

# Annual Report

Providing housing and care to women and children since 1988.

# 2021



[www.logifem.org](http://www.logifem.org)



logifem

***“Empower  
women to  
thrive”***

In  
loving  
memory  
of



**Irvine Benoy**  
*Founder of Logifem*



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Irvine Benoy (with shovel) and Partners on either side. Construction began in August 1988.

# Logifem opened its doors to welcome its first resident on **December 19<sup>th</sup> 1988.**

## History

Since 1988, Logifem has counted on the support and commitment of thousands of individuals to be able to provide shelter and care for women and children in difficulty. Volunteers, donors, employees, board members, community partners and the residents themselves have all contributed, but we owe our existence to our founder, Mr. Irvine “Benny” Benoy, who was acutely aware of the urgent needs for homeless women in Montreal.

Mr. Benoy’s concerns about how to help destitute women resulted in the creation of a prayer group with parishioners from Saint Joseph’s Anglican Church in Brossard. From that prayer group a committee was formed and from that committee Logifem was born.

There were many hurdles along the way with various prayers answered. Because 1987 had been declared the International Year of Shelter for the Homeless by the United Nations, Mr. Benoy’s committee obtained

federal funding to build a women’s shelter. The next big challenge was to find a place to build. Land was soon acquired from the city of Montreal and leased for \$1 a year with the signing of an emphyteutic lease.

The heart of Logifem has stayed the same over the years, but the focus has evolved to include women with children and provision of longer term services.

### **Mission**

Logifem is committed to providing support and accommodation to vulnerable women and children where they can feel at home to heal and rebuild their lives.

### **Vision**

Women and children equipped and empowered to leave the cycle of homelessness and thrive.



# Emergency

Transition  
Post-Shelter





# Logifem's Services

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Logifem provides a continuum of care for women and children experiencing homelessness.

## **1. Emergency**

Women can stay in our shelters for up to one year. Upon arrival, they are assigned an Intervention Worker, who meets with the woman regularly to help her stay on track with her objectives and to provide support and encouragement.

## **2. Transition**

For some women second stage housing is necessary. Women who access our transitional apartments benefit from a subsidized rent and support from their Intervention Worker as they grow in autonomy.

## **3. Post-Shelter**

Leaving Logifem's caring and structured community can be challenging. We offer a post-shelter programme to help with the transition into independent living and set up alternate resources.

Logifem offers a range of services throughout these three stages to help women regain control of their lives and to keep progressing.

## **Logifem's four pillars**

**Accommodation, Individual support  
Loving community & Practical support**

### **Accommodation**

Logifem provides accommodation to women experiencing residential instability in two shelters and 13 transitional apartments.

### **Individual support**

Our intervention model is based on an individualized approach. Residents benefit from support provided by Intervention Workers, interns and an Occupational Therapist. Each resident has her own action plan that is built around her personal objectives. Volunteers also offer support including tutoring, babysitting and income tax services.

### **Loving community**

Logifem provides a safe and supportive community where residents can participate in activities that create connection and meaning. We organize different celebrations and highlight birthdays to create a sense of belonging.

### **Practical support**

Logifem's residents benefit from different kinds of practical support including shopping in our boutique stocked with new and gently used clothing and toiletries; help with moving; a tax clinic and for those who are no longer in our shelter, the possibility of getting food from our food assistance programme.

What  
a year!

# President's Report

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**Ruth Bresnen**  
President, Board of Directors  
Logifem/Logifamille

Dear Friends,

“What a year it has been! Logifem has weathered the COVID-19 challenges as Sally Richmond and her staff have adapted their services to keep the clients and themselves safe from the invasion of this virus”.

The above sentence was in my report for 2020 and I have included this opening sentence because in 2021 Logifem continued to be vigilant in protecting clients and staff safe from COVID-19. However, Sally Richmond, our tireless Executive Director also managed many new projects in 2021, making it a very different year!

There is one project that is the realization of a longtime hope and desire of the Logifem Board. Back in 1988, a residence was found that could house single women in distress but over the years there has been an increase in the number of women and children seeking a secure haven. Logifem has separate transitional apartments for single women and for families and there have been discussions about finding another residence that would allow families to have their own space, thus leaving the principal residence for single women, whose needs are very different.

Earlier in the year Sally received information that led many of the Board members to a quiet community with tree-lined streets and a park to visit a potential residence for families!

The Board accepted the conditions for this new building and Katia Lagogiannis, a Board member, offered her time as a volunteer to lead the project. After renovations in the building and the time and effort of 70 volunteers to scrub, plaster, paint, sew, and to source and deliver furniture, household items and toys, the first resident and her family moved into La Lumineuse on December 3 - a welcome Christmas present! Up to eight mothers and their children will benefit from psychosocial support during the day and staff presence in the evening and during the night as they take the next steps toward independent living.

COVID-19 has brought not only an increase in viral spread but a frightening increase in domestic abuse and the opening of a new residence for survivors is a hopeful event that was followed by much media coverage.

**Please read the following articles to learn more.**

**The Gazette:** *Covid-19 pandemic has intensified housing crisis for women (by Susan Schwartz, December 2, 2021).*

**Le Devoir:** *Les femmes écopent de la crise du logement (on Logifem) (by Zacharie Goudreault, December 1, 2021).*

As vulnerable women and children could not manage without the support of Logifem, so Logifem could not manage without your support. Thank you.

# Executive Director's Report

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**Sally Richmond**  
*Executive Director*

2021 was a year of growth for Logifem. Thanks to funding from Concordia University's SHIFT programme and from the Catherine Donnelly foundation we were able to improve our understanding of the transitions experienced by women as they leave our emergency and transitional housing to go on to long term accommodation and to develop new services to provide better support during this time. As Ruth mentioned in her report, we also increased our capacity to reach single parent families experiencing homelessness with the opening of a second shelter, dedicated exclusively to mothers with children. We hired a sexologist on a six month contract to help us adapt our services to better respond to the needs of the LGBTQ+ community and we partnered with Architecture sans frontières to develop a plan to create a universally accessible suite on our ground floor to allow us to accept women and/or children with physical limitations. Renovations will begin in winter of 2022. To help us better understand the realities of women with disabilities we also became a member of the Institut National pour l'Équité, l'Égalité et l'Inclusion des personnes en situation de handicap (INÉÉI-PSH) and benefitted from three training sessions they facilitated on violence experienced by women with disabilities.

