ANNUAL REPORT 2025-2026

Face à Face Intervention and Listening Center

"Everyone needs to be listened to, to be given hope, and to be provided options when they think they have none."

(514) 934-4546
info@faceafacemontreal.org
https://faceafacemontreal.org/

FACE À FACE
Le centre d'écoute et d'intervention
Listening and Intervention Centre

TABLE OF CONTENTS

Brief History of Our Center	3
Our Services	4
Our Organizational Culture	7
Message From the President of the Board of Directors	8
Highlights of the Year	11
Active Listening and Refferal Service	15
Services for Individuals Without a Fixed Address	18
Housing Information Bank	20
Volunteer Program	21
Short-Term Counselling	22
A Special Thank You to Our Partner Organizations	23
Membership in Associations, Tables & Groupings	24
Collaboration with Public Services & Agencies	25
Appreciation to Our Institutional Funders	26
Meet Our Team	27
Our Volunteers	28

A BRIEF HISTORY OF OUR CENTER

Since 1982, the Face à Face Listening and Intervention Centre has been a dedicated nonprofit organization committed to supporting individuals in need. Our mission is rooted in social justice and community-based solutions, allowing us to offer high quality frontline services to those facing difficult situations.

Through compassionate listening and long-term intervention, we aim to foster a stronger and healthier community. At Face à Face, individuals are welcomed into a safe, inclusive, and respectful environment where they are empowered to develop the skills and confidence needed to reach their full potential.

“Everyone needs to be listened to, to be given hope, and to be provided with options when they feel they have none.”



Our Services

Mail Reception Service

Our mail reception service provides a secure and reliable mailing address for individuals without a fixed address or those in need of a safe place to receive important correspondence, such as government documents and social assistance cheques.

This confidential and secure service helps reduce barriers to essential services by ensuring that clients have consistent access to their mail.

This service also helps to support clients in recovering or replacing lost, stolen, or expired RAMQ health insurance cards, helping them regain access to healthcare and other critical services.





Housing Search Service

Face à Face remains committed to supporting individuals in their search for stable and affordable housing. For those without internet access, our dedicated volunteers offer a personalized housing search service, taking into account each client's specific needs, financial situation, and preferred location. Volunteers also provide information about nearby emergency shelters as well as other pertinent resources.

In addition, our staff support clients through comprehensive, individualized assistance plans designed to help them access low-income housing. These long term support strategies are tailored to meet the unique circumstances of each individual we serve.

Our Services

Listening & Referral Service

As part of our commitment to supporting individuals in vulnerable situations, we offer a listening and referral service designed to provide emotional support through a humanistic approach. This service is available both in person and by phone.

Our trained volunteer team provides empathetic, non-judgmental listening to individuals facing personal or social challenges. The goal is to create a safe, confidential space that fosters healing, self-awareness, and empowerment.

In addition to active listening, we provide a referral service that helps individuals identify, navigate, and access appropriate community resources to meet their needs. Referrals may include food banks, tax clinics, health centres, emergency shelters, and other social support services.





Short-Term Counselling

Face à Face provides short term, individual counselling to those navigating emotional or psychological difficulties. Our objective is to empower individuals by identifying personal strengths, developing effective coping strategies, and exploring meaningful solutions that foster overall well being and autonomy.

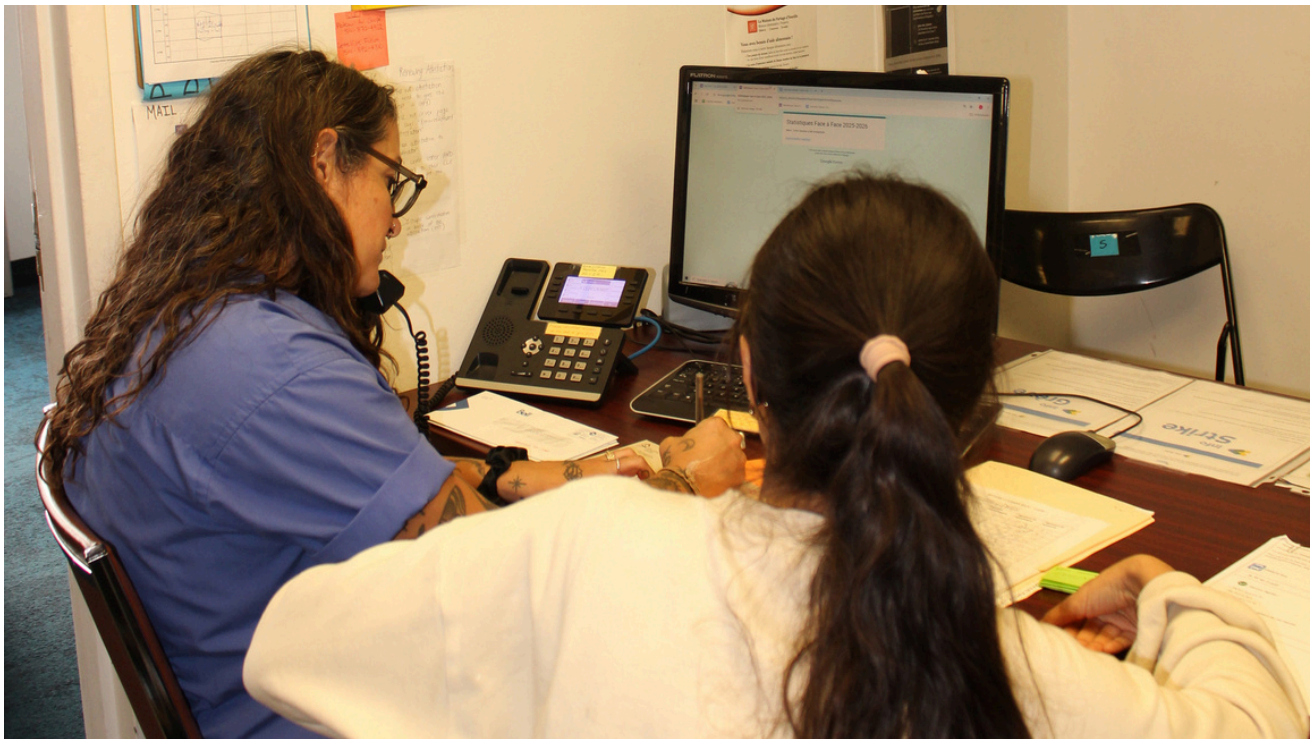
This free service is offered over a maximum 16-week period and consists of one-on-one sessions with a trained staff member or experienced volunteer at Face à Face. Volunteers who provide counselling receive additional specialized training and ongoing supervision to ensure they are equipped to support individuals effectively while helping us meet the growing demand for this service.

