



collectif **welcome**
bienvenue **collective**

2022-23 annual report

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The reference year for all information in this report is March 1st 2022 – February 28th 2023.



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

A huge thank you to all who have supported Welcome Collective this past year, through your donations, volunteering, and networking. With your contributions, we had the capacity to ensure that all newcomers arriving at Welcome Collective were treated with dignity and respect as they embarked on the journey of making Montreal their new home.

During this past year, Canada received a record number of refugee claimants, a majority of whom settled in and around Montreal: nearly 60,000 people. Our mandate was clear: to provide as many families as possible with the vital support they needed. We supported families in the most precarious situations while ensuring that the public was aware of the many systemic issues they faced: administrative delays with the asylum process and work permits, difficulties finding affordable housing, barriers to registering their children in school, barriers in accessing healthcare, food insecurity, barriers to accessing daycare, and delays in accessing french language classes.

The two themes that drove our decision-making this past year were making sure our services were **responsive** to the urgent and often changing needs of the population we serve, and ensuring the **sustainability** of our organization.

To ensure that we were offering responsive services, we expanded our capacity to provide psychosocial support by training seven new interns and dozens of volunteers to work directly with our clients. We participated in advocacy actions for access to affordable childcare for refugee claimants and permanent status for all non-status individuals in Canada. Recognizing that our former space was a limiting factor in our ability to provide psychosocial support alongside our logistics operations, we worked with Architecture Without Borders to design a new space for our unique needs, which we moved into at the end of March 2023.



To reinforce the sustainability of Welcome Collective, we launched our new fee-based furniture pick-up service, introducing a revenue stream to support our operations. We welcomed five new board members, expanding our skill sets in advocacy and fundraising. Last fall, we invited a group of 30 staff members, volunteers, clients and community partners to a day-long strategic planning retreat. We held our second annual campaign and raised \$171,569, surpassing last year's campaign results by over \$37,000.

What does Welcome Collective look like today? We have a warehouse full of donations that leave as quickly as they arrive; we have over 100 volunteers, many of whom are refugee claimants themselves. We welcome families who arrive at our warehouse seeking essential support on a daily basis. Finally, we have a dedicated group of employees and board members who work towards equitable access to support and services for all refugee claimants in Montreal.

As we celebrate Welcome Collective's fifth anniversary, we are deeply grateful to be part of an engaged and impactful community of organizations, volunteers, newcomers, and advocates working together to make Montreal a more welcoming and inclusive place for all. We are proud of the contributions our organization makes towards this vision and are committed to continuing this work for the next 5 years and beyond.

A large, stylized pink hand graphic is positioned on the left side of the page, with the fingers pointing towards the right. It overlaps the text and the portrait area.A handwritten signature in black ink, appearing to read 'Dina Souleiman'.

Dina Souleiman
Executive Director

A handwritten signature in black ink, appearing to read 'Claire Trottier'.

Claire Trottier
Chair of the Board of Directors



Our mission

Welcome Collective supports families with **precarious immigration statuses** with their new start in Montreal.

Mobilizing the greater Montreal community, we provide **material and psychosocial support**, we foster a space of **community and empowerment**, and we advocate for **migrant rights**.

Our vision

We seek to build a society that **welcomes newcomers with open arms**, regardless of their country of origin, language, or ethnicity.

Alongside the immediate and essential support we offer, we work in partnership with our clients to advocate for **fair, inclusive and caring settlement processes** for newcomers to Canada.





Who we are

Over the past 5 years, Welcome Collective has grown from a pilot project into a thriving community organization. Our team is dedicated to supporting newcomer families who face multiple barriers as they seek to build new lives in Montreal, with respect and dignity.

Starting with one part-time staff member in January of 2018, we have grown to a team of **14 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 8 languages.

How we work

Welcome Collective is **responsive**. We implement socially innovative responses to the urgent challenges facing refugee claimant families and other newcomers with precarious immigration statuses.

Welcome Collective is **data-driven**. We integrate quantitative and qualitative data collection into all of our processes. We have a robust data management system and we use data analysis in our strategic planning and decision making processes.

Welcome Collective is **change-oriented**. We operate from a change paradigm: by ensuring that newcomers enjoy favourable conditions to thrive and mobilizing Montrealers to help build those conditions, we contribute to creating a society of solidarity. We center advocacy work at the individual and systemic levels, making sure our clients know their rights and demanding that institutions and governments respect them.

Who we help



All of the families we help have fled persecution and danger and are seeking safety in Canada. Welcome Collective provides support for families who face multiple barriers, for whom there are few or no other support options and who find themselves in extraordinarily precarious positions as they settle in Montreal.

For deliveries of furniture and essential items, we prioritize families with many **young children, single parents, pregnant women and people with disabilities** or other barriers to settlement and mobility.

Our clients generally have arrived in Montreal within the past several weeks or months and hold **precarious immigration statuses**. The majority of them hold the status of refugee claimant, meaning they have fled their country of origin due to persecution and are requesting recognized refugee status from the Canadian government. Others are in immigration processes like PRRA (Pre-Removal Risk Assessment), usually because they were found inadmissible to the refugee claim due to administrative barriers arising from the Third Safe Country Agreement, or are otherwise without permanent status in Canada.

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 further barriers such as difficulty accessing affordable housing, employment, and social services and extended separation from their spouses or children, in many cases while also navigating complex trauma and loss.

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

Social impact

In total, Welcome Collective provided psychosocial and material support to:

Psychosocial support included help with essential accessing health and social services, registering children for school, understanding immigration procedures, and more. **Material support** included winter clothing, items for babies, blankets, kitchen supplies, and emergency food.

1213 families

3974 people

Of the above clients, Welcome Collective provided furniture and essential items to:

Clients receiving a truck delivery of furniture and essential items were **single parent families** with 2 or more children, families with **4 or more children**, women with **newborns** and **pregnancies**, and people living with **disabilities**.

93% had children

30% were single-parent families

584 families

2292 people

1288 children

185 pregnancies



Countries of origin

Violence and human rights abuses are widespread: Our clients originate from **56 countries** around the world. Worsening unrest in the Americas meant that nearly 60% of families came from **Haiti, Colombia, or Mexico** this year, with the largest proportion of families coming from Haiti (33%).

Overall, **85% of our clients** came from one of these **10 countries**:



Languages

49% spoke **Spanish** as one of their languages

45% spoke **French** as one of their languages

17% spoke **English** as one of their languages

3% spoke **none** of the above languages

Eunice's story

Each family we help has their own story, strengths, and needs. Here is the path of one such family.

