

VOLUNTEERS AT THE HEART OF OUR COMMUNITY ACTION



Thank you. All of you.

This report is dedicated to our incredible volunteers, who work tirelessly every day to serve our clients with skill, kindness, and generosity. As you flip through these pages, you will find a few snippets and testimonials that highlight the extraordinary people who make all the difference for our organization. Each profile dotted throughout the report is a patch of ornate fabric – an embroidered square on a quilt that, when stitched together, form a warm and sturdy blanket.

We want to share our deepest gratitude and admiration for their endless devotion.



Mission, vision and values

Our mission

To help immigrants and refugees successfully integrate into Quebec society, enabling them to meaningfully participate in its development.

Our values

Excellence

Excellence is reflected in the quality of our services and the professionalism we extend towards each and every client. It represents our commitment to delivering rigorous service and drawing inspiration from best practices to enable continuous improvement.

Innovation

Innovation means encouraging each other to question traditional approaches, explore different avenues or creative pathways, and find flexible and adaptable solutions, all while respecting professional and organizational standards.

Respect

Respect is the felt and expressed experience of considering another person, then treating them with care. In order to show respect to other people, it's important to behave accordingly.

Our vision

To become the leader in immigrant integration services and to be recognized throughout Quebec as the best in our field.

Commitment

PROMIS is committed to providing the best support for immigrants and refugees alongside outstanding customer care. We also demonstrate this commitment through transparency, integrity, and an emphasis on responsibility towards our clients.

Inclusion

Inclusion means valuing and supporting each individual's diversity. It means being open minded, being respectful, and fostering conditions that protect their dignity and humanity, so they can make informed choices and participate in improving their environment.



Nour el Houda

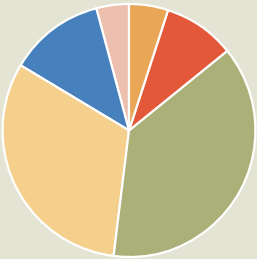
“Do good and throw it in the river.”

Summary of results

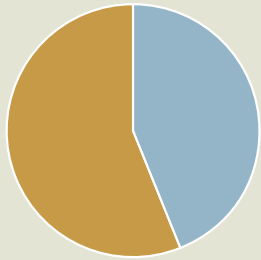
General information		
Individual clients	8809	↗
Interventions completed	55 294	↗
Countries of origin	134	↗
Community activities	356	
Participants in community activities	5840	↗
Employees (full-time, part-time, contract, and replacements)	56	
Groups and consultative bodies in which we participate	17	
Partners (other than donors)	59	↗

Primary countries of origin			
Ukraine	11 %	India	4 %
Cameroon	9 %	Tunisia	4 %
Algeria	7 %	Mexico	4 %
Haiti	7 %	France	3 %
Iran	6 %	Colombia	3 %
Morocco	5 %	Other (2% or less)	37 %

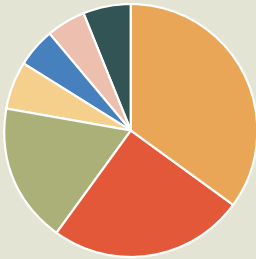
Age		
Under 18	5%	
18 to 24	9.5 %	
25 to 35	37 %	
36 to 45	31 %	
46 to 55	12.5 %	
56 to 65	4 %	
66 and up	1 %	



Gender		
Female	56 %	
Male	44 %	



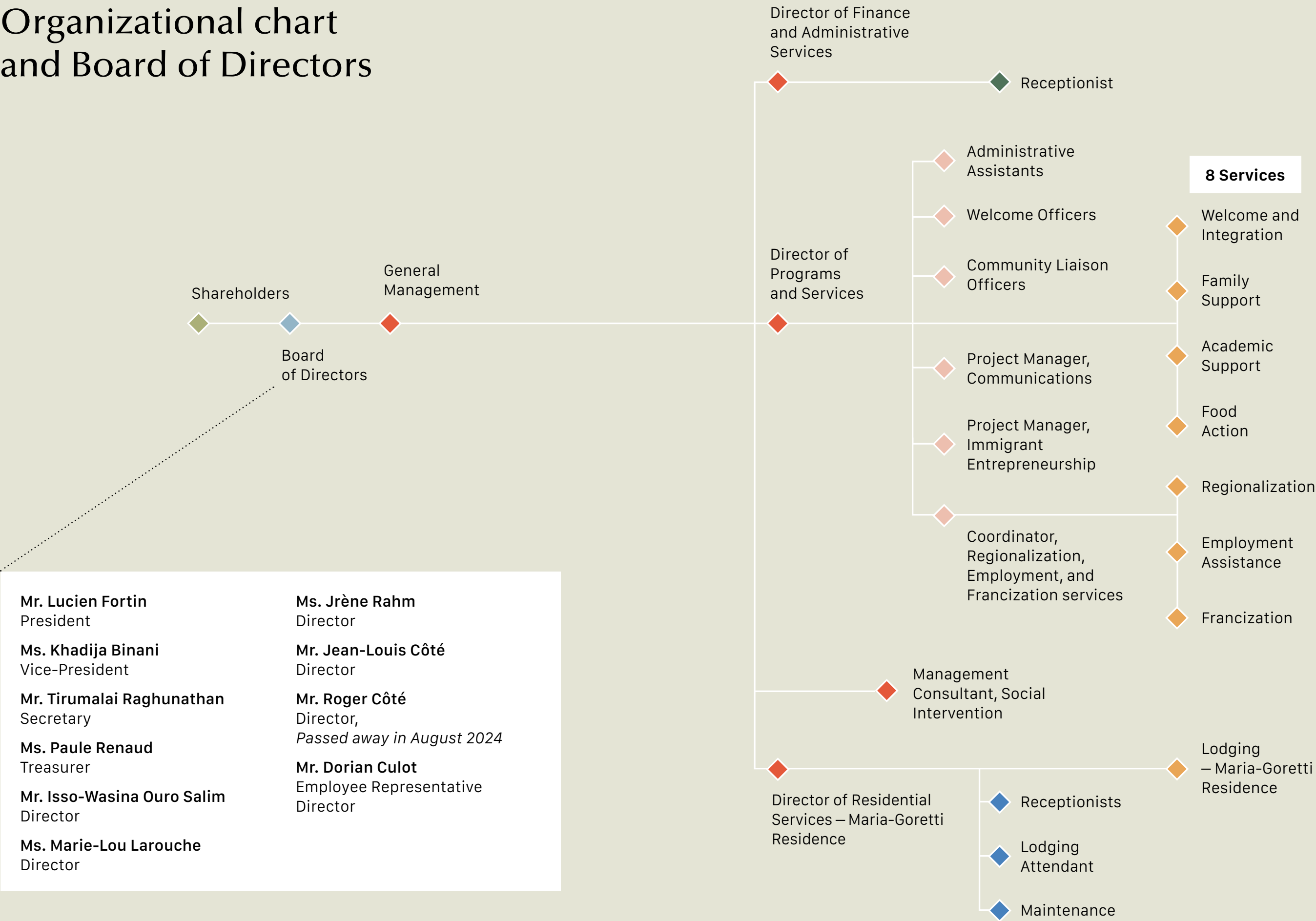
Immigration status		
Temporary worker	35%	
Permanent resident	25%	
International student	18%	
Landed refugee	6%	
Canadian citizen	5%	
Asylum seeker	5%	
Other	6%	