Our Services

Accompaniment & Advocacy

Face à Face offers accompaniment services to individuals who may require support in navigating crucial appointments. When appropriate, our team can accompany clients to meetings related to healthcare, legal matters, housing, and social services. During these appointments, we provide both advocacy and emotional support to ensure clients feel heard, supported, and empowered throughout the process.

Additionally, a telephone and computer are available on-site to help clients maintain essential communication with service providers and members of their community. Clients may use these resources to contact healthcare providers, social services, employers, housing resources, family members, and other support networks. Face à Face can also receive telephone calls and emails on behalf of clients. Messages, such as appointment reminders and communications from service providers, are documented in the client's file and relayed to them to help ensure continuity of care and access to services.



OUR ORGANISATIONAL CULTURE

Face à Face provides active listening, intervention, and collaborative support – both by phone and in person – to individuals who are vulnerable or socially isolated. Our approach is grounded in empathy and community partnership, aiming to foster empowerment and promote social reintegration.

Guided by a strong commitment to social justice, our community-based approach allows us to offer frontline services that address immediate needs with compassion and respect. We strive to strengthen our community by building spaces where individuals feel safe, valued, and empowered.

MISSION STATEMENT

Face à Face Listening and Intervention Centre is a nonprofit, community-driven organization dedicated to supporting socially isolated and vulnerable individuals, especially those facing housing instability. Through an intervention-based model, we prioritize humanistic partnerships and personal empowerment as key components of social reintegration and personal growth.

To fulfill this mission, Face à Face offers frontline psychosocial interventions, including active listening and referrals, long-term counselling, housing support, and mailbox services.



VISION STATEMENT

We believe that everyone deserves access to secure housing, to be listened to, and to receive hope – especially in moments when they feel they have none. We envision a more inclusive society where all individuals, regardless of their past or present challenges, are supported in fully reintegrating into their community and thriving in their lives.

MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

Land Acknowledgement

As we reflect on a year of serving people experiencing poverty, housing instability, and social exclusion, it is essential to recognize the ongoing colonial context in which our work takes place.

We acknowledge that Face à Face is located in Tiohtià:ke (Montréal), on the unceded traditional territory of the Kanien'kehà:ka, who are recognized as the custodians of the lands and waters of this region. Tiohtià:ke has long been a gathering place for many Indigenous Peoples, including the Kanien'kehà:ka of the Haudenosaunee Confederacy, Huron-Wendat, Abenaki, and Anishinaabeg.

We recognize the enduring impacts of colonialism and honour the resilience, strength, and continued presence of Indigenous Peoples on these lands. As an organization committed to supporting individuals facing systemic barriers, we acknowledge our responsibility to continue learning, reflecting, and working toward greater equity, inclusion, and reconciliation in our community and our work.



MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

President's Message

For more than four decades, Face à Face has provided a place of listening, support, and connection for individuals facing some of life's greatest challenges. As we reflect on the past year, I am reminded that our mission remains as important today as ever.

I would like to begin by thanking my fellow board members: Alexandre Turcotte (Vice-President), Natasha Le Blanc (Treasurer), and Lior Skaler (Secretary). Your dedication, expertise, and countless volunteer hours have helped guide Face à Face through a year marked by funding pressures, staffing transitions, and growing community needs. The Board remained committed to supporting the organization, its staff, and the people we serve.

I would also like to recognize Belinda Haligua and Marc Rivet, who participated in Board meetings as prospective Board members during part of this fiscal year. Thank you for your interest in Face à Face and for the valuable insights and energy you brought to our discussions

I would also like to recognize the staff members who left the organization this year: David Blouin, Natasha Flath, Camila Pereira, Andrea Da Cunha, and Ines Ben Said. In addition, we acknowledge Christabelle Talaro, Yuchen Wang, and Graeme Adams, who departed or will be departing shortly after the close of this fiscal year. Thank you all for your contributions to Face à Face and the community.

