



**collectif
bienvenue
welcome
collective**

**annual report
2021/2022**

A letter from the Executive Director and Chair of the Board of Directors

As we mark our fourth year in operation, we offer our sincere thanks to every single person and organization who has given to Welcome Collective, whether as volunteers, donors, staff, community partners, or funders. Your dedication to supporting refugee claimants in Montreal is inspiring. Your collective efforts, for the fourth year in a row, have meant that newly arrived families have the support they need to settle in our city and rebuild their lives with dignity.

As Montreal and the entire world faced a second year of the COVID-19 pandemic, Welcome Collective continued to work with over 30 community partners to provide front-line pandemic support both to newcomers and to refugee claimants several years into their settlement process. We continued our food security and digital access initiatives started in response to pandemic challenges, as well as our emergency helpline for newcomers.

From the beginning, the pandemic has underscored distinct needs for refugee claimants: better digital information access to navigate Montreal's legal, health, education, social and community services, and increased psychosocial support to address the complex challenges that settlement as a refugee claimant entails. Welcome Collective responded to these specific needs in 2021, launching new initiatives and optimizing existing programs.

In August of 2021, we launched the online Welcome Guide to improve information access for refugee claimants. We also worked hard to develop psychosocial support initiatives: we began welcoming social work interns to our team, increased our follow-up support with families who receive material support, debuted our family workshops in partnership with the SHERPA Institute, updated our Welcome Volunteer Program with specialized trainings, and re-started an improved version of our Refugee Claimant Volunteer Program at the warehouse.





November 2021 saw the re-opening of the Canadian borders, and with that came a significant and sudden increase in the number of refugee claimants arriving in Montreal. In response, we shifted our service access criteria to once again focus on newly arrived refugee claimants, after having served a broader population during the closed-border period that began in March 2020. This operational flexibility would not have been possible without the ongoing and dedicated collaboration of PRAIDA and our community partners.

Behind the scenes, we also said goodbye to several valuable employees who had been with Welcome Collective for years, as well as welcomed five wonderful new team members. Noelle Sorbara, one of the passionate founders of Welcome Collective and its inaugural Executive Director, left this position with Welcome Collective but still remains an active volunteer.

Our Board of Directors have worked diligently to ensure the smooth and managed growth of our ever-expanding and dynamic organization, through the initiatives of our board committees: finance, fundraising, human resources, and advocacy. We saw the departure of four of our valued board members and we deeply thank them for all their important and vital contributions they have provided to Welcome Collective over these formative few years.

Welcome Collective seeks to help build a world in which all people seeking asylum are met with a humane and supportive environment as they go through the refugee claim process. We have been vocal and will continue to advocate for the rights of refugee claimants in Montreal – for access to subsidized daycare, for timely access to work permits, and for all refugee claimants, regardless of their country of origin, to be welcomed with dignity and respect.

Dina Souleiman
Executive Director

Claire Trottier
Chair of the Board of Directors

Who we are

From our beginnings as a grassroots community response to the significant increase of refugee claimants arriving in Montreal in the fall of 2017, Welcome Collective has grown into a thriving community organization providing essential material and psychosocial support to refugee claimants who arrive in Montreal seeking safety and security. As a socially innovative organization, Welcome Collective has evolved in response to the needs of the population we serve. Welcome Collective now provides 12 newly arrived families per week with essential furniture and household goods, as well as psychosocial support and orientation to social services and community connections.

Starting with one part-time staff member in January of 2018, we have since grown to a team of 12 full-time and 3 part-time staff members across 3 interdependent departments: Logistics, Social Initiatives, and Development & Impact. Our team is linguistically and culturally diverse, hailing from 12 countries in addition to Canada, and speaking a total of 7 languages.

Welcome Collective's work goes beyond immediate assistance to newcomers. As expressed in our [Vision and Values statement](#), we believe global migrations happen because of a lived experience of oppression, an experience which social services can never hope to counterbalance. Alongside our material and social support services, Welcome Collective uses its voice to advocate for a world of fair, inclusive and caring societies, where racism and patriarchy are things of the past and where people can live free from the legacies of colonialism, exploitation, and inequality in all forms.



Our mission is to reduce the stress and isolation of resettlement by providing **material and psychosocial support** to newly arrived refugee claimants and other disadvantaged newcomers in Montreal.





Who we help

The families we support have recently arrived in Montreal, generally within the past several weeks or months. The majority of them hold refugee claimant status, meaning they have fled their country of origin due to persecution or life-threatening circumstances and are requesting recognized refugee status from the Canadian government. Many have endured perilous journeys lasting months or even years to reach Canada. They face a refugee claim process which itself can take several years, during which they will experience barriers to accessing housing, employment, and social services, and in many cases while also navigating complex trauma and loss.