2021

Eunice* and her two daughters, ages 10 and 13, arrive in Montreal after fleeing violence in Angola and are housed in an emergency shelter run by PRAIDA.

December

February

A PRAIDA social worker refers Eunice to Welcome Collective to receive furniture and essential items, and our truck delivers her items a few days after she moves in.

[We receive referrals from PRAIDA and dozens of community organizations and CLSCs. As a single mother with 2 children, Eunice fits into our criteria for furniture delivery.]

2022

We invite Eunice to an appointment with a Portuguese-speaking community worker at our warehouse.

[Our community workers can serve families in French, English, Spanish, Arabic, and Portuguese.]

The community worker identifies multiple barriers that Eunice faces: She must undergo a complex procedure to regularize her status and her lawyer has submitted an incomplete case. She is a unilingual Portuguese speaker and is struggling to afford food and clothing for her daughters. We connect Eunice to appropriate services, help register her children for school, and start helping her find a new lawyer.

[Each family who receives furniture meets with a community worker in person or by phone so that our team can answer questions and identify any urgent needs.]

We provide Eunice with a laptop computer, as she has school-age children.

[We offer a refurbished laptop computer to each family with school-age children.]

March

Eunice is paired with a Welcome Volunteer. Over the next few months, the volunteer helps her to communicate with her daughters' school, register for French class, find an additional food bank, make an appointment to get glasses for one of her children, and access needed medical care.

[Our Welcome Volunteer program pairs newcomers with trained volunteers to help them access essential resources and offer a friendly and supportive community connection.]

April

We use the Welcome Collective emergency fund to help Eunice purchase school uniforms for her children.

[Welcome Collective maintains an emergency fund so that we can help families in urgent situations.]

*Eunice's name has been changed to protect her privacy. Her story is shared with her consent.

2022

Eunice must undergo a status regularization process via PRRA (Pre-Removal Risk Assessment), a more expensive and complex procedure than the Refugee Claim. After contacting many lawyers, our community worker is able to find a new lawyer who accepts her complex case at a reduced cost.

[Eunice requested protection at a regular border crossing, unaware that doing so would make her inadmissible for a regular refugee claim in Canada due to the Safe Third Country Agreement with the USA. In the wake of the agreement's expansion in March 2023, Welcome Collective has made opposing the STCA an advocacy priority.]

Our community worker accompanies Eunice to her legal appointments, assists in the writing of her basis of claim story, helps get her file translated and helps her obtain proof of the violence she experienced in Angola.

[Our community workers have specialized knowledge about refugee immigration procedures. In partnership with the Clinic for Migrant Justice, we provide online info sessions about the refugee claim and other immigration procedures in French, Spanish, English, and Portuguese.]



Eunice becomes a volunteer with Welcome Collective, coming to our warehouse up to 3 times per week to sort items and make kits for other newcomer families. She becomes a valued member of our team.

[Many families who we help ask to volunteer to help others. Our Refugee Claimant Volunteer Program provides training and support to newcomers to help participants form new community connections and eventually be equipped to enter the job market.]

Eunice has a stable job and has re-submitted her immigration application with the support of our team. Her daughters, now ages 12 and 15, speak French fluently. When she has a day off work and her children are in school, she still comes to volunteer at the warehouse.

[Eunice is one of the many shining examples of newcomers who receive a helping hand from Welcome Collective and pay the favour forward to others, creating a beautiful and strong cycle of solidarity.]

2023



You brought me all I needed to start a new life; I'll never forget it.

- Eunice



Advocacy

Welcome Collective offers newcomer families a helping hand and a sympathetic ear, as well as guidance and psychosocial support. We also stand in solidarity with our clients through our support of migrant rights and by using our voice to effect positive change.

We advocate for our clients' interests both at the individual and systemic level. While our staff works hard to make sure that every family we serve has adequate access to essential items and services, the majority of the barriers that our clients face are systemic and must be addressed as such.

Our advocacy priorities

This year, we focused on three key advocacy issues that have a major negative impact on our clients:

1. [Access to childcare](#)
2. [Work permit delivery](#)
3. [Status regularization](#)

Through our advocacy efforts, we seek to influence policies and legislation, raise awareness about the unique needs of refugee claimants, and foster a welcoming society in which newcomers can thrive.





Access to daycare

The issue Since 2018, when the Quebec Ministry of Families re-interpreted the relevant provincial regulation, refugee claimants have been **excluded** from access to subsidized daycares.

Our actions Welcome Collective is a member of the **Comité Accès Garderies**, a coalition of organizations seeking to restore daycare access to refugee claimant families. In March of 2022, a Quebec federal court ruled in favour of the Comité's case and restored daycare access to refugee claimant families. However, the Quebec government promptly appealed the decision, rendering it suspended until the appeal is heard. In the meantime, Welcome Collective has continued to advocate for refugee claimant families through participation in media reports to show the devastating impact of this exclusion.

Work permit delivery

The issue In Canada, refugee claimants have the right to employment while they are in the administrative process of the refugee claim. However, throughout 2022, we saw claimants experiencing increasingly long delays before receiving their work permits: many individuals were receiving appointments that would see them receiving work permits **over 2 years** from the date they arrived in Canada. This reality left refugee claimant families reliant on welfare for extended periods of time, and often forced them into under-the-table employment which exposed them to risks of injury and labour rights violations.

Our actions We **connected with journalists** to bring forward stories of claimants with work permit appointments over a year away. We **advocated strongly** for the improvement of administrative procedures in coordination with other community and advocacy groups. The federal government has since implemented a new policy to accelerate work permit delivery; however, significant delays persist, particularly for newcomers who arrived before the debut of the policy and those who face barriers to completing their online immigration forms in the new portal system.

Status regularization

The issue Hundreds of thousands of people live in Canada without an official residency status. These include people in many situations: those who were excluded from the refugee claim process due to the Safe Third Country Agreement, those whose deportations are suspended because Canada determined their countries to be too dangerous for repatriation, those who were denied refugee status at their hearing, and dozens of other situations. Many Welcome Collective clients live without status or will lose their status at some point in the future, and we **stand in solidarity** with these families too.

Our actions Welcome Collective wrote **organizational letters of support** to Prime Minister Justin Trudeau, Minister of Immigration Sean Fraser, Premier Ministre François Legault, and the Ministre de l'Immigration, Francisation and Integration at the time, Jean Boulet. Welcome Collective also participated in **two major popular demonstrations** for status regularization on July 15 and on September 18 2022, mobilizing our clients and volunteers to march in the streets with our staff members.

