



TARGETED SUPPORT FOR EVERY PATH FORWARD

2023 – 2024 ANNUAL REPORT



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Chez Doris

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Visit our website at

www.chezdoris.org

Operating hours

Day Shelter

8 a.m.-4 p.m., Monday to Friday

Elspeth McConnell Night Shelter

8:30 p.m.-8:30 a.m., 7 days a week

Charitable registration number: 101835841RR0001

HISTORY

CHEZ DORIS

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 these marginalized women.

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 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.

Chez Doris started out as a day shelter offering essential but limited support. 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 to guide women in need.

MISSION

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 nonjudgmental 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

It is with great pride and gratitude that we present you with this report on all that Chez Doris has accomplished during our 2023–2024 fiscal year.

We would like to start by expressing our sincere appreciation to our dedicated donors, employees and volunteers, as well as all those who contribute in ways big and small to the fulfilment of our mission. Thanks to your commitment and generosity, we are able to continue providing a wide range of essential services to housing-insecure and homeless women in our community. We couldn't do it without your support.

In recent years, we have seen an exacerbation of the social inequalities faced by women. The COVID-19 pandemic in particular has intensified the suffering of people in vulnerable situations. For this reason, in 2023–2024, we focused our efforts on opening two new service centres. The Bash Shetty Residence, on Saint-André Street, and the Marcelle and Jean Coutu Residence, on De Champlain Street, now provide permanent housing to more than 30 women who were previously unhoused or at risk of becoming so.

Making this expansion a reality required a colossal effort, which is why one of our priorities this past year was recruiting and training new employees. The long-term success of Chez Doris rests on the ability of our teams to support our clients and residents with their day-to-day needs. By strengthening our workforce as part of a robust strategic plan, we are ensuring that we can continue our work for many years to come.

This year, we welcomed Diane Pilote to Chez Doris, first as Senior Director of Operations, then as Executive Director, following the departure of Marina Boulos-Winton. Diane's expertise in implementing organizational structures and her determination to lead major projects to success will be invaluable as Chez Doris continues to expand in order to meet our community's ever-growing needs.

Thank you once again for your continued support of and commitment to Chez Doris. Let us continue working together to transform the lives of the most marginalized women in our society.

Carole Croteau

President

Diane Pilote

Executive Director



2023–2024 AT A GLANCE*

We collect user statistics for our services to improve operations, forecast future requirements, evaluate the outcomes of our programs and meet other needs. Day shelter hours are 8 a.m. to 4 p.m., Monday to Friday. Our emergency night shelter services are available from 8:30 p.m. to 8:30 a.m., seven days a week. Statistics below and throughout this report cover the period from April 1, 2023, to March 31, 2024, unless otherwise indicated.

*Figures for the day shelter may be slightly lower than in past years, as its services were suspended from September 26 to December 11, 2023. In 2023–2024, the day shelter provided its full range of services on 254 days.



14,618

VISITS TO THE DAY SHELTER
974 CLIENTS



8,056

OVERNIGHT STAYS
462 CLIENTS



36,000+

MEALS SERVED



10,384

SNACKS PROVIDED



6,763

SHOWERS TAKEN



7,663

HYGIENE KITS DISTRIBUTED



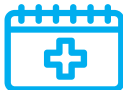
4,885

EMERGENCY CLOTHING KITS
DISTRIBUTED



2,692

GROCERY GIFT CARDS DISTRIBUTED
TOTAL VALUE OF \$134,600

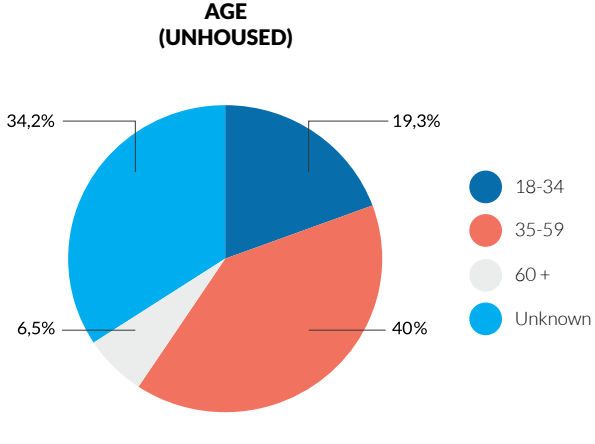
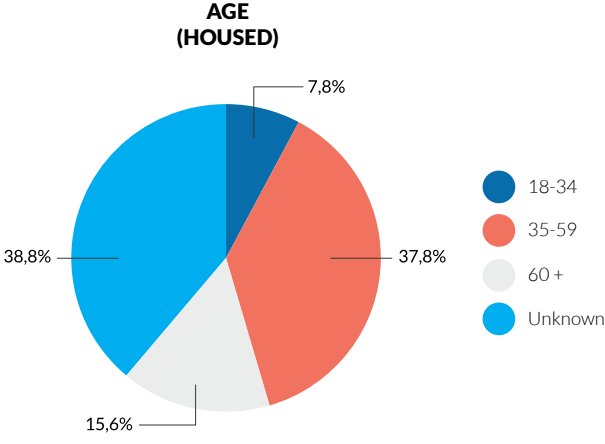
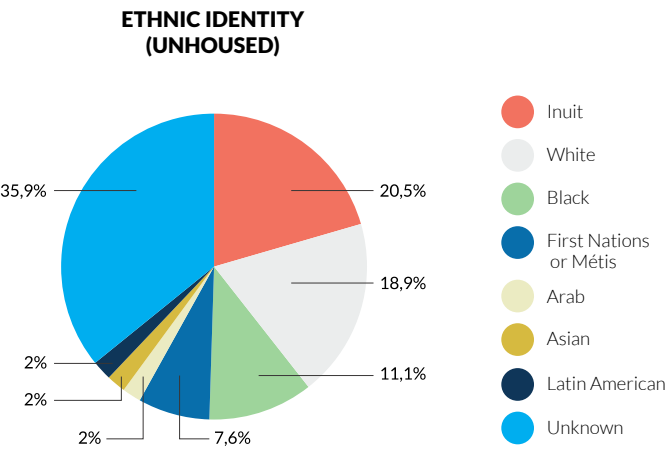
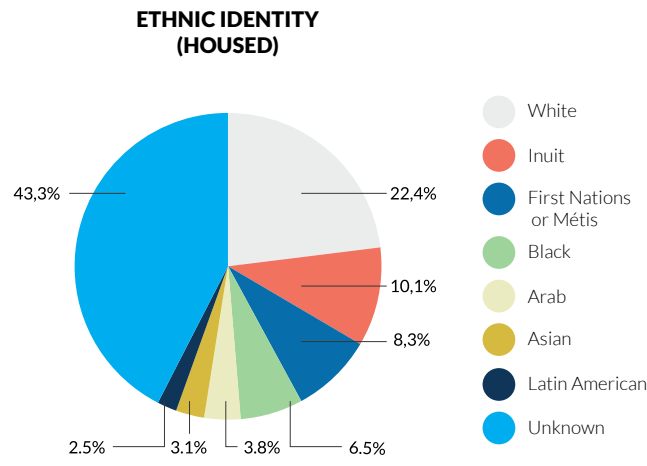
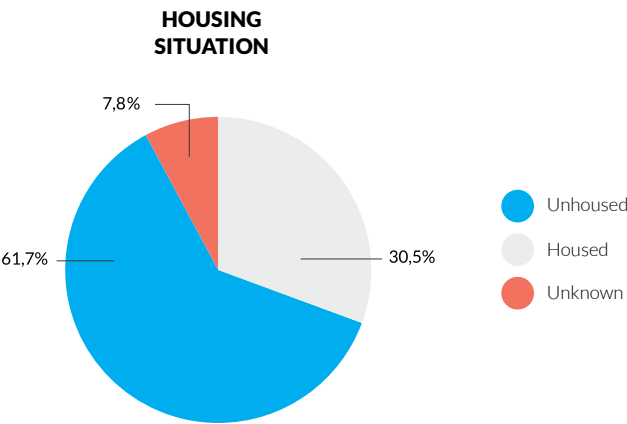
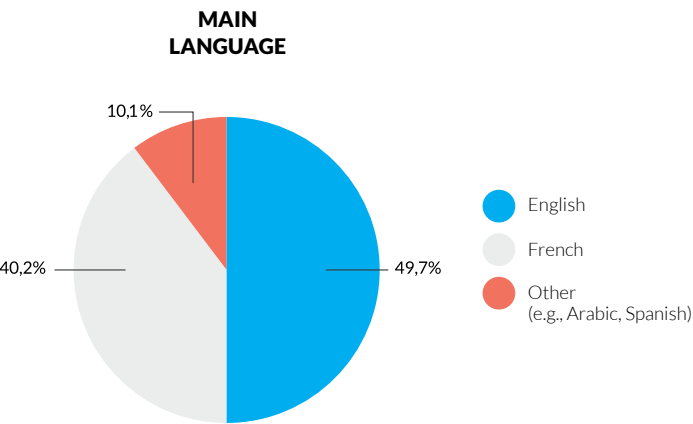