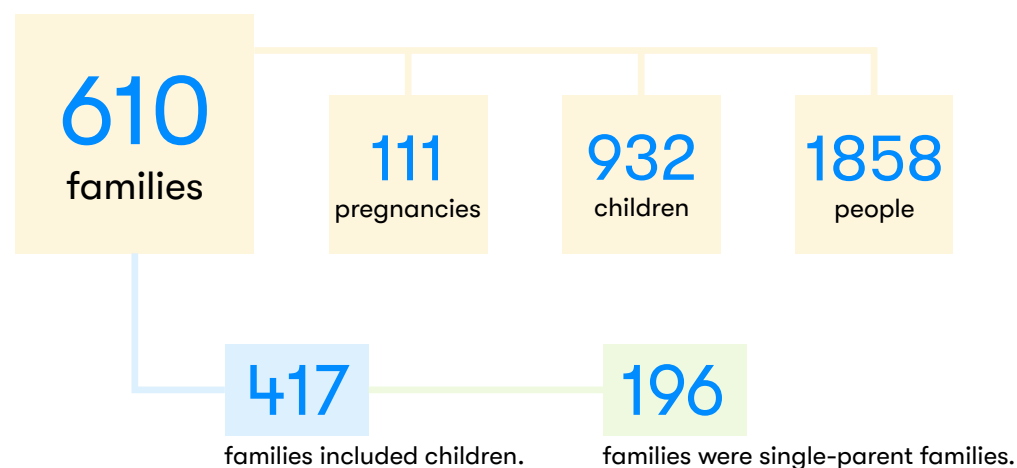
Our clients have shown incredible resilience and courage in reaching Montreal, and Welcome Collective is honoured to welcome them, offer support, and advocate for their rights.

Welcome Collective prioritizes newcomers with **precarious immigration statuses** in the following situations:

- **single parents** with 2 or more children
- families with **3 or more young children**
- families with **newborns** or **pregnancies**
- individuals with **disabilities** or limited mobility due to age
- **unaccompanied minors**

Demographics + data

From March 1st 2021 to February 28th 2022, Welcome Collective supported:



Who we help

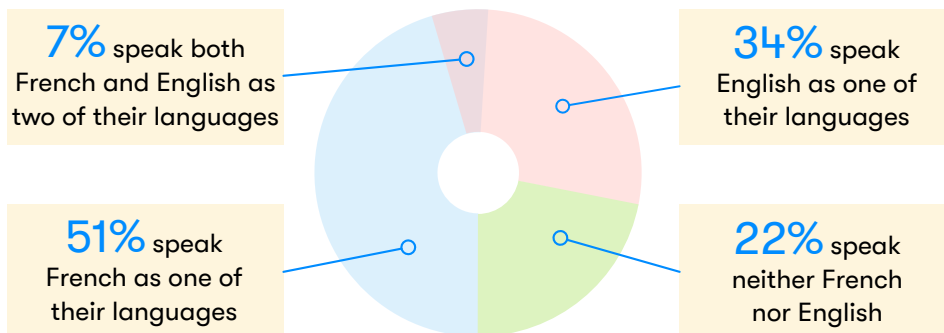
Countries of origin

Our clients came from **70** different countries of origin worldwide. The largest proportion of our clients came from **Haiti**, followed closely by **Mexico** and the **Democratic Republic of the Congo**, in total accounting for **37%** of our clients. The majority our clients (**79%**) came from one of the 10 countries below.



Languages

Our clients are multilingual: the majority speak French and/or English in addition to their first language, and many speak multiple additional languages with fluency.





What we do

Essential Goods Program

Welcome Collective's core program redistributes household items and furniture to recently arrived refugee claimant families. We collect items from donors across the Montreal metropolitan area, and deliver complete apartment kits to families' homes, including basic kitchen supplies, baby supplies and children's toys, mattresses, and kitchen appliances. Our support to refugee claimant families is always free of charge.

Our logistics team continually refines our processes based on the evolving needs of our donors and clients. We use mobile apps and online tools built by our team to facilitate donation pick-ups and deliveries, and we have developed a social enterprise initiative in the form of a fee-based pickup service to support our operations (since launched after the period covered by this report).

Material Impact

In the 2021-22 fiscal year, Welcome Collective completed **599** deliveries of items to newcomer families, collected from **1064** donor pick-ups, including:



and thousands more essential household items.

Our programs | Essential Goods

Winter Clothing

Welcome Collective collects warm winter outerwear, including coats, boots, and accessories, to distribute to newcomers facing their first Quebec winter. In addition to the **1536 items of winter clothing** which accompanied apartment kit deliveries, we also distributed over **450 coats** and other items to the shelter where refugee claimants first stay in Montreal.

Our annual Winter Ambassador program, in which Montrealers sign up to collect winter clothing from their networks for Welcome Collective, featured the participation of **27 individuals, families, and companies**.

Newborn Items

Because Welcome Collective prioritizes women with advanced pregnancies and newborns, we make special efforts to collect essential items for this population. In 2021-22, we partnered with Orchard House Preschools to run multiple collection drives, gathering hundreds of items for newborns and new mothers.

