



We are pleased to present this special edition on the preventive measures taken in the recent weeks at la Maison du Père to protect our users and work teams, in order to counteract the COVID-19 and this, as soon as the declaration of the state of health emergency by the government of Quebec. As you will see, our team has mobilized to ensure the maintenance of its services, in a responsible manner. We take this opportunity to thank our promotional partners (artist, graphic designer, printer) on whom we can always count on a voluntary basis or at a very low cost. Thank you also to the men in social reintegration who participated to the preparation of these sendings by being proud of being able, in their turn, do their part to fight homelessness.

RESILIENCE AND RESOURCEFULNESS

On March 14th, when Quebec's Prime Minister announced the state of emergency and put in place exceptional measures to protect the elderly, la Maison du Père had no other choice than to adapt its services, mainly for its Residence which was housing 88 seniors.

However, the adjustment of operations had to be done while continuing the other services. Indeed, there is more than just a senior's Residence at 550 René-Lévesque blvd. It is also the location of the Shelter which houses 194 homeless men every night, as well as 34 people in a social reintegration program.



A volunteer puts plates in the heated cupboards that will be brought at the Residence.

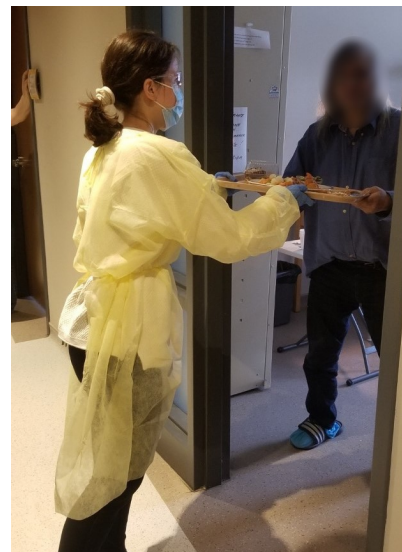
The challenge was great, but it was taken up successfully thanks to the mobilization of our teams and the collaboration of users. As requested by public health, our 88 elders were confined to their rooms and employees responsible for their well-being were isolated with them from the rest of the building to avoid spreading of the virus. The food service has reinvented itself to be able to serve meals directly to the rooms.

Residents had to be accompanied at all times to go to the bathroom, on the terrace or to care for their hygiene. Nurses were present to spot symptoms related to coronavirus. Even the cleaning department has been reinforced to ensure compliance with specific disinfection protocols linked to the COVID-19 virus.

All of these changes were rapid and drastic.

We must salute the resilience of our residents. They are men who have gone through many hardships in their lives and who have managed to cope, because of their courage and determination.

We must also underline the resourcefulness of our teams who managed to quickly do things differently and respond to the most urgent needs.



A volunteer brings a meal to a resident in his room.

A SURGE OF GENEROSITY

La Maison du Père has 185 regular volunteers who have pledged to give three hours of their time each week to support one of its many services: kitchen, cafeteria, changing room, laundry room, etc. When the Premier of Quebec asked people over the age of 70 to stay at home, it was a shock for us, since 85% of our volunteers were concerned. From then on, more had to be done with far fewer resources.

Fortunately, all employees were motivated to assist and support the other services to ensure that our users' essential needs are met. The population also responded to Mr. Legault's demand, and in less than a month 49 new volunteers agreed to join la Maison du Père's team to provide, among other things, room service.

Two of them agreed to tell us about their experience:



« The health crisis due to COVID -19 got me out of my routine and I discovered a little-known environment for me, homelessness and la Maison du Père! As a new volunteer, I met dedicated service providers and volunteers, beneficiaries not so different from me, and a structured living environment! As one service provider told me, I am now part of the Family, and that's how I feel! I will continue this experience, and I recommend it! "»

Marcel

"I started volunteering at la Maison du Père when the lockdown started and a large number of volunteers were missing. The cause of the homeless had touched me for a long time and I wanted to get involved for them. I was quickly contacted and offered a place at the reception. It has now been over a month since I started and I am very surprised by the multitude of services offered by la Maison du Père, in addition to the emergency shelter. The men are taken care of and listened to. What I like most is that we really feel that everyone is treated with respect, which I find essential. Furthermore, health and security measures have been well taken in hand and to date, there is still not one COVID -19 case, among those who frequent the shelter. Bravo to this house, which deserves to be known! "

Élia



Thanks to everyone who joined la Maison du Père's team recently to support the employees in the fight against COVID-19. Thanks to you, we have been able to maintain essential services to our users, but above all we have been able to protect their lives.

