

The year 2022 begins in a pandemic whirlwind, bringing with it promises of continual adjustments and adaptations to keep the most vulnerable remain healthy and safe. La Maison du Père pursues its mission with its head held high, with resilience and determination. Together; employees, volunteers, donors and partners, we can help a greater number of individuals... Because every street should have an exit!



EXTREME COLD AND OUTBREAK

For a second year in a row, the Maison du Père emergency housing service team had to juggle with two major issues: the **protection** of its users in times of **extreme cold** and the **prevention** of **COVID-19 outbreaks**.

At the beginning of December, Maison du Père offered **126 beds**, 20 more than those authorized in the winter of 2020, in order to respect the standards of social distancing in the dormitories and common places.

However, a few days before Christmas, an outbreak broke out at the Shelter affecting many users as well as employees and volunteers. The users were referred to Hôtel Chrome since their condition did not require hospital care and the employees were placed in isolation. We had to **restrict our admissions** in order to control the outbreak.

But, the cold weather arrived. **The discourse changed.**

We had to work around COVID and favor welcoming more homeless people. We have therefore resumed admissions despite the large number of people assigned to the Maison.

A **shuttle** has been made available to us so that users of the Shelter can be taken to day centers each morning. The City of Montreal has also requisitioned the **Montreal soccer stadium** in order to add **320 places** to the **1,500 emergency beds** already available in the city.

Therefore, the number of places is now sufficient to ensure the safety of the homeless. That being said, there is a glaring lack of **human resources** to provide services. At Maison du Père, for example, 35% of employees and volunteers have received a positive result since the beginning of the year.

May we hope that the coming months will be sweeter for all...

2021 AT A GLANCE: A BRIEF IMPACT REPORT!

17 457 clinical interventions (psychosocial appointments, medication management, medical support and crisis management)

90% housing retention rate thanks to support given to participants

112 320 pieces of clothing given away

493 housing solutions

9 069 referrals to other more appropriate resources

35 570 hours of support for community and compensatory work, and social reintegration

17 440 transactions for **258** trustees

77,8% of participants in social reintegration were able to find a place in private or social housing or with their family

73 730 overnight stays, across all of our services

11 208 screening tests and health checks

279 925 meals and snacks served

311 588 pieces of clothing and bedding washed

PROJECTS FOR 2022

- Digital prevention platform
- Virtual health clinic
- Robert Lemaire housing complex
- Creation of a 2nd residence for seniors

PARTNERSHIP WITH THE CHUM

As you know, since 2013, Maison du Père set up a **community healthcare wing** for men who are homeless or at risk of becoming so. This service offer does not duplicate the one given by the public healthcare system since some public health services, including convalescence care, **are not accessible to people without a home address.**

The public healthcare network is now an important partner of Maison du Père. Since September, two agreements, amongst others, have been concluded with the CHUM. One concerns **oncological care** for homeless people and the other **intravenous antibiotic treatments** for homeless people with addiction problems. It is essential to offer a stable and safe environment to these men during treatment in order to avoid the « revolving door» effect or even death.

Ms. Jacinthe Dion, clinical-administrative co-manager of the medicine group at the CHUM has agreed to testify on the importance of our association:



“Homeless people have needs specific to their social situation and their episode of care often continues beyond the time spent at the CHUM.

The partnership between Maison du Père and the CHUM allows us to offer them care and services adapted to their reality: community healthcare, flexible and adapted to each patient. By making a certain number of convalescence beds



Jacinthe Dion, Clinical-Administrative Co-Manager, Nursing Department

available to CHUM patients, Maison du Père offers a quality and safe environment for homeless people, while being supported by CHUM teams and structures. This new trajectory allows us to ensure an adequate transition between the acute care environment that is the CHUM and the living environment chosen by the patient.”

The CHUM and Maison du Père are two great experts in their fields. By combining our expertise, we will build a **simpler** and **faster** way to access health care for the homelessness.

Together, because every street should have an exit...

FINALIST IN A MAJOR INNOVATION CANADA-WIDE COMPETITION

During the 2021 Desjardins Cooperathon, Maison du Père presented its digital homelessness prevention platform project. This informative, interactive and personalized platform will be dedicated to professionals in the healthcare and social services network, as well as to public security, so that they have the information they need to direct people in precarious situations to resources adapted to their needs, and thus avoid losing their home address.



THE FUN IN VOLUNTEERING

Maison du Père is fortunate to count on dozens of volunteers, whose work is greatly appreciated. But volunteers who have already been employed are a bit rarer! This is the case of Zoé, a 20-year-old young woman who was a receptionist for Maison du Père for several months and who returned to do voluntary work, in the midst of a pandemic, out of a **passion for helping others**. We spoke with Zoé to discuss her journey and let her explain what **long-term volunteering**, as favored by Maison du Père, can bring to young people like her.

