

## Head & Hands Annual Report 2015-2016: Since 1970

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### 1. Vision and Mission

#### Our Vision:

A society in which **all youth** are **participants** and are **inspired** by the **endless possibilities** available to them.

#### Our Mission:

Our mission is to work with youth to promote their physical and mental well-being. Our approach is preventative, inclusive, non-judgmental, and holistic, with a fundamental commitment to providing an environment that welcomes youth without discrimination. We facilitate social change and the empowerment of youth based on their current needs within our community and society at large.

#### Social service for social change

Since 1970, Head & Hands has helped Montreal youth harness their potential to create healthy, vibrant, and caring communities. Our programs and services support young people in meeting their basic needs and becoming empowered participants in society, by:

- Supporting youth where they're at, through: individual medical, legal, and social services; Street Work; and a food pantry.
- Helping youth help each other, through: peer-led community and volunteer programs, and popular education.

- Amplifying young voices and helping our community listen, through: art, music, and dialogue, institutional advocacy, and community events.

“Head & Hands’ work is an essential contribution to our shared goal of helping every youth see themselves as an agent of positive change in the world around them.” - Halah Al-Ubaidi, Director, NDG Community Council

## **2. Year at a glance**

This past year, our services were accessed 27,179 times by 6,916 youth.

314 donors supported our programs and services

312 volunteers gave 7,863 hours of time

### **Financial Information**

Please note that this document went to publication prior to the yearly financial audit. For audited financial statements, please contact Head & Hands.

### **Where our money came from:**

Government: 41 %

-Federal- 11%

-Municipal- 10%

-Provincial- 20%

Foundations: Centraide 16%, other foundations 25%

Individuals: 18%

### **How the money was spent**

Programs and services: 68%

Administration: 13%

Overhead: 12%

Fundraising: 7%

## **3. Letter from the Director & Board President**

Dear members,

This past year has been a time of extraordinary accomplishment and healthy change at Head & Hands.

Since joining the team in June as the new Director, Andrea has had the privilege of witnessing, and participating in, incredible moments of growth, skills development, and knowledge sharing within the organization. Energizing conversations about program structures, organizational

development, and budgeting have led to important insights about our role in the community and our priorities for the coming year. These reflections have been about getting back to our roots and focusing on the core of the Head & Hands Mission and Vision. We are also inspired by a renewed commitment to confront anti-black racism and the impacts of settler colonialism in our work and in our communities.

Despite a climate of austerity, Head & Hands continues to be in good financial shape thanks to thoughtful and strategic planning — planning that we are particularly proud of as it has allowed us to provide a more equitable compensation system for our staff team. After a year of hard work, the possibility of moving into the old Benny Library building is starting to feel close to reality. While the process of securing the space is ongoing, we are optimistic about the possibility for a new, long-term home in NDG in the coming year.

We look forward to strengthening partnerships, delivering the support that our community needs, and leading the way toward social change in the coming year. To all those who have helped make 2015-2016 a success — thank you!

Sincerely,

Andrea Clarke, Director, and Lex Gill, President of the Board of Directors

#### **4. Fundraising for social change**

As a holistic, grassroots organization, Head & Hands uses a Fundraising for Social Change model that relies on our empowered, engaged community for the financial growth and well-being of our organization.

This past year, over 300 individuals — from clients and volunteers to neighbours, community members to Head & Hands alumni — contributed to our fundraising efforts. Çà Marche, our annual collaboration with the Farha Foundation, raised more than \$26,000 with the help of 41 team members fundraising in their networks and dancing across downtown Montreal. Our other major summer event, the Serve volleyball tournament, engaged 23 bars and restaurants from around Montreal, bringing them together for a fun-filled day to raise funds for the Sense Project.

Once again, our Solidarity Through Action program, which encourages schools, student groups, and community members to organize for Head & Hands, was a huge success! Fundraisers held by community partners like the Unitarian Church of Montreal, student groups at universities and CEGEPs around the island, businesses like Chef on Call, and events like the annual NDG Porchfest raised more than \$3,700 in the last year.

Without the support and love of our larger community, the work that we do at Head & Hands wouldn't be possible!

