



ANNUAL REPORT

2015-2016



MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

CHEZ DORIS made great strides in 2015-16. We've implemented new programs and improved others, upgraded our technology, launched a new web site, reconfigured our office and program space on the top floor, undertook some interior and exterior renovation projects, launched a new Human Resource manual, and equipped all of our employees with new job descriptions. Our volunteers have contributed a record number of hours, and we have revamped how we take our daily statistics in order to analyze our clients' needs to better align our services.

From April 1, 2015 to March 31, 2016, we received close to 26,000 visits from 955 different women, 277 of whom were new to Chez Doris. Amongst our new clients we have seen an increase of women new to Montreal. The meal programs and the clothing room are the most used services by the women of Chez Doris. This past spring MBA students from McGill University conducted a survey, of 86 clients. Their results (see page 15) will be used to help tailor our services and set future goals.

We added three new Board members over the course of the year. They are: Janet Boisjoli, Sylvie Girard, and Jill Hugessen, and we'd like to thank Pippa McIntyre who stepped down after three years of service and many years of volunteering with clients offering legal advice. During the year, we also established a new Building Committee comprised of people who have experience in renovations, construction, property administration, planning, and real estate. They meet on a monthly basis to oversee work that needs to be carried out. In the recent past, Chez Doris was unable to undertake important repairs and is investing more in necessary improvements as demonstrated in the summary of our financial statements (page 17); maintenance and repairs went from \$29,799 to \$104,086, and there is still more to be done.

As we prepare to celebrate our 40th anniversary in 2017, our goals for next year are to:

- 1 Increase the number of Cheque Administration case-workers from three to four considering that we are taking an increasingly active role in placing homeless women in housing.
- 2 Bolster our existing medical program for preventive and public health services especially for marginalized women.
- 3 Further develop our psychosocial services by offering more individualized care such as accompaniments, house visits and client advocacy as well as expand our partnerships within the community.
- 4 Further renovate our existing building to optimal code and safety standards as well as create a comfortable, home-like environment.
- 5 Prepare the groundwork for supportive housing services in a second building.
- 6 Increase our volunteer opportunities and the civic participation of its clientele.
- 7 In partnership with the McGill Dietetic and Human Nutrition department, improve our meals to include more nutritional value needed by the women we serve.

The challenges and rewards continue on a daily basis, and we count on your invaluable support. Come visit the house, get involved, or volunteer. **We cannot do it without your help.**



Talar Dikijian
President



Marina Boulos-Winton
Executive Director

BOARD OF DIRECTORS



Pictured first row, left to right:

Talar Dikjian, President of the Board (Insight Marketing), Marina Boulos-Winton, Executive Director (Chez Doris), Lyn Lazure-Lalonde (HR Solutions), Janet Boisjoli (Groupe TDL Corporation).

Second row, left to right:

Sylvie Girard M.O.A.Q., MIRAC (CGA Architectes Inc.), Sonia Tournay (Créatures Stratégie Image), Sylvia Martin-Laforge, Vice-President & Secretary (Quebec Community Groups Network), Pat Hardt (retired RN and psychotherapist).

Third row, left to right:

Caroline Croteau, CPA (BDO), Jill Hugessen, Esq. (Hugessen Coaching), Mark Shalhoub (Mark Shalhoub Communications)

Absent:

Carole Croteau, CPA, Treasurer (SICAM Development Corporation Inc.)

Photo courtesy: TanisSaucier.com

COMMITTEES OF THE BOARD OF DIRECTORS

COMMUNICATIONS COMMITTEE

Sonia Tournay, Chair
Nivine Morcos
Mark Shalhoub

HOUSE/BUILDING COMMITTEE

Sylvie Girard, CGA Architectes Inc., Chair
André Costin, Xemplar Inc.
Robert Manningham, Atelier Habitation Montréal
Adam Steinberg, Silver Dollar Foundation

IN-KIND COMMITTEE

Vivianne Rivest, Journal les Affaires

FINANCE COMMITTEE

Carole Croteau, Chair
Caroline Croteau
Sylvia Martin-Laforge

PERSONNEL COMMITTEE

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

STUDENT PLACEMENTS

Every year we welcome students to help develop their expertise and to encourage an exchange of ideas. The following interns contributed a total of 2,205 hours.

CÉGEP MARIE-VICTORIN: SERVICE SOCIAL

This year's student organized many fun and educational activities for the house, including a weekly dance workshop and facilitated an activity for International Women's Day.

El Olam Azika-Yangbate, 3rd year, 630 hours

CONCORDIA UNIVERSITY: ART EDUCATION

Interns held weekly workshops where women expressed themselves through painting, drawing, and other art projects.

Sandrine Munoz, 32 hours

Jessica Bakleh, 32 hours

Juliana Diaz, 32 hours

Mikaela Clark-Gardner, 32 hours

DAWSON COLLEGE: COMMUNITY RECREATION LEADERSHIP TRAINING

The student organized Arctic game displays and Northern delight tea tastings at a sugar shack event at Cabot Square.

