



A BEACON OF HOPE

2020-2021 Annual Report



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CHEZ DORIS

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OUR HISTORY

Founded in 1977, Chez Doris is named in honour of a destitute woman by the name of Doris Halfkenny Seale (also known as Doris Toussaint) who fled an abusive relationship and homelife in Halifax. She struggled to survive on the streets of Montréal and ultimately fell victim to a brutal murder in 1974 that remains unsolved. While Doris lived on the fringes of society, in death her name has come to symbolize the expression of compassion and assistance for others like her. Each year, hundreds of vulnerable women who come to Chez Doris find a safe haven and are met with a spirit of inclusion and respect.

MISSION

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

VISION

All vulnerable or homeless women in our city feel safe, are treated with dignity, and have opportunities to thrive.

VALUES

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

MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

For more than 44 years, Chez Doris has offered help to vulnerable women in Montreal facing all types of hardships. This past fiscal year was unlike any other year: the COVID-19 pandemic required us to adapt and enhance our services to assist those that are the most vulnerable - those who are homeless as well as those who, while housed, face food insecurity and isolation.

Our usual daily hours of operation, from 8:30 AM to 3:00 PM, proved to be woefully inadequate. At the height of government mandated confinement protocols, women without a place to call home were left with nowhere to go and waited in the streets, often in the cold or intense heat, or sought shelter in the metro for endless hours, until provisional emergency shelters opened at 8 PM. As a result, many more vulnerable homeless women fell prey to violence, sexual exploitation and drug and alcohol abuse. Consequently, Chez Doris' expansion plans were rapidly accelerated to provide immediate relief during unprecedented times which required our attention and resources. As of July 2020, our operating hours increased by 5 hours, and in December we became a 24-hour service and operate overnight from a downtown hotel where a block of 40 rooms is reserved for homeless women during the pandemic.

Chez Doris typically serves between 1,500 – 1,800 different women annually, this past year however, of the 1,459 different women served, more than half (875) were homeless, 24% of whom had never experienced homelessness in the past and were new to Chez Doris.

Not being able to access affordable housing is the root cause of the rise of homelessness in Montreal, followed by chronic health and mental health issues including alcoholism and substance abuse. Homelessness disproportionately affects Indigenous women and women of colour. The pandemic also resulted in an increased number of victims of domestic abuse who turned to our services either because they had reached the time limit at battered women's shelters, or those shelters were full.

Chez Doris and others working in complementary capacities recognized the need for increased resources for the city's most vulnerable well before the arrival of COVID. Despite the pandemic, staff as well as volunteers who joined our campaign cabinet have diligently spent time this past year putting in place a major fundraising campaign to launch and operate our two new points of service: an overnight emergency shelter with 22 beds for homeless women as well as a permanent residence with 26 affordable subsidized rental units for at-risk and formerly homeless women.

Last Fall, Chez Doris also responded to the Canada Mortgage and Housing Corporation's (CMHC) call for proposals to help address urgent housing needs of vulnerable Canadians by rapidly creating new affordable housing. We proposed the purchase and renovation of a former auberge with CMHC funding to create 20 safe and affordable apartments for homeless women, which was accepted and will be launched in 2022. In all, our expansion plans will result in an additional 46 permanent affordable housing units and an additional 22 emergency night beds, with our programs and services being operated out of four buildings, three of which will be owned by us.

In comparison to the 2019-2020 fiscal year, our operating costs over the last 12 months increased by 59% due primarily to expenses related to the extension of our operating hours which required additional staff, increased cleaning measures, protective equipment, emergency hotel shelter costs, and an expanded housing search and placement service for homeless women. To support our growth, in the last year we also saw an increase in administrative and occupancy costs with the increase in staffing, including the hiring of experienced human resources, fundraising, and communications personnel. As indicated in our financial summary, we have a revenue surplus as well as deferred operating revenue, both of which will be beneficial for our current fiscal year as the effects of COVID continue, and as we will continue offering services 24 hours a day on a permanent basis. We foresee an operating budget of minimum \$5 million for the following fiscal year.

In closing, while this has been a year like no other, we are extremely thankful to all of our employees, interns, volunteers, and partners, including the Centre intégré universitaire de santé et de services sociaux (CIUSSS) du Centre-Sud-de-l'Île-de-Montréal for the distribution of federal aid and personal protective supplies to help us deal with the effects of the pandemic as well as additional federal aid from Emergency Community Support Funds administered independently by Centraide du Grand Montréal and the Foundation of Greater Montreal. We are especially grateful and humbled by the outpour of support from both longstanding and new donors who supported us in a time of great insecurity so that we may continue to be a beacon of hope for vulnerable women.



Marina Boulos-Winton
Executive Director

Carole Croteau
President

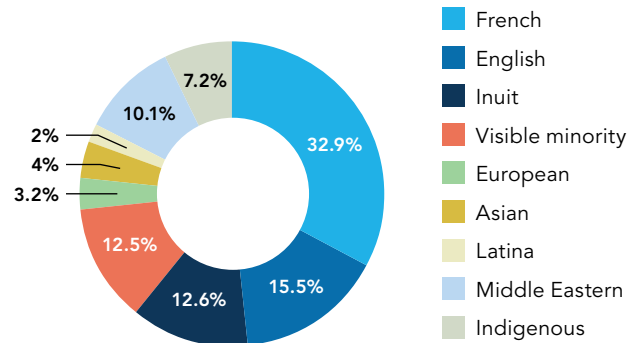
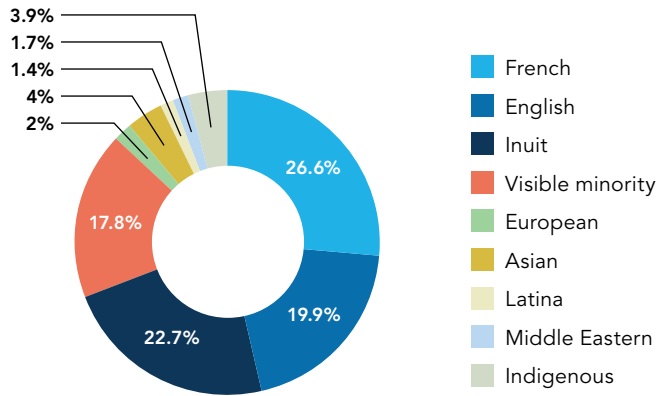


