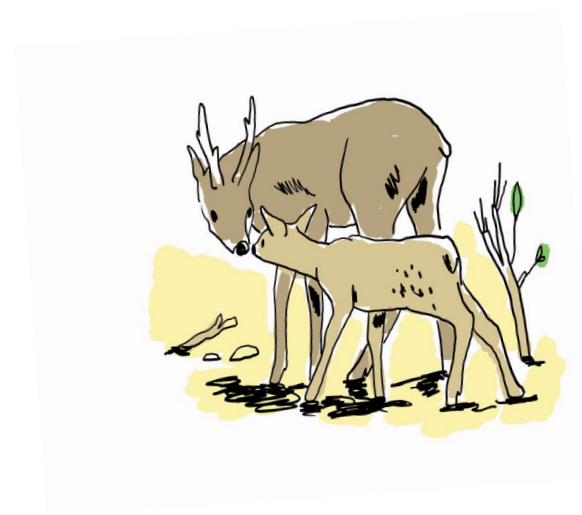




Annual report 2021-2022

Third chapter of Luciana's journal



At home
Volume 3

by Leticia Dal-Ri Tórgo
Illustrated by Marc Larivière



The desire for a fresh start
The last two years took forever
To come and go

May this year be light
May we hug each other more...
Get together more...
Smile more...

Spring has arrived here
It's still snowing a little outside
But nature in Canada has taught me
That everything happens in phases
That the worst has now passed...
And that better times lie ahead.

2022

O desejo de um recomeço
Os dois últimos anos levaram uma eternidade pra passar

Que este ano seja leve
Que a gente possa se abraçar mais...
Se encontrar mais...
Sorrir mais...

A primavera já chegou por aqui
Ainda neva um pouquinho lá fora
Mas a natureza do Canadá me ensinou
que tudo são fases...
que o pior já passou...
e que o melhor está logo ali.

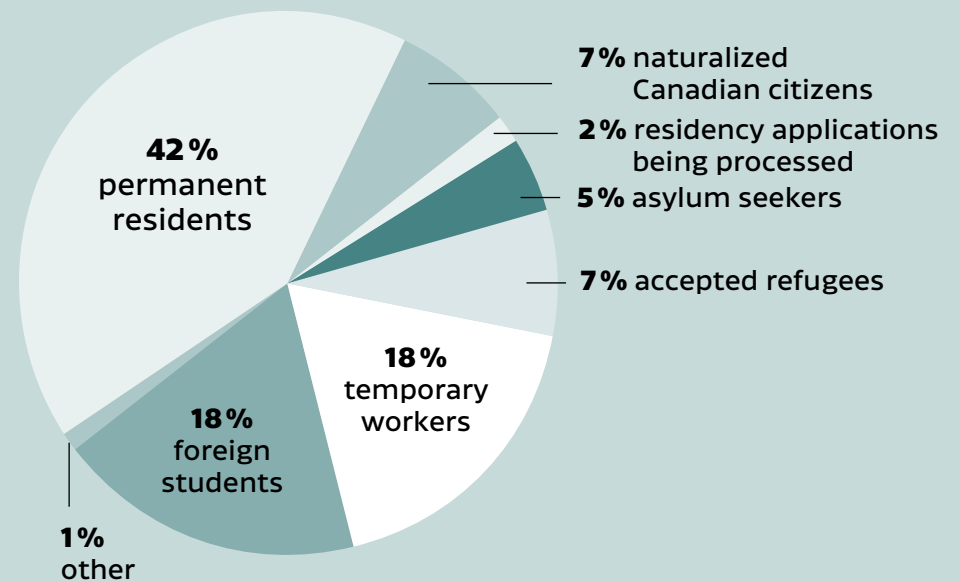
L'envie d'un nouveau départ
Les deux dernières années ont pris une éternité
à passer

Que cette année soit légère
Qu'on puisse s'embrasser plus...
Nous rencontrer plus...
Sourire plus...

Le printemps est arrivé ici
Il neige encore un peu dehors
Mais la nature du Canada m'a appris
que tout est en phase...
que le pire est passé...
et que le meilleur s'en vient.

Summary of results

Total clients who received help	5677
Total actions taken	24 980
Total countries of origin	129
Total community activities	272
Total participants in community activities	2519
Number of employees (part-time, full-time, contractors, and replacements)	60
Number of groups and consultative bodies (in which we participate)	19
Partners (other than donors)	71