Anna Kristensen, 1st year, 49 hours

DAWSON COLLEGE: SOCIAL SERVICE

The students worked alongside caseworkers, and helped organize in-house activities and special outings.

Nadia Diamond, 3rd year, 500 hours

Jessica Lemieux, 2nd year, 125 hours

JOHN ABBOTT COLLEGE: YOUTH AND ADULT CORRECTIONAL INTERVENTION

This year's intern helped provide primary services and assisted women to find suitable apartments. She conducted searches according to each client's needs and accompanied each woman throughout the process. In all, she worked with 10 women and helped 2 women sign leases.

Michelle Morris, 3rd year, 592 hours

MCGILL UNIVERSITY: FACULTY OF LAW

Emma Sinai, 3rd year, 100 hours

MCGILL UNIVERSITY: SCHOOL OF DIETETICS AND HUMAN NUTRITION

Students developed a cookbook with ingredients which may be bought at a dollar store, ran 8 nutrition workshops, and advised Chez Doris on healthy foods to include in food bags for senior citizens.

Marie-Pier Castonguay, Level 4, 120 hours

Jessica Genel, Level 4, 120 hours

UNIVERSITÉ DE MONTRÉAL : TRAVAIL SOCIAL

The student offered an interactive group discussion on women's empowerment.

Geneviève Vallières, 2nd year, 105 hours

UNIVERSITÉ DE MONTRÉAL : CERTIFICAT EN TOXICOMANIE

The student lead a workshop on alcohol abuse among women.

Diana Monzon Sanchez, 47 hours

UNIVERSITÉ DU QUÉBEC EN OUTAOUAIS, BAC EN SCIENCES

The students helped broaden clients' knowledge on various topics related to physical and mental health.

Fatima Ouakrim, 2nd year, 105 hours

Le Ou Wang, 2nd year, 105 hours

Jelissa Jean Pierre, 2nd year, 105 hours



"I would like to thank Chez Doris, and my supervisor Royder, for giving me an opportunity to grow in my role as an intern. There were no limits to what I could do. I was given the opportunity to do interventions, provide resources, as well as facilitate activities and workshops. Now that my internship is finished I have a better knowledge of working with women in difficulty and the network of resources available to them."

— **Nadia Diamond**

VOLUNTEERING - THE YEAR IN REVIEW

At the heart of Chez Doris you will find a dedicated team of volunteers. During the year, volunteers donated more than 3,797 hours of their time and expertise - an increase of at least 1,226 hours from the previous year. They provide programs and services which contribute not only to the well-being of the women, but to the efficient management of the house. For instance, throughout the year volunteers have enabled us to offer yoga, haircuts, appointments with a medical doctor and psychiatrist, pet therapy, pick up food donations, maintain our clothing room, improve our system for calculating our statistics, and helped oversee important house repairs.



Volunteers provided by the CBC Do-Crew



Volunteer, Carolyn Fe-Trinidad providing a hair-cut



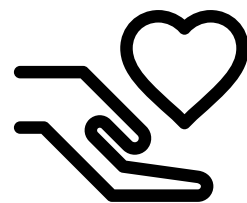
Fourth person from the left, volunteer Nicole Rolland, with yoga participants

We have also benefitted greatly from one-time contributions such as a female choir from Texas, the CBC Do Crew for spring cleaning, The Rotary Club of Westmount who helped us re-configure our upstairs office space, employee groups from the Bank of Montreal and CIBC who baked up a storm, and the Association des massothérapeutes et naturopathes du Québec and Redken who both provided a day of pampering.

AN OVERVIEW OF OUR VOLUNTEERS

VOLUNTEERS AT CHEZ DORIS

3,797
HOURS OF
VOLUNTEERING



942
HOURS DONATED BY
ONE-TIME VOLUNTEERS

171



HOURS DEDICATED
TOWARDS IMPROVING
PHYSICAL HEALTH
(YOGA, ECCENTRICS AND
MEDICAL DOCTOR)

24

PROGRAMS AND
SERVICES ARE RUN
ENTIRELY BY
VOLUNTEERS



395 HOURS DONATED
BY LOCAL SCHOOLS

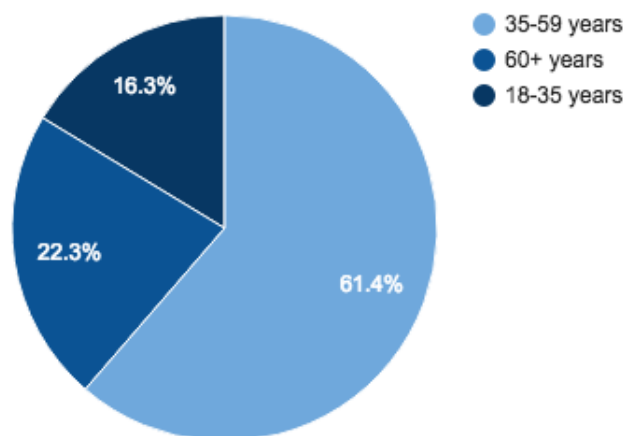
NUMBERS AT A GLANCE - THE RESULTS ARE TELLING