552

HEALTH SERVICE APPOINTMENTS

PROFILE OF CHEZ DORIS CLIENTS

USE OF PROGRAMS AND SERVICES BASED ON DEMOGRAPHIC CHARACTERISTICS
TOTAL NUMBER OF WOMEN: 1,360





1,303 women* used at least one service at Chez Doris, either at the day shelter (1430 Chomedey), the night shelter (1437 Chomedey) or the health and social services centre (1445 Lambert-Closse).

**Some women use several Chez Doris services and are counted in usage statistics at multiple service centres.*



974

WOMEN AT THE
DAY SHELTER



462

WOMEN AT THE
NIGHT SHELTER



200

PROGRAMS



15

TENANTS AT THE
MARCELLE AND JEAN
COUTU RESIDENCE



17

TENANTS AT THE
BASH SHETTY
RESIDENCE

FRONTLINE ESSENTIAL SERVICES

DAY SHELTER — 1430 CHOMEDEV

Chez Doris offers essential services to all women in need, including necessities like food, clothing, showers and laundry facilities. 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.

TEMPORARY REDUCTION AND GRADUAL REINTRODUCTION OF DAY SHELTER SERVICES

Faced with staffing challenges against a backdrop of growing client needs, Chez Doris had to temporarily scale back its frontline services at the day shelter during the year. From September 26 to December 11, 2023, access to meals, respite beds and caseworkers was suspended. We nevertheless continued to answer phone calls, take reservations for emergency beds and accept donations of winter clothing and personal hygiene products.

To assist unhoused women during this period, Chez Doris provided services at the door from 1 p.m. to 4 p.m. on Tuesdays and Thursdays. Clients were able to pick up their mail, their medications, emergency clothing and basic necessities, access nursing care twice a week, and receive referrals to other organizations as needed.

Chez Doris's emergency night shelter and health and social services centre remained open as usual and continued to provide their services to women in need. In addition to its 24 beds, the night shelter provided clients with meals, snacks and gift cards for fast food restaurants. The health and social services centre maintained its full range of services, including socio-recreational activities, nursing care and medical appointments.

During the two-month service reduction, we focused on recruiting, onboarding and training new employees to bolster the Chez Doris team. Additionally, renovations were planned to improve the quality of facilities for both staff and clients.





We gradually began reintroducing day shelter services in December 2023. Since then, we have been stepping up our efforts to provide more support to women in precarious situations. We have increased our meal preparation capacity and renewed our commitment to preventing homelessness and reducing vulnerability. And we are more determined than ever to continue the important work we do.

MEALS

Throughout 2023–2024, Chez Doris provided clients with access to two or three nutritionally balanced meals a day. With the help of our volunteers, our kitchen team prepared and served over **36,000 meals** and **10,384 snacks** during the year, broken down as follows:

- 10,597 breakfasts
- 14,765 lunches
- 10,579 suppers
- 10,384 snacks
- 264 meals served for special occasions (e.g., Christmas, Easter, Eid) and through Urban Programming for Indigenous Peoples

MONTHLY GROCERY ASSISTANCE PROGRAM

Available to both housed and unhoused clients, our Monthly Grocery Assistance Program has quickly become one of our most popular initiatives. Given rising food costs, the program plays a vital role in the fight against food insecurity at Chez Doris. 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 (e.g., vegetarian, vegan, kosher, halal). This program is made possible by the generosity of the Ville de Montréal, the Trottier Family Foundation and the Montreal Indigenous Community Network, as well as donations made to Chez Doris through the GivingTuesday fundraiser.

"OFFER THEM FOOD SECURITY" FUNDRAISING CAMPAIGN

Every year, individuals and organizations from all over the world come together for GivingTuesday, an annual event that encourages people to give of their time, money or talent to support causes they believe in. GivingTuesday is an invaluable platform for projects with positive impact, as it enables donors to directly support communities in need while increasing their awareness of the world's most pressing social and humanitarian challenges.

This year, the goal of our "Offer Them Food Security" campaign was to raise \$100,000 in seven days to allow us to improve food security for over 150 women every month through our grocery gift card program. To help us reach our goal, an anonymous donor pledged to match every contribution dollar for dollar, up to a maximum of \$50,000. The campaign was a huge success with over \$165,000 raised, far beyond our original goal. Thanks to the incredible generosity of our donors, we will be able to support an additional 75 women per year. It will enable us to distribute 3,300 gift cards in 2024.

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:



7,663
HYGIENE KITS



4,885
EMERGENCY
CLOTHING KITS



328
CLOTHING
ROOM VISITS



6,763
SHOWERS



224
LOADS OF LAUNDRY



INTERNATIONAL WOMEN'S DAY

In honour of International Women's Day, we organized a wellness event to celebrate the strength and resilience of our clients and help them feel beautiful, both inside and out. Participants enjoyed manicures, sweet treats and some special pampering. They were also given a small gift bag filled with goodies like hand cream and lipstick.

This special day was crucial to boosting the self-esteem of our clients, many of whom are marginalized and neglected by society. By providing them a moment of well-being and recognition, we helped show them that they deserve to be treated with dignity and respect. Every smile and every glimmer of satisfaction was a testament to the positive impact of the experience. Participants left feeling strong, valued and good about themselves, which is sure to uplift their spirits as they work toward achieving their full potential.

We would like to sincerely thank CIBC, Groupe Leclair and The Office Bi, whose generosity made this event possible.



“Chez Doris has given me so much more than a place to stay and a hot meal. This is where I have found a family, a community that has supported me during the darkest times of my life”

– Aya, a client who has been using the services at the Chez Doris day and night shelters since summer 2022

ELSPETH MCCONNELL NIGHT SHELTER

- 8,056 overnight stays
- 278 unmet requests at the night shelter
- 3,839 emergency overnight stays
- 4,217 longer-term stays lasting (up to of 30 nights)
- 127 overnight stays with pets

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 emergency 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, is open 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, which provide greater 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.

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

BASH SHETTY RESIDENCE

Main Language

- 74 % – English
- 26 % – French

Ethnic Identity

- 35 % – Indigenous
- 29 % – Racialized
- 24 % – White
- 12 % – Preferred not to answer
- Average age of tenants: 49
- Age range of tenants: 36 – 62
- 799 responses to tenant's requests
- 215 active listening sessions – 134 hours
- 157 lifestyle interventions – 101 hours
- 130 initiatives – 66 hours
- 121 crisis interventions – 112 hours
- 17 intervention plans – 12 hours

MOST OF THE WOMEN LIVING AT THE BASH SHETTY RESIDENCE ARE LONG-TIME CLIENTS OF CHEZ DORIS.