PROMIS' mission

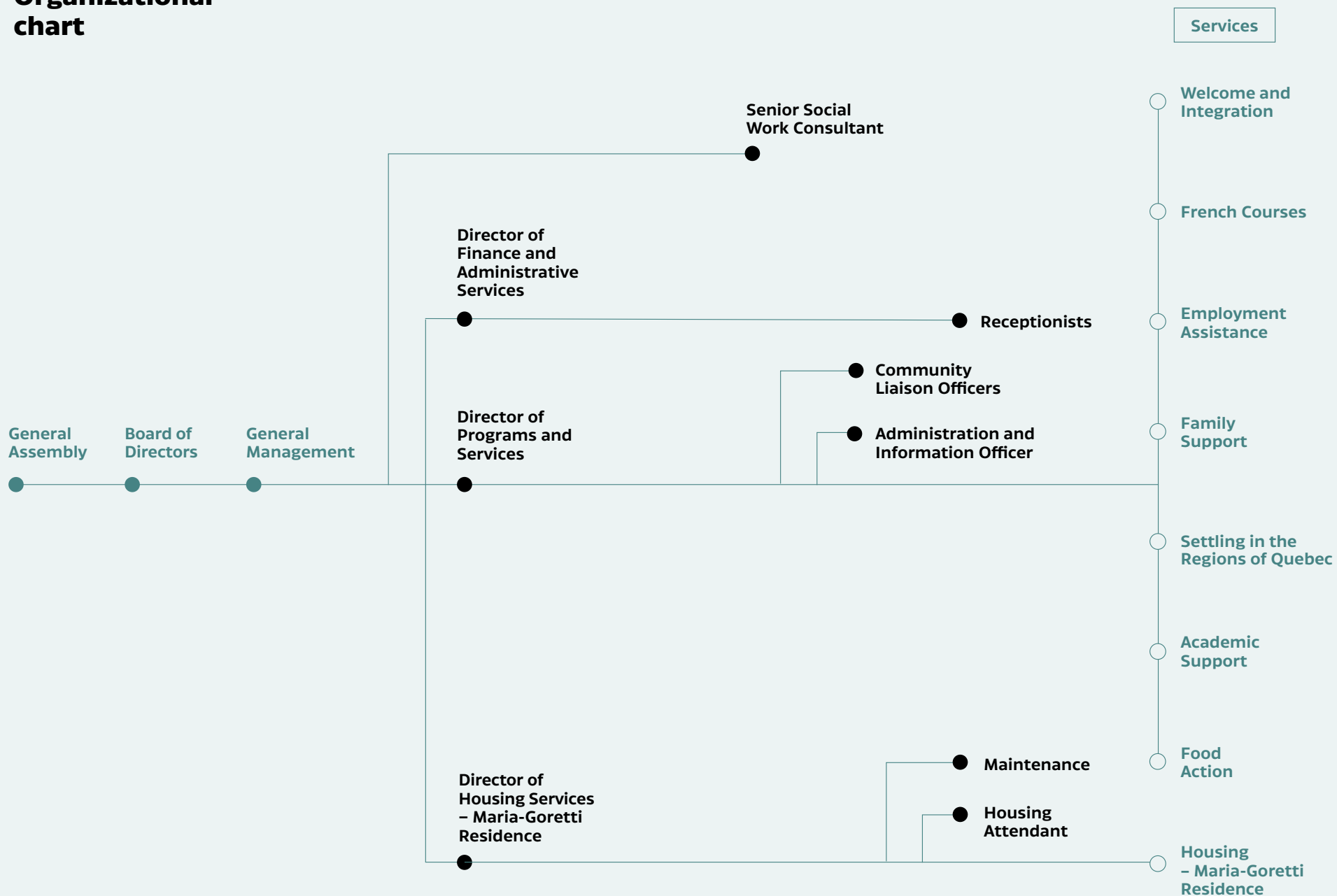
To help immigrants and refugees successfully integrate into Quebec society, and to defend their rights with an eye towards social development.

Board of directors

Mr. Lucien Fortin	President
Mr. Jean-Louis Côté	Vice-president
Mr. Roger Côté	Secretary
Ms. Paule Renaud	Treasurer
Ms. Khadija Binani	Administrator
Ms. Amélie Bombardier	Administrator <i>until February 2022</i>
Ms. Marie Lou Larouche	Administrator <i>as of March 2022</i>
Mr. Isso-Wasina Ouro Salim	Administrator
Mr. Tirumalai Raghunathan	Administrator
Ms. Myrna Zogheib	Administrator



Organizational chart



Strategic orientations 2021-2026

In collaboration with our Board of Directors and employees, we completed a strategic planning exercise to set goals for the next 5 years.

- ① **PROMIS in 5 years**
Maintain our status as a leader in supporting and guiding immigrants and refugees in the Greater Montreal Area and across the province of Quebec.
- ② **Service offering**
Focus on innovation, integration, and continuously improving our initiatives and services based on the diverse needs and situations of the immigrant population, as well as Quebec society at large.
- ③ **Organizational structure**
Increase our capacity to serve people both in-person and virtually, while adjusting our immigrant- and refugee-facing services to account for the challenges associated with immigrating to Quebec.
- ④ **Governance and Board of Directors over the next 5 years**
Ensure sound governance that is sensitive and adaptable to societal changes by fostering a diverse team of directors with expertise in immigration issues.



Results 2021-2022

- 1 Ensure that our new strategic orientations for the next five years (2021-2026) are successfully implemented;
- 2 Continue to promote the Maria-Goretti residence among immigrant women and foreign students via social networks and direct approaches (bilateral agreements) with institutional partners (colleges, universities, CIUSSS, and hospitals) and business partners;
- 3 Expand our reach throughout the metropolitan area to provide more guidance and support services for immigrants and refugees;
- 4 Implement an entrepreneurial coaching service in partnership with our employment and regionalization services for immigrants and refugees in the metropolitan area;
- 5 Plan a return to in-person instruction for all of our community activities as of Fall 2021, while fostering a safe environment for our staff and clients.



Management

Delfino Campanile	General Manager
Aïda Berberovic	Director of Programs and Services
Naïma Sedraty	Director of Finance and Administrative Services
Diane Hébert	Director, Maria-Goretti Residence
Maryam Azimzadeh	Community Liaison Officer
Mélodie Chouinard	Community Liaison Officer <i>Maternity leave</i>
Mathieu Grou-Leclerc	Community Liaison Officer <i>from May 6, 2021 to December 17, 2021</i>
Ann-Kristine Kaeser	Administration and Information Officer <i>Maternity leave as of January 2022</i>

Éric Lachapelle	Community Liaison Officer
Joëlle Léveillé	Receptionist
Stephanie Pavlik	Administrative Clerk <i>from March 17, 2021 to September 16, 2021</i>
Julie Pépin	Administrative Clerk <i>from June 10, 2021 to September 30, 2021</i>
Marcel Solocha	Project Manager <i>until April 23, 2021</i>
Anna Maria Zaidman	Executive Consultant for Research and Project Development <i>from April 6, 2021 to November 24, 2021</i>