Advocacy spaces

Welcome Collective is an active regular contributor in these key advocacy spaces:

ADAQ (Comité d'accueil aux demandeurs d'asile du Québec)

BINAM (Bureau d'intégration des nouveaux arrivants à Montréal, Ville de Montréal)

Canadian Council for Refugees

Comité Accès Garderies

Welcome Collective collaborated with many other organizations on advocacy actions this year, including:

AQAADI (Association québécoise des avocats et avocates en droit de l'immigration)

Ligue des droits et libertés du Québec

Le Pont

TCRI (Table de concertation des organismes au service des personnes réfugiées et immigrantes)





In the media

Welcome Collective received a record number of media requests this year. We used those opportunities not only to speak about our work, but to **advocate** for our clients' needs and to put **forward refugee claimant voices** at every possible opportunity.

Our media highlights include a three-part series on housing for refugee claimants following one of our clients with Radio Canada, multiple articles on daycare access, work permit delivery, and language barriers arising from Law 96, and organizational profiles in several online publications.

Topics of published articles included:

Roxham Road

The right to asylum

Access to childcare

Housing

Work permit delivery

Law 96 + language barriers

Challenges facing pregnant newcomers

The journey to Canada

Mexican refugee claimants

The impact of the pandemic on refugee claimants

Fundraising campaign

Volunteering

Item donations

30+

published articles, plus many more radio + TV appearances

12

newcomers mobilized to speak with journalists

Our volunteers

Welcome Collective is, above all, **volunteer-powered**. We began as a volunteer initiative and continue to be driven by the dedication of both longtime Montrealers and newcomers to contribute to our mission. This year we saw record numbers of volunteers in our warehouse to sort items, help families, pick up and deliver furniture on our truck.

183

repeat warehouse +
truck volunteers

87

1-day
volunteers

31

welcome
volunteers

10,140

hours of
volunteering

how volunteers help

picking up furniture
from donors

sorting
donations

helping families
fill out forms

delivering furniture
to families

picking up
small items

assembling kitchen
and newborn kits

helping families
access services

running
donation drives

translating the
Welcome Guide

preparing
welcome baskets

serving as winter
ambassadors

**and much
more!**



Often, our clients request to volunteer after they receive their furniture deliveries, wishing to pay forward the help that they received. Many other volunteers are refugee claimants that hear about us through friends and show up to help. Many are Montrealers of all backgrounds who want to welcome newcomers to our city. For many, our warehouse has become more than a place to volunteer: it is a social hub, and a place to find solidarity, empathy, friendship, and community.

Volunteers are at the heart of our organization in all ways, and we could not be more grateful for their daily contributions to our community.

The 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. Welcome Collective community workers provide specialised training on the needs of refugee claimants and anti-oppressive approaches to intervention. Working from an advocacy perspective, these volunteers will also advocate on their behalf to obtain services when needed.

Based on feedback from last year's Welcome Volunteers, this year we increased the length of a volunteer cycle from 3-4 months to 6 months, and most volunteers were paired with just one family instead of with two or more. Our team focused on referring refugee claimant families who were experiencing extraordinarily complex issues to our Welcome Volunteer Program, to ensure that families that needed extra support would receive it.

This year, we oversaw a total of **31 volunteers** who were paired with 1-2 families each for a total of **38 newcomer families** participating. Many volunteers were themselves former refugee claimants or immigrants, bringing lived experience and insight into this important volunteer role.

I learned a lot from this human experience. I remain stunned by the scale of the challenges faced by asylum seekers, and even more so by those of single women, pregnant women and women with children.

- **Élise**, Welcome Volunteer

I need to be able to laugh in this new country, and I'm glad to be able to experience that with someone from a different culture than mine. Since Élise appeared in my life, I stopped being afraid and finally feel safe.

- **"Rose"**, refugee claimant from Haiti and paired family in the Welcome Volunteer Program

The Refugee Claimant Volunteer Program

More than half of our warehouse and truck volunteers are themselves refugee claimants. Volunteering as a newcomer provides many opportunities and benefits: reduced social isolation, language skill development, networking and mutual support with other volunteers, skills development, and Canadian work experience to include on a CV.

However, newcomers face many barriers to volunteering in a new community, including language barriers and unfamiliarity with available volunteer opportunities. We developed our **Refugee Claimant Volunteer Program** to offer additional accompaniment and mentorship to refugee claimants and other newcomers holding precarious immigration statuses who wish to commit to volunteering on a regular basis on our delivery truck or in our warehouse.

Participants in the program receive personalised support from our Volunteer Coordinator in writing their CV for the Canadian labour market and advice about job interviews and opportunities. They also become valued members of our community, and while we are sad when they leave the program, their departure is almost always due to a job opportunity – a reason to celebrate!

29

participants in the Refugee Claimant Volunteer Program

24

weeks spent in the program on average

416

volunteer hours per participant on average



“

I've benefited from moral, psychological and material support from this wonderful organization. I truly feel like **part of a family** at Welcome Collective.

– **Habibou**, Refugee Claimant Volunteer Program participant.
Habibou arrived from Burkina Faso in 2022
with her 4-year old son.

”

Our services

Our support to refugee claimant families comes in many forms: psychosocial, emotional, material and community-based. With the power of donors and volunteers from across Montreal, we are able to provide essential furniture to **10-12 families every week**, and household items and supplies for babies and children to an additional **30-50 families every week**. We offer psychosocial support and help accessing social and community resources through in-person and online services.

Psychosocial support

Refugee claimants face multiple barriers to successful settlement that go far beyond the need for material goods. Our team of community workers and social work interns offers much-needed psychosocial support to families facing complex challenges.

Social calls

Our team calls each family after they receive an essential goods delivery to offer vital information on the asylum process and resources and services available according to their needs. It is also an opportunity for the team to assess which families may have more complex needs, and to refer them to the appropriate institutional or community services, and in the absence of these, to offer psychosocial follow-up with our community workers.

Whether helping a recently arrived person with a disability who is isolated and without services, a single parent or pregnant mother with particular difficulties, or a family with a more complex process of regularizing their status, our community workers will try to find creative solutions, always in collaboration with the people concerned. Many people who receive this support go on to volunteer with us, helping to create a cycle of solidarity.



Walk-in services

This year has been marked by an exceptionally high number of refugee claimant arrivals in Quebec, and the number of requests we received grew accordingly. The specialized organizations that welcome refugee claimants were overwhelmed and less accessible, and word of mouth led many newcomers to come directly to our offices without an appointment.