TOTAL VISITS
▲ 37%

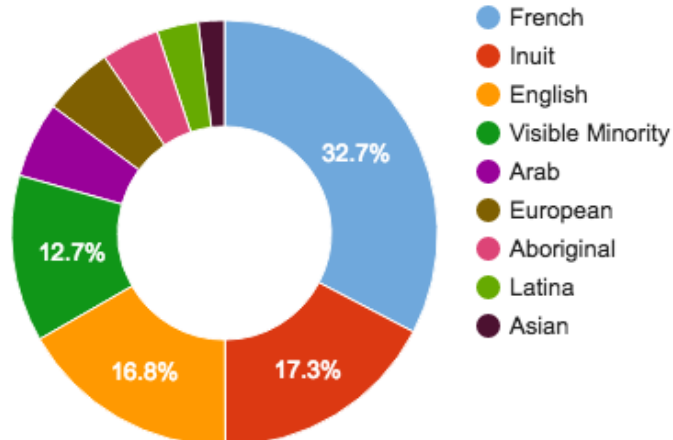
FIRST-TIME CLIENTS
▲ 222%

MEALS SERVED
▲ 28%

AGE



ORIGIN



25,980 VISITS TO THE DAY SHELTER

955

DIFFERENT WOMEN SERVED



277

FIRST-TIME VISITORS

34,990

MEALS SERVED



107

ENROLLED IN THE CHEQUE ADMINISTRATION PROGRAM



2,823

VISITORS TO THE CLOTHING ROOM



1,015

FOOD BASKETS DISTRIBUTED



505

HEALTH SERVICE VISITS WITH MEDICAL DOCTOR, FOOT CARE NURSE, AND PSYCHIATRIST



497

INCOME TAX DECLARATIONS COMPLETED



HOMELESS WOMEN PLACED IN FURNISHED APARTMENTS

165

INUIT WOMEN SERVED

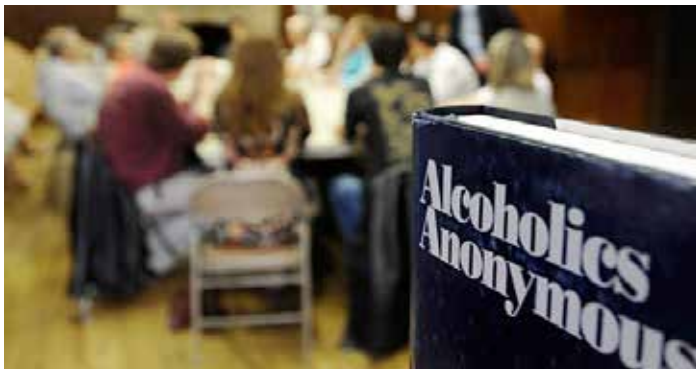


219

HOUSE VISITS & ACCOMPANIMENTS (LEGAL, MEDICAL AND PSYCHO-SOCIAL SUPPORT)

NEW PROGRAMS OFFERED BY VOLUNTEERS

AA



In collaboration with Alcoholics Anonymous of Quebec, Chez Doris now hosts women-only AA meetings open to both clients and outside AA members. We are happy to provide a space so that meetings can take place to help women members stay sober and help other alcoholics achieve sobriety.

CANDLE PROJECT



Chez Doris partnered with the Enactus Envision team from Concordia University. Enactus is an international non-profit organization that mobilizes university students to make a difference in their communities while developing the skills to become socially responsible business leaders. Throughout the project, students from Concordia University met with women at Chez Doris to create candles. Upon completion, the candles were sold and all profits were given back to the women in the form of gift cards.

LANGUAGE CLASSES



In partnership with Frontier College, Chez Doris offers English and French classes Sunday mornings. The objective of the classes is to develop the necessary skills to navigate government forms and applications as well as to provide the tools for personal development and empowerment, whether it is to find a job or participate in enriching conversations.

CHAT WITH PAT



Chez Doris' longtime volunteer and board member, Pat Hardt, facilitates weekly discussions in a safe and relaxed environment. The topics covered vary greatly and follow the ebb and flow of the participants' current struggles. The workshops provide a support system for the women, as they feel heard and respected.

EMOTIONAL WELLNESS

Monthly groups are led by psychologist Vivianne Bentley to help traverse emotionally charged topics. Through gentle guidance, Vivianne helps the women develop practices and discover new tools, which will support their emotional, spiritual, and physical wellbeing.