Main projects on which the management team has worked in 2020-2021

Administrative files

- Carried out an innovation-centric initiative focused on customer service. This project, which took place in the fall, was supported by an external resource who identified recommendations related to eight topics that were submitted to management last February. We will implement the recommendations that will have the greatest impact on our clients.
- Maintained and finalized an evaluation program for PROMIS' services and activities with the support of an external resource from the École Nationale d'Administration Publique (ÉNAP), Ms. Naima Bentayeb. She finalized the evaluation of the following four services: academic support, food action, family support, and Francization.
- Maintained a green committee focused on implementing internal eco-friendly initiatives, services, and activities to remain aligned with our sustainability principles and increase our organization's social responsibility.
- This year, the management team completed negotiations for two collective agreements. The second edition of the Maria-Goretti Residence staff's collective agreement was signed in April 2021. The third edition of the Immigrant Services staff's collective agreement was signed in February 2022.

Both agreements are valid for a period of five years and aim to improve salary conditions for employees in these two PROMIS service branches.

- Trained stakeholders at the Ministry of Immigration, Frenchisation and Integration (MIFI) on the directory of resources available in Quebec's non-metropolitan regions. This directory of 4,279 resources was updated in full. It includes various resources (community, institutional, etc.) that aim to support immigrants as they settle in a more rural region of Quebec. This tool was made possible thanks to a collaboration between various industry stakeholders.

Communications and marketing

- Continued to delegate all of our communications, advertising, and online platform management to Hamak, a digital marketing agency.

Facilities

- Installed a new soundproofing system in the Maria-Goretti room, allowing us to offer more community activities in a more efficient and balanced sonic environment.

Main projects on which the management team has worked in 2020-2021

Immigration support

- **Citizenship exam preparation workshop:** PROMIS offered a new two-part workshop. Presented in the form of online meetings, participants received information about the steps required to obtain their Canadian citizenship as well as test prep support.
- Continued the community liaison project within the Iranian community, with the goal of creating new partnerships to increase usership of PROMIS' services among community organizations and their members.
- Continued community liaison initiatives for organizations operating in immigrant communities around Montreal and organizations that serve international students attending college or university in Montreal.
- Continued our initiative in tandem with Centraide's CIP program concerning the implementation and testing of a new project by Service de Placement Emploi SPE-CDN. PROMIS is the trustee and agent for this project.

External presentations

- On February 24, the general management team hosted a presentation on regionalization and immigration in Quebec during the Immigrant Integration Forum hosted by Concordia University and supported by MIFI.
- On February 25, they also represented PROMIS' participation in two research projects focused on supporting immigrants throughout their entrepreneurial journey during IRIPi's Immigrant Entrepreneurship Forum.
- During a conference hosted by the University of Ottawa's Centre for Research on Educational and Community Services (CRECS), Aïda Berberovic, Director of Programs and Services, and Naïma Bentayeb, institutional researcher at the SHERPA University Institute of the CIUSSS West-Central Montreal, presented a lecture titled "Volunteering as a tool for social integration among young immigrants and refugees: the case for PROMIS' Saturday School."

Main projects on which the management team has worked in 2020-2021

Major project: Employment in Quebec's non-metropolitan regions

- Completed the third year of administrative coordination supporting a large project focused on regionalizing immigration, in partnership with the Quebec Collective of Immigrant Women and Accueil liaison pour les personnes arrivantes (ALPA).
- This project's mission is to enable integration and employment for immigrants in every region of Quebec. To facilitate this process, these three organizations are working with more than 75 partners from 15 different regions across the province.

Main reference partners for this project

"Employment in Quebec's non-metropolitan regions" also pursued partnerships to ensure that immigrants in Montreal who are looking to settle in a more rural region can receive adequate services.

- Place aux jeunes en régions (PAJR)
- Fédération des chambres de commerce du Québec (FCCQ)



Main projects on which the management team has worked in 2020-2021

Special projects

- In Fall 2021, we kicked off a new project called: **“FIND YOUR PLACE, BECOME A CHANGEMAKER”**

This theme is a common thread throughout this series of 6 workshops, which slowly but surely encourages participants to re-evaluate their perceptions of themselves, their dreams, and their new home, ultimately instilling the desire to transform each one. The activity invites them to re-examine their own integration journey in order to identify new courses of action. Groups are made up of longtime citizens and newcomers in order to facilitate intercultural exchanges.

Workshops are based on individual exercises and team/group sharing, as opposed to presentations. They are hosted by Portuguese native Nisa Remigio, an integration and oral history specialist, and Jean-François Leclerc, a Quebec-born cultural consultant who works to promote immigrant heritage.

- **Centraide emergency fund, part 3: “The Green Door”**

At the beginning of the health crisis, we noticed an increased demand for food action among foreign students. In response to this critical need, we decided to organize a service – funded by Centraide – that offered emergency baskets composed of nonperishable foods and hygienic products. In total, 228 baskets were distributed to foreign students between April 1, 2021 and September 18, 2022.

- **The “Entreprendre Ensemble” project**

“Entreprendre Ensemble,” a project supported by the City of Montreal, has allowed six organizations (including PROMIS) to launch awareness and pre-startup training activities for individuals in Montreal from ethnocultural backgrounds who are interested in starting a business. PROMIS organized five (virtual) networking events that aimed to facilitate discussions between participants while providing the chance to ask questions to industry professionals. Additionally, in partnership with the Quebec School of Entrepreneurship, we delivered entrepreneurial awareness training to four cohorts of 25 people each.

Research project partnership with PIRIPI on the topic of immigrant entrepreneurship

- Finalized two research projects: one focused on conventional immigrant entrepreneurship and another focused on cooperative entrepreneurship.