NUMBERS AT A GLANCE

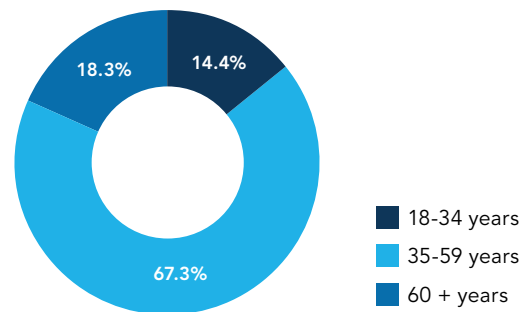
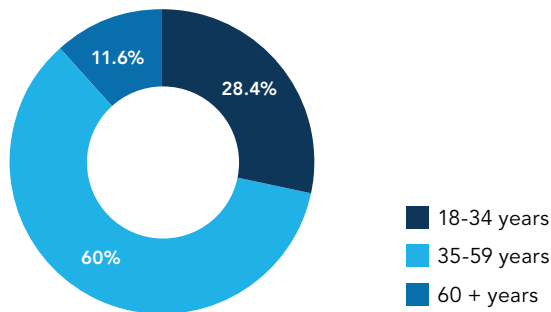
HOMELESS CLIENTS Day and evening services

HOUSED CLIENTS Day and evening services

DEMOGRAPHIC BREAKDOWN



BREAKDOWN BY AGE



26,330
TOTAL COMBINED VISITS
• 1,465 unique women served



3,893
DAY AND EVENING VISITS
FROM HOUSED CLIENTS
• 590 unique housed clients
• 130 housed clients used Chez Doris' services for the first time.



19,053
DAY AND EVENING VISITS
FROM HOMELESS CLIENTS
• 875 unique homeless clients
• 220 homeless women used Chez Doris' services for the first time in 2020-2021



3,384
OVERNIGHT STAYS FROM
DECEMBER 1 – MARCH 31, 2021
• 183 unique homeless clients



29,528
MEALS
SERVED



3,306
SHOWERS
ACCESSED



7,206
VISITS TO
CLOTHING ROOM

COVID-19 SERVICES TIMELINE

The COVID-19 pandemic has dramatically changed all aspects of life, including Chez Doris' services and operations. Since the beginning of the COVID-19 pandemic, Chez Doris has quickly adapted and altered its day shelter services and operations to ensure the health and safety of its clientele and staff members while continuing to provide a lifeline for women in need.



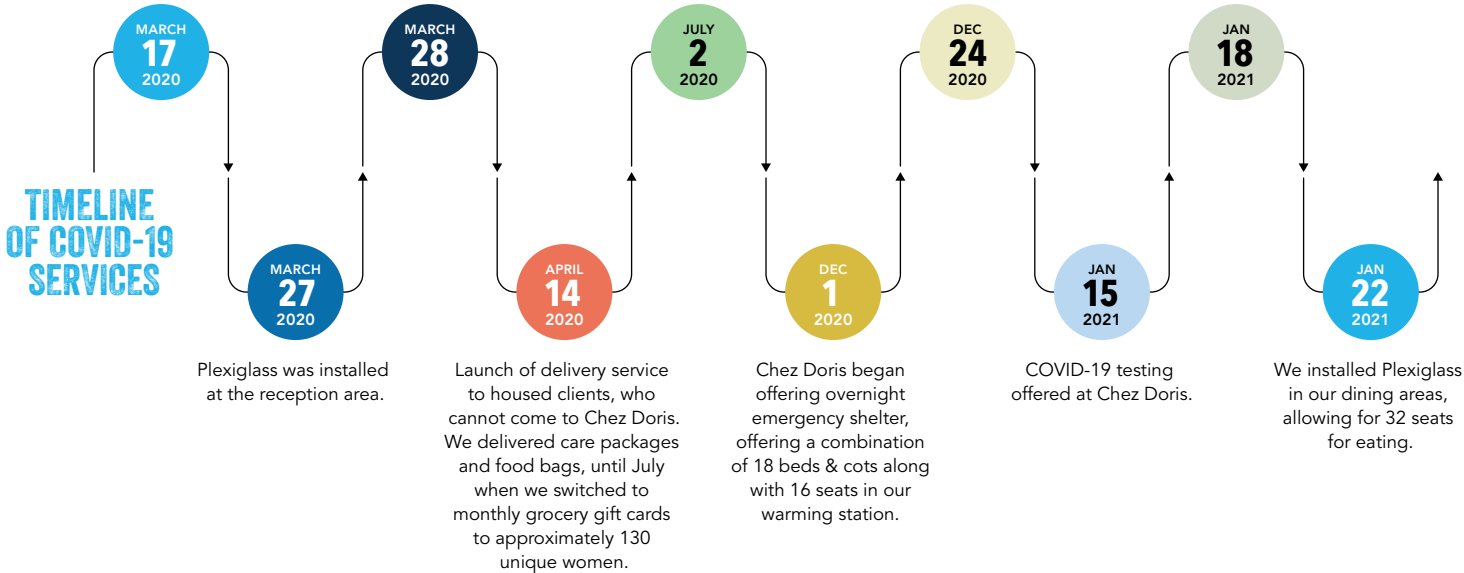
Chez Doris began accepting only homeless women into the shelter, with a maximum of 40 at any given time. These women have access to all and only basic needs: breakfast, lunch, showers, emergency clothing, and respite beds. We stopped all nonessential services, such as social recreational activities.

We received cots from the CIUSSS to be able to offer more women respite and transformed the activity room into another dorm. We presently are offering nine respite beds.

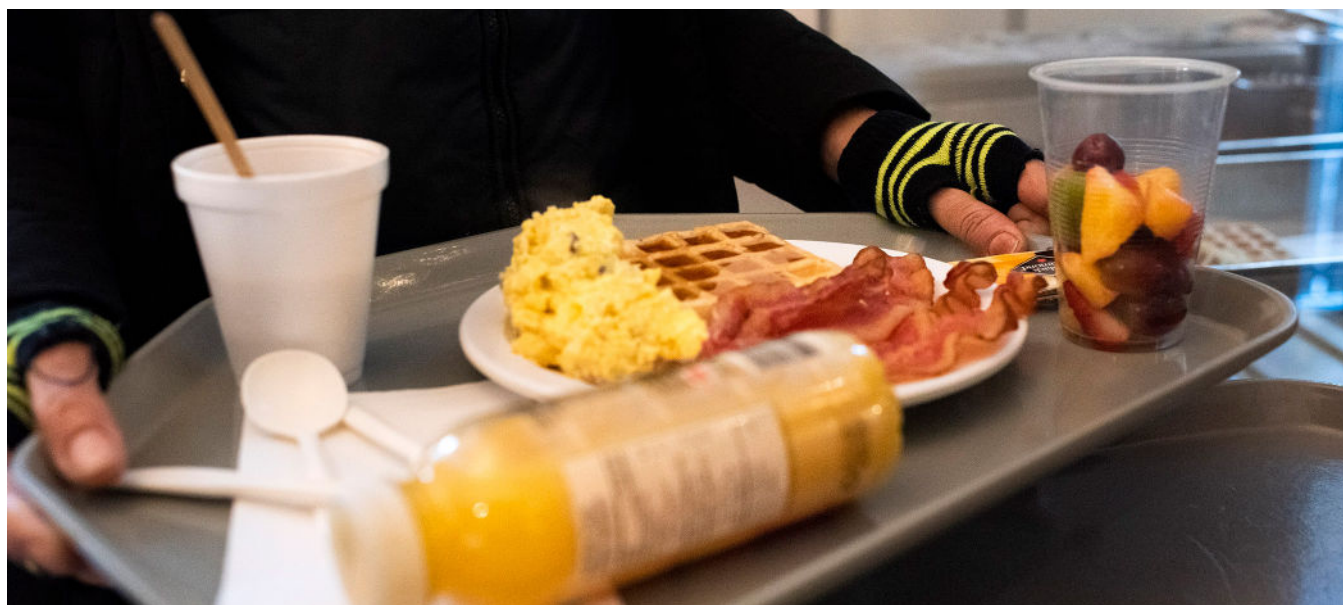
Launch of extended hours and dinner service. Our hours of operation became 8:30 AM to 10:00 PM.