This service centre, located in the Centre-Sud neighbourhood of the Ville-Marie borough, opened on June 27, 2023. Featuring 20 individual rooms and several common areas, the Bash Shetty Residence is a safe place for women 18 and up who have experienced or are at risk of homelessness. Rent is capped at 25% of their income. A dedicated and skilled group of caseworkers is assigned to the residence, with someone on site every day to help foster a stable living environment and ensure everyone shares in community chores. During weekly one-on-one appointments, they help tenants make progress toward their individual goals.

These services are designed to provide support to tenants and promote social integration and engagement over the medium to long term. This can include assistance in improving social skills, managing health care issues, taking care of administrative matters, carrying out daily chores, preparing meals, arranging appointments and playing a role in community life. Our goal is to provide a continuum of services that eventually allow tenants to move on to supportive housing or live independently. We are committed to help guide each tenant toward a path that leads to a more self-sufficient and rewarding life.

There are two caseworkers on-site day and night during the week, with support from a part-time caseworker during the day and a team leader. On weekends, two part-time caseworkers also provide ongoing service, with the night shift covered by a security guard.

“The team at Chez Doris gave me the help I needed to find a place where I feel safe and can rebuild my sense of dignity, with support built around my specific needs. Their unconditional love and unwavering support give me strength and keep me from losing hope, even when things seem insurmountable.”

– Emily, a tenant of the Bash Shetty Residence



MARCELLE AND JEAN COUTU RESIDENCE

Main Language

→ 63 % – French

→ 37 % – English

Ethnic Identity

→ 47% – White

→ 40% – Racialized

→ 13% – Unknown

→ 0% – Indigenous

→ Average age of tenants: 42

→ Age range of tenants: 30–59

→ Most of the women living at the Marcelle and Jean Coutu Residence are new clients of Chez Doris (11 files opened since July)

Chez Doris and the Société d'habitation et de développement de Montréal (SHDM) partnered to launch this permanent residence with affordable studio units. The Marcelle and Jean Coutu Residence is located near La Fontaine Park, only a short walk away from the Papineau metro station. The 26 furnished studio apartments have been designed specifically for women who are experiencing or at risk of homelessness but who are otherwise capable of living independently. Each apartment has a kitchen, bathroom and living space. Shared facilities in the building include a community room, a computer room, a laundry room, a bike and storage area, and a patio area in the back. A caseworker is on site weekdays from 9 a.m. to 5 p.m. to help tenants and refer them to any internal or external services they may need.

In addition to managing the building, Chez Doris is in charge of selecting the tenants and providing support services. Nineteen tenants are eligible for rental subsidies through the Office municipal d'habitation de Montréal (OMHM), with rent set at a maximum of 25% of their income. The first residents moved in October 2, 2023.

“Thanks to Chez Doris, for the first time in a very long time, I actually feel hopeful. Now that I’ve gotten off the street and I finally have a comfortable place to live, I can actually let myself think about my future. Since everything is stable now, I’m seriously considering going back to school and learning how to be a professional cook. It’s a dream I’ve had for ages.”

– Jessica, a tenant of the Marcelle and Jean Coutu Residence





A NEW RESIDENCE

A NEW HOUSING PROJECT

The alarming increase in housing needs for women who are—or are at risk of becoming—unhoused calls for a decisive response. Recent statistics clearly show that there is growing and unmet demand for social housing. It is critical that we act swiftly to address these pressing needs. Chez Doris therefore opened two new permanent residences in 2023–2024 to bridge this gap in part. We hope this will help alleviate some of the stress that weighs on many women in unstable living conditions and provide them with vital support to rebuild their lives. However, it is important to recognize that this is only a first step in solving a complex and multifaceted problem. Governments, 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.

ACQUISITION OF 1617–1621 SAINT-HUBERT STREET

On February 24, 2023, we finalized the purchase of a former hotel on Saint-Hubert Street in the borough of Ville-Marie. The building will undergo major renovations to convert it to transitional housing for women in vulnerable circumstances, including those exiting street life and those at risk of recurring homelessness.

Once renovated, this four-storey building will offer 19 to 21 rooms, each with a private or semi-private bathroom ensuite. There will be several common areas for residents to enjoy, including a dining room, a commercial kitchen, a laundry room, and several lounges and outdoor seating areas. We will also offer various support services to help clients transition to self-sufficiency over time.

There will also be on-site offices for intake and support staff, as well as a room for meetings and other activities. We also plan to restore some of the building's historical features to preserve its curb appeal.

The acquisition was made possible by a grant from the Canada Mortgage and Housing Corporation's Rapid Housing Initiative. The estimated total cost for the purchase and renovation work is \$10 million. The new facility is expected to open in 2025.



HOUSING PROGRAM

Housing is about more than putting a roof over someone's head. It is the foundation upon which our clients can build a secure, stable and self-sufficient future. However, mental health, addiction and marginalization issues are just some of the complex challenges that can make the search for housing a difficult and stressful process. The increased cost of living and record-high rents we have seen this year only exacerbate the problem.

To tackle these challenges, we restructured our team in 2023–2024, with eight staff members (six caseworkers, a team leader and an assistant manager) assigned to the Housing and Financial Administration Programs. As a result, we have been able to enhance and diversify our services to provide more targeted support to clients who are desperately looking for an affordable place to live. Our staff work hand in hand with them during their search and guide them through the complex administrative procedures, providing practical support and reassurance every step of the way. By building and maintaining close ties with landlords who believe in the work we do, our caseworkers can make it easier for clients enrolled in our Housing Program to find the safety and security they deserve.

Beyond our commitment to housing solutions, Chez Doris offers a comprehensive array of services to help women overcome the challenges they face. These include assistance with mental health issues, addiction programs and social reintegration initiatives catering to their specific needs so they can rebuild their lives and regain their rightful place in society.

Since the launch of this program, we have housed 171 women and 131 children.

THE HOUSING SEARCH AND SUPPORT PROGRAM, IN 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 allocation, via funding from Reaching Home, for moving costs, as well as the cost of furniture, accessories, small appliances and cleaning products. Thanks to the generosity of the Ville de Montréal and the Trottier Family Foundation, we are able to provide a monthly grocery allowance.

Since the start of the program in June 2015, Chez Doris has housed 92 Indigenous women and 83 children. We are also pleased to confirm that we have met our goal to find housing solutions for six clients between 2022 and 2024.

Accomplishments this year:

- One lease signed by a client
- 285 hours of psychosocial support
- 209 hours of active listening
- 100 psychosocial interventions
- 60 home visits
- 53 external referrals
- 49 internal referrals
- 32 accompaniments
- 31 hours of communication and collaborative efforts with other teams
- 19 calls or emails to other organizations and institutions to discuss our programs
- 17 clients supported
- 14 hours of moving time
- 10 hours spent searching for housing

2. Programme supplément au loyer (PSL)

The rental top-up program—Programme supplément au loyer (PSL)—managed jointly with the Office municipal d'habitation de Montréal (OMHM), supports low-income households by subsidizing their rent so that they can live in units that belong to private-sector landlords, housing cooperatives or non-profit organizations, while paying the equivalent of low-rent housing (i.e., equal to 25% of their income). The OMHM pays the difference between the tenant's share and the total rent specified in the lease. Chez Doris obtained 41 PSL spots for clients in 2023.

Since the start of the program in January 2020, Chez Doris has housed 63 women and 31 children. All eligible applicants have been unhoused women who were living below the poverty line, either Canadian citizens or permanent residents, and up to date in filing their income taxes. Each client housed through this program also receives a one-time payment to help with moving, furniture, household and cleaning supplies, and groceries to stock their new homes.

