



ANNUAL REPORT 2015 / 2016

FACE À FACE

Centre d'écoute et d'intervention
Listening and Intervention Centre

MISSION STATEMENT

“The Face à Face Listening and Intervention Centre offers active listening, intervention, and collaborative support to vulnerable and isolated individuals, on the telephone and in person, in order to encourage the process of empowerment and social reintegration”

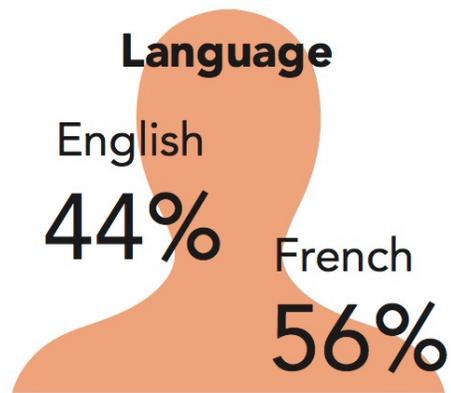
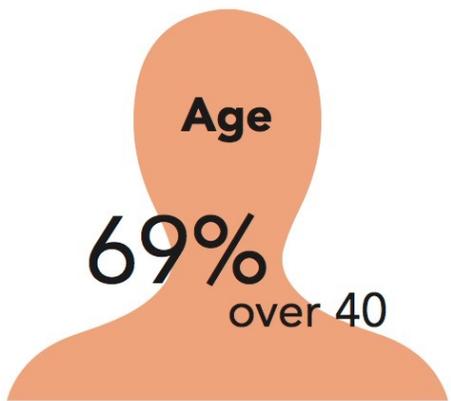
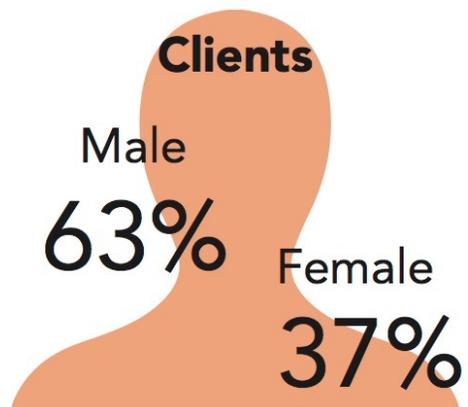
CORE VALUES

- Caring and Compassion: we believe that all people matter and deserve to be listened to without judgment.
- Inclusion: we support the right of all persons to belong, to be accepted and to have the opportunity to participate equally in community life.
- Empowerment: we believe in fostering the ability of every individual to make decisions and take actions that will enable their autonomy and their right to self determination.
- Equity: we believe in the need for fairness for all and equal access to the distribution of wealth and resources.
- Integrity: we believe in the need for transparency in our governance, in the delivery of services and in our interactions with one another.
- Collaboration and Partnership: we believe in the importance of working together with volunteers, professionals and members of diverse communities.

VISION

We envision a community where individuals feel safe, respected, included and empowered to develop the skills to reach their full potential.

OUTLINE OF THE YEAR



PRESIDENT'S MESSAGE

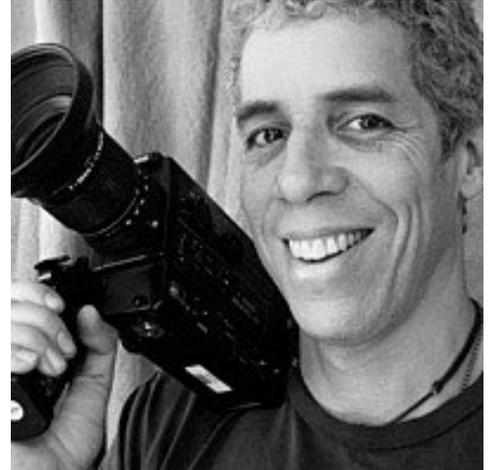
DAVID FINCH

Each year, non-profit institutions like Face à Face are required to hold an Annual General Meeting, which is a legal requirement to allow us as an organization to report publicly on our operations, and to be held accountable to our goals and aims. We use this mandated get-together to reflect on where we were, and where we are going in the coming year.

Each AGM I have participated in has highlighted for me the particular challenges and tribulations we've had to deal with in the year past... and looking back, each year has been specially challenging in its own way! There was Moving Year, when our old building's management forced us with imminent homelessness!