All of this growth has required new staff members. In May we hired a full time Executive Assistant, who was very involved with the opening of our second shelter. We also hired a Coordinator for the new shelter, two

full time Intervention Workers, two night workers a cook/housekeeper and five additional weekend/on-call workers.

As in 2021 the COVID-19 pandemic was an ever present reality. Although there was some reprieve in the summer when restrictions were lifted, the COVID measures have made it more difficult to provide staff and residents with the sense of togetherness and support that we were used to before the pandemic. Logifem played a key role in supporting Montreal's network of conjugal violence shelters by offering a Red Zone for women and children at any shelter who test positive for COVID-19.

After a period of rapid growth as well as all the adaptations COVID-19 has required us to make, it is time to take a step back and see where our current strengths and weaknesses are so we can clarify our short term goals and identify areas in which we need to increase our capacity. We hope to hire a consultancy firm in 2022 to accompany us through this process.

It continues to be a privilege to lead Logifem and I am incredibly grateful to our staff team, our board of directors, our volunteers, our donors and to our residents who teach us so much about resilience and perseverance. With the current realities of the housing crisis and the observed increase in conjugal violence during the pandemic, the services of Logifem are as relevant as ever.





Gabriel  
CLAIRE  
EUG  
P  
M  
MASANO  
MARWA  
Myriem  
NADA  
NADIA  
Adar  
ROXAN  
UZMA  
Enfa





### **La Lumineuse**

Logifem welcomed women and children experiencing homelessness to a newly renovated shelter on December 3<sup>rd</sup> 2021, “La Lumineuse”. With a capacity to accommodate up to eight families, the residence is the ideal size to provide a safe and supportive environment. The housing crisis combined with a worrying increase in conjugal violence during the pandemic have meant that the need for shelter space for women and children is more pressing than ever. As in our main residence, women can stay for up to one year, giving them time to heal from their trauma and rebuild their lives.

Logifem acquired the building from another community organization in October 2021 and all hands were on deck to get the new shelter open before Christmas. In record time staff was hired; kitchen and bathrooms were renovated; electrical work was done; Wi-Fi, phone and camera systems were installed and a long list of supplies were purchased and donated to equip the residence and make it a comfortable home. Our ever expanding community of volunteers came together to clean, plaster, prime, paint, scrub and sew. Companies and individuals fundraised to help with start-up costs and purchase household items.

After months of being kept apart by COVID-19, it was beautiful to see people coming together to respond to critical needs in our city. We are incredibly grateful to the community for responding so quickly and generously to help us get this new shelter up and running before Christmas.

### **The transition from shelter to housing**

Thanks to a grant from the Catherine Donnelly foundation, we conducted a participatory research project with researchers from McGill University to co-create a support programme for women leaving shelters. The Advisory Committee included women with lived experience of homelessness, alongside researchers and managers and frontline workers from community organizations. The Advisory Committee chose to name the project “The Lotus Project: Hope Together” to represent the idea of women persevering through difficulty to eventually blossom and thrive.

Four key recommendations that emerged from our research around the type of support that can be most beneficial to women leaving shelters were the provision of: 1) practical support (moving, food security); 2) individual case management (flexible and long-term); 3) peer supports; 4) and accessible spaces for group and individual activities in the community. These recommendations will help us improve our post-shelter services.

The research project has generated significant interest and we have been able to present our process and findings at two conferences as well as in several academic journals.

In parallel with the research project we were able to consolidate the services we currently provide to residents leaving Logifem thanks to funding from Concordia University’s SHIFT programme. This covered costs related to helping residents move, providing grocery gift cards and cleaning supplies and costs related to having our Occupational Therapist follow the residents after they leave Logifem.



# Highlights 2021



## **Inclusion for all**

Logifem is committed to offering services to every woman in difficulty regardless of her religion, race, sexual orientation, language, or physical limitations. In 2021, we hired a Sexologist/Project Manager to help us adapt our services to be more inclusive to the **LGBTQAI2+ community**. She reviewed current documentation and practices, interviewed staff members and former residents and provided recommendations to help us improve access to clients from the LGBTQAI2+ community. She created awareness tools for the residents and provided training modules for the staff.

We also worked with Architecture sans frontières and Société Logique to create plans to have a universally accessible suite on our ground floor in order to be able to provide services for women and/or children with physical disabilities.

**Renovations will begin in 2022.**

# Individualized **support**

In 2021, **20** of our residents (four of whom had children) were followed individually by the Occupational Therapist.





# Shelter

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## Accommodation

Objective: to provide a safe and supportive environment for women in difficulty, with or without children. It includes:

- Their own comfortably furnished bedroom with sink, bedding and towels.
- An Intervention Team present, 7 days a week, 24 hours a day.
- Three meals a day, along with three coffee breaks.
- Access to a washing machine, a dryer, a computer with internet, WiFi, and a telephone.
- Women with children share a room with their children and have access to a playroom.

## Individualized support

Objective: To provide individualized support to every resident depending on her needs and situation, as well as access to the following specialists:

### Intervention Worker

- Helps the resident understand the resources available in the community so she can receive additional support if needed (ex. help with finding solutions to debt problems).
- Provides the resident with tools and strategies to equip her for future challenges.
- Assists the resident with finding affordable long term housing.

### Mother/Child Intervention Worker

- Provides support to mothers who need help with their children's routines and development. This includes help with the development of healthy eating habits, good sleep and hygiene routines and cultivating a secure attachment between mother and child.

### Occupational Therapist

- Additional meetings are scheduled with the Occupational Therapist in cases where residents have functional limitations or difficulties parenting.
- The Occupational Therapist also works with children and helps them with their physical, emotional, and sensory difficulties and provides screening for developmental issues.



