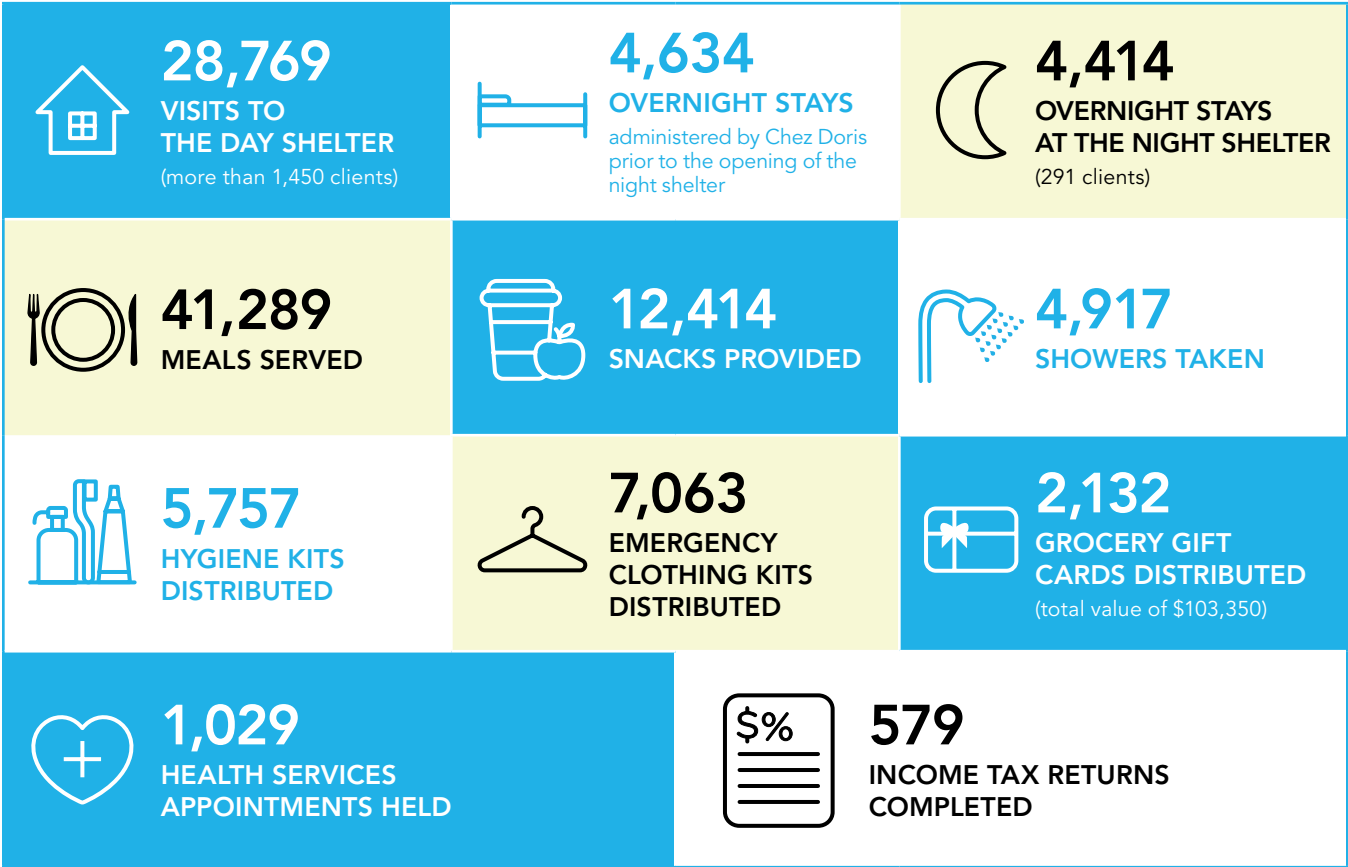
Marina Boulos-Winton
Executive Director

Carole Croteau
President



2022–2023 AT A GLANCE

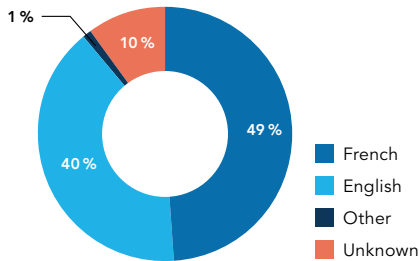
We collect user statistics for our services to improve operations, forecast future requirements, evaluate the success of programs, and meet other needs. Day hours are 8:30 a.m. to 3 p.m. Evening hours are 3 p.m. to 9:30 p.m. Our emergency night shelter services operate from 8:30 p.m. to 8:30 a.m. Statistics below and throughout this annual report cover the period from April 1, 2022 to March 31, 2023, unless otherwise indicated.



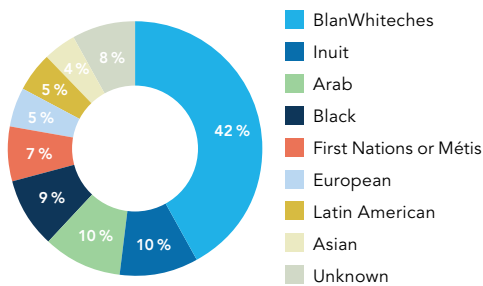
**Profile of Chez Doris clients:
Use of programs and services based on personal characteristics**

HOUSED CLIENTS (415 women)

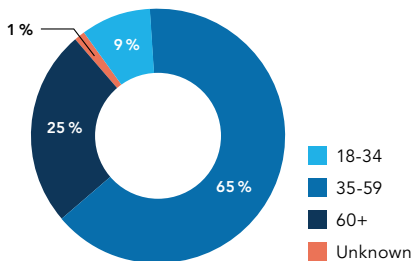
MAIN LANGUAGE



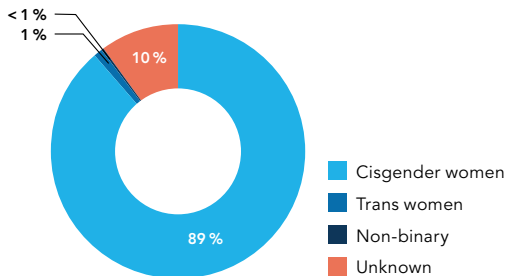
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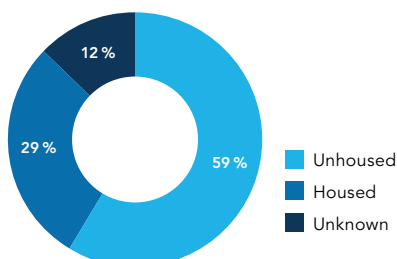
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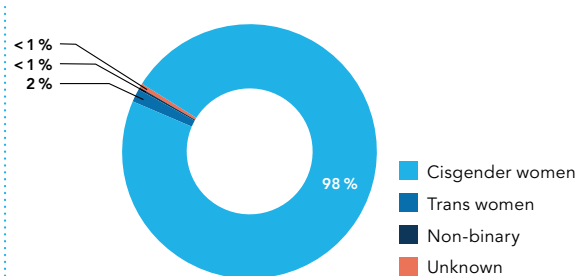
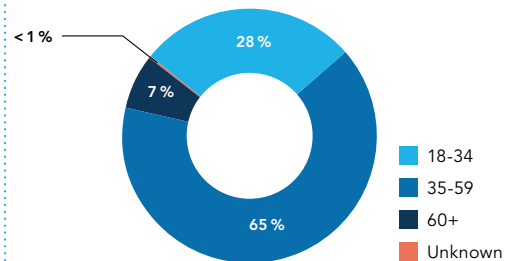
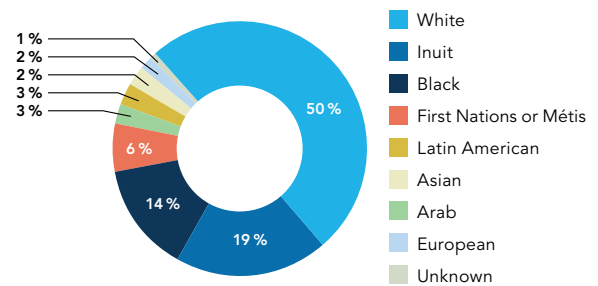
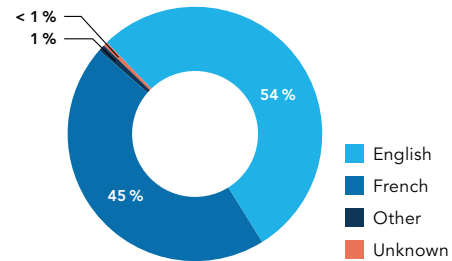
GENDER IDENTITY



HOUSING SITUATION



UNHOUSED CLIENTS (853 women)



A minimum of 1,450 women used at least one service at Chez Doris in 2022–2023, either at the day shelter (1430 Chomedey), the night shelter (1437 Chomedey) or the health and social services centre (1445 Lambert-Closse).