We transferred our overnight emergency shelter to a downtown hotel.

Chez Doris clients and staff members received their first vaccine dose, with the subsequent one in the following fiscal year.



ESSENTIAL SERVICES



To respond to the basic needs of the women who visit Chez Doris, we offer essential services such as food, clothing, a place to rest, and medical care. We also provide women with lifelines such as a mailing address, use of computers, access to the internet and phones.

Chez Doris' clientele come from a variety of backgrounds and experiences. They may come to our shelter for a variety of reasons, including financial difficulties, housing insecurity, mental health issues, addictions, discrimination, immigration hurdles, isolation and loneliness, and life transitions. Once their primary needs are met, our clients also have access to a wealth of programs and services. Not only is the centre a drop-in for when women are in crisis, but also a safe space where they can connect with others, develop friendships, find a support system, and have a place to call their second home.

As a result of the COVID-19 pandemic and the sanitary restrictions in place, our essential services at the day shelter have primarily catered to our homeless clientele, where we can only serve a maximum of 40 clients at a time in our day shelter. Our housed clients were only able to come to Chez Doris by appointment.

MEAL SERVICE

People who are homeless or at risk of becoming homeless rarely have the means to purchase and prepare nutritious meals. Our meals and food pantry program feeds women—and in some cases, women and their families—and helps them have more financial resources to use towards other needs, such as housing.

Thanks to our partnerships with Moisson Montreal, the Father Dowd Foundation, the Trottier Family Foundation, the Lederman Foundation, the Marcelle and Jean Coutu Foundation, CN, the Hylcan Foundation, Industrial Alliance, and the JJJL Lee Foundation, we were able to significantly meet women's dietary needs.

After transforming into a 24-hour shelter this past year, we implemented both a dinner service and a snack program to our existing meal program. We presently offer breakfast, lunch, dinner, and two snack services.

To support our housed clients during COVID-19, we provided tailored food baskets to 186 women, completing a total of 316 home deliveries from April 14 to June 29, 2020. The baskets were valued at \$125.00 and included fresh produce. We also provided a meal to go to any housed clients who came to Chez Doris to receive a service.

29,528 total meals served

8,748 Breakfasts

11,717 Lunches

6,859 Dinners

1,092 Holiday meals

1,112 To-go meals

We distributed:

3,807 Snacks

1,574 Monthly food bags and/or grocery gift cards

46 Seniors were supplied with daily vitamin supplements

Our McGill University Human Nutrition intern, Elise Di Fruscia, evaluated procedures and policies used by the kitchen team, including safety and sanitation, labeling containers, inventory checklist, and temperature control. Her report indicated that our kitchen was up to par with regulations.

HEC Montréal conducted a study at Chez Doris entitled *Projet d'intervention en milieu pratique : Amélioration de la gestion des stocks et de l'espace de stockage au sein de l'organisme*. They provided us with a report on how to maximize our walk-in fridge, freezer, and stock room.

PERSONAL CARE

Our Personal Care program helps to increase our clients' self-esteem and independence. Our clothing room provides our women with the opportunity to replace worn clothing, keep warm and dry in inclement weather, and obtain fresh clothes and other needs. Emergency clothing, showers, and hygiene kits are provided daily to women who do not have a home.

This year, we provided seasonal giveaways where our women benefitted from much-needed items such as winter jackets and boots, summer dresses, and bathing suits. Make-up, toiletries, hand sanitizers and face masks were included in the giveaways.



Thanks to the Carole Epstein Foundation, we have been able to implement a laundry service, where homeless women can benefit from free laundry services twice a week with the support of a caseworker.

Number of	2020-2021
Emergency clothing kits distributed	6,539
Visits to the clothing room	667
Showers taken	3,306
Hygiene kits distributed	5,354
Pharmacy gift cards distributed	150
Laundromat cycles	110

HEALTH AND WELLNESS SERVICES

Chez Doris provides a safe place for our clients to take those first steps towards addressing their overall health and well-being. Our in-house medical clinic welcomes family doctors, nurses, psychiatrists, psychologists, and massage therapists.



Our clients have access to multiple medical services under one roof, which has many of the following benefits:

- Clients may be seen and treated without a medical card.
- Clients do not feel discriminated against or stigmatised as they do at clinics and hospitals.
- Eliminates need to pay for transportation needed to travel to different locations to receive care.
- Caseworkers can help with language barriers, ensure follow-up care is being handled, accompany the person to receive their medication, etc.

APPOINTMENTS PROVIDED BY A CLSC NURSE AND FAMILY MEDICAL DOCTOR	110
SESSIONS PROVIDED BY A PSYCHIATRIST	54
SESSIONS PROVIDED BY A PSYCHOLOGIST	36
TREATMENTS BY A FOOT CARE NURSE	173
SESSIONS WITH A MASSAGE THERAPIST	47

Nursing students from McGill University provided a workshop on Sexual Health and STIs for the women of Chez Doris which included information on contraception, menstrual cycles, and infections.

ART THERAPY PROGRAM

Our Art Therapy Program and art activities are important components to our clients' well-being at Chez Doris. The different artistic and therapeutic activities help our clients to explore and identify feelings, increase self-efficiency, promote relaxation, and facilitate social connection.

- 118 Art Therapy group sessions
- 95 participants benefited from our Art Workshops, including rock painting, tie-dye projects, jewelry making, etc.

CRISIS INTERVENTION AND SUPPORT SERVICES

Our frontline crisis intervention program is based on a client-centered approach. We work with all our clients in a non-judgmental environment that promotes respect and compassion.

Chez Doris serves as an entry point that can assist at-risk individuals through proper assessments and referrals, helping people secure resources for their individual needs.

Our team of frontline caseworkers provide access to active listening, links to community resources and appropriate referrals 24 hours, 7 days a week. The individual counselling and case management provides help for women to stabilize their respective situations, achieve their goals, and access services (such as applications for social assistance, addiction services, health care, criminal justice and mental health services).