Antonia

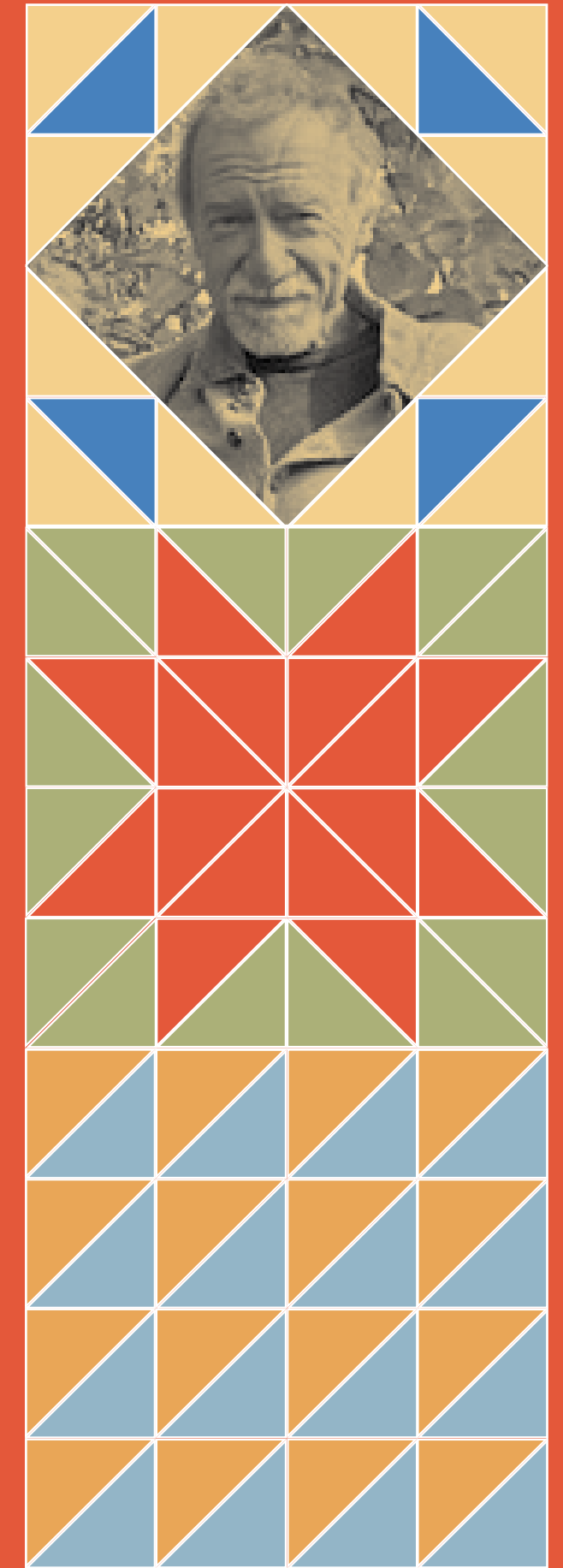
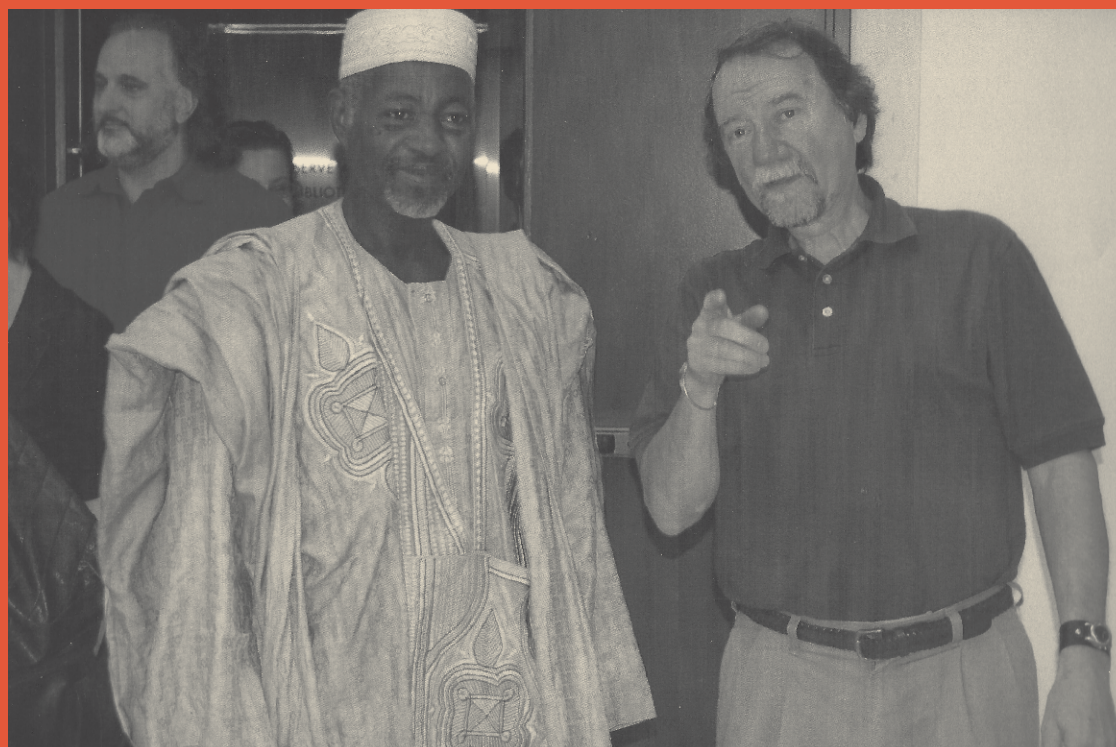
“It’s something I would have loved to have when I arrived in Canada. I learned French without a welcome course; my mother’s coworkers helped me.”