It is **thanks** to a **grant from the Altru Foundation** that Logifem has been able to hire an Occupational Therapist.



In 2021,  
Logifem  
**gave 704  
furniture/  
household  
articles to  
16 women.**



## Community living

Objective: to break isolation and provide a sense of home.

### Chores

- Residents are actively involved at Logifem, sharing meals in our dining room and carrying out chores. The daily chores assigned to residents, such as washing dishes or cleaning the bathroom, help reinforce a sense of belonging and responsibility and help to ensure residents are not out of the habit of doing these kinds of tasks when they eventually leave the shelter.

A variety of activities is also offered to build connection and self-esteem.

### Residents' meeting

- A residents' meeting takes place approximately once a month and is usually facilitated by the Social Services Supervisor. The meeting is an opportunity to communicate any changes in the house, to deal with issues raised by the residents and to reinforce certain house rules.

## Practical support

Objective: to provide additional support to ease stress and financial burdens.

### Boutique

- Logifem has a small Boutique filled with donations of clothing, books, jewellery and personal care products. These are given at no cost to the women and children in our shelters. For mothers with growing children, the Boutique can be invaluable. Many of them have a limited social network and do not receive hand me down clothing from friends.



### Moving service

- Logifem eases the stress associated with leaving Logifem by coordinating and subsidizing the residents' moves to go to their own apartment. The City of Montreal gives us access to space in a warehouse, where we store donated furniture, kitchenware, and linen that we pass on to help our residents set up their new homes. In 2021, Logifem gave 704 furniture/household articles to 16 women. This prevents them from taking on any debt to purchase these essential items. In 2021, **Logifem coordinated 22 moves of which 5 were for women with children.**





# Transitional Apartments

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Objective: To provide women with or without children, with a second stage of housing, where they can grow in autonomy, but continue to receive support.

## **Logifem offers 13 transitional apartments.**

- Seven apartments for single women are operated in partnership with the OMHM (Office Municipal d'Habitation de Montréal). The OMHM manages the building whilst Logifem selects the tenants and ensures they receive adequate support from our Intervention Team.
- Six larger apartments are dedicated to mothers with children. These apartments are owned by the legal entity, Logifamille whose board is made up of four Logifem board members and two tenants. As with the OMHM apartments, Logifem selects the tenants and provides support.

The residents can stay in the apartments for up to three years, during which time they can work on their social reinsertion project, such as going back to school or entering the workforce. Monthly meetings between the resident and her Intervention Worker are scheduled to facilitate the process.

Each woman pays a subsidized rent, calculated as 25% of her income, and is followed by an Intervention Worker who meets with her at least once a month.

In 2021, **15 women** and **13 children** benefitted from our transitional apartments programme.

The 3 residents that left the apartments, 2 went on to private apartments and one moved back to her home town with family.

## **Food bank**

We offer a small food assistance programme for former residents and women who live in our apartments. The food predominantly comes from Moisson Montreal, one of our community partners.

In 2021, 360 bags of food were distributed to 29 individuals.

## **Boutique**

Residents in our transitional apartments have access to the Boutique and can buy articles at low prices.

In 2021  
28 women  
received  
post-shelter  
services

**eight  
of them  
were single  
mothers**

# Post-Shelter Services

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## Post-Shelter services

Objective: To help women transition out of the shelter environment into long term housing and address any new difficulties the resident may be facing.

## A challenging time

Transitioning out of the shelter environment and maintaining stable housing can be one of the most challenging steps that many of the residents will face on their recovery journey. Overnight, the structured supportive environment of the shelter is gone. There are no Intervention Workers to turn to, no cook to prepare meals and no routine or house rules to follow.

## The model evolved

Recognizing this void, Logifem started offering a post-shelter service in 2014. Initially one Intervention Worker was responsible for delivering the continuum of care to all participants, but soon the programme was modified so that residents could keep the same Intervention Worker through their stay at Logifem as well as for the post-shelter services. The model was revised in 2018 and took a more personalised and responsive approach, one that encouraged the resident to contact the Intervention Worker when she needed it most. The service continues to be refined and in 2020 the role of the Occupational Therapist was identified as a key component in helping the women transition and maintain their routines and healthy habits.

## Key component

The Occupational Therapist and resident begin working together while the resident is still living in our shelter. As

soon as she moves into her apartment, the post-shelter service kicks in. After an initial functionality assessment, the Occupational Therapist meets with the women regularly to evaluate her progress and develop strategies to work on any difficulties she may be facing. These may be related to anxiety, maintaining the apartment, managing cooking or self-motivating.

## Residents prioritized

The post-shelter service is prioritized for residents who are more vulnerable, in particular those with mental health problems, and for those who are not supported by other health and social services professionals. Another important goal of the post-shelter service is to help the women connect with professionals and resources in her new community so that when the post-shelter services end the women will have a solid support network in place.

## Informal support

As well as the formal support offered in the post-shelter programme, many women continue to call their Intervention Workers after they have left Logifem to share their news or to ask for help with a particular difficulty they are facing.





# In 2021

The average age of adult women at the shelter was **39**.

**22** children stayed at the shelter.

The occupancy rate was **85%**.

**41** of our residents were women without children,

**17** were women who had their children with them.

**48 residents** who left Logifem, **21 or 44%** went on to stable housing in an apartment.

The average stay at Logifem for women without children was **174 days**

and **144 days** for women with children.

We logged **1102 calls** from individuals looking for the assistance.





# Profile of our Residents

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The needs of our residents are varied and can be related to mental health problems, conjugal violence, financial difficulties, immigration, addiction and isolation.

Residents and their children are referred to us by different organizations including other shelters, social services, community organizations and hospitals. Some women also self-refer, having found us on the internet or in a resource directory. Refer to the table in Annex I for specific details of who referred residents to us in 2021.

**Before Logifem, most residents had been staying at another shelter (19), in their own private apartment (11), hospitalized (8) or staying with friends and family (5).**

For more detail regarding former stays refer to Annex I.

Many of the residents were experiencing multiple difficulties at the same time, for example, financial difficulties as well as mental health problems. These figures only show what the resident considered as being the primary reason she needed Logifem's services.

