



Annual General Report 2017

A transforming force in the lives of women and children in difficulty



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838775906 RR0001



30 YEARS OF CARING FOR WOMEN AND CHILDREN IN DIFFICULTY

Logifem is a result of the social conscience of a group of individuals at Saint Joseph's Anglican Church in Brossard, Québec. Being acutely aware of the urgent needs of the homeless in Montreal, particularly women, Mr. Irvine Benoy (Logifem's Founder) and others combined their efforts to make a real difference.

Construction began in August 1988 and on December 19th 1988, Logifem opened its doors to welcome its first resident. Since that day the organisation has gone on to help hundreds of women and children in difficulty.

Over the years Logifem has evolved to focus on the provision of longer term services for women in difficulty. Residents can stay in the shelter for up to a year and following that, Logifem has access to seven supervised apartments for women without children as well as seven apartments for a single mother and her children. Residents can stay in the apartments for up to three years. These programmes allow us to provide a more complete service to women with complex needs.



Built on a firm foundation: Benny Benoy and others break the ground for the shelter in 1988

EXECUTIVE DIRECTOR'S REPORT

I returned to work in September 2017 after a second maternity leave. It has been good to be back and I am excited about Logifem's future.

In my absence Ruth Bresnen, Interim Director and Mélodie Racine, Social Services Supervisor, restructured the Intervention Team when one of our Intervention Workers retired. The new model is a great improvement: it gives the Intervention Workers with caseloads more flexibility in their schedules, which means that they can better respond to the needs of the residents. It also means that Intervention Workers can now follow residents through their entire stay at Logifem, from admission to their time in the transitional apartments, should they use those services. Not only has the restructuring improved services for residents, it has also created better working conditions for many of our workers and has reduced staffing costs.

At the beginning of 2018 we completed work on our ramp project. In 2016 four students from Trafalgar school for girls won a \$5,000 grant for us through a Youth in Philanthropy project, which we decided to put towards the construction of a ramp to make it easier for mothers with strollers to access our shelter. It took many months to get planning permission from the City and construction was delayed because of heavy rains in the summer, but the ramp is finally up! This is part of our ongoing commitment to improve services for women with children.

In 2017 Logifem said goodbye to Pauline Richard, who had been on staff for over 20 years, working as the Operations Team Supervisor for the last five years. Pauline was such an important part of Logifem that it was hard to imagine the organisation without her. She brought great energy

and a sense of fun to her work, a genuine compassion for our residents and a deep connection to the mission of the organisation. We all miss working with her, but Chantal Vinette, who was hired to take over from Pauline has been a fantastic addition to the team and is already bringing in some effective new processes.

In 2018, Logifem will turn 30! What a great opportunity to reflect on our organisational history and to think about how we want to grow and develop in our future. We hope to be able to connect with many of our supporters, past and present, at a number of events that will take place throughout the year. So much has changed at Logifem since its doors first opened in 1988. I believe that we will continue to find new ways to better serve the women and children who come to us for help.



Sally Richmond
Executive Director since 2011

PRESIDENT'S REPORT

The **International Year of Shelter for the Homeless** was recognized in 1987 by the United Nations.

At about the same time Benny Benoy, a man who had a heart for the homeless, began to recognize that there were few, if any services for women in the City of Montreal. There were also very few people who were wanting to develop those services and he realized that he was being called to open a small shelter for women. This small shelter has grown to accommodate women and children in a residence and 14 apartment units and in 2018, we will celebrate Logifem's 30th anniversary.

There have been many volunteers over the past 30 years, some of whom have served on the Board of Directors of Logifem. I have had the privilege to work with some of these committed people over the past 5 years and those I mention were serving on the Board many years before I arrived. Richard Bridgeman, Linda Bridgeman, Roy Dalebozik, Juliet Dunphy and Joan Soares have devoted many hours sharing with others the needs of Logifem and supporting Sally Richmond, our Executive Director, in critical decisions regarding the present and future of Logifem.

This group of people worked long and hard to see Logifamille, our family apartments, evolve from a vision to architectural plans, to construction and renovation and finally to moving day in February 2015. They have heard the stories of those women who have taken the next steps on their journey to

greater autonomy and a permanent home, and they have been faithful in seeking solutions to the many challenges that face a community organization such as Logifem.

Thank you for the time and effort that each of you has contributed to Logifem and we wish you God's blessings as you move into the next steps in your own lives.

"And if anyone gives even a cup of cold water to one of these, that person will certainly not lose their reward" (words of Jesus Christ).

