

ANNUAL REPORT 2018



Welcome Hall
MISSION

DISRUPTING THE STATUS QUO

Welcome Hall Mission is determined to participate in the transformation of our city. We have been serving Montréalers in need for more than 127 years. 2018 was a watershed year for us because we began to prepare and plan for the opening of our first location well outside the downtown core of the city.

Historically, most of the people experiencing poverty and homelessness could be found within a five-kilometer radius of the city's downtown core. This is not the case any longer. In 2018, we made the decision to open a new location in the northeast sector of the island of Montréal, more than 20 kilometers from the center of the city. This is something that could only be done thanks to the generosity of thousands of donors and funding partners.

Welcome Hall Mission's offer of service includes one of the largest emergency shelters for men in Canada and provides meals, beds and support to more than 225 people per night. Nonetheless, the emergency shelter is simply the doorway of entry for a variety of services that are designed to accompany these clients on a journey towards permanent housing. Homelessness is a complex phenomenon and requires a multitude of responses but chronic homelessness should not exist in the 21st century in a modern, wealthy city. We recognize that the people who come to our door have inherent dignity and value, regardless of their current circumstances. Our role is to listen to their stories so that we can assist and accompany. We do not judge or prescribe.

The past year was also characterized by continued growth in demand for healthy food at our free grocery store, Marché Bon Accueil. Our capacity has been stretched by the addition of many clients who are seeking asylum in Canada and come to us for food, free dental care at our clinic, health care referrals, and employment assistance. These new arrivals are courageous, well-educated, industrious people who have escaped challenging situations and are looking to re-establish themselves. Thanks to you, our donors, and the hard work of our incredible staff team and our volunteers we are able to help them.

I am pleased to present this annual report. A report like this contains a few numbers to provide a snapshot of what we are doing. Numbers matter, but cannot tell the complete story of changed lives. Welcome Hall Mission may serve thousands of clients each year but transformation happens one person at a time. I am deeply grateful for the opportunity to serve at the Mission and for your continued support.

Samuel Watts

CEO/Executive Director

BECOMING THE CHANGE

This past December, the need for emergency shelter beds far exceeded those available in Montréal. That fact, coupled with some very unfortunate events that caused a public outcry, meant that we had to act- and quick!

From January 15th to April 15th 2019, Welcome Hall Mission, in partnership with Accueil Bonneau, Maison du Père, Old Brewery Mission, the CIUSSS Center-Sud-de-l'Île-de-Montréal and the City of Montréal, implemented an emergency overflow shelter for those experiencing homelessness, at the former Royal Victoria Hospital.

Although not a solution, the project did give some of the most reputable players in the fight against homelessness in Montréal a chance to work together on a problem that plagues the city every winter- the danger of keeping people on the streets during brutal cold snaps. The power of partnership and working together was undeniable in this case, and the project was deemed an overall success by all involved.

Over the span of 90 nights, the high-accessibility shelter hosted a total of 1585 different men and women between the ages of 18 and 85, as well as their furry friends! There were no major incidents and we were acquainted with people who we would have never otherwise had the opportunity to help. We still have much to overcome, however, these numbers allow us to better evaluate, and in turn, better serve Montréalers in need.



MAKING A DIFFERENCE

Once again this year our annual Back to School Event "Rentrée la tête haute" and our Christmas Event "Noël pour tous" were huge success'. The smiling faces of the children coupled with the relief in the eyes of their parents was quite remarkable. We are so fortunate to be able to serve such loving and devoted families.



SHELTER

A LOOK AT HOMELESSNESS IN MONTRÉAL

Number of homeless people in Montréal: 31 49¹

250

Every week in 2017–2018, Welcome Hall Mission offered shelter to approximately 250 men every night at our Emergency Shelter for men or at a Résidence Bon Accueil.

14 DAYS

The average duration of a stay at the shelter is 14 days, and 75% of these men are able to find housing with our support.

250

Through "Projet Logement Montréal", 250 people now live in stable housing since 2015, with a success rate of staying off the streets at 93%.²

HOW CAN YOU HELP US?

By giving through our monthly donor program, you make a stable and regular contribution to Welcome Hall Mission and thereby provide shelter, food and love. This financial stability helps our organization make long-term plans, deploy a whole range of solution-based services to different client groups, and develop as an organization.



FOOD

A LOOK AT HUNGER IN MONTRÉAL

Every month, 133 594 in Montréal people receive food assistance, including 26 642 children under the age of 17.³ Welcome Hall Mission offers the largest food assistance program, open to the public in the Greater Montréal Area.

