

2018 - 2019

# ANNUAL REPORT

THE YELLOW DOOR



# A message from the Executive Director

For the past 70 years the Yellow Door has existed in a classic three story-walk up, on a quiet residential street, in the heart of the Milton-Parc neighbourhood. Behind the bright yellow door is our informal office space, inviting community room, eclectic basement, and renovated kitchen which opens up to a small urban garden. On some days the space is so quiet you can hear the old wood floors creaking above you, on other days there is a buzz of activity in and out of the building.

From this charming space, a staff of four run intergenerational programs and services for the community, with a focus on the elderly and young adults. We bring these two groups together, so that they may learn from their shared experiences, while being aware of their different needs. This intergenerational approach can prove challenging yet is rewarding for all involved. Although the Yellow Door staff work extremely hard, we do not operate alone. The impact we have in the community is only possible because of our dedicated team of over 280 volunteers and interns who help us achieve our mission. These young adults are at the heart of our programs. They lead community activities for all ages that foster a sense of belonging, they provide much needed services to seniors that help them remain autonomous, and they dedicate their time to keeping alternative spaces open for community members. Our programs and services are meant to alleviate loneliness, depression, and anxiety of seniors, but they also offer similar benefits to our young adult volunteers. The Yellow Door survives because of this positive correlation we help to foster between seniors and youth in our community.

I am not sure what motivated the move to the building on Aylmer seven decades ago – but what a smart choice it was for the organization we have become today. What better place to foster a sense of community than in a space that looks and feels like home? The space and energy created by the Yellow Door offers an alternative, an escape, and a sense of belonging for so many that come through our door or participate in our programs.

Thank you to everyone- all current and past staff, board members, volunteers, participants, senior members, donors and other supporters- who have helped to shape this great organization.



**Kaitlin Fahey**

Executive Director

## **STAFF 2018-2019**

Anne Favory, Administrative Coordinator & Fundraising Officer | Melissa Dalva, Outreach & Volunteer Coordinator | Sonia Nizza, Activities Coordinator

## **BOARD OF DIRECTORS 2018-2019**

Marc Nerenberg, President | Derek Albert, Vice-President | Lauren Laframboise, Secretary | Xavier Lessard, Treasurer | Members: Matthew Bouchard, Kevin Bradley and Tianing Lao

# 2018-2019

## *How we served the community*



### **GENERATIONS PROGRAM**

By respecting our elders, by valuing our youth

- 35,000+ Volunteer hours
- 4 Free services for seniors

### **INTERGENERATIONAL WELLNESS GROUPS**

By promoting a holistic well-being

- 3,400+ Participants
- 1,200+ Volunteer hours



### **THE COFFEEHOUSE**

By offering alternative space for artists

- 1,250+ participants
- Year-round fundraiser for YD programs

### **THE RABBIT HOLE CAFE**

By serving healthy food

- 82 meals served each month
- 100% Volunteer run



"We used to receive help from a volunteer for my late wife, after her death I was very lonely. The Yellow Door helped me to recover and come back to regular life."

- Member & Art Hive Participant

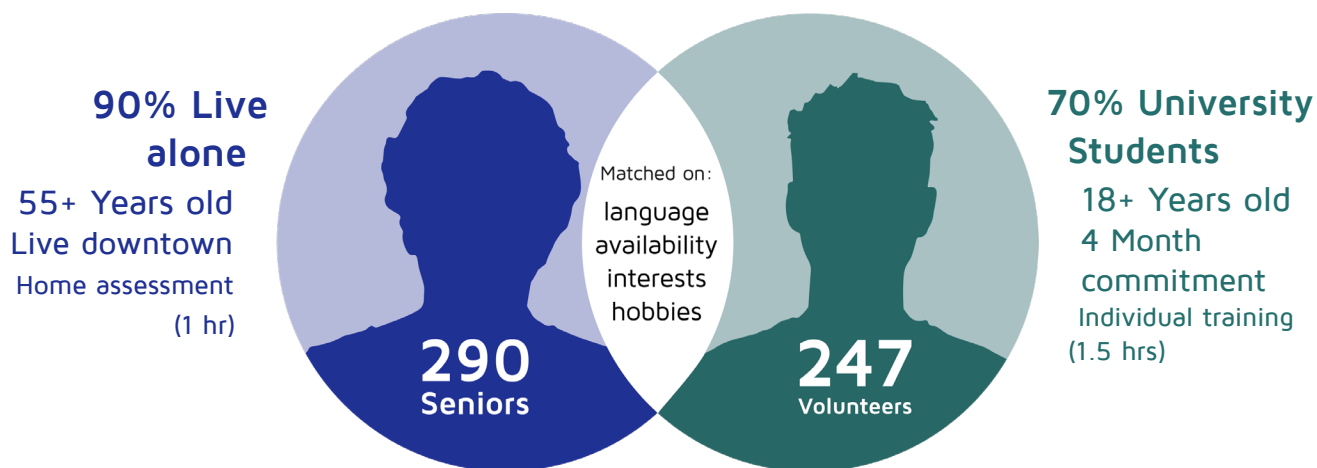


Photo credit: L. Yang

# Generations Program

In 1972, following a particularly difficult winter, the Yellow Door Generations program was created to help seniors living in downtown Montréal. Today we continue to provide volunteer-based outreach services that aim to bring youth and older adults together in the promotion of mental and physical health and community connectedness. Our youth volunteers are thoughtfully matched with a senior member, in one of our four service areas; friendly visits, accompaniments, friendly errands and internet & technological help. Following community consultations in late 2018, we have taken steps to implement a fifth service, friendly calls, which will help us reach more isolated seniors, specifically those who are homebound and may be at greater risk of depression, anxiety, or other mental health issues.