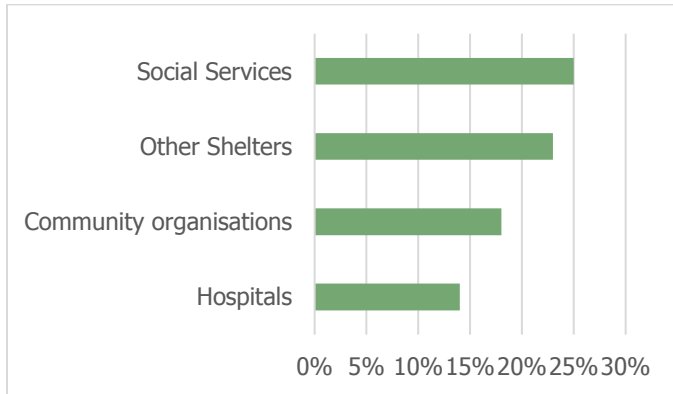


Ruth Bresnen, Board Chair

OUR RESIDENTS

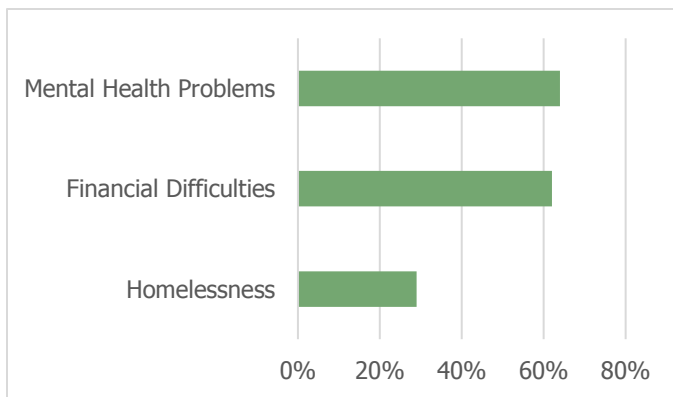
Residents and their children are referred to us by different organisations including other shelters, social services, community organisations and hospitals. Some women also self-refer, having found us on the internet or in a resource directory.

In 2017, most residents were referred to us by the following sources:



Half of our residents came to us directly from another shelter in 2017, 16% from their own apartment, 13% from the hospital and 11% from family or friends with whom they had been staying.

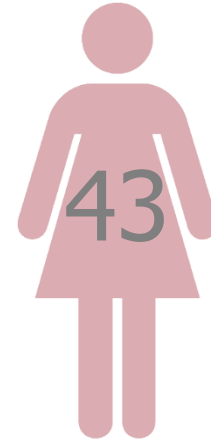
The most common difficulties that women were facing when they asked us for assistance were:



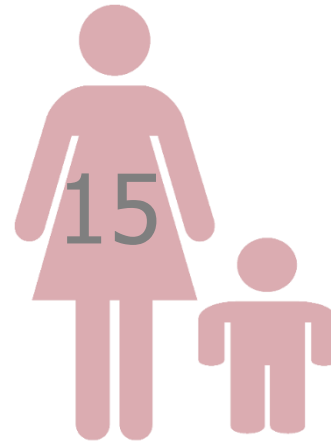
Over 40% of the women that came to us with children had experienced conjugal or family violence.

In our shelter we have 14 bedrooms for women without children and 6 bedrooms for women with children.

In 2017 we sheltered 43 women without children.



And 15 women with children.



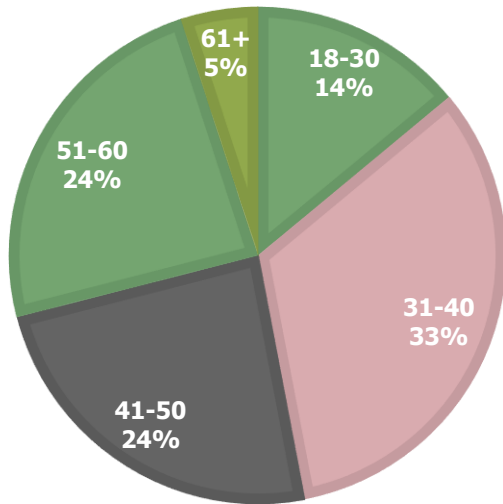
Following their stay at Logifem, 60% of our residents found housing in an apartment, 16% didn't tell us where they were going, 14% went to stay with family or friends and 11% went to another shelter, either because they found that Logifem was not a good fit for them or because Logifem had to ask them to leave due to disruptive behaviour that had a negative impact on other residents.