Individual donations

- This year, PROMIS was the recipient of 5 significant donations: \$1,000 from Brébeuf College, a collection of furniture and accessories valued at nearly \$5,000 from holiday rental company Sonder, \$12,500 from the Cogir Foundation, 15 gift cards valued at \$100 each from Metro Wilderton in Côte-des-Neiges, and \$25,000 from the Echo Foundation.

Local documentary feature

- PROMIS participated in a film shoot for a local documentary highlighting community organizations in Côte-des-Neiges, created by Olivier Lassu and produced by Carrefour Jeunesse Emploi Côte-des-Neiges.

Recognition activity:

The PROMIS awards

- We presented Sister Lucille La Salle with the first-ever PROMIS award in recognition of her exceptional contributions as a PROMIS volunteer over the last 20 years, particularly in the field of family support.



Annual events

Christmas party

- PROMIS organized a toy distribution drive on Saturday December 18, 2021 for children who use our services. We also created a video holiday card for all of our members and partners.

Internal social activities

- The PROMIS social committee's mandate is to organize social activities and staff outings in order to create an engaging work environment for our employees. To this end, the committee has implemented a number of initiatives, including: weekly distribution of healthy snacks, distribution of treats and drinks for special celebrations (easter, halloween, valentine's day, Christmas, international women's day), costume contests, dinner and dancing at Christmas, stretching sessions, office decorations, etc.



Public conferences

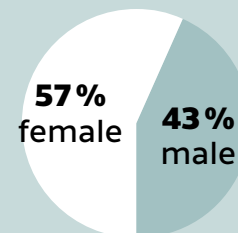
311 people participated in 10 conferences organized by PROMIS this year.



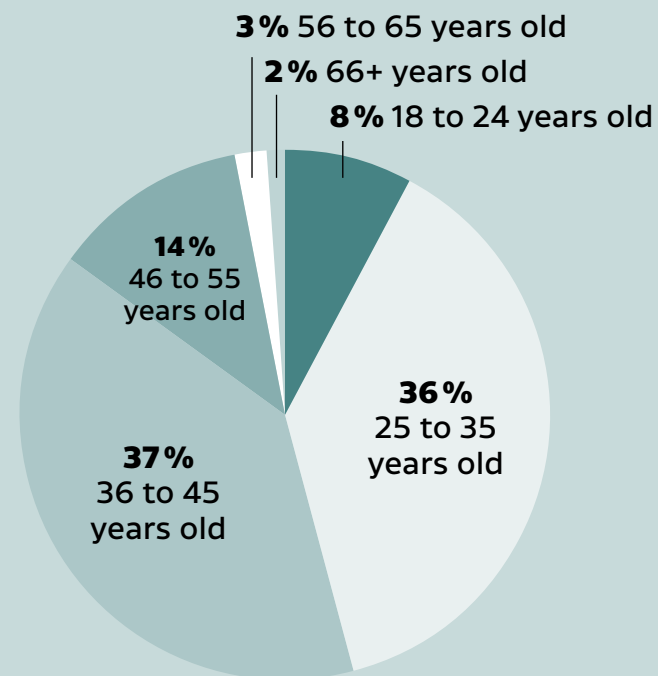
Welcome and integration

①

Supporting immigrants as they settle into their new lives, in a way that helps them become independent and actively involved in Quebec society as quickly as possible.



Interventions completed over the course of the year	11 260
Individual clients	2002
Countries of origin	110
Community activities	47
Participants in activities	669



Welcome and integration

①

Team

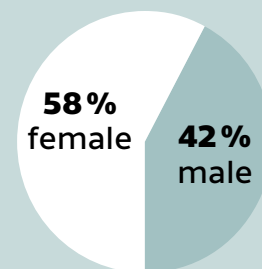
Juan-José Fernandez	Social Integration Advisor and Team Lead
Ximena Moncayo	Social Integration Advisor <i>On sick leave since January 2022</i>
Elena Zlatanova	Social Integration Advisor
Myrna Zogheib	Social Integration Advisor



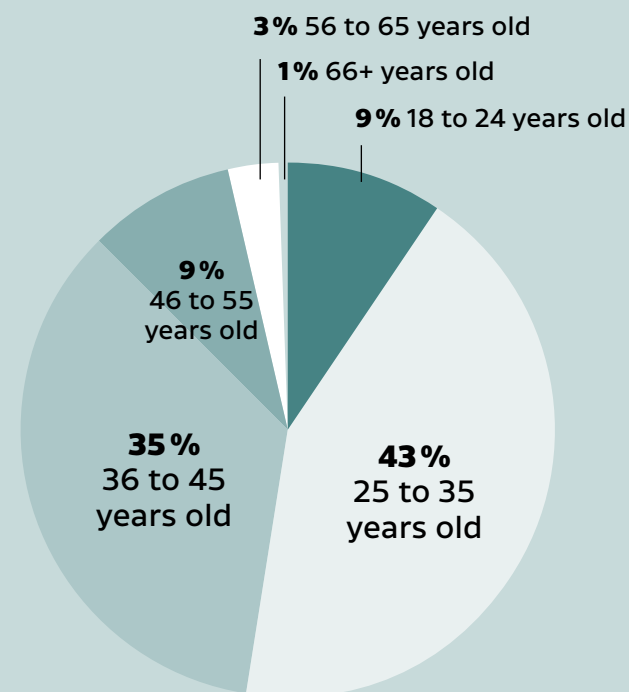
Francization

②

Helping new immigrants learn French and understand Quebec's cultural, historical, and societal values.