We provide our clients with lifelines like bus tickets, a mailing address, use of computers and use of phones. This year, we offered:

892 HOURS OF ACTIVE LISTENING AND SUPPORT

276 REFERRALS TO EXTERNAL AGENCIES
(E.G. FOOD BANKS, CLSC, ETC.) FOR
ADDITIONAL SUPPORT

79 PERSONALIZED INTERVENTION PLANS

32 HOME VISITS AND ACCOMPANIMENTS

171 CRISIS INTERVENTIONS

83 APPLICATIONS FOR LOW-COST HOUSING UNITS,
RAMQ CARDS, WELFARE APPLICATIONS, ETC.

87 EMERGENCY CALLS MADE OUT TO BOTH
POLICE AND 911 FOR SUPPORT





FINANCIAL ADMINISTRATION PROGRAM

Our Financial Administration Program offers financial services and psychosocial support to our clients. Chez Doris receives the financial assistance cheques (disability, welfare, old age pension, etc.) of each woman registered in this voluntary program designed to assist participants to better manage their money. An assigned caseworker works with each woman to create a monthly budget, pay bills, and manage extra money left over.

The program is comprised of four caseworkers who, in the last year, managed the finances of 103 clients, for a total of \$882,904.68 in transactions.

STATUS AND SOURCE OF INCOME FOR THE WOMEN ENROLLED IN THE PROGRAM:

WELFARE ASSISTANCE	74
DISABILITY ASSISTANCE	1
OLD AGE SECURITY	28
WORK SUPPLEMENT	4

THE FOLLOWING WAS ACCOMPLISHED:

HOURS OF ACTIVE LISTENING	302
HOME VISITS AND ACCOMPANIMENTS	78
REFERRALS TO OTHER RESOURCES SUCH AS FOOD BANKS, DETOX CENTERS	79
BANKING OR SAVINGS ACCOUNT OPENED	20
APPLICATIONS FOR GOVERNMENT BENEFITS	63
SUCCESSFULLY PAID OFF DEBTS	7
GRADUATED FROM THE PROGRAM	2
JOINED A STUDY PROGRAM	1
JOINED A WORK PROGRAM	1

HOUSING PROGRAM

Major funding commitments made by both federal and provincial governments are beginning to have an impact on the lives of people coping with major barriers to housing such as mental health challenges, substance abuse, trauma, homelessness and other obstacles.

Since November 2020, Chez Doris' housing department has been comprised of eight employees: intake workers, outreach workers, and a team lead. Once our clients are housed, our staff supports them to live independently, including intervening with landlords, debt collectors, and youth protection services. Our team members also help our clients with valuable life skills, such as grocery shopping and cleaning, and offer home visits and accompaniments for banking, medical, legal, and social purposes. Lastly, they make sure to link our clients with community resources and support in their neighbourhood.

THE HOUSING PROGRAM OPERATES UNDER THE FOLLOWING THREE UMBRELLAS:

1. Reaching Home, Indigenous Housing Program: This program, funded by Service Canada, supports chronically and episodically homeless Indigenous women and their children. A one-time budget to help set up the client by providing a budget for moving, furniture, appliances and cleaning supplies. Additionally, a monthly budget for groceries is provided thanks to the Trottier Family Foundation. Since the program's debut in June 2015, Chez Doris has housed 70 women and 46 children.

The following was accomplished:

97 accompaniments
19 home visits
13 referrals
49.5 hours of active listening
7 intakes
6 leases signed
301 food bags provided

2. Rapid Rehousing Program: This program, funded by a consortium of funders which includes non-recurring funding primarily from the Emergency Community Support Fund (ECSF) from the Foundation of Greater Montreal and the City of Montreal, helped a diverse range of women, from newcomers to chronically homeless. This low-barrier program welcomed all women (and their families) who earned under \$31,000 yearly. This program works closely with supportive and affordable housing resources to help stabilize women in their newly leased apartment in the private rental market. The women receive a one-time budget to help cover moving expenses, and the cost of furniture, small appliances, house and cleaning supplies.

The following was accomplished:

97 accompaniments
54 home visits
55 rental applications
280 hours of active listening
101 referrals
30 leases signed





3. Programme de logements subventionnés (PSL): In collaboration with the Office municipal d'habitation de Montréal (OMHM), the PSL is a rent supplement program which helps low-income households live in private-sector rental dwellings or dwellings belonging to housing cooperatives or non-profit organizations, and to pay a rent similar to that for low-rental housing, i.e., rent **equal to 25% of their income**. The OMHM assumes the difference between this amount and the total rent specified in the lease. Chez Doris was offered 30 PSLs for homeless women unable to access affordable long-term housing. Eligible applicants are housed for up to 5 years before receiving a permanent HLM, social housing, in the neighbourhood of their choice. These women live in poverty, and due to high housing costs, their budget typically only allows them access to unsanitary and unsafe housing options. As well, they are all provided with a one-time budget to help with moving, furniture, house supplies, grocery, and cleaning supplies.

The following was accomplished:

124 applications

164 accompaniments

97 home visits

297 hours of active listening

22 referrals

24 leases signed

CLIENT SUCCESS STORY

Elaha is a recent refugee from Afghanistan. Her husband sent her and her children ahead to Canada promising to soon follow but then filed for divorce from their home country and cut off all financial support. As a newcomer with limited options, she took the only apartment she could find at the time. When she came to us for help, she was struggling to leave her living situation, a 2 ½ apartment that had rats, cockroaches, and bedbugs.

Her two young children who lived with her had just been removed by the Director of Youth Protection because the living conditions were so poor. As a result, her child tax benefit was cut and her income plummeted, making her housing search even more difficult. Furthermore, she had no credit history and no rental references in Canada.

Through the Rapid Rehousing Program's rental community connections, our caseworker found a large 3 ½ apartment in Lachine. Through our advocacy, psychosocial support, and Chez Doris's reputation, the landlord agreed to rent it to Elaha. Chez Doris has been actively helping her go through the process of regaining custody: we are happy to report that she has been granted partial custody, with full custody resuming in the fall. We have also advocated with her and applied to have her social benefits raised. As a direct result of Chez Doris' efforts, Elaha only experienced homelessness for one month.



INDIGENOUS & INUIT SERVICES

URBAN PROGRAMMING FOR INDIGENOUS PEOPLES (UIP)

UIP is funded by Indigenous and Northern Affairs Canada as a five-year plan (2018-2022) designed to assist First Nations, Inuit and Métis living in or transitioning to urban centres.

Our caseworker dedicated to this program facilitates different projects to deliver effective, culturally appropriate programs and services to our Indigenous clientele.

The following was achieved in 2020-2021:

- Due to COVID-19 we cancelled both summer and winter camp. We replaced the camp outings by purchasing and providing the women with summer and winter care packages. The summer packages included supplies they can enjoy outside on their own or with their families such as tennis rackets, soccer balls, summer clothing etc. The winter care packages included board games, books, knitting supplies, beading supplies etc.
- Clients were able to facilitate workshops for other Indigenous women and were compensated for their work.