694 of those who availed themselves of our emergency clothing service, showers, laundry facilities, clothing room, night shelter and/or activities and services at 1445 Lambert-Closse during the year used more than one service during the year.

Our average client uses at least three different services through our various points of service.

FRONTLINE ESSENTIAL SERVICES

Chez Doris offers essential services to all women in need, including necessities like food, clothing and a shower. Once their basic requirements are met, clients are encouraged to make use of a wide range of programs and services that have been developed to empower them to reach their full potential. Based on the latest data about our day shelter clients, we are more convinced than ever that our priority focus should remain on women experiencing homelessness.

MEALS

Throughout 2022–2023, Chez Doris provided access to three nutritionally balanced meals a day. With the help of our volunteers, our kitchen team prepared and served **41,289 meals** and **12,414 snacks** during the year, broken down as follows:

12,093 breakfasts

14,554 lunches

13,966 suppers

12,414 snacks

28 meals provided through Urban Programming for Indigenous Peoples

648 meals served during special activities (Christmas, Easter, Eid, etc.)



MONTHLY GROCERY ASSISTANCE PROGRAM

With reduced capacity due to pandemic protocols, meeting the basic nutritional needs of our clients who could not come to Chez Doris in person to benefit from a healthy meal on site meant that we needed to get food to them. We therefore implemented the distribution of grocery 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 both housed and unhoused clients, our Monthly Grocery Assistance Program quickly became one of our most popular initiatives. Given rising food costs, the program plays a vital role in the fight against food insecurity for our clients and their children. It has also had a remarkable impact on mental and physical health, allowing enrolled clients to not only shop in a dignified and independent manner but also have access to healthy food choices in line with specific dietary and cultural considerations (vegetarian, vegan, kosher, halal, etc.). Thanks to the generosity of the Ville de Montréal and the Trottier Family Foundation, 2,132 grocery gift cards valued at a total of \$103,350 were distributed to clients throughout the year.



PERSONAL HYGIENE AND EMERGENCY CLOTHING

Women experiencing homelessness turn to Chez Doris to procure basic hygiene products, use our shower facilities, and obtain articles of clothing from our clothing room. In the past year, we distributed or enabled the following:

5,757 hygiene kits

7,063 emergency clothing kits

748 clothing room visits

4,917 showers

1,187 loads of laundry

**" CHEZ DORIS IS HELPING ME TO KEEP GOING,
REMINDING ME THAT LIFE'S WORTH LIVING.
CHEZ DORIS MAKES US FEEL SAFE AND
KEEPS US AFLOAT, DAY IN AND DAY OUT.
THEY MAKE SURE I HAVE EVERYTHING I
NEED. THEY'RE ANGELS ON THE STREET. "**

— A client who has been using the services at the Chez Doris day and night shelters for several months

ELSPETH MCCONNELL NIGHT SHELTER

4,634 OVERNIGHT STAYS AT A HOTEL

4,414 OVERNIGHT STAYS AT THE NIGHT SHELTER

5 (4 CATS AND 1 DOG)

567 UNMET REQUESTS FOR OVERNIGHT STAYS AT A HOTEL

747 UNMET REQUESTS FOR OVERNIGHT STAYS

ELSPETH MCCONNELL NIGHT SHELTER AT 1437 CHOMEDEY STREET

The sharp rise in rents, the corresponding lack of affordable housing, ongoing gender-based violence and a surge in mental health problems led more women to seek shelter at Chez Doris during this past year.

Since its opening on September 19, 2022, the emergency night shelter, named in honour of a late donor, has been operating seven days a week from 8:30 p.m. to 8:30 a.m. on a registration-only basis. It provides a secure environment and comfortable beds for women experiencing adversity and/or homelessness to ensure they have a safe place to spend the night. Its location, just across the street from our day shelter, makes it easier for clients to access the various services offered by Chez Doris. The sleeping area has 24 beds, including 22 Japanese-style sleeping pods for added privacy. Each pod is equipped with its own ventilation system, along with an electrical outlet, a nightlight and Wi-Fi access. There are two extra single beds located in a separate room. Clients have access to lockers, showers, a kitchenette, and a lounge. Pets are also admitted, subject to certain conditions, to provide emotional support and extra flexibility to women in vulnerable situations.

Women can be referred to the night shelter by our day shelter, other shelters or correctional facilities. Some are brought in by police escort. The goal is to provide a safe, supportive, and nonjudgmental environment where women can stay for up to 30 consecutive nights.

FUTURE PERMANENT HOUSING PROJECTS

NEW CENTRES AND SERVICES IN 2023–2024

The alarming increase in housing needs for women experiencing or at risk of homelessness calls for a decisive response. Recent statistics clearly show that there is a growing and unmet demand for social housing. It is critical that we act swiftly to develop new points of service to address these pressing needs. In 2023–2024, Chez Doris will open two new permanent residences to help partially bridge this gap. In so doing, we hope to alleviate some of the stress that weighs on many women who are, or are at risk of becoming, unhoused and provide them with vital support in rebuilding their lives. It is important to emphasize, however, that this is only a first step in solving a complex and multifaceted problem. Government, community organizations and society as a whole will have to work together to find sustainable solutions so that every woman can live in safety and dignity.

New building acquired at 1617–1621 Saint-Hubert Street

A deal to purchase a 9,000 sq. ft. former hotel on Saint-Hubert Street, in the borough of Ville-Marie, was finalized on February 24, 2023. The building will be converted into transitional housing for women who have experienced or are at risk of homelessness. After renovations, there will be 19 to 21 rooms for stays ranging from three months to two years. Residents will also receive much-needed services to help them build positive life skills, become more autonomous and enjoy an improved quality of life. We hope that this new facility will ease some of the pressure on our night shelter and contribute to giving more women access to services developed to meet their specific needs. The acquisition of the building was made possible through a grant from the Canada Mortgage and Housing Corporation (CMHC) as part of the Rapid Housing Initiative (RHI). The back of the building will have to be expanded to make room for a larger kitchen and a communal space. A stairway and an elevator will be incorporated into the layout to accommodate residents' mobility needs. The new housing development is expected to open in 2025.

Bash Shetty Residence, 1555–1569 Saint-André Street

Thanks to a federal grant of \$2.6 million toward the acquisition of an existing building and a \$3.8 million renovation project (\$1.3 million of which came from private donations), 20 women who have experienced or are at risk of homelessness will have access to permanent subsidized housing, with rent capped at 25% of their income. This new point of service, located in the Centre-Sud neighbourhood of the Ville-Marie borough, has been named in honour of a benefactor whose generosity allowed us to complete the major renovations to the building. It comprises 20 individual rooms and several common areas, including 10 living/dining rooms, six kitchens and several patios. The criteria for the tenant selection process will be established by a special committee of caseworkers, team leaders, a professor in social work from McGill University and a former board member of Chez Doris. Given that most of the candidates will also need support services, there will be a team of caseworkers available on-site 24/7. In addition, budgeting assistance and community activities will be set up to foster a supportive, inclusive environment. The first tenants have moved in on July 1, 2023.



