

2017-2018 ANNUAL REPORT



“ “ I find the technology and internet sessions very helpful. I can ask about what I specifically need to know, as opposed to taking a general class. The volunteers are patient and always willing to explain things a second time. I am able to practice new maneuvers or write down notes for later. These sessions have eased my anxiety tremendously and I am so thankful to the Yellow Door for offering this service. ” ”

— Carole, Yellow Door Member

YELLOW DOOR GENERATIONS SUMMARY

Since 1972, the Yellow Door Generations program has served the Milton Park and Downtown Montréal areas with volunteer-based outreach services that bring youth and the elderly together in the promotion of mental and physical health amongst all ages.

The outreach program serves residents over the age of 55 living within our service region defined by Pine Avenue and the streets Atwater, St. Jacques and St. Denis. Our volunteers, who are often students and other young community members, are thoughtfully matched with an older adult seeking help running errands, making trips to the doctor, or looking for someone to socialize and connect with. Through the fostering of these intergenerational relationships, we work toward our mission of decreasing the risk of premature institutionalization of the elderly and urban social isolation amongst all ages- all while enriching the social experience of both our members and volunteers.

Further to our purpose of intergenerational community engagement and empowerment, we provide weekly activities that feature workshops and outings, facilitated largely by young volunteers. This branch of the program is not exclusive to those in our outreach service region, thereby opening our community even more to demographic and age diversity.

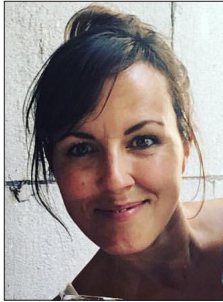
Now in its 46th year, the members, volunteers, staff, and board of directors of the Yellow Door Generations continue to rally around the idea of finding strength and solidarity in a community.

TABLE OF CONTENTS

Year in Review	1
Outreach and Community Support	3
Ingerenerational Wellness Groups	4
Generations Project By the Numbers	5
Donors	6
Board of Directors	7

YEAR IN REVIEW

FROM THE EXECUTIVE DIRECTOR



KAITLIN FAHEY

The past year brought about several changes to the Yellow Door (YD), including changes to its administration. After almost four years of service, Matthew Bouchard stepped down as the Executive Director to return to school and pursue other interests. For six months following his leave, the YD was led by an interim director, Shannon Bell, before she too moved on to other challenges. Both of these individuals are still involved in some capacity with the YD, and their guidance and advice has been invaluable as I adjust to my role as Director.

I come to the YD with previous non-profit experience, mostly focused on environmental causes, but the mission of the YD speaks to me. As a relative newcomer to Montreal, I understand the feeling of isolation even though you are surrounded by people. Only recently do I feel as if I have started to build a community here, a network of people I can depend on. The YD aims not only to serve the community, but also to provide a community to those that are involved in its programs and services.

In my first year I hope to grow the existing Generations program, with a focus on activities, or as we now call them, Intergenerational Wellness Groups (IWGs). With the recent addition of several new groups, I hope to continue this momentum, increasing participation, bringing fresh ideas through collaborations, and providing more training for

volunteers. Another important goal of the program will be collecting feedback from members on which activities and services they might like to see added, changed or updated in the coming years. All of the outreach services and activities offered by the YD are supported by research, suggesting that there are particular health and wellness benefits associated each. We will continue to develop our programs with these benefits in mind in order to better serve the community. I am fortunate to be supported by a dynamic staff of three women who are dedicated to the mission of the YD and who work hard to achieve our goals and objectives.

One of the most fascinating things about the YD, it that it has been in operation since 1904. The organization has thrived due to its ability to adapt and meet the needs of the ever-changing community around us. The creation of the Generations program in the 1970s was also to meet the needs of the community— an aging population mixed with young adults and students. Often when speaking about the Generations program we focus on the benefits to the elderly members, of which there are many, but at the same time, the perspective that volunteers gain through this program is remarkable. I am excited for the upcoming year and look forward to bringing youth and the elderly together in the promotion of mental and physical health.



RELATIONS WITH OUR SPONSORS

The YD is grateful for the continued support from our funding agencies and is pleased to report that funding has been secured for the upcoming term.



Santé
et Services sociaux
Québec

FUNDRAISING

Last year the Yellow Door raised \$8,000 in individual donations. This would not have been possible without the continued support of a select group of annual donors. A significant donation was made again this year by the Estate of Barbara Finlay. On behalf of the whole Yellow Door organization, we would like to thank Ms. Finlay and her family for believing in the YD and its impact on our community.