## 5. Supporting youth where they're at

*At Head & Hands, we envision a city in which all youth have what they need to make informed choices about their well-being. We believe that every youth is the expert on what will work for them, so our services value their perspectives in helping them define and implement their own solutions. Over the past year, Head & Hands continued to be a beacon of support for young people, no matter what issues they faced. Our Health, Legal, and Social Services reached youth facing barriers, such as poverty and social marginalization, to accessing other support. These services worked together creatively and flexibly to ensure that every person was heard and helped.*

Our **Health Services** offered quality health care to youth, many of whom have difficulty accessing support elsewhere. This year, we continued to provide a full spectrum of financially affordable birth control methods, as well as one of Montreal's only [informed-consent hormone therapy](#) clinics to trans\* youth. We offered personalized support above and beyond basic health care provision, making our health services accessible to, and effective for, hundreds of youth in precarious situations. We advocated for our transgender patients in vulnerable situations, including incarceration. We saw an increase in youth disclosing their engagement in [sex work](#), provided holistic and non-judgmental care, and counselled our medical residents in building trust and effectively supporting youth who engage in sex work. Finally, we supported several [youth without status in Canada](#) with more complex medical issues, providing primary care and referrals, and liaising with other clinics to secure appropriate care. We collaborated closely with [Médecins du Monde](#), a health clinic for people without status. They send youth aged 12-25 to our clinic, maximizing our respective resources and strengthening the network of care available in Montreal to people without status.

Many youth face significant barriers to accessing the limited mental health resources available in Montreal. This year, our **Social Services** reached youth and families for whom other mental health services were inaccessible or inadequate. By providing a non-judgmental ear and flexible, ongoing relationships, Rhonda, our Social Counsellor, supported over 300 youth struggling with mental health challenges, depression, anxiety, isolation, relationships, identity exploration, and self-development. Our counselling services also continued to be recognized for leadership in supporting trans\* youth and their families, with referrals from schools, universities, and CLSCs across Montreal.

Our **Street Work program** filled in the gaps of the existing health care system by reaching youth facing discrimination and marginalization, who often do not feel comfortable accessing institutional health and social support. Our Street Work program provided on-the-spot support to 384 people in NDG. We distributed 7,875 clean injection kits, 298 crack pipes, and just under

15,000 condoms, as well as offering 318 active listening and counselling sessions and providing life-saving support to youth through 17 suicide interventions.

The lack of bridge services for youth turning 18, coupled with a severe shortage of affordable housing and shelters in NDG, are pressing concerns for our neighbourhood's youth. This year, Sara, our Street Worker, regularly spent time with youth living in neighbourhood group homes to build relationships with youth transitioning to living on their own. Sara offered harm-reductive gear and condoms, animated safer drug use workshops, and provided counselling on employment and relationships, among other topics. She also linked youth to our partners at the Carrefour jeunesse-emploi, helping them access a more structured transition from state care into the workforce.

This year, our **Legal Services** supported 210 youth in navigating their legal challenges. Ralph, our Legal Coordinator, supported youth in navigating the rules and regulations at school, as many youth came to us this year with challenges like plagiarism, expulsion due to physical or sexual aggression, and discrimination. We also supported many youth with cases regarding shoplifting, helping to demystify shoplifting charges and small claims court. Our 10 volunteer lawyers provided 305 free legal consultations at our clinic, on family, immigration, and criminal law.

We worked to make our services accessible to more youth by addressing some of the significant **physical accessibility** concerns at our main office. An accessibility committee, comprised of staff and board members, a front desk volunteer, and a community member, was formed out of a need to make our office more physically accessible. The committee created a set of recommendations, several of which were implemented this year, including adding a list of allergens to our Food Pantry baskets, creating signs to inform clients that we can turn off fluorescent lighting upon request, and adding new resources to our Information and Referral library. In the coming year, we plan on creating a workshop and accompanying manual about accessibility, disability, and ableism, and continuing to implement the committee's recommendations.

As the first line of service provision in our main office, our **Information and Referral** team provided increased active listening, in-depth interactions, and on-the-spot counselling to over 1,300 clients who called or dropped in to our main office. By creating a strong point of contact, we continued to build relationships, connect clients to programs and services, and reduce barriers to accessing support.

### **Trend: Food security**

We have seen a 198% increase in the demand for our emergency **Food Pantry** over the past two years, with 160 people accessing this service this year alone. This striking increase in demand

mirrors provincial trends that point to [increasing reliance on food banks](#), at a time when [food prices are spiking across Quebec](#).

Our Food Pantry is a reliable resource for some of the most marginalized people in our community, because we are one of the only services that does not require identification or proof of residence, a prohibitive barrier for youth without a fixed address or status in Canada. For many of our transgender clients, being able to access this service using their name, regardless of whether their name appears on their legal documents or identification cards, is a relieving experience that validates both their identity and their basic right to food.

Last year, we became an accredited food bank with [Moisson Montreal](#) to help meet this demand. This partnership gives us access to in-kind donations and fresh produce to bolster our emergency Food Pantry, as well as the food security services at our Young Parents Program (YPP) and Jeunesse 2000 (J2K), our youth drop-in centre, where access to food continues to be a core client need. We distributed 14 fresh food baskets monthly at YPP through Moisson Montreal, and offered weekly community meals and snacks on Fridays and Saturdays at J2K.