Organizational chart and Board of Directors



Tribute to Director Roger Côté

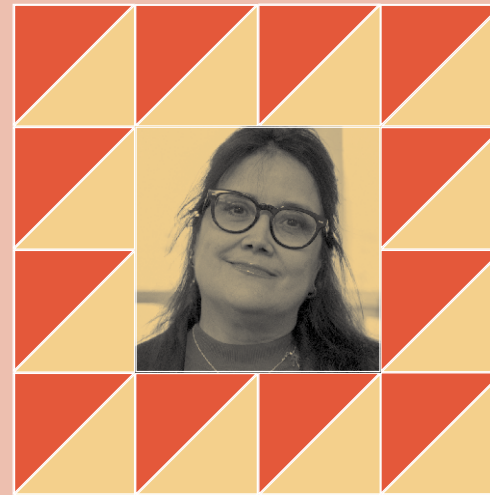
This year was marked by the passing of Roger Côté, an esteemed member of PROMIS' Board of Directors since 2013. We would like to acknowledge the invaluable contributions he made within the Côte-des-Neiges community and throughout our organization.





Isso-Wasina

"I chose PROMIS for the way it continuously supports new immigrants and refugees, helping them integrate and become more involved in Quebec society and therefore contributing to its prosperity."



Khadija

"For years now, I have brought my expertise in governance, strategic planning, and change management to support the organization's mission."

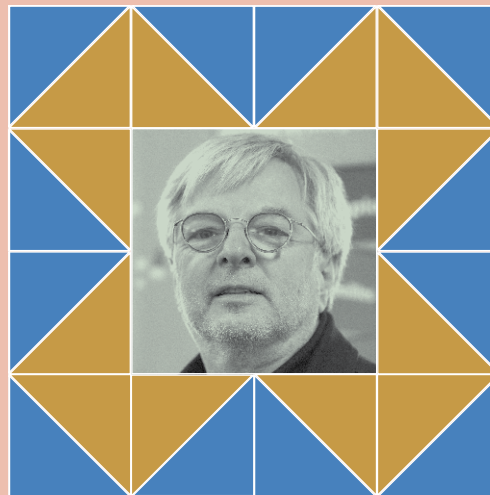


Marie-Lou

"I have deep admiration and respect for the entire PROMIS team's ongoing work, and I'm grateful for the small contributions I can make to support its mission."

Dorian

"I see PROMIS as a safe harbour. Both of my parents are immigrants and I've lived in two countries; immigration has always been a part of my world. More than anything, I want to be involved in supporting our society's most vulnerable people."



Lucien

Lucien is the President of the Board of Directors.

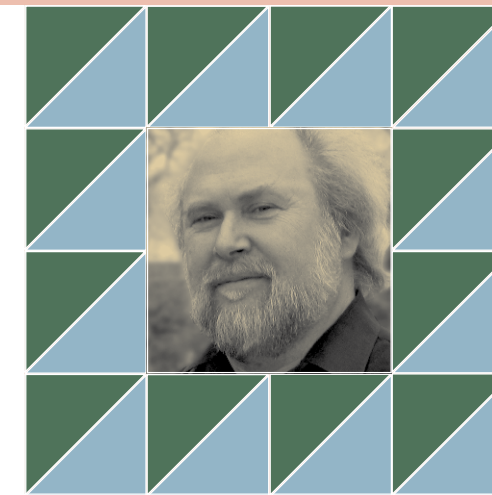
Tirumalai

Tirumalai is the Secretary of the Board of Directors.



Jean-Louis

"For me, it's a tangible way to give back to the community and help build a more inclusive and supportive society."

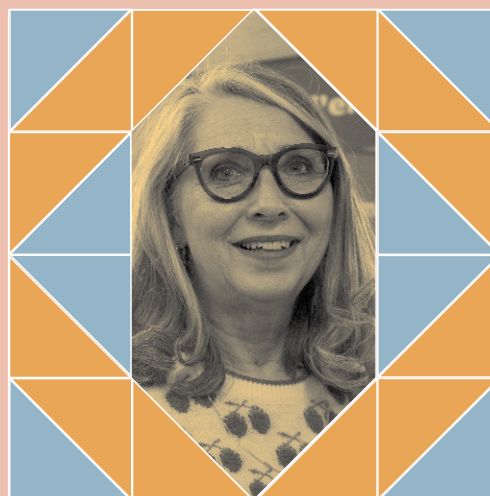


Board of Directors



Paule

"PROMIS is a safe haven that supports people who come from other countries. When they arrive, they need help finding work, learning French, helping their children with their homework..."



Jrene

"PROMIS is a place for living, sharing, and caring. It's a second home and a family to many of us. It's a privilege to be involved and give a little for the greater good."



Priorities and results 2024-2025

In FY 2024-2025, we made significant strides towards achieving our annual priorities. This report outlines the results we attained in our main areas of focus, highlighting both our successes and the challenges we faced. Our commitment to continuously improving our services and optimizing our processes remains central to our efforts.



PRIORITY N° 1
Number of clients

Increase the number of clients registered for all of our services, particularly individual support services for immigrants and refugees.