PROFILE OF OUR RESIDENTS

Logifem’s shelter is for women aged 18-65 and for children aged 0-12. Occasionally we accept older children and adults when alternative services cannot be found for the individual or family.

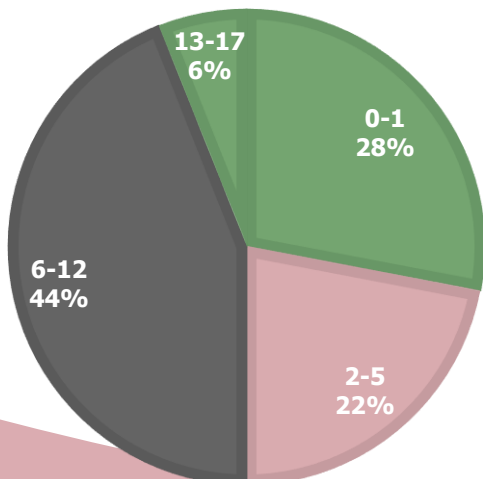
In 2017, the ages of our residents were distributed as follows:

ADULTS



The average age of adult women at the shelter was 43. For women with children, the average age was 38 and for women without children the average age was 45.

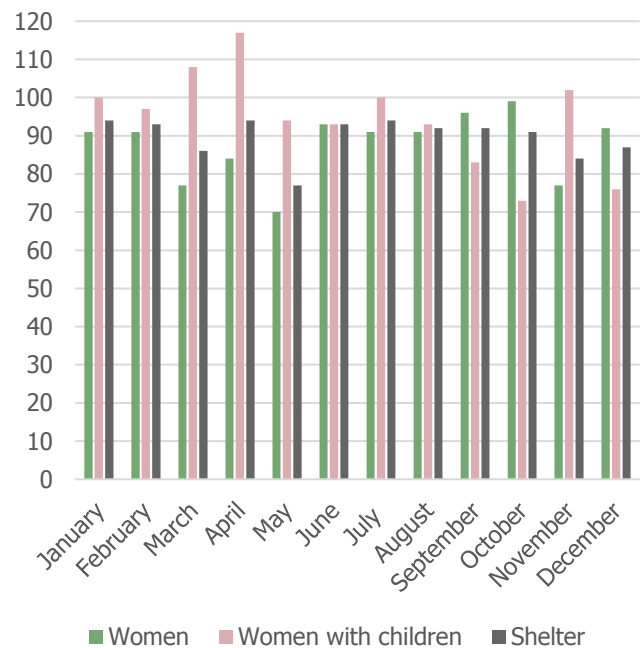
CHILDREN



The average age of children at the shelter was 5. Three quarters of the mothers at Logifem had just one child with them, but three mothers had two children with them and one mother had three children with her. We also had nine children at the shelter who came just for visits.

The calculation of occupancy rates is based on a formula: the number of bedrooms (20) is multiplied by the number of days in the year during which the shelter is open (365). Afterwards a percentage is calculated based on the number of nights during which a bedroom was occupied by a woman with or without children. The occupancy rate for 2017 was 90%. For the 14 rooms reserved for women without children, the occupancy rate was 89% whereas for the rooms reserved for women with children the occupancy rate was 94%. As you will see from the graph below, the occupancy rate for women with children was almost always higher than that for women without children. When the rate is higher than 100% this means that a room normally reserved for women without children was temporarily allocated to a woman with children.

Month by Month Occupancy



PROFILE OF OUR RESIDENTS (cont.)

Average stay at Logifem, women without children:



Average stay at Logifem shelter, women with children:

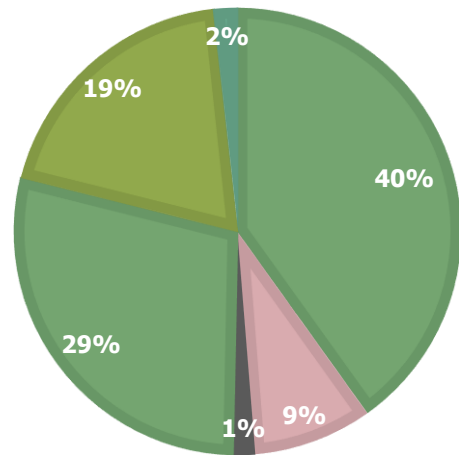


As well as the women that come to Logifem to stay at the shelter we are also able to give helpful information to women who call us, even when we do not have a place for them.