Her journey starts at the end of her high school studies. Then, Zoé then dreams of volunteering and living abroad. She has plans to volunteer at an orphanage in India, however her plans are thwarted by the COVID-19 pandemic. But Zoé is tireless. She persists, and finds a position at the reception desk of Maison du Père, because if she cannot travel, **she can still help**.

“My happiness does not depend on the happiness of others,” she says, « but the happiness of others **brings me great joy**, and a great reason for being alive.”

She then quits because she wants to help more and better but comes back to Maison du Père to now work on a voluntary basis. This allows her to **be in contact and help even more closely** the men accommodated here while, for example, **serving food in the cafeteria, selling clothes at the thrift store and filling Christmas stockings with gifts** for the men of the Maison. In doing so, she communicates to them “that they are **not alone** on earth and that they have value”, she says, adding that this human contact has helped her **better understand homelessness**.

This experience inspires her to encourage young people to volunteer, because beyond a chance to help, volunteering allows “to acquire so much experience” which can attract potential employers, she says. It also allows people to find out if they want to make a career helping others. As



Zoé, former employee and volunteer at Maison du Père

for long-term volunteering, she recalls that it makes it possible to forge, with both users and employees, richer, deeper and more pleasant relationships.

Because this is indeed about pleasure. “It brings me pleasure to give back,” she concludes, “because I have been given so much in life, because I am so lucky, so giving back is the least I can do.”

THE IMPORTANCE OF PREVENTION

Daniel, a 58-year-old man, was about to lose his home on January 1st, 2022. Then, his social worker contacted our Prevention Service to find a solution. Needing help in various areas of his life to get back on his feet, Daniel was offered a place in Social Reintegration at Maison du Père. However, he had to wait, because the outbreak of COVID-19 happening at Maison du Père prevented any new admissions. Meanwhile, Daniel was admitted to the hospital for a health problem, and caught the infamous COVID. Aware of the consequences of the loss of a home address, the coordinator of the prevention service made sure, by communicating with the hospital staff, that the man in distress would not find himself on the streets before entering the programs of the Maison du Père.

Daniel's son wrote us a very touching and sincere message, showing his gratitude:

“Thank you again for your unstinting attention. I would have never thought to expect so prompt and thoughtful a reply, especially given my experience of much of the services for those in difficult circumstances. It betokens a warmth and integrity of spirit which is touching, unique, harmonious and inspiring. You are truly a credit to your cause, and a most worthy human being, under every light.»

Today, Daniel has joined our programs. A wonderful demonstration of the need to continue our prevention efforts!

RESILIENCE FOR THE HOLIDAY SEASON



Santa Claus visiting Maison du Père!

Every year during the holiday season, Maison du Père organizes **festive activities and events** so our users and residents can make the most of this exceptional moment. To understand how the end-of-year celebrations went at Maison du Père, we discussed with Mr. Lortie, one of our residents.

Mr. Lortie is a 79-year-old man from the countryside. For him, the holidays are an opportunity to gather with family and friends. During our interview, Mr. Lortie of course talked about the Christmas celebration he experienced in the countryside. You know, the kind of celebrations where, **crammed into a car, relatives and friends moved from one house to another to meet everyone on the same evening.** “But this dates from the 1960s, what I’m telling you,” he says. “Now, Christmas is difficult. Especially with COVID.”

Like many of us, Mr. Lortie had **plans for the holidays.** He planned to spend it with his family at his nephew’s house, but the sanitary situation decided otherwise.

Since he no longer had the opportunity to spend the holidays with his family, Mr. Lortie showed **resilience** and actively

participated in the various activities offered by Maison du Père, such as the **Christmas mass at the Notre-Dame-de-Lourdes Chapel**, the **gift-giving event of the Saint-Hilaire family** and the various **special meals** offered by several of our partners. Also, Mr. Lortie said he was “very impressed by the **creativity** of Marie-Lou”, our leisure technician, who reacted quickly to the evolution of the pandemic situation by adapting her activities so that they these can be offered in the form of room service.

For example, Marie-Lou and her colleagues Bruno and Julie installed a **stereo system on a trolley and thus distributed small treats to the residents.** This way, they had the opportunity to make special requests, listen to their favorite holiday songs and dance to the rhythm. According to Marie-Lou, this New Year’s tour had a **remarkable effect on the well-being** of our residents who enthusiastically participated.

The smiles of the caseworkers, the way in which the activities were adapted to sanitary measures and the Christmas decorations present at the House throughout the month of December created a festive atmosphere. This year, the celebrations at Maison du Père were marked by **resilience, mutual support** and a large dose of **creativity** to make this moment the **happy memory** that it has become.



Saint-Hilaire family christmas party

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