Projet Laptop

Our program Projet Laptop provides laptops and training on how to use them, if needed, to refugee claimant families. We prioritize very low-income refugee claimant families with school-age children who lack regular access to computers, as well as unaccompanied minor refugee claimants staying in the shelters. During the 2021-22 fiscal year, we distributed **48 laptops** to these families and individuals, benefitting **113 children** in total.

Holiday Baskets

During the holiday season, we offer the possibility for Montrealers to put together baskets full of essential items and holiday gifts for families who arrived in the previous year. In December 2021, **33 individuals and companies** created holiday baskets for **135 families** which they delivered directly to their homes.





Our activities saved a potential
673 tonnes
of CO₂ equivalent emissions.



That's the amount of CO₂ sequestered by
11,128 urban trees
grown from saplings over a 10-year period.¹

Environmental Impact

Social justice and environmental justice are inextricably connected: forced human migration will only increase as the effects of climate change continue to intensify. Welcome Collective is able to make a positive environmental impact through our work, harnessing both our community's desire to support newcomers and to contribute to a healthier planet for all.

We track greenhouse gas emissions (GHGs) we save by distributing items for re-use against how much we emit, using a calculator developed for Welcome Collective by a local environmental consulting group. Through our Essential Goods Program, we saved over **6,000 items** for re-use, delivering over **21,000 kgs of items** in the 2021-22 fiscal year. Taking into account the 11.6 tonnes of CO₂e emissions generated by our activities, we avoided a potential GHG impact of **673 tonnes of CO₂e** (CO₂ equivalent) emissions. In other words, we saved a potential of **59 times** the amount of CO₂e that we emitted.

¹ USA EPA calculator: www.epa.gov/energy/greenhouse-gas-equivalencies-calculator

Our programs

Social Initiatives

Psychosocial support

The Social Initiatives team works on improving our services and developing new initiatives to address the often urgent and complex needs of the families we serve. The team also works with our community and institutional partners to identify which families are most in need of our Essential Goods Program and ensure that we reach them.

This year, the Social Initiatives team added 8 social work interns from local colleges and universities, expanding our capacity to follow-up with clients and providing valuable opportunities for social work students to learn about the needs of refugee claimants. With the re-opening of the border to refugee claimants in November 2021, Social Initiatives mobilized to meet the needs of an increased number of newly arrived refugee claimant families.

In January of 2022, we introduced a new service: social calls. After receiving their delivery of essential goods, each family receives a follow-up social call from one of our team members. These calls allow us to respond to immediate needs, such as referrals to food banks, school registration, finding a lawyer and questions on the refugee claim application. They also allow our team to assess which additional services the family requires from either Welcome Collective or other organizations or institutions.

Our social workers then identify individuals and families who are experiencing complex challenges, and provide follow-up psychosocial interventions in cases where no other organization is providing such support. These include refugee claimants with disabilities, women with advanced or complicated pregnancies, and families experiencing serious mental health challenges. The Social Initiatives team makes over 40 initial social calls per month, with many more follow-up calls and meetings.



“Welcome Collective lifted me out of the isolation that I was in, and that gave me hope again.”

– “Marie”, a refugee claimant from the Democratic Republic of the Congo who arrived to Montreal in 2021

“ I felt that I was part of a movement to create a safe space for dialogue and exchange, as well as reciprocal learning and friendship building. Not only did I learn from the families I helped, but the entire staff of the Welcome Collective helped me grow in my role as a volunteer. ”

– **Chloe, a welcome volunteer**

“ I was paired with a volunteer who was really open and right away built trust. I felt comfortable asking her all of my questions: she helped me find a lawyer, make medical appointments. She was truly a great help. ”

– **“Rose”, a refugee claimant**



Welcome Volunteer Program

Our Welcome Volunteer Program pairs Montrealers with newly arrived refugee claimant families during their first months in Montreal. Welcome volunteers provide valuable support to newcomers, helping them become familiar with the resources and services available in their new neighbourhoods. Working from an advocacy perspective, these volunteers will also advocate on their behalf to obtain services when needed.

This year, we oversaw a total of **42 volunteers** who were paired with 1-4 families each for a total of **111 newcomer families** participating. Around 30% of these volunteers were themselves refugee claimants or former refugee claimants, bringing lived experience and insight into this important volunteer role. Also during this period, we engaged the help of 5 social work interns to conduct a review of the program based on interviews with the participating families. And in January 2022, our Welcome Volunteer Program was expanded to include more volunteer training on specialized topics, such as the legal process of obtaining refugee status and accessing the healthcare system as a refugee claimant.

Workshops with Welcome Haven

The Social Initiatives team, in partnership with the Welcome Haven research team from SHERPA, co-organized **15 online and in-person workshops** for refugee claimants. More than **150 individuals** attended these workshops, which served to provide information about local resources. The in-person workshops also created a space for families to break their social isolation and connect with others over a shared meal, as well as provided opportunities for participants to themselves facilitate relevant information sessions and expressive arts activities.