Rose M. facilitated a UIP workshop where she taught participants to work with birch bark and resin to make jewelry. Using sharpies, she instructed participants to draw and sketch symbols or photos that were meaningful to them. The activity was peaceful, and the women commented on how enriching it was to experience community interaction again after the long year of COVID-19 restrictions.

Erin M. facilitated our drum-making workshop. The workshop was emotional and powerful. For some women, this was their first-time making drums and they found themselves overwhelmed and struggling with memories and questions. Together, community members supported one another in finishing these instruments.

- Rustic Oracle Movie Outing: An Indigenous woman embarks on a desperate search to find her missing daughter in Canada.
- Montreal Museum of Fine Arts Visit-Riopelle exhibit: The Call of Northern Landscapes and Indigenous Cultures

Additionally, we received external community help to provide the following:

- 25 children received school bags and a Walmart Gift card to purchase school supplies (Oberoi Financial Group)
- 25 children received holiday gifts (Briarwood Church)

INUIT ASSISTANCE PROGRAM

The Inuit Assistance Program provides frontline and ongoing psychosocial services that aim to remain culturally relevant and respond to the needs of our Inuit clientele. Many of our Inuit clients use our services to access basic essential needs such as meals, showers, hygiene products, clothing, and a safe space for respite. In addition, this program responds to psychosocial needs by offering individualized intervention plans, active listening, advocacy, referrals, home visits, outreach, and wellness checks, as well as legal, social service and medical accompaniments.

We aim to secure each Inuk client's physical, financial, emotional and spiritual wellbeing and connection to their culture. Furthermore, we work with the client to obtain important documentation and benefits such as identification cards, attestation letters, social assistance, and to file both federal and provincial income tax returns, child benefit income applications and open bank accounts. Lastly, Chez Doris plays an active role within the Inuit community by contributing towards various committees and participating in multiple studies intended to investigate the most serious issues faced by this community, and review new and existing programs, services and policies aimed at improving their situations.

- An important contribution was made through our inclusion in the shelter advisory committee for the Missing and Murdered Indigenous Women and Girls in Canada (MMIWG) report, where we discussed and explored many issues faced by Inuit women in Montreal with other members of the committee.
- We launched a mini library where Inuit women can explore relatable literature. The books are a mix of fiction and non-fiction by Inuit authors, with some written in Inuktituk. Housed women can borrow these books for a specified period, while the women without a fixed address can enjoy them while at the day shelter.
- When COVID-19 restrictions were less rigid, we were able to host 21 Inuit collective kitchens which allowed us to distribute 255 country food containers.
- Elder Tom Dearhouse and Deseray Rich (Victim Services Coordinator of First People Justice Center) facilitated a healing circle. Elder Dearhouse began with an expression of gratitude. Deseray passed around an eagle feather which was used as a talking stick, which went around the circle 3 times. The session was concluded with each participant sharing their feelings and plans for self-care following the session. Toward the end of the session, Elder Dearhouse burnt sage in a shell, which the women said helped them feel calm and peaceful. There were many expressions of grief, loss, and struggle as well as words of love, support and encouragement shared. The women expressed their appreciation for having a space where they felt comfortable and safe to express their vulnerability.
- Naomi Santerre from Services Parajudiciaire Autochtone du Quebec came for our Indigenous and Inuit ladies to sign legal aid mandates.

VOLUNTEERS

Total hours by individuals	3,701.15
Total hours by local community groups	1,243
Total hours	4,944.15

Over the past year, our volunteers have been an invaluable resource for our shelter. Here are a few highlights of the many feats they helped us accomplish:

1) Prepared 1437 Chomedey for renovations

Various teams of volunteers worked tirelessly for months to help triage mass amounts of clothes that took up the space of an entire floor in our building destined to become a night shelter. Once processed, the volunteers helped to clear out items and tidy the building in preparation for its renovation which began this past winter.

2) Birthday program

In order to maximize our celebration of our women during a period of limited activities, we focused our efforts on developing our Birthday Program which recognizes our women with a \$20 gift card thanks to the Carol Epstein Foundation, a handmade birthday card by volunteer team Torill Kove, and a homemade birthday cake prepared by our volunteer team of bakers, the Birthday Bakers!

3) Enhanced courtyard

With the outdoors being more attractive than ever before, Chez Doris invested in a BBQ to liven our courtyard experience! During the summer of 2020, this added some flavour to our celebrations of Saint Jean Baptiste and Canada Day – which also offered a fun way to kick off the official first day of summer. The atmosphere was also enhanced by the addition of beautiful flowers donated to us by Éco-Quartier Peter-McGill. Thank you to Jason Opal for having been our BBQ volunteer all summer long.

4) Outdoor concerts

Thanks to our generous supporters at Festival Classica, Chez Doris held several free outdoor summer concerts for our women to enjoy the live performances by artists such as the renowned harpist-cellist duo, Valérie Milot and Stéphane Tétreault, and the klezmer band, Kleztory.

5) Outdoor giveaways

With the arrival of generous in-kind donations over the course of 2020, volunteers helped to prepare outdoor giveaway events to ensure that our women could continue to have access to clothing, hygiene products, food items, accessories, and other need goods!





6) Financial administration program deliveries

Since the beginning of the pandemic, volunteers have ensured that our housed women over the age of 65, those with reduced mobility, and those with compromised immune systems maintained their access to their old age pension plans, welfare cheques, and cash by providing deliveries to their homes.

7) Ramadan food bags

2020 was a year of new beginnings with our first official celebration of Ramadan, thanks to our partners, Ahmadiyya Muslim Youth Association (AMYA), who donated 40 food baskets designed to offer our Muslim women a meal for the first evening of Ramadan.



8) Firemen's lunch

Thanks to our local fire stations, Chez Doris clients were treated to a delicious homemade lunch and a visit by a terrific crew of firefighters, complete with a small firetruck show!

9) Online performances (Mother's Day and Valentine's Day)

During the height of the pandemic, the internet was one of our greatest tools and allowed our wonderful volunteers, Rosa Laricchiuta and Jojo Worthington, to offer performances to all our virtual supporters via Facebook as a strong display of resilience and occasion to enjoy the magic of music!

10) International Women's Day

International Women's Day was filled with energy as it coincided with the decrease in COVID restrictions! Though only accessible to our clients without housing, the day was filled with haircuts, nail care, chair massages, a scrumptious lunch, and plentiful gifts to give our women a day they truly deserve.

11) Art therapy over Zoom

Our dedicated art therapy team successfully adapted to social distancing via the use of zoom by our art therapist, Catherine Wells, and thanks to the in-person support offered by our volunteer, Kylan Chang, who has been consistently facilitating the services since July 2020.