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

Main reason for seeking shelter	Number of residents	Percentage
Homelessness	22	35%
Conjugal or family violence	14	23%
Mental Health problems	6	10%
Hospitalisation - mental health	5	8%
Financial difficulties	5	8%
Eviction	2	3%
Autonomy issues	2	3%
Addiction	1	2%
Other/Unknown	5	8%





In 2021, 41 of our residents were women who came to Logifem without children and 17 were women who had their children with them.

Of the 48 residents who left Logifem in 2021, 21 or 44% went on to stable housing in an apartment.

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.

The average age of adult women at the shelter was 39. For women with children, the average age was 34 and for women without children the average age was 42. You can see the distribution of our residents' ages in Annexe II.

Twenty two children stayed at the shelter in 2021. The average age of the children was 6. Five mothers came to the shelter with two children. Twelve women came with just one child.

The occupancy rate for 2021 was 85%. In 2021 we reserved rooms for our Red Zone (COVID isolation zone), which is why the occupancy rate is lower than usual. Throughout the year we always had a waiting list for our services. You can see the monthly occupation rates in Annex III.

For women without children the average stay was 174 days or 25 weeks. For women with children the average stay was shorter: 144 days or 20 weeks.

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 2021, we logged 1102 calls from individuals looking for assistance; the most common being a need to keep a spot on the waiting list (357 calls logged) and a need for emergency accommodation (254 calls logged). Refer to Annexe III for our Calls Logged.

“One day, my husband threatened me,  
he took my keys and locked me  
in the house. I felt my life was in danger.

**I had no idea what to do.”**

I have no family here in Canada,  
my son at the time was 6 months old.”

*Nadia - a resident*

# Human Resources

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We are very proud to have a dynamic team who work hard to ensure that each resident is treated with respect and dignity. **At the end of 2021 we had 32 people employed at Logifem** with skills in intervention work, administration, cooking and maintenance. We are a diverse intergenerational group coming from many different countries and educational backgrounds. Three employees celebrated 10 years of service this year, which attests to our excellent employee retention rate.

In 2021, we hired staff for our new shelter, La Lumineuse: a Coordinator, two full time Intervention Workers, two night workers and a cook/housekeeper, who was transferred from our original shelter.

We maintained a kitchen assistant position to help us with the extra tasks during the pandemic and the meals for the Red Zone. We also increased the number of on-call Intervention Workers to ensure we had sufficient coverage for the new shelter and when staff were required to quarantine due to COVID-19 symptoms or exposure to COVID-19.

A full time Executive Assistant position was created in 2021 to assist the Executive Director and leadership team with various administrative tasks.

A Sexologist/Project Coordinator was hired for a six month contract in 2021 to help us adapt our services to be more inclusive to the LGBTQAI2 community.

Our organizational chart in is Annex IV.

At Logifem all of our employees are encouraged to participate in training programmes to equip them to serve our residents better. In 2021, our focus was on embracing diversity and universal accessibility. Many workshops were geared to learning about the LGBTQAI2 community and women with different types of disabilities.

In 2021  
Logifem  
provided  
staff with  
**534 hrs  
of formal  
training**



## Training 2021

Date	Provider	Theme	Number of Employees
June 2-3, 2021 December 1-2, 2021	L'Association paritaire pour la santé et la sécurité au travail du secteur des affaires sociales	Security reaction Alpha	9 6
June 10, 2021	Roxane Nadeau	Trans women: CQLGBT 3	20
September 16, 2021 October 7, 2021 October 21, 2021	L'Institut National pour l'Équité, l'Égalité l'Inclusion des personnes en situation de handicap	Adaptation of services for women with disabilities	20
November 18, 2021	Relief	Self-management support	1
December 1, 2021	Mouvement pour mettre fin à l'itinérance à Montréal	Issues and profile of homeless people	2
January - December	Santinel	First Aid Training	10



“I have been volunteering with the organization for the past two years. My favourite aspect is interacting with the residents and hearing about their inspiring life histories. I have learned that although women come to the shelter for many reasons, they all have one thing in common: **Logifem provided them with a haven.**”

*Alex Gleave - Volunteer*





# Volunteering

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Recognizing the strain that COVID-19 has put on staff and residents, Logifem put a COVID-19 protocol in place that enabled us to welcome volunteers throughout the year, with volunteer tasks limited to essential services when government restrictions were high. Thanks to their commitment, generosity, and kindness, Logifem was able to offer more complete services to our residents.

## In 2021, volunteers were involved in the following ways:

- Helping in the kitchen, preparing food and serving meals
- Helping residents move
- Collecting and sorting donations
- Fundraising
- Cleaning, maintenance and repairs
- Creating promotional tools: graphic design, photography, videography, editing and translation
- Accompaniment, babysitting, playing the piano and tutoring

Two key events motivated a significant number of volunteers to get involved in 2021; the Femmes for Logifem fundraiser and the opening of our new shelter, La Lumineuse.

The Femmes for Logifem fundraiser was a virtual one week event that included 29 artists who donated time and energy to create their own music video. Countless hours were spent organizing and promoting the event, which was a huge success!

The call for help to get our new shelter open in record time was overwhelming. Four hundred and twenty eight hours (428h) were generously given over an intense seven week period, representing over 60 hours a week of volunteering. The cause attracted many new volunteer groups from churches, schools, corporations and sports groups. In 2021, 76 volunteers contributed to our mission.

Type of Participation	Administration	Kitchen	Operations	Support & Activities for residents	Total
Total hours	300 hr	335.5 hr	616.5 hr	176 hr	<b>1,428 hr</b>
Total volunteers	24	16	39	24	<b>76</b>

# Interns

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In 2021 Logifem offered a learning environment to 24 university and CEGEP students in the fields of Occupational Therapy, Social Work, Nursing, Dietetics, General Maintenance and Videography. Because of COVID-19, certain adjustments were made to ensure everyone's safety, including having part of some of the internships carried out remotely. Thanks to the support of Logifem staff and the conscientious application of our COVID-19 protocol, the students were able to develop their professional skills and build relationships with our residents in a safe environment.