- 14,828: condoms distributed through our Street Work program
- Volunteer lawyers provided 305 free legal consultations through our Legal Clinic, the only one of its kind in NDG.
- 98% of Legal Clinic clients would recommend our clinic to their family and friends
- 642 youth visited our Medical Clinic, including 103 youth without healthcare
- 350: number of STI screenings provided through our Medical Clinic
- 668: social counselling sessions provided to individuals, couples, and families by Rhonda, our Social Counsellor

## **6. Helping youth help each other**

*Every young person should feel inspired by the endless possibilities available to them. We encourage youth to lead the way in everything we do, opening up diverse opportunities for them to experience their own abilities and shape their communities. Our drop-in centres, popular education projects, and volunteer programs develop communities of peer-to-peer support, connecting youth to break social exclusion and build mutually empowering relationships.*

This year we celebrated 25 years of **Jeunesse 2000 (J2K)**, our youth drop-in centre. We went back to basics and focused on the essence of J2K — a home away from home. Youth told us that they needed a space to be themselves, so our animators focused on building positive relationships with youth and providing a space where they felt comfortable asking questions and sharing challenges. This year, J2K youth asked for support in looking for employment; we offered job-hunting tips and CV-building support. Youth also came to us with legal challenges

and frustrations after experiencing racial profiling in our neighbourhood, and accessed emotional support and legal resources at J2K.

“I used the tools at J2K to reach further into my life, to be a better person.” - Herve' N. Mugisha (REV)

### **Joshua's Story**

“In 2007, I was a freshman in high school and my friends invited me to hang out with them after class. We strolled down Decarie, and passed by the J2K building. We decided to visit the centre to play basketball, which was the perfect opportunity to check out J2K for the first time. I entered the gymnasium and had fun playing basketball with my group of friends.

Over time, I visited the centre more often to hang out and meet great people who radiate positivity and good influence. Over time, those people would become my good friends. J2K is a welcoming environment that allows individuals to feel respected. Negativity is non-existent; there is only positivity and righteousness, as we are all a family. Spreading good vibes, helping out, and looking out for one another are what J2K is all about — community.” - Joshua, Former J2K participant

Our **Front Desk Volunteer (FDV) program** blossomed this year; 19 youth were trained to be the front line of Head & Hands. Our volunteers were empowered to lead projects that allowed their skills to shine, including spearheading our physical accessibility committee, managing our Food Pantry, and creating new resources. Our FDVs were instrumental in designing and administrating aspects of our Information and Referral program, including our first-ever in-house harm-reductive gear distribution service. These youth took leadership in developing this new program in response to the shifting community needs they noticed first-hand at the front desk. Our FDVs acted as a direct corridor for client feedback to our team, helping us respond adeptly to youth needs, and holding us accountable to our harm-reductive mandate.

### **Anthony's Story**

“As a kid, I was taught to stay away from homeless people, and even to fear them.

A few months into volunteering at the front desk, I was approached by a homeless man outside my library. He said, “I know you hate me right now, but do you have a dollar or two?” The certainty in his statement was so raw and real. Our interaction had a profound effect on me. During my next shift at the front desk, I had a very thought-provoking and engaging conversation about this interaction with Devon, the Information and Referral Coordinator.

Volunteering at Head & Hands has opened up my mind, and, subsequently, my eyes and ears. At the front desk, I see the realities that some people face on a daily basis — realities that are often ignored elsewhere. Head & Hands gave me the tools to interact with homeless people and people struggling with mental health. As I gain more experience at Head & Hands, my relationship to people experiencing homelessness has gone beyond just being more comfortable. I want to do more for this community now, and, at the very least, hear what they have to say. The stigma toward this group is a manifestation of the flaws of a system that is failing some of the most vulnerable members of our society.

Through open-mindedness and a broad mandate, Head & Hands encourages us to think and talk about important issues. One of Head & Hands' greatest successes is creating an environment that encourages dialogue between different members and communities. Good communication between groups eliminates prejudice, builds understanding, and ultimately creates meaningful change. As a Front Desk Volunteer, I experienced this change first-hand within myself." - Anthony, 20, Front Desk Volunteer

This year, 23 young people became advocates for youth sexual health in their communities through the **Sense Project**. These youth, affectionately dubbed "Sensies," received a 50-hour training equipping them to offer a series of comprehensive, anti-oppressive sexual education workshops in Montreal high schools, group homes, and community centres. This year's training focused on fostering a group of peers who learn and grow together. Sensies reflected on their positions in society and how their identities affect how they approach topics of sexuality. These exercises helped expand our notion of a "peer" beyond just age, to include other peer identities like transgender youth, non-binary youth, immigrant youth, and youth of colour, and allowed us to respond to specific workshop requests, including a request for sexual education for LGBT people who have recently arrived in Quebec. We also focused on creating a [consent culture](#); Sensies were not only trained to facilitate conversations about consent, they also explored how consent plays out in relationships beyond just sexual encounters. We added more training and workshop activities about consent in relationships with friends or siblings, and more examples of how to practice consent to build self-worth and empowerment.

