



LA Maison
DU Père

Every street
should have an exit

ACTIVITY REPORT 2014




THE MAISON DU PÈRE
IS KNOWN FOR ITS SHELTER,
A PLACE TO EAT AND SLEEP.


BUT IT DOES MUCH MORE THAN THAT,
BECAUSE EVERY STREET SHOULD HAVE AN EXIT.

WE INVITE YOU TO DISCOVER IT...





2013-2014, A YEAR OF GROWTH AT THE MAISON DU PÈRE


 We inaugurated 31 newly renovated social reintegration units (this program's intake capacity has now been doubled).


 We established partnerships with organizations involved in homelessness, mental illness and addictions with a view to providing transitional housing.


 The intake procedure for new users of the Shelter was improved to avoid chronic use.

 At the Résidence J.A. DeSève, we introduced tools and practices to meet the new certification standards for seniors' residences.

 Agreements were reached to enable our community health care team to partner with the physical and mental health network.

 We partnered with volunteer resources working toward improved well-being and social activities.

 We won a Réseau de la santé et des services sociaux award of excellence - 2013-2014 edition - for the Greater Montréal region.

 A service agreement was reached with the Office municipal d'habitation de Montréal for the management of a 56-unit rooming house scheduled to be inaugurated in early 2015.



OUR SPECIAL THANKS TO...

National Bank, represented by its Executive Vice-President - Operations and Strategic Initiatives Office, **Stéphane Bilodeau**, which played a leading role in our community health care project by investing \$250,000 to allow the convalescent wing to develop and operate for the next three years.

Suzanne Peeling, who provided us with her expertise, without asking for anything in return, in coordinating all the work entailed in renovating our Transition units, a process that took eight months.



THANKS ALSO TO...

Our employees

110 employees who have been steadfast in their mission despite the constraints caused by the renovations and the new clinical procedures that were introduced to improve our users' well-being

Our volunteers

140 volunteers, whose diligence and dedication we wish to salute; their presence adds greatly to the work carried out by the Maison du Père's professional team which, for several years now, has had to devote more time to interventions with men grappling with increasingly complex issues

Our partners

who provide us with food and other goods, as well as services, thereby allowing us to reduce the Maison's operating costs

in community networks with which we have formed agreements for exchanges of services to ensure our users' well-being and facilitate the steps they take

in health, social services and legal networks with which we cooperate in order to find solutions suited to the reality of the men we assist

Our leaders at all three levels of government

who provided budgets more in keeping with the needs expressed for several years

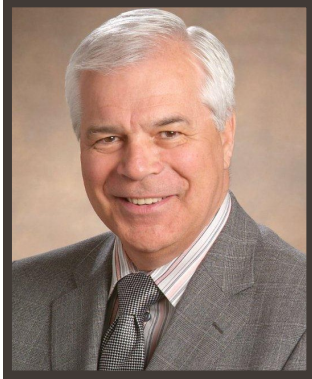
Our donors

without whom we could not exist



... thanks to you, every street can have an exit!

MESSAGE FROM THE CHAIRMAN



I have sat on the Board of Directors of the Maison du Père since 2000. Over the years since then, I have seen our organization evolve, along with its ability to adapt to the growing needs of the clientele it serves. I have also observed the complex issues facing the men we help, and the fact that they are aging.

I have the good fortune of being supported on the Board by women and men who are willingly using their professional experience to serve the cause of the homeless by ensuring that the Maison du Père is well run and able to adapt its services to suit its users' needs.

When we get involved in new projects, we make sure we have found the necessary funds, and secured them for the long term. This way, we ensure the continuity of our services — and that is the case with the projects on the table right now. But I am concerned about the housing issue since, when we undertake to provide social support to our clients, it is precisely to give them a roof over their heads. A permanent roof. Emergency housing should be just that: for emergencies. The community network alone cannot meet the housing challenge; we already, like many of our partners, ask a lot of our private-sector partners and our donors in order to develop alternatives and suitable support for our clients.

The Maison du Père celebrates its 45th anniversary this year. Over time, it has developed new ways of meeting the needs of its clientele. There is no one approach that works for all homeless people. We have to be creative to find the many different solutions to the challenges that face **each and every one** of these individuals.