Then there was Funding Year, when we were in danger of a financial shortfall because of government program cutbacks.

This past year I have dubbed the Professional Year – because the particular challenge facing us was the revamping and updating of the core of Face à Face - the governance of the Board of Directors. This was a Herculean job, needing nearly a year of work - countless hours of consultation and discussion - which has resulted in a trim, ship-shape management structure! This may not sound too exciting to most people, but a good foundation is essential to a building a solid structure – and Face à Face now has that in place. We needed to do this in order to move forward and be even more effective as a community resource for years to come.



DIRECTOR'S MESSAGE

GRACE FONTES

Austerity measures, cut-backs, limited funding, and consolidation of services are the constant themes influencing the environment that non-profit groups work in. These are not optimistic or hopeful messages. Yet, despite the difficult times, Face à Face has taken all the challenges that have faced us and transformed them into opportunities. As a result, we engaged in a strategic planning exercise that helped us reword our mission statement, clarify our vision and identify long term goals for the overall well-being of our organization. We were able to review our internal structures, programs and have made plans to continue developing tools to measure the direct impact of our programs and services on the community. We also increased our presence on social media by launching our website, www.faceafacemontreal.org, created an internal newsletter that reaches former and current volunteers and engaged in fundraising efforts that were both fun and financially successful. Just as important is the fact that citizen action and the participation of over 200 volunteers reinforced our efforts. Ours is a community of people that take care of each other.



I wish to thank all the people that have used our services and have trusted us to provide them with active listening, supportive counseling, accompaniment, and references. I would also like to thank the volunteers who have so generously given their time and expertise to ensure the standard and quality of services we offer; our staff, Eric Felicano, Charlie Ohayon, Louis Philippe Joly who do their work with such enthusiasm, dignity, integrity and support me on a daily basis; and to our Board of Directors who work hard to set the direction for Face à Face. Lastly, to our funding bodies who sponsor our work and make it possible to continue making a difference in the lives of real people. I am looking forward to another year of working alongside all of you.

ACTIVE LISTENING

ON THE PHONE AND / OR IN PERSON

People need a place to turn to and someone to speak to when they feel alone or in distress. A place where individuals can feel safe and discuss the overwhelming distress, the hopelessness or loneliness they are experiencing. At times, some people need a place where they can call or visit; to be reminded that they are not alone; they have options, and that resources and solutions are available.

Our intervention may entail one active listening session or it may consist of multiple sessions. It may include creating a concrete plan of action to help prevent acute crisis. It could also include limited sessions over a period of time for a more structured and consistent service. Information and referrals to appropriate resources increase the possibility of needs being met in a timely manner.

OBJECTIVES

- Provide a safe environment for people in distress;
- Alleviate loneliness and emotional distress;
- Reduce social isolation and exclusion;
- Provide listening, empathy and positive regard to individuals experiencing mental health issues;
- Increase self esteem, promote growth and healing;
- Assess and identify needs;
- Provide information, referrals and links to resources;
- Provide an opportunity for problem solving and self- reflection;

RESULTS

- Provided 17 647 active listening interventions
- Responded to 12 966 calls
- Responded to 4677 visits
- Isolation and loneliness was an important issue requiring 7792 interventions
- Mental health concerns were the focus in 5365 interventions
- General health issues included 1053 interventions
- Relationship issues totaled 908 interventions
- Suicidal thoughts/ideations added to 248 interventions
- A total number of 11 451 references to other resources were provided



WELFARE FOR THE HOMELESS

Men and women who are homeless, at risk of becoming homeless or living in transitional housing situations often find themselves in need of a pathway to guarantee access to last resort financial benefits. Obtaining a proof of residence from Face à Face to receive financial assistance may be the first step toward financial stability for many of the men and women who use our services. Often this process requires that documentation and identification be obtained and organized and the application filed. Assistance with budgeting needs, housing searches and accompaniment to appointments ensures that the individual begins a process of integration and self sufficiency.

We understand that mental health and dependency issues as well as limited access to various forms of extended care may lead many to stay on the streets. In order to stabilize some of the vulnerabilities experienced by those who are houseless, we provide psychosocial support and on-going follow up.