### **Toni-Anne's Story**

"The Sense Project gave me the tools and privilege to transform my life and the lives of youth in my community. Head & Hands provided a non-judgmental space to unlearn and learn all of what I thought I knew about sex. The more I learned, the less I knew. Sex is complicated and permeates every aspect of our social lives. Being a Sensie allowed me to create a safer space where youth can learn, ask questions, and seek advice from health professionals. The Sense Project is an inclusive, thought-provoking learning experience."- Toni-Anne, 24, Sense Project Animator

During a year marked by [racialized police violence](#) and the growing [Black Lives Matter](#) movement in the United States and Canada, and after receiving calls from youth of colour experiencing racial profiling in Montreal, Ralph facilitated a **Know Your Rights** workshop at [DESTA](#) to help youth share their frustrations and fears. Twenty participants shared their experiences of racial profiling and the impact of the American media on these experiences. They discussed the impact of racism on their everyday lives in Canada, validating their knowledge that racial profiling is not an phenomenon isolated to the United States. The workshop helped youth connect their personal experiences with broader patterns of profiling, and recognize the resilience and tools they had to support each other in surviving the effects of institutional racism.

At the **Young Parents Program (YPP)**, 41 parents came together this year to break isolation, share a hot meal, develop new skills, and support each other. After Andi, our Parent Animator, left our team to pursue new professional challenges, we adapted the Parent Animator position to focus on food security and the cooking program, and hired Laura. Laura supported 8 parents hired on as hot lunch cooks, and supported parents in creating a YPP Cookbook filled with their favourite YPP recipes and articles on nutrition and grocery shopping on a budget.

Community partners noted this year that the YPP successfully integrates and engages young fathers, a challenge for many parenting programs. More than 30% of YPP parents this year were fathers, a high percentage as compared to other programs. Many programs are aimed at young women, and young fathers can have a harder time integrating into programs that are perceived as being for mothers. Our approach makes the YPP accessible to all parents because the activities are designed by the participants, and each parent has the space to define their participation and engagement.

Ting and Marnie, our Childcare Educators, provided fun and stimulating programming to 58 children (0-5 years). The trusting relationships that our Childcare Educators developed with parents gave them a deeper understanding of the specific family context of each child, and allowed them to hold in-depth conversations with parents regarding their child's development. We heard from our Childcare Volunteers that our program, and its child-led philosophy, was engaging and impactful; this year, our Childcare Program inspired three young volunteers to pursue careers in childcare.

- 25: years of Jeunesse 2000-- that's 7,500 days of offering a home away from home for hundreds of youth in our neighborhood!
- 9: number of languages spoken in this year's group of Sensies, who reached 1,001 youth in 16 high schools, group homes, and community centers across Montreal
- Over 2,000 visits from parents and their children to the Young Parents Program, including 5 new babies who joined YPP families this year!

## 6. Amplifying young voices, and helping our community listen

*We believe healthy communities tell their own stories. We work to empower Montreal's youth to find their voices, so that they can play their full part in shaping the individual and collective narratives of their communities. We focus on making space for those young voices that otherwise go unheard, and on encouraging our broader community to listen carefully. This year, we were committed to providing social services as an integral part of working toward social justice. Through art, music, and dialogue, we helped the youth we serve make sense of their personal struggles within a larger context, and created opportunities for youth to lead social change.*

“Head & Hands brings an important perspective to the table — the perspective of some of the most marginalized youth in our community. Head & Hands reaches youth who wouldn't necessarily access general services, and brings their voices strongly to the table.” - Marie-Charles, Coordinator of the NDG Youth Table

### Centering youth expertise

For 45 years, we have welcomed youth without judgment and have trusted them as experts regarding their own situations. This approach gives us access to honest information about their needs and a privileged understanding of the realities and challenges that youth face. It allows us to centre youth expertise in everything we do. This year, the Head & Hands staff team aimed to bring young people's realities, stories, and experiences to the forefront of institutional conversations. By participating in 11 community roundtables, including the NDG Youth Table and the Batshaw Advisory Committee on Diversity, among others, we worked toward giving voice to the youth perspective, so that decisions can be informed with our city's youth in mind.