Marcelle and Jean Coutu Residence, 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. Located near La Fontaine Park, the residence will provide 26 studio apartments for women exiting vulnerable situations. In addition to managing the building, Chez Doris will select the tenants and provide support services. All tenants will be eligible for rent subsidies through the Office municipal d'habitation de Montréal (OMHM), and their rent will be set at a maximum of 25% of their income. The first move-ins are slated for October 1, 2023.

HOUSING 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 a few of these challenges. In addition, aggravating factors such as rapidly rising rents in the private market and discrimination at the hands of landlords make finding a place to live difficult for our clientele.

Expanded in November 2020, thanks to public and private funding, our Housing Program was run by nine employees in 2022–2023, including a team leader and a coordinator, who work closely with clients in need of housing. They forge ties with landlords and build on this trust to find solutions for clients enrolled in the program. Our caseworkers are responsible for facilitating clients' integration into housing and helping them stay there. As part of this program, we offer mediation services to assist in dealing with any issues that may arise with landlords, collection agents and youth protection services. In addition, members of our team work closely with clients to help them 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. They also put clients in touch with additional community resources, as needed. The team has also developed strong connections with a number of organizations, housing committees and CIUSSSs to facilitate referrals and collaborative efforts. Psychosocial support is also provided for a full year and is renewable as necessary. During this period, an assessment is conducted and intervention plans drafted based on each participant's individual needs, with the goal of providing appropriate tools to restore self-sufficiency and dignity.

Since the launch of this program, we have housed 160 women and 132 children through the following sub-programs.

THE HOUSING SEARCH AND SUPPORT PROGRAM, COMPRISING THREE CATEGORIES:

1. Reaching Home, Indigenous Housing Program: This program helps Indigenous women experiencing chronic or episodic homelessness 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, accessories, small appliances and cleaning products, via funding from Service Canada and Reaching Home. A monthly grocery budget is also granted thanks to the generosity of the Ville de Montréal, Food Banks Canada and the Trottier Family Foundation. Since the start of the program in June 2015, Chez Doris has housed 91 Indigenous women and 83 children.

The following was accomplished during the year:

5 leases signed for families with a total of 10 children

53 applications received

50 intakes

45 hours spent searching for housing

9 visits of available housing

8 hours of moving time

79 accompaniments

133 home visits

173 hours of active listening

7 hours of crisis intervention

25 applications completed

23 external referrals

8 internal referrals

22 calls or emails to other organizations or institutions to discuss our programs

31 hours of collaborative efforts with other teams

6 cases successfully closed due to housing stability

2 cases closed due to lack of contact

2 cases closed due to return to homelessness

158 \$50 monthly grocery gift cards distributed

2. Programme supplément au loyer (PSL): In collaboration with the Office municipal d'habitation de Montréal (OMHM), the PSL is a rent supplement program that helps low-income households live in private-sector rental dwellings or dwellings belonging to housing cooperatives or non-profit organizations, and pay rent similar to that for low-rent housing (i.e., equal to 25% of their income). The OMHM assumes the difference between the tenant's share and the total rent specified in the lease. Chez Doris was offered 15 PSL spots for clients in January 2022 and 31 spots in January 2023.

Since the start of the program in January 2020, Chez Doris has housed 53 women and 23 children. All eligible applicants have been unhoused women who were living below the poverty line, Canadian citizens or permanent residents and were 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 during the year:

139 applications received
58 eligible candidates
20 leases signed for families with a total of 12 children
45 hours spent searching for housing
26 visits of available housing
7 hours of moving time
75 accompaniments
226 home visits
240 hours of active listening
44 external referrals
12 internal referrals
2 calls or emails to other organizations or institutions to discuss our programs
14 hours of collaborative efforts with other teams
15 cases successfully closed due to housing stability
1 case closed due to relocation

3. The Azrieli Housing Program: This private housing program was established with funding from the Azrieli Foundation, the Léger Family Foundation, the Fondation Jacques et Michel Auger and Caisse de dépôt et placement du Québec (CDPQ). All services and program staff are privately funded including hiring at least one caseworker for housing search and support services. The Private Housing Program has a yearly capacity of 15 women, five or more of whom must have children. 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 women who benefit the most from this program are those who have experienced challenges in finding housing, including those not eligible for the PSL program or social housing, and those whose circumstances are not conducive to a long waiting list.

Since the start of the program in 2022, Chez Doris has housed 15 women and 24 children

The following was accomplished during the year:

20 applications received
16 women accepted to the program
10 leases signed for families with a total of 17 children
15 hours spent searching for housing
18 hours of moving time
82 accompaniments
111 home visits
223 hours of active listening
1 crisis intervention
11 applications filed (RAMQ card, social assistance, etc.)
16 external referrals
13 internal referrals
17 hours of collaborative efforts with other teams
3 cases successfully closed after housing stability was achieved
1 case closed due to eviction
1 case closed due to do relocation



TESTIMONIAL

A traffic accident on an STM bus in December 2020 left Franky with a broken arm, and a broken life. Without the use of her arm, she couldn't do the maintenance work in the apartment building where she was both the superintendent and a tenant. Her landlord evicted her, leaving 52-year-old Franky jobless, homeless and penniless overnight.

She started using Chez Doris's frontline services in late December 2020, where she found a place to stay and a sympathetic ear for the next 15 months. In January 2022, she submitted an application to our housing department and just over two months later she moved into a subsidized apartment, with her rent capped at 25% of her income.

Today, Franky still has regular appointments with her Chez Doris caseworker, who is helping her work through some social issues and assisting with to other services, including the waiting list for post-stroke care at a local hospital.

Even with her health problems, she manages to volunteer part-time at Resilience Montreal out of a desire to lend a helping hand to her "community." She is very grateful for the programs and services offered by Chez Doris, including art therapy, optometry, podiatry and a tax clinic, which have been very useful in meeting her day-to-day needs.

" I LOVE MY NEW APARTMENT. I FEEL VERY LUCKY TO HAVE GOTTEN A SUBSIDIZED SPOT SO I CAN LOOK AFTER MYSELF AND GET BACK ON MY FEET. I'M LOOKING FORWARD TO BEING ABLE TO WORK AGAIN. WORKING WITH HOMELESS MONTREALERS AND GIVING BACK TO MY COMMUNITY IS SOMETHING THAT IS VERY IMPORTANT TO ME. "

– Franky



FINANCIAL ADMINISTRATION PROGRAM

Our Financial Administration Program offers financial services and psychosocial support to our clients. Under this voluntary program, Chez Doris receives any pension, disability, welfare or other payments women are entitled to and then assigns a caseworker to provide one-on-one assistance in creating a monthly budget, paying bills and managing any remaining funds. Last year, the three Financial Administration caseworkers and team leader together helped 92 clients, with transactions worth \$706,488.66, gain better control of their finances.

Three workshops were also organized during the course of the year to help clients hone important money management skills. Two clients attended the workshop on grocery shopping and food preparation on a budget. The household budgeting workshop was completed by one person in French and two others in English.