In 2017, we logged 1403 calls from individuals looking for the following kinds of assistance:

CALLS LOGGED

- 40% Information on Logifem
- 9% General Information
- 1% Crisis Intervention
- 29% Urgent need for shelter
- 19% Non-urgent need for shelter
- 2% Looking for supervised apartment



SERVICES AT OUR SHELTER

Services at our shelter

Logifem offers the following services to women in difficulty, with or without children:

- Emergency and long term accommodation
- An Intervention Team, 7 days a week, 24 hours a day
- A furnished bedroom with bedding and towels
- Three meals a day, along with three coffee breaks
- Access to a washing machine, a dryer, a computer with internet, WiFi, a television and a telephone
- The possibility to participate in various activities

At Logifem, each resident benefits from an individual follow-up with an Intervention Worker. The follow up consists of:

- One meeting each week between the resident and their Intervention Worker
- An intervention plan constructed around the objectives of the resident
- Daily support and assistance
- Help understanding the resources available to the resident in the community



Emergency accommodation

Some of Logifem's residents, who have an urgent need for accommodation, are accepted on an emergency basis for one or two nights. Each resident is given her own room and any supplies she may need, such as a toothbrush, towels, and soap. Logifem provides three meals a day and coffee breaks, and helps the resident work out what her next step will be.

Longer term accommodation

Residents can be admitted to Logifem's shelter for up to one year. Each resident is assigned an Intervention Worker who accompanies the resident as she works towards goals she sets for herself. The goals are varied: the resident might want to look for permanent housing, find a job, find greater stability or learn to manage a mental health condition. The Intervention Worker meets with the resident at least once a week.

Services for Mothers with Children

Logifem has two Intervention Workers assigned to work with mothers when they come to the shelter or when they are in one of our transitional apartments. The role of the Mother/Child Intervention Workers is to ensure the basic needs of the children at Logifem are adequately met (nutrition, sleep, hygiene, attachment, nutrition and activities with the child). The worker meets with the mother once or twice a week and gives her tools to help with the child's routine and development.

APARTMENTS

Apartments

Since 2000 Logifem has a project in partnership with OMHM (Office Municipal d'Habitation de Montréal) called, « Transitional apartments with community support ». OMHM manages the building, whilst Logifem ensures that the residents receive adequate support from our Intervention Team. There are seven apartments available for our residents in the context of this social reinsertion project. Each resident pays a subsidized rent, equivalent to 25% of her income

The residents are allowed to stay in their apartments for up to three years, during which time they can work on their personal goals and can prepare themselves for the next stage of their lives. Each resident is assigned to an Intervention Worker who meets with the resident at least once a month. Potlucks and other activities are organised.

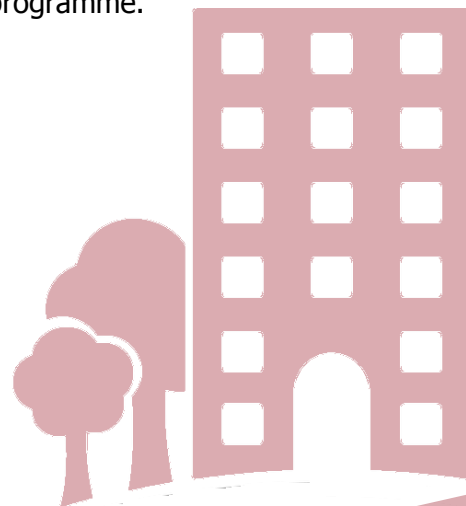


Women with children

Logifem has access to seven apartments for single mothers and their children. The residents pay a rental income equivalent to 25% of their income and are followed by an intervention worker. Each resident must have a social reinsertion project she is working on.

The first of these seven apartments was purchased in 2012. Thanks to funding from Québec's Accès-Logis programme, in 2014 we went on to acquire a six unit apartment building with four, two bedroom apartments and two, three bedroom apartments. To ensure this project did not create any extra risk for Logifem, a new organisation, Logifamille was created to own and manage the building. Four of Logifem's board members are also Logifamille board members.

The transitional apartments give the mothers greater independence and a private living space. Each mother is assigned to an Intervention Worker who meets with them at least once a month for support and Logifamille activities are planned every two months to encourage a community atmosphere and support among the tenants. The families are also invited to participate in Logifem activities and can call the shelter any time they need assistance. They also have access to our small food assistance programme.