Two ongoing fundraisers for the YD Generations program that should not be overlooked are the volunteer run, Coffeehouse and Rabbit Hole Cafe. Both of these programs aim to serve the community while raising much needed funds for our programs. The Coffeehouse provides an alternative venue for music and spoken word, while the Rabbit Hole Cafe provides a healthy, affordable lunch to our community. Any revenue earned from these programs goes back into supporting our core programs.

“ “ *I participate in activities at the Yellow Door to order to receive support, to meet new people, and to learn new things. It is an amazingly supportive community that has given me hope.* ” ”

— *YD Community Hour Participant*



OUTREACH & COMMUNITY SUPPORT



MELISSA DALVA
OUTREACH COORDINATOR

It has been another great year for the Yellow Door Outreach Program. We have run our regular annual events, as well as some new special workshops and activities for volunteers and members alike- all to promote a sense of community and social connectedness. As always, we aim to collaborate with other organizations in order to not overlap services in our area and so that we can continue to provide quality programming that address social isolation and depression among older adults.

The past year brought about significant changes to our member and volunteer base. In the fall and spring, we said goodbye to a number of dedicated volunteers who graduated and moved on to the next chapter in their lives. At the same time, we experienced a surge in new members requesting our services - a challenge we are ready for! It is our mission to meet the needs of each member by providing personalized volunteer services to them in a timely manner. To do this we work hard to recruit new volunteers through volunteer fairs, online requests, and word of mouth. In our experience, current volunteers make the best recruiters of new volunteers as they are able to speak to the true experience of being part of the Generations Project.

An important aspect of the project is to ensure that volunteers have proper training so that they may better serve our members. Over the summer, we hosted a series of workshops, each delivered by a volunteer who shared their experience and knowledge. These workshops, attended by both volunteers and members, promoted self-expression and an intergenerational dialogue between the participants, with the idea that both parties can learn from the other. The Yellow Door tries to find ways to show we care for not only the needs of our members, but also for well-being of our volunteers.

MEMBER + VOLUNTEER PROFILE

To be a member, a person must be 55+ years old and live within our service area. The majority of our members are referred to us through the public health care system or from friends, family, and neighbors. Potential new members must call to set up an interview to assess their needs and determine the service they would most benefit from. All of our services are free.

Volunteers must be 18+ years old and commit to 2+ hours per week over at least a four-month service. The majority of volunteers are university students (about 70% from McGill), but our roster also includes working professionals, young adults, and retirees. Volunteers complete an application and an interview is held to determine which role best matches their interests and skills. Orientation of new volunteers is an essential step. In addition to making them feel welcomed into the YD community, details about their responsibilities, our four services areas, the general needs of our membership, and our organizations goals and mission are also discussed.

Careful consideration goes into creating each volunteer-member match. Individuals are paired based on several factors, such as common interests, availability, language, gender and location. When a match is made, volunteers will call the member directly to coordinate the first meeting. It is important that matches are well paired so as to result in a lasting friendship, where both parties can learn from and help each other.

The volunteer-member relationship is not a one-way street. Our program aims to decrease the sense of loneliness and isolation of seniors and volunteers, many of whom are new to the area and do not have a strong support system. We aim to promote a shared experience, which can change a young persons perspective, and demystify the stereotypes associated with older adults.

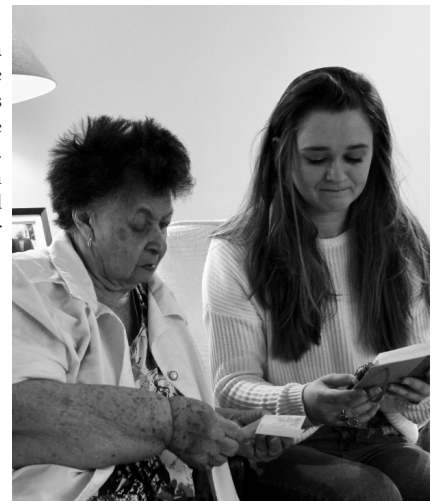
OUTREACH SERVICES

We offer four different types of services for our members: (i) Friendly Visits; (ii) Accompaniments; (iii) Friendly Errands; and (iv) Internet & Technological Help.

Friendly visits occur weekly and take place at the home of the member. Volunteers and members are matched based on common interests, availability, language, etc. Activities include, playing board games, listening to music, creating art, or just catching up.

Members who need to leave their home but require help to do so, can request the accompaniment service. Volunteers meet members at their door and assist with trips to medical appointments or errands. In addition to the physical support offered by this service, volunteers are there to meet the members emotional needs, helping to decrease any anxiety. When members are unable to leave their home, due to limited mobility or our crazy winter weather, we offer a friendly errands service where volunteers assist based on the member's needs.