SOURCE OF INCOME FOR THE WOMEN ENROLLED IN THE PROGRAM:

WELFARE	61
PROVINCIAL PENSION PLAN (RRQ)	12
OLD AGE SECURITY	16
FAMILY ALLOWANCE	2
WORKERS' COMPENSATION (CNESST)	1

The following was accomplished during the year:

6 referrals received from other Chez Doris caseworkers or outside agencies

13 applications processed for unclaimed government benefits

10 intakes

6 new clients

57 home visits

73 accompaniments

168 hours of active listening

58 external referrals

8 internal referrals

36 calls or emails to other organizations or institutions to discuss our programs

3 bank accounts opened

2 clients who successfully paid off debts

1 client who went back to school

Clients who exited the program: 26

- 4 clients who successfully graduated from the program
- 4 clients who passed away
- 6 clients who were let go from the program
- 12 clients who voluntarily withdrew from the program

PORTRAIT OF A CLIENT

Karine is 56 years old, a born and bred Quebecer. She has been enrolled in the Financial Administration Program for over a decade, and the progress she has made in this time is inspiring to say the least. Karine was originally referred to Chez Doris by a social worker in 1990, when she was going through a particularly hard time. Her living situation was unstable, she didn't have any family to turn to for help, and she was wrestling with the demons of alcohol and drug addiction. She had been diagnosed with bipolar and anxiety disorder and was a survivor of intimate partner abuse. All these obstacles left her feeling overwhelmed, which was only compounded by her insecurities and people in her life who had repeatedly taken advantage of her.

Karine knew that she had trouble saying no, but she was also aware that continuing to lend out money to anyone who asked for it would put her on the path to financial ruin, so she decided to sign up for the Financial Administration Program. She needed help not only with budgeting and managing her money, but also with establishing the stability and security that would let her save up enough to move into a place she could settle into longer-term.

A few months after enrolling, Karine found an apartment, and she's never looked back. Her drug-taking days are now behind her, and she diligently plans out all her expenses. She works with *L'itinéraire* magazine and finds her job very rewarding.

When asked about the impact of the Financial Administration Program on her life, Karine answered, "The program taught me how to budget and make a list of my financial priorities. I paid off my debts and I still have a roof over my head. Before I joined the program, by the time the 15th of the month rolled around, I'd be broke. Now I make my money last through to the end of the month."

Karine's story is proof positive that a determined attitude combined with the right support can be life-changing.



COMMUNITY COLLABORATION AND WORKFORCE REINTEGRATION

JOINT PROGRAM WITH THE PETER-MCGILL COMMUNITY COUNCIL

The Peter-McGill Community Council works to bring together, and encourage dialogue, between the public sector, community organizations and neighbourhoods in order to resolve problems and improve living conditions over the short, medium and long term. Given the inclusive and supportive environment we strive to foster at Chez Doris, we are proud to be part of the new program developed by the community council in conjunction with the Éco-quartier Ville-Marie de Peter-McGill.

Since September 2022, 29 Chez Doris clients have been involved in a program employing them for three hours a month on a variety of community initiatives in exchange for gift cards. Thus far, most of this work has entailed helping with community wellness surveys and environmental data collection. To date, more than 100 surveys have been completed, providing valuable information for the City in reviewing grant applications and making planning decisions. Participants have also contributed to picking up debris and cigarette butts from public property as part of the Éco-quartier's Mégot-Zéro program. They will soon be going to work on site at the Éco-quartier to distribute flowering plants and lend a hand with other environmental initiatives in the community.

Josephine, an activity coordinator at Chez Doris, has never seen such an enthusiastic and sustained response as she has to this project. Almost all the participants have come back, month after month, because of the positive experience and the opportunity to work directly within the community. Compensating participants with grocery gift cards have been important in fostering participants' financial independence and easing some of the stress of the ever-rising cost of living and the food insecurity that often comes with it. Not only does the work give participants a feeling of accomplishment, but it also lets them make a meaningful contribution to the environment at the local level and encourages them to get involved in other social initiatives.

Some of the comments Josephine has received from program participants clearly emphasize the value and merit of a program of this nature and highlight just how much of an impact actions like these can have in the lives of women living in vulnerable circumstances.

"I LIKE TO FEEL LIKE I'M BEING USEFUL
AND MAKING A CONTRIBUTION."

"I ENJOY WORKING WITH A TEAM A
AND MEETING NEW PEOPLE."

"I AM GRATEFUL FOR A REASON TO GET OUT
OF THE HOUSE AND DO SOMETHING DIFFERENT."

"THIS GIFT CARD WILL HELP ME FEED MY CHILD."

In addition to this heartening feedback from clients, messages of gratitude from members of the public regularly make their way to Josephine and the program participants. Some people have even pulled their car over to express their sincere thanks to the group for what they are doing.



AN INITIATIVE MADE POSSIBLE BY THE SINCLAIR FUND

Support from the Sinclair Fund made it possible during the year for Chez Doris to provide 19 women with financial assistance to pursue employment or education opportunities. Tuition, books, computers and other supplies were provided to program recipients free of charge. The program also defrayed the cost of public transit passes, uniforms and other items. And some participants received training to help them enter or remain in the workforce. By the end of the year, four participants had found stable employment.

Some of the women in this program signed up for courses to obtain language proficiency credentials or high school credits or complete a college or university program. Help was also provided for mothers to procure school supplies for their children — including textbooks, backpacks, uniforms and other articles of clothing —to encourage year-long learning and achievement.

Other monies were made available by the Sinclair Fund to cover the cost of meaningful family experiences such as attending sports events, performances or educational activities or going on field trips to the Botanical Garden or the Biodôme. To date, 36 children have benefited from the program.

" SINCE I STARTED USING THE SERVICES AT CHEZ DORIS, I'VE FELT INSPIRED TO GO BACK TO SCHOOL, ESPECIALLY BECAUSE I DON'T HAVE TO WORRY ABOUT THE FINANCIAL ASPECT. IT'S ONE LESS OBSTACLE FOR ME, AND I'M VERY TOUCHED TO BE GETTING THIS SECOND CHANCE. IT MAKES ME REALLY HAPPY AND I HOPE I'LL BE ABLE TO KEEP GETTING HELP SO MAYBE ONE DAY I CAN PAY IT FORWARD! "

– Felicia G. (client and recipient of Sinclair program funding)



HEALTH AND SOCIAL SERVICES CENTRE AT 1445 LAMBERT-CLOSSE STREET

Given the large number of homeless women requiring our services and the lack of space due in part to social distancing measures during the COVID-19 pandemic, Chez Doris began renting additional office space at 1445 Lambert-Closse Street on May 1, 2022. The ultimate goal of this expansion is to help an even greater number of women in need of our services.

Health and wellness services

During the year, a total of 822 appointments for physical health concerns and 146 appointments for mental health issues were accessed through our medical clinic, which is recognized by the Collège des médecins du Québec. Most of these appointments were volunteer-facilitated for clients with or without RAMQ cards. The professionals consulted were the following:

Dr. Eduardo Chachamovich – Psychiatrist

Dr. Chachamovich prescribes and renews medications to meet patients' mental health needs. He also signs specific types of forms to help clients applying for housing or transportation grants, or other programs. He comes to the clinic once a month, which in 2022–2023, were 33 consultations in total.

Dr. Rosalie Mongeau-Petitpas – Family doctor

She conducts standard medical exams, monitors vital signs and orders blood work. She also manages existing medical conditions, provides information to patients, writes prescriptions, reviews medical histories and updates patient files. Additional duties include specific procedures related to women's health. During her monthly visits in 2022–2023, she carried out 41 consultations.

Dr. Eva Foldes – Internist

She specializes in solving diagnostic problems. She is also in charge of managing chronic illnesses over longer periods of time and treating patients with multiple complex long-term conditions. She began monthly in-clinic visits in October 2022 and has since offered 10 sessions.

Natalie Latova – Physiotherapist

Her role is to provide a clinical opinion on neuromusculoskeletal disorders and functional limitations, taking into account the psychosocial history of each patient and the potential presence of other medical conditions. She then prescribes techniques and exercises to treat the identified issues, and provides follow-up and referrals as needed. Her overall goal is to improve mobility, function and quality of life for clients. She took 44 appointments in 2022–2023 during her monthly visits.



Assunta De Micco – Reiki practitioner

Her approach revolves around relaxation sessions using gentle hands-on therapy, relieving stress, providing support and healing the body and mind. She provided 30 monthly consultations over the course of 2022–2023.