Accomplishments this year:

- 12 leases signed on behalf of families (total of 9 children)
- 252 psychosocial interventions
- 192 hours of active listening
- 107 one-on-one meetings
- 75 hours spent on housing searches
- 64 hours spent on various tasks
- 55 hours of psychosocial support
- 41 home visits
- 39 accompaniments
- 20 internal referrals
- 18 external referrals
- 18 hours of moving time



“Chez Doris was there for me when I was really hungry and all my clothes were falling apart at the seams. They let me eat as much as I wanted and pick some clothes from the huge selection of items they were giving out. They’re great listeners and they’re never judgmental about it. Now I’m living in a cozy, affordable apartment, with appliances and even a new bed. I’m eternally grateful for everything they’ve given me.”

– Nathalie, a PSL program beneficiary

3. Private Housing Program

This program was established with funding from the Azrieli Foundation, the Fondation Famille Léger, the Fondation Jacques et Michel Auger and the Caisse de dépôt et placement du Québec (CDPQ). All services and program staff are privately funded, including one caseworker assigned to housing search and support services. The Private Housing Program can work with 15 women a year, of whom at least five must have children. Each client housed through this program also receives a one-time fund to help with moving, furniture, household and cleaning supplies, and groceries to stock their new homes. The women who benefit the most from this initiative are those who have experienced challenges in finding housing, including those not eligible for the PSL 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 16 women and 17 children.

Accomplishments this year:

- One lease signed by a client
- 34 hours of psychosocial support
- 47 hours of active listening
- 16 hours of various other tasks
- 12 home visits
- 10 clients supported
- 7 external referrals
- 7 hours of moving time
- 5 accompaniments
- 7 psychosocial interventions
- 3 internal referrals



FINANCIAL ADMINISTRATION PROGRAM

Our Financial Administration Program offers financial services and psychosocial support to our clients.

Under this voluntary program, Chez Doris receives any welfare, pension, disability or other payments to which women are entitled and assigns a caseworker to provide one-on-one assistance in creating a monthly budget, paying bills and managing any money left over. Last year, the four caseworkers in the Financial Administration Program helped 97 clients manage their finances, with a combined total income of \$1,233,098.70.

Source of income for the women enrolled in the program:

- Welfare: 69
- Disability benefits: 1
- Federal old age security: 13
- Provincial pension plan (RRQ): 14

Accomplishments this year:

- 664 applications (Emploi-Québec, Canada Revenue Agency)
- 625 refunds
- 340 hours of active listening
- 76 accompaniments (medical clinic, hospital, etc.)
- 35 crisis interventions
- 34 housing enquiries
- 32 home visits
- 21 external referrals
- 12 internal referrals

In the course of this year, we organized four workshops to help clients learn important budgeting skills. These workshops were attended by a total of 52 clients.

PROFILE OF CINDY, A FINANCIAL ADMINISTRATION PROGRAM PARTICIPANT

Cindy, 47, is originally from Montreal's South Shore. She came to Chez Doris in 2008 on the recommendation of someone she met on her addiction recovery journey. Since then, Cindy's life has changed, thanks to the many services available at Chez Doris, first and foremost the Financial Administration Program.

Before she signed up for the program, Cindy had been wrestling with substance abuse, which had undermined her financial stability. Keeping up with her phone bills and other household expenses would often take a back seat to her addiction.

The Financial Administration caseworkers gave her tips on how to stay on top of her spending, make payments on time and make better budgeting decisions. The grocery gift cards she received through the program helped her stay focused on her basic needs and prioritize them over buying alcohol and drugs.

Beyond the financial aspect of the program, Cindy found a community where she felt she belonged. The team accepted her for who she is and supported her in the various facets of her life, accompanying her to medical appointments and listening to her when she felt down. She feels safe and understood here. She is quick to admit that, without Chez Doris, her situation might have spiralled out of control.

For Cindy, Chez Doris is more than an organization—it's a family where she finds solace and encouragement, and where she feels valued, supported and empowered.

COMMUNITY COLLABORATION AND WORKFORCE REINTEGRATION

IN-KITCHEN JOB READINESS PROGRAM

Funded by the City of Montreal, this innovative program gives housing-insecure and homeless women an opportunity to train with the cook in our kitchen, supported by one of our caseworkers. The program is open to women 18 years or older with a history of mental health issues, who have been off the job market for a few years.

While in training, participants receive tailored support to help them develop transferable workplace skills, along with six months of post-training follow-up and job search assistance. There are currently four women enrolled; they are scheduled to graduate in May 2024. The comprehensive program has a full slate of cooking and life skills workshops and several additional perks, such as free uniforms, a transit card and a monthly stipend of \$200.

This program is part of a continuum of services designed to empower women to reintegrate into the workforce and society. Furthermore, the cooking skills they learn will help them meet their own nutritional needs, while boosting their self-confidence and pride.

Our participants and partners alike have reacted very positively to the In-Kitchen Job Readiness Program. There have been some challenges along the way in terms of individual support and time management, but a few tweaks have given participants the extra time they needed to adjust.

Through this program, we are helping women in unstable living conditions find a place for themselves in the community and putting them on the path to a more autonomous and fulfilling life.



HEALTH AND SOCIAL SERVICES CENTRE, 1445 LAMBERT-CLOSSE STREET

The demand is growing for services to women experiencing adversity or homelessness, especially in health, where inequalities are rampant and often go unaddressed. This is why Chez Doris moved into additional leased space at 1445 Lambert-Closse on May 1, 2022. This facility is key to meeting the needs of clients who are, or are at risk of becoming, unhoused. Many of these clients have problems obtaining suitable health care due to discrimination, language barriers, low income, or lack of official documentation.

HEALTH AND WELLNESS SERVICES

Our medical clinic, which is recognized by the provincial regulatory body, the Collège des médecins du Québec, saw clients for a total of 552 health services appointments this year. Most of these appointments were facilitated by volunteers for clients with or without provincial health insurance coverage.

These professionals saw our clients:

Dr. Eduardo Chachamovich — Psychiatrist

Dr. Chachamovich prescribes and renews medications to meet patients' mental health needs. He also signs forms to help clients apply for subsidized housing or transportation. During the year, he carried out 15 consultations.

Dr. Eva Foldes — Internist

Dr. Foldes specializes in diagnostic procedures and managing chronic illnesses over longer periods of time. She also treats patients with multiple, complex, long-term conditions. She conducted 17 consultations in 2023–2024.

Natalie Latova— Physiotherapist

Ms. Latova assesses neuromusculoskeletal disorders and functional limitations, considering the psychosocial history of each patient and the potential presence of other medical conditions. She then recommends techniques and exercises to treat the identified issues, and provides follow-up and advice as needed. Her overall goal is to improve mobility, function and quality of life for clients. She carried out 11 consultations during the year.

Assunta De Micco — Reiki practitioner

Ms. De Micco's therapeutic approach includes relaxation sessions to promote physical and mental wellness, relieve stress, provide support, and heal body and mind. She conducted 11 consultations in 2023–2024.

Sabrina Polizzi — Nurse specialist in sexually transmitted and blood-borne infections

In her capacity as a public health nurse, Ms. Polizzi screens for a range of sexually transmitted infections. She also refers patients to the appropriate treatments and provides checkups during which she develops strong relationships and instils trust in each of her patients. Working closely with the CLSC Connexion team, she helps coordinate patient care and is authorized to prescribe contraception. She carried out four consultations during the year.

Laure Coquatrix— CLSC community nurse

Nurse Coquatrix offers primary care and monitors clients experiencing homelessness. She serves as a liaison between Chez Doris clients and the Connexion team's frontline services, which include a doctor, a social worker and other health care professionals. She helps to build trust and facilitate access to health care services. She held 7 sessions in 2023–2024.

Hien Nguyen — Dental hygienist

Ms. Nguyen performs initial screenings, cleans patients' teeth, removes plaque, detects cavities and other abnormalities, and advises on preventive care and general dental and oral hygiene. During the year, she provided 52 consultations.