The Social Initiatives team also developed an innovative online format for our workshops on the topic of the refugee claim legal process, enabling wider access to this essential information. Presented in three languages and in partnership with PRAIDA, these workshops provide an overview of the refugee claim application. During each session, a specialized social worker, along with an accepted refugee claimant, explains the process in detail, answering questions and promoting mutual support. We presented **7 refugee claim workshops** during this period, with many more planned!

Project highlight

The Welcome Guide

Launched in August of 2021 after nearly a year of development, the Welcome Guide is a comprehensive online directory and guide to Montreal for refugee claimants and other newcomers. The Welcome Guide features six main categories of information: Immigration, Healthcare, Housing, Social and Community Services, Education and Childcare, and Employment and Financial Information. It is currently available in French and English, with Spanish and Portuguese in development. It is freely available to use by anybody: newcomers, community workers, volunteers, and organizations, and is constantly being expanded and updated.

Development

The Welcome Guide was built out of necessity during the first wave of the pandemic. Digital information access became more important than ever, and no comprehensive source of important information for recently arrived refugee claimants existed. We realized the urgent need for a such a source that would provide not only lists of services, but also essential information about access criteria and procedures, and that would be easily accessible for refugee claimants and partner organizations. With the support of Zendesk's Tech for Good program, we were able to dedicate a full-time employee and hundreds of volunteer hours to this task.

The Welcome Guide would not have been possible without the early concepts of Noelle Sorbara, our co-founder and first Executive Director, Mary Armstrong who started organizing our ideas, Elizabeth Ball who wrote and researched much of the first draft, Diane Carru who initiated key partnerships for content verification, Selma Mezdaoui who first coordinated the edits, and Fern Lou Fernandez who completed the writing and editing in both French and English, and assembled it all together into The Welcome Guide. Thank you so much to Zendesk and to each and every individual who made the Welcome Guide a reality.

332 articles in 2 languages

2 more languages in development

over 1000 unique views per month, and rising!

“ I am the Welcome Guide's biggest fan! I always have a pile of flyers with the QR code for the guide which I distribute to all of the residents. ”

– **Félix Bélisle-Laliberté**, PRAIDA social worker at a shelter which temporarily houses newly arrived refugee claimants

view the
welcome
guide





Partners

Welcome Collective operates in an ecosystem of essential community and institutional partners. Our partners work with us by referring clients, developing projects, creating internships, providing services, and offering valuable support to our organization and our beneficiaries. Thank you to all of our partners for your dedication, collaboration, and solidarity.