We successfully increased our client count in 2024-2025 to a total of 8,809 individual files. To keep the momentum going, we will be expanding our digital marketing and communications strategy to reach even more immigrants across the greater Montreal area.



PRIORITY N° 2
Digital marketing

Sharpen our digital advertising strategy's focus on acquiring eligible clients in the Montreal metropolitan area.

We maintained a predominantly digital-first strategy that promotes our services to immigrants with various eligibility statuses. We reinforced this strategy through partnerships with schools and community organizations, and with help from our liaison officers working in high school and community settings.



PRIORITY N° 3
Human resources

Improve the performance of our staffing, integration, and ongoing training processes.

In an effort to optimize our recruitment process for professional staff, we hired an external firm to test some more targeted techniques. We are also revising our approach to selecting, evaluating, and maintaining team members' skills. We are collaborating with our human resources consultant to continuously improve these practices.



PRIORITY N° 5
Innovative projects

Roll out a new cultural program.

We developed a diversified cultural program with four components: cinema, theatre, visual arts, and Quebec history.

The results we achieved this year demonstrate our commitment to meeting our clients' needs and improving our services. We thank all of our partners, employees, and clients for their contributions and support. Together, we will continue to work towards the successful integration of immigrants and refugees while exploring new avenues to enrich our service offering and strengthen our impact.



PRIORITY N° 4
Emplois en régions (EER)

Work with our partners Le Collectif and INICI to consolidate the *Emplois en régions* (EER) project.

We implemented the new 2024-2025 agreement for the *Emplois en régions* project in partnership with the Collectif des femmes immigrantes du Québec and INICI. This marks the seventh year of this innovative project – which exists at the crossroads of regionalization and immigration – with the addition of three new streams:

- Supporting immigrants who are in the process of returning to their country of origin but are interested in settling in one of Quebec's non-metropolitan areas.
- Establishing a liaison resource for our local partners across rural Quebec.
- Creating a pilot project focused on regionalization for asylum seekers.

Strategic guidelines 2021-2026

PROMIS in 5 years

Be the leading provider of support services for immigrants and refugees in the Greater Montreal Area and throughout Quebec.

Board governance and composition over the next 5 years

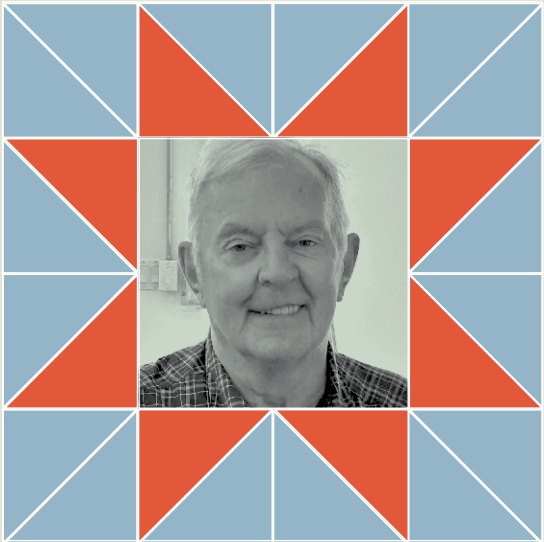
Ensure sound governance that is open and responsive to societal shifts and changes by fostering a diverse team of directors with expertise in immigration issues.

Organizational structure

Expand our capacity to provide in-person and online support while adapting our services for immigrants and refugees to reflect the full range of immigration challenges in Quebec.

Service offering

Focus on innovating, integrating, and continuously improving our programs and services based on immigrants' diverse statuses and needs, as well as those of Quebec society.



Pierre

"Without someone to accompany you, you must discover everything for yourself."

ADMINISTRATION

A year defined by growth and momentum

Mission : to ensure sound governance and leadership throughout the organization and to implement innovative projects for PROMIS' employees and clients.

Delfino Campanile
Executive Director

Aïda Berberovic
Director of Programs and Services

Naïma Sedraty
Director of Finance and Administrative Services

Diane Hébert
Director of Housing Services

Joëlle Léveillé
Receptionist

Elisabeth Senghor
Administrative Assistant

My Huong Pham
Senior Social Integration Advisor

Angeles Góngora
Coordinator, Regionalization, Employment, and Francization services
since August 19

Jennifer Giguère
Project Manager, Communications
until August 2, 2024

Dorian Culot
Project Manager, Communications
since September 3, 2024

Luc Osmani
Project Manager, Immigrant Entrepreneurship

Islem Bendjaballah
Community Liaison Officer (postsecondary)
until June 20, 2024

João Paulo Rossini
Community Liaison Officer
since August 15, 2024

Michael Au
Administrative Assistant

Carla Carolina Cotrim
Administrative Officer
until May 31, 2024

Yuliia Zabolotna
Welcome Officer

Vanessa Mae Guerrero
Administrative Assistant
since June 3, 2024



From left to right: Delfino Campanile, Executive Director at PROMIS, Marie Montpetit, President and CEO of Fédération des cégeps, and Dario Javier Sosa, Director of Regional Operations at MIFI, seen together at the Forum.



Participants are seated for the Forum's first panel: Mobilizing local actors.

Main priorities for the management team in 2024-2025

FY 2024-2025 was defined by significant initiatives and changes surrounding our management practices. The following is a summary of the main efforts we put forth and results we achieved in this area.

- Organized the 3rd *Forum sur la régionalisation de l'immigration au Québec*
- Hired a different external vendor for digital platform management
- Implemented a new communications and digital marketing plan
- Completely overhauled website
- Consolidated the GSI integration services management system
- Evaluated CRM solutions
- Participated in UQAM's community service committee
- Kicked off a new partnership with Teccart Institute
- Created and distributed an employee guidebook
- Organized coaching sessions focused on intervention strategies
- Provided training on Law 25
- Created an appointment scheduling team
- Expanded the reception area and improved the employee common areas
- Completed renovations to support new ways of working
- Debriefing lunch for each team

Continued administrative coordination for *Emplois en régions (EER)* project

Emplois en régions (EER) project

PROMIS Awards

For the 4th year in a row, PROMIS presented an award recognizing one volunteer's outstanding contributions to our organization. This year, the *Prix PROMIS* was awarded to Élyse Zadigue-Dubé for her ongoing involvement with the Academic Support service.