We chose to mobilize to offer assistance where possible. Our team of staff, interns and volunteers welcomed **20-40 individuals and families per day** who showed up at our door with urgent needs. We offered material donations according to our capacity: hundreds of **strollers, winter clothing items, and newborn supplies**. We provided referrals to appropriate social services and explanations of how to accomplish numerous essential initial steps: accessing food banks, daycares, school registration, welfare, essential items, language classes, and the many steps of the asylum process. Above all, we offered our hospitality, respect, and empathy. Certain of these families facing multiple barriers to resettlement met our criteria for furniture deliveries as well, and we registered these families for this service and for a more detailed follow-up with our community workers.

We began keeping detailed records of walk-in clients during December 2022. In January of 2023, Welcome Collective received **597 walk-in clients**, and in February 2023, **758 walk-in clients**.

Emergency food service

Since April of 2022, we offer emergency food to families who walk in and are experiencing severe food insecurity, as a beneficiary organization of Moisson Montreal. We are able to provide these families with an emergency food kit while we help them connect to food banks in their neighbourhoods.

In 8 months of emergency food services, we distributed **2,826 pounds of food**, representing a monetary value of **\$19,982.93**.



Online Conferences on the Refugee Claim

Our Social Initiatives Team notes on a daily basis that understanding the legal process of obtaining refugee status and the associated rights is one of the central factors that can alleviate stress for refugee claimants. Through partnerships with PRAIDA and the Clinic for Migrant Justice, we expanded access to our **online info sessions on the refugee claim**, presenting a total of **23 sessions** in this period, an increase from the 7 sessions we presented last year.

In a context where the vast majority of asylum seekers were housed in hotels managed by the federal government with very limited access to social workers or essential information, our online info sessions proved to be an innovative solution that met a pressing need of both refugee claimants and support workers.



Between **20 and 60 participants** join each online session, in **French, English, or Spanish**, to listen to a community worker specialized in the refugee claim process explain each step in detail, from arrival at the border to the hearing and its preparation. These sessions are unique and very much appreciated: participants have so many questions that each session can last up to 3 hours! There is a great deal of mutual support among the participants, who share advice based on their experiences, and the facilitator is able to provide quality legal information that can make a difference in terms of both the associated stress and the results of the process itself.

“ I refer all my refugee claimant patients to these information sessions. I see them return to therapy with a **sense of relief and security**, with less fear and more confidence in knowing what to expect at the hearing. **You are undoubtedly contributing to their path of healing** from all that they have experienced in their country of origin.

– **Myriam Vargas de Luna**, Clinical Psychologist working with victims of organized violence ”

“ When I arrived, nobody explained it to me, but **with the help of the info session, I learned all the steps**: the brown paper, to prepare your asylum story in 45 days, and I was less stressed. I like that we hear the experiences of other people - **it gives us an idea of how to prepare and we feel less alone.**

– **Aliancia**, Refugee claimant from Haiti who participated in a French-language workshop ”

The Welcome Guide

The **Welcome Guide** is a comprehensive online directory and guide to Montreal for refugee claimants and other newcomers. Launched in August 2021, the Welcome Guide features six main categories of information: Immigration, Healthcare, Housing, Social and Community Services, Education and Childcare, and Employment and Financial Information. Initially available in French and English, the guide now features a **complete Spanish version**, added over the past year. It is freely available to use by all newcomers, community workers, volunteers, and organizations, and is constantly being expanded and updated. The Welcome Guide is made possible by the generous support of Zendesk.

During this period, we presented the Welcome Guide to dozens of organisations in various fields such as healthcare, social services, and immigration in 1-on-1 partner meetings. We promoted the Welcome Guide by email to hundreds of social workers and partners working in refugee and social services to enable them to effectively use the guide as an intervention tool. We saw the unique views of the guide increase from 1,665 in the month of April 2022 to **8,241 views in February 2023**: a nearly **5-fold increase!**

493 articles in **3** languages

37,821 unique page views

36% spanish **32%** french **27%** english

Most popular articles

#1 Food banks and food programs

#2 Furnishing your apartment

#3 IRCC refugee claim portal and work permit application

Most frequently used search terms:

“food” “furniture” “brown paper”

“french classes” “change address”

“The Welcome Guide is always on my phone, and whenever I meet migrants who have just arrived, I give them this information. I used it to get legal information and find food, clothing, and school supplies for my son. I am currently a volunteer and thanks to Welcome Collective I have had a great experience as a migrant in this country.”

– Fernando, Refugee claimant from Mexico who arrived in 2022 with his teenage son

Workshops

Welcome Collective, in partnership with the Welcome Haven research team from SHERPA, co-organized **81 in-person workshops** for refugee claimants – a major increase from the 15 workshops organized last year! **1342 adults** and **649 children** attended these workshops.

The Welcome Haven workshops took place in a variety of community organizations as well as in the federally funded hotels where many refugee claimants were housed upon arrival. Particularly for children not yet enrolled in school, who have perhaps been travelling for an extended period of time, these workshops offer the possibility to **break isolation, access needed stimulation, express emotions, and access a pluridisciplinary team** of social workers, art and drama therapists. For adults, the workshops provide access to **essential information, connections** with other newcomers, the chance to **break taboos and assumptions around mental health**, and **information and activities** tailored to their needs and situations.

Themes

Some workshops focused on providing essential information about housing, education, immigration procedures, work permits, and more. Other workshops focused more on therapeutic activities such as art, dance, storytelling, and sports. Several workshops were co-presented with newcomer facilitators. Here are just a few of the workshop themes:

About the Welcome
Guide

Honouring one's culture
through Food

Access to housing

Access to education

Art-based space

Cultural exchange: dance

Museum visit

Story-telling

Law and immigration

Expressive arts

workshop

Sports and movement

Arts and crafts

Access to work permits
and study permits

Identity after migration

Dance and movement

Holiday party





Essential goods

Welcome Collective began with our **Essential Goods program** and 5 years later, it remains a core part of our support services. We collect household items and furniture from Montreal donors and redistribute the items to recently arrived refugee claimant families. Individual donors as well as companies and other organizations donate items, and Welcome Collective delivers complete apartment kits to families' homes, including furniture, basic kitchen items, 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 this year we launched a social enterprise initiative in the form of a fee-based pickup service to support our operations.

In one year we are able to process over **2,600 donation offers** and redistribute over **7,000 furniture items and large appliances**, plus thousands more smaller essentials such as dishes, toys, winter clothing, and backpacks to **over 2,000 people**.

Types of items

Families need all types of items to make their new start in Montreal with comfort and dignity. Among the items we accept from donors are furniture items, refrigerators, stoves, kitchen items, small kitchen appliances, blankets and bedding, household items, newborn supplies, toys, children's books, clothes for children and babies, school supplies, backpacks, cell phones, computers, winter coats and boots, winter accessories, air conditioners, and more.