Mobile clinic — Université de Montréal School of Optometry

This mobile optometry clinic administers eye health screening and vision tests, making recommendations when corrective lenses are needed. During the assessment process, they also look for indicators of broader health issues, including diabetes, brain tumours, aneurysms, certain types of cancer and cardio-vascular disease. Clients who require prescription eyewear are referred appropriately. During the year, the mobile clinic carried out 16 consultations.

Annick Bellerose — Foot care specialist

The foot care services provided by Annick Bellerose include toenail cutting, corn and callus removal, wound management, and overall foot health assessment, including watching for indications of broader health issues. She also informs and supports patients in keeping their feet healthy between checkups. During the year, she carried out 210 consultations.

McGill University Nursing Clinic

This nurse-led teaching clinic triages and assesses clients' health care needs at intake. The students manage priorities seen by everyone in a consistent and timely manner, working closely with frontline personnel at Chez Doris to coordinate care and referrals. Services include wound care, vital sign tracking, diabetes screening and health education. The clinic provided 144 consultations during the course of the year.

Dr. Andrew Zakhari — Obstetrician and gynecologist

Dr. Zakhari is a university professor in gynecology. In March 2024, he administered Pap tests to clients of Chez Doris, with help from a medical student. He carried out 6 consultations in 2023–2024.

Catherine Wells – Art therapist

Ms. Wells uses art to help clients 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. We are deeply grateful to Catherine for being a dedicated volunteer for the past 6 years and for the positive impact she has had on the lives of many women at Chez Doris.

INUIT AND INDIGENOUS PROGRAMS

Chez Doris aims to create a culturally welcoming environment for Indigenous and Inuit 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.

Here are a few examples of these initiatives:

A new mural celebrating inclusion

On August 9, 2023, the International Day of the World's Indigenous Peoples, we had the privilege of unveiling a new piece of communal art on the alley-side wall of the Chez Doris day shelter at 1430 Chomedey Street. This striking mural, titled Nehirowisiw—Équilibre, was created in partnership with MU, a non-profit organization dedicated to beautifying the city of Montreal by creating murals anchored in local communities, as well as the Éco-quartier Ville-Marie de Peter-McGill and Tourisme Montréal.

The mural designed by Meky Ottawa and Manon Bédard, honours the natural bounty of the land on which we live, while emphasizing the fragility of our resources. It depicts a traditional Atikamekw canoe, which signifies balance, amid a sea of twinkling lights that represent children (awacic). Chosen for its deep symbolism, this imagery reflects our commitment to providing an inclusive space for women, where they can have access to essential services and support for their well-being. Given that one-quarter of our clients are Indigenous, this mural aligns perfectly with our mission and embodies our dedication to a diverse yet unified community.

The mural was painted by Onkwehonwe/French-Canadian artist Kaia'tanó:ron Dumoulin Bush, under the mentorship of muralists Diane Roe and Melissa Del Pinto. It is meant to symbolize the journey toward inclusion and respect of Indigenous cultures within our community.





Urban Programming for Indigenous Peoples: Strengthening community ties

In Canada, more than half of Indigenous peoples live in urban areas. With this reality comes a myriad of challenges related to adapting to a new environment. The federal Urban Programming for Indigenous Peoples (UPIP) offers core funding to organizations that deliver programs or services to urban Indigenous peoples to assist in this transition.

In keeping with our commitment to serving this community, we use these funds to hold weekly sessions aimed at meeting the needs of Indigenous women. Every week, some 10 to 15 participants attend these sessions, which focus on activities such as traditional beading, making ribbon skirts and jingle dresses, and other forms of artistic creation.

Chez Doris also held a special activity on the National Day of Truth and Reconciliation to stress the importance of reflection, remembrance and education with regard to Indigenous matters. These initiatives provide a space for creative and cultural expression, help to foster a sense of normalcy and community, and to reduce participants' feelings of isolation.

In addition, we provided personalized food hampers to women in the program, containing essential items such as meat, fish, dairy products and fresh produce. These hampers are a vital source of support for Indigenous clients experiencing financial difficulties, providing them with healthy, nutritionally balanced food they would not otherwise be able to afford.

One of the highlights of the year, made possible by UPIP funding, was the Indigenous summer camp hosted by Chez Doris in August 2023. The camp offered a rare opportunity for Indigenous clients to get out of the city, be part of a community and enjoy some well-deserved rest and relaxation. One of our caseworkers shared this report with us:

“The experience started with a trip to a water park. Our participants, who ranged in age from 21 to 60, were suddenly all five years old again! As they went down the water slides, nobody was thinking about the city, life in the streets or how hard it is to make rent and afford groceries. During these few days away, everybody had the chance to cook together, sleep in and sit around a table working with their hands before getting the day underway. Things as simple as sweeping the floor or cleaning house, which they don’t often get the chance to do, had everyone smiling and put a little spring in their step.”



SOCIO-RECREATIONAL PROGRAMS

Over the last year, some 155 women participated 784 times in the following activities as part of our socio-recreational programs:

- Bingo: 73 participations in 55 games
- Collective kitchen: 40 participations in 16 get-togethers
- Mittens Project: 181 participations in 25 sessions
- Arts and crafts (sewing, jewelry making, painting, etc.): 47 participations
- Outings (concerts, restaurants, museums, films, etc.): 65 participations
- Special activities (Black History Month, Earth Day, etc.): 83 participations
- Major giveaways of clothing and other items: 185 participations at giveaways

As part of our socio-recreational programming, we served special meals several times during the year:

- Total number of special meals served: 264
- BBQs: 23 meals (2 events)
- Christmas celebrations: 176 meals served at various centres
 - 75 meals at the day shelter
 - 24 meals at the night shelter
 - 20 meals at the Bash Shetty Residence
 - 12 meals at the Marcelle and Jean Coutu Residence
 - 45 meals at a restaurant for housed clients

Creation of a sewing circle

We created a weekly Thursday sewing circle hosted by our socio-recreational activity leader, in February 2023. Since then, a growing number of participants has attended, to improve their skills and enjoy the company and camaraderie of other women. They have learned, among other things, how to repair garments, sew on buttons and make accessories. Tina, one of our wonderful Mittens Project volunteers, has played an important role in the circle and passed along her invaluable knowledge. She and other volunteers have helped clients develop their technique so they can feel more confident in their abilities and proud of their accomplishments.

Several local businesses and individual donors have donated sewing circle supplies, such as thread, fabric and other key items. This is yet another demonstration of how committed the broader community is to empowering women by helping them acquire new skills.

“This is much more than a sewing class for me. It’s a chance to get out of the house and do something different and have a good time with a great group of women.”

– Aicha, a sewing circle participant

Major Giveaways

In addition to our regularly scheduled distribution of donated goods, we held three “major giveaways” for housed and unhoused women during the year. These included clothing, seasonal items, cosmetics and toiletries.

→ July 12, 2023 — Summer giveaway: 63 clients

→ September 27, 2023 — Fall giveaway: 58 clients

→ January 30, 2024 — Winter giveaway: 64 clients

→ Total: 185 clients



OUR VOLUNTEERS

Individual volunteers: 81

Volunteer groups: 35

Volunteer hours: 4,872*

**Day shelter operations were suspended between September 26 and December 11, 2023, so even though volunteers continued to support other areas in the interim, this reduced the usual number of volunteer hours reported here.*

Because of the generosity and multiple skills of our volunteers, Chez Doris was able to offer many additional services over the past year. Their dedication and expertise have improved the lives of hundreds of women. Our new volunteer coordinator, who joined us in October 2023, has also been a major asset for our organization. Her efficiency in planning and recruiting allowed us to expand our range of services and provide additional support to our clients.

Our volunteers play a critical role at all of our centres. For example, they assemble furniture and set up rooms; they staff our tax clinic to help low-income women file their annual returns; they have served meals in our day shelter for many years. Other volunteers lead dance classes, relaxation sessions, art therapy and other activities. Not only does their involvement help us keep our operating costs low, but it also allows us to optimize the use of our resources to meet basic needs and ensure the health and wellness of the women we serve.