## Occupational Therapy

Ten students (five groups of two) from University of Montreal worked on the following projects:

- Preventing emotional burnout and practicing self-care
- The role of Occupational Therapy and how it fits in to supporting vulnerable people
- Three groups worked on a food security project; the first cohort undertook a literature review, the second group developed protocols for the shelter, and the last team did a feasibility study to analyze how a food security project could be implemented.

## Social Work

One student from McGill University and one from Dawson College joined our intervention team. As well as participating in general tasks (answering phones, serving meals, receiving residents at the main office) the students also took on cases where they met with residents on an individual basis and supported them as they worked towards their objectives.

## Nursing

Nine students from McGill University (two groups) developed:

- A workshop on healthy eating habits for the residents which included tips to manage picky eaters and foods that should be consumed in moderation.
- A training geared to the intervention workers on the use of naloxone in overdose situations.

## Dietetics

One student from McGill University delivered:

- A cooking workshop with tips on modifying ingredients to keep meals inexpensive.
- Food safety training for the new cook at La Lumineuse.

## General Building Maintenance

A student from l'École des métiers du meuble de Montréal helped with general maintenance and minor repairs to the shelter. She was hired after her internship, as a full time employee.

## Arts: Film Production

One student from Concordia University produced a video highlighting the life of one of our residents and her daughter and the challenges faced. Funding came from Concordia's SHIFT programme.



# Activities

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Our interns in Occupational Therapy animate different activities throughout the year. All these activities are an integral part of the social and emotional recovery of our residents and help to build a sense of community in the shelter and apartments.

This year, due to COVID-19 restrictions, at various times we had either no group activities, only essential group activities (those that had clear therapeutic value for our residents) or activities limited to small groups of no more than five residents. At all times COVID-19 measures were followed (hand-washing, social distancing and mask wearing).

**Here is the full list of activities that took place in 2021:**

Activities in 2021	Number of Sessions
Bingo	40
Exercising – walking groups	33
Arts and Crafts Workshop	16
Stress Management (self-care)	10
Dance/Zumba	9
Yoga	6
Gardening	6
Meditation Workshop	5
Interior decorating	5
Board game night	4
Painting Workshop	4
Outings	3
Furniture upcycling	3
Jewellery making	2
Cooking Workshop	2
Manicure	2
<b>Total:</b>	<b>150</b>



“Friday night bingo is what I miss most about Logifem. It was fun because we all got together and it felt like a big family gathering.”

**11 year boy, former resident**

# Logifem in the Community

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This year, Logifem became a member of the **Institut National pour l'Équité, l'Égalité et l'Inclusion des personnes en situation de handicap (INÉÉI-PSH).**

## Committees

Logifem is part of a dynamic community. We are a member of the following round tables and committees:

- Coalition de la Petite Bourgogne:  
Urban Planning and Neighbourhood Life committee
- Table de santé mentale et dépendances du Sud-Ouest-Verdun
- Table de concertation des services à la petite enfance et à la famille de St-Henri et Petite Bourgogne
- Table des groupes de femmes de Montréal (TGFM)
- Réseau des personnes seules et itinérantes de Montréal (RAPSIM)
- Table de concertation en violence conjugale de Montréal
- Concordia University's Community Round Table (CRT)
- Mouvement pour mettre fin à l'itinérance à Montréal (MMFIM)

Participating in these committees helps ensure our services are aligned with building strong communities and developing solutions to issues that impact our residents.

## Networks and community partners

Logifem is grateful for the support we receive from various corporate, non-profit and informal networks and organizations:

- Logifem presented its Lotus Project at the National Conference of the Canadian Alliance to End Homelessness (CAEH).
- Logifem contributed to TGFM's report on Montreal women's right to housing and was a guest speaker at the launch of the report.
- Logifem teamed up once again with Eco-quartier Sud-Ouest in a gardening initiative where we set up a vegetable garden with our residents.
- We are working with Libr'Elles, la Maison des ReBelles and Bâtir son quartier on a permanent social housing project in St-Henri.
- The Volunteer Bureau of Montreal provides a platform to help us recruit volunteers.
- Architecture sans frontières is working with us on our universal access renovation project.
- We have teamed up with Barkley Transport, professional movers whose social mission is to hire low-income marginalized groups, to help when women leave our shelter to apartments.



- Moisson Montréal, the biggest food bank in Canada, provides us with a substantial quantity of food donations. In 2021, we received 12,259.91kg of food, a value of \$70,739, and 13 Christmas baskets. This food is used to prepare meals at our shelters and for our food assistance programme.
- Several international non-government organizations such as Khalsa Aid and Senegal Foundation donated school supplies, hygiene products and winter clothing.
- At Christmas time, we receive a large number of gifts from local community outreach groups for the women and children who live in our shelter and our apartments. Special thanks to The Toy Tea, Carolyn Bouchard's Toy Drive, Purses of Hope and The Shoe Box Project for their holiday gifts.

### **Social media presence**

Logifem has an active Facebook page ([Facebook.com/Logifem](https://www.facebook.com/Logifem)) where, as well as posting about our work, we post articles and information related to issues such as homelessness, conjugal violence, social housing and mental health. We also have a website ([www.logifem.org](http://www.logifem.org)) that explains our services to women who may need our help, professionals looking to refer residents, and to those that would like to get involved with our organization.