3250

Every week at Welcome Hall Mission, 3250 people benefited from nutritious and healthy food at our free grocery store, Marché Bon Accueil.

75%

Over 75% of the foods offered at the Marché are perishables.

3600

In addition, every week, 3600 meals were prepared in Mission kitchens - at our emergency shelter and our rehabilitation residences.

HOW CAN YOU HELP US?

Your cash or donations contribute to the well-being and health of citizens in need. Together, we can end hunger.



LOVE

A LOOK AT VOLUNTEER WORK IN MONTRÉAL

In Montréal, more than 240,000⁴ volunteers work in their community to make a difference in the lives of their fellow citizens. In 2017–2018, at Welcome Hall Mission: Hundreds of volunteers, individuals and employees dedicated themselves, with empathy and enthusiasm, to support our programs.

88 000

hours of volunteer work last year to the Mission's various services and locations.

115

new mothers and pregnant women received specialized care through our Cœur à sœur program.

3860

dental exams and procedures were provided at our Jim Lund Dental Clinic, a McGill University partnership.

403

delighted children attended summer camp through our Children's Services.

75

people participated in an employability and reinsertion program.

HOW CAN YOU HELP US?

With the numbers of those facing homelessness and poverty in Montréal growing steadily every year, so too do our needs at Welcome Hall Mission. If you would like to help contribute in a tangible way, by volunteering your time, please contact us at benevole@missionba.com.

¹ According to the last point-in-time count of the homeless population conducted on April 24, 2018, by [Je Compte Mtl](#). This figure does not take into account "hidden homelessness" (staying at another person's home or in a hotel or motel but without a permanent address, or living in a rooming house).

² Part of "Projet Logement Montréal", an initiative between Welcome Hall Mission, Maison du Père, Accueil Bonneau, and Old Brewery Mission.

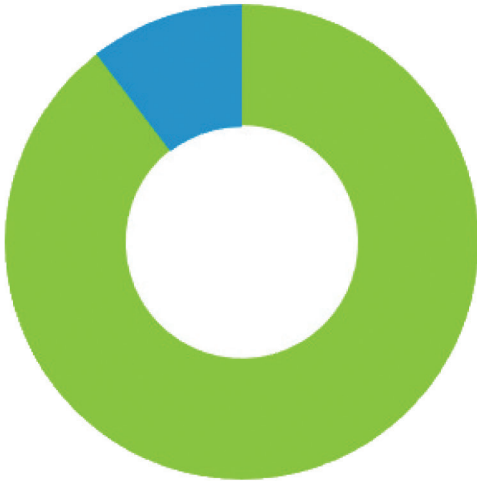
³ Hunger Count 2018 by Moisson Montréal

⁴ According to data from the Volunteer Bureau of Montréal



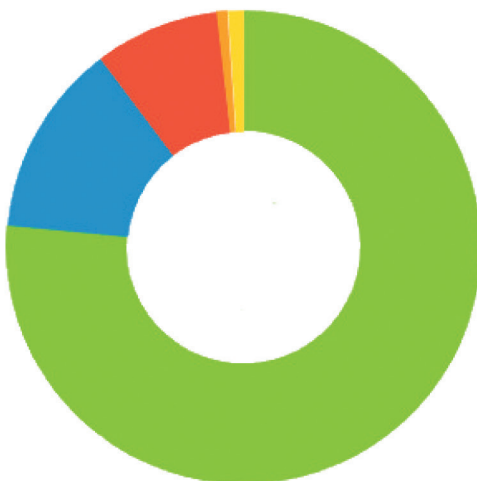
REVENUES (THOUSAND OF DOLLARS)

- \$10,447 DONATED MERCHANDISE (48.6%)
- \$6,272 DONATIONS (29.2%)
- \$2,807 SUBSIDIES AND GOVERNMENT GRANTS (13.1%)
- \$1,567 SALES, RENT AND SERVICES (7.3%)
- \$385 OTHER (1.8%)



EXPENDITURES (THOUSAND OF DOLLARS)

- \$19,591 PROGRAM COSTS AND RESERVES (89.6%)
- \$2,276 ADMINISTRATIVE FEES (10.4%)



DISTRIBUTION OF DONATIONS (THOUSAND OF DOLLARS)

- \$4,799 INDIVIDUAL DONATIONS (76.5%)
- \$827 FOUNDATION DONATIONS (13.2%)
- \$537 COMPANY DONATIONS (8.6%)
- \$44 BEQUESTS (0.7%)
- \$65 OTHER (1.0%)