OBJECTIVES

- Enhance the autonomy of individuals who are homeless or at imminent risk;
- Enhance the autonomy of individuals who are homeless or at imminent risk;
- Facilitate access to financial support systems;
- Increase the potential for housing stability for homeless;
- Facilitate access to external resources;
- Offer psychosocial support and follow up services;

RESULTS

- Services (mediation, intervention, supportive counseling and follow-up) were provided to 724 men and women who were homeless at one point during the year.
- Services (intervention, supportive counseling, follow up and mediation) were provided to 848 individuals who were at risk of becoming homeless due to poverty or other issues and/ or experiencing transitional housing problems.
- We consulted with a Social Worker 84 times for case management purposes.
- Worked in collaboration with partner agencies to secure services for clients 140 times.
- 72 interventions were performed specifically with members of the Aboriginal/Inuit communities
- We assisted 130 individuals obtain Identification documents
- 370 welfare dossiers were active
- Accompaniment was offered to 26 individuals
- Permanent housing was obtained for 26 individuals.

HOUSING INFORMATION BANK

We recognize the difficulties of finding an affordable and secure place to live. Poverty, violence, poor mental health and lack of affordable housing make homelessness a structural problem that concerns all of us. We offer various housing resources as well as an accompaniment service for those struggling to find housing security. A housing list is updated daily and is made available to anyone who wishes to consult it. We also personalize housing searches, matching individual needs with available housing that is located throughout the city. By searching and providing the person with several housing options, we aim to increase the potential to secure one of the most basic human rights, the right to have a roof over one's head. Our Housing Information Bank serves as a preventive tool and as a response to homelessness for those who are struggling at both ends of the spectrum. We mediate on behalf of our men and women in order to help them retain their housing or find new accommodations. Access to a phone, a fax and an internet station is also provided in order to ensure that the journey toward safe and affordable housing is successful.

OBJECTIVES

- Secure, safe and affordable housing for individuals struggling with poverty and the threat of homelessness.
- Prevent the occurrence or reoccurrence of homelessness
- Provide men and women with options other than living on the street
- Match available housing with individual needs

RESULTS

- We had 2332 requests for housing information
- Single parent families: 156 request
- Families with children: 117 requests
- Couples: 234 requests
- Single: 1825 requests
- A total of 4331 references were provided with the majority of information being for 1 ½ to 2 ½
- Apartments ranging between 500-700\$

VOLUNTEER SERVICES

Volunteers enrich the community by giving of their time, energy and expertise. They are a movement of regular people who bring about social change by acts of kindness, compassion and the generosity of their time. They humanize the health and social service field. When volunteers are involved, social, cultural and economic barriers between people cease to exist.

Volunteers are an important resource. It is through volunteerism that we can see our common humanity take a leadership role in our community's health and well-being.

The Face à Face volunteer staff is comprised of students from all academic fields, retirees, individuals transitioning in or out of work and all possessing heart and skill. Our volunteer team possess wisdom, expertise, idealism, energy and a commitment to community action.

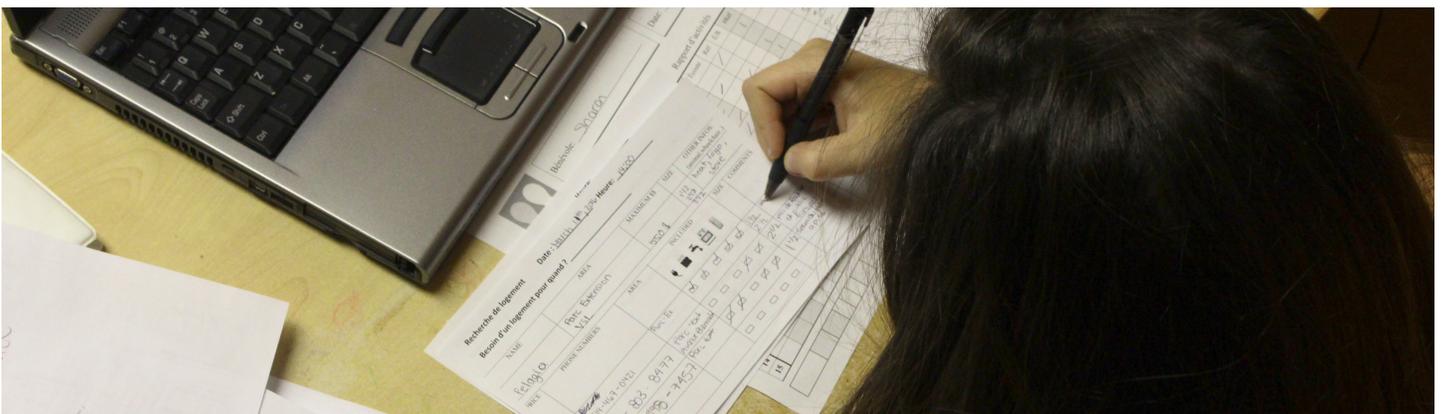
Our volunteer team is completely integrated in the organisation and is at the core of the delivery of services to the community. They act as agents of change. They connect people to resources and work to make social policies manageable in the lives of real people who use our services. They complete forms, advocate, search for resources, make appointments, assure services are rendered, encourage, explore and support.