At the same time, we would also like to recognize several long-serving staff members whose dedication has helped shape the history of Face à Face. Akira Buhaina, Edward Eberle-Sinatra, Namita Chandel, and Arline Sabbah represent a valuable source of stability, institutional knowledge, and leadership within our organization. Arline, who has been with Face à Face for more than 25 years, along with Akira, Edward, and Namita, contributes each day to the continuity and quality of our services. Thank you for your commitment to the mission of Face à Face and for the many years you have dedicated to our community.

MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

Of course, none of this work would be possible without our volunteers. Your generosity, compassion, and willingness to be present for others are at the heart of Face à Face. To our frontline staff, including those not previously mentioned—Kezia Dorant and Alix de Supervielle-Rageau—thank you for your tireless dedication to supporting individuals experiencing isolation, poverty, housing instability, and emotional distress. Your work changes lives every day.

While this year brought its share of challenges, it also demonstrated the resilience and strength of our community. We faced obstacles together, adapted when needed, and continued to provide essential services to those who rely on us.

We also pause to remember the community members we lost this year. They were more than clients; they were valued members of our community whose lives touched those around them. Their memory remains with us, and we honour them through the work we continue to do.

Looking ahead, our focus remains on strengthening the long-term sustainability of Face à Face, expanding our community presence, and building meaningful partnerships. We will continue to be guided by the values that have shaped our organization since 1982: compassion, dignity, inclusion, and human connection.

To everyone who supports Face à Face—staff, volunteers, board members, donors, funders, partners, and community members—thank you. Your commitment ensures that Face à Face remains a place of hope, dignity, and belonging for all who walk through our doors.

With deep gratitude,



Lara Humes Doucet

President of the Board of Directors

Face à Face Listening and Intervention Centre

Highlights of the Year

Newly appointed members of the Board of Directors

At the 2025 Annual General Meeting, four existing members of the Board were appointed to titled roles: Alexandre Turcotte as Vice President, Natasha Le Blanc as Treasurer, Lior Skaler as Secretary, and Lara Humes Doucet as President. The Board also said goodbye Carter Griffiths, and Lisa Pallidini.

La Beignerie Donations

For approximately four months, La Beignerie generously provided Face à Face with their unsold donuts free of charge on a regular basis, with donations arriving daily or every other day. These treats were shared among our clients, staff, and volunteers, bringing moments of comfort and connection to our community. La Beignerie also supported our work by donating during an event held at McGill University. We are sincerely grateful for their generosity and ongoing commitment to giving back.

Community Engagement

McGill Choral Society Collaboration

Face à Face was proud to establish a new partnership with the McGill Choral Society, a century-old organization dedicated to fostering a love of music and strengthening community engagement. During its Fall 2025 concert, Messa di Gloria, held on November 29, 2025, the Society generously raised $1,260.55 through audience donations in support of Face à Face's services. This partnership helped increase awareness of our mission within the broader community and opened the door to future opportunities for collaboration, inclusion, and community-building initiatives.



McGill Community Engagement Day

Face à Face participated in McGill University's Community Engagement Day, where volunteer opportunities and services were presented to students interested in becoming involved in the community. The event provided an excellent opportunity to increase awareness of our mission and connect with potential volunteers.

LA BEIGNERIE

THE McGill CHORAL SOCIETY SSMU

Highlights of the Year

CBC radio spotlight on "Let's Go"

Face à Face was featured on CBC's Let's Go, where our Head Intervention Worker, Akira Buhaina, shared her experiences working on the front lines of Montréal's housing crisis. The interview highlighted the realities faced by vulnerable individuals and the importance of accessible, community-based support services.

Dawson College Mental Health Fair

Staff and volunteers represented Face à Face at Dawson College's Mental Health Fair, engaging with hundreds of students through conversations about mental health, homelessness, and community support. Informational materials were distributed throughout the event, helping raise awareness of our services and volunteer opportunities among younger members of the community.

Montreal Guardian Charitable Choices Feature

Face à Face was selected to participate in Montreal Guardian's Charitable Choices series, providing an opportunity to share our mission, services, and impact with a broader audience while increasing community awareness of our work.

→ Service Development

Housing Resource Guide Initiative

To better support individuals experiencing housing instability, our intern Camille L. created a practical booklet entitled *Navigating Housing Resources in Montréal*. The guide offers an accessible overview of the housing system, available supports, and key community resources, and has become a valuable tool for both staff and volunteers assisting clients with housing-related concerns.



Highlights of the Year

Launch of the Volunteer Counselling Program

This year marked an important milestone with the development and implementation of Face à Face's Volunteer Counselling Program. Staff collaborated to create training materials, revise policies and consent procedures, and provide individualized preparation for volunteers. Following their training, volunteer counsellors began supporting clients under supervision, expanding access to free emotional support services within our community.