Hien Nguyen – Dental hygienist

She performs patient screenings, cleans their teeth, removes plaque, detects cavities and other abnormalities or signs of infection, and advises on preventive care as well as general dental and oral hygiene. She provided 52 consultations during her monthly visits in 2022–2023.

Mobile clinic – Université de Montréal School of Optometry

This mobile optometry clinic administers eye health screening and vision tests, and determines whether corrective lenses are needed. During the assessment process, they also look for indicators of broader health issues, including diabetes, brain tumours, aneurysm, certain types of cancer and cardiovascular disease. Referrals are given to clients who require prescription eyewear. The mobile clinic stops at Chez Doris every two months. A total of 31 consultations were completed in 2022–2023.

Annick Bellerose – Foot care specialist

Foot care services include toenail cutting, corn and callus removal, wound management and overall foot health assessment, including indicators of broader health issues. She also provides information and support to help patients keep their feet healthy between checkups. Offering a weekly session, she provided 235 consultations in 2022–2023.

McGill University Nursing Clinic

This is a nurse-led teaching clinic. Nursing students triage clients requesting care based on level of need to ensure that everyone is seen in a consistent and timely manner. They also work closely with other healthcare providers and frontline personnel at Chez Doris to coordinate care and referrals. Essential services include wound care, vital sign tracking, diabetes screening and health education. They generously provided 292 consultations during 67 sessions in 2022–2023.

In 2022, 18 McGill nursing students, under the supervision of a nurse clinician, provided a wide range of services, including:

- Basic nursing assessments and care
- Referrals to on-site and external community health services
- Mobile diabetes screening and management clinic
- Health promotion materials for clients and frontline workers.

Sabrina Polizzi – Nurse clinician specializing in sexually transmitted and blood-borne infections (STBBIs)

In her capacity as a public health nurse, she screens for gonorrhea, chlamydia, hepatitis B and C, syphilis and HIV, ensuring overall continuity of care. She also refers patients with hepatitis C to the appropriate treatments and checkups. She strives to develop strong relationships with her patients to instill trust. She also works closely with the CLSC Connexion team of social workers, physicians and other nurses. She is authorized to prescribe contraception and can serve as a nurse navigator for patients with hepatitis C by liaising with partners and McGill University Health Centre's Chronic Viral Illness Service. She offers her services at the clinic once or twice a month, which translated to 22 consultations in 2022–2023.

Laure Coquatrix – CLSC community intervention nurse

She offers primary care and monitors clients experiencing homelessness. She serves as a frontline liaison between Chez Doris clients and the Connexion team's frontline services, which include a doctor, a social worker and other healthcare professionals. She helps to build trust and make access to healthcare services easier. In 2022–2023, she carried out 39 consultations during weekly sessions at the clinic.

Catherine Wells – Art therapist

She uses art to provide opportunities to clients to deal with their emotions, confront their physical and mental health challenges, improve their well-being, and gain a better understanding and greater control over their emotions. In 2022–2023, she consulted with clients 100 times, through one-on-one appointments twice a week and group sessions once a week.

Mark Balchunas, Kerrie Hartt and Stefanie Brown – Massage therapists

The services they provide aim to release tension in muscle and soft tissue, promote a sense of relaxation, alleviate pain and improve overall well-being. They offered 32 consultations to Chez Doris clients in 2022–2023.

INUIT AND INDIGENOUS PROGRAMS

Chez Doris aims to create a culturally welcoming environment for Indigenous women in Montreal. Along with meeting their basic needs, we offer a range of essential medical, legal assistance and housing support services. Caseworkers also provide relevant programming to support their emotional well-being and maintain a connection to their cultural heritage.

THE FOLLOWING ARE A FEW EXAMPLES OF THE INITIATIVES WE PUT IN PLACE DURING THE YEAR:

- Regular talking circles and healing activities to provide a safe space where women can express their emotions, share their experiences and support one another.
- Arts and crafts workshops to help women to reconnect with their cultural traditions, explore their creativity and tell their stories through various outlets.
- Special celebrations and activities to commemorate important dates in their respective cultures and strengthen their sense of pride and belonging.

NATIONAL DAY OF TRUTH AND RECONCILIATION

September 30 marks the National Day of Truth and Reconciliation, a very important day for our clients and our entire organization. It affords us a solemn opportunity to remember missing Indigenous children, send a message of solidarity to grieving families and honour the survivors of residential schools. In 2022, we organized several art and creative workshops at Chez Doris to give Indigenous clients a chance to commemorate the occasion through collective works, stories and recognition of the suffering they have endured.





SOCIO-RECREATIONAL PROGRAMS

Some 150 women took part in the following activities:

Haircuts	53 appointments
Bingo	291 prizes won at 97 events
Mittens Project	195 participations and 21 sessions
Printmaking	42 participations and 35 sessions
Manicures	43 participations and 18 sessions
Collective kitchen	35 participations at 14 get-togethers
Henna hand art	24 participations and 3 sessions
Outings (concerts, restaurants, museums, films, etc.)	301 participations
Major giveaways of clothing and other items	210 participations and 5 sessions

SPECIAL MEALS WERE SERVED SEVERAL TIMES DURING THE YEAR AS PART OF OUR SOCIO-RECREATIONAL PROGRAMMING:

TOTAL NUMBER OF SPECIAL MEALS SERVED	648
CHRISTMAS CELEBRATIONS	265 TURKEY DINNERS
BBQS	73 MEALS (8 EVENTS)

GETAWAY TO MONT-TREMBLANT

The women who take part in the ever-popular Mittens Project were treated to a wonderful day of discovery in Mont-Tremblant organized by Chez Doris in August 2022 to thank them for their amazing work. This was the only chance many of our participants had to travel outside of the city in the summer. They basked in the beauty of the surroundings, strolled through the picturesque streets and were blown away by the views from the gondola.

SCREEN PRINTING WORKSHOP WITH MILO AND FIONA

During 35 workshops overseen by volunteers Milo and Fiona, clients created screen-printed Chez Doris tote bags using their own designs, featuring Indigenous patterns or flowers. The unique printing process meant that every bag was one of a kind, just like the person who made it.

The bags were then sold at our holiday craft fair in December and through our online store. The quality and originality of every piece made them a very popular pick.

This workshop was a huge hit with the women who took part. They were proud to be able to express their talent and creativity, and it made them feel even more connected to the Chez Doris community.





MAJOR GIVEAWAYS

In addition to our regularly scheduled distribution of donated goods, we held five “major giveaways” during the year, which included articles of clothing, seasonal items, cosmetics, and toiletries. Four of these giveaways were directed at housed women, and the fifth was specifically for unhoused women.

JUNE 20, 2022 – SUMMER GIVEAWAY	43 CLIENTS
AUGUST 26, 2022 – SPECIAL GIVEAWAY	21 CLIENTS
OCTOBER 19, 2022 – FALL GIVEAWAY	51 CLIENTS
FEBRUARY 24, 2023 – WINTER GIVEAWAY	51 CLIENTS
MARCH 17, 2023 – SPRING GIVEAWAY	44 CLIENTS
TOTAL	210 PARTICIPATIONS



OUR VOLUNTEERS

Total number of individual volunteers	127
Total number of volunteer groups	16
Total number of volunteer hours	7 557

It is thanks to the dedication, generosity, and multiple skills of our volunteers that Chez Doris was able to offer many additional 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 in 2022–2023:

Ahmadiyya Muslim Youth Association (AMYA)

Ahmadiyya Muslim Women's Association (AMWA)

Alcoholics Anonymous

Bell Canada (Let's Talk)

B'nai Brith Quebec

Carlos & Pepe's

Church of Jesus Christ of Latter-Day Saints

Cocaine Anonymous

Desjardins

Gastronomia

Gordon Robinson Beauty Academy

Hockey Helps the Homeless

International Federation of Medical Student Associations (IFMSA)