Through the fostering of meaningful intergenerational relationships, we work toward our mission of decreasing the risk of premature institutionalization of older adults and combatting urban isolation amongst all ages. It is important to note that the volunteer-member relationship is not a one-way street. Our program aims to decrease the sense of loneliness and isolation of seniors and youth volunteers, many of whom may be new to the city or do not have a strong support system in place. We aim to promote a shared experience, offer a change in perspective, and demystify the stereotypes associated with both populations.



Learning and working opportunities for **35 INTERNS** from:

Cégep André-Laurendeau (Language) | Cégep du Vieux-Montréal (Occupational Therapy) | Dawson College (Social Work) | Experience Education (Language) | International Language School of Canada (Language) | McGill University (Medicine) | McGill University (Social Work) | Université de Montréal (Occupational Therapy)

## THE 4 PROGRAM SERVICES

Total volunteer service hours from April 2018 to March 2019: **34,594**



### Friendly Visits

A "match" (volunteer & member) are paired for friendly visits at the senior's home  
**2 hours** per week, every week, year round  
average **130 visits** per week

On-call volunteers offer physical & emotional support to & from medical appointments  
**4 hours** each trip  
average **57 trips** per week

### Accompaniments



### Friendly Errands

Volunteers offer critical service for homebound seniors (due to limited mobility, injury, anxiety, weather conditions)  
**2+ hours** each trip  
average **50 trips** per week

Volunteers offer training & troubleshooting with email, online banking & connecting with family  
**1.5 hours** each weekly session  
average **52 sessions** per week

### Internet & Technological Help




### LONGEST MATCH

**8 YEARS** of friendly visits between **Stephanie B. & Marie C.**

## MEMBERS REFERRED FROM

CLSC Métro | CLSC Parc Extension | CLSC Saint-Catherine | CLSC Saint-Louis-du-Parc | Contactivity Centre | Entraide Bénévole Montréal | Les Petits Frères | Montréal General Hospital | Saint-Antoine 50+ Community Centre



"I participate in Yellow Door activities because of the perspective and love it adds to my life."

– **Book Club Participant**

Photo credit: K. Slomski

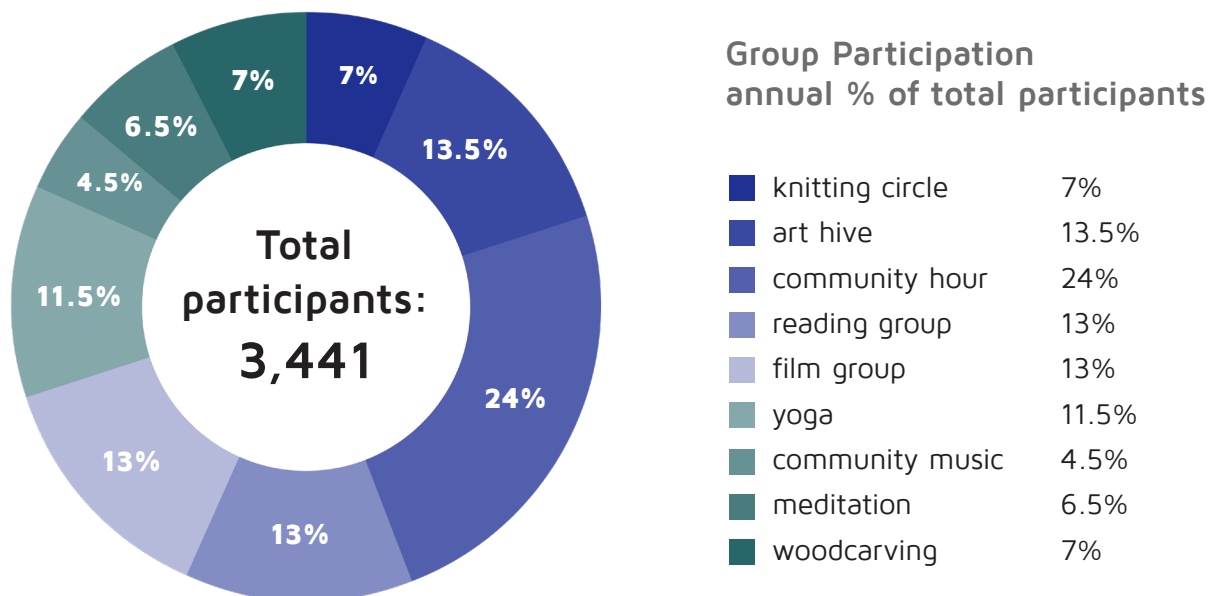
## Intergenerational Wellness Groups

Recognizing that many people feel socially isolated in the city, we aim to promote social inclusion among older and younger adults through a variety of workshops and groups designed to encourage a holistic well-being.