- | | | | | |
|---|--|---|--|---|
| Abri d'espoir | Carrefour Populaire de St-Michel | Clinique pour la justice migrante | Cabrini | Mile End Legal Clinic |
| ACCÉSSS – Alliance des communautés culturelles pour l'égalité dans la santé et les services sociaux | Catholic Action Montreal | CLSC Benny Farm – CIUSSS du Centre Ouest | Dr. Mario Mujica | Monthly Dignity – Dignité mensuelle |
| ACCM – AIDS Community Care Montréal | CAVAC de Montréal – Centre d'aide aux victimes d'actes criminels | CLSC Bordeaux-Cartierville | Eglise Grace Communion | Native Women's Shelter of Montreal |
| Accueil Bonneau – Projet Logement Montréal | CCLGBTQ+ – Centre communautaire LGBTQ+ de Montréal, programme La Boussole | CLSC Côte-des-Neiges | Entre Parents de Montréal-Nord | PandemEX |
| Action Réfugiés Montréal | Centre d'Accueil Le Pont | CLSC d'Ahuntsic | Femmes VEE Canada | Parc Ex Mutual Aid |
| ADAQ – Comité Accueil des Demandeurs d'Asile du Québec | Centre de pédiatrie sociale de Saint-Laurent – Au cœur de l'enfance | CLSC de l'est-de-Montréal | Femmes-Relais Saint-Michel | Porchlight |
| Aero Trading | Centre de pédiatrie sociale en communauté de Côte-des-Neiges | CLSC Dorval-Lachine | First Peoples Justice Center of Montreal | PRAIDA – Programme régional d'accueil et d'intégration des demandeurs d'asile |
| AGIR Montréal | Centre de réadaptation Lethbridge-Layton-Mackay | CLSC Lac-St-Louis | Fondation de la visite | PROMIS |
| AIDS Community Care Montreal | Centre des aînés de Villeroy | CLSC Métro – Équipe Connexion | Foyer du Monde | Recyc-Matelas |
| AIEM – Accueil aux immigrants de l'est de Montréal | Centre l'Unité | CLSC Montréal-Nord | Furniture Bank – Matthew House Ottawa | Refugee Centre |
| ALPA – Accueil liaison pour arrivants | CERDA – Centre d'expertise sur le bien-être et l'état de santé physique des réfugiés et des demandeurs | CLSC Olivier-Guimond | Furniture Bank Network | Résilience Montréal |
| Au Coeur de l'Enfance | Chez Doris | CLSC Outremont | FV Corp | Ressource Action-Alimentation de Parc-Extension |
| Auberge Shalom | Chronic Viral Illness Service – Royal Victoria Hospital | CLSC Parc-Extension | Hoodstock | Samuel Centre For Social Connectedness |
| Avironex | CIME – Collaboration Interprofessionnelle Montréalaise Étudiante | CLSC Pierrefonds | IKEA Boucherville | Sasha Dyck (Parc Ex Mutual Aid) |
| Banque Nationale | CIUSSS de l'Est-de-l'Île-de-Montréal | CLSC St-Laurent | IKEA Montreal | SHERPA University Institute |
| Batshaw Youth and Family Center | CIUSSS de l'Ouest-de-l'Île-de-Montréal | CLSC St-Michel | L'Hirondelle | Solidarity Across Borders |
| Bienvenue à Notre-Dame-de-Grâce | CIUSSS du Centre-Ouest-de-l'Île-de-Montréal | Commissions scolaire de l'île de Montréal (CSDM) | La Maison Bleue | South Asian Women's Community Centre |
| BINAM – Bureau d'intégration des nouveaux arrivants à Montréal | CIUSSS du Centre-Sud-de-l'Île-de-Montréal | Concert'Action Lachine | La maison d'accueil La Traverse | St Mary's Hospital |
| Boustan | CIUSSS du Nord-de-l'Île-de-Montréal | COVIQ – Comité de vie de quartier Duff-Court | La Maisonnée | TCRI – Table de concertation des organismes au service des personnes réfugiées et immigrantes |
| CACI – Centre d'appui aux communautés immigrantes | Civic Tech MTL | CoVivre Program – SHERPA University Institute | La P'tite Maison de Saint-Pierre | The Oberoi Rising dreams Foundation / La Fondation Oberoi des Reves Naissants |
| CANA – Carrefour d'aide aux nouveaux arrivants | CLINIQUE MAUVE | CRAC – Centre de ressources et d'action communautaire de La Petite-Patrie | LIDD Montréal | Toronto Furniture Bank |
| Canadian Council for Refugees (CCR) | Clinique Mauve | CRIC Centre Sud – Carrefour de ressources en interculturel | LMRC – Lasalle Multicultural Resource Center | UQAM – École de travail social |
| CanSettle | | CSAI – Centre social d'aide aux immigrants | Logifem | Vie Autonome Montréal |
| CARI St-Laurent | | Dawson College | Maison d'Haïti | Women on the Rise |
| | | Desjardins | Maison Mosaik | |
| | | Dispensaire diététique de Montréal | McGill Food and Agriculture Law Clinic | |
| | | Dr. Maira Prado et la Clinique Physio Santa | McGill University Health Centre | |
| | | | McGill University School of Social Work | |
| | | | Médecins du monde | |
| | | | Mile End Chavurah | |

Volunteers

Welcome Collective was founded by volunteers and continues to rely on a constantly growing community of volunteers who help us sort and transport essential items, welcome newcomer families, source essential items, and so much more. Thank you, from the bottom of our hearts, to every person who has given their precious time to help support newcomers in Montreal.

Warehouse + truck volunteers

Aboutag
Alice
Alix
Maria Juliana Angarita
Mourad Ben Mimoune
Benicha
Axel Bergman
Lara Bourdin
Benji Budman
Alix Casgrain
Joceline Chabot
Genevieve Côté
Famille Dagenais
Guerdie Delice Toussaint
Benoit Dery
Mark Doerksen
Yvan Dumoulin + Bonnie Brown
Fabrice
Fred
Alyson Grant
Yvette Hexspoor
Brett Howie
Nicholas Huston
Lorie Kloda
Loyola High School students
Azar Mahmoudi
Marie Soleil
Marcia McKenzie
Alexander Melillo
Nathalie
Leslie Francherie Laureige
Ngakono Moulouna
Assam ORock
Valérie Pronovost
Michel Racine
Renan Macedo
Jonathel René
Ryan Rosler
Daniel Ross
Salima

Oldine Shea
Sidonie Gaulin
Eve Thomas
Reál Vermette
Yora Jesus Vicente
Maya Vieira
Ron Woo
Yassim
Michael Zaidan

Welcome Volunteers

Zakia Ahmed
Katerina Alessandra
Hanan Amro
Mary Armstrong
Catherine Auger-Morin
Alice Bernard
Veronique Bonin
Lydia Bourdache
Pichara Chhe
Yumna Choudhry
Sunaina D'souza
Cloé Daguet
Françoise + Mathieu Drouin
Anne Farkas
Amina Ferroum
Sophie Fournier-Marcoux
Yin Nan Huang
Meryem Jabrane
Emilie Lamoureux-Sproule
Pénélope Langlais-Oligny
Chloe Mancini
Vladimir Mathieu
Neyra Mekideche
Jennifer Merariu
Agathe Moreau
Annie Nguyen
Aida Niang
Catherine Paquette
Clarissa Passos
Camara Primo
Amélie Rochon