I salute our teams for their ability to constantly reinvent themselves and tirelessly seek new solutions. We will continue to support them and are confident that we can rely on the loyalty of our donors to make this possible.

A handwritten signature in black ink that reads "Pierre Seccareccia". The script is fluid and cursive.

Pierre Seccareccia
Chairman of the Board

MESSAGE FROM THE GENERAL DIRECTOR



In the year just ended, we completed several projects that are all designed to make it easier for homeless men to return to society. Our community health care team provides outstanding assistance to our clinical teams in assessing the mental and physical health of the men who stay with us, either as participants in our programs or as convalescents recently released from hospital. This means that our front-line staff can now count on receiving professional support, which they greatly needed, given the ever increasing complexity of the issues facing our users.

We have added 30 units for those who need a time of transition in order to find work, housing or a way back into society. Our greatest challenge remains the lack of affordable housing. It is also an undeniable fact that that our clientele is aging and that finding work after the age of 50 is a major challenge, even without having experienced an episode of homelessness. All the more so when you have found yourself on the street.

In 2014, we reached a partnership agreement with the Office municipal d'habitation de Montréal for the renovation of a rooming house that will enable us to offer 56 men decent, affordable housing under the AccèsLogis program. We are confident that with the housing support our teams can provide, we will be able to offer residential stability to men who have been homeless or are at risk of becoming homeless. We expect these housing placement and support services to expand considerably in the coming years. For this to happen, however, we must be able to count on our government and social partners.

We are also seeing that the homeless population is aging, here as elsewhere. We intend to utilize our more than 25 years of experience with homeless seniors to continue to offer them housing suited to their needs, and we hope to be able to further develop the services we provide for this very vulnerable group.

Finally, we would like to emphasize our support for the initiatives of the current municipal administration, led by Mayor Denis Coderre, to reduce homelessness in Montréal. We are counting firmly on his leadership to see concrete solutions finally implemented and measured. We will give him our full cooperation.

A handwritten signature in black ink that reads "France Desjardins". The script is fluid and cursive.

France Desjardins
General Director

WHY HOMELESSNESS...

ADDICTIONS → alcohol → inadequate income
→ gambling
→ drugs

job loss

mental health problems

LOSS OF
HOUSING

precarious job situation

Physical health problems

FAMILY BREAKDOWN

shortage
of social
housing

Release from an institution
(hospital, prison)

OUR 453 HOUSING SOLUTIONS

SHELTER

170 units

SOCIAL REINTEGRATION

30 units
(Intake and
Integration)

IN-HOME ASSISTANCE

20 studios

RESIDENCE

78 private
rooms

CONVALESCENT WING

8 units

IN-HOME ASSISTANCE

60 external
clients under
trustee service

SOCIAL REINTEGRATION

31 private
rooms
(Transit)

MAISON WOLFE

56 rooms
(work to be
completed in
early 2015)



THE SHELTER

CLIENTELE

- 🏠 Men aged over 25 and over
- 🏠 Have experienced situational, episodic or chronic homelessness
- 🏠 41% from outside Montreal
- 🏠 Addiction and/or physical or mental health issues

SERVICES PROVIDED *

- 🏠 Shelter for the night
- 🏠 Personal hygiene care (shower, shave, barber)
- 🏠 Change of clothes
- 🏠 Meals (dinner and breakfast)
- 🏠 Referrals (therapy centre, CLSC, residential and long-term care centre, psychiatric centre, social reintegration, etc.)
- 🏠 Administrative support (replacement of identification cards, help applying for social assistance, housing, etc.)
- 🏠 Emergency care
- 🏠 Activities (pool table, television, AA and NA meetings, etc.)
- 🏠 Pastoral services

* All these services are provided for the sum of \$1.00

SOURCE OF INCOME	PERCENTAGE
Social insurance	52%
Employment insurance / CSST	3%
Pension	10%
Employment	4%
No income	31%

Internal statistics 2013-2014

MAIN CAUSES CITED

- 🏠 Loss of housing → 34%
- 🏠 Loss of job → 6%
- 🏠 Release from an institution (prison, therapy, hospital) → 21 %
- 🏠 Separation → 12%