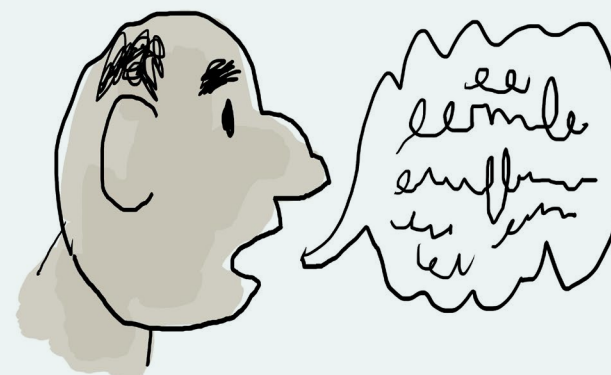


Individual clients	700
Countries of origin	57



Team

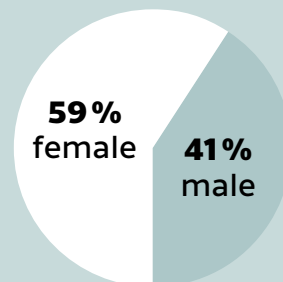
Saida Perez Cordova	Administrative Officer for Francization, Day Courses <i>since October 4, 2021</i>
Dorian Culot	Administrative Officer for Francization, Night Courses <i>since September 5, 2021</i>
Diane-Gabriela Gutierrez-Monroy	Administrative Officer for Francization, Night Courses <i>since September 13, 2021</i>
Ann-Kristine Kaeser	Administrative Officer for Francization, Day Courses <i>until February 15, 2021</i>
Rosa Ivette Orellana Santos	Administrative Officer for Francization, Night Courses <i>until August 20, 2021</i>
Marjorie Stiverne	Administrative Officer for Francization, Day Courses <i>until May 6, 2021</i>
Émilie Tremblay	Administrative Officer for Francization, Night Courses



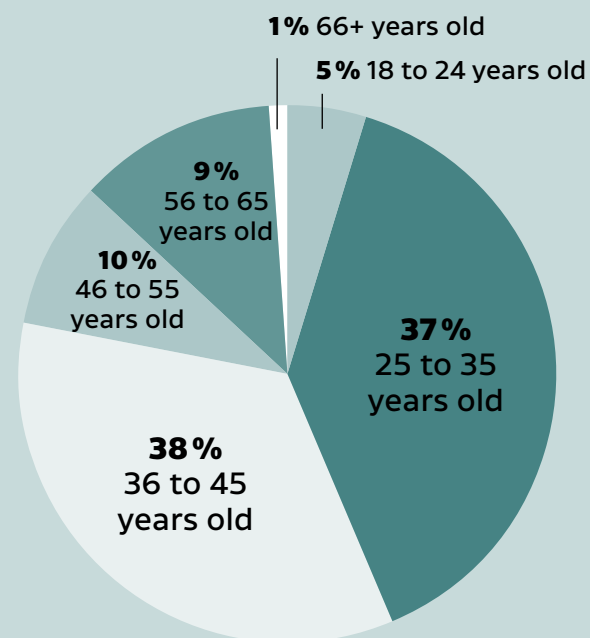
Employment assistance

③

Helping newcomers to Montreal integrate into the job market and find employment.



Individual clients	492
Countries of origin	74
Community activities	3
Participants in activities	192



Employment assistance

③

Team

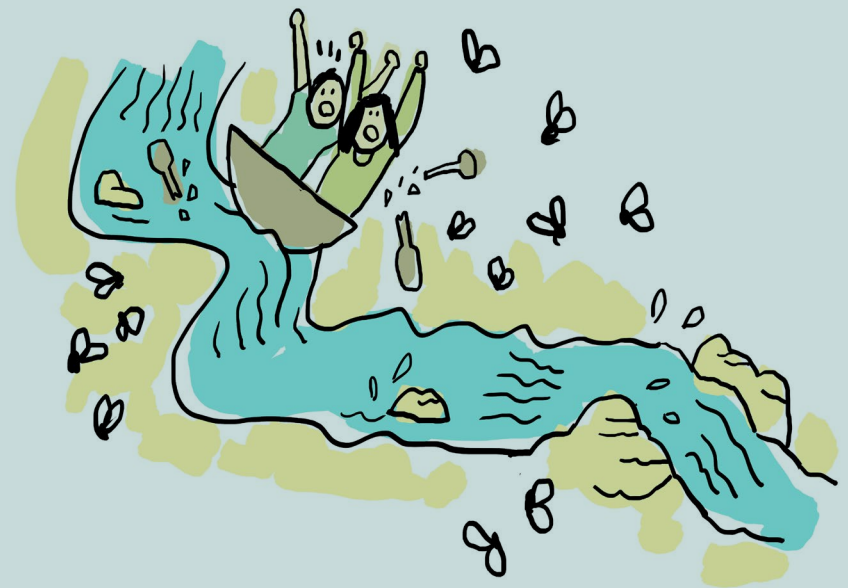
Catherine Cinq-Mars	Employment Advisor <i>since April 15, 2021</i>
Malik Latef	Employment Advisor <i>on leave of absence without pay since December 9, 2021</i>
Monica Moise	Employment Advisor
Mathieu Montgrain	Employment Advisor <i>since January 5, 2022</i>



Settling in the regions of Quebec

④

Helping newcomers build a life in Quebec's non-metropolitan regions. This service is integrated with "Projet emploi en régions" and managed in collaboration with stakeholders from ALPA and the Collectif des femmes immigrantes du Québec. It is designed to help Montreal-based immigrants who are interested in relocating to a more rural region successfully integrate into their new lives.