Lastly, members who wish to learn how to better use modern gadgets, such as computers or smartphones, can sign up for internet & technological help. Volunteers arrange to meet members each week to teach them how to be technologically savvy, helping to adapt to life today. All skill levels from beginner to advanced are welcome to enlist.



INTERGENERATIONAL WELLNESS GROUPS

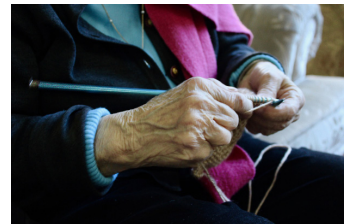


SONIA NIZZA
ACTIVITIES COORDINATOR

The past year was full of wonderful and exciting moments shared between participants within the Intergenerational Wellness Groups at the Yellow Door. Our intergenerational activities program engages all ages in a variety of fun and stimulating workshops and group activities designed to encourage mental and physical well-being while preventing social isolation.

Weekly ongoing activities are held at three locations to better serve our membership, including those with limited mobility. In a group setting participants share skills, converse, and get creative around a common interests. All group activities are free and facilitated by volunteers who are passionate to share their skills and enthusiasm for a particular activity. We encourage participation of all ages in an effort to facilitate intergenerational connectedness within our community.

Last year participants were asked via a survey, why they chose to participate in YD activities. Overwhelmingly, responses indicated that seniors use our services to “provide a sense of well-being” and “to learn new things and meet new people”. Encouraging words that inspire us to continue to build and strengthen the wellness group program.



WELLNESS GROUP PROFILES

COMMUNITY HOUR

The YD's longest running and most well attended group hosts seminars and workshops of various topics, and also provides a place for organic discussions and socialization.

KNITTING CIRCLE

In a relaxed environment new and experienced knitters can share skills and collaborate on group projects for the community.

READING/FILM GROUPS

Participants meet to discuss themes around health and community presented in film or literature. Mindful listening and open communication are encouraged.

YOGA & RELAXATION

Classes are taught by a trained instructor. Techniques include relaxing & restorative breathing, adaptive poses are facilitated by the use of a chair.

ART HIVE

Artists and aspiring artists are welcome to come together in our open studio space where we aim to inspire creativity and conversation.

OUTINGS/EVENTS IN 2017

McCord Museum
World Elder Abuse Awareness Day March
YD Garden Party/Summer Social
Montreal Fine Arts Museum
McGill International String Quartet Academy
Hydro Quebec Tour
Cruise Bateau Mouche
Dress Making with Love

SEMINARS IN 2017

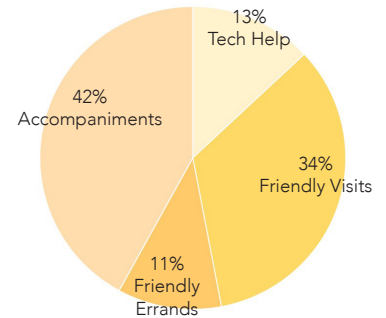
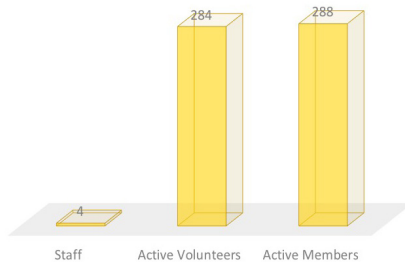
Landlord-Tenant Rights
Creating a Will & Testament
RECAA/CLSC: Health & Social Services
Intergenerational Connectedness
Internet Communication 101
Enhanced Ageing Circles
Goal-Setting & Planning
Nutrition & Healthy Grocery Shopping

GENERATIONS BY THE NUMBERS 2017-18

OUTREACH AND COMMUNITY SUPPORT

PERSONNEL RATIO

Our team is comprised of two administrators and two coordinators; the latter two managed services and activities for 288 members and 284 volunteers.

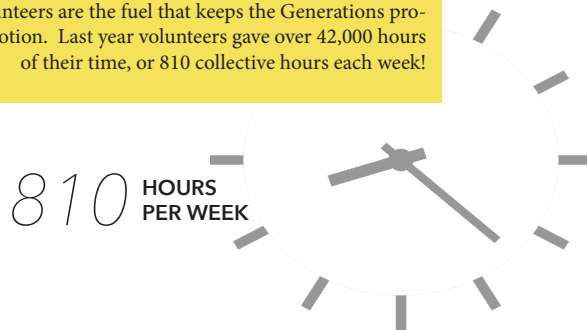


VOLUNTEER HOURS BY SERVICE

Our generations volunteers help in many ways, giving thousands of collective hours of their time to help elderly members navigate the internet, run errands, travel to medical appointment, or to just hang out.