Partner Volunteer Groups in 2023-2024:

Here is the complete list, in alphabetical order:

Ædifica
Air Canada (Legal Department)
Alcoholics Anonymous
Bell Canada (Financial Division)
Broccolini
Canada Montreal Mission
CC&L Financial Group Ltd.
Church of Jesus Christ of Latter-Day Saints
Cocaine Anonymous
Collège Français
Collège Maisonneuve (Intervention en délinquance)
Collette
Community Healing Days
Concordia University (Therapeutic Recreation Program)
Desjardins
École Setsuko
Energi PR
Fabulous Fashions
Foresters Financial
Gastronomia
George Courey
Hockey Helps the Homeless
Manulife (International Alliance of Women)
MMI Solution
Montreal Firefighters Emerald Society
Nesbitt Elementary School
Otsuka Pharmaceutical
Perspectives School
Recharge Véhicule Électrique
Samsung
Savoir media
Sekure
Summit School
TD Bank
The Sacred Heart School



LINA, A CHEZ DORIS VOLUNTEER

"My name is Lina. I've been volunteering with Chez Doris for about 10 years now. It's a place where I like to spend my time and help women who need support and hope. I want to remind them that they are loved and accepted, regardless of their circumstances, and that they have the strength to overcome whatever challenges they are up against, with the help of Chez Doris. I'm a big believer in the power of women working together, and I think every woman is beautiful. That is why I care so much about being there to cheer them on as they become more independent.

Every month, I bring in jewelry to be repaired and recycled. Participants use it to make unique pieces of their own. This creative process shows them that they have what it takes to create beauty. Through jewelry making, I hope to inspire them to realize their own worth.

I encourage everyone to give back to the community however they can, either by volunteering their time or talent, or by donating. You get so much joy out of it. And like the old saying goes, 'it's better to give than to receive.'"



OUR DONORS

We are extremely grateful to all our generous donors for their continued support, which is so crucial to keeping our operations running smoothly, especially now with five centres. Their generosity enables us to guide women toward long-term stability, with permanent housing and wraparound support to help break the cycle of homelessness. Every donation, big or small, has a profoundly meaningful impact on the women we serve. These contributions continue to make a real difference in their lives, and we want to let each and every one of our donors know how much we appreciate their dedication to such a worthy cause.

Aaron & Wally Fish Family Foundation
Albert & Florence Aziz Family Foundation
Alice & Euphemia Stewart Family Foundation
Altru Foundation
Anne-Marie & Mitch Garber Family Foundation
Betty Averbach Foundation
BNP Performance philanthropique
Caisse de dépôt et placement du Québec
Capital Group
Carole Epstein Foundation
Centraide of Greater Montreal
CIUSSS Centre-Sud-de-l'Île-de-Montréal | CCSMTL
CN
CN Employees' and Pensioners' Community Fund
Congregation of Notre Dame – Visitation Province
Corporation des Sœurs Franciscaines
Cuisines Steam
Dalfen Family Foundation
Desjardins Group
Elina & Giuseppe Borsellino Family Foundation
Erfa Canada 2012
Eric T. Webster Foundation
Estate of Marjorie Hazel Murdoch Pike
Estate of Ursula Steiner
Exponentiel Conseil
Father Dowd Foundation

Fiducie Jacqueline Lallemand
Fondation Famille Léger
Fondation J. Armand Bombardier
Fondation J.A. DeSève
Fondation Jacques et Michel Auger
Fondation Jeanne Wojas et Robert Chevrier
Fondation J.-Louis Lévesque
Fondation Marcelle et Jean Coutu
Fondation Sibylla Hesse
Fonds philanthropique Jacques Marchand
Fraser Family Foundation
Frisia Foundation
Galleria Dia
Geo. A. Hall. Transport
George Hogg Family Foundation
Gouvernement du Québec
Government of Canada / Service Canada
Groupe Leclair
Gurudwara Sahib Quebec
Hockey Helps the Homeless
Hylcan Foundation
IMG Link
Imtiaz Kausar Azmat Fund
J.W. McConnell Foundation
KRUCO
Lallemand
Laurent Ferreira & Leslie Silver Fund
Lederman Foundation
Leonard Sanders Family Foundation
Mar-Kin Foundation
Michael Novak Fund / Foundation of Greater Montreal
Miedler Mulroney Family Foundation
Mongeau Family Foundation
National Bank of Canada
Œuvres Régis-Vernet
Peter-McGill Community Council
PROREIT
Protech Foundation
R. Howard Webster Foundation

Raymond James Canada Foundation
RÉSEAU de la communauté autochtone à Montréal
Revay and Associates Limited
Scotiabank
Secrétariat à la condition féminine
Shoppers Foundation for Women's Health
Société de Gestion Sogefor
TD Bank Group
Tenaquip Foundation
TFI International
The Azrieli Foundation
The Birks Family Foundation
The Cole Foundation
The David H. Laidley Foundation
The Doggone Foundation
The Drummond Foundation
The Echo Foundation
The Gainey Foundation

The Gustav Levinshi Foundation
The Hay Foundation
The Henry and Berenice Kaufmann Foundation
The Hewitt Foundation
The Holt Foundation
The Jane Skoryna Foundation
The Jewish Community Foundation of Montréal
The Marlene and Joel King Family Foundation
The McCall MacBain Foundation
The Newall Family Foundation Trust
The Norman Bercovitch Family Foundation
The Trottier Family Foundation
The WCPD Foundation
The William and Nancy Turner Foundation
Ville de Montréal
Zeller Family Foundation
(Anonymous: 9)



OUR COMMUNITY AND INSTITUTIONAL PARTNERS

**Thank you to the following community and institutional partners
for their much-appreciated in-kind contribution of goods and services:**

Accent I Gifts	Ferrero Rocher	Sofitel Montréal Le Carré Doré
Air Canada	G Catering	Sobeys
Air Canada Foundation	Galleria Dia	Sox Box
Amazon	Gibbys	Spa Zenia
Catherine Benny Art	Gillian's Closet	Sunlife
Artizan By Robin Barré	HBI Hanesbrands	Tefron
Arts & Kardz	ICNA Sisters Montreal	Tennis Canada
Benny Benaroch	Il Pagliaccio Restaurant	The Kanawaki Golf Club
Birdhouse Wingerie & Bar	IMRECO Import	The Montreal Alouettes
Blinds To Go	L'Auberge Saint-Gabriel	Toile Showroom
Bota Bota	La maison Pony	The Office Bi
Bombardier	La Verita Restaurant	Tiradito Restaurant
Bread & Beyond	Les Grands Ballets Canadiens	Tribal
Briarwood Presbyterian Church	Le Spin MTL	VGAM Biosciences
Bugatti Group	Lindaz in the City	Via Rail
Calko Group	Maison Alysia	Vibes Salon
Carole Cohen Collection	Marden Art Gallery	Westmount Florist
Centric Brands	Michael Kors	Windows Xperts
Colgate-Palmolive Canada	Montreal Museum of Fine Arts	
AIG Canada	National Bank Open	
Danson Decor	Nora Gray Restaurant	
Design Me	OEC Group	
Espace pour la vie	Opera de Montréal	
Etiket	Optiman Group	
Fairmont Château Laurier	Orchestre symphonique de Montréal	
Fairmont Le Château Montebello	Qspa	
Fairmont Le Manoir Richelieu	Province of Canada	
Fairmont The Queen Elizabeth	RealSpin	
Fairmont Seattle	Rôtisserie Au Coq	
Fairmont The Royal York		
Fairmont Tremblant		