OBSERVATIONS

- 🏠 Among users recorded in 2013-2014, **29%** had **never turned to our Shelter before**.
- 🏠 **31% of these new users** had **no source of income**, hence the importance of our referral service.
- 🏠 The new users' average **length of stay** is markedly **shorter** than the average for previous users—evidence of the effectiveness of our approach toward this clientele.
- 🏠 **90%** of users of the Shelter have incomes well **below the poverty level**.
- 🏠 **87%** of the men we take in present **severe employment constraints** (addictions, physical or mental health issues, age, etc.).
- 🏠 The men who turn to our Shelter are growing **older and older; on average, they are 48 years old**. These statistics reflect the aging curve of the population in general.



SOCIAL REINTEGRATION

CLIENTELE

- 🏠 Men aged 25 and over, under trustee service
- 🏠 Want to undertake a social reintegration program
- 🏠 Have begun or completed a therapy program

SERVICES PROVIDED

- 🏠 Unit or private room (meals, change of clothing, laundry)
- 🏠 One-on-one psycho-social follow-up
- 🏠 Medical examination, follow-up and help managing medications
- 🏠 Trustee service (budget management, income tax, etc.)
- 🏠 Employability and/or education programs
- 🏠 Computer room for job searches
- 🏠 Support in search for housing
- 🏠 Support in legal procedures
- 🏠 Socialization activities
- 🏠 Pastoral services

EDUCATION	PERCENTAGE
Elementary	18%
Secondary	62%
Cegep	10%
University	10%

Internal statistics 2013-2014

MAIN OBJECTIVES

- 🏠 Find housing
- 🏠 Break addiction
- 🏠 Improve physical and/or mental health
- 🏠 Go back to school
- 🏠 Return to the job market
- 🏠 Sort out financial and/or legal situation

OBSERVATIONS

- 🏠 **80%** of our users have a **low level of education**, while the **job** market increasingly favours **knowledge attested by certificates and diplomas**.
- 🏠 **64%** of our participants **are aged 45 or over**. They are consequently often victims of **age discrimination in the workplace**.
- 🏠 **66%** of our users have a **criminal record**.

IN SPITE OF ALL THAT,

- 🏠 **74% of our participants have found a job** or been able to benefit from an internship—14% more than last year.
- 🏠 **79% of our participants have found housing** or been relocated to a resource that better meets their needs.



THE RESIDENCE

CLIENTELE

- 🏠 Men aged 55 and over, under trustee service
- 🏠 Have experienced or been at risk of experiencing homelessness
- 🏠 Addiction and/or physical or mental health issues
- 🏠 Major, permanent employment constraint
- 🏠 No social network or family support

STATISTICS

- 🏠 More than 80% of residents have physical health problems (high blood pressure, diabetes, high cholesterol, chronic obstructive pulmonary disease).
- 🏠 52% have mental health problems (schizophrenia, depression, anxiety, etc.).
- 🏠 35% have reduced mobility.
- 🏠 20% have had to be relocated during the year, mainly because of deteriorating health.

THIS MEANT, IN 2013-2014:

- 🏠 Accompaniment to 200 medical appointments
- 🏠 400 administrative interventions dealing with various organizations
- 🏠 Medications administered on more than 80,000 occasions
- 🏠 Nearly 1,000 CLSC interventions

MAIN OBJECTIVES

- 🏠 Stabilize physical and mental health
- 🏠 Stabilize housing
- 🏠 Improve socialization

SERVICES PROVIDED

- 🏠 Private room (meals, laundry)
- 🏠 One-on-one psycho-social follow-up
- 🏠 Trustee service (budget management, income tax, etc.)
- 🏠 Help managing medications, medical follow-up and accompaniments to appointments
- 🏠 Help with personal hygiene
- 🏠 Socialization activities
- 🏠 Pastoral services

OBSERVATIONS

- 🏠 The men who turn to our emergency Shelter are growing older and older. **The increased demand for accommodation in the Residence is critical and requires immediate attention.**
- 🏠 The clinical and psycho-social supervision services provided to our residents **improve their quality of life and have an impact on their life expectancy.**
- 🏠 However, **the longevity** of our residents entails **more regular assistance and more frequent medical follow-up.**