Sara, our Street Worker, collaborated with [L'Injecteur](#), a journal by and for people who use injection and inhalation drugs, on the English translation of their harm-reductive guide to safer drug use. She involved a few of her clients in this work in order to strengthen the resource based on youth experiences and expertise. From this collaboration, one of our Street Work clients is now working with L'Injecteur to give workshops to street workers across Montreal on how to talk to clients about safer injection practices.

The Sense Project creates space for Sensies to share their experiences, and uses current youth realities to inform the content of workshops and resources. We received increased demand this year from schools, summer camps, social workers, and nurses for training on our unique approach to youth sexual education. We offered trainings on our approach to facilitation, and how we integrate anti-oppression and anti-racism, feminism, queer and trans positivity, consent culture, and harm and risk reduction into our curriculum. As sexual education in Quebec made headlines this year with announcements of a new government pilot sexual education project, we

also advocated for a curriculum rooted in current youth realities in local and national news outlets, including Global TV, CBC Montreal, CBC's The National, and the Montreal Gazette.

### **Institutional advocacy**

Our Street Workers are our eyes and ears on the ground for public health. This year, Sara was invited to participate in Batshaw Youth and Family Centres' committee that aims to address the lack of accessible housing for youth aged 18-25 who were in out-of-home and/or youth protection care during their adolescence. For several years, this structural inadequacy has been a key issue facing NDG youth, and Head & Hands has aimed to participate in coming to solutions with youth and community partners. Access to housing is a social determinant of health whose impact is evident and measurable: half of Montreal's street-involved or under-housed youth, who are at a higher risk for injection drug use and STBBI infection, have passed through the youth protection system. Sara is helping to situate plans for a new youth housing project in the current realities of marginalized youth, and to ensure the project is both empowering for and responsive to our clients.

We brought our extensive expertise in peer-led sexual education to the provincial level through our role on the Board of Directors of the [\*Federation du Quebec pour le planning des naissances\*](#) (FQPN). Gabrielle, our Sense Project Coordinator, represented Head & Hands and the diverse youth we serve in responding to the Quebec government's sexual education pilot project announced this year. Gabrielle helped integrate a [reproductive justice](#) model on the board, which is an intersectional approach that centres the lived realities of the marginalized youth we serve, and advocated with the FQPN for a pilot project that includes adequate training for educators as well as a focus on subjects that need more attention, such as sex and disability, trans\* positivity, intersex realities, gender expression, and culture and sexuality.

This year, over 50% of Young Parents Program (YPP) parents were involved in the youth protection system. YPP staff supported 4 families in confidently advocating for themselves within this system, from helping prepare for meetings with social workers to writing letters of support from our childcare program and testifying in court—skills that transfer to many other areas of parenting. Parents also supported each other through this process, sharing experiences, tips, and emotional support. Head & Hands has a longstanding reputation for supporting young families and is recognized by Batshaw Youth and Family Centres for the richness of our non-judgmental, alternative perspective. Our reputation helped us amplify the voices of these young families, informing players within this system of the realities of being a young family, including the positive aspects that are often shadowed by stigma or judgment.

This year, Andrea, our Director, was invited to speak on behalf of Head & Hands at the NDG Youth Table about sex work in our community. We used this opportunity to recommend a non-judgmental and harm-reductive approach to the Table's efforts in responding to this issue, and

stressed the importance of safe spaces that offer comprehensive support that resists judgment or moralizing. We shared our approach that trusts youth as the experts of their own experiences, and gives them the tools they need to navigate the complex challenges they face.

### **Art, music, and dialogue**

Whether it's an experience of trauma or discrimination, if you're struggling in your day-to-day life, it can be hard to make space to explore those experiences and feelings. This year, our programs helped young people cultivate their self-expression by creating multiple platforms to find and share their voices. In addition to our ongoing music workshops, we held several youth music and art showcases that brought youth together to hear and experience each other's stories, and put politicians, local business leaders, and other community members in touch with youth realities.

YPP parents led a second successful year of **Through Our Eyes**, a photovoice project organized in collaboration with the [Atwater Library Digital Literacy Project](#). Participants took photographs that captured their lived experiences, as parents, families, and a community, and organized a successful event to share their work with the community and raise funds support the YPP family summer camp. Parents presented their artwork to our community at the Annual General Meeting in June 2015, and in our neighbourhood through an installation at the [NDG Art Hive](#).

Street Vibes and Do My Ladies Run This, our **youth music showcases**, once again created platforms for youth to share their creative work and talent with the larger community. These events showed us the power of youth using art to testify to their experiences, break down barriers, and build community.