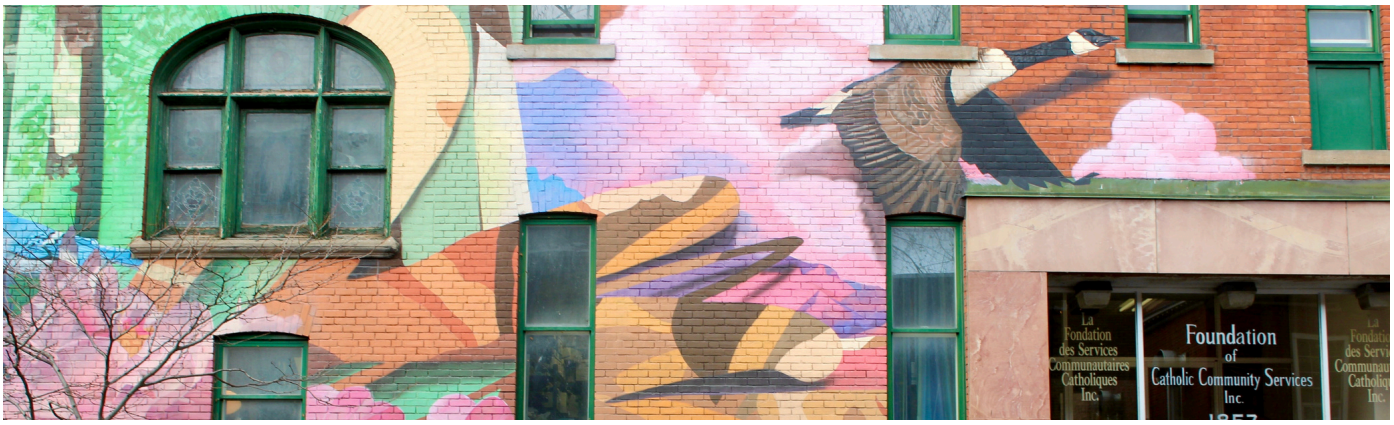
Collaboration & Well-Being

St. Michael's Mission Collaboration

Face à Face strengthened its partnership with St. Michael's Mission through reciprocal visits aimed at improving understanding of each organization's services and referral processes. This collaboration led to the launch of the first Face à Face Day at St. Michael's Mission, allowing staff and volunteers to connect directly with community members, answer questions about our services, and build trust through increased visibility and accessibility.

Concordia Art Therapy Partnership

Through a collaboration with Concordia University's Art Therapy program, Face à Face staff, volunteers, and interns participated in art therapy workshops designed to encourage reflection, creativity, and emotional well-being. These sessions provided a welcoming space to unwind, share experiences, and foster connection, while reinforcing the importance of caring for those who support others in their daily work.



Highlights of the Year

Strengthening Our Volunteer Community

This year, under the leadership of Volunteer Coordinator Kezia Dorant, Face à Face continued to strengthen and expand its volunteer program through volunteer support, recognition, recruitment, training, and program development.

Kezia organized numerous volunteer appreciation initiatives throughout the year, including Volunteer Appreciation Week, handwritten thank-you cards, holiday and birthday celebrations, recognition of volunteer achievements, and seasonal appreciation events. These initiatives helped foster a welcoming and supportive environment where volunteers felt valued and connected to the organization.

She provided ongoing support to volunteers through daily briefings, regular communication, mentorship, training opportunities, and professional development. Kezia also supervised three interns throughout the year, conducting weekly one-on-one meetings, evaluations, and consultations with educational institutions. In addition, she wrote numerous reference letters supporting volunteers in their academic and professional pursuits.

Kezia represented Face à Face at recruitment and outreach events hosted by McGill University, Dawson College, and the SPVM, while also maintaining volunteer recruitment platforms and assisting with the organization's social media presence. She contributed to the development of the Volunteer Counselling Program and completed a three-day De-escalation Training to further strengthen volunteer support and training initiatives.

Beyond volunteer coordination, Kezia played an important role in the daily operations of the centre. She updated and developed key forms, policies, and training materials; managed volunteer, counselling, and computer room schedules; coordinated monthly calendars and holiday communications; assisted in organizing staff events and farewell gatherings; helped maintain the organization of the centre; coordinated the purchase of winter supplies for clients; and supported staff during interventions and crisis situations when needed.

These collective efforts resulted in a significant increase in volunteer engagement and satisfaction. This success was reflected in strong volunteer retention, a growing number of volunteers taking on multiple weekly shifts, and an extensive waiting list of individuals eager to join the program. Many new volunteers were referred by current and former volunteers, demonstrating the positive, supportive, and meaningful experience that Face à Face continues to provide.



ACTIVE LISTENING & REFERRAL SERVICE

In a time marked by rising mental health challenges and economic uncertainty, Face à Face's active listening and referral service remains a vital anchor for many.



We have witnessed a significant uptick in emotional distress and psychological turmoil post-covid – issues that are further compounded by inflation, a deepening rental crisis, and fraying social safety nets. Many individuals now face not only personal hardship, but also a systemic erosion of the supports they once relied upon. Amidst this climate, our service offers a dependable, compassionate presence to those who need it most.