### **Individual fundraisers and community service initiatives**

We're always impressed by the way in which individual citizens mobilise their communities to provide us with financial and material support. Here are a few highlights from 2021:

- Naghmeh Shafiei organized Femmes pour Logifem Vol III, seven nights of free virtual concerts that included 29 talented female artists. The week-long event was broadcast live on Logifem's Facebook page every evening for a week. Special promotional videos of Logifem's services created by two volunteers, were also featured. The event raised 9,065\$.
- One of our volunteers who wanted to continue to support Logifem but only could at a distance held a virtual bake sale.
- Another volunteer put together a guide consisting of workouts and nutrition tips on her Instagram page and asked for donations in return.
- Helping Hands (McGill University medical students), McGill University students in the nursing programme and several others community groups set up gofundme accounts and Facebook fundraisers for Logifem.
- A mother and daughter have been preparing and delivering meals for 30 women, twice a month, since May 2020. This initiative has continued throughout 2021.
- This year with the opening of the new shelter, we received various donations from corporations (Rogers, U.C.P. Paint, Home Depot, Trudeau, Primo International, Globe Electric and Workday) foundations (Nellie Foundation and Sal Furino Family Foundation) and schools, churches and non-profit organizations (Bread and Beyond, Speranza) for products such as paint, painting supplies, cribs, mattresses, linen, household items and toys.
- Pharmaceutical Marketing Club du Quebec and FL Fuller Landau held events and donated funds on behalf of the participants.

# Renovations and Maintenance

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Logifem is committed to ensuring our buildings are clean, well-maintained, and attractive so that our residents can be comfortable and have a sense of dignity. The following are the renovations and maintenance carried out in 2021 on our two shelters, our transitional apartments and our resource center (our administrative building).

## La Lumineuse

Our largest investment in 2021 was the acquisition and renovation of a second shelter.

- Kitchen was completely renovated with installation of ceramic flooring and new cabinets.
- Five bathrooms were painted, vanities replaced and minor plumbing work done and all three floors and the stairwell were painted.

## Our Main Residence

- Two individual air conditioning units were installed in an office and in the pantry. This completes the work started in 2020, air conditioning is now available throughout the shelter. The maintenance of 33 individual air conditioning units was carried out.
- The smoking room was painted and converted into office space.
- The oven was repaired, one element was replaced.
- Pipes for the dryer were relocated to prepare for the upcoming universal accessibility renovations in 2022.
- Three new appliances were purchased: a dishwasher and two fridges, one of which was for the Red Zone (COVID isolation zone).

## The Resource Centre

- All three floors were painted and a closed office space was created for our Occupational Therapist and Sexologist.
- The balcony on the second floor was repaired.

## Our Transitional Apartments

- Three of our apartments were painted and the floors in one of them were polished.

## Our Vehicles

- Usual repairs and maintenance were completed on our truck.
- Our car was sold as the cost to keep it road safe was too expensive.

## Major Work

- Thanks to a sizable donation, a landscaping project transformed our backyard into a multi-zoned space. The work included the installation of an irrigation system, paving stones, new grass and planting two new trees.







# Logifem's COVID-19 response

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Logifem has been able to remain operational at full capacity since the beginning of the COVID-19 pandemic.

### Regional COVID-19 Red Zone

Logifem was asked by the CIUSSS du Centre-Sud-de-l'Île-de-Montréal in 2020 to create an isolation zone for women who are victims of conjugal violence who are COVID-19 positive and need a safe, supportive environment where they can isolate. The CIUSSS renewed the service agreement in 2021. Logifem has been able to offer the COVID-19 isolation zone to women with or without children sheltered at any Montreal shelter. We have adapted our physical space, increased staff hours and put in place specific protocols to be able to manage this.

In 2021 the service was used by six women from two different Montreal shelters. Of the two women who had children isolating with them, one had 1 child and the other had 2 children.

### Another challenging year

Although as an organization we are proud of the way we have adapted to the pandemic, 2021 was incredibly challenging because there was little reprieve. The bulk of the protocol measures put in place in 2020 continued. Mask wearing, virtual staff meetings and limiting the number of people in shared spaces remained.

Our staff stayed solid, but over the year at times the team showed signs of fatigue. Many have expressed feeling exhausted, anxious, depressed and overwhelmed. The mental burden of not seeing an end in sight has been heavy.

Perhaps the biggest challenge has been the change in the ways we connect with our residents. Intervention is based on human contact. Fortunately, we have resumed face to face meetings between residents and their Intervention Workers. However to speak to residents with a mask and sometimes a visor too, to have to keep a distance and not be able to hug or demonstrate any physical signs of affection and to have to constantly remind residents of all the COVID-19 protocols, have made the work of our team more difficult and sometimes less rewarding.

It is important to celebrate our victories and achievements through the pandemic, but it is also important to acknowledge the toll that the pandemic has taken on staff and residents.





# Governance

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Logifem is governed by a dynamic team of volunteer directors who meet several times a year. The directors are the only members of the organization. In 2021 meetings took place on the following dates:

- January 21<sup>st</sup>
- March 25<sup>th</sup> (AGM)
- May 20<sup>th</sup>
- June 17<sup>th</sup>
- July 30<sup>th</sup>
- September 23<sup>rd</sup>
- November 25<sup>th</sup>

All of our Board members have professional or volunteer experience in areas that are useful for Logifem. These include: business, education, organizational development and human resources, project planning, social services, finance, research, administration and community services.

We welcomed a new member to the Board in 2021, Heather Purdie.

In the course of 2021, after four years of dedicated service, Beatriz Hoffman-Kuhnt stepped down as Vice-President. We are extremely grateful for her contribution. Katia Lagogiannis, Administrator on the Board assumed the role of Vice-President.

Katia also helped plan and execute the opening of the second shelter, La Lumineuse. As a Project Manager for over 15 years, her expertise in the field was invaluable.

## **Our Board members at the end of 2021 were:**

- Ruth Bresnen** - President
- Katia Lagogiannis** - Vice-President
- Hugh Campbell** - Treasurer
- Joyce Laduke** - Secretary
- Nancy Ingram** - Administrator
- Heather Purdie** - Administrator

In a typical year Board members get to meet residents and staff at various events and activities. Unfortunately due to COVID-19 restrictions this was not possible in 2021.

# Finances

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Logifem receives its largest grant from the Programme du Soutien aux Organismes Communautaire (PSOC) administered by the Ministry of Health and Social Services (MSSS). In 2021, additional MSSS funding was received to consolidate existing services, to adapt services to respond to needs of certain minority groups (immigrant women, members of the LGBTQ+ community, women with disabilities) and to create new shelter spaces. The new funds enabled us to open our new shelter and were used to finance the sexologist position, some staff training and modifications to our shelter to make it accessible for women with a disability (see pages 14, 15, 29 and 41 for more information on these projects).