Mobile clinic — Université de Montréal School of Optometry

Montreal Firefighters Emerald Society

Savoir media

Studio PM

Summit School





IN THE COMMUNITY

Chez Doris acts with integrity and strives to fully understand and address problems affecting women in crisis, and advocate for the organization and its clients. Chez Doris works with other stakeholders as part of the following committees and initiatives to share news, discuss emerging challenges and find solutions:

Cabot Square Urban Safety Committee

Comité consultatif, femmes et itinérance du Service régional de l'itinérance

Comité de travail des services régionaux d'hébergements d'urgence de l'itinérance du Service régional de l'itinérance

Comité de vigie itinérance du Service régional de l'itinérance

Comité éducation, insertion et revenu du Service régional de l'itinérance

Heritage Montreal

Montreal Council of Women

Mouvement pour mettre fin à l'itinérance à Montréal

Peter-McGill Community Council

Réseau d'aide aux personnes seules et itinérantes de Montréal

RÉSEAU de la communauté autochtone à Montréal

Table de concertation du quartier des Grands Jardins

Table de concertation sur la santé mentale — CIUSSS West-Central Montreal

Table des groupes de femmes de Montréal

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

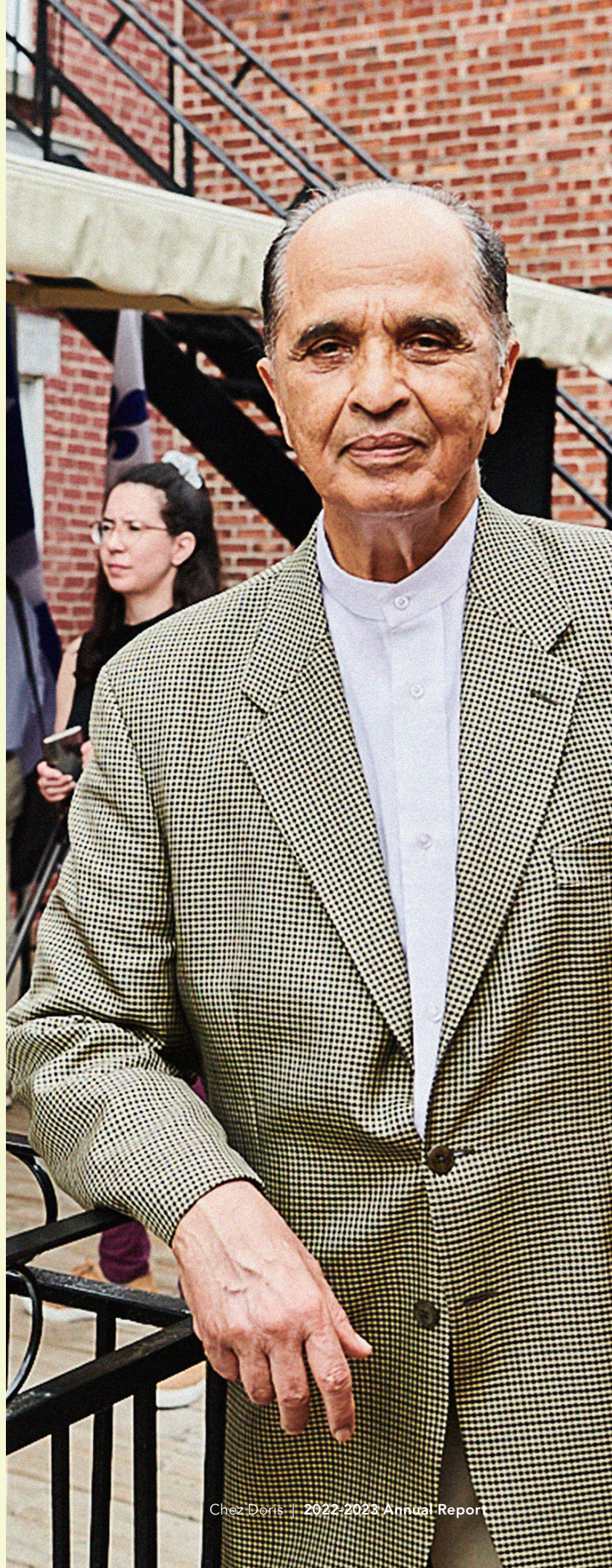
OUR DONORS

At Chez Doris, we rely heavily on private donations and grants to keep our operations running 24 hours a day for the women we serve. We are strong believers in the power of affordable permanent housing and vital support services as a sustainable solution in breaking the cycle of homelessness.

The tremendous generosity of our private donors allows us to provide our clients with comprehensive, personalized support that is so crucial in rebuilding their life on a solid foundation. We develop and implement support programs that enable them to sharpen their skills, pursue training and job opportunities, and develop their self-confidence. We work hand in hand with each woman, guiding them as they set out goals and move toward their dreams, so they can recover from homelessness and go on to lead a full and rewarding life.

Every gift to Chez Doris, no matter the size, helps to change lives and provide renewed hope to women on their journey from unhoused to housed.

**Thank you from the bottom
of our hearts for supporting
and believing in our work.
Together, we can create a
world where every woman is
empowered to achieve her
potential and live with dignity.**



This is a list of our key corporate, institutional, and community donors who have contributed \$2,500 and more during the fiscal year starting April 1, 2022, and ending March 31, 2023.

3014649 Canada Inc.	Fondation Famille Leclair	PROREIT
6857515 Canada Inc	Fondation Famille Léger	Protech Foundation
Aaron & Wally Fish Family Foundation	Fondation J. Armand Bombardier	R. Howard Webster Foundation
Albert & Florence Aziz Family Foundation	Fondation J.A. DeSève	Raymond James Canada Foundation
Alice & Euphemia Stewart Family Foundation	Fondation Jacques et Michel Auger	RBC Dominion Securities Inc.
Alliance du personnel professionnel et technique de la santé et des services sociaux	Fondation Jeanne Wojas et Robert Chevrier	RÉSEAU de la communauté autochtone à Montréal
Altru Foundation Inc.	Fondation J-Louis Lévesque	Revay and Associates Limited
Alvin Segal Family Foundation	Fondation Marcelle et Jean Coutu	Royale Bank of Canada
Amazon Canada	Fondation Sibylla Hesse	Scotiabank
Andrew and Carole Harper Chez Doris Endowment Fund	Fonds philanthropique Jacques Marchand	Secrétariat à la Condition féminine
Anne-Marie & Mitch Garber Family Foundation	Fonex Data Systems Inc.	Société de Gestion Sogefor Inc.
Arts Undergraduate Society of McGill University	Food Banks Canada	Soupe pour elles - Énergir
Atrium Innovations	Fraser Family Foundation	Succession Emmanuelle Simony
Aune Foundation	Frisia Foundation	TD Bank Group
Betty Averbach Foundation	Galleria Dia	TFI International Inc.
Bissell Family Foundation	Geo. A. Hall. Inc. Transport	The Azrieli Foundation
BNP Performance Philanthropique	George Hogg Family Foundation	The Birks Family Foundation
Caisse de dépôt et de placement du Québec	Gestion Maurice Pinsonnault Inc.	The Cole Foundation
Canada Mortgage and Housing Corporation (CMHC)	Gouvernement du Québec	The David H. Laidley Foundation
Capital Group	Government of Canada / Service Canada	The Deggone Foundation
Carole Epstein Foundation	Groupe Leclair	The Drummond Foundation
Centraide of Greater Montreal	Gurudwara Sahib Quebec	The Gainey Foundation
Church of Jesus Christ of Latter-Day Saints	Hewitt Foundation	The Gustav Levinschi Foundation
CIUSSS Centre-Sud-de-l'Île-de-Montréal CCSMTL	Hockey Helps the Homeless	The Hay Foundation
Clanical Investments Inc.	Hylcan Foundation	The Henry and Berenice Kaufmann Foundation
CN	IMG Link Inc.	The Holt Foundation
CN Employees' and Pensioners' Community Fund	Imtiaz Kausar Azmat Fund	The Jane Skoryna Foundation
Community Housing Transformation Centre	J.W. McConnell Family Foundation	The Marlene and Joel King Family Foundation
Congregation of Notre Dame - Visitation Province	Joseph Ribkoff Fund	The McCall MacBain Foundation
Corporation des Soeurs Franciscaines	KRUCO Inc.	The Newall Family Foundation Trust
Cuisines Steam inc.	Lallemend Inc.	The Norman Bercovitch Family Foundation
Dalfen Family Foundation	Laurent Ferreira & Leslie Silver Fund	The Rossy Foundation
DRW Canada	Lederman Foundation	The Sabourin Family Foundation
Echo Foundation	LEMAYMICHAUD Architecture Design	The Tenaquip Foundation
Elina & Giuseppe Borsellino Family Foundation	Leonard Sanders Family Foundation	The Trottier Family Foundation
Erfa Canada 2012 Inc.	Loto-Québec	The WCPD Foundation
Eric T. Webster Foundation	MakeWay Foundation - Common Loon Fund	The William and Nancy Turner Foundation
Estate of Charles Slater	Mar-Kin Foundation	Vieira-Bélanger Foundation
Estate of Kveta Cerny	McGill Law Students' Association	Ville de Montréal
Estate of Marjorie Hazel Murdoch Pike	Menasha Packaging Canada	Zeller Family Foundation
Estate of Richard Masys	Miedler Mulroney Family Foundation	(Anonymous : 6)
Estate of Susan Porteous	Mongeau Family Foundation	
Estate of Ursula Steiner	National Bank of Canada	
Exponentiel Conseil	Oeuvres Régis-Vernet	
Fiducie Jacqueline Lallemend	Pembroke Private Wealth Management Ltd.	
	Peter-McGill Community Council	
	Pharmaprix Life Foundation	
	Philantra Foundation	
	Pier 21 Asset Management Inc.	