ACTIVITIES

Logifem runs a variety of activities and outings for its residents, aimed at accomplishing a number of goals:

- Increasing self-confidence of residents
- Helping residents to develop new skills
- Allowing Intervention Workers to connect with residents in a less formal way
- Breaking down boredom and isolation
- Helping residents to establish and maintain a routine

Many of the activities take place in our Resource Centre and some are run in the shelter itself, or in the community. In Annex I you can see the full list of activities that took place in 2017. Here are some of the highlights:



DAILY LIFE AT LOGIFEM

Community Living

At Logifem each woman receives support in a community living environment. This means that as well as receiving support from the Intervention Team, the residents participate in the life of the house. The residents have to carry out certain chores such as helping prepare snacks, washing dishes and cleaning the bathrooms. This is a way to give the women a certain level of responsibility and also to reinforce the sense of community and belonging.

To help residents with their practical needs, Logifem has a small Boutique filled with various donations that we have received. The residents can go there once a week and are allowed to take a limited number of articles, such as clothing and toiletries, at no charge.

Residents' Meeting

A Residents' Meeting takes place once a month and is facilitated either by the Executive Director or by the Social Services Supervisor. The meeting is an opportunity to communicate any changes in the house and to reinforce certain rules. More importantly, it is a time when the residents can talk about things they find positive or negative in the life of the community.

For the residents in apartments a monthly pot luck supper is organised. This is a good opportunity for residents to talk about how things are going at the apartments and to ensure everyone is respecting their communal responsibilities such as keeping shared areas clean and taking out garbage and recycling.

Word from a resident

I came to Logifem after several stays in conjugal violence shelters and seven months in a detox facility.

It was when my daughter was around two years old that the violence at home got very difficult and my partner and I separated. My partner refused to leave the house and I sought refuge in a conjugal violence shelter for the second time. With legal assistance, we managed to get him out of the house. When I went back home I discovered that he had smashed all of our dishes some of which were precious family treasures. After all this I fell into a major depression and had to stop work.

My partner moved to another town. Wanting to ensure my daughter had some stability, I bought my partner's share of the house. But, I was unable to manage everything: being a single parent, dealing with the emotional trauma of the violence, trying to work full time. I was unable to make the mortgage repayments. Our house was repossessed.

Feeling isolated, I thought that if I could leave the city to live in the same town as my ex-partner and his extended family, things might go better as we would be able to share custody of our daughter and I would have some support. But the psychological violence and intimidation continued. During this period I was drinking heavily. Eventually I went into detox and from there I came to Logifem. Now I have been sober for a year.

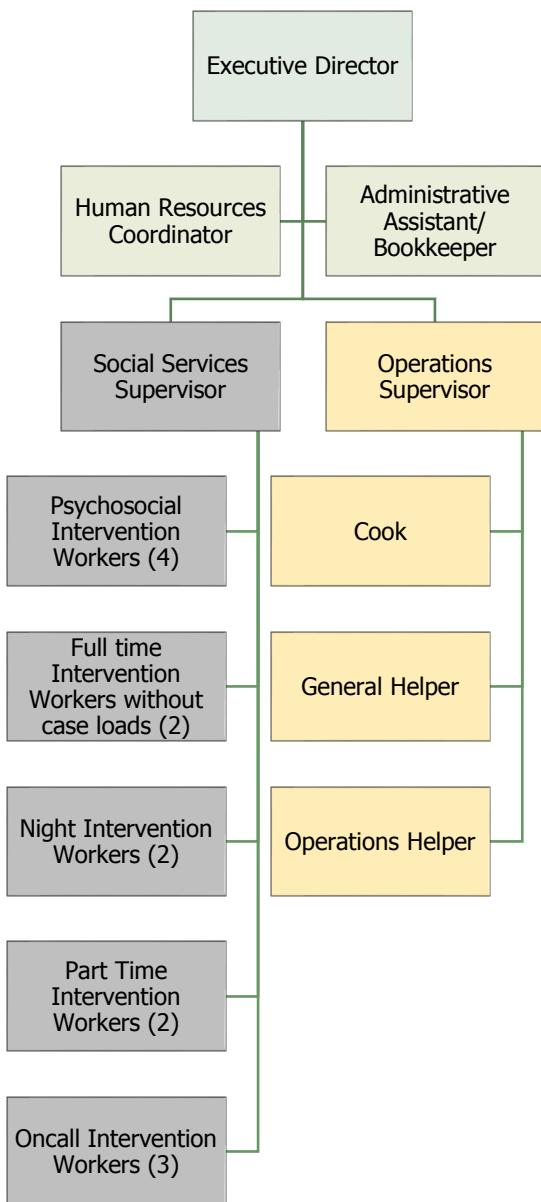
All of this has been so hard on my daughter. She keeps asking me when she can see all her toys again, because all of our things have been in storage for a long time.