Material impact

This year, Welcome Collective completed **558 deliveries** of items to newcomer families, collected from **1242 pick-ups** from donors, including:

786

mattresses

1400

dining chairs

1215

kitchen kits

1746

bedding items

146

stoves

162

fridges

269

small appliances

304

sofas

320

dining tables

418

baby items

138

laptops

1794

winter kits

Our moving team was active picking up or delivering items during **254 days** this year.



In total, we delivered over **12,797 items** this year.

Sustainability

Environmental impact

Welcome Collective is able to make a positive environmental impact through our work, harnessing both our community's desire to support newcomers and to make environmentally responsible waste management decisions.

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 12,000 items** for re-use, delivering over 180,000 kgs of items¹ in the 2022-23 fiscal year. These re-used items represent a potential GHG impact of more than **1,030 tonnes of CO₂e** (CO₂ equivalent) emissions. At the same time, the Program activities generated 12 tonnes of CO₂e. In other words, we saved a potential of **86 times** the amount of CO₂e that we emitted: an improvement of 45% from our previous fiscal year, thanks to improvements in our logistics processes.

Our activities avoided a potential **1,018** tonnes
of CO₂ equivalent emissions.

That's the amount of CO₂ sequestered by

16,618 urban trees

grown from saplings over a 10-year period.²

¹ Due to improvements in our data collection methods for small items, this number is significantly larger than in our 2021-22 report.

² www.epa.gov/energy/greenhouse-gas-equivalencies-calculator

Social Enterprise: Furniture pick-up service

The past year saw an important change to our essential goods donation program: **the introduction of a service fee for picking up donations.**

Early on in the evolution of Welcome Collective we recognized the need to generate revenue from our donation pick-up operation as part of our aim to become more financially sustainable. By charging a pick-up fee we relieve some important financial pressures. Not only are we able to cover some current costs (gas, vehicle maintenance, etc.), but our capacity to pick-up and deliver becomes less restricted: as we get busier our costs may go up but so does the revenue generated to cover them.

Welcome Collective developed, in-house, a set of mobile applications that the moving team uses to make pick-ups and deliveries. The real-time mapping, invoicing, and sending of charitable receipts has allowed our team to launch this service with ease.

The amount of the fee depends on which items and how many are donated, and there is a ‘pay what you wish’ option (minimum \$40). Donors receive a tax receipt for the value of the items they donated. Of course, donors have the option to drop off their donation at no charge. The service fee program was launched on May 25, 2022. One year later, we are pleased to see that our community is happy to pay a fee for the service of having their donations picked up.

29%

of donors used our “Pay-what-you-wish” option

20%

paid more than the suggested amount

9%

paid less than the suggested amount



\$95 average pick-up fee

\$45,069 raised in 9 months of operations

2022 Annual campaign

Our second annual campaign took place from November 21st to December 23rd, during which we raised a total of **\$171,569**, surpassing our 2021 campaign results by over \$37,000. **637 donors** contributed, including **457 first-time donors** to Welcome Collective.

A successful campaign takes a village, and we had one!

Viviana “Vivis” Tapia Gonzales, activist, volunteer, and refugee claimant from Mexico, was our featured artist. Vivis drew original artwork, prints of which were gifted to donors who gave \$100 or more.

Elise Gravel, our featured artist from last year’s campaign, again supported our campaign with a giveaway package of dozens of signed books, raising \$10,000 in \$25 donations, which Élise matched.

The **Mercredi family** and **Louis family**, Welcome Collective clients, shared their stories with us in two micro-documentaries to support our campaign. The films were created by Phile Beauchemin and Resonance Creative.

Noelle Sorbara, our previous Executive Director and current board member, hosted a launch event at her home attended by longtime supporters of our organization, as well as current volunteers and clients.

Toast Studio surprised Welcome Collective with an generous offer to create a short video to show the lasting impact of support to refugee claimants. 5 former refugee claimants shared about their journeys and present day reality in Montreal. Their courage, resilience and determination shines through in this powerful video which was viewed thousands of times.

To cap off our campaign, board member **Philippe Bélanger** organized a benefit concert for Welcome Collective at Cabaret Lion d’Or on January 9th, 2023. The concert featured Phillippe, his talented friends, and special guests Marc Déry and Charlotte Cardin. On top of the over \$170,000 raised in our campaign period, Philippe raised another \$40,000 in just one evening.



Our new look

This year featured the debut of our new logo and visual identity, generously developed by the design team at **Caserne** in collaboration with **Cath Laporte** and **Ingrid Enriquez-Donissaint**. The new logo retains the imagery of two hands coming together, representing the heart of our work: creating connected communities to support and stand in solidarity with newcomers.

As a socially innovative organization, Welcome Collective strives to be responsive to the needs of the communities we serve. This agility has led Welcome Collective to develop new programming and optimize our core services over the past five years, and our new logo reflects this development:

Community connector – Welcome Collective’s volunteer programmes connect Montrealers with newcomers through a lens of advocacy and solidarity. The circle symbol in our logo represents the interconnectedness of our diverse communities, and the blurring of boundaries between “giver” and “receiver”: our future depends on our connection.

Environmentally responsible – Welcome Collective’s work feeds the circular economy, re-using household items and sending them to where they are needed most. The circle symbol in our logo also represents cycles of re-use and sustainability.

Digitally savvy – Welcome Collective uses custom built logistics apps and a robust social media presence to carry out our mission. Our new logo matches our digital literacy and is optimized to easily scale in a digital environment.



Partners

Advocacy and capacity building

Action Réfugiés Montréal
 ADAQ – comité Accueil des demandeurs d'asile au Québec
 Amnistie internationale Canada
 Bureau d'intégration des nouveaux arrivants à Montréal (BINAM)
 Cabinet d'avocat Melançon Marceau Grenier Cohen
 Centre d'expertise sur le bien-être et l'état de santé physique des réfugiés et des demandeurs d'asile (CERDA)
 Clinique des solutions juste
 Clinique pour la justice migrante (CJM)
 Comité accès garderies
 Conseil canadien pour les réfugiés (CCR)
 Institut universitaire SHERPA
 La Société pour l'action, l'éducation et la sensibilisation environnementale de Montréal (SAESEM)
 Le Pont

Le Réseau pour la paix et l'harmonie sociale
 Ligue des droits et libertés
 Table de concertation des organismes au service des personnes réfugiées et immigrantes (TCRI)