SUMMARY OF FINANCIAL STATEMENTS

OPERATING RESULTS FOR THE YEAR ENDING MARCH 31, 2024
WITH CORRESPONDING FIGURES FOR 2023

	2024	2023
	\$	\$
REVENUES		
FEDERAL GRANTS		
Reaching Home → Indigenous Homelessness funding stream	178,125	117,569
Indigenous and Northern Affairs Canada → Urban Programming for Indigenous Peoples (UPIP)	59,947	94,259
The Community Housing Transformation Centre	-	73,368
Canada Summer Jobs	12,221	9,196
	250,293	294,392
PROVINCIAL GRANTS		
CCSMTL - Fonds Réflexe Montréal en Itinérance	360,000	837,000
CCSMTL - Programme Vers un Chez Soi COVID-19	-	489,301
CCSMTL - Programme de soutien aux organismes communautaires, Mission Globale (PSOC)	378,978	360,635
CCSMTL - Plan d'action interministériel en itinérance - mesure 6.1	400,000	284,825
CCSMTL - Plan d'action interministériel en itinérance - mesure 6.2	100,000	107,693
CCSMTL - Plan d'action interministériel en itinérance - mesure 5.3	52,939	52,938
CCSMTL - Plan d'action interministériel en itinérance - mesure 12.1	-	4,439
CCSMTL - Programme Vers un Chez Soi - Fond d'urgence	67,431	186,100
CCSMTL - Accompagnement en logement des femmes en situation d'itinérance	184,071	177,503
CCSMTL - Stabilité résidentielle avec accompagnement	105,502	123,005
Ministre responsable de la Condition féminine	92,238	100,000
CCSMTL - Initiative pour la création rapide de logements	72,599	52,979
CCSMTL - Programme Vers un Chez Soi	-	52,558
Emploi Québec	-	30,808
Centre de santé Inuulitisivik		9,445
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
	1,813,758	2,874,229
MUNICIPAL GRANTS		
Ville de Montréal - Fonds québécois d'initiatives sociales	-	196,405
Ville de Montréal - Pre-Employability Program	57,842	-
Ville de Montréal - Programme de sécurité alimentaire	10,000	-
	67,842	196,405
OTHER		
Makivik	-	5,485
Centraide - Fonds d'urgence pour l'appui communautaire (FUAC)	-	16,231
DONATIONS, PLANNED GIFTS, EVENTS AND GALA		
Donations and planned gifts	4,800,771	3,410,357
Events and gala	283,153	167,972
In-kind gifts	5,142	65,341
RENTAL INCOME 1569-1575 ST-ANDRÉ		
Rents	114,019	-
Special contribution Office municipal d'habitation de Montréal (OMHM)	51,480	-
MANAGEMENT - 2233 DE CHAMPLAIN - SOCIÉTÉ D'HABITATION ET DE DÉVELOPPEMENT DE MONTRÉAL (SHDM)		
Management fees	12,062	-
Interest and dividends	387,264	80,458
(Loss) gain on fair value of investments	19,925	(21,606)
Amortization of deferred contributions related to capital assets	504,298	220,219
	8,310,007	7,309,483

CHARGES

Expenses related to programs	4,264,114	4,280,144
Occupancy costs	1,718,176	1,145,191
Fundraising and Communications	1,061,738	699,632
Administration expenses	1,260,613	1,149,976
	8,304,641	7,274,943
EXCESS OF REVENUES OVER EXPENSES	5,366	34,540

NOTES ON THE ACQUISITION OF CAPITAL ASSETS AT MARCH 31, 2024

	Cost at March 31, 2023 \$	Acquisitions \$	Write-off \$	Cost at March 31, 2024 \$
Land and buildings	18,678,853	812,389		19,491,242
Furnishings and equipment	611,322	57,803		669,125
Computer equipment and software	180,956	22,596		203,552
	19,471,130	892,788		20,363,918

Of the \$892,788 of acquisitions, an amount of \$792,571 was funded by restricted grants.

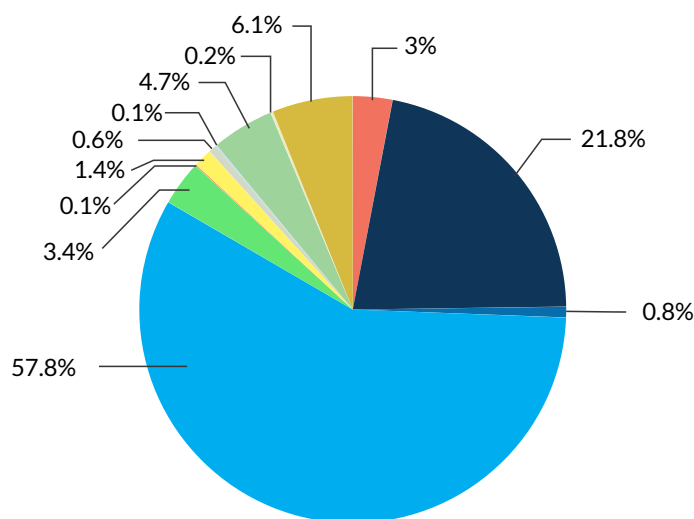
At March 31, 2024, the balance of deferred contributions related to capital assets is \$13,876,452 \$.

NOTES ON DEFERRED CONTRIBUTIONS AT MARCH 31, 2024

	March 31, 2023 \$	Contributions received in the year \$	Recognized as revenue in the year \$	March 31, 2024 \$
Funding for programs	6,177,609	2,943,845	(6,932,663)	2,188,791
	6,177,609	2,943,845	(6,932,663)	2,188,791
Contributions for 1430 Chomedey	1,180,779	67,786	(97,925)	1,150,640
Contributions for 1437 Chomedey	4,895,764	-	(239,238)	4,656,526
Contributions for 2233 Champlain	311,215	-	(18,764)	292,451
Contributions for 1569-1575 St. André	5,467,925	198,699	(148,371)	5,518,253
Contributions for 1617-1621 St. Hubert	1,732,495	549,050	-	2,281,545
Contributions for 1221 Fulford	-	4,612,500	-	4,612,500
	13,588,179	5,428,035	(504,298)	18,511,916

WHERE DOES OUR FUNDING COME FROM?

Federal grants	250,293	3.0%
Provincial grants	1,813,758	21.8%
Municipal grants	67,842	0.8%
Donations and planned gifts	4,800,771	57.8%
Events and gala	283,153	3.4%
In-kind gifts	5,142	0.1%
Rents	114,019	1.4%
Special contribution OMHM	51,480	0.6%
Management fees	12,062	0.1%
Interest and dividends	387,264	4.7%
(Loss) gain on fair value of investments	19,925	0.2%
Amortization of deferred contributions related to capital assets	504,298	6.1%
	8,310,007	





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Mark Shalhoub, Director

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BOARD COMMITTEES

The Executive Director and President are ex officio members of all committees. Their names have not been repeated in the lists below for ease of reading.

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Kathleen Weil

COMMUNICATIONS COMMITTEE

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Talar Dikijian

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Annie Gagnon-Larocque

Sylvia Martin-Laforge

NOMINATING COMMITTEE

Jill Hugessen

Sylvia Martin-Laforge

Some members of the Board of Directors at the Fulford Residence.



OUR TEAM

We owe every all our success to the collaborative efforts of our outstanding team, for which we are tremendously grateful. We are fortunate to work with such a devoted, creative, resourceful and giving group of people, and our organization has flourished because of them. As our operations have expanded, with five centres now up and running, we have added new, multitalented members to our team and created a number of jobs to keep this momentum going and increase our impact on the community.

We found a number of ways to show the 86 members of our staff how much we appreciate their hard work, including providing pizza and gourmet food baskets on Employee Appreciation Day—an opportunity for us to acknowledge everything they do for Chez Doris. We value each and every one of our team members and thank them for their incredible contributions. Their drive and determination are an ongoing source of inspiration to us, and we are delighted to have them on our team.