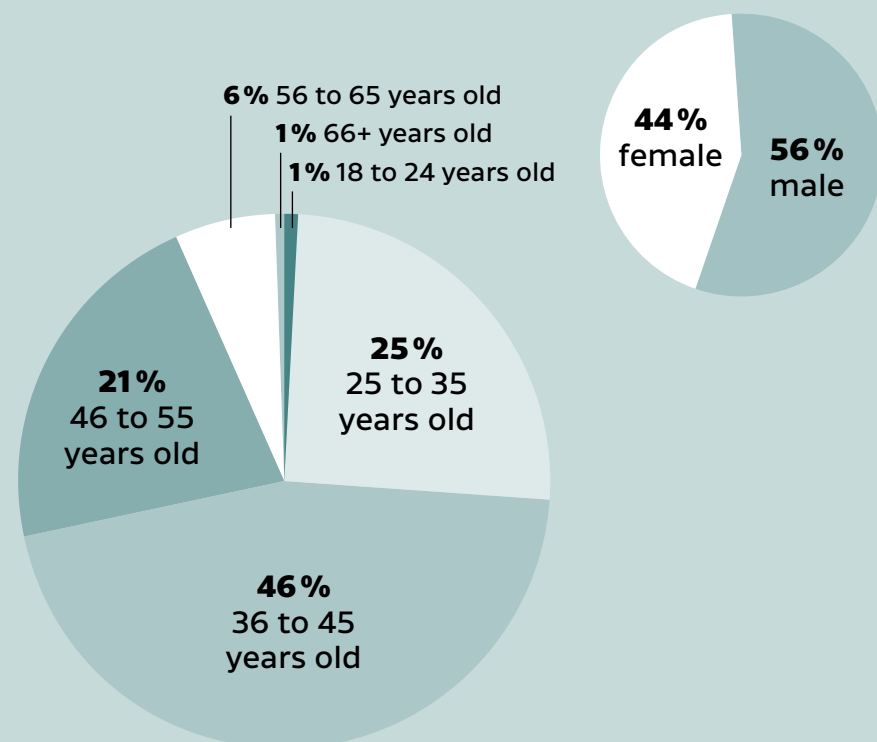


Community activities	111
Participants in activities	1130

Stream 1 – Job integration focused on outer regions

Intensive guidance process that unfolds over six months, designed for candidates that are best suited to find work.

Individual clients	109
Countries of origin	64



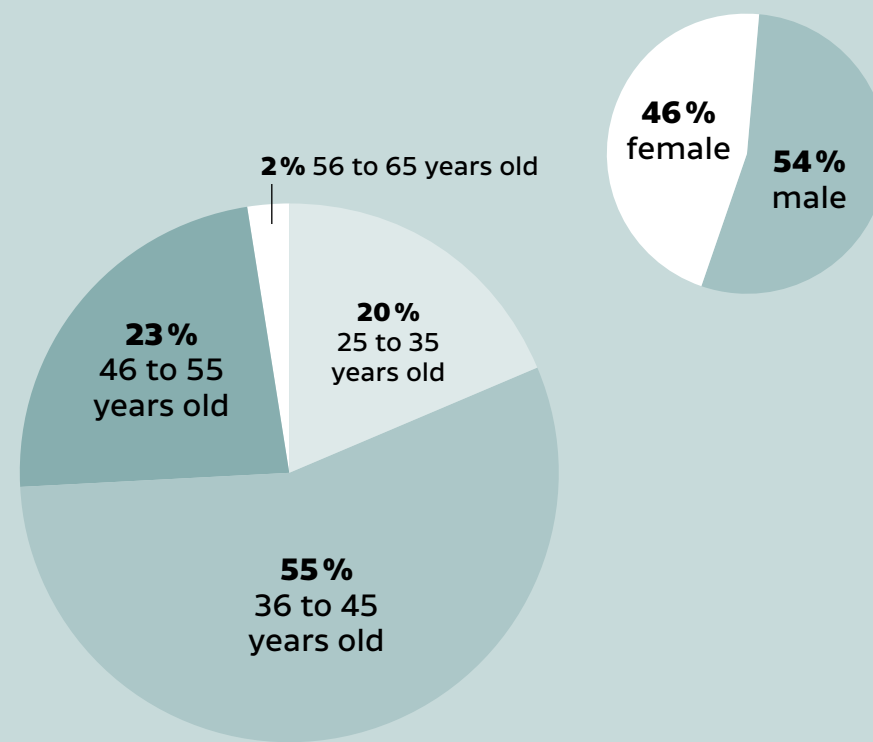
Stream 2 – Settling in an outer region

④

Individualized support to help newcomers settle in Quebec's outer regions, with or without employment.