VOLUNTEER INCOME TAX ASSISTANCE CLINIC

Access to free income tax assistance allows our clients with an annual income of \$20,000 or less to access essential public subsidies which greatly impact their lives. Over the last fiscal year, Chez Doris supported 253 clients in completing a total of 451 tax filings thanks to our volunteer tax specialists, Richard Pringle, Anne Purcell, and Andriy Krugliak and the program of Hubert Kalombo during the height of the pandemic.

LEGAL SERVICES

Under the supervision of lawyer Gabriela Machico, two students from McGill University's Faculty of Law provided legal information to our clients. Volunteer criminal lawyer Me Alexandre Ménard (Yves Ménard Avocats) also provided legal services to our Indigenous clients. Combined, these services offered our women 61 private sessions on legal interpretations on a variety of matters, including residential tenancy rights, statements of offence, social assistance benefits, employment law, accessing small claims court, and more.

GET INVOLVED

With each new year, Chez Doris is able to increase its capacity to offer help thanks to the generous support of donors like you. Every donation, no matter how big or small, goes towards meeting the basic needs of our women and to providing them an occasional small luxury. As a non-profit organization whose budget is greatly dependent on the support of donors, Chez Doris relies immensely on our caring community. Below are a few ways that you can contribute!

CHEZ DORIS NEEDS YOUR HELP!

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

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

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

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

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

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

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

Volunteer: Offer your professional skills, help to maintain programs and services by organizing in-kind donations, meal services, and activity animation, drive our truck, and help with a variety of other projects!

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





IN THE COMMUNITY

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

2021 Hunger Count-Moisson Montreal

Cabot Square Security Committee (comité action sécurité urbaine au Square Cabot)

Comité de consultation sur un plan d'action régional sur l'itinérance des femmes du CIUSSS du Centre-Sud-de l'Île-de-Montréal

Montreal Indigenous Community NETWORK

Mouvement pour mettre fin à l'itinérance à Montréal

Peter-McGill Community Council

Réseau d'aide aux personnes seules et itinérantes de Montréal

SPVM Comité Vigilance Autochtone

Comité clinique Ville-Marie ouest

Table de concertation sur la santé mentale du CIUSSS du Centre-Ouest-de-l'Île de Montréal

Frontline Workers for Safer Communities

Shelter advisory committee for the MMIWG National Action Plan

Research Committee – Université Laval - FRQSC : L'expérience d'habiter son logement subventionné : Besoins et pratiques de soutien communautaire comme piliers du renforcement du pouvoir d'agir, de l'entraide et de la solidarité dans la communauté

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

FUNDRAISING

TEA TIME 2020

As a result of the COVID-19 pandemic, our Annual Tea Time Fundraiser was transformed into a virtual silent auction. Thanks to the Fairmont Queen Elizabeth—who would have been the hosts of our in-person event—DJ Jojo Flores played a live set during the event.

An immense thank you to the following donors for their support of our event:

Aastha Shipping
Architecture Casa
Azrieli Foundation
Claude E. Jodoin & Karen Kear Family Foundation
EY Canada
FL Fuller Landau
Haivision Systems
Ivanhoé Cambridge
Jonathan & Susan Wener Foundation
WCPD Foundation



MAJOR CAMPAIGN

Addressing homelessness 24 hours a day,
365 days a year

At Chez Doris, we believe that all women in difficulty have the right to live in safety and with dignity, and be able to access the help and support they need to rebuild their lives. In light of the growing problem of female homelessness, Chez Doris is responding by expanding its services and facilities to meet the needs of this clientele, both on an emergency basis, and through pro-active long-term housing placement initiatives that tackle the issue of homelessness head-on.



In order to address the homelessness crisis, Chez Doris is favouring an integral approach and has developed an expansion plan comprising two projects:

- I. An emergency overnight shelter with 22 beds
- II. A new permanent residence with 26 affordable rental units for at-risk women

Our major fundraising campaign, entitled “Chez Doris, Day & Night”, is already underway in its silent phase and will be publicly launched in September 2021. Funds raised through this campaign will allow Chez Doris to offer a 24-hour continuum of services to respond to the increasing number of vulnerable homeless women. We are very grateful to our campaign Co-Chairs, Elizabeth Wirth (Wirth Rail Co.) and François Carrier (Desjardins Capital Markets), and to our campaign cabinet and honorary committee members for their dedicated efforts in raising funds towards this goal.

CAMPAIGN CABINET

Elizabeth Wirth, Co-Chair
François Carrier, Co-Chair
Johanne Berry, C.M.
Manon Chevalier
Carole Croteau
Susan Doherty
Dr. Rosie Goldstein
François Lamoureux
François Morin
Lucy Riddell
Marie-Christine Tremblay
Colleen Wicha

HONORARY COMMITTEE

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



COMMUNITY AND INSTITUTIONAL PARTNERS

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

Addition Elle	Fody Foods	Old Navy
Adobe	Global Medic	Osler
Ahmadiyya Muslim Women's Association (AMWA)	Groupe Leclair	Pantouffle Pantouffle
Ahmadiyya Muslim Youth Association (AMYA)	Hogg Hardware	Pensionnat du Saint-Nom-de-Marie
ALDO Group	Humane Society International	Pharmacie F.J. Coutu, J. Kahwati et Alex Darian S.E.N.C.
Aurelia	IFMSA-Quebec	Polysleep
Bentall Green Oak - Windsor programme d'aide alimentaire	Jean Coutu	Private Style INC.
Bien Aller	Jockey Canada Company	Randa Apparel & Accessories
B'nai B'rith Québec	John Molson Accounting Society	Restaurant Darbar
Boy Scouts of America	Kalsa Aid	Sacred Heart School of Montreal
Briarwood Presbyterian Church	Kappa Phi Beta	Saint Mary's Anglican Church
Canadian Federation of Medical Students	Kim & CO	Second Cup
Catholic Action	Kleztory	September 13th Miracle Food Drive
Clearpoint Elementary School	Les 5 Saisons	Service de sécurité incendie de Montréal, postes 55 et 10
Compassionate Services Society Montreal	Librairie St. Henri Books	Simply Wonderful Catering
Congregation Shaar Hashomayim	Lucille's Restaurant	Sock Rocket
DanESCO	Lush Cosmetics	St. John Fisher School (Jr.)
DBHL & Friends	Madame Cioccolata Chocolats	Sufi House
Densen	Maison Tess	TD
Divine Chocolaterie	Mandy's Restaurant	The Anti Virus Collection
Dormez-Vous	Manuvie	Travelpro Products
Éco-quartier Peter-McGill	Medisca	UNIQLO Canada
Ensemble Caprice	Mezari Atelier & Boutique Moisson Montreal	Urbanology
Espace Tricot	Monthly Dignity	Wacoal Canada
Expresco Food FedEx Express	Mount Sinai Hospital Foundation	Westmount Florist
Festival Classica	Neelum Children's & Youth Foundation	Xerox
Filomenas Eatery	Nūnuūk	
	Oatbox	
	Oberoi Financial Group INC.	