Dany Rousseleau
Selma Salik
Sangkha Sangstitha Paul
Laurence Sarrazin
Dorothy Shaw
Danie Martin + Simon Leclerc
Emma Tallon
Deniz Ustebay
Lisa Wright
Shirley Zhu

Winter Ambassadors

Laila Addaou
Patricia Albano
Heather Barton
Laila Beaulieu-Esquivel
Beata Benegusenga
Mila and Talisa Bergman
Camille, Mathilde, Béatrice + Philippe Chabot-Martin
Virginie Demers Pelletier
Christina Grace
Marie-Lise Guévin
Stephanie Johnston
Elise Lachance
Melanie Ledoux
Ana Maria Mujica
Alex Nawotka Nawotka
Jacynthe Pichette
Megan Prendergast
Delphine Robert
AirBNB
Cedar Park United Church
Collège Stanislas
Davies Ward Phillips & Veneberg
École Alternative Le Vitrail
Équipe Duque Simms
Huma Design
McGill Students for Amnesty International
Mile End Chavurah: Flora, Ezra, Johanna, Zeke, Natan, Milo, Xavier, Mathis, Alex,

Maia, Noa
SLASA – Spanish and Latin American Students' Association of McGill University
St. George's School of Montreal

Holiday Basket Donors

Paule et Emilie Belliveau/ Cormier
Isabelle Bouchard
Pichara Chhe
Fannie Dionne
Ashley Guerriero
Jaclyn Jacobsen
Magda Konieczna
Annika Krausz
Fannie Lemay
Kim Nguyen
Jane Randle
Jill Sprayberry
Christina Grace
Leyla Suleiman
École Buissionniere
Mandy's Salades Gourmandes
The Oberoi Rising dreams Foundation

Welcome Guide Volunteers

Planning
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Joy Elyahou
Content
Action Refugiés Montréal
AGIR
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CIME (Arthega Selvarajan, Noémie Sauvé, Lyna Stafa, Vanessa Bisson, Marianne Plourde, Soukiana Hguig, Sumaira Mazhar, Virginie Boisvert-Plante)
Civic Tech MTL
McGill Food and Agriculture

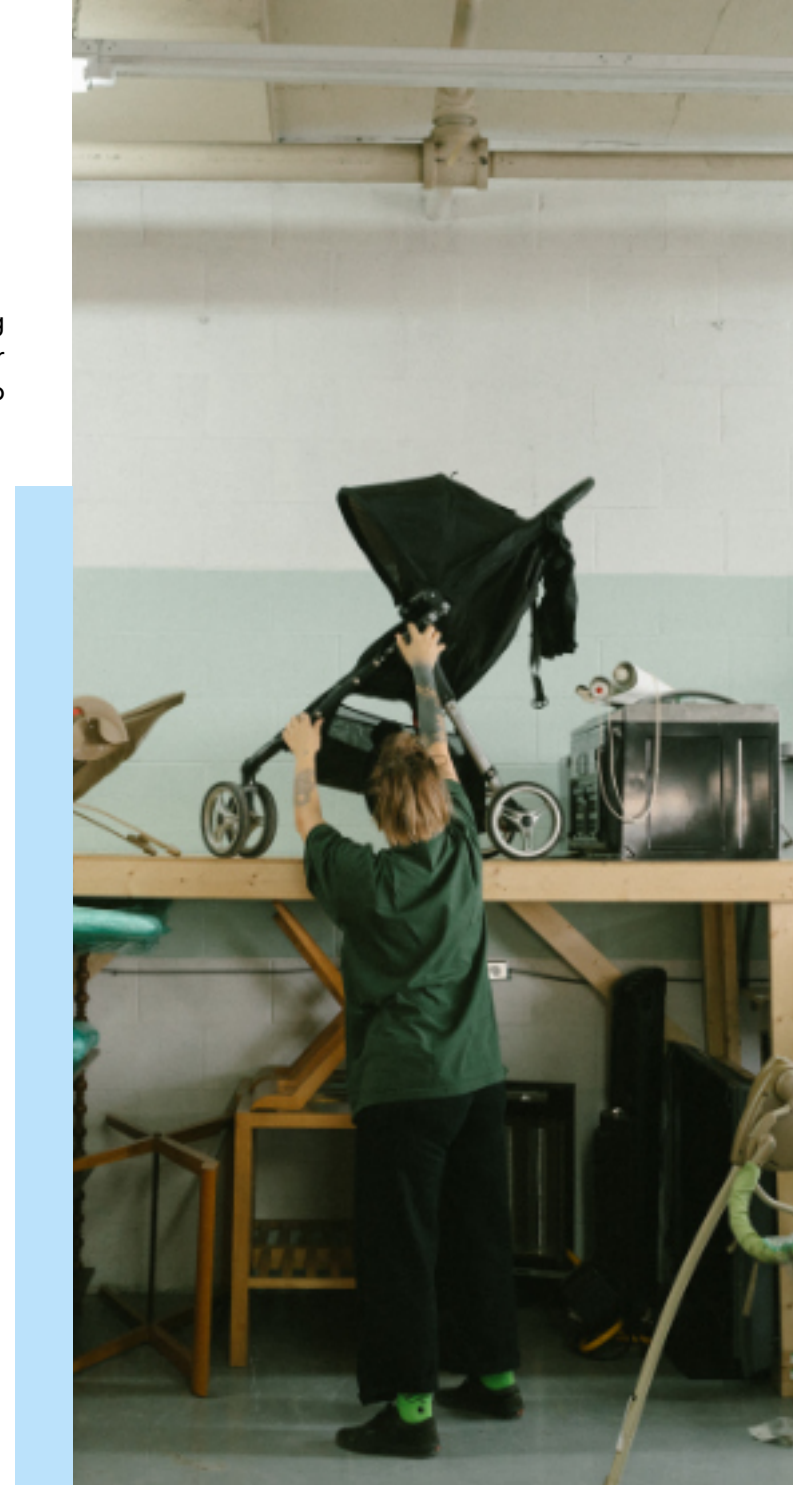
Law Clinic (Elizabeth Yu, Joshua Johnson, Kim-Lan Dam, Osayma Saad, Benjamin Brown)
Omar Mir (CanSettle)
Project 10
Ren Haskett + Natalia McClellan (ACCM)
Sophia Heath (Monthly Dignity)
Valérie Ayotte-Bouchard + Anna Charbonneau (CCLGBTQ+)