Ralph, our Legal Services Coordinator, facilitated a copyright law workshop this year to 10 youth in the music program at Jeunesse 2000. The workshop equipped youth with practical information to navigate copyright law and distribution contracts, and life hacks they can apply to other areas of their life. By showing youth that their creative efforts are valuable, the workshop legitimized their work and their value as cultural producers.

#### **Strange Fruits**

“Do My Ladies Run This was the perfect setting to kick off our mission of spreading awareness on gender and racial equality. We need more events where women, especially women of colour, can meet, network, and collaborate, to allow more young girls to feel inspired to take the stage. Do My Ladies Run This did that for us.” - Sage, Mags, and Naïka of Strange Fruits, one of Montreal's only R&B groups completely comprised of young women

- Just under 400 music creation and recording sessions offered to youth through Jeunesse 2000's drop-in studio, and 2 youth-led community music showcases
- Head & Hands staff sat on 11 community roundtables

### **8. Remembering Paul-Robert Rivet: 1979-2015**

Last year, we were extremely saddened to share the news that our dear colleague Paul passed away suddenly, on April 3rd, 2015. Paul was one of our two Street Workers, and provided on-the-spot support to NDG youth where, when, and how they needed it. Paul's energy, compassion, and joy were both infectious and inspiring. The loss of this unique and wonderful person continues to be deeply felt throughout the many communities Paul touched with his light.

Our main offices were closed April 7th-13th, 2015 in order to grieve Paul's loss and begin recovering as a team. On May 26th, 2015, we celebrated Paul's memory and time with us by gathering with community members to plant seeds around NDG, in honour of his impact on our neighbourhood. The plants grown from these seeds helped support and nourish bees, contributing to the well-being of our environment and our community—philosophies embodied in Paul's work and our shared approach to holistic health.

Street Work requires high-risk emotional labour from both Sara and other front-line workers; this lateral vulnerability is both a challenge and strength of the program. This work was difficult after the trauma of losing a Street Worker, as we supported our clients while our team was also grieving. This difficult process led to organizational learning and healing; in response, we are in the process of creating a new policy on high-risk emotional labour in the workplace, and we have prioritized ongoing team conversations around mental health, burnout, and high-risk emotional labour at work.

As we continue to heal, we hold Paul close to our hearts and remember him through all of the work we do. In the coming year, we will build our Street Work program back up to its full capacity by hiring a second Street Worker to join Sara. We will continue to honour Paul's memory by offering this essential service with the same dedication, empathy, and love he brought to Head & Hands and to our community.

### **9. Volunteers**

Volunteers are an integral part of our organization—they are truly the heart and soul of Head & Hands.

This year, we benefited from the help of 312 people who gave over 7,800 hours of their time. Our volunteers did their work with creativity and devotion to raise awareness and support our

programs and fundraising efforts. We would like to thank our volunteers for their colossal efforts that make our programs and services shine!

Here are a few examples of how members of our community have supported our mission and programs:

- Tutorial sessions
- Legal advice at our legal clinics
- Front desk replacement and administrative tasks
- Specialized services such as translation, graphic design, photography, and IT support
- Preparation for our medical clinics
- Childcare at the Young Parents Program
- Animation of Sense Project workshops
- Workshops for youth at Jeunesse 2000
- Support at events

#### Interns

It is our pleasure to work with interns from many different universities and colleges in the Montreal area. This year, we benefitted enormously from these 4 interns who gave their time, dedication, and knowledge: Kyle, Patricia, Elaine, and Kim.

### **10. Secretary's report**

By: Malek Yalaoui

The Head & Hands Board of Directors met 10 times following the AGM on June 13th, 2015.

- August 12<sup>th</sup>, 2015
- September 9<sup>th</sup>, 2015
- October 7<sup>th</sup>, 2015
- November 4<sup>th</sup>, 2015
- December 2<sup>nd</sup>, 2015
- January 13<sup>th</sup>, 2016
- February 4<sup>th</sup>, 2016
- March 3, 2016
- April 7th, 2016
- May 4th, 2016

The Executive Committee was elected on Wednesday, October 7, 2015.

President: Lex Gill

Vice President: Margot Nossal

Secretary: Malek Yalaoui

Treasurer: Laura MacDonald

## 11. Our supporters

### Local Businesses

Aux Vivres  
Bar Bifteck St-Laurent  
Barfly  
Bicycles McW  
Bierbrier Brewing Inc  
Bio Spa  
Bistro Lustucru  
Brutopia Brewpub  
Burger Bar  
Burger Royale  
Burgundy Lion  
Burritoville  
Café 92  
Cafe Campus  
Château Du Lac  
Chez Boris  
CJLO 1690AM  
Co-op La Maison Verte  
Compost Montreal  
Davis Research LLC  
Dépanneur Le Pick-Up  
Dispatch Coffee  
Doggy Day  
Domino's Pizza  
Eco Cartier  
Enigma Tattoos  
Enterprises Chef on Call Inc.  
Espace Tricot  
Esposito Groupe  
Fairmount Bagels  
Frite Alors  
Gamma Rentals  
Goldie's Bar  
Green Panther  
Grumpy's Bar

