

# DOING THINGS DIFFERENTLY



May 2021

To accomplish its mission, Maison du Père can count on a large team that includes employees, volunteers, partners, professionals and donors. It's a large family that has chosen to do everything to make sure that every street finds an exit... by helping, *in a different way*.

## HEALTH CARE



Working in the health care service at the Maison du Père is to providing daily help in a different way.. It means helping to maintain the health of stigmatized, marginalized or even forgotten men. It is forging bonds of trust with disaffiliated men and creating bridges between them and the health care network.

Participants in Maison du Père's programs are unconventional. Rebel hearts and sensitive souls, they can be endearing and disarming. The path to the health of these men undoubtedly passes through the bonds of trust forged over time.

Among the daily tasks, there is a part of healing and health stabilization, but also an important part of education and support towards autonomy.

The nurse and patient attendant are references within the team, and can act as guides or trainers for their colleagues. They develop a personalized health care plan for the men of Maison du Père and are able to make sound clinical decisions.

Every day, they advise all our teams and contribute to the positive development of the state of health of the men they support.

## FOOD SERVICE



The proper functioning of the food service is essential to the mission of Maison du Père. Together, the cooks, assistant cooks, chefs and the coordinator are responsible for the proper nutrition of users, residents, volunteers and even employees. This is a daunting task, which is quite different from what we see elsewhere, because you have to put together menus based on donations that are often unpredictable. You have to improvise every day.

Also, agents from the Ministry of Nutrition (MAPAQ) regularly audit our service to ensure that food safety and hygiene are respected. Finally, since the seniors' residence is officially accredited by the government, the organization must comply with certain guidelines concerning the quality and choice of menus.

The team is made up of a variety of individuals: employees, of course, but also volunteers, and users of Maison du Père who are involved in a program of social reintegration with the Programme d'aide et d'accompagnement social, or "PAAS-Action". To meet the needs of the organization in terms of nutrition, therefore, does not only require cooking knowledge, but also patience and a coordinator with a solid capacity for team leadership. .

I am quite moved by the work accomplished by Maison du Père with the elders of the street. It accompanies lonely and destitute men until the end of their lives, with respect and dignity. This is why I did not hesitate to get involved to ensure its sustainability.

Together, to make sure every street finds an exit...

**Jean De Grandpré**

*Major Donor*

*Former President and CEO of Bell Canada Enterprises*

When someone lives in homelessness, eye diseases can be more frequent and more serious. Access to an eye exam and a pair of glasses can greatly improve their quality of life and help reintegration into society.

Since 2017, I have collaborated with Maison du Père by bringing "Regard Collectif", the mobile clinic of the school of optometry of Université de Montréal.

Two days a month, Regard Collectif comes to Maison du Père. At those moments, I supervise graduate students in optometry, who perform eye exams at no cost, using technology comparable to conventional standards. We screen for many eye diseases and improve vision for people with eyewear services at low costs or even no cost.

Each year, Regard Collectif holds around 24 clinics and 150 examinations, craft 100 pairs of glasses and give between 15 and 20 ophthalmology referrals for specialized or surgical services.

**Benoit Tousignant**

*Optometrist and professor at the school of optometry of Université de Montréal, and instigator of a mobile clinic "Regard Collectif pour les sans-abri"*

I have been involved with Maison du Père for 10 years already.

Before joining in, I was not aware of the complexity of the phenomenon of homelessness and the scale of the services that had to be deployed to help these people too often judged and denigrated.

It is with enormous respect that I salute the work of the employees and volunteers who, every day, ensure the well-being of these men, but above all who facilitate their progression, strewn with obstacles, so that every street finds an exit... Hats off!

**Bernard Derome**

*Leading figure in televised news broadcasting in Quebec and Canada, and spokesperson for Maison du Père since 2011*

In its quest to reconcile supply and demand and to ensure the coherence and convergence of housing programs, the Office municipal d'habitation de Montréal (OMHM) has forged increasingly sustained and structured collaborations with Maison du Père. The OMHM thus recognizes the expertise, competence and quality of the programs offered by Maison du Père with the greatest respect for the individual needs of its clientele. Whether in terms of referencing, granting rent supplement units or management agreements for residences with services, Maison du Père and the OMHM are key collaborators.