OUR COMMUNITY AND INSTITUTIONAL PARTNERS

Thank you to the following community and institutional partners for their in-kind goods and services:

Aesop	Emery & Opal	O'Sullivan College
Air Canada	Energy Transportation Group	PA Supermarché
Ana Grant	Ergogrip	Pizza Pizza
Atlas-Apex Roofing	Faurecia Irystec Inc.	Province of Canada
Beiersdorf Canada Inc.	Ferme Emy & JF	Pub Burgundy Lion
BLIA	Galleria Dia	Rotisseries Fusée Montréal
Bonhomme à Lunettes, Inc.	Gildan Activewear Inc.	Saputo Dairy Products Cda GP
Bread and Beyond Foundation	GlobalMedic	Shaw Communication Inc.
Briarwood Presbyterian Church	HBI Hanesbrands Inc	St. Michael's Mission
Calko Group	IBPS Montreal	Stanfield's Ltd.
Carlos & Pepe's Vaudreuil	Jockey Canada	The Study Student Council
Catholic Action Montreal	Joe and Charlie	Tim Hortons
Centric Brands	Juliette & Chocolat	Vide ta Sacoche
CGC	KARÈS	Wacoal Canada
Clarke Café	La Canadienne Entreprises Inc.	Westmount Florist (2010) Inc.
CloudOps by Aptum	La Maison.tv	WWE
Coats Co.	Les Grands Ballets Canadiens	XPOLogistics
Collins notaires — notaries	Lilia Scoop inc.	Zumiez Foundation
Continental Casualty Company	Lucille's Oyster Dive	
DanESCO Inc.	Madame Cioccolata	
Danson Decor	Mandy's	
Dawson College First Peoples' Centre	MARY YOUNG	
Design Me	Mauve Bonbon	
DK Co.	Moms 'N' Dumbells	
Dulcedo Inc.	North Star Academy Laval	
Elita (Stanfield's)	NOVA	



SUMMARY OF FINANCIAL STATEMENTS

Operating results for the year ended March 31, 2023, with corresponding figures for 2022.

	2023	2022
	\$	\$
REVENUES		
Grants		
Reaching Home, Indigenous Homelessness Funding Stream	117,569	132,924
Canada Mortgage and Housing Corporation	73,368	-
Indigenous and Northern Affairs Canada	94,258	56,454
Carrière-été	9,196	30,049
CCSMTL — Programme Vers un chez-soi COVID-19	489,301	1,862,029
CCSMTL - Fonds Réflexe Montréal en itinérance	837,000	-
CCSMTL - Programme de soutien aux organismes communautaires, Mission globale (PSOC)	360,635	345,612
CCSMTL - Plan d'action interministériel en itinérance - mesure 6.1	284,825	-
CCSMTL - Programme Vers un chez-soi - Fonds d'urgence	186,100	-
CCSMTL - Accompagnement en logement des femmes en situation d'itinérance	177,503	259,588
CCSMTL - Stabilité résidentielle avec accompagnement	123,005	-
CCSMTL - Mesures hivernales en itinérance	-	72,252
CCSMTL - Plan d'action interministériel en itinérance - mesure 6.2	107,693	-
Ministre responsable de la Condition féminine	100,000	56,242
CCSMTL - Initiative pour la création rapide de logements	52,979	-
CCSMTL - Plan d'action interministériel en itinérance - mesure 5.3	52,938	-
CCSMTL - Programme Vers un chez-soi	52,558	48,597
Emploi Québec	30,808	-
CCSMTL - S'allier devant l'itinérance	-	12,600
CCSMTL - Programme de soutien aux organismes communautaires, Financement non récurrent destiné aux organismes communautaires pour l'achat et la distribution de denrées alimentaires	5,000	7,150
Centre de santé Inuulitsivik	9,446	6,900
CCSMTL - Plan d'action interministériel en itinérance - mesure 12.1	4,439	-
Contributions from government ministries	-	1,000
Ville de Montréal - Fonds québécois d'initiatives sociales	196,405	85,333
Fondation of Greater Montreal - Fonds d'urgence pour l'appui communautaire	-	24,337
Makivik	5,485	31,526
Centraide - Fonds d'urgence pour l'appui communautaire	16,231	47,737
Donations	3,184,281	2,901,822
Planned gifts	226,075	138,400
Amortization of deferred contributions related to capital assets	220,219	108,353
Events and gala	167,972	29,773
Other	124,194	121,854
	7,309,483	6,380,532
EXPENSES		
Expenses related to programs	4,234,769	4,092,832
Occupancy costs	1,099,816	596,548
Fundraising and communications*	654,257	645,670
Administration expenses	1,286,101	946,767
	7,274,943	6,281,817
EXCESS OF REVENUES OVER EXPENSES		
	34,540	98,715

NOTES ON THE ACQUISITION OF CAPITAL ASSETS

As at March 31, 2023

	Cost at March 31, 2022	Acquisitions	Write-off	Cost at March 31, 2023
	\$	\$	\$	\$
Bâtiments et terrains	11,558,633	7,120,220	-	18,678,853
Mobilier et autre matériel	527,716	83,606	-	611,322
Matériel informatique	149,023	58,537	26,603	180,956
	12,235,371	7,262,363	26,603	19,471,130

Of the \$7,262,363 of acquisitions, an amount of \$7,116,807 was funded by restricted grants received in the current and prior period. As at March 31, 2023, the balance of deferred contributions related to capital assets is \$13,588,179.