THANK YOU TO THE FOLLOWING MAJOR INSTITUTIONAL PARTNERS WHO CONTRIBUTED TO OUR MAJOR CAMPAIGN:

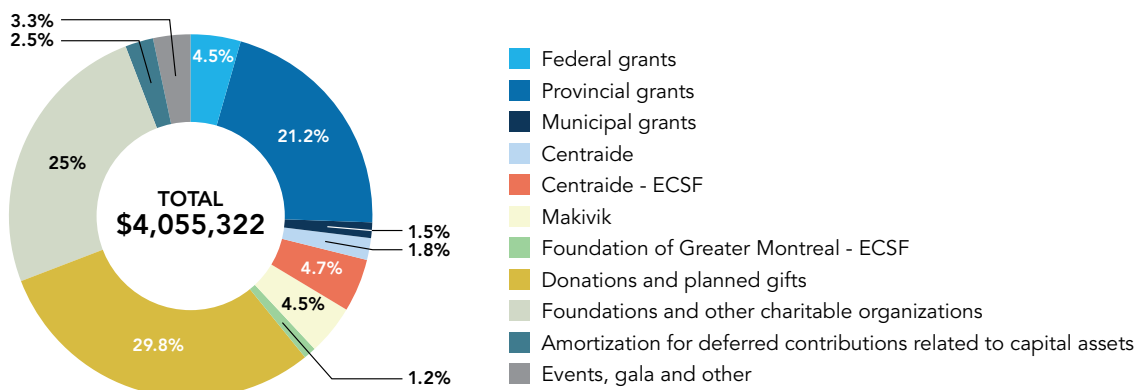
9140-9748 QUEBEC Inc.	Espace Tricot	Logitell Publishing Inc.
Aaron & Wally Fish Family Foundation	Estate of Katherine Seiler	Louise & Alan Edwards Foundation
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ASK Physiothérapie	Fondation Huguette & Jean-Louis Fontaine	McCall MacBain Foundation
Atrium Innovations	Fondation Jacques et Michel Auger	Michael Novak Fund / Fondation of Greater Montréal
Averbach Family Foundation	Fondation of Greater Montreal	Mise Sur Toi
Bois et solutions Marketing SPEC Inc.	George Hogg Family Foundation	Moisson Montréal
Brother Canada	German Canadian Community	Mongeau Family Foundation
Canada Mortgage Housing Corporation	German Society of Montréal	Montreal Indigenous Community NETWORK
CanadaHelps	Government of Canada / Service Canada	Montreal St. Patrick's Foundation
Canadian Centre for Architecture	Government of Quebec	Nathan Schachter Family Fund
Carmand Normand Foundation	Government of Quebec / Deputy of Westmount	Newall Family Foundation Trust
Carole & Andy Harper Charitable Foundation	- Saint-Louis	Osler, Hoskin & Harcourt LLP
Carole Epstein Foundation	Grace Dart Foundation	Pharmacie F.J. Coutu, J. Kahwati et Alex Darian S.E.N.C.
Centraide du Grand Montréal	Groupe AMC	Power Corporation
Charles River Laboratories Montréal ULC	Groupe Leclair	PVH Foundation
Chawkers Foundation	Hay Foundation	R. Howard Webster Foundation
Christ The Redeemer Lutheran Church	Henry and Berenice Kaufmann Foundation	Rayjo Charitable Trust
Church of Jesus Christ of Latter-day Saints	Hewitt Foundation	RBC Foundation
City of Montréal	Hockey Helps the Homeless	S.B.R. ÉLECTRIQUE INC.
CIUSSS Centre-Sud-de-l'Île-de-Montréal	Holt Foundation	Sagard
Clever Endeavour Games	Hylan Foundation	SMD/PHX Life Foundation
CN	Industrielle Alliance Groupe Financier	Studios Framstore Inc.
Community Housing Transformation Centre	Institute for Christian Communities	Sun Life Financial
Congregation of Notre Dame - Visitation Province	Ivanhoé Cambridge	Tenaquip Foundation
Corporation des Soeurs Franciscaines	Ivonis Mazzarolo Foundation	Trottier Family Foundation
Dalfen Family Foundation	J. Sonics Services Fund	William and Nancy Turner Foundation
Difuze	JJL Lee Foundation	Yelle Maillé et Associés Architecte inc.
Drummond Foundation	Kerr Financial	YolaRX Consultants
Erfa Canada 2012 inc.	KRUCO Inc.	Zeller Family Foundation
	Lederman Foundation	
	Les Soeurs de la Présentation de Marie du QC	

SUMMARY OF FINANCIAL STATEMENTS

Operating results for the year ended March 31, 2021, with corresponding figures for 2020

	2021	2020
	\$	\$
REVENUES		
Grants		
Employment and Social Development Canada - Reaching Home (SPLI)	129,543	138,339
Indigenous and Northern Affairs Canada - Urban Programming for Indigenous Peoples (UPIP)	42,106	51,938
Canada Summer Jobs	12,362	7,967
Other federal government grants	-	12,871
MSSS - Programme de soutien aux organismes communautaires (PSOC)	340,169	327,954
CSSMTL - Programme de soutien aux organismes communautaires, Aide d'urgence	67,569	-
CCSMTL - Programme Vers un Chez Soi - COVID-19	16,095	-
CCSMTL - Mesures hivernales en itinérance (Night Shelter)	132,274	-
CSSMTL - Programme de supplément au loyer (PSL Housing Program)	129,673	-
Foundation of Greater Montreal - Emergency Community Support Fund (ECSF)	50,663	-
CCSMTL - Programme Vers un Chez Soi	160,883	16,940
Ville de Montréal	62,392	102,592
Centraide	72,898	147,795
Centraide - Emergency Community Support Fund (ECSF)	188,582	-
Other provincial grants	12,500	-
Makivik	181,488	25,000
Donations and planned gifts	1,208,393	622,337
Foundations and other charitable organizations	1,194,831	654,258
Amortization of deferred contributions related to capital assets	100,769	103,359
Events and gala	91,895	132,408
Other	41,725	44,059
	4,055,322	2,362,817
EXPENSES		
Expenses related to programs	2,095,695	1,193,765
Occupancy costs	547,611	412,204
Fundraising and Communications	437,547	279,367
Administration expenses	642,538	454,464
	3,723,391	2,339,800
EXCESS OF REVENUES OVER EXPENSES		
	331,931	23,017

WHERE DOES OUR FUNDING COME FROM?



NOTES ON THE ACQUISITION OF CAPITAL ASSETS

As at March 31, 2021

	Cost at March 31, 2020	Acquisitions	Disposals and write offs	Cost at March 31, 2021
	\$	\$	\$	\$
Land and buildings	4,790,012	388,583	-	5,178,595
Furnishings and other equipment	334,999	124,040	-	459,039
Computer equipment	60,033	38,261	-	98,294
	5,185,044	550,884	-	5,735,928

An amount of \$425,547 of these acquisitions was funded by grants
As at March 31, 2021, the balance of deferred contributions related to capital assets is \$3,003,638 of which \$80,949 has not yet been spent.