In 2023–2024, Chez Doris employees received a total of 2,749 hours of training to develop their skills, grow professionally, and perform their jobs more efficiently and effectively.

COURSES AND TRAINING SESSIONS DURING THE YEAR

- BNP Performance philanthropique — Loi 25, exigences et implications
- Blackbaud University — Financial Edge
- Blackbaud University — Financial Edge eLearning
- Blackbaud University — Raiser's Edge NXT
- Blackbaud University — Raiser's Edge NXT eLearning
- Centre St-Pierre — ABC de l'intervention en contexte d'itinérance
- Centre St-Pierre — Intercultural and psychological intervention
- CIUSSS — Séance d'information sur les drogues
- CIUSSS/PSVM — Atelier sur la confidentialité et le secret professionnel
- Croix-Rouge — CPR (réanimation cardiopulmonaire)
- Les Centres d'aide aux victimes d'actes criminels (CAVAC)
- INP — Dissiper les mythes au sujet des conditions d'emploi
- INP — Pratique d'audit interne de la paie
- Introduction — Appliquer les meilleures pratiques dans une perspective de prise de décision partagée
- Chez Doris — Internal job training
- Le Transit — Intervention de crise
- Marc-Antoine Dagenais — Formation en santé mentale en ligne
- Marc-Antoine Dagenais — Formation en tenue de dossiers
- Marc-Antoine Dagenais — Trauma vicariant
- Médecin du monde/RAPSIM — La fatigue de compassion
- MMFIM — Complexe trauma in homelessness
- MMFIM — Mieux connaître les Premières Nations et les soutenir
- MMFIM — Vicarious trauma



- Optimisation de la pratique de counseling par l'utilisation de l'entretien motivationnel
- PME MTL — Les RPS en milieu de travail
- Prévention clinique — Module 10 — Consommation d'alcool
- RAPSIM / Centre St-Pierre — Forum sur l'itinérance
- RBC — Utilisation de la plateforme
- Recours en cas d'abus par une personne d'autorité
- Suicide Action Montréal — Prévention du suicide
- Tungasuvvingat Inuit — Inuit cultural sensitivity training
- Violence conjugale : connaître, détecter, intervenir

EXECUTIVE AND ADMINISTRATIVE TEAM

Diane Pilote, Executive Director
 Nancy Girard, Director of Human Resources and Talent
 Alexandre Desjardins, Director of Service Centres
 Natalie Côté, Director of Facilities
 Mélodie Robillard, Maintenance Attendant
 Sébastien Joannette, Building Coordinator
 Hassan Lahrichi, Director of Finance
 Jennifer Ricou, Communications Advisor
 Kecha Lussier, Communications Coordinator
 Suse Gomes, Philanthropy Advisor
 Carole Froment, Philanthropy Advisor
 Angelica Vony Falisoa Razafindravonona, Grants and Donations Advisor
 Agathe Thuilliez, Philanthropy Coordinator
 Marie-France Thérout, Bookkeeper
 Nillan Najarian, Bookkeeper
 Vanessa Soirassot, Human Resources Coordinator
 Jeanet Lorena Ortega, Recruitment Advisor
 Aurélie Despeyroux, Training Advisor
 Gabrielle Cariou, Operations Assistant
 Nathalie Simard, Administrative Assistant

PROGRAMS AND SERVICES

Tania Filippone, Director of Programs and Services
 Allison Lemieux, Clinical Manager
 Béatrice Rock, Day Shelter and Night Shelter Manager
 Benedicta Yeboah, Assistant Manager
 Joelle Adjei, Assistant Manager
 Magali Pongin, Assistant Manager
 Francis Nereida Ortiz, Team Leader
 Alexandra Delgado, Frontline Supervisor
 Henrietta Parnas, Volunteer Coordinator
 Elissa Baltzer, Activity Leader
 Jamie Starr, Activity Leader
 Donna Trottier, Inventory Clerk

HOUSING PROGRAM

Marie-Eve Beaulieu, Caseworker — Private Housing
 Julia Fackentall, Caseworker — Indigenous Housing
 Charline Fraresso, Caseworker — PSL Housing
 Julia Tournache, Caseworker — PSL Housing
 Odilia Meledge-Ade, Intake Worker

FINANCIAL ADMINISTRATION PROGRAM

Kennisa Greaves-Nyack, Caseworker — Indigenous Clients

Joy Sarpomah, Caseworker

Cecilia Antonella Molina Martinez, Reintegration Specialist

FRONTLINE SERVICES — DAY SHELTER

Josephine Kefallinos, Team Leader

Paige Johnston, Caseworker — Evening Services

Felicia Katsouros, Intake Worker

Coumba Aly Baby, Caseworker

Lucile Boi, Caseworker

Alejandra Conde Cordero, Assistant Caseworker

Rosa Etelvina Escalante Agreda, Caseworker

Cassandra Joseph, Assistant Caseworker

Cassandra Laufer, Caseworker (on call)

Ariane Lessard, Assistant Caseworker

Alexandra Veillette, Caseworker

Mirina Yemi, Caseworker

FRONTLINE SERVICES — NIGHT SHELTER

Roselyne Mandela Monrose, Team Leader

Kathleen Jackie Boswell-Davis, Caseworker

Salwa Bousrih, Night Caseworker

Yayouline Filippi, Caseworker

Wendy Gravel, Night Caseworker

Jamie Katreina Mace, Night Caseworker

Loudjise Alexandrine Tienna, Night Caseworker

KITCHEN

Samantha Costello, Assistant Kitchen Manager

Raissa Bhanji, Cook

Madina Akueva, Kitchen Assistant

Fody Francillon, Kitchen Assistant

Carol Kwan, Kitchen Assistant

Felicia Pope, Kitchen Assistant

Pearlina Pope, Kitchen Assistant

BASH SHETTY RESIDENCE

Frédérique Potvin, Team Leader

Barabara Acluche, Caseworker

Isfah Amanat, Caseworker

Katherine Bonfanti, Caseworker (on call)

Bernadette Cafolo Sagna, Caseworker

Sarah Chaput, Caseworker

Maryse Cournoyer, Caseworker

Corina – Rocio King, Caseworker

Marie-Hélène Landry, Caseworker

Océane Magnan, Caseworker

Cassandra Monestime, Caseworker

Ingrid Olivia Norrmén-Smith, Caseworker

Emmy Vermette, Caseworker

MARCELLE AND JEAN COUTU RESIDENCE

Suzelle Oly Copeau, Caseworker

STUDENT INTERNS

Collège Ahuntsic

Techniques d'intervention en délinquance

Cassandra Joseph

Concordia University

Department of Art Education

Camille Bourget

GETTING INVOLVED

McGill University

Ingram School of Nursing

Laurence Chatelaine

Samantha Emberly

Sarah Fahmy

Sophie Knott

Jamie Lewis

Emma Musacchio

Michelle Ngai

Carolina Orjuela Hoyos

Alfred Reyes

Thais Rodrigues

Asmaa Siouda

Mary Soyinka

CHEZ DORIS NEEDS YOUR HELP!

→ **Donate:** Make a financial donation to support essential programs and services that meet the basic and socio-recreational needs of Chez Doris's clients. We accept donations by cheque, cash or online, which can honour a loved one or be designated for a special purpose.

→ **Gift:** In-kind donations such as gift cards, non-perishable food items, clothing, personal hygiene products and more are always welcome.

→ **Transfer:** Publicly traded securities, such as stocks, bonds and mutual funds may be transferred to Chez Doris either as a living donation or in your will.

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

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

→ **Share:** Promote Chez Doris within your networks and community. Follow us on social media to increase our online presence and support our outreach efforts.

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

→ **Volunteer:** Lend us your time and talent and help us maintain programs and services by organizing in-kind donation drives, serving meals, holding special activities, operating our truck or contributing to a variety of other undertakings.

→ **Perform:** Come sing or play an instrument to help celebrate special events.