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Yafa

Technical support

Zendesck
Special projects
Élise Gravel
Victorine Michelon
Noelle Sorbara





Financial donors

Welcome Collective provides material and psychosocial support to over 600 families per year. A significant and vital organisation like ours requires stable and long-term funding, and we are incredibly grateful towards our institutional funders and individual donors who have provided the means for us to pursue our mission. Your generosity and trust in our work is inspiring. Thank you so much.

Foundations: Major supporters (\$35,000+)

Chamandy Foundation
 The J.W. McConnell Family Foundation
 Mirella and Lino Saputo Foundation
 Sam Sorbara Charitable Foundation
 Trottier Family Foundation

Charities and other foundations

Brian Bronfman Family Foundation
 Cedar Park Church
 Claudine and Stephen Bronfman Family Foundation
 Clench House Foundation
 Fondation J Armand Bombardier
 M Foundation
 Mary Ferraro Foundation
 Orchard House
 The Bluida Foundation
 The Hylcan Foundation
 The Richter Charitable Foundation
 The Rivaya Tzafon Fund
 Toronto Foundation

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 Power Corporation
 Raymond Chabot Grant Thornton
 Société de gestion COGIR S.E.N.C.
 Studio Construction Design Par Jordan Pascal
 Zendesk

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 Employment and Social Development Canada (Canada Summer Jobs)
 Isabelle Charest MNA

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Mary Armstrong
 Hugh Armstrong
 James Arnett
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 Baudouin Nizet + Ann Bauraind
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 Marcella Tanzola
 Patrick Tanzola
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 Alain Tardif
 Claude Théoret
 Daniele Thibodeau
 Claire Trottier
 Jeffrey Vallée
 Kim Vincent
 Famous Virgins
 Carola Weil
 Deborah Weissberg
 Brian Zelnicker

Our team

Our staff, interns, and board members are committed to making sure newcomers feel welcomed and supported during their resettlement in Montreal. Hailing from 15 different countries of origin and from specialized fields like social work, logistics, communications, and strategic development, our team's talent, passion, and agility are what make Welcome Collective run – and we are so grateful for each and every team member, past and present.

Staff 2021–22

ASSISTANT LOGISTICS COORDINATOR

Dina Gutiérrez

BOOKKEEPER

Gloria (XiaoGuang) Wu

COMMUNICATIONS COORDINATOR

Melissa Claisse

COMMUNITY WORKER

Selma Mezdaoui

DIRECTOR OF DEVELOPMENT + IMPACT

Rani Cruz

DIRECTOR OF OPERATIONS

Charles Faubert

DIRECTOR OF SOCIAL INITIATIVES

Diane Carru *former employee*
Maryse Poisson

DRIVERS + MOVERS

Ryan Rosler *former employee*
Shane Davidson *former employee*
Liberty Sithole *former employee*
Thomas Bélanger
Alexander Melillo