Through our telephone and in-person active listening service, we provide a safe, non-judgmental space where individuals can feel heard, validated, and respected. Whether someone needs to talk through a moment of crisis, be referred to a community resource, or to just be listened to, this service is a point of stability for many. For some, it is a first step toward seeking help. For others, it complements ongoing work with mental health professionals, offering day to day emotional grounding and support. For many longtime clients, Face à Face has become a steady thread they can hold onto – a place of familiarity and trust in the midst of ongoing uncertainty.

This is not just a service. It is a tether – offering human connection, emotional support, and hope in a time when all three are in short supply.

ACTIVE LISTENING & REFERRAL SERVICE SUMMARY

Total Number of Interventions

10,746

Number of Interventions for Individuals Requesting Active Listening Services

2,128

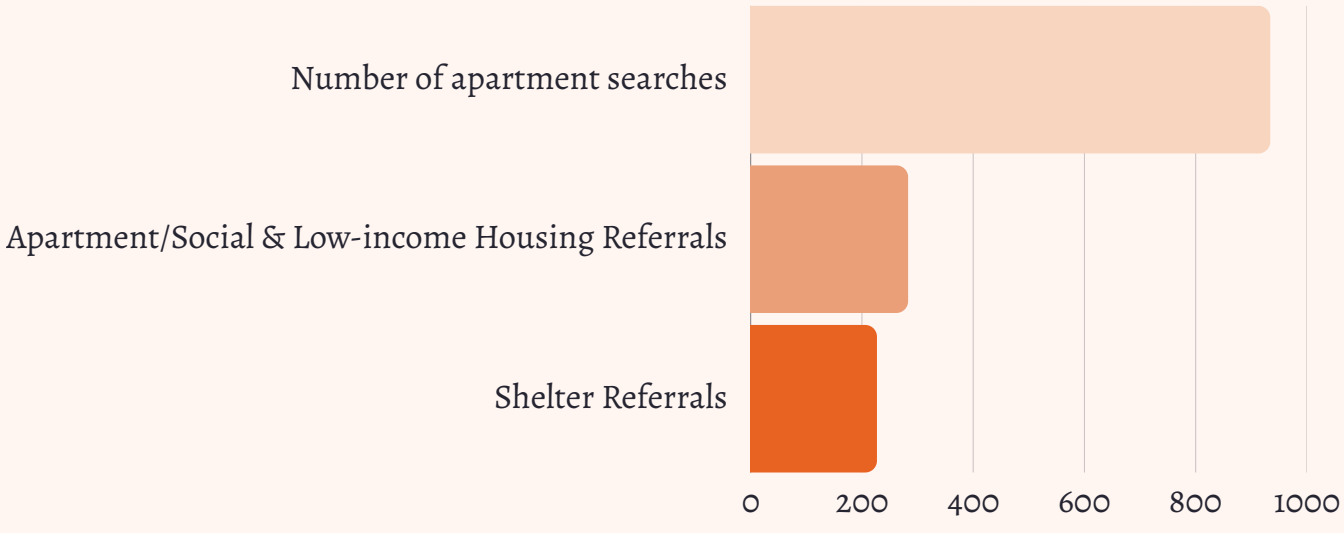
Interventions Related to Referrals

585

Our listening line continued to provide support for a wide range of concerns, with daily life challenges, anxiety, stress, relationship issues, and isolation being the most frequently discussed topics.

Total Number of Referrals Given

1,036



ACTIVE LISTENING & REFERRAL SERVICE SUMMARY

CLIENT DEMOGRAPHICS & EMERGING TRENDS

The individuals served by Face à Face continue to reflect a diverse and evolving population:

An estimated

5,309

clients were aged 40 and over, making up 77,6% of clients.

1,543

clients were reported with mental health issues (depression, anxiety, stress, ptsd, etc)

Services were provided in:

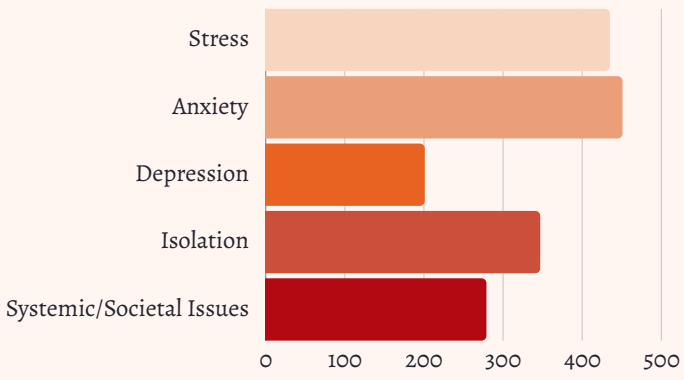
French for

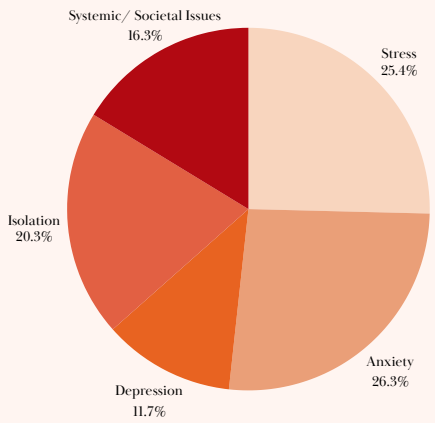
3,723 clients

English for

3,116 clients

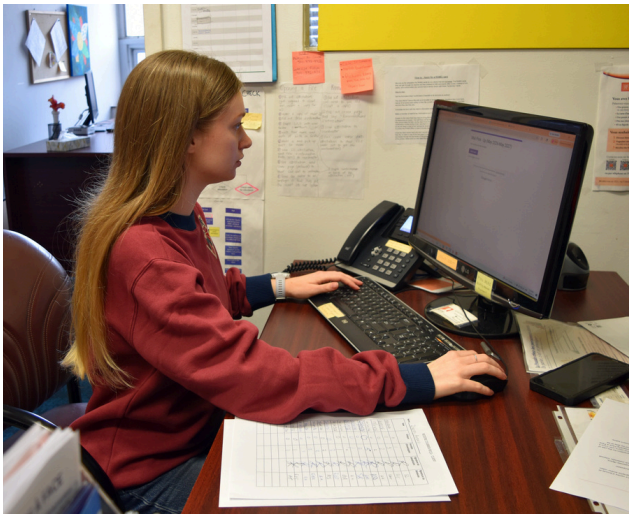
KEY ISSUES DISCUSSED





SERVICES FOR INDIVIDUALS WITHOUT A FIXED ADDRESS

Face à Face's initiatives for individuals experiencing situations of homelessness are funded by the Vers un chez-soi program (VCS) of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal. Our services aim to provide support and follow-up with the ultimate goal of improving individuals' quality of life. Recognizing the importance of advocacy, Face à Face also works to assist and represent our clients should they need our support.



Many individuals without a fixed address may feel hesitant to seek formal assistance, often due to past disillusionment with health and social services. Consequently, they might avoid visiting or requesting help from various service providers. Through our mail reception service, Face à Face has established long term relationships with our clients, enabling them to receive social assistance, pensions, and other crucial documents at our centre. This service serves as a vital first step toward alleviating extreme poverty and social disorganization on the streets of our city.



Our community-based approach to problem solving, combined with a multidisciplinary effort to address the concerns of the most vulnerable of our society, positions Face à Face as a significant agent of effective change within our community.

While our organization has always been a vital part of the wellbeing of the Montréal community since its inception, this is especially true in light of the marked increase in economic disparity that has transpired over the last several years.

Number of interventions done to distribute checks: **5,745**

Number of checks distributed: **3,320**

RECENT STATISTICS ON HOMELESSNESS IN MONTRÉAL AND QUÉBEC:

HOMELESSNESS ACROSS QUEBEC

More than 12,000 people are experiencing homelessness in Québec.
In 2025, Québec's visible homeless population reached 12,077 individuals, representing a 20% increase since 2022 and highlighting the growing need for support services across the province.

RISING UNSHELTERED HOMELESSNESS

Between 2022 and 2025, the number of individuals experiencing unsheltered homelessness increased by an average of 14% per year, reflecting the mounting pressure on shelters and housing resources.

AN AGING POPULATION

Older adults represent a significant portion of Montréal's unhoused population.
Individuals aged 50 years and older account for 44% of people experiencing homelessness in Montréal, demonstrating the increasing vulnerability of older adults facing housing instability.

CHRONIC HOMELESSNESS IN MONTREAL

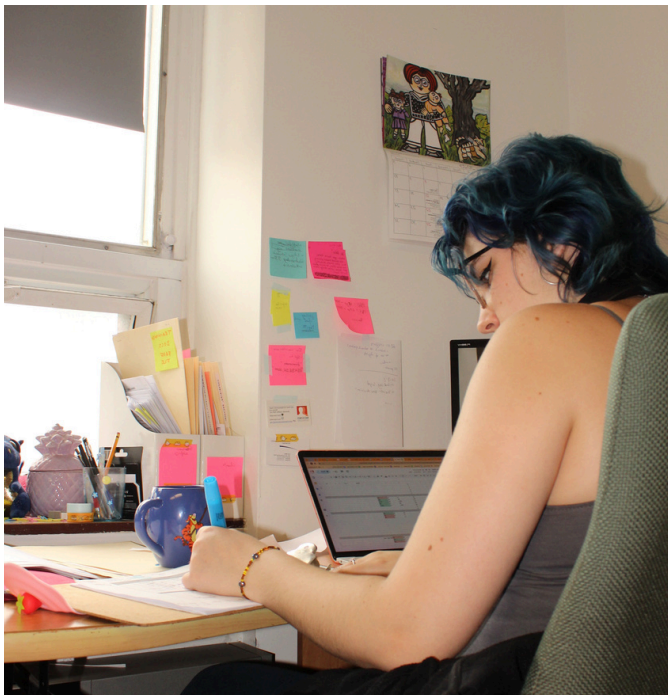
Montréal faces particularly high rates of long-term homelessness.
Compared with other regions of Québec, Montréal experiences a greater proportion of chronic homelessness, meaning more individuals remain unhoused for extended periods and require sustained support and housing solutions.