→ Individual support: one or more years

Individual clients	410
Countries of origin	33

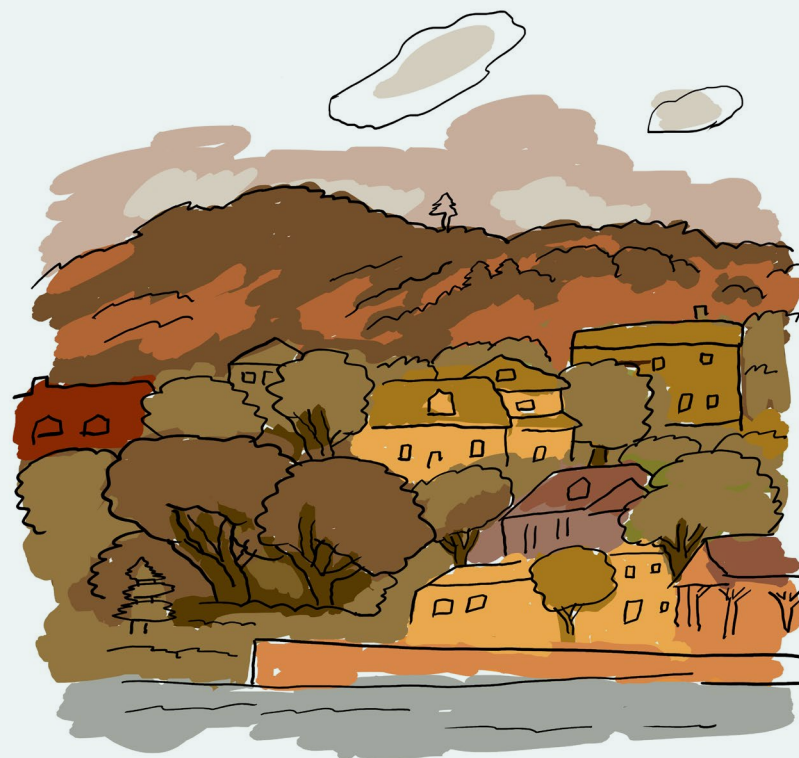


Settling in the regions of Quebec

4

Team

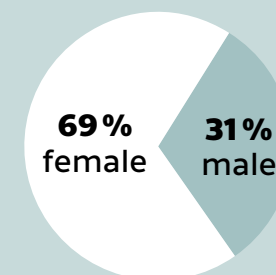
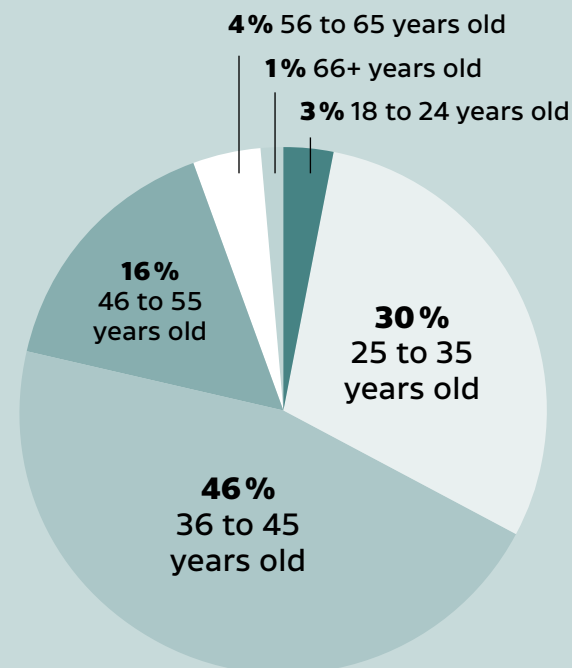
Sylvain Bazinet	Advisor, Settling in Outer Regions <i>since January 24, 2022</i>
Dorian Culot	Phone operator <i>since January 24, 2022</i>
Daniela Halter	Employment Advisor, Outer Regions <i>since August 2, 2021</i>
Mathieu Montgrain	Employment Advisor, Outer Regions <i>from April 6, 2021 to December 23, 2022</i>
Éric Quimper	Coordinator <i>until October 1, 2021</i>
David Rivera	Advisor, Settling in Outer Regions
Hassan Serraji	Advisor, Settling in Outer Regions <i>until October 29, 2021</i>
Taina Succès-Fils	Phone operator <i>until January 24, 2022</i>



Family support

Providing personalized guidance and social support for families facing various challenges, either onsite at PROMIS or at home.

Interventions	2394
Individual families	335
Total individuals served	857
Countries of origin	62
Community activities	11
Participants in activities	151



Family support

5

Team

Ginette Bibeau	Social Integration Advisor and Team Lead
Sarra Zouari	Intern <i>from September 8, 2020 to May 28, 2021</i>



Academic support

Encouraging perseverance and academic success among immigrant students facing challenges at school, while helping their parents integrate successfully. Through different initiatives, our academic support service promotes school-family-community collaboration, which is a key factor in enabling academic success.

Total unique clients	847
— N° 1 Saturday School	159
— Reading and writing workshops (ages 4-5)	14
— Parent workshops	5
— N° 2 Teen services (Projet Ado)	187
— N° 3 School liaison officers	422
— N° 4 PROMIS day camp	60
— N° 5 Training and support for 9 language immersion camps	
Countries of origin	60



Academic support

6

Team

Sylvie Delgado	Academic Support Advisor
School Liaison Officer	School Liaison Officer <i>until June 23, 2021</i>
Tamara Momcilovic	School Liaison Officer
Ximena Moncayo	School Liaison Officer <i>on sick leave</i>
Rosa Ivette Orellana Santos	Parent activity coordinator (Saturday School)
Émilie Tremblay	Animator, Ages 4-5 (Saturday School)



Counselors and children
at PROMIS day camp

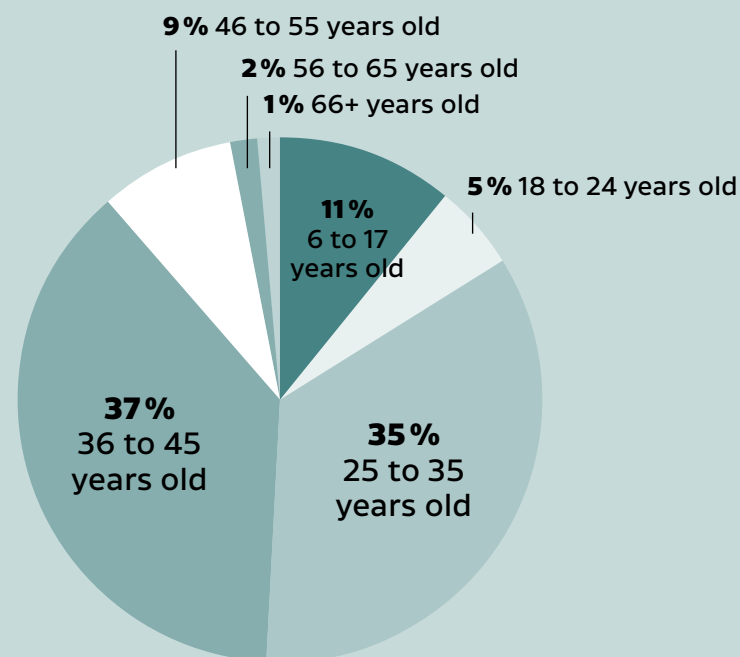
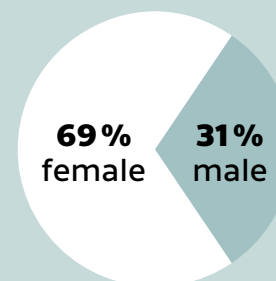