OBJECTIVES

- Build strong communities by promoting citizen participation;
- Provide opportunities for volunteers to effect positive social change;
- Humanize the health and social service field by creating and strengthening relationships between service providers and service users;
- Promote peer counseling;
- Provide career related skills and learning opportunities;
- Provide extensive training to help further volunteers with personal and professional growth;

RESULTS

- 97 volunteers worked on the front line
- 9 volunteers worked on the strategic planning committee
- 126 volunteers worked at the Annual Valentine Party
- 4 volunteers worked on translation and graphic design
- 6 Social Work interns
- 5 board members
- A total of 10 135 volunteer hours were donated toward accomplishing Face à Face's mission
- Face à Face benefited from an estimated worth of 106 766\$ dollars in volunteer hours



FRIENDSHIP PARTY

Winter months are long and cold in Montreal. This is particularly true this year with bitter cold temperatures keeping most of us indoors. What if you did not have a permanent home, or a close circle of friends and family to make the short days and long nights bearable? What if indoors was not a home but a shelter? What if you did not have enough money to buy yourself a warm winter coat to keep you protected from blistering winds as you trek through the city to get your life organized?

Most of us can benefit from a day-long reprieve from the cold. A day where we are free from the winter blues. Many of us want a day where we join our friends and neighbours for a hot meal and regain some energy to face the rest of the winter solstice; a day where we would banish thoughts of loneliness and fatigue and instead surround ourselves with people who would care and listen to us. We would definitely include music and dancing and a selection of warm clothing to choose from at our party. Our community Valentine Party helps bring people in from the cold.

Face à Face is grateful for the community partnerships that allow such an event to take place. Organizing committee members, Lise Ouellet and Marie Andrée Daigneault, former Bell employees, work tirelessly year long to raise funds for the event. La Maison du père graciously offers their facilities and dedicated staff, members of the Programmes des employés de Bell sponsor the event and donate hundreds of volunteer hours to making this day possible, Village des Valeurs helps collect boots and clothes, and Walmart donated gift certificates to purchase necessary items. Working together makes life a little easier for all of us and reminds those who are alone that they are not forgotten.



OBJECTIVES

- Alleviate the loneliness and depression often associated with the promotion of Valentine's Day festivities;
- Bring some of the most vulnerable people in the community together during a period of the year when they are most often forgotten;
- Highlight the need for on-going community collaboration between organizations;

RESULTS

- We provided 525 individuals with a hot, nutritional meal
- 1900 items of clothing that included 83 pairs of winter boots, 117 winter coats, 142 scarfs, 277 warm socks, etc.



SHORT-TERM COUNSELLING

Due to societal transitions, counselling has increased in scope and presence. Counselling can assume the function of change, prevention of serious issues, or life enhance and it is used as an important tool for individuals who are struggling with personal issues that can undermine them from living a fulfilling life.

Our short term counselling program is limited to eight sessions; helps the client set specific goals and offers a strength-based humanistic approach. Counselling involves having the individual accept their thoughts, actions, feelings and cultural values. It also focuses on guiding the individual to self awareness and increased self-esteem.

OBJECTIVES

- Stabilize the potential for crisis
- Increase the individual's potential for problem solving
- Provide the opportunity for clients to regain a sense of confidence
- Promote autonomy and self-reflection

RESULTS

- We provided 10 individuals with ongoing supportive counselling for an eight-week period.
- 6 individuals were offered accompaniment services