IN-HOME ASSISTANCE

CLIENTELE

- 🏠 Men aged 25 and over
- 🏠 Self-sufficient but need some supervision
- 🏠 Addiction and/or physical or mental health issues
- 🏠 No social network or family support
- 🏠 Live in the Maison du Père's studio apartments or in rooms outside the Maison
- 🏠 Mostly unable to work because of major constraints

SERVICES PROVIDED

- 🏠 Help managing a budget
- 🏠 Help managing medications
- 🏠 Assistance with housekeeping
- 🏠 Accompaniment to appointments with health or social services professionals
- 🏠 Help with grocery shopping
- 🏠 Administrative support (income tax, replacement of identification cards)

ISSUE	PERCENTAGE
Mental health	27%
Physical health	7%
Addiction	34%
Multiple issues	32%

Internal statistics 2013-2014

MAIN OBJECTIVES

- 🏠 Avoid a return to homelessness
- 🏠 Maintain self-sufficiency in terms of housing
- 🏠 Avoid abuse and/or violence toward them

OBSERVATIONS

- 🏠 **Budget management** is a major service in maintaining housing self-sufficiency for the men we serve: **80% of users want to take advantage of it.**
- 🏠 **24%** of our clients under trustee service turned to us to intervene with their landlords in order to avoid eviction
- 🏠 **21%** occasionally need to call upon the Maison du Père's **food services** because of their precarious financial situations.
- 🏠 **17%** relied on us to accompany them to medical appointments.
- 🏠 In-home assistance for those at risk of becoming homeless calls for the **availability of clean, affordable housing**. But the needs remain critical. The average wait time for low-cost housing is three and a half years.
- 🏠 Maintaining housing self-sufficiency through in-home assistance **avoids significant health and social service costs.**



COMMUNITY HEALTH CARE

CLIENTELE

- 🏠 Men aged 25 and over with no fixed address
- 🏠 Addiction and/or physical or mental health issues
- 🏠 No social network or family support
- 🏠 Ineligible for temporary housing in a residential and long-term care centre because they have no fixed address
- 🏠 No valid health insurance card (lost or expired)

MAIN OBJECTIVES

- 🏠 Minimize deterioration of the user's health and avoid complications
- 🏠 Adapt clinical services to suit our users' particular characteristics
- 🏠 Stabilize the user's physical or mental condition
- 🏠 Refer the user to appropriate resources
- 🏠 Act as a bridge between the health network and the disaffiliated person

CLINICAL INTERVENTIONS

INTERVENTION	PERCENTAGE
Emergency care	42%
Internal follow-up	51%
Referred to CLSC	20%
Referred to hospital	11%
Stay in convalescent wing	15%
Other resources (mental health, therapy, long-term care centre)	24%

Internal statistics 2013-2014

SERVICES PROVIDED

- 🏠 First aid
- 🏠 Medical examination and follow-up
- 🏠 Referral to appropriate resources (CLSC, hospital, psychiatric centre, etc.)
- 🏠 Convalescent beds

OBSERVATIONS

- 🏠 Because of their **lifestyle** and the lack of **aftercare housing**, few of the men are able to comply with the prescribed dosages or required follow-up, or adhere to the recommended treatment.
- 🏠 The examinations conducted by our clinical team reveal that **51% of the men** enrolled in our social reintegration programs in 2013-2014 had a **physical health issue and 39.6%, a mental health issue**. Stabilizing our participants' physical and/or mental health is a key element in their reintegration process and in achieving their goals.
- 🏠 The convalescent wing recorded 2,086 bed-nights in the past year. Its occupancy rate was 91% during the cold weather.
- 🏠 The presence of nursing staff able to make a more precise assessment of our users' health has allowed the Maison du Père to strengthen ties, or even forge new ones, with health professionals. Our users consequently have easier access to the resources they need because they receive **referrals and follow-up that guide them through the maze of the health network**.