HOUSING INFORMATION BANK

There was a marked increase in research and referrals to a wide range of housing resources throughout the year. Staff and volunteers became increasingly familiar with social and community housing options, supportive housing programs, transitional housing, and emergency shelters. Referrals were made to organizations such as CAP Saint-Barnabé, Chez Doris, Communauté Hadley, Accueil Bonneau, Maison du Père, Mission Old Brewery, and Habitation Les Trinitaires, allowing us to provide more individualized support based on each client's unique circumstances and needs.

It is important to note that a significant portion of our clientele receives basic social assistance, which remains fixed at $845 per month. Many seniors living on pensions and old age security also found themselves struggling to cover the growing costs of housing, further highlighting the urgent need for accessible, affordable options.





To support this growing demand, our intern Camille L. developed a practical resource entitled Navigating Housing Resources in Montréal. The booklet compiles information on Montréal's housing system, social and community housing options, and relevant support services, providing staff and volunteers with an accessible tool to better guide clients through the housing search process.

Overall, this year saw a boom in housing-related requests, not only in volume, but also in the diversity of the people reaching out to Face à Face. Our team's knowledge of housing alternatives and community resources allowed us to offer more tailored support, facing increased demand from the populations we serve.

VOLUNTEER PROGRAM

At Face à Face, our volunteers are among our most valuable resources. They play a vital role in humanizing the health and social services network by offering compassionate support through immediate, person-to-person contact.

Just as remarkable is the selflessness with which these individuals give their time, energy, and expertise – not for material gain, but for the shared belief in creating a stronger, more caring community, in a way that can help bolster their future burgeoning careers in the helping field. Their dedication keeps optimism alive in our mission and makes it possible to deliver essential services to those who need them most.

Volunteers are engaged at every level of the organization, from delivering frontline services to participating in the Board of Directors. Their contributions directly shape the impact and direction of Face à Face.



This year, we were proud to count 159 volunteers, who contributed a total of 6,518 hours of service*
To all of you who so generously gave your time this past year:
Thank you for your dedication, your humanity, and for choosing to give back with Face à Face.

*Volunteer statistics exclude the four members of the Board of Directors and two prospective Board members, who collectively contributed more than 1,000 additional hours of volunteer service during the fiscal year.

SHORT-TERM COUNSELLING

Face à Face's short-term counselling program continued to evolve this year in response to the growing demand for accessible mental health support. Recognizing the lengthy wait times and financial barriers associated with many public and private services, the Centre expanded its counselling model to offer up to 16 weeks of support, allowing clients additional time to build trust, explore challenges, and work toward their goals.

This year also marked the launch of Face à Face's Volunteer Counselling Program. Following the development of training materials, policies, and supervision procedures, volunteer counsellors began supporting clients under the guidance of staff members. This initiative expanded the Centre's capacity to provide free emotional support while maintaining the values of empathy, autonomy, and client-centred care that guide our practice.

Clients greatly benefited from consistent sessions with the same counsellor, allowing them to build an emotionally supportive relationship that helped them to safely explore the challenges they were facing.

It is important to emphasize that the counselling program complements our active listening service. It is grounded in a humanistic approach – focused on support, empathy, and empowerment rather than diagnosis or analysis. The core goal is to foster autonomy and self-determination in the face of life's difficulties and emotional distress.

This year, our counselling team included:

Sandrine D., Michael S., Alex M., Charlotte R., Zheyi L., Amanda M., Hanna B., Hayley C., Tiffany K., Lauren S., Muskan S., Samer B., Katya M., Emily F., Gabriella L., Jennifer A., Elisabeth L., Anne-Florence K., Emily R., Ruby C., Hannah Sophia B.

22 individuals

were supported through an 8 to 16-week short-term counselling program.