Client referrals

Alternatives naissance
 Autisme Montréal
 CARI St-Laurent
 Centre de pédiatrie sociale de Saint-laurent - Au coeur de l'enfance
 Centre de services scolaire Marguerite-Bourgeoys
 Centre l'Unité
 CIUSSS Centre-Ouest de l'île de Montreal
 CIUSSS du Nord-de-l'île-de-Montréal
 CLSC Ahuntsic et Montréal-Nord
 CLSC Bordeaux-Cartierville
 CLSC Côte-des-Neiges
 CLSC Montréal-Nord
 CLSC Parc-Extension
 CLSC Saint-Laurent
 CLSC St-Michel
 COVIQ: Comité de vie de quartier duff-court

CUSM (Centre universitaire de santé McGill)
 Depot NDG
 Direction régionale de santé publique de Montréal
 Foyer du monde
 Hopital de montréal pour enfants
 Hopital Royal Victoria
 la Fondation de la Visite
 La Maison Bleue
 La Maisonnée
 La P'tite Maison de Saint-Pierre
 Le Dispensaire diététique de Montréal
 Le Pont
 Logifem
 Médecins du monde
 Pause parents
 Programme régional d'accueil et d'intégration des demandeurs d'asile (PRAIDA)
 PROMIS
 Résilience
 Resilience Montréal
 Ressource Action
 Alimentation
 Service d'intégration à la collectivité (S.I.C)
 SIPPE CLSC de Bordeaux-Cartierville

SIPPE CLSC de Montréal Nord
 Solidarité sans frontières
 St Mary's Hospital

Client service providers

Anne-Cécile Khouri-Raphael
 Camp Kinkora
 Centre Greene
 Curry Collective
 Le Centre de réfugiés

Internships

Dawson College
 L'Université du Québec à Montréal (UQAM)
 McGill University
 Université du Manitoba

Item donors

Aero Trading Co.
 Airbnb
 APP Group
 Armée du salut / Salvation Army
 Avironex
 Borden Ladner Gervais LLP (BLG)
 Bread and Beyond / Pain et plus

Collège International Marie de France
 Croix-Rouge canadienne
 Davies Ward Phillips & Vineberg LLP
 Delta hotels by Marriott (Montréal)
 Dollarama
 DoubleTree by Hilton Pointe Claire
 Fasken
 Ideal Knitwear
 Ikea Boucherville
 Ikea Montréal
 Jano Limited
 Jeunes en action
 La maison de Débora
 Les Garderies K.I.D.S.
 Mandy's Salades Gourmandes
 Maovic
 McCarthy Tétrault LLP
 Moisson Montréal
 Monthly Dignity
 Oberoi Rising Dreams Foundation / Fondation de rêves naissants
 Recyc-Matelas
 Say Ça Montréal
 Sid Lee
 Sommet des neiges - Mont Tremblant
 UbiSoft
 VF Corporation

Service donors

Architecture sans frontières Québec
 Caserne with Cath Laporte
 GSoft
 Résonance Créative
 Toast Studio
 Zendesk

Workshop support

Centre Fernand-Laplace
 Greene Centre
 Jeunesse au soleil / Sun Youth
 La P'tite maison de Saint-Pierre
 Samuel Centre for Social Connectedness
 Welcome Haven

Other

Furniture Bank Network
 Group Dayan
 Matthew House Ottawa
 Toronto Furniture Bank

Financial donors

Foundations: principal supporters (\$20,000+)

Centraide of Greater Montreal Foundation
Chamandy Foundation
Fondation du Grand Montréal
Fondation J. Armand Bombardier
La Fondation Choquette-Legault
Mirella and Lino Saputo foundation
The J.W. McConnell Family Foundation
Trottier Family Foundation

Other foundations and Community Groups

100 + Women Who Care Montreal
 Brian Bronfman Foundation
 Gerald Sheff and Shanitha Kachan Charitable Foundation
 Les Soeurs De Sainte-Marcelline
 Loyola High School
 Montreal Unie pour Semer L'Egalite
 R. Howard Webster Foundation
 Strategic Charitable Giving Foundation
 The Bluida Foundation
 The Church of God Sabbath keeping Montreal

The Hylcan Foundation
 The Jewish Community Foundation of Montreal
 Vancouver Foundation

Public funding

The Community Foundations of Canada
 Le ministère de l'Immigration, de la Francisation et de l'Intégration
 Ville de Montréal / BINAM (Bureau d'intégration des nouveaux arrivants à Montréal)

Corporate Donors

APP Group (Canada) Inc.
 Banque Laurentienne
 Borden Ladner Gervais LLP
 Caisse de dépôt et placement du Québec
 CoSolutions
 Davies Ward Phillips & Vineberg
 Desjardins Sécurité financière
 Group Brissette Insurance
 KL Marketing
 Mandy's Gourmet Salads
 Mccarthy Tetrault Foundation
 OPAL-RT Technologies
 Osler, Hoskin & Harcourt LLP
 Protection FER Inc.
 Restaurant Beaumont

Restructuration Deloitte Inc.
 Sheahan S.E.N.C.R.L
 Smart & Biggar LP
 Toast Studio
 TSX Inc.
 Ubisoft Divertissement Inc
 VF Corporation
 Zendesk Foundation

Individual Donors (\$500+)

Ridwan Ali Abdi
Adam Allouba
Heather Barton
Helene Beauchemin
Yves Bériault
Marc-André Blanchard
Eric Brassard
Philippe Brissette
Donald Campbell
Sylvie Cardin
René Caron
Tardif Claude
Marshall Cohen
Adrien D'Haese
Michel Davis
Marie Deschamps
James Robert Doyle
Benoit Fontaine
Philippe Fortier
Stephane Gagnon
Paul Gobeil
Beryl Goldman
Nathalie Goyette

Elise Gravel
Sushil Handa
Gary Lafferty
Marc-André Landry
Gilles Lapierre
Colombe Larivière
Dr Martin Lavigne
Patrick Lefebvre
Catherine Lu
Sarah Manolson
Marcia McKenzie
Mario Melillo
Jason Metcalfe
Mireille Morin
Nadya Murdoch
Nushin Nakhjavani
Moniruvwe Orife
Linda Papenburg
Katrine Paradis
Jessica and Mark Pathy
Peyre Pellissier
Jocelyn Tiger Perreault
Michel Racine
Vanessa Reid
Alain Riendeau
Louise Rousselle Trottier
Glenn Rubenstein
Andréanne Saucier
Jean-Pierre Sauriol
Marie-Christine Seigneur
Jesse Simon
Carolynne Smith
Myrill Solaski
Gregory Sorbara