NOTES ON DEFERRED CONTRIBUTIONS

As at March 31, 2023

	March 31, 2022	Contributions received in the year	Recognized as revenue in the year	March 31, 2023
	\$	\$	\$	\$
Funding for programs	6,431,971	6,542,736	(6,797 098)	6,177,609
	6,431,971	6,542,736	(6,797 098)	6,177,609
Contributions for 1430 Chomedey	1,278,751	-	(97,972)	1,180,779
Contributions for 1437 Chomedey	2,264,365	2,753,646	(122,247)	4,895,764
Contributions for 2233 Champlain	380,285	(69,070)	-	311,215
Contributions for 1569-1575 St. André	3,240,395	2,227,531	-	5,467,925
Contributions for 1617-1621 St. Hubert	31,238	1,701,258	-	1,732,495
	7,195,033	6,613,365	(220,219)	13,588,179

*Chez Doris raised \$16,863,822 in 22-23 (excluding investment and other income). This represents \$8,558,629 in contributions received during the year to cover current expenses as well as specific program expenses for subsequent years, \$142,586 earmarked for an endowment, and \$8,162,607 in deferred contributions, including unamortised amounts, restricted for fixed assets (land, buildings, furnishings, and equipment). Consequently, our fundraising expenses were 3.88% of revenues raised. A copy of Chez Doris' audited financial statements is available upon request.

CONSEIL D'ADMINISTRATION



Carole Croteau
President



Mélanie Allaire
Vice-President



Éric Thauvette
Treasurer



Jill Hugessen
Secretary



Dr. Guy Breton
Board Member



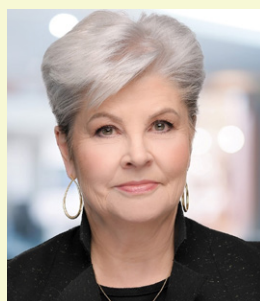
Manon Chevalier
Board Member



Talar Dikjian
Board Member



Sylvie Girard
Board Member



Mary Larson
Board Member



Lyn Lalonde-Lazure
Board Member



Sylvia Martin-Laforge
Board Member



Thierry Leroux-Demers
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 COMMITTEES

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Carole Croteau, Chair
Mélanie Allaire
Éric Thauvette
Jill Hugessen

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

Nominations

Mélanie Allaire, Chair
Carole Croteau
Sylvia Martin-Laforge

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 has been crucial and contributes to making our organization what it has become today.

In 2022–2023, our employees received 1,182 hours of training.

COURSES AND TRAINING SESSIONS HELD DURING THE YEAR:

Programme Omega — Intervention en situation de crise
Santinel — Formation en premiers soins en milieu de travail
Le Centre de recherche de Montréal sur les inégalités sociales, les discriminations et les pratiques alternatives de citoyenneté (CREMIS) — Pratiques informées sur les traumatismes
Centre de crise Transit — Désescalade de la crise
Clinique Droits Devant — Pillier
Marc-Antoine Dagenais, S.W. — Traumatisme vicariant
Marc-Antoine Dagenais, S.W. — Santé mentale 101
Organisation Populaire des Droits sociaux — Aide sociale
Tungasuvvingat Inuit (TI) — Exploitation sexuelle
Maison Grise — Accumulation compulsive (hoarding)
Centre St-Pierre — ABC de l'intervention
Formations Qualitemps — Gestion du temps, des activités et des priorités
Ahmed Abidat — Intervention face au racisme



EXECUTIVE AND ADMINISTRATION

Marina Boulos-Winton,
Executive Director

Christine Deschênes,
Assistant Executive Director

Tania Filippone,
Director of Programs and Services

Nancy Girard, Director of Human
Resources and Talent

Natalie Coté, Manager of Facilities
and Maintenance

Emma Wennerlund,
Director of Finance

Jennifer Ricou,
Communications Advisor

Suse Gomes, Administration
and Donations Coordinator

Neveser Koker,
Grant Manager

Alexandra Vargas,
Bookkeeper

Soheil Sadeghi,
Accountant

Valbona Troka,
Payroll clerk

Anja Runganaikaloo, Coordinator,
Human Resources

Gabrielle Cariou,
Project Coordinator

Nathalie Simard,
Administrative Assistant

PROGRAMS AND SERVICES

Leah Peck,
Volunteer Coordinator

Josephine Thompson,
Activity Coordinator

Holly Buss,
Inventory Clerk

HOUSING PROGRAM

Alexandra Delgado, Coordinator,
Reintegration and Housing Stability Services

Monika Barbe, Caseworker,
Indigenous Housing

Lindzy Estefania Davila Higueros,
Caseworker, PSL Housing

Audrée Goupil, Caseworker,
PSL Housing

Josephine Kefallinos, Caseworker,
PSL Housing

Ariane Kirton,
Team Leader

Alma Marin,
Caseworker, Indigenous Housing

Odilia Meledge-Ade,
Intake Worker

Rajaa Rhidaoui,
Caseworker, PSL Housing

FINANCIAL ADMINISTRATION PROGRAM

Bintou Gaye,
Reintegration Specialist

Kennisa Greaves-Nyack,
Caseworker, Indigenous Clients
Kayla Haines, Caseworker

Kym Paquette-Creswell, Caseworker
Joy Sarpomah, Caseworker

FRONTLINE SERVICES - DAY SHELTER

Jody Johnson, Coordinator,
Frontline Services

Allison Lemieux, Coordinator,
Frontline Services

Laura Aguiar, Caseworker, Evening Services

Marceline Antivahis, Assistant Caseworker
(on call)

Anne-Eloïse Auceps, Caseworker,
Evening Services

Calicia Birch, Caseworker, Evening Services

Emilie Charette, Caseworker

Fanny Côté-Letendre, Caseworker

Samantha Djia, Intake Worker

Caroline Doueihy, Caseworker

Nadim El Kouni, Intake Worker,
Evening Services

Victoria Fils-Aimé, Caseworker

Sarah Holm, Caseworker, Evening Services

Paige Johnston, Caseworker, Evening Services

Felicia Katsouros, Intake Worker

Kristelle Kerr-Beauge Roberts, Caseworker

Cassandra Laufer, Caseworker (on call)

Éliane Leclaire, Caseworker

Lauren Lucia, Aide, Caseworker (on call)

Odile Marchand-Guérard, Caseworker

Gabrielle Messier, Caseworker

Eva Muquet-Vaillant, Assistant Caseworker

Johanne Noury, Caseworker

Elle Nunnerley-Paquette, Intake Worker,
Evening Services

Marianne Pelletier, Caseworker (on call),
Evening Services

Maïssa Potvin, Team Leader

Annie Preston, Team Leader, Evening Services

Andreanne Renord-Guay, Caseworker,
Evening Services

Giulia Riondino, Caseworker (on call)

Anne-Michelle Roy, Caseworker

Bernadette Cafolo Sagna, Caseworker

Clara Seidenberg, Caseworker

Zeytouna Suleiman, Caseworker (on call)

Mithula Vallipuranathan, Caseworker

Sandra Watson, Caseworker,
Evening Services

FRONTLINE SERVICES - NIGHT SHELTER

Sylvia De Sousa, Team Leader

Rebecca Elisma, Caseworker

Wendy Gravel, Caseworker

Elisa Houssin, Caseworker

Rebecca Joachim, Caseworker

Jamie Katreina Mace, Caseworker

Roselyne Mandela Monrose, Caseworkers

Laurie-Anne Petit, Caseworker

KITCHEN

Samantha Costello, Kitchen Supervisor

Alexandre Dion-Dumais, Cook

Teresa Gervais, Cook

Felicia Pope, Kitchen Assistant

Pearlina Pope, Kitchen Assistant

Kiva Smith, Kitchen Assistant

Leanne Watters, Kitchen Assistant

BASH SHETTY RESIDENCE

Frédérique Potvin, Team Leader

STUDENT INTERNS

John Abbott College

Youth and Adult Correctional Intervention

Bianca Baroni

Collège Ahuntsic

Techniques d'intervention en délinquance

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Concordia University

Department of Art Education

Rhea Bergeron

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Social Services

Marcy Antivahas

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Lindzy E. Davila Higueros

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School of Social Work

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Courtney Allan

Laura Augr

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Alfred Reyes

Aruna Singh

Asmar Siouda

Mary Soyinka

Rex Wang

Thais Rodriguez

GETTING INVOLVED

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Accueil