Thanks also to our regular volunteers who we have not had the chance to honor this year, as part of our volunteer week. We know that you are eager to return to us. We miss your presence because you are invaluable allies. This is why we are asking you to take care of yourself for the time being, so that our men can meet your beautiful smile again when the storm is over. It's going to be fine....

VALUABLE PARTNERS

The last two weeks of March 2020 had a significant drop in food donations for la Maison du Père, as several partners had to close their doors. The situation greatly worried the management since la Maison must offer more than 1,000 meals and snacks per day to its users.

In April, donations were more abundant. Several companies, that became inactive, had to free themselves from their fresh or frozen products. **Capital Traiteur from the Montreal Convention and Exhibition Center as well as the Casino of Montreal** are among these donors. They also contributed to the reorganization of our kitchen by lending us the necessary equipment to provide room service: heated cabinets, stainless steel serving domes, service ladders, trays, trolleys, disposable covers, etc.



The supply of health and safety products was also an is-

sue. Fortunately, our calls have been heard. Among other things, we received more than 2,000 masks as donations from private companies as well as many boxes of sanitizing products. We give our thanks, among others, to **DLGL Technologies Corporation and Lalema**.



The pandemic also led to the cancellation of our 13th Annual Ball, a landmark event which succeeded in involving the corporate community in the financial development of La Maison du Père's projects.

Luckily, la Maison was able to count on the support of generous donors, who agreed to maintain their support, despite the cancellation of the evening.

Special thanks to Metro, Lowe's, Ivanhoe Cambridge, Addenda Capital, Courchesne Larose and Canadawide Fruits Inc.

AN ESSENTIAL PARTNER TO THE HEALTH SERVICES

La Maison du Père's clinical team worked closely with the public health and social services to put in place health measures to prevent the spread of the virus both within the organization and on the streets of Montreal:

- **A nurse and a social worker from the CIUSSS Centre Sud** were present for a few weeks to provide a bridge between the men at the shelter who presented symptoms related to COVID-19 and the workers in the Quartier des spectacles to screen the homeless;
- **Two doctors from the CLSC des Faubourgs** were present once a week at the J.A. De Sève Residence to ensure follow-ups with confined people who were tested positive, but also to ensure the general well-being of all residents;
- **Phone calls were held between the general mana-**

gement, the health care coordinator and the CIUSSS in order to assess the situation of our residence as part of the bi-weekly checks on the living environment situation for the elderly and the vulnerable.

La Maison du Père has stood out by the discipline shown by its staff and volunteers by enforcing hygiene and social distancing measures during the lockdown. Their professionalism made it possible to avoid an outbreak within the Residence and the other services of la Maison du Père, despite the presence of nearly 500 people a day (employees, volunteers and users).

Once again, la Maison du Père has demonstrated that its health care services, can adapt to the reality of its users and is an essential complement to the health and social services.

BEYOND LA MAISON DU PÈRE

In mid-March, the Royal Victoria overflow unit was requisitioned to quarantine homeless people with COVID-19. Hotels have also been used to house the homeless waiting for test results.

Following the vocation change of Royal Victoria and the closure of emergency beds in several organizations, new temporary accommodation sites had to be set up in vacant establishments of the city: YMCA Downtown, YMCA Guy-Favreau Complex, Bonsecours Market, Centre Jean-Paul Malépart, Maurice-Richard Arena, Little Burgundy Sports Center and Camillien-Houde Arena.

Access to these 512 emergency beds was made possible thanks to a partnership between the city of Montreal, the CIUSSS Centre-Sud and the most important shelters of the city. La Maison du Père oversaw the development of these sites and their daily maintenance,

with the support of participants of its social reintegration programs.



POST-COVID-19 CHALLENGES

At la Maison du Père, there will be the before and the after COVID-19. There are currently 800 people in overflow centers and isolation sites. Others will swell the ranks, victim of the crisis we are currently experiencing.

Two major projects were under development at la Maison du Père: the creation of a second residence for seniors from the streets and a complex of 50 studio apartments including 10 units for veterans in need of support. The pandemic has highlighted the urgency to develop the projects.

Other solutions will have to be considered to meet the urgent needs of the homeless. We have shown, in recent years, that residential support with accompaniment is a proven practice: **456 people in a chronic homelessness situation have been placed in housing in the last 4 years and 89% of them are still in a stable housing situation.**

We have the expertise to help the homeless and solid partners to support us. What is left to do is finding the necessary public and private funding, thus ensuring the streets have an exit for the greatest number of people.



LEGACY GIFT

Legacy gift constitutes a significant source of income for la Maison du Père's Foundation. More and more donors are choosing to leave it a fixed amount, a percentage or the residue of their property.

By this gesture of solidarity, they immortalize their support for the homeless, without affecting their personal financial situation.