H2O Adventures  
Hudson Hardware Store  
Hurley's Irish Pub Inc.  
Irish Embassy Pub & Grill  
Jean Coutu- Sherbrooke West, NDG  
Kittel Compagnie de Café  
Laser Quest  
Le Chalet Tattoo Shop Privé  
Loblaws NDG and Pierrefonds  
Lola Rosa Café  
Mate Late  
Maz Bar  
McKibbins Irish Pub (Bishop)  
McLean's Pub  
Melons & Clementines  
Mik Ant Inc.  
Milton Parc Recreative Association  
Montreal Alouettes  
Moog Audio  
Mountain View  
Nouveau Palais  
Paskalamak Tatouage  
People's Patato  
Piscine Hudson et Spa  
Pop Montreal  
Preservation Society  
Printing Repro Desmarais  
Provigo Supermarkets  
Quatro Restaurant  
Reuben's Deli  
Ristorante Quattro  
Rocky Montana  
Rococo Tattoo  
Roma Gourmet Sausage  
Salon Identité  
Saving Grace Tattoos Inc  
Services Matrec  
Setsuko Massage  
Shaika Cafe  
Slick Styled Steel Tattoos

Staff of Bifteck Bar  
Staff of Joe Beef/Liverpool  
Steve's Music  
Studio Bliss  
Sweet Treats by Shanice  
Symak Sales Co. Inc.  
Syndicat Régional des Professionnelles en Soins du Québec  
Tatouage Royal  
Tattoo Artistique  
Tattoo Lounge  
Taverne on the Square  
The Forum Sports Bar  
Thought Technology Ltd.  
Two Horses Montreal  
Typhoon  
Velo Burrito  
Ye Old Orchard (Prince Arthur)

### **Community Partners**

African Canadian Development and Prevention Network  
AGIR- Action LGBTQ with immigrants and refugees  
AIDS Community Care Montreal (ACCM)  
Arts NDG  
ASTT(e)Q  
Atwater Library Digital Literacy Project  
Batshaw Advisory Committee on Diversity  
Batshaw Support Link and Youth and Family Services  
Big Smiles Daycare  
Black Community Resource Center  
Black History Month Roundtable  
Black Students Network of McGill  
Boys and Girls Club of Lasalle  
Cactus Montreal  
Camp Cosmos  
Canadian Professional Association for Transgender Health (CPATH)  
Carrefour Jeunesse Emploi NDG and CDN  
Casa del Popolo  
CATIE  
CATIE - Canada's source for HIV and Hepatitis C information

Center for Gender Advocacy  
Centre des Organismes Communautaires (COCO)  
Champlain College Lennoxville  
CJLO  
CKUT Radio  
CLSC Monkland, Cavendish, and NDG  
Concordia Applied Human Sciences  
Concordia University: Loyola Campus  
CSSS Cavendish  
CSSS Cavendish SIPPE (Services integres en perinalite et pour la petite enfance) Projet  
Dans La Rue  
Dawson College Psychology Student Association  
Dawson College Psychology Student Association  
Dawson Community College  
Dawson Student Union  
DESTA Black Youth Network  
Elizabeth House  
Emploi Jeunesse  
En Marge  
English Montreal School Board  
Engrenage Noir  
Fantasia Film Festival  
Farha Foundation  
Federation du Quebec pour la planning des naissances  
Fédération du Québec pour le planning des naissances (FQPN)  
Fondation de la Visite  
Gai Ecoute  
Gender Creative Kids Canada  
Girls Action Foundation  
Hawkins Group Home  
HIPPY Quebec  
ICASP McGill  
Indigenous Women and Two-Spirit Harm Reduction Coalition  
Jam for Justice McGill  
Jogo de Angola Capoeira  
John Abbott College  
L'Anonyme  
L'Injecteur  
LaSalle College  
Lower Canada College