HOLIDAY WISH DRIVE



During the month of December, the women were invited to identify two items they would like to receive as a special gift. With the help of individual donors as well as Fednav's employee group who also did much of the shopping, 101 wishes were granted which ranged from cat food, diapers for an elderly mother, grocery store gift cards, and small items such as a watch, movie gift cards and yoga attire.

MITTEN PROJECT



One of our dedicated volunteers, Tina Chamandy, introduced a wonderful new project where clients transform old wool sweaters into beautiful winter mitts. During the holiday season the mittens were sold and generated over \$3,000 in sales. All of the proceeds go directly to the women through recreational activities and in the form of gift cards.

WISDOM CIRCLE



Yoga volunteer, Nicole Rolland, developed weekly workshops to further support our clientele. The workshops are divided into four modules: Awaken, Align, Ignite and Soar. During her workshops, Nicole leads life-skill discussions and uses imagery, journaling, storytelling and music to help the women explore topics such as self-care, managing energy, and conflict management.

WOMEN'S COMMITTEE

To many, Chez Doris is a second home. It is important that the women have the opportunity to be active in their community, and therefore a women's committee was created. The committee allows our clientele to share their ideas and contribute to the development of Chez Doris.

ESSENTIAL SERVICES AND PROGRAMS

Chez Doris is much more than four walls and a roof; it is a home. It is a safe haven in which the women can rest in a day bed or sofa chair, have a cup of coffee, and share a warm meal. Each day we offer a variety of activities and services to help women meet their basic needs as they struggle with poverty, homelessness, mental illness and addiction.

MEAL PROGRAM

Chez Doris provides both breakfast and lunch daily. In addition, we provide emergency food bags and three "collective kitchen" activities per week which were funded by La Fondation Carmand Normand. Furthermore, we have renewed our partnership with the Father Dowd Foundation to provide special food bags for our senior population, which includes vitamins and food enriched with calcium, and continue to work with McGill Dietetics students to help Chez Doris provide healthy menus and promote healthier eating habits.

STATISTICS ON NUMBERS OF:

- Breakfasts served: 13,023
- Lunches served: 21,967
- Food bags provided: 1,015
- Food bags for seniors: 269
- Collective Kitchen Workshops: 227
- Fruit and vegetable boxes distributed by the Good Food Box: 159



MEDICAL SERVICES

The reality is that many of our clients do not have a medical doctor and are not monitored by any medical professional. This past year, there were 149 visits to our medical doctors Dr. Elena Paraskevopoulos and Dr. Geneviève Legault. In addition to one on one visits, we held information sessions on topics such as: smoking cessation, substance abuse, psychiatric diagnosis and medication. Furthermore, we created a wonderful new partnership with the McGill Ingram School of Nursing to offer interactive educational workshops. Students held two workshops about diabetes and stress management.

CLOTHING, HYGIENE, AND PERSONAL CARE

Due to a limited budget many women have difficulty meeting their hygiene and personal care needs. Thanks to donations and volunteers who sort through and organize our in-kind contributions, we are able to provide clients with soap, shampoo, and other hygienic products as well as access to our clothing room which has seasonally appropriate clothing and accessories.

STATISTICS ON NUMBERS OF:

- Hygienic products given out, including tampons and pads, soaps and shampoo: 2,000+
- Showers taken: 867
- Haircuts provided by volunteers Carolyn Fe-Trinidad and Sandra Rizi: 210
- Massage therapy sessions provided by volunteer, Giorgio Vaquer: 110

FOOT CARE

With financial support from the Marcelle & Jean Coutu Foundation, weekly sessions with a podiatric nurse are offered. Marie Cimon provided 161 treatments. Foot care is a necessary service as a large number of women suffer from diabetes, go through long periods of standing and walking, and suffer from repetitive trauma due to ill-fitting shoes and prolonged exposure to wet and cold weather.

MENTAL HEALTH

In 2015-2016, Psychiatrist Dr. Pascale Desrosier donated her expertise by providing individual counselling sessions, prescribed and renewed medications, and provided follow-up treatments. As well, our caseworkers provide accompaniments to numerous appointments for additional support.