SELECTIVE LIST OF OUR PARTNERS

- Member, coalition of the three main shelters in Montréal (Maison du Père, Welcome Hall Mission and Old Brewery Mission)
- Member, Leave a Legacy Québec
- Member, Canadian Housing & Renewal Association
- Member, Canadian Coalition of Large Multi-Service Shelters
- Member, Comité de vigie (Ville de Montréal)
- Member, RAPSIM
- Member, SHU (homelessness emergency committee)
- Member, Board of Trade of Metropolitan Montréal
- Member, Chambre de commerce de l'Est de Montréal
- Partner, CSSS Jeanne-Mance HIV/STD screening project
- Partnership with the Douglas Mental Health University Institute
- Partnership with the SDVM
- Partnership with Groupe Écologique
- Partnerships with Emploi-Québec, including the PAAS Action and PAMT programs, and with Canada Summer Jobs
- Abri de la Rive-sud
- Académie de coiffure Tornade
- Accueil Bonneau
- Action Vélo Cité
- Atelier d'artisanat du centre-ville
- Caisse populaire Quartier Latin
- Cégep Marie-Victorin
- Cégep du Vieux-Montréal
- Cégep Maisonneuve
- Cégep Ahuntsic
- Cégep Lasalle
- Centre de crise le Transit
- CHUM
- Clinique Droits Devant
- CLSC Sanguinet
- Desjardins gestion immobilière
- Diogène
- École des métiers des faubourgs de Montréal
- École internationale de zoothérapie
- EMRII, SPVM community relations workers
- Service agreement with the CLSC des Faubourgs
- Service agreement with the CSSS Jeanne-Mance (J.A. DeSève accredited residence)
- Banking agreement with the Caisse pop des Faubourgs, for in-house services at the Maison du Père
- Exeko
- Face à face
- Fondation d'aide aux handicapés du Québec
- G.I.T.
- Institut universitaire en santé mentale de Montréal
- Kiné-concept
- Médecins du monde
- Modus Operandi Logistiques
- Pas de la rue
- Pavillon Hamford
- Pharmacie Germain Chartier & Livio Paroli
- Portage
- Premier Arrêt/First Stop
- Pro Bono Students Canada, Université de Montréal section
- PQDS
- Quartier des Spectacles
- Quartier International de Montréal
- RCI Environnement
- Sac à dos
- SARCA
- SDC Plaza Saint-Hubert
- Support for CHUM St-Luc HIV project
- The street SPA
- Spectre de rue
- St. Michael's Mission
- Travail sans Frontière
- Université du Québec en Outaouais
- Université de Montréal
- McGill University

SOME STATISTICS...



ANNUAL COST: \$6,127,240

PERCENTAGE SUBSIDIZED: 34%

\$4,000,000 COVERED MAINLY BY DONATIONS

HUMAN RESOURCES

EMPLOYEES

75 full-time, **23** part-time and **16** on call:

71% front-line staff, nursing staff, security

+

21% support services (kitchen, maintenance, clothing depot, laundry)

+

8% administration, trustee service, human resources

INTERNS

11 interns, **2,215** hours

LA MAISON DU PÈRE

7 DAYS A WEEK

24 HOURS A DAY

365 DAYS A YEAR

TOTAL HOURS OF
WORK PER YEAR:

215,500

VOLUNTEERS

22,000 volunteer hours logged by people from outside the Maison:

140 regular volunteers, providing at least **3** hours a week

+

More than **400** occasional volunteers —> schools, businesses, associations, etc.

+

38,700 volunteer hours provided by men at our Shelter, in social reintegration programs or by individuals performing compensatory service

+

The **thousands** of hours put in by our partners supporting us in our fundraising campaigns, canvassing new support for our organization, offering us professional services and goods, etc.