At Logifem I met an Intervention Worker who changed my life. She helped me to believe I can be loved again. She really knows how to get the best out of me.

I have hope now for a better future for my daughter and me. Thanks to Logifem, soon we will be moving into an apartment where we'll be able to continue to rebuild our lives. I'm working and my daughter has made some friends in her school. With the support of Logifem I believe that we will be able to find stability and have a good life.

HUMAN RESOURCES

Organogram



We are very proud to have a dynamic staff team who work hard to ensure that each resident is treated with respect and dignity. More than 20 people work at Logifem with skills in intervention work, administration, cooking and maintenance. We are a multicultural team coming from many countries. Our most senior staff member has been with us for over 20 years.

We had the pleasure of receiving 21 interns in 2017. From McGill University there were bachelor's level students from the following programmes: Nursing (12), Social Work (2), Nutrition and Dietetics and Occupational Therapy (2). We also received one student from the Dawson College Social Services Programme, one student from Champlain College's Special Education programme, one student from the University of Montreal's Industrial Relations programme and a bookkeeping student from the École des métiers, de l'informatique, du commerce et de l'administration de Montréal.



PROFESSIONAL DEVELOPMENT AT LOGIFEM

Because teamwork is so important, different team meetings regularly take place.

Team	Meeting Frequency
Intervention	Weekly
Leadership	Monthly
Operations	Once every six weeks
All staff	Once every three months



At Logifem all of our employees are encouraged to participate in training programmes to equip them to serve our residents better. Some of these programmes and workshops are given by professionals from different organisations and others in collaboration with various community resources. Our leadership team also coach and train other staff members.

In 2016 Logifem provided staff with 137.5 hours of formal training.

Provider	Theme	Date (all 2017)	No. of employees
Table de concertation de la petite enfance	Strategic planning	13 th January	1
CLSC Verdun	Screening for needs related to addiction	2 nd and 15 th March, 15 th May	7
Canadian association for Mental Health	Death and grief in a migratory context	21 st March	1
Regroupement intersectoriel des organismes communautaires de Montréal	Salary policy	29 th March	2
CIUSSS	Child development	27 th April	1
Sherbrooke University	Compassion Fatigue	12 th , 19 th and 26 th July 2 nd August	9
Borden Ladner Gervais	Annual conference on employment rights	27 th October	1
Ordre des conseillers en ressources humaines	New trends in end of employment	15 th November	2
CLIP	Child development	23 rd November	2
CIUSSS	Legalisation of Cannabis	29 th November	2

VOLUNTEERING AT LOGIFEM

Volunteers make an invaluable contribution to Logifem. In 2017, volunteers got involved in the following ways:

- Helping in the kitchen and serving meals
- Organizing activities for residents
- Income Tax clinic
- Helping residents move
- Helping to sort and distribute clothing
- Helping collect and sort food donations
- Helping with administrative tasks
- Helping with maintenance and repairs

Our volunteers are primarily recruited through our website and via the Centre d'Action Bénévolat de Montréal (CABM). In 2017 we welcomed groups of volunteers from TD Bank, Sacred heart school, RGA, Calvary Temple Church of Brandon, Manitoba, McGill and from le salon des bohèmes.

To ensure the safety and wellbeing of our residents, police checks and reference checks are carried out for every volunteer. All volunteers also receive orientation and training.

Each volunteer, regardless of the task he or she carries out, is an incredible help to Logifem. Thanks to the commitment, generosity and kindness of our volunteers, Logifem is able to offer a more complete service to its residents.

Responsibilities	No. of Volunteers	No. of Hours
Administration	8	87
Kitchen	13	479
Operation and maintenance	66	421
Support and Activities with residents	15	97.5
TOTAL	102	1084.5



LOGIFEM IN THE LARGER CONTEXT

The Local Community

Logifem is part of a dynamic community in South West Montreal that has many services for its citizens. In particular, we are members of the following round tables and committees:

- Coalition de la Petite Bourgogne
 - Urban Planning and Neighbourhood Life committee
- Table de santé mentale et dépendance du Sud-Ouest-Verdun,
- Table de concertation des services à la petite enfance et à la famille de St-Henri et Petite Bourgogne



Montreal

We are also a member of la Table des Groupes de Femmes de Montréal and of RAPSIM (Réseau des personnes seules et itinérante de Montréal). Participating in these two networks helps to ensure we are aware of how our services fit into the broader picture and of developments in issues that impact our residents.