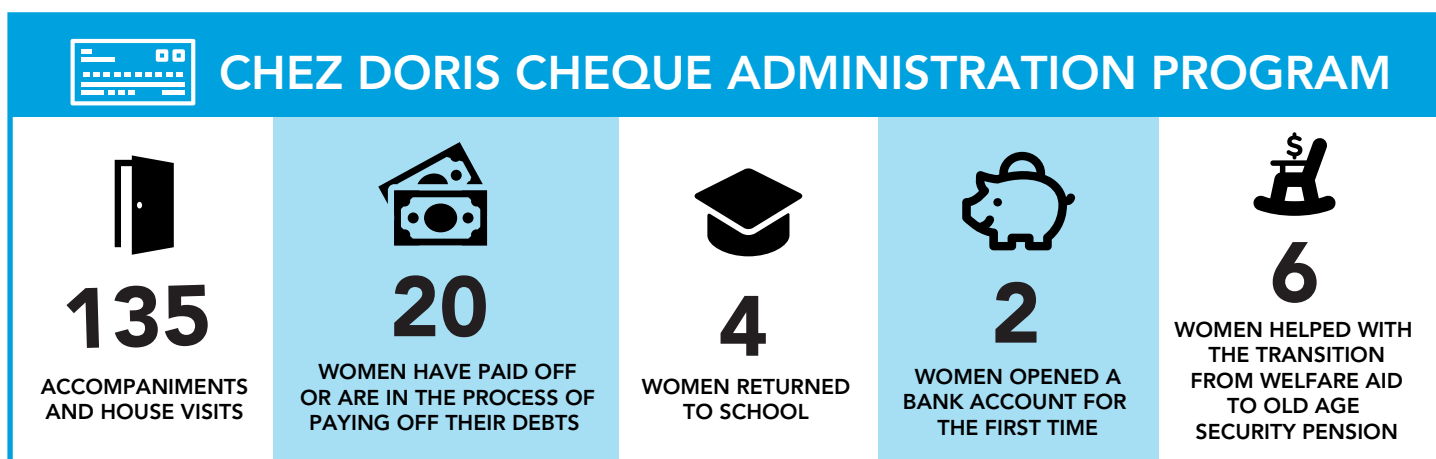
Dr. Geneviève Legault with a patient

CHEQUE ADMINISTRATION PROGRAM

This program offers financial and psychosocial support to over 85 women. Chez Doris receives the financial aid cheques (disability, welfare, old age pension, etc.) of each participant and an assigned caseworker works to create a respective monthly budget, send payments for rent and utilities, negotiate any debts and purchase gift cards for groceries and other needs. In all, our caseworkers deposited and managed **\$1,169,356.30**, which represents the total income of their clients over the course of 12 months. This

program promotes financial stability, independence, and helps prevent homelessness.

In addition, the program offers psychosocial support by offering assistance with booking appointments (medical, legal, etc.) and providing accompaniments to appointments to ensure that each client feels well supported as they strive to meet their personal goals



PARTNERSHIPS AND ON-GOING WORKING RELATIONSHIPS IN THE CHEQUE ADMINISTRATION PROGRAM

- L'Abri d'Espoir
- Anne's House
- Le Chaînon
- CLSC Lucille-Teasdale, Faubourgs, Henri-Bourassa, Hochelaga-Maisonneuve, and Métro
- CLSC Metro- projet connexion and équipe itinérance
- CSSS Jeanne Mance
- Diogène
- Good Food Box
- Hertzel Clinic – Team 3
- Hydro Québec – low income payment program
- Inter-loge
- Jean Fortin & Associes
- La Maryse
- Ma Chambre Inc.
- Maison Jacqueline
- Makivik Corporation
- Montreal Diet Dispensary
- Montréal Women's Center
- MUHC
- Native Women Center
- L'Office municipal d'habitation de Montréal
- Old Brewery Mission (Patricia Mackenzie Pavilion)
- Our Harbour
- Remue-Ménage
- SOCAM
- Transit Crisis Center



"Since I am administered in this program, I am able to manage my money and this has provided me with a great sense of security. I like the activities, services, and delicious lunches. I think that we are really fortunate to have Chez Doris as it truly help us."

— Sylvie, administered since 2009

HOUSING FIRST

« SUIVI DANS LA COMMUNAUTÉ »

From January 12, 2015 to July 3, 2015, Chez Doris had a Housing First grant from Service Canada to house 16 homeless women in furnished apartments. We successfully completed the mandate, 7 women were housed as part of this grant in the last fiscal year.

ABORIGINAL HOUSING PROGRAM

From June 6, 2015 to March 31, 2019, thanks to another grant from Service Canada, Chez Doris has a mandate to house 24 chronically and episodically homeless Aboriginal women in furnished apartments, establish stability and to provide them with a support system to allow them to achieve personal goals. We successfully found permanent housing for 4 Aboriginal women in the last fiscal year and we foresee surpassing our goal.



Before Klara had an apartment, she was sleeping outside.



Klara's first day in her new apartment.