Food action

7

Implementing community projects that promote food security for families and provide ongoing access to sufficient quantities of healthy, high-quality food at a fair price.

Total installations	464
Countries of origin	64
Community activities	40
Participants in activities	154



Food action

7

Team

Miguel Angel
Benavides Ayala

Animator, Community Garden
from May 17, 2021 to November 21, 2021

Yann-Cédric Gomis

Animator (Projet Boîte à Lunch)
*Contract: January 20, 2021 to May 15, 2021
then starting February 22, 2022*

Diane-Gabriela
Gutierrez-Monroy

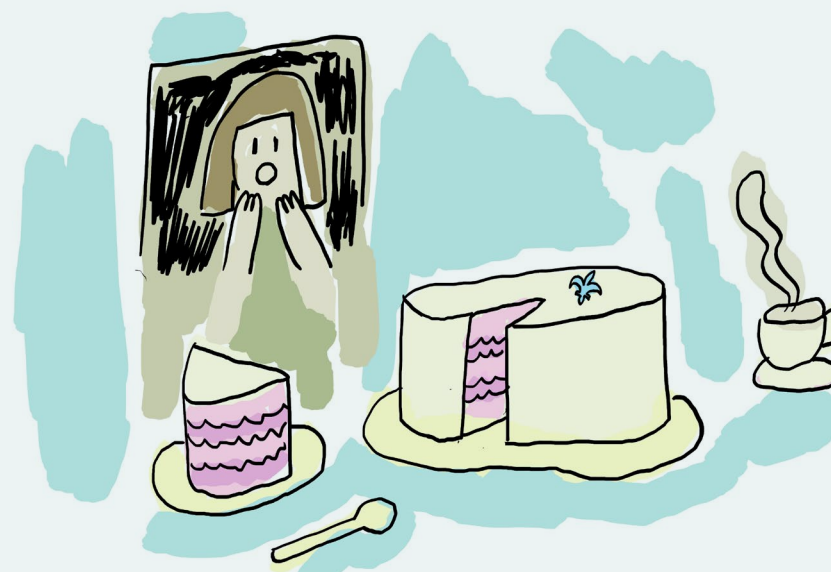
**Animator (Cooking and
nutrition workshops)**
until April 26, 2021

Paulina Robles

Community Organizer
until September 18, 2021

Steve St-Louis

Food Security Advisor
since December 13, 2021



Housing — Maria-Goretti Residence

PROMIS housing service with 220 rooms for women of all backgrounds, for short-term and long-term stays.

Individual clients	293
Countries of origin	46
Community activities	5
Participants in activities	82

Residence stay

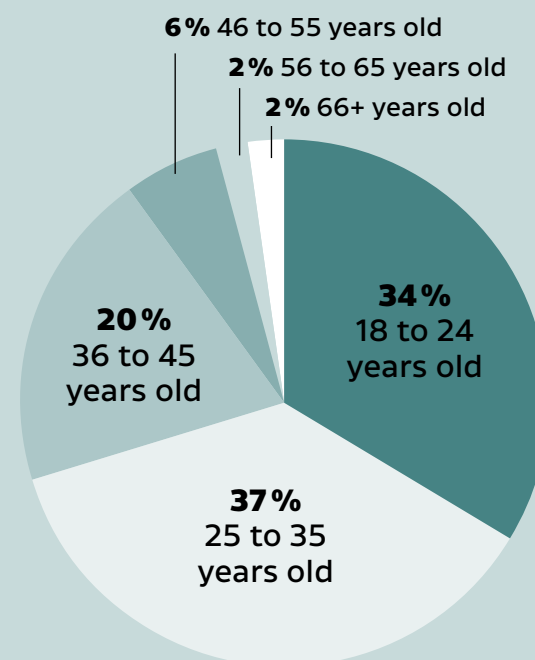
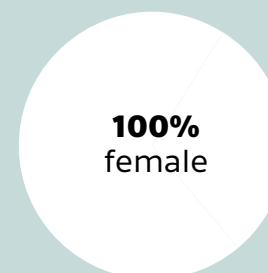
- 3 or more months
- For ages 18 to 45
- 263 residents

Transit stay

- 2 months to 1 year
- For ages 45+
- 30 residents

Hotel stay

- For ages 18+
- 0 clients
- 0 reservations
- 0 nights



Housing

— Maria-Goretti Residence

8

Team

Chudyanna Bazile	Receptionist <i>since January 3, 2022</i>
Dina Chevignac	Receptionist
Leila Hamam	Receptionist
Wilfredo Jimenez	Maintenance
Diane Laplante	Housing Attendant <i>until April 28, 2021</i>
Stéphanie Melanson	Receptionist <i>until May 25, 2021</i>
Nadia Messaoudi	Housing Attendant <i>since July 5, 2021</i>
Naomie-Lilly Noel	Receptionist <i>from September 22, 2021 to November 26, 2021</i>
Wilson David Parra Oliveros	Maintenance
Nora Rodriguez	Receptionist





Annual report 2021-2022



The end