13 psychological intakes

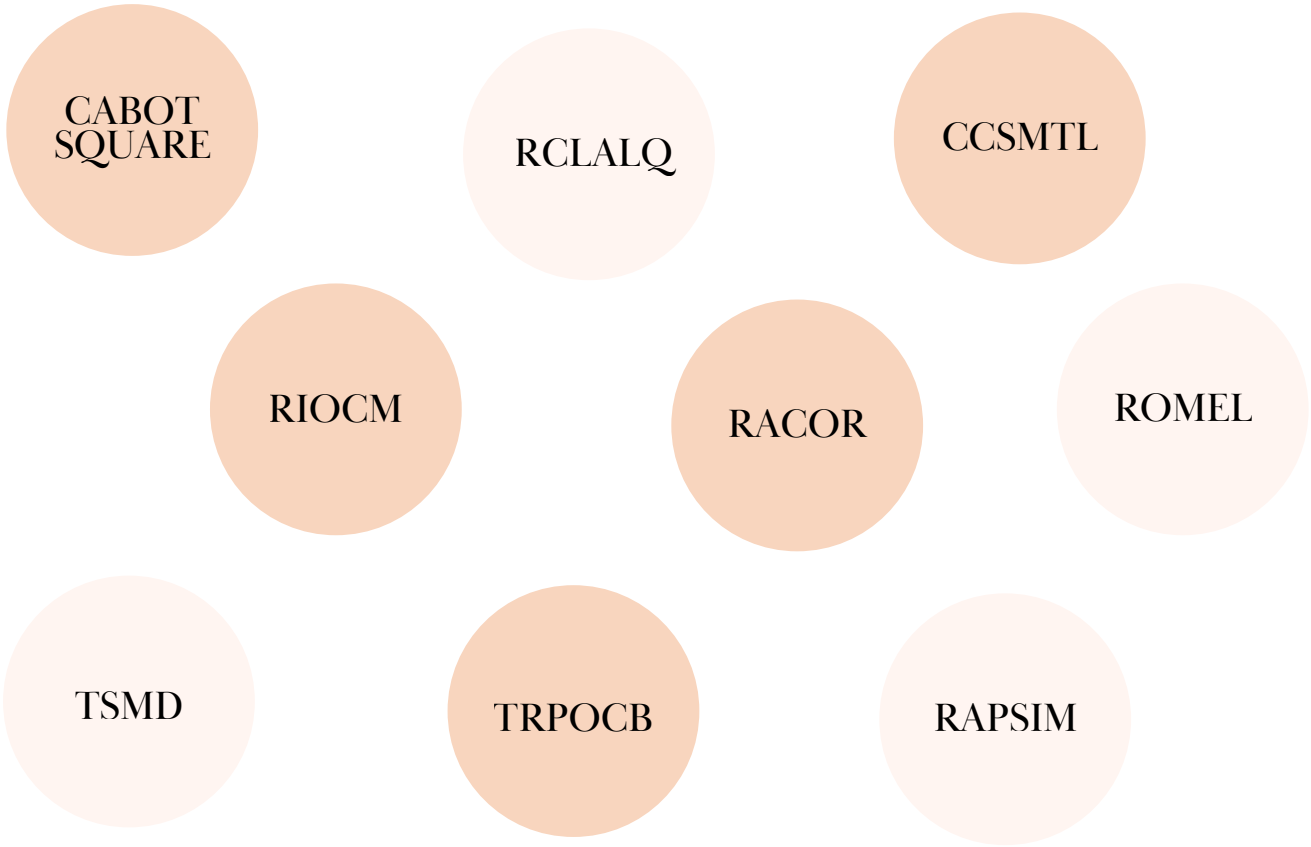
were done

A SPECIAL THANK YOU TO OUR PARTNER ORGANIZATIONS

Accueil Bonneau · Benoît Labre House
· Boulangerie Pita Frena (food donations)
· Cabot Square Project · Cactus
· CAP Saint-Barnabé
· Centre d'écoute et de référence Halte Ami
· Centre d'écoute et de référence Multi-Écoute
· Centred'intervention de crise Tracom
· Chambreclerc · Chez Doris · Chez Soi
· Clinique Droits Devant · Diogène
· Doctors of the World · Exeko
· Fédération des OSBL d'habitation de Montréal (FOHM)
· Groupe Harmonie · Hadley Community · La Beignerie
· La Maison du Père · La Maison Marguerite
· La Rue des Femmes · Le Chaînon · Le Sac à dos
· Les Studios Ville-Marie · L'Itinéraire · Loggia
· Logifem · Ma Chambre · Maison Lucien-L'Allier
· Maison St-Dominique · McGill Choral Society · Montreal Indigenous Community NETWORK
· Native Friendship Centre of Montreal
·Native Women's Shelter of Montreal · Nazareth House
· Nilufar (food donations)
· Office municipal d'habitationde Montréal (OMHM)
· Old Brewery Mission
· Passages ·Patricia Mackenzie Pavilion · Peter-McGill Community Council
· Projet P.A.L. · Resilience Montreal · Saralikitaaq
·Société d'habitation populaire de l'Est de Montréal (SHAPEM)
· Stella · The Booth Centre ·The Hay Foundation ·The Open Door · ROMEL · SHDM
·St-James Drop-In Centre · Sydalis
· Tel-Aide · Tel-Écoute · VH Enterprises ·Vilavi
· Volunteer Bureau of Montreal (CABM)
· Welcome Hall Mission · YMCA / YWCA

MEMBERSHIP IN THE FOLLOWING ASSOCIATIONS, TABLES, AND GROUPINGS:

Équipe Brigade Santé Publique
Réseau Alternatif et Communautaire des Organismes
Regroupement des comités logement et associations de locataires du Québec
Table des regroupements provinciaux d'organismescommunautaires etbénévoles
Regroupement intersectoriel des organismes communautaires de Montréal
Réseau d'aide aux personnes seules et itinérantes de Montréal
Table santé mentale et dépendance des partenaires du Sud-Ouest-Verdun
Cabot square urban security committee
Regroupement des Organismes du Montréa; Ethnique pour le Logement
CIUSSS du Centre-Sud-de-l'Île-de-Montréal



IN PROUD COLLABORATION

Régie de l'assurance maladie du Québec (RAMQ)

CIUSSS Centre-Ouest

→ CLSC Métro

→ Connexion Team

Retraite Québec

CIUSSS Centre-Sud

→ CLSC des Faubourgs

Visitation (GMF)

16 welfare offices, including the

Centre spécialisé des demandeurs d'asile, des garants défaillants et des parrainés

WITH GRATITUDE TO OUR INSTITUTIONAL FUNDERS

Programme de soutien aux
organismes communautaires (PSOC)

Programme Vers un chez-soi