Mark Sorbara
Noelle Sorbara
Dina Souleiman
Jeffrey St-Laurent Vallée
Greg Tanzola
Danièle Thibodeau
Kim Thomassin
Amélie Tribouillier
Claire Trottier and Aron Klein
Lawrence Wolofsky

Volunteers

Logistics volunteers: Warehouse, Truck, and Small Pick-ups

Izeldin Abdelshafie
Rachel Acyedun
Ramon Adame
Yetunde Afolabi Delight
Carlos Alberto Tapia
Julio Alegria
Maira Alejandra Cadena
Jorge Alejandro Marin
Jefferson Angulo
Eduardo Arenas Medina
Cesar Augusto Bonilla
 Cortes
Mariama Bah
Dania Banos De Lucio
Philippe Bélanger
Jeimi Beltran
Mourad Ben Mimoune
Erica Besso
Julie Borgart
Jacinthe Bourcier-
 duquette
Lara Bourdin
Bonnie Brown
Pierre Cadoret
Leonor Calderón
Viv Campbell
Lesly Carolina Rojas
 Riascos
Alix Casgrain
Juana Casiano Bello

Joceline Chabot
Eddy Chacon
Sandro Chacon
Thomas Chagnon
Marculene Charles
Cereel Clermeus
Traian Constantin
John Conway
Pamela Cookson
Anderson Cordoba
Geneviève Côté
Freddy Cruz
Shane Davidson
Estiven De Jesus Riascos
 Castro
Catherine Degenais
Manuel Delgado Valencia
Guerdie Delice Toussaint
Benoit Déry
Thea Di Francesco
Sabrina Diaz
Diego Dominguez
Catinat Dorvil
Yvan Dumoulin
Stewart Edison Romero
 Solano
Carl Edouard Michaud
Godprey Emmanuel
Charity Enoezikome
Prada Erica Alejandra
Patricio Espinosa
Nathalie Fanfan
Anne Farkas
Carolina Figueroa

Kelvin Fonchenalla
Amber Forrester
Ulysse Fossler
Sophie Fournier-Marcoux
José Francisco Jimenez
 Sifuentes
Federico G Gonzalez
Estacy Gabriela Arboleda
 Obregon
Joanne Gaudreau
Williams Gbolahan
Sonia Gemmiti
Willys Graterol
Xavier Guilbeault Mayers
Alejandro Gustavo
 Esquivel
Isabel Gutierrez Perez
Pierre Alexandre Hercules
Wylene Herrera Rincón
Elsa Immer
Leon Immer
Paschos Ines
Aldina Ines Faria
Guillermo Israël Perez
 Colorado
Edison Javier Viasus Rios
Stéphanie Jeannis
Walter José Oliveros
Maria José Urtecho
Reginald Jules
Maria Juliana Angarita
Tia Kattler
Chanpreet Kaur Arora
Ibeh Kendy Chukwudi

Sachiko Kiyooka
Lorie Kloda
Patience Kudzai Samson
Véronique Laperle
Josianne Lavoie
Thecia Lenesca
Alice Lucombo
Marcia Mackenzie
Billy Mantshumba
Hector Manuel Sandoval
Jean Marc Berthier Antoine
Lina Marcela Ordonez
Diana Marlen Sandoval
 Solorzano
Fadzayi Masariyarwa
Matthew
Sansi Nancy Mbongo
Joan Mccordick
Carrie Mcelroy
Berthelias Medal
Dulce Medina
Estibalith Medina
Valeria Medina
Esther Medina Rayas
Yvride Meide
Jesus Mejia
Eberth Mendez
Pedro Meraz Mendez
Luz Mery Angulo Cuero
Kayla Michaud
Derek Morgan
Munyaradzi Mugomeza
Mark Musarurwa
Habibou Nacoulma

Armel Nawezi
Claudio Netto
Leslie Ngakono
Marie Noelle Poirier
Michelet Obeissant
Inez Oliveira
Walter Oliveros
Wumi Olowokitan Foluke
Solomon Olowokitan
 Olesegun
Oduwole Olufemi
Opoluwa Olumide
 Elegbede David
Comfort Orock
Ortiz Lorena
Michael Ospina
Martin Patricia
Danielle Petitclerc
Karen Vanessa Pineda
Tinka Piper
Christian Poisson
Nissie Pollak
Lidia Pongo
Jonathan Popoola
Josh Popovsky
Glenda Quintanilla
Michel Racine
Leidy Ramirez E
Jonathel René
Brenda Riascos
Elizabeth Riascos
Nolan Ring
Milton Rodriguez
David Rosales Baez

Ryan Rosler
Daniel Ross
Jordan Saavedra
Arnaud Sanou
Jalen Phoenix Saugstad
Lamoussa Sawadogo
Edelber Serrano
Susil Sharma
Jonathan Smith Salazar
 Gonzalez
Ange-Aimée St-Amour
Michael Stiven Ospina
 Fajardo
Ita Tabali
Antonio Tena
Duismary Teresa Riera
 Hernandez
Eve Thomas
Dany Toussaint
James Toussaint
Wisly Toussaint
Famole Tunde Dickson
Cristina Velasquez De
 Sandoval
Otoniel Velazquez
Réal Vermette
Yora Vicente Jesus
Maya Vieira
Edward Villa
Jazmin Villalobos
Norberto Villalobos
Mike Zaidan
Mayra Zambrano

Volunteers

Welcome volunteers

Alice
Amber
Dani
Daniel
David
Dorothy
Elise
Eloïse
Ena
Françoise
Hanan
Harvir
Inge
Jessica
Johanne
Julia
Julia
Julie
Karen
Karri
Leah
Marie
Marie-Noël
Mathieu
Mie
Patricia
Pénélope
Sandra
Sarah
Victoria
Victoria
Yasmina

Winter ambassadors

Jerome Arfouche
Heather Barton
Diane Bayard
Yasmina Benmira
Charlotte Biltz
Adriana Camargo
Simon Delage
Dupont Blouin
Jessica Gaouette
Armelle Gautry
Marie-Lise Guévin
Jennifer Hille
Jessica Joseph
Veronica Larios Esparza
Jacynthe Pichette
Smart & Biggar
Tamara Soles
Laurianne Thuot
Turko Marketing
Tatiane Vendruscolo
Maya Vieira
Villa Sainte-Marcelline

Holiday basket volunteers

La classe de Linda Romero du
Collège Stanislas
Melanie Daigle
Sophie Deschamps
Cara Leibovitz
Fannie Lemay
Kim Nguyen
Oberoi Fondation de rêves
naissants / Rising Dreams
Foundation

Manon Raitiere
École Buissonnière - Collège
Sainte-Anne

School volunteer groups

L'édifice Fillion
École secondaire Loyola
Selwyn House
St. George's School of
Montreal

Corporate volunteer groups

APP Group
Deloitte Canada
LXR and Co.
Randstad
Sid Lee
Ubisoft
VF Corporation

Special projects

Aida Niang, Bakary Cissé,
Fatoumata Diane, Félix
Moina, and Michel Pierre
Louis shared their stories in
"Résilience", a short film by
Toast Studio.
Anne Archambault ran a
fundraiser on Facebook.
Jenny Bell helped coordinate
our strategic planning event
Joe Diab ran a spinning studio
"cyclothon" fundraiser.