PARTNERSHIPS AND ON-GOING WORKING RELATIONSHIPS FOR THE ABORIGINAL HOUSING PROGRAM

- Clinique Droit Devant
- First Nations Human Resources Development Commission of Québec
- Ivirtivik Center
- Native Friendship Center of Montreal
- The Open Door
- MultiCaf
- Native Women's Shelter of Montreal
- Projets Autochtones du Québec
- Women's Centre of Montréal
- YMCA – Plein de Vie – Downtown Montréal Project Dialogue

PARTICIPATION IN THE FOLLOWING COMMITTEES

- A sub-committee of the Montreal Urban Aboriginal Community Strategy Network
- Le programme d'accompagnement justice – itinérance à la cour (PAJIC) de la Ville de Montréal

"Wow, wow, wow... My own apartment!" — Klara

INUIT ASSISTANCE PROGRAM

Since 2011, the Makivik Corporation provides funding for our Inuit caseworker and works in partnership with Chez Doris to identify and address the medical, social, and housing needs of urban Inuit women in Montréal. Tina, our Inuit caseworker incorporates Inuit values and traditions to create a safe space in which the women gather to break isolation and reconnect with each other and their culture. In the past year we have seen a dramatic increase in individual Inuit clients. Throughout 2013-14, 93 different women visited our center. In 2015-2016 that number jumped to 165 clients. Inuit women now represent 17.3% of our clientele. Along with other communities, 21.7% of our clientele is Aboriginal.

HIGHLIGHTS

Detention Center Visitations: In July 2015, we launched a new project at the Tanguay Women's Detention Center (which has since relocated to the Leclerc Detention Center in Laval) to meet with incarcerated Inuit women, and assist them in making exit plans aimed at creating healthy lifestyles, decreasing recidivism, and preventing homelessness. To date, our caseworker has worked with 8 incarcerated women.

Elder Visits: There were two visits by elders from Nunavik, and 30 participants partook in their cultural guidance and counselling, and enjoyed a feast together.

Cultural activities: Thanks to a grant from CN, we were able to offer country food in a weekly Inuit collective kitchen. Over the course of the year, we held 31 collective meals in which there were a total of 318 participants. We celebrated National Aboriginal Day with a special lunch of Bison burgers, corn and red lentil soup, and strawberry juice. The women participated in activities such as pow wow dancing and drumming, and Inuit throat singing workshop, and a Grassroots teaching circle.



Fall Camp: 7 women joined the Inuit Assistance caseworker and an intervention worker for a fall camp in which the ladies enjoyed two nights at Centre Notre-Dame-de-Fatima.



PARTICIPATION IN THE FOLLOWING COMMITTEES:

- Homelessness Forum Committee Peter-McGill Community Council
- Aboriginal Homlessness Working Group, NETWORK
- Action Committee on urban security at Cabot Square
- Out of Place in Nunaliijuaq: effecting social change with Montreal Inuit through Participatory Action Research (PAR) community advisory board
- Comité de vigie autochtone du Service de police de la Ville de Montréal (SPVM)

SOCIO-RECREATIONAL ACTIVITIES

In collaboration with volunteers and staff, Chez Doris offers a variety of educational and socio-recreational activities throughout the year which clients would otherwise be unable to afford. These activities create opportunities that reduce isolation and social exclusion, as well as promote wellness and recovery. Moreover, throughout the year our kitchen staff and volunteers prepared special meals and activities on the occasion of Mother’s Day, Christmas, New Year’s Day, Chinese New Year, Valentine’s Day, Easter, Ramadan, International Women’s Day, National Aboriginal Day, Thanksgiving, Halloween, and many more.

As well, in our continued effort to also provide fun and stimulating weekend activities this year, we hired a part-time Recreational Specialist, Nahla Abdelhamid. Nahla organised activities according to women’s interests, needs, and skills. Activities included: pillow making, self-defence classes, indoor gardening, body treatment workshops, and a trip to the movies.

STATISTICS ON NUMBERS OF:

Outings (special activities included: Cabane à sucre, apple picking, Museum of Fine Arts)	34
Birthdays celebrated	130
Meals served in International Women’s Day	92
Participants in arts and crafts activities	116
Times laptops were used	933
Meals served across two days during Christmas celebrations	200
Bingo and bean bag games	116



TAXES AND LEGAL SERVICES

TAXES



During the busy tax season, it is essential for our clientele to complete their taxes in order to qualify for low-income housing and monthly tax credits which can greatly impact their budget. We feel lucky to have, Richard Pringle, an exceptional volunteer who donates his time twice a week during tax season to complete clients’ tax returns and is always available on call.

STATISTICS ON NUMBERS OF:

Completed tax returns	497
Who filed tax returns	221

LEGAL SERVICES

Each year Chez Doris partners with the McGill Faculty of Law, and students provide women with legal information, support, and advocacy.