Special projects

- Co-directed a research project on independent community action: "Overview of independent community action efforts developed by immigrant communities in Montreal"
- "Regionalization in French" pilot project was developed by Concordia University and *Emplois en régions (EER)*
- Partnership between the Provincial Employment Roundtable and EER
- Coordinated the job placement service program – RH Connexion
- Supervised a field study on collaborative relationships between community organizations involved in regionalization and municipalities
- Partnered with the Mediterranean Institute for Training, Research, and Social Intervention
- Participated in the launch of innovation cells for immigration regionalization
- Gilles-Gauthier scholarship



↑ Aida Berberovic, Director of Services and Programs, and Nathalie Durand, Canada Mobility Advisor at IMF RIS. We are fortunate to have been able to personally invite Ms. Durand, a symbol of a partnership that only strengthens each year.



↑ Andréanne Lévesque, school liaison officer, and Madiha Belabed, IMF RIS intern.

Representation and external involvement

- Executive Director Delfino Campanile assumed the role of Vice-President of the TCRI's Board of Directors until June 2024
- President of *Atelier habitation de Montréal*, Delfino Campanile
- President of *Habitations populaires de Parc-Extension (HAPOPEX)*, Delfino Campanile
- Participation as resource person for a workshop on cultural diversity for the *Union des municipalités du Québec*, May 2024
- Talk with APDEQ members, September 2024
- Gave a presentation on EER during an online forum for employers in Montérégie, organized by *Montérégie économique*
- Aïda Berberovic, Director of Programs and Services, assumed the role of President of the Centre Pauline-Julien
- Attended the ROFQ's *Journées de réflexion* on April 25 and 26, 2024 at Hotel Sacacomie in Saint-Alexis-des-Monts
- Participated in the ROFQ's *Journées de réflexion* on March 12 and 13, 2025 at Hotel Plaza Universel in Montreal
- Attended the 15th anniversary of the Research Institute for Immigration and Intercultural and Inclusive Practices on January 23, 2025
- Attended *Colloque de Québec métiers d'avenir* on January 25, 2025
- Attended a daytime conference on the challenges of positionality in research, organized by CRI-JaDE of the CRC ReParE Chair, on Wednesday, February 12, 2025
- Attended the CORIM luncheon with Jean-François Roberge, Quebec Minister of Immigration, Francisation, and Integration, as a guest of *Éducation internationale*, March 13, 2025
- Participation as resource person for a workshop co-created by the *Union des municipalités du Québec* to consult with immigrant groups living in Quebec's non-metropolitan regions, May 2, 2024
- Presented *Emplois en régions* to members of the *Association des professionnels en développement économique du Québec* as part of the Espace expertise program, September 12, 2024
- Participated as a panelist at the McCord Stewart Museum and Héritage Montréal's Urban Exchanges conference on neighbourhoods and cultural communities in Montréal, March 26, 2025
- Screened "That What Needs to be Said" (« *Ce qui doit être dit* ») in partnership with the MAC

Annual events

- Christmas party for clients
- Social committee
- Back-to-school BBQ
- Halloween party
- Christmas dinner for employees





Hakima

"I've always been an active woman."

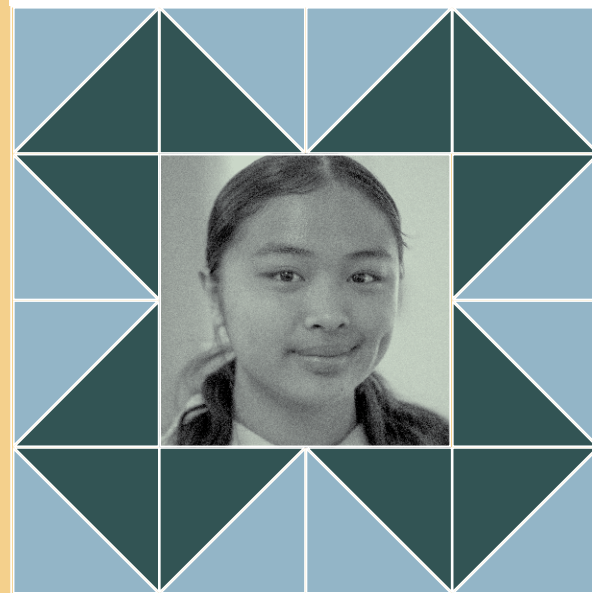


François

"For me, it's inspiring to see people with such determination building their lives from scratch."

Hayleen

"I've experienced challenges in the past, so I enjoy helping young people in a similar situation."



Dalila

"Kindness makes all the difference."



Victoria

Volunteering at the tax clinic is a way to practice her language skills. She volunteers with her mother, who is also working to improve her French.

Public talks



APRIL 18, 2024
Reflecting on the regionalization of immigration
Chedly Belkhodja



SEPTEMBER 24, 2024
Professional journeys and challenges of immigrant musicians in Quebec
Caroline Marcoux-Gendron



NOVEMBER 19, 2024
Employment profile of English-speaking immigrants in Quebec
Chad Walcott



NOVEMBER 21, 2024
Marcel Ferron: revolutionary
Éric Perron




DECEMBER 3, 2024
Coexistence in the context of migration in Canada: which Québécois model is best?
Brice Arsène Mankou



MARCH 11, 2025
Screening of the film “Metamorphosis in 3 Stages” (Métamorphose en 3 temps)
Étienne Langlois

Cultural programming



The film “Metamorphosis in 3 Stages”, screened on March 11, 2025 and created by young adults from Parc-Extension, tells the story of three immigrant teenagers from the neighbourhood who are subject to different forms of violence specific to their backgrounds. Pictured: the characters of Nelson and Bianca.