SPECIAL EVENTS

- We revised our Mission Statement
- We reviewed our Vision and Values
- We revised Face à Face's Logo
- We engaged in a strategic planning exercise
- Face à Face's website was launched. You can go to www.faceafacemontreal.org to see the new and improved site that includes an interactive BLOG and an ASK FACE A FACE column.
- Face à Face's Facebook page has been very successful and has reached over 450 likes!
- An internal newsletter was designed and is distributed to over 215 current and former volunteers on a trimestral basis helping us maintain on-going communication with our supporters.
- The first Annual Fundraising Cocktail was held at Zibo! Restaurant and raised 1200\$
- Comedy for a Cause, another fundraising event was held in December 2015 and raised 700\$
- We increased our media presence and participated in several interviews that included Montréal Times, Radio VM, Global News Montréal, MAtv-Montréalité and Radio Centre-Ville



OUR PARTNERS

INSTITUTIONAL PARTNERS

- CLSC Faubourg - Équipe Itinérance
- CLSC Metro -Mental health team/projet connexion
- CLSC St-Henri / Verdun
- CLSC Park Extension
- St-Luc Hospital
- Douglas Hospital
- Dollard Cormier
- CLE Plateau
- CLE Services Spécialisés Centre-Ville
- CLE Lachine
- CLE Sainte-Marie / Beaudry
- CLE NDG
- CLE CDN

COMMUNITY PARTNERS

- YMCA Projet Dialogue
- Comm-UN intervention
- Sac à Dos Action / Reinsertion
- Open Door
- Diogène
- Mission Old Brewery
- Trac
- Maison Nazareth
- Anne's House
- Pavillon Foster
- Maison Benedicte Labre
- Maison du Père
- Cactus
- Chez Doris
- YMCA Premier Arret
- Mission Bon Accueil
- Armé du Salut / Centre Booth
- Foyer pour femmes Autochtones
- Centre Amitié Autochtones
- Le Chainon
- St-James Drop in Center
- St. Michael's Mission/Red Roof
- Groupe Harmonie
- Amitié/Friendship

MEMBERSHIPS

- Table des partenaires en santé mentale et dépendance du Sud-Ouest Verdun
- RAPSIM
- RACOR
- Table de concentration Peter McGill
- Comm-Un Intervention
- Comité d'action sur la sécurité urbaine et d'amélioration de la qualité de vie au Square Cabot et ses environs
- Comité 2015-2016 pour l'organisation du forum sur l'itinérance
- Projet Square Cabot
- CASC - Coalition pour l'accessibilité aux services des CLE
- Table des partenaires en santé mentale et dépendance
- Comité montréalaise de la nuit sans-abri
- Projets-ACSMML (Association Canadienne pour la santé mentale-Filiale de Montréal)

BOARD OF DIRECTORS

- David Finch
- Erik Mackay
- Jonathan Lebire
- Spike Coles
- Lisa Palladini
- Grace Fontes

OUR TEAM

CHARLIE OHAYON

VOLUNTEER
COORDINATOR

ERIC FELICIANO

INTERVENTION
WORKER

LOUIS-PHILIPPE

JOLY
MARKETING
COORDINATOR



THANK YOU TO ALL OUR VOLUNTEERS

FRONTLINE VOLUNTEERS

Agathe de Broucker	Israa Kachache	Naila Saïb
Aissatou Tounkara	Jade Belanger	Nam Hyun Lee
Alexa Brown	Jeffrey Lefebvre	Natalie Winicov
Alexandra Peebles	Jennifer Gruner	Noemie Barrette
Alexandre Filiatrault	Jenny Ann Phillips	Oulma Maalouf
Alice Mochon	Jessica Nadeau-Paré	Patrick Voyer
Amanda Jean	Jessica Zhang	Peter Butler
Amelie Ouellet-Lampon	Joanie Rheume	Romina Salinas-Munoz
Andrea Salas	Julia Konow	Rosalie Lapierre
Annie Fillion	Karoll Yanes	Sarah Chaouch
Anouk Freve-Guérin	Katelynd Campo	Sarah Houazene
Assia Boudjerida	Kathleen Bazinet	Sarra Falfoul
Audrey Paquette-Masson	Kathleen Gatelano	Sebastien Roy
Audrey-Ann Bissonnette-Clermont	Kenza Bachari	Sharon Cohen
Briana Cloutier	Keri Gilligan	Sofia Benzakour Knidel
Caroline Tellier	Laura Cheron-Leboeuf	Steeve Desaulniers
Cecile Sunahara	Laurence Vaillancourt	Stefania Neagu
Charlie Coté	Laurent Bellefeuille	Stéphanie Boisclair
Charlotte Mascret	Leila Menour	Stephanie Legault
David Remillard-Pelchat	Lira Loloci	Stephanie Racicot
Emily Todorov	Maria Alcaraz	Stephanie Robert
Etienne Aumont	Marie-Catherine Pelletier	Stephanie Underwood
Eva Kudzman-Blais	Marie-Line Quirion	Sylvia Haltrech
Evelyn Lo	Marie-Michele Truchon	Talya Boisjoli
Florence Tsakpinogla	Martin Brich-Piskor	Tanya Dubois
Fortier Felix	M'ballou Tounkara	Tatiana Moudrakovski
Francois Corriveau	Melanie Nadreau	Tiger Xu
Frederique Hervieux	Melissa Pepin	Valerie Lachance
Frohar Agier	Meriem Tallah	Vanessa Tabry
Genevieve Breault	Michelle Dubuc	Vanessa Valdelomar
Heather Schurman	Michelle Workun-Hill	Wurood Habib
Hervey Ndzi	Monalisa Didier	Yi Fei Ding
	Myriam Lecousy	