VOLUNTEER HOURS

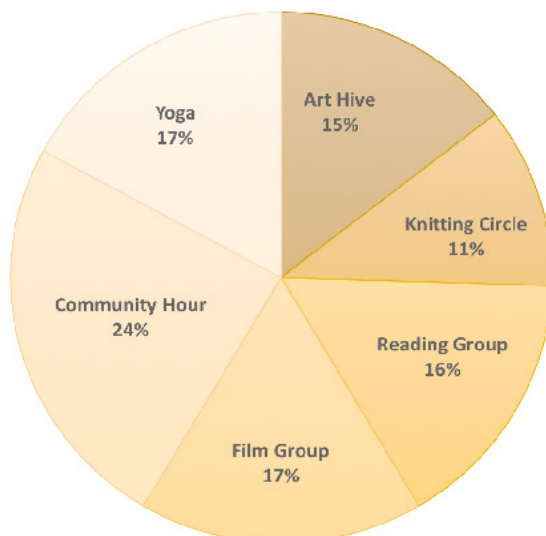
Our volunteers are the fuel that keeps the Generations program in motion. Last year volunteers gave over 42,000 hours of their time, or 810 collective hours each week!



10% INCREASE
IN CLIENTS

NEW
VOLUNTEERS 107

GROUPS AND ACTIVITIES



WELLNESS GROUP PARTICIPATION ANNUAL % OF TOTAL PARTICIPANTS

Our Intergenerational Wellness Group program offers free workshops and activities to all members of our community. While community hour, our longest running group, remains our most popular, other groups continue to grow in popularity.

DONORS IN 2017-18

INSTITUTIONAL & CORPORATE DONORS

\$10,000 and above

Québec Ministry of Health and Social Services
Centraide

\$3,000 - \$9,999

The Estate of Barbara Finlay

\$400 - \$2,999

The Hay Foundation
The Gustav Levinshi Foundation
Power Corporation of Canada
The John & Rosemary Reilly Foundation
Concordia Student Broadcasting Corporation

INDIVIDUAL DONORS

\$2,000 and above

Claude Abshire

\$100 - \$399

Penny-Jayne Baylis
Donald Burke
Susan Campbell
Marcel Carrier
Ilse Hohndorff
Lorna Louise Jack
Johanne Loranger
Carolyn Pepler
Timothy Merrit
Maureen Micks
Judith Mowat
Clive Prideaux
Malvinder Sandu
Mirelle & Murray Stienberg Foundation

\$99 and less

Anne Adams
Sonia Alemian
Enid Anderson
Lidia Borrelli
Zorah Boyat
Patrice Boyer
Jeanette Bureau

Adriana Carrasco
Dora Cohen
Emma Delaney
Cynthia Dyer
Amanda Feder
Louise Genereaux
Annette Gobert
Marina Gomez
Iman Haider
Gloria Harding
Anthony Kirby
Janine Kirby
Waltraud Klein
Beatrix Kopriwa
Evelyn Koutsaris
George Lackenbauer
Claire LaForest
Lauren Laframboise
Fernande Latour
Veronique Lessard
Dorothee Leblanc
Maureen Micks
Karl Pelton
Rosemary Reilly
Denyse Robertson
Gina Salvino
Therese Sevigny
Christine Steele
Campbell Stuart
Yvette Thout
Constance Torreiro
Florence Tracy
Cynthia Ungar
Alexandra Valerianos
Mark Verway
James Wong
Christine Yeh

IN-KIND DONORS

Provigo
Jardin des Roses
Local Jerk
Chef on Call
Spin energie



WE ARE A PROUD MEMBER OF

COMACO
COCo
Volunteer Bureau of Montreal

PARTNER ORGANIZATIONS 2017-18

Recreation Association of Milton Park
Concordia Student Broadcasting Corporation
McGill University School of Human Nutrition

BOARD OF DIRECTORS

MARC NERENBERG

PRESIDENT
Retired attorney

DEREK ALBERT

VICE-PRESIDENT
PhD student, McGill University

LAUREN LAFRAMBOISE

SECRETARY
Research Coordinator, Museum of Jewish Montreal

CLARA TROJE

DIRECTOR
Student, McGill University

JASON DELIERRE

DIRECTOR
Instructor, Yoga & Squash

MATTHEW BOUCHARD

DIRECTOR
Student, Rosemount Technology Centre