Community liaison program

Community liaison statistics

Mono-ethnic organizations	
Organizations listed	131
Countries and territories of origin	85
Successfully contacted	112
Joined the program	46

Collaboration and representation initiatives	
Number of meetings with community organizations, educational institutions, and others	19
Number of PROMIS service presentations	19
Internal meetings discussing community liaison strategy	10
Number of events organized	4
Information kiosk to present services	3

Number of people reached via community liaison initiatives	
Community activities	37
Number of participants in activities	373
Individual clients	357
Countries of origin	28
Number of people referred to PROMIS services	35

Events

- Presented PROMIS services to the *Association des commerces mexicains de Montréal* in collaboration with *Emplois en régions*
- Event: *La Bienvenue à CDN* (October 2024)
- Annual General Meeting of the Association of Nepalese in Quebec (February 2025)
- Group workshop with organizations participating in our research project in partnership with UQAM (November 2024)



Immigrant entrepreneurship service

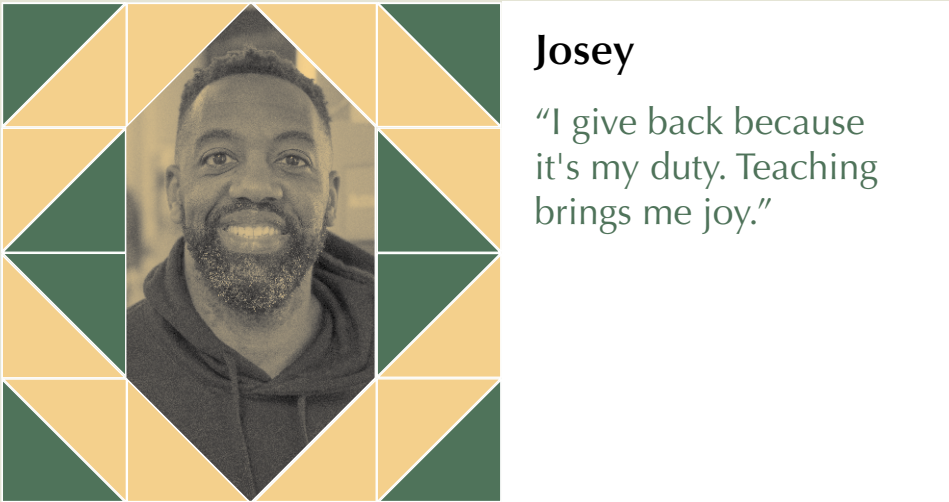
We actively developed this program to raise awareness about entrepreneurship among immigrant populations.

General information	
Sessions	7
Workshops	35
Individual clients	248

List of organizations we collaborated with this year:

- PME MTL
 - Conseil d'économie sociale de l'Île de Montréal (CESIM)
 - Microcrédit Montreal
 - Futurpreneur and the BDC
 - HEC and La base entrepreneuriale
 - The Chamber of Commerce of Metropolitan Montreal
 - CenTech
 - Connexion Laurentides
 - Aller-Simple pour entrepreneurs immigrants (ALEI)
 - DigiHub
- Entreprendre Ensemble (City of Montreal)
 - CJE West Island
 - Mangrove
 - Forces Fraîches
 - Repreneuriat Quebec
 - Desjardins
 - Meszafairs.ca
 - DS Avocats
 - Emersion (Baie-Comeau/Manicouagan)
 - Industrial Alliance (Antoine Vendette)

A special event: Presentation of entrepreneurship opportunities in Manicouagan



WELCOME AND INTEGRATION

Experience and dedication for a quality service

Mission : To welcome and support new immigrants as they settle into their new lives in order to facilitate their integration and ensure they become active, independent members of Quebec society.

Juan-José Fernandez
Social Integration Advisor
and Team Lead

Ximena Moncayo
Social Integration Advisor

Shazen Mumtaz
Social Integration Advisor

Myrna Zogheib
Social Integration Advisor

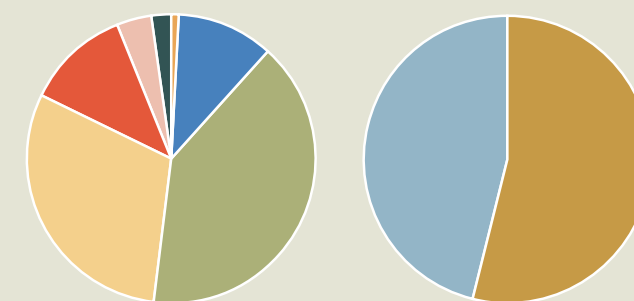
New immigrant outreach

We developed a partnership
with a daycare in Parc-Ex
(CPE du Parc) to provide
support for South Asian
immigrant parents.



General information	
Individual clients	2587
Interventions	12 654
Countries of origin	118
Community activities	63
Participants in activities	628

Age	
Under 18	1 %
18 to 24	11 %
25 to 35	41 %
36 to 45	31 %
46 to 55	12 %
56 to 65	4 %
66 and up	2 %



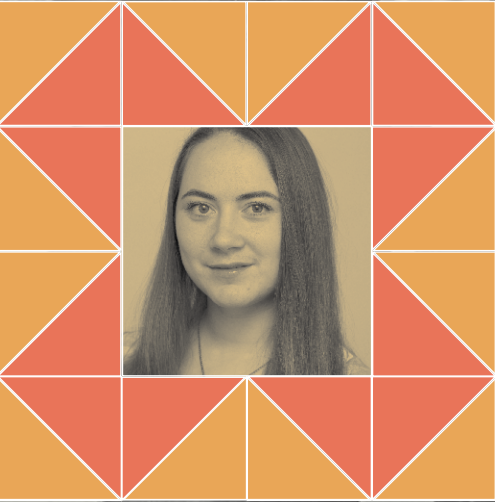
Gender	
Female	54 %
Male	46 %

Tax clinic



Yvonne

For her, the clinic is a source of learning and community: it's a place to meet people.



Ohla

"I was a journalist in my home country. At the clinic, I feel like I did before. I can talk to people, there's lots of communication."

FRANCIZATION

A dynamic learning environment for students and a great work environment for MIFI instructors

We welcomed 2,433 individual students into our French course program – that’s 347 more people than last year!

Mission : To help new immigrants learn French and understand Quebec’s cultural, historical, and societal values.