“My two semesters at Chez Doris were amazing. The experience was challenging but extremely rewarding. I learned a lot and loved getting to know the women in the Chez Doris community.” — Emma Sinai, McGill University: Faculty of Law

SURVEY FINDINGS

In early 2016, MBA students from McGill University conducted an extensive survey of 86 Chez Doris clients to understand the needs of the women and identify their unmet needs. The following represents highlights of their findings:

OVERVIEW OF RESPONDENTS

Average number of years clients use Chez Doris' services	8.5 years
Median age	51 years old
Monthly average income	\$898
Currently homeless	28%
Have been homeless in the past	49%
Most utilized Chez Doris services:	
▶ Lunch	78.8%
▶ Breakfast	70.6%
▶ Clothing Room	67.4%
Frequency of visits:	
▶ Daily	40%
▶ Weekly	31%
▶ Monthly	17%
▶ Other	31%

KEY IMPROVEMENTS DESIRED AT CHEZ DORIS

MEALS

Provide larger portions, more variety and more nutritious food

FOOD BAGS

Offer more variety, fruits, vegetables, frozen dinners, soups, juice, cheese and less canned food

CLOTHING ROOM

Have more small-sized clothing, summer clothing, and newer items

SERVICES

Have more staff and volunteers on the floor for greater interaction

HOUSING ASSESSMENT

Average amount clients willing to spend on rent	\$438
Interested in renting privately	25%
Interested in low-cost, supervised housing	32%
Interested in living in a seniors' residence	16%

For us, the survey confirmed that our clientele suffers from high levels of poverty and are in vulnerable situations concerning their housing. Those most affected by housing issues are Aboriginal, women of color, newly arrived immigrants, and seniors. Many are affected by mental health and physical health issues. The top diagnosis reported by the women were anxiety, depression, bi-polar disorder, and schizophrenia. The top physical ailments were arthritis, diabetes, impaired mobility, and kidney disease.

In order to better assist the women to attain more stability, we plan to hire an additional caseworker and have more volunteers circulating on the main floor, add a caseworker in the cheque administration program, and further develop our psychosocial services by offering more individualized care such as accompaniments, house visits, and client advocacy.

We will expand our partnerships within the community and advocate for more supportive housing services. We will further develop our partnership with the faculty of Dietetics and Human Nutrition at McGill University program to ensure that we serve more nutritional food and introduce fresh produce to our food bags, which previously comprised solely of non-perishable food items. These changes, as well as others, will help to promote a better quality of life for our clients.

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

Alcoholics Anonymous of Quebec	Inspectopro	Redken
AMYA (Ahmadiyya Muslim Youth Association)	Kanawaki Golf Club	The Sacred Heart School of Montreal
Ardene	Kells Academy	Selwyn House
BMO	Lower Canada College	Summit School
Briarwood Church	Lush	Shoe Box Project
The Canadian Liver Foundation	Marianopolis College	Société de développement social de Ville-Marie
CBC Do Crew	McGill University	Sufi House
CIBC	MEDLIFE	The Study
CLSC Metro	Moisson Montréal	Tanis Saucier Photography
Community Garden Des Seigneurs	Museum of Fine Arts	Thinkr
Concordia University	NOVA West Island	Transplus
Dawson College	Old Brewery Mission	Tuck Shop
Floranthropie	Le Pensionnat du Saint-Nom-de-Marie	The Volunteer Bureau of Montréal
Frontier College	Peter McGill Community Council	Welcome Hall Mission
The Good Food Box	Quebec Community Groups Network	Where do you sleep? Exhibit
Humanity First	Quinn Farm	
IGA Alexis Nihon	PDQ station 12	

THANK YOU TO THE FOLLOWING MAJOR, INSTITUTIONAL PARTNERS

5 Days for the Homeless	Fondation Carmand Normand	Ministère de la Santé et des Services sociaux (MSSS)
Alice & Euphemia Stewart Family Foundation	Fondation J.A. DeSève	Montréal St. Patrick's Foundation
Briarwood Presbyterian Church	Fondation Marcelle et Jean Coutu	Power Corp.
Calgary Foundation, Grassby & Bennett Family Fund	Fonex Data Systems	St. Gabriel's Parish Rosary Group
Centraide du Grand Montréal	George Hogg Family Foundation	Service Canada
CN	Hay Foundation	Silver Dollar Foundation
Concordia Commerce & Administration Undergraduate Student's Association	Hockey Helps the Homeless	Spafax Canada
Father Dowd Foundation	Holt Foundation	Rotary Club of Montréal
Fednav Employees' Group	Ivonis Mazzarolo Foundation	Trottier Family Foundation
Financial Research Solutions	Kanawaki Golf Club	Unitarian Church of Montréal
	Kruco Inc.	Ville de Montréal
	Makivik Corporaion	Zeller Family Foundation
	Mar-Kin Foundation	

SPECIAL THANKS TO ALL THOSE WHO HAVE CONTRIBUTED TO CHEZ DORIS IN DIFFERENT AND UNIQUE WAYS.