SOCIAL WORK INTERNS

Mallory Giroux	Tanya Lapenna	Rachel Viau
Michelle Jelly	Stephanie Racicot	

2016 VALENTINE FRIENDSHIP PARTY VOLUNTEERS

Agathe De Broucker	Gérald J. Lamoureux	Michelle Maisonneuve
Aissatou Tounkara	Gilbert Desrosiers	Michelle Workun-Hill
Alain Gagnon	Gilberte Hains	Myriam Lamoureux
Alexa Brown	Ginette Desbiens	Natasha Pagé
Amélie Laperrière	Ginette Lauzé	Nicole Beauchamp
André Martin	Gisèle Desjardins	Nicole Bernier
Andrea Salas	Gladys Scully	Noemie Barrette
Andy Yeoh	Grace Fontes	Pascal Coté
Angela Catena	Isabelle Mousseau	Patrick Veliner
Anne Duquette	Jeanne Canuel	Paulette Abbel-Messih
Antoinette Silliott	Jeannette Lefort	Paulin Leclerc
Audrey-Ann Bissonnette- Clermont	Jean-Serge Tremblay	Pierre Desrosiers
Benoit Éclache	Jennifer Willard	Réjean Bernier
Bethsie Legouté	Jenny-Ann Philips	Réjean Brissebois
Catherine Mc Arde	Joel Remillard- Pelchat	Richard Bigras
Cécile Sunahara	Johanne Hamel	Robert Beauchamp
Céline Allaire	Johanne Joyal	Roddy Rampersad
Charles-André Pouliot	Katelynd Campo	Rose-Marie Hurteau
Charlie Ohayon	Laurent Bellefeuille	Sacha Harmony Fontes
Charlotte Mascret	Lisa Palladiné	Samuel Archambault
Christine Lavoie	Lise Cabot	Sara Vaillancourt
Claudine Monette	Lise Ouellet	Sarah Bernard
Coralie Bernier Breton	Lise Senay	Serge Dion
Daniel Gariepy	Lisette Reid	Shannon Mathé
David Remillard- Pelchat	Louis- Philippe Joly	Sonia Lavallée
Denis Labrecque	Louise Bissonette	Soumia Chokairy
Denise Côté	Louise Tamaro	Stéphane Martineau
Denise Fournier	Louis-Philippe Laperrière	Tanya Hopkins
Denise Ratti Kersey	Madeleine Séguin	Tanya Lapenna
Denise Spenard	Mallory Giroux	Tara Weiss Wade
Diane Jusseaume	Marguerite Leporé	Thérèse Tamaro
Dominic Desrosiers	Marie-Andrée Daigneault	Tina Di Paola
Émilie Beaupré	Marie-Christine Dion	Viviane Di-César
Eric Feliciano	Marie-France Reinhardt	William Coté
Evelyn Sparklez-Lo	Marie-Pascale Poirier	William Ford
Francine Marticotte	Marion Poirier	Wurood Habib
Francine Mc Gowan	Marta Gunin	
Francis Laramée-Bradet François	M'Ballou Tounkara	
Harbec	Meghan Staton	
Fréderrick Martin	Mélissa Dodd	
Georgette Lauzon	Melissa Turcotte	
	Micheline Vacassoulis	

THANK YOU TO OUR DONORS



CENTAUR
THEATRE
COMPANY



PATINOIRE
ATRIUM
LE 1000



LISE WATIER