Maison de la culture NDG  
Maison des Jeunes Côte-des-Neiges  
Maison Mosaik  
Marymount Academy  
McGill Business Law Association  
McGill Conservatory Day Camp  
McGill Faculty of Medicine: Community Health Alliance Project  
McGill Law Students Association  
McGill Rad Frosh  
McGill School of Social Work  
McGill University Health Centre: Adolescent Medicine and Social Pediatrics  
Médecins du Monde  
Méta d'Âme  
Milton-Parc Recreation Association  
Moisson Montreal  
Montreal Children's Hospital: DBACC Clinic  
MotherWit Doula Care  
NDG Community Center  
NDG Community Council  
NDG Food Depot  
O3 On Our Own  
Odyssey Group Home  
One Full Circle  
Outreach High School  
People's Potato  
Phoenix Alternative High School  
Pop Montreal International Music Festival  
Porchfest NDG  
Prevention NDG  
Project 10  
Project X  
QPIRG Concordia  
QPRIG McGill  
Quebec Board of Black Educators  
Queer McGill  
Regroupement des organismes communautaires autonomes jeunesse du Quebec  
Regroupement intersectorial des organismes communautaires de Montreal  
Reseau d'aide aux personnes seules et itinerantes de Montreal  
River's Edge Community Church  
Riverview Elementary School

Roslyn Elementary School  
Rudel Group Home  
Saint Columba House  
Santropol Roulant  
Setsuko Massage and Spa  
Sexual Assault Centre of the McGill Students' Society (SACOMSS)  
Solidarity Across Borders  
South Asian Women's Community Center  
St. James Group Home  
St. Luc High School  
St. Mary's Hospital  
St. Raymond's Community Centre  
Stella  
Syndicat Régional des Professionnelles en Soins du Québec  
Table de concertation de sante mentale NDG  
Table de concertation Jeunesse NDG  
Table de travailleurs de proximite de CSSS Cavendish  
Table des organismes communautaires montrealais de lutte contre le sida (TOMS)  
Table Jeunesse NDG  
The Hive (Dawson College)  
Third Eye Ensemble  
TRAC- Travail de rue et action communuataire  
Tracom Crisis Center  
Trans Legal Clinic  
Unitarian Church of Montreal  
Vanier College  
Villa-Maria High School  
Walkley Community Centre  
Westhaven Community Center  
Westmount High School  
Willingdon Elementary School  
Women on the Rise  
Youth in Motion

## **Funders**

Annie Croll B'nai Tzedek Fund at the Jewish Community Foundation of Montreal  
Beatrice Enid Foundation Fund at the Foundation of Greater Montreal  
Betty Averbach Foundation  
Centraide of Greater Montreal

Dufresne and Gauthier Foundation  
ECHO Foundation  
Emeral Investments  
Emploi Quebec  
Engrenage Noir  
Farha Foundation  
Financial Research Solutions  
Fondation Quebec Jeunes  
Generations Foundation  
George Hogg Family Foundation  
Gewurz Family Foundation  
Gustav Levinschi Foundation  
Henry and Berenice Kaufmann Foundation  
Howick Foundation  
Intact Foundation  
J.W McConnell Foundation  
Jim & Diana Bouchard Charitable Fund  
MAC AIDS Fund  
MacKenzie Financial Charitable Foundation  
Ministère de l'Éducation, du Loisir et du Sport  
Ministère de l'emploi et de la solidarité social  
Ministère de la famille et des aînés (Halte Garderie)  
Ministère de la justice : Soutien à l'action bénévole  
Ministre de L'Immigration de le Diversité et de l'Inclusion  
PricewaterhouseCoopers Ltd.  
Programme de soutien aux organismes communautaires (PSOC)  
Programme Montreal Interculturel  
Public Health Agency of Canada  
Service Canada : Canada Summer Jobs  
Services intégrés en périnatalité et pour la petite enfance (SIPPE)  
State Street Foundation  
Telus Corporation  
The Benevity Community Impact Fund  
The Holt Foundation  
Unitarian Church of Montreal  
United Way of Burlington and Greater Hamilton  
United Way of Greater Toronto  
Ville de Montréal  
Ville de Montreal-Ouest  
Zeller Family Foundation

## **Our Team & Contact Information**

### **Head & Hands Team**

First row: Victoria (Director of Funding and Partnerships), Andrea (Director), Rhonda (Social Counsellor), Richenda (Director of Fundraising and Development)

Second row: Gabrielle (Sense Project Coordinator), Devon (Information and Referral Coordinator), Linda (Information and Referral Coordinator), Isabel (Director of Finance), Jos (Health Services Coordinator), Ralph (Legal Services Coordinator), Allyson (Young Parents Program Coordinator)

Not pictured: Sara (Street Worker), Neil (Jeunesse 2000 Coordinator), Fabiola (Serve Coordinator)

### **Jeunesse 2000**

Eva (Animator), Neil (Jeunesse 2000 Coordinator), Junior (Animator), Marcelle (Animator), Xavier (Animator)

### **Young Parents Program**

Laura (Special Projects Coordinator), Marnie (Childcare Educator), Ting (Childcare Educator), Allyson (Young Parents Program Coordinator)

### **Contact Information**

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