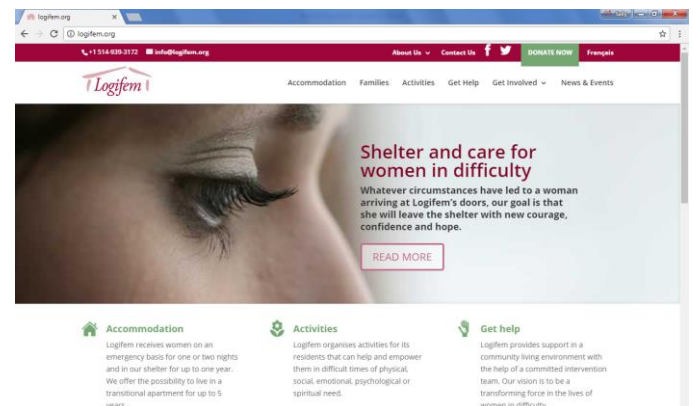
RAPSIM

Réseau d'aide aux personnes seules et itinérantes de Montréal



The Public

We have an active Facebook page (Facebook.com/Logifem) where as well as posting about our own work we post articles and information related to issues such as homelessness, conjugal violence and mental health. We also have a website (www.logifem.org) which explains our services to potential service users as well as those looking to refer residents to us or to get involved with our organisation.



FINANCES

Logifem receives its largest grant from the Programme du Soutien aux Organismes Communautaire (PSOC) administered by the Ministry of Health and Social Services. This amount represents approximately 75% of Logifem's annual operating budget.

We also rely upon the generosity of hundreds of individual donors who send us cheques each year as well as on churches, corporations and foundations who believe in our mission. We send a newsletter to these donors twice a year so that they can see the impact of their gifts and we also send regular email newsletters. Each year we visit several churches and have kiosques at various conferences so that we can promote the work of Logifem and generate new support.

Long term residents at Logifem's shelter make a monthly contribution for the services they receive. It is important that they pay this amount as it helps give a sense of value to the services they receive at Logifem and it ensures they are budgeting realistically. Monthly contributions from residents represents 7-8% of Logifem's annual revenues.

A portion of our revenue comes from several activities such as community bazars, a fundraising supper and purchases made by staff members in our Boutique.

Certified accountants Behna, Cormier, Gougeon & Ouelette undertake an audit of our finances in the month of February or March. Logifem's financial statements are available to anyone who asks for them by written request. Our Income Statement for 2016 is available in Annexe II.

**Agence de la santé
et des services sociaux
de Montréal**

Québec 



CANADIAN
WOMEN'S
FOUNDATION

SHELTER
FROM
THE STORM

In 2017 we were pleased to get a number of donations from local sports teams including the Dorval Women's Softball league and the Montreal Super Elite Hockey League.



GIFTS IN KIND

Gifts of Food

The biggest food bank in Canada, Harvest Montreal (Moisson Montréal) provides us with a considerable quantity of food donations. In 2017 we received **18,143 kilos of food**, worth approximately **\$86,774**. For the most part we use this food to prepare meals at our shelter where every day we offer breakfast, lunch, supper and three coffee breaks to all of our residents as well as to staff on duty. We also have a small food assistance programme for former residents and residents of our apartments. In 2017 492 bags of food were distributed.



As well as our donations from Harvest Montreal, this year we received donations of food from several churches, from Starbucks and from Cool & Simple. We also had meals donated twice a month from an Indian restaurant, Ganesh Palace and from Silver Screen catering service.

Other Gifts

Throughout the year, Logifem receives a variety of household articles, furniture and used clothing. In our Boutique the clothing is given at no charge to women and their children who are living in the shelter. Former residents and staff can also buy articles at very low prices from the Boutique. All the revenues are used to finance activities with the residents. When residents leave the shelter, they receive household articles to help them set up their new apartments.

In 2017 we were again invited to participate in a shopping day at Ardene, a Montreal clothing retailer. We filled up several bags of clothing, shoes and accessories to take back to our residents for International Women's Day. It was a donation in kind worth approximately \$2,500 and great fun for those who volunteered to shop.



We always receive a large quantity of toys and gifts at Christmas time, which we give out at our Christmas Party and on Christmas Day to residents and their children. Special thanks to Avon, The Toy Tea, Carolyn Bouchard's Toy Drive and Distech employees for donating gifts for the holidays. In total we estimate that we received approximately **\$25,000** worth of non-food gifts in kind in 2017.



RENOVATIONS AND MAINTENANCE

Taking care of our buildings and vehicles is a big project!