The Secrétariat de la condition féminine gave us funding to help with costs associated with COVID, in particular with operating our Red Zone (isolation zone for COVID positive women who are in a conjugal violence shelter).

## **In 2021 we were awarded two grants to help us improve post-shelter services:**

— The Catherine Donnelly Foundation gave us a grant to conduct a participatory research project in partnership with McGill University to co-create a support programme for women leaving shelters. The grant funded the honoraria for the researcher and the participants with lived experience of homelessness as well as costs related to a World Café event.

— Concordia University's SHIFT fund gave us a grant to cover costs related to our residents' transition into housing, including moving costs, grocery gift cards, cleaning supplies and extra support provided by our Occupational Therapist.

We received a salary subsidy from Emploi Québec for our Kitchen/Maintenance Assistant positions as well as one from Services Canada for an eight-week Intervention Worker summer job.

Logifem also relies upon the generosity of hundreds of individual donors as well as foundations, corporations and churches who want to support us 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. In 2021, in addition to our regular gifts, we received 26,657 \$ in monetary donations, specifically to help with the opening of our new shelter.

As mentioned on page 35 approximately \$9,065 was raised during the "Femmes pour Logifem Vol III" week of virtual concerts.

Residents at Logifem's shelters pay a monthly contribution towards their lodging and 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 ensures they are budgeting realistically.

Certified accountants BCGO undertake an audit of our finances in the month of February each year. Logifem's financial statements are available to anyone who asks for them by written request.



# Looking Forward

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At the end of 2019, we identified six strategic priorities to guide our development over the next few years:

- Equip residents for life after Logifem and ensure the best possible transition to permanent affordable housing.
- Increase residents' participation in community life and their role in decision making.
- Implement a permanent housing project.
- Position Logifem as a well-known and well-respected organization in Montreal.
- Continue to ensure Logifem is providing quality services for families.
- Ensure our buildings are clean, well-maintained and attractive so that our residents can be comfortable and have a sense of dignity.

In 2022 we will be focussing on the following objectives:

## **Permanent housing**

We continue to pursue our permanent social housing project in South West Montreal. In 2019 a developer was granted a demolition permit based on plans to include 100 units of social housing and commercial space in his condominium development. We are working with Bâtir son quartier and two other women's groups (Libr'elles and La Maison des RebELLES) to secure financing for the social housing/commercial space part of the development.

## **Improving our shelter to make it accessible to all**

Logifem is committed to offering services to every woman in difficulty. Thanks to funding from the Ministère de la santé et des services sociaux we will be making adjustments to our main shelter in 2022 so we can accommodate women with physical limitations. By relocating two of our ground floor offices, we will be able to create a universally accessible bathroom and bedroom suite for women and/or children in wheelchairs or with reduced mobility.

## **Post-Shelter Services**

The participatory research project conducted in 2021 with McGill University has led to short and long term actions. As we continue to develop our post-shelter programme, a post-shelter intervention worker position will be created to coordinate post-shelter services and to work on these actions:

- Short-term actions: the creation of two tools: one addressing practical supports, a 'Relocation Guide', and one addressing individual case management a 'Needs Assessment'.
- Long-term actions: to develop post-shelter group activities and spaces, and a peer support workers' programme as we continue to develop our community of practice.



“My apartment is big,  
comfy and so bright. I have big  
windows and lots of storage.  
I have everything I need.”





## A word from a Resident – Our Services in Action

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Things were not going well for Rachel when she arrived at Logifem. She had been in the hospital recovering from a suicide attempt and had previously experienced a difficult childhood that included several stays in a youth center and in foster care. It might have been during these stays that her social phobia began. “I didn’t open up.” An alternating cycle of substance abuse, homelessness and depression became her reality when she turned 18 years old.

When she was released from the hospital, Rachel realized that it was impossible for her to return to this toxic environment. Having previously stayed in a women’s shelter, she remembered the kindness she had found there. This great need to rest her soul and be surrounded by women led her to contact Logifem.

Logifem was a safe, secure place for Rachel. “In the beginning, I needed to talk every day, to feel validated and supported”. With a team of Intervention Workers on site 24 hours a day, 7 days a week, Logifem provided a space to heal.

Every woman who stays at Logifem must develop a personal project. Rachel’s took a few months to materialize. “At first, my plan was just to survive.” But following her integration at the shelter, she started taking anti-depressants which helped her to connect with others and to confront her social anxiety. Rachel enrolled in a training programme in sales and customer service

at the Women’s Y, in the thrift shop. The experience allowed her to rebuild her self-confidence: “it helped my mental health to see people, just women.” At times, Rachel had anxiety attacks, but she managed them with the support of Logifem and by staying focused on her personal plan. Once she completed that programme, Rachel decided that she wanted to go to school.

She is currently a student at École du milieu de Lasalle, an alternative school for adults, where every student follows a personalized action plan to overcome obstacles that might impede their progress. This philosophy helped Rachel when she moved into her new apartment, because she learned how to do it at her own pace.

Since her arrival at Logifem, Rachel is more balanced; she is afraid at times but she keeps moving forward. She is taking charge of her happiness. Her parents are back in her life. She participates in AA meetings and upon graduation from high school, she plans to pursue studies in social work in order to work with the homeless community.

“I know what it feels like to be misunderstood, I’ve experienced it first-hand.”

Rachel lived in our shelter for 14 months and will be able to stay in our transitional apartments for 3 years.