Bibiana Campos
Administrative Officer,
Francization

Iryna Krazovska
Administrative Officer,
Francization

Olha Doroshenko
Administrative Officer,
Francization
since May 13, 2024

Soraya Silva
Administrative Officer,
Francization (*on sick
leave*)

Redesigning the space to be even more comfortable

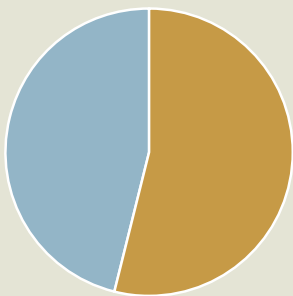


General information

Individual students	2 433
Students who completed a session	1852
Course hours completed	9097
Groups	117

Gender

Female	51 %
Male	49 %



EMPLOYMENT ASSISTANCE

Quickly adapting to unexpected situations to provide better client care.

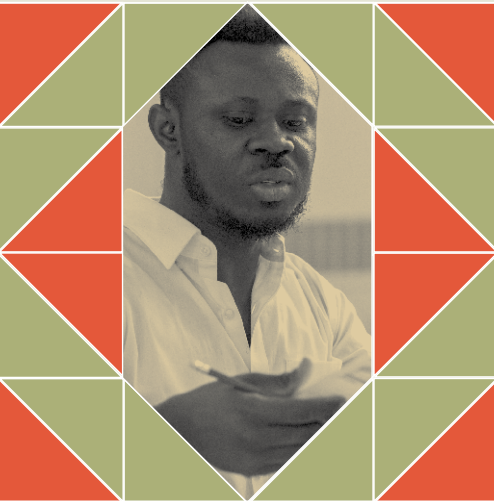
Mission : To help newcomers to Montreal integrate into the job market and find employment.

Monica Moise
Employment Advisor

Joyce Myers
Employment Advisor

Dalia Piperni
Employment Advisor

Partnership with
Teccart Institute

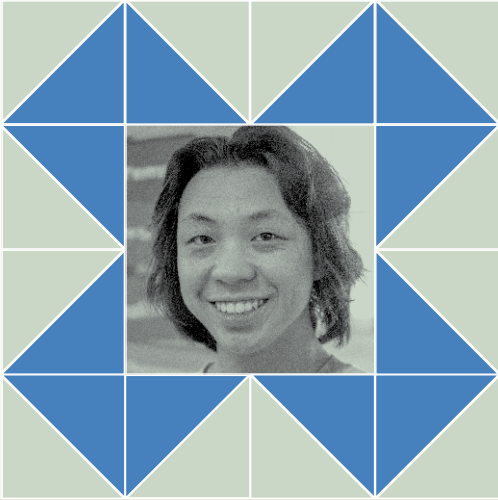


Leclerc

Leclerc received support as a new immigrant. Now, he wants to pay it forward.

Max

Max is an academic support volunteer who wants to become an elementary school teacher.



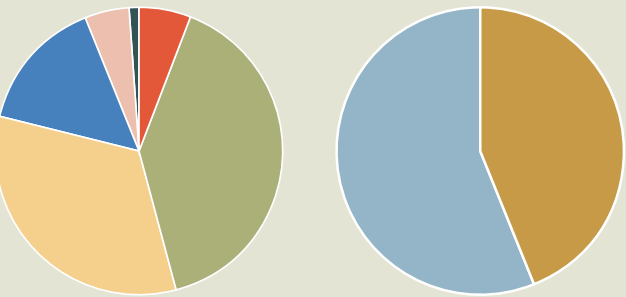
General information

Individual clients	497
Interventions	15 566
Countries of origin	79
Community activities	19
Participants in activities	834

← Note: the increase in the number of interventions compared to FY 2023-2024 is due to the inclusion of indirect hours in the total.

Age

18 to 24	6 %
25 to 35	40 %
36 to 45	33 %
46 to 55	15 %
56 to 65	5 %
66 and up	1 %



Gender

Female	44 %
Male	56 %

REGIONALIZATION

Creating a new Regional Liaison position to support our initiatives with regional partners.

Mission : To help newcomers permanently settle in one of Quebec’s non-metropolitan regions.



This service is integrated with Emplois en régions (EER), which is run in collaboration with the Collectif des femmes immigrantes and INICI.

Angeles Góngora
Advisor, Regionalization
until August 19, 2024

Daniela Halter
Advisor, Regionalization

Iryna Karabaza
Regionalization Officer
for Ukrainian Nationals

David Rivera
Advisor, Regionalization

Carla Carolina Cotrim
Advisor, Regionalization
since May 30, 2024

Jeanne Marengère
Advisor, Regionalization
since September 23, 2024

Dorian Culot
Advisor, Regionalization
until September 23, 2024

Mame Salah Mbaye
Regionalization Officer

General information
for all initiatives

Individual clients	1153
Interventions	19 675
Community activities	140
Participants in activities	2338

Community activity data and participant counts reflect the results of the EER program as a whole. The number of unique clients and interventions refers only to clients supported by PROMIS advisors.

It should be noted that there are multiple interventions due to the operation of the ministry's new platform.

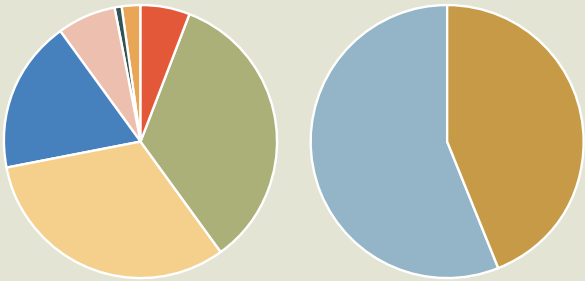
Stream 1

Job integration focused on non-metropolitan regions

Stream 1 information	
Individual clients	244
Interventions	15 123
Countries of origin	42

Gender	
Female	44 %
Male	56 %

Age	
18 to 24	6 %
25 to 35	34 %
36 to 45	32 %
46 to 55	18 %
56 to 65	7 %
66 and up	1 %
Unknown	2 %