Major purchases, repairs and renovations in 2017 included:

- New flooring for the community room in the Logifamille apartments
- The installation of a ramp at the shelter to provide easier access for women with strollers
- New dishwasher at the shelter
- All locks in the shelter replaced

We're always grateful for the groups of volunteers that come in to help us with regular maintenance such as cleaning windows and helping us maintain our courtyard.



GOVERNANCE AT LOGIFEM

Logifem is governed by a dynamic team of volunteer directors who meet several times a year. The directors are the only members of the organisation. In 2017 meetings took place on the following dates:

- January 19th
- March 30th (regular meeting and AGM)
- May 25th
- September 21st
- November 20th

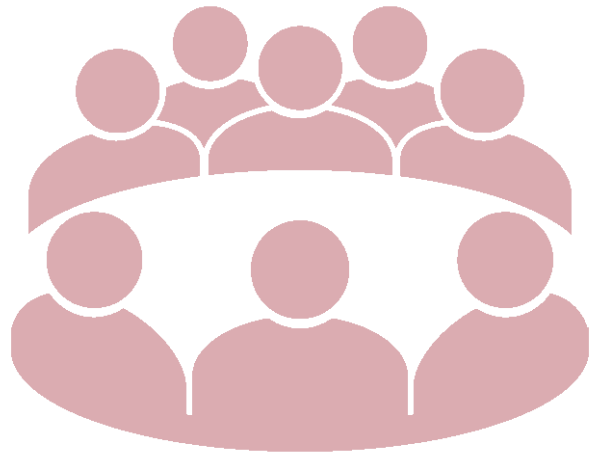
In addition there were two half day retreats on May 13th and October 14th during which board members discussed fundraising, governance, possible future directions for Logifem and revisited the organisation's mission and vision.

All of our Board members have professional or volunteer experience in areas that are useful for Logifem. These include: business, real estate, education, organisational development and human resources, social services, finance and community organisations.

Our Board members at the end of 2017 were:

- Ruth Bresnen, President
- Richard Bridgeman, Secretary
- Hugh Campbell, Treasurer
- Joyce Laduke, Administrator
- Paul Cornett, Administrator
- Beatriz Hoffmann-Kuhnt, Administrator

In the course of 2017, after many years of faithful service, Juliet O'Neill Dunphy and Joan Soares stepped down from the board. We are extremely grateful for their contribution to Logifem.



ANNEX I: ACTIVITIES AT LOGIFEM

Activities

Activity	Average participation per session	Number of sessions
Fashion show	10	1
Quit smoking workshop	3	1
Health workshop	6	1
Career orientation workshop	4	3
Pot Luck	5	7
Karaoke	5	1
Stress management workshop	3	4
Income tax preparation	7	2
Yoga	4	4
Easter crafts	5	2
Knitting	4	6
Cooking	4	3
Gardening	3	9
Mural activity	5	1
Beading	4	6
Dance workshop	2	7
Choir	6	3
Information session on Breast Cancer	4	1
Art workshop	4	1

Outings

Outing	Month	Participants
Sugar Shack	March	10
Vivaldi Concert	January	5
Festival of Lanterns	October	10

ANNEXE II

For the year ended December 31st 2017	2017	2016
INCOME		
Grants	800 990	787 814
Room and board	92 643	87 617
Food donations	86 774	92 073
Donations - others	44 945	95 081
Fundraising activity	-	7 910
Other	11 819	7 414
Amortization of deferred contributions	10 424	10 424
TOTAL	1 047 595	1 088 333
EXPENSES		
Salaries and employee benefits	757 938	764 678
Food	106 263	118 071
Condominium fees	1 560	1 380
Marketing	533	5 446
Telecommunications	8 467	7 518
Maintenance and insurance of rolling stock	5 204	7 200
Insurance	16 946	12 572
Audit fees	8 269	9 295
Payroll processing	3 267	2 633
Legal fees	475	941
Taxes and permits	10 930	10 549
Utilities	28 789	27 709
Repairs and Maintenance	78 711	78 927
Bad debts	1 570	0
Administration fees	5 836	7 250
Interest on long term debt	4 539	5 171
Bank charges	1 340	848
Resident services	924	3 108
Activities and donations	5 801	5 192
Fundraising activity	-	3 547
TOTAL	1 047 362	1 072 035
EXCESS OF REVENUES OVER EXPENSES BEFORE AMORTIZATION	233	16 298
AMORTIZATION OF CAPITAL ASSETS	44 759	45 558
DEFICIENCY OF REVENUES OVER EXPENSES	(44 526)	(29 260)