NOTES ON DEFERRED CONTRIBUTIONS

As at March 31, 2021

	March 31, 2020	Contributions received in the year	Recognized as revenue in the year	March 31, 2021
	\$	\$	\$	\$
Funding for programs	559,953	4,468,056	(2,042,247)	2,985,762
	559,953	4,468,056	(2,042,247)	2,985,762
Contributions for 1430 Chomedey	1,433,720	35,390	(100,769)	1,368,341
Contributions for 1437 Chomedey	904,332	329,048	-	1,233,380
Contributions for 2233 de Champlain	360,382	19,903	-	380,285
Contributions for 1569-1575 St-André	-	21,632	-	21,632
	2,698,434	405,973	(100,769)	3,003,638

BOARD OF DIRECTORS



Carole Croteau
President of the Board
(TFI International)



Sylvia Martin-Laforge
Vice-President
(Quebec Community
Groups Network)



Michelina Lanni
Treasurer
(Ernst & Young)



Jill Hugessen
Secretary
(Hugessen Coaching)



Mélanie Allaire
(McCarthy Tétrault)



Manon Chevalier
(Chevalier Communications)



Talar Dikijian
(Distributel)



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



Dominic Guinta
(RécréoParc / Vortex)



Pat Hardt
(retired RN and Psychotherapist)



Lyn Lalonde-Lazure
(HR Solutions)



Mario Lefebvre
(Bank of Canada)



Mark Shalhoub
(Broadcast Journalist)



Marina Boulos-Winton
(Executive Director, Chez Doris)

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

BOARD OF DIRECTORS COMMITTEES

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Carole Croteau, Chair
Sylvia Martin-Laforge
Michelina Lanni
Jill Hugessen

Client

Pat Hardt
Jill Hugessen

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Manon Chevalier, Chair
Talar Dikijian
Mark Shalhoub

Finance

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Carole Croteau
Jill Hugessen
Sylvia Martin-Laforge

Human Resources

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

House/Building

Sylvie Girard, Chair
André Costin, Xemplar Inc.
Mike Lisi, Broccolini
Robert Manningham,
Atelier Habitation Montréal

Nominating

Sylvia Martin-Laforge, Chair
Carole Croteau
Jill Hugessen
Michelina Lanni

CHEZ DORIS STAFF

Chez Doris continues to grow. Our impact is the result of a group effort by the following incredible team members.

Thank you to all our employees!

ADMINISTRATION

Marina Boulos-Winton, Executive Director

Jennifer Proulx, CRHA, HR and Talent Manager

Alan Chan, Controller

Natalie Coté, Facilities Manager

Danièle Lavoie, Director of Philanthropic Development

Suse Gomes, Coordinator - Administration and donations

Sarah Huzarski, Communications Advisor

Leah Peck, Volunteer and Community Relations Coordinator

FRONTLINE SERVICES

Tania Filippone, Director, Programs and Services

Allison Lemieux, Coordinator – Day Shelter

Breana Prince-Harris, Weekday Team Leader

Kelsey Kazulak, Weekend Team Leader

Maude Giguère, Evening and Overnight Team Leader

Felicia Katsouros, Intake Worker

Clara Seidenberg, Caseworker

Kayla Haines, Support Worker

Holly Buss, Inventory Clerk

Lilly Nicole, Caseworker, Inuit Assistance Program (on sabbatical)

Camille Belzile, Caseworker, Inuit Assistance Program

Jocy Kalinijabo, Caseworker

Roxanne Boulanger, Caseworker

Marianne Pelletier, Caseworker

Annie Preston, Caseworker

Alejandra Pifferrer, Caseworker

Melissa Dulac, Caseworker

Victoria Lorenc, Intervention Worker

Florence Claveau, Intervention Worker

Adriana Paredes, Intervention Worker

Kianna-Marie Oliveira, Intervention Worker

Maria Guirchan, Intervention Worker

Diana Mendez, Intervention Worker

Chanel Pierre, Intervention Worker

Kalisha Ramville, Intervention Worker

Tara Danice, Intervention Worker

FINANCIAL ADMINISTRATION PROGRAM

Christina Little, Team Leader (on sabbatical)

Joy Sarpomah, Caseworker

Vanessa André, Caseworker

Maria Paredes-Mercado, Caseworker, Indigenous Clientele

Mélanie Dussault, Administration Clerk

HOUSING PROGRAM

Brittany Hall, Team Leader

Paloma Hepler, Caseworker, Indigenous Housing

Marie-Hélène Landry, Caseworker, Indigenous Housing (on sabbatical)

Eva-Marie Legault, Caseworker, Indigenous Housing

Hannah Kirk, Caseworker, Indigenous Housing

Sofia Gutierrez, Caseworker, Rapid Rehousing

Samantha Costello, Caseworker, Rapid Rehousing

Alexandra Delgado, Caseworker, PSL

Audrée Goupil, Caseworker, PSL

KITCHEN

Camellia Perry, Kitchen Supervisor

Felicia Pope, Kitchen Assistant

Pearlina Pope, Kitchen Assistant

Philippe Morin-Aubut, Kitchen Assistant

Vadim Kharin, Cook

Suzette Verronneau, Cook

Camila Dos Santos Ferreira, Cook

STUDENT INTERNS

Chez Doris provides a learning environment for students from a variety of educational institutions. Thanks to the supervision and support of Chez Doris staff, our student interns were able to develop their professional skills. Thank you to the following students who provided ongoing support and services to our clientele:

MCGILL UNIVERSITY

School of Human Nutrition

Elise Di Fruscia

Faculty of Law

Emily Jean Knox

School of Social Work

Hannah Kirk Aubut, undergraduate

Geneviève Gray, graduate

Ingram School of Nursing

Rosetta Primerano

Mira Bining

Lesley Liu

Alyanna Jamal

Kaelyn Chaulk

Diva Hadeif

Cassandra Gehlsen

Carolyn Peters

Dalia Lichtman

Cedric Sam Ng

HEC MONTRÉAL

D.E.S.S. en Gestion – Chaîne Logistique

Yassine El-Khadri

Joseph Taka Simo

DAWSON COLLEGE

Social Service Program

Norah Ioannou

Sherrin Jasmine Kanooni

Mary Lou Carson

Mariela Reyes

CÉGEP DU VIEUX MONTRÉAL

Technique de travail social

Maude Riendeau

CÉGEP MARIE-VICTORIN

Technique de travail social

Jessica Delmond

Technique d'éducation spécialisée

Ariane Lévesque

JOHN ABBOTT COLLEGE

Youth and Adult Correctional Intervention Studies

Kianna-Marie Oliveira