**Danielle Cécile**

*General Manager, Office municipal d'habitation de Montréal (OMHM), partner for the Maison Wolfe project*



TOGETHER, BECAUSE EVERY

For many years, the SPVM and Maison du Père have been exemplary partners in joint efforts aimed at improving the living conditions of the homeless population of Montreal.

This partnership translates into collaboration in carrying out several prevention projects and privileged communication with teams specializing in homelessness interventions (EMRII and EMIC), while respecting the specific issues of each organization. Maison du Père's adaptive capacity and their level of involvement to improve services offered are greatly appreciated and demonstrate their competence in joint interventions with the vulnerable homeless population

**Laurent Dyke**

*Police Officer, Équipe mobile de référence et d'intervention en itinérance (EMRII)*

I have been a family doctor at the Maison du Père Residence since 2017. The majority of the men I accompany have been victims of prejudice and stigma for a variety of reasons for a large part of their lives. Distrustful, they were therefore often slow to seek treatment, thus allowing their state of health to deteriorate. I must therefore, upon meeting them, develop a relationship of trust, based on non-judgment and respect for their choices. Slowly, we manage to take care of their physical condition but also of their self-esteem injuries .

**Dr Nathalie Lauzier**

*Elders of Maison du Père, attached to the CIUSSS Centre-Sud-de-l'île-de-Montréal*

I have known the Maison du Père for over 30 years because I make donations there every year. I am quite involved in the community service world. For example, I was an administrator and volunteer at L'Auberge communautaire du Sud-Ouest for over 20 years, helping homeless youth between the ages of 18 and 29.

In addition, in 2009 and 2019, I did humanitarian aid in Peru and Guatemala. When I retired at the end of 2018, I told myself that I had to have a vision to guide my activities in the years to come. I stopped on this one: "To touch people in the depths of their souls by my gestures, my actions, my help and my art". To reach people, I had to be closer to them. And the cause of the less fortunate and less blessed in life naturally directed me to Maison du Père, especially since just before the pandemic, I had the pleasure of taking a guided tour of the organization with the CEO, François Boissy. And the rest is history, as they say. So, since last October, it is the food service, medical support and iPad training that have pleasantly occupied me. I am happy to be part of this beautiful family.

**Pierre Myrand,**

*Volunteer*

You are reading testimonials from men and women who explain how and why they have developed and maintained solid bonds of trust for years with Maison du Père.

**AND YOU, WHAT IS YOUR STORY ?**

Do not hesitate send us a letter by mail, or to write us an e-mail at [communications@maisondupere.org](mailto:communications@maisondupere.org)  
Let us know if we can share your story it on web or social media!

*We look forward to reading you, and sharing your testimony!*



**STREET SHOULD HAVE AN EXIT!**

## OPERATIONS



The Maison du Père operations department oversees food, property, laundry and cloakroom services. It must make sure that all these services are well equipped to perform their many respective daily tasks, so that they are ready to serve our 325 daily users. It's a bit like a big hotel, but where you have to do a lot with less.

To succeed, this requires the coordination of dozens of employees as well as other helping hands appointed at Maison du Père to perform community service, which poses some additional management challenges (for example, highly variable work schedules).

We also need to resolve the occasional conflicts, direct efforts and always innovate to meet the basic needs of users: good meal, clean bed, hot water, and seasonal clothes, in good condition. Why? So that users benefit from the essentials, which then allows them to use the clinical services of Maison du Père as a springboard towards a better and more independent life, without the drawbacks of precariousness.

## INTERVENTION



Service providers are pillars within the organization. They welcome, listen, advise and refer.

The service provider develops a bond of trust with the user, whom he gets to know over the course of numerous meetings. They discuss the objectives to be achieved, but also daily challenges. Whether it is about the stabilization of the state of physical or psychological health, an occupational reintegration or a return to the labor market, together, they establish a plan that will serve as a guide throughout of the participant's stay.

The intervention team works in concert with intervention support personnel as well as external professionals to ensure a healthy, safe and adapted path for each of the men in the programs.

The complicity of the various helping actors as well as their great respect for the strength and resilience of the men they support are important assets. They allow men to regain the autonomy, pride and dignity they no longer thought they deserved.

## A MULTITUDE OF WAYS TO GIVE... TO MAKE SURE THAT EVERY STREET FINDS AN EXIT

Bequests • Matching donations (with employer) • Stocks donations • Crowdfunding  
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