In the spirit of fostering a sense of community, all activities are facilitated by volunteers who are passionate to share their skills and enthusiasm. We share information about our groups online, however, seniors with a limited internet presence are encouraged to sign up for our phone call service. Friendly volunteers telephone seniors each week to inform them of the activities details and any upcoming special events.

## 2018-2019 WELLNESS GROUPS

The activities program started in 2013 with one group, Community Hour, aimed at encouraging seniors to socialize with their peers. Today that group as well as our year-round program of activities are accessible to people of all ages, mobility, and income. No membership or registration required.



**1,233**  
Volunteer hours

**324** Phone call  
HOURS

Average of 55 calls per week to seniors informing them of activities

## OUTINGS & EVENTS

December Holiday Gathering | Knitting & Woodcarving at Le Village au Pied-du-Courant | McGill International String Quartet | Meditation & Singing Bowls | Montréal Fine Arts Museum | Mount Royal Walk | Neighborhood Walk | Senior's Day Parade & Celebration | July Summer Social | Yoga at Westmount Park

## PRESENTATIONS & WORKSHOPS

Ageing in Japan & Origami Workshop | Alzheimer's Society Information Session | CHIP Presentation: Hearing Loss & Communication | Enhanced Ageing Circles | Goal Setting Circle Discussion | Houseplants 101 with Concordia University Greenhouse | Last Will & Testament | Nutrition Workshop: Weight Management | Sharing Our Memories, Our Stories partnership with the McCord Museum | Social Media & Technology, CJLO On-Air Radio Discussion | Travel & History Presentations



# The Coffeehouse

Run entirely for free by a dedicated crew of volunteers and populated by a diverse group of musicians and spoken word performers, the Yellow Door Coffeehouse is the organization's longest running intergenerational project. Started in the mid 1960s, its survival to the present day also makes it Canada's longest running coffeehouse.

An alcohol-free, inclusive venue with a strong emphasis on participation, collaboration and active listening, the Coffeehouse serves as both an incubator for emerging talent and a place for diverse performers from Canada and beyond. Through the collection of donations, the coffeehouse also serves as a year-round fundraising event for the Yellow Door's programs and administration.

<b>54</b> YEARS of service	<b>100%</b> volunteer run	Space for <b>600</b> artists	
		Youngest Performer: <b>12</b>	Oldest Performer: <b>83</b>

# Rabbit Hole Cafe

In response to the need for food services in our area, the Yellow Door runs an abbreviated version of a community kitchen, which includes a cafe and a garden.

The volunteer run Rabbit Hole Café serves healthy, affordable meals to the community two Fridays per month. The vegan menu includes a bowl of soup and a slice of cake- a simple format, yet every cafe in 2018 sold out. Volunteers are able to help the coordinators, prep, cook, serve and clean up. The raised-bed garden located behind the Yellow Door provides the café with fresh herbs. Its main purpose, however, is to provide a green space for community members.

"Students, older members of the Milton-Parc neighborhood, and even visiting tourists [sic] are able to share stories, swap opinions, and above all, make new friends over a healthy, affordable meal at the tables of our little café."

- Rabbit Hole Volunteer Coordinator

**550** Volunteer hours in kitchen & garden

#1 reason people visit the café:  
**"affordability"**



Photo credit: J. Schneider

“Through the YD I’ve had the chance to connect with some amazing people and become part of a community. I’m truly inspired at how the YD brings people together.”

- Youth Volunteer

## 2018-2019 COMMUNITY PARTNERS

Action Centre-Ville | Almage Centre 50+ | CJLO, Concordia University Radio | Concordia University Art Hive Network | Count Me In, NDG roundtable | McCord Museum | Milton-Parc Recreation Association | Peter-McGill Food Security Round Table | One Voice Coalition | Peter-McGill Senior’s Committee | Seniors Action Quebec | Service de police de la Ville de Montréal | Volunteer bureau of Montréal

# Thank You to our Supporters

## INSTITUTIONAL & CORPORATE DONORS

\$50,000 +

Québec Ministry of Health and Social Services | Centraide of Greater Montréal

\$5,000+

Echo Foundation | Zeller Family Foundation

\$400+

Estate of Beatrix and Robert Kopriwa | The Gustav Levinschi Foundation | The Hay Foundation | The John & Rosemary Reilly Foundation

## INDIVIDUAL DONORS

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Thank you to all of our 2018 volunteers – without you we would not be able to do what we do!

### A NOTE ABOUT THIS DOCUMENT

A special thank you to CARLA (design), ELINA (illustration), HUSSEIN (translation), EHSAN & MARION (data), as well as JUTTA, LULU, & KATHERINE (photography)... a truly dedicated and talented team of volunteers who were instrumental in completing this report.



# **YD** THE YELLOW DOOR LA PORTE JAUNE

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