## Annex I

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Before coming to Logifem, women were staying at:	Number of women	Percentage
Another Shelter	19	33%
Private apartment	11	19%
Other	10	17%
Hospital	8	14%
Staying with friends and family	5	8%
HLM	2	3%
Addiction therapy center	1	2%
Crisis center	1	2%
Room	1	2%
<b>Total</b>	<b>58</b>	<b>100%</b>

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Residents referred to us by:	Number of women	Percentage
Other Shelter	20	35%
Other/Unknown	13	22%
Community Resource	9	16%
Hospital	7	12%
SOS Violence Conjugal	4	7%
CLSC	3	5%
Crisis Centre	2	3%
<b>Total</b>	<b>58</b>	<b>100%</b>

## Annex II

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Following their stay at Logifem, residents departed to:	Number of residents	Percentage
Other shelter	10	21%
Private apartment	8	17%
Friends or family	6	13%
Social Housing (not HLM)	5	10%
Other/unknown	5	10%
Logifem apartment	5	10%
Room	3	6%
Hospital	3	6%
HLM	2	4%
Cooperative	1	2%
<b>Total</b>	<b>48</b>	<b>100%</b>

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Ages of the women who were in our shelter	Number of woman	Percentage
Age 18-30	15	26%
Age 31-40	21	36%
Age 41-50	8	14%
Age 51-60	11	19%
61+	3	5%
<b>Total</b>	<b>58</b>	<b>100%</b>

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Ages of the children who were in our shelter	Number of children	Percentage
Age 0-1	5	23%
Age 2-5	6	27%
Age 6-12	8	36%
Age 13-17	3	14%
<b>Total</b>	<b>22</b>	<b>100%</b>

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## Annex III

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The calculation of occupation 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 (366). Afterwards a percentage is calculated based on the number of nights during which a bedroom was occupied.

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Month in 2021	Occupancy rate
January	88%
February	85%
March	80%
April	90%
May	89%
June	88%
July	86%
August	85%
September	85%
October	88%
November	90%
December	72%
<b>Year</b>	<b>85%</b>

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Type of call	Calls logged	Percentage
Keep spot on waiting list	357	32%
Need for emergency accommodation	254	23%
Discussion with a professional	100	9%
General inquiry	78	7%
Inquiry about Logifem	56	5%
Need for accommodation (Non-urgent)	51	5%
Reference verification	10	1%
Looking for accommodation with support	9	1%
Rental accommodation needed	3	0%
Emergency intervention	2	0%
Other	182	17%
<b>Total</b>	<b>1102</b>	<b>100%</b>

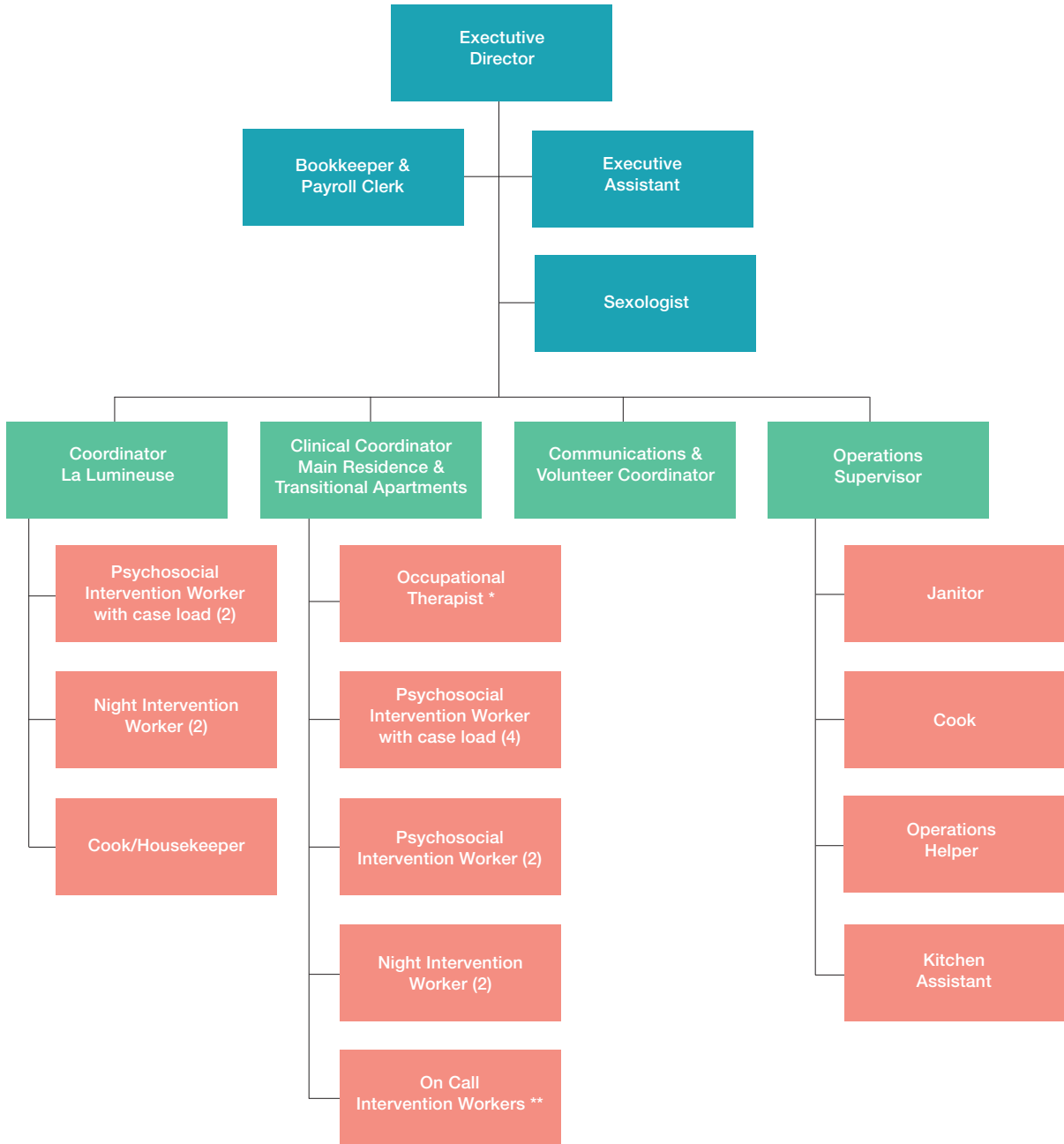
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# Annex IV: Organigram 2021

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\* Works at La Lumineuse, transitional apartments and main residence.

\*\* Works at La Lumineuse and main residence.