SUMMARY OF FINANCIAL STATEMENTS

CHEZ DORIS – OPERATING RESULTS

For the year ended March 31, 2016

2015-2016 2014-2015

REVENUES

Grants		
Agence de santé et de services sociaux		
▶ Programme de soutien aux organismes communautaires	\$191,796	\$189,897
▶ Plan d'action interministériel en itinérance	104,236	35,000
Centraide	145,795	147,795
City of Montreal	67,811	41,775
Makivik Corporation	60,000	* 42,000
Employment and Social Development Canada		
▶ Homelessness Partnering Strategy (HPS)		
• Cheque Administration Program	22,817	24,996
• « Suivi dans la communauté »	33,759	30,686
• Maintenance salary	-	3,664
• Aboriginal Housing Program	20,005	-
Emploi-Québec	13,918	-
Human Resources and Skills Development Canada - Canada Summer Jobs	8,916	3,246
First Nations of Quebec and Labrador	-	3,780
Foundations and other charitable organizations	342,078	184,728
Donations and planned gifts	298,856	225,903
Amortization of deferred capital	27,219	21,932
Events and gala	19,719	4,450
Other	15,318	4,243
	\$1,372,243	\$964,095

EXPENSES

Salaries, benefits, and subcontracting	\$854,093	\$628,038
Maintenance and repairs	104,086	29,799
Amortization of capital assets	103,047	97,736
Activities for clientele	67,668	39,080
Office expenses, publicity, and documents	60,096	19,958
Costs related to programs	53,847	42,797
Utilities	34,058	24,452
Expenses for HPS - Suivi dans la communauté	21,456	28,634
Insurance	19,382	16,979
Professional fees	9,475	14,242
Other	8,871	8,742
Interest and bank fees	3,971	6,174
	\$1,340,050	\$956,631

EXCESS OF REVENUES OVER EXPENSES

\$32,193 \$7,464

* The deferred contribution of the Makivik Corporation will be used to hire a resource person for Aboriginal clients in 2016-2017.

HOW YOU CAN HELP

Their well-being depends on your generosity

The women we serve need your help; many suffer from the debilitating effects of poverty, addictions, or mental health problems. You can help those who turn to us for help by donating generously, by providing products and/or services as well as volunteering!

Your support will help us maintain the house, allow us to continue relevant services and programs, and enable us to respond to the many unique needs of the women.

DONATIONS

On-line donations are accepted. See "**DONATE NOW**" on our web page chezdoris.org.

As well, Chez Doris accepts donations of publicly traded stocks, donations from third party events, bequests as well as and gifts from estate planning vehicles such as insurance policies.

IN-KIND DONATIONS

We accept the following items, in person, between 8:30 a.m. and 3 p.m. (we are closed on statutory holidays):

FOOD

- Fresh fruits, vegetables, dairy products, frozen foods, and meats
- Canned tuna, salmon, chicken or other meat
- Rice, pasta, pasta sauce and tomato paste
- Peanut butter, jams, canned fruits, beans, and other vegetables
- Low-sugared cereals
- Canned evaporated milk, soup packages or cans
- Granola bars, loafs of bread, muffins and cakes
- Coffee, tea bags, and juice
- Condiments such as mayonnaise, oil, sugar, salt and pepper



HYGIENE PRODUCTS

- Combs, hair brushes, hair elastics
- Shampoos and other hair products
- Hair dyes
- Sanitary pads, tampons, adult diapers
- Deodorant, body spray, sun screen
- Toothbrushes, toothpaste, dental floss
- Cosmetics, such as make-up and nail polishes
- Toilet paper, Kleenex, Band-Aids, first aid kits, latex gloves
- Unopened and non-expired ointments and pain-relievers such as aspirin
- Unopened and non-expired multi-vitamins

GIFT CARDS

- Coffee shops and fast food restaurants
- Movie theaters
- Pharmaceutical and grocery stores
- Home renovation stores

OPERATIONAL NEEDS

- Bath towels, blankets for single beds
- New, plastic utensils and plates, non-disposable soup bowls
- Bus tickets
- Laundry detergent, garbage bags, zip lock bags, aluminum foil, saran wrap
- Light bulbs
- Office supplies



Students from the Sacred Heart School of Montreal with a client

BECOMING A VOLUNTEER

Volunteers are always welcome, see "**GET INVOLVED**" on our web page chezdoris.org. If you are looking for short-term, one-time opportunities, or would like to volunteer as a group, the following is a list of ideas:

- Housekeeping tasks such as washing windows, painting, cleaning our courtyard
- Host a field trip such as a concert, movie or museum outing
- Provide a holiday meal
- Provide a weekend brunch
- Bake or cook food to be served as part of our meal service
- Organize a collection of surplus garden vegetables and fruit
- Organize a collection of non-perishable foods, hygienic products, and clothing
- On-call driver for pick up of donations
- Bake monthly birthday cakes

Chez Doris is a charitable organization offering a daytime shelter 7 days a week for all women in difficulty. The house provides meals, respite, clothing, socio-recreational activities as well as practical assistance in a secure and accepting environment.



1430 Chomedey, Montreal, Quebec H3H 2A7
T: 514-937-2341 • F: 514-937-2417

CHEZDORIS.ORG



/ ChezDorisRefuge