OUR FOUNDATION WISHES TO THANK



- Bernard Derome and Serge Savard, honorary co-chairs of our fundraising campaigns

- Robert Sawyer, President and Chief Executive Officer, RONA inc., for the role he has played as Honorary Chair of our Ball since 2012
- Pascale Nadeau, hostess of the Maison du Père's Casual Ball, for her steadfast loyalty, and Sophie Faucher, her faithful accomplice for the last few years
- Gilbert Rozon and Guyline Lalonde, as well as the entire *Just for Laughs* team, for their unwavering support
- Our Honorary Committee for the 2014 Casual Ball :
 - Alain Brisebois**, RONA inc.
 - Christian Bourbonnière**, Metro inc.
 - Stéphane Bilodeau**, National Bank
 - Me Louis-Martin Richer**, WSP Global Inc.
 - Jean-François Lecours**, PricewaterhouseCoopers
 - Bill Healy**, Patrimonica
 - Yves Gougoux**, Publicis Canada
 - Robert C. Kiernan**, Corporate Director



OUR MAJOR DONORS

PRINCIPAL PARTNERS

Fondation J. A. DeSève



SPECIAL PROJECTS PARTNERS



MAJOR PARTNERS

Fondation Jean-Louis Lévesque

Fiducie JAB

Fondation Jacques et Michel Auger

The Sisters of Saint Joseph of Saint-Hyacinthe

Echo Foundation

Sœurs Franciscaines M.I.C.

FRIENDS

O.D.S. Ltée

Fraternité Saint-Antoine

Sibylla Hesse Foundation

Patrimonica Inc.

VibroSystM Inc.

Québec 

Canada 

Montréal 



**MANAGEMENT
TEAM**



**ACTIVITIES AND
VOLUNTEERS TEAM**



**FOOD SERVICES
TEAM**



**CLOTHING DEPOT
VOLUNTEERS TEAM**



**WEDNESDAY
VOLUNTEERS TEAM**



**HUMAN RESOURCES
AND FINANCE TEAM**



**SHELTER
TEAM, DAY**



RESIDENCE TEAM



**CLINICAL
SERVICES TEAM**



**MONDAY
VOLUNTEERS TEAM**



**PASTORAL SERVICES
TEAM**



**FOUNDATION
TEAM**



**SHELTER
TEAM, NIGHT**



**SATURDAY
VOLUNTEERS TEAM**



**SUNDAY
VOLUNTEERS TEAM**



**FRIDAY
VOLUNTEERS TEAM**



**REAL PROPERTY
SERVICE TEAM**



**SOCIAL
REINTEGRATION TEAM**

Thank you!




**TUESDAY
VOLUNTEERS TEAM**



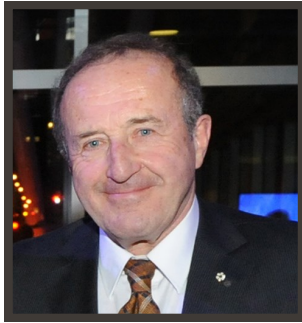
**THURSDAY
VOLUNTEERS TEAM**



2014-2015 OBJECTIVES

- Ensure the continuity and growth of our community health services.
 - Welcome and offer our support services to the 56 lodgers who, starting in 2015, will occupy the renovated units at Maison Wolfe, a rooming house which we will manage.
 - Partner with organizations and businesses that facilitate the employability of men with limitations due to their physical and/or mental health.
 - Partner with organizations and property owners that facilitate access to decent, affordable housing for our users.
 - Develop our expertise in in-home assistance for men at risk of becoming homeless.
- 

MESSAGE FROM BERNARD DEROME



I came to the Maison du Père a bit by chance: it was Pascale Nadeau, hostess of their annual ball, who asked me to stand in for her at the benefit event in 2011. That was how I became acquainted with the remarkable work done for homeless men by this team, and I decided then to get involved in helping raise awareness of the major, fundamental role this organization plays in our society.

It is hard for many of us to imagine ourselves on the street and having to turn to these various services. And yet, two or three strokes of bad luck, an illness, loss of a job, a separation... and we could easily risk finding ourselves there, like many of them. It could happen to any of us.

The idea of people having nowhere else to live but on the street in a society of such abundance seems inconceivable to me. That is why I invite you to join me in supporting the mission of the Maison du Père so that more individuals can find their way off the street.

A handwritten signature in black ink that reads "Bernard Derome". The signature is written in a cursive style with a horizontal line under the last name.

Bernard Derome
Honorary Co-Chair,
Fundraising Campaign



550 RENÉ-LÉVESQUE BLVD. E.

MONTRÉAL QUÉBEC H2L 2L3

514-845-0168

MAISONDUPERE.ORG