EXECUTIVE DIRECTOR

Noelle Sorbara *former employee*
Dina Souleiman

FAMILY COORDINATOR

Martha Oshiyoku

LOGISTICS COORDINATOR

Aicha Tandula Luzonzo

VOLUNTEER + OUTREACH COORDINATOR

Alaa M. S. Mohamedahmed
former employee
Flavia Leiva

WAREHOUSE COORDINATOR

Marie Rose Elhoi Elenga

WELCOME GUIDE RESOURCE COORDINATOR

Fern Lou Fernandez

2021 SUMMER POSITIONS

Noa Sorbara
Arian Mirhashemi





Our team

Interns 2021-22

Mariangel Betancourt-Diaz

Annie Boyer Laporte

Coralie Chabot

Pénélope Dubois

Sarah Howes

Emma Howes

Andrea Jimenez Salinas

Sophie Lecours

Emily Nguyen-Duong

Fanny St-Pierre

Board of Directors 2021-22

Ridwan Ali Abdi

Philippe Bélanger

Duha Elmardi

Ingrid Enriquez-Donissaint

Maxime Gobeil

Treasurer

Valérie Gobeil

Vice-Chair

Niamh Leonard

Secretary

Tom Liacas

former member

Prosper Mabvuva

Maryse Poisson

former member

Fabienne Siche

former member

Sarah Stapleton

Claire Trottier

Chair

Rebecca Wolfe

former member

Financial statements

For the period of March 1st 2021-February 28th 2022

STATEMENT OF OPERATIONS

Revenues	\$
Foundation grants	502,251
Donations	293,172
Government funding	
<i>Federal</i>	17,072
<i>Municipal</i>	16,334
<i>Contribution of deputies</i>	500
Total government funding	33,906
Other	10,798
Total revenues	840,127

Expenses	\$
Salaries, benefits, and fees	642,434
Storage & Logistics	84,135
Fundraising expenses	12,134
Other support programs	9,800
Professional fees	9,370
Marketing and communications	4,646
Overhead and other costs	22,096
Amortization	5,978
Total expenses	790,594

Excess of revenues over expenses

STATEMENT OF FINANCIAL POSITION

As of february 28th, 2022

	\$
Current assets	194,817
Capital assets	13,506
Total assets	208,323
Total liabilities (all current)	53,391
Net assets	154,192
Total assets	208,323

Expenses

\$790,594

Revenues

\$840,127

\$49,533





Transitions

In 2021, Welcome Collective went through some of its most significant transitions since becoming a registered non-profit in 2018: 4 longtime staff members left our team, and we welcomed 5 new staff members, including the newly created position of Communications Coordinator. We are proud of all of our former staff members, many of whom have brought their learning and insight from their time with Welcome Collective to other community organizations in Montreal. It has also been a joy to welcome our new staff members, who bring a rich diversity of experiences to our team.

Among our departing team members were Noelle Sorbara, Welcome Collective's co-founder and first executive director, and Ryan Rosler, our primary truck driver, mover, overall logistics captain and Welcome Collective's very first employee. We would like to recognize both of these individuals' extraordinary contributions towards making Welcome Collective the thriving, essential organization it is today.

Noelle Sorbara

We cannot emphasize enough the force that Noelle has brought with her to get Welcome Collective to where it is today. Her motivation, her energy, and her passion for ensuring that refugee claimants and other newcomers are welcomed to Montreal as valuable members of our community: all of this has become the basis of Welcome Collective's agility and spirit. Noelle remains with us as one of our most active volunteers and greatest cheerleader. Our gratitude cannot be expressed in words, but we hope to show it through our continued hard work and enthusiasm.

Ryan Rosler

Ryan started volunteering with Welcome Collective a month after the organization was born, putting in long days on a physically demanding job. As our first employee, he was crucial to the development of the organization as the steady, reliable logistics captain around whom we developed our Essential Good Distribution program. In 3 ½ years, Ryan made nearly 3,000 pick-ups of donations and delivered essential items to over 1,000 refugee claimant families. His friendly nature, dedication, work ethic, and sheer enjoyment of the job made him beloved by donors, clients, and colleagues alike. Ryan has moved on from his job at Welcome Collective, but continues to be one of our most dedicated volunteers. Thank you so much, Ryan.

Thank you

We extend a heartfelt thank you to everyone who has contributed to Welcome Collective's mission. Without your support, none of this would be possible.

Thank you to our volunteers, for giving your valuable time and effort to help make someone else's resettlement experience a little easier and for making Montreal a more welcoming place for all.

Thank you to our community partners, for referring clients to us, for your valuable feedback, and for all you do every day to support newcomers in Montreal.

Thank you to our donors, whether you gave a few dollars or a few thousand dollars, for your generosity and support of our mission.

Thank you to our foundation funders, for your support and your trust in our capability and vision which has allowed Welcome Collective to flourish and grow.

Thank you to our board of directors, for volunteering your time and knowledge to help shape the bigger picture of our organization.

Thank you to our staff, for using your expertise and talents to make sure every client we meet feels supported and cared for. Thank you for building an empowering and inspiring work culture, for helping to create and realize our organization's vision, and for your commitment building a more welcoming and equitable society for all.

And thank you most of all to all of the newcomer individuals and families who used our services this past year. Thank you for your trust and your partnership, and thank you for the creativity, resilience, and new perspectives you have brought to us and to our city. Your bravery inspires us and it is an honour to support you on your journey.