Ingrid Enriquez-Donissaint,
directed our strategic planning
activities with wisdom and
courage.

Eyan, Nancy, Vivis, Armel,
Pedro, Leon, and Solène
appeared in our campaign
launch video.

Gaétan et Marie-Josée
requested that their wedding
guests donate to Welcome
Collective in lieu of gifts.

Elise Gravel, author, illustrator
and dedicated supporter of
refugee rights, ran a giveaway
fundraiser raising over
\$10,000.

Shawn Inder helped centralize
organizational data for the
Welcome Guide and automate
updates.

Suzanne hand knit over a 100
dolls to be donated to our
littlest clients.

Cath Laporte conceived of and
served as a creative consultant
on our new branding.

Olivia Laverdure ran a
fundraising campaign with
Villa Sainte Marcelline.

The Louis family opened their
home to us and shared their
story for our annual campaign
video.

Aliancia Mercredi and her
family also shared their home
and story with us for our
annual campaign video and
Aliancia served as a passionate
spokesperson for our work on
many occasions.

Victorine Michelon presented
weekly French classes at our
warehouse for volunteers and
who advocates for our clients
as an independant journalist.

Viviana Tapia Gonzalez (Vivis),
shows up again and again to
support our team, with her
artistic talents and endless
enthusiasm for making this
world a better place.

Bich Tran helped us analyze
Welcome Collective's overall
impact.

Gianni Victoria Ibarra Alvarez
worked with the SI team to do
social calls, reinforcing our
follow-up capacity.

Mark West volunteered his
handyman talents in many
ways, including building
transport carts for the
warehouse.

Paige Saunders helped with
renovations in our new space.

Our team

Staff

ASSISTANT LOGISTICS COORDINATOR

Dina Gabriela Gutiérrez

BOOKKEEPER

XiaoGuang (Gloria) Wu

COMMUNICATIONS COORDINATOR

Melissa Claisse

COMMUNITY WORKER

Selma Mezdaoui

DIRECTOR OF DEVELOPMENT + IMPACT

Rani Cruz

DIRECTOR OF OPERATIONS

Charles Faubert

DIRECTOR OF SOCIAL INITIATIVES

Maryse Poisson

DRIVERS + MOVERS

Carlos Izquierdo

Eduardo Palacios

Thomas Bélanger

Derek Morgan

Shane Davidson*

Alexander Melillo*

Jalen Phoenix Saugstad*

EXECUTIVE DIRECTOR

Dina Souleiman

FAMILY COORDINATOR

Tamsin Catald

LOGISTICS COORDINATOR

Aïcha Tandula Luzonzo

RESOURCE COORDINATOR

Mariangel Betancourt Diaz

VOLUNTEER + OUTREACH COORDINATOR

Flavia Leiva

WAREHOUSE COORDINATOR

Maria José Urtecho

Marie Rose Elhoi Elenga*

Dulce Medina*

2022 SUMMER WORKER

Emily Nguyen-Duong

Interns

Patrick Belzile

Laura Charland

Felipe Cuevas

Alexandra Larose

Jenny Melisa Lopez

Zachary McLellan

Guylaine Molloy

Audrey Proulx

Daniela Diaz Jimenez

Karina Urena Lopez

Taryn Wilkie



*former employees



Board of Directors

Yasser Adam

Ridwan Ali Abdi*

Philippe Bélanger

Nancy Dossous

Duha Elmardi*

Ingrid Enriquez-Donissaint

Maxime Gobeil **treasurer**

Valérie Gobeil*

Niamh Leonard **vice-president**

Prosper Mabvuva

Luc Morin

Nandini Ramanujam

Sarah Stapleton **secretary**

Noelle Sorbara

Claire Trottier **president**



*former board members

Financial statements

Statement of operations

Revenues	\$
Foundation grants	500,747
Donations	468,822
Government funding	
Federal	67,835
Provincial	10,000
Municipal	60,200
Total government funding	114,759
Earned revenue	47,987
Other	28,013
Total revenues	1,160,328
Expenses	\$
Salaries, employee benefits and compensation fees	760,144
Rent, Storage & Logistics	118,939
Material support	43,577
Fundraising expenses	18,757
Professional fees	9,198
Marketing and communications	12,854
Overhead and other costs	44,614
Amortization	5,981
Consumption tax recovered	(8,672)
Total expenses	1,005,392
Excess of revenues over expenses	154,936

Statement of financial position

	\$
Current assets	425,066
Capital assets	7,525
Total assets	432,591
Total liabilities (all current)	12,2723
Net assets	309,868
Total Liabilities and net assets	432,591

Thank you

From the bottom of our hearts, thank you to every single person who has been a part of Welcome Collective over the past 5 years.

Thank you to our **volunteers**, for your enthusiasm, generosity, openness, and presence.

Thank you to our **community partners**, for all you do every day to support newcomers in Montreal.

Thank you to our **donors** for your generosity and support of our mission.

Thank you to our **foundation funders**, for your support and your trust in our vision.

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

Thank you to our **staff**, for your passion, expertise, and empathy every step of the way.

Thank you 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 bring. Your courage inspires us and it is an honour to support you on your journey.





Migration is a process that starts with many feelings and sensations: unknowns, anxiety, fear, hope, faith. But when you are in the process, you realize that it is different from what you imagined. There are moments of total darkness, terror, and anguish.

And then suddenly things happen, like finding a simple QR code which transforms into a beacon of light. That's how I feel about the moment when I found a poster on a billboard at the YMCA that directed me to fill out a form that in turn connected me with Welcome Collective, an organization full of wonderful people who care about your well being from every point of view.

For our family they have been magical: they have made us feel like valuable people, they have allowed us to laugh, they have educated us about life in Canada, they have been concerned about our health.

The world needs many Welcome Collectives full of people with such desire to serve and help.

- “Ana”, Refugee claimant from Venezuela who arrived in 2022 with her 3 children



collectif
bienvenue welcome
collective