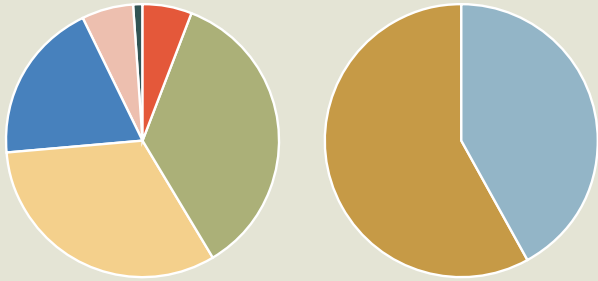
Stream 2

Settling in a non-metropolitan region

Stream 2 information	
Individual clients (including employability clients)	909
Interventions	4552
Countries of origin	66

Gender	
Female	58 %
Male	42 %

Age	
18 to 24	6 %
25 to 35	35 %
36 to 45	32 %
46 to 55	19 %
56 to 65	6 %
66 and up	1 %



Regionalization
Officer: an
essential resource



FAMILY SUPPORT


A source of stability for families


Mission : To provide personalized assistance and social support for families experiencing a diverse range of challenges, both onsite at PROMIS and in their homes.

Ginette Bibeau
Social Integration
Advisor and Team Lead

A unique partnership with Maison-théâtre

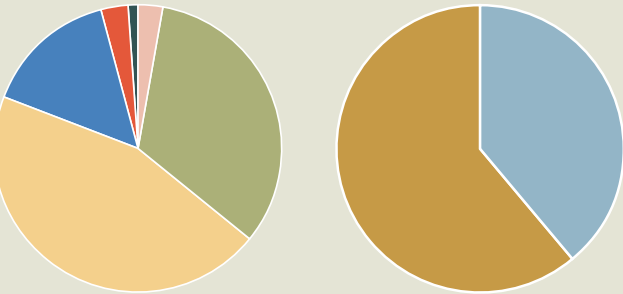
A series of sociocultural activities that teach and transform.





General information	
Individual families	404
Total family members	1411
Interventions	4171
Countries of origin	55
Community activities	14
Participants in activities	300

Age	
18 to 24	3 %
25 to 35	33 %
36 to 45	45 %
46 to 55	15 %
56 to 65	3 %
66 and up	1 %



Gender	
Female	61 %
Male	39 %

ACADEMIC SUPPORT

A referral service to help young people strengthen their knowledge of French and mathematics.

Mission : To encourage perseverance and academic success among immigrant students facing challenges at school, while helping their parents integrate successfully.

General information	
Total clients	598
Community activities	39
Participants in activities	691

Sylvie Delgado
Academic Support
Advisor

Maryam Farhani
School Liaison Officer

Tamara Momcilovic
School Liaison Officer

Andréanne Lévesque
School Liaison Officer
since April 29, 2024

Elyes Bouhouche
Espace Parents animator
since October 24, 2024

Madiha Belabed
Intern *from August to
December 2024*

James

James decided to volunteer regularly – not just from time to time – by committing to Saturday School, and he wants to continue volunteering in the future.



May et Juliette

For May, PROMIS’ mission hits home: “We are refugees, and I’ve seen how a community can give back.”

For Juliette, volunteering is part of her life’s journey: “I want to offer a helping hand through my work.”

Program 1 Saturday School

Program 1 information	
Total clients	157
One-on-one tutoring clients	116
Participants in early reading and writing workshops (ages 4-5)	26
Participants in parent workshops	10
<i>Espace Parents</i> clients	15

Program 2 PROMIS Day Camp

Program 2 information	
Total clients	109



Program 3 Spring Break Camp

Program 3 information	
Individual clients	25

Program 4 Teen Services (Projet Ado)

Program 4 information	
Individual clients	135

Program 5 School Liaison Officers

Program 5 information	
Individual clients	162
Interventions	3211

***Espace Parents* program**

Integrating this program into PROMIS' offering gives immigrant parents the opportunity to connect and share with each other..

FOOD ACTION

A year of consolidating our food action service.

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

Community activity information	
Community activities	27
Participants in activities	75

Lunchbox program information	
Workshops offered	107
Participants	180

New partnerships driven by a focus on youth nutrition.

Budding partnership with Collective kitchens of the Grand Plateau and involvement with their "Almost-perfect lunch" (*Dîner presque parfait*) program.

Zineb Qannousse
Food Action Advisor
from April 1, 2024 to May 9, 2025



Winnie

Tutoring feels like a break for Winnie: it allows her to dedicate her time to a good cause and be 100% present for somebody else.



Tu Lan

"I've been blessed: I live in Canada, a rich and peaceful country. I've been able to work, I've studied, and I've had children. So now, I'm giving back."

Constant improvement of the residents' living environment

Mission : To offer safe, affordable, temporary lodging for new female immigrants or foreign students as they settle into Quebec. In the spirit of PROMIS' mission, the 217-room Maria-Goretti Residence is designed for women of all backgrounds, offering them a place to land with all the services they need under one roof.

Nadia Messaoudi
Director of Lodging

Leila Hamam
Receptionist

Gaëlle Patricia Talotsing
Receptionist
since May 4, 2024

Rachèle Samuel Guillaume
Receptionist *since*
November 25, 2024

Naima Adjou
Receptionist
since March 1, 2025

Hela Jemaa
Receptionist
until April 24, 2024

Souhila Maouche
Receptionist
until July 29, 2024

Chahira Belkacemi
Receptionist *from April 29,*
2024 to November 22, 2024

Alexandra Youmbi
Receptionist *from August 3,*
2024 to February 23, 2025

Wilfredo José Jimenez
Maintenance

Residence stay

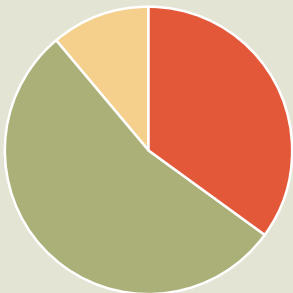
Minimum duration	3 months
Maximum duration	1 year
Target demographic	age 18-45

General information

Individual clients	352
Countries of origin	30
Community activities	2
Number of participants in activities	96

Participant Age

18 to 24	35 %
25 to 35	54 %
36 to 45	11 %



Renovations for our residents

We continued to
improve our space and
infrastructure for our
residents.



Anne

“Saturday School is a joy.
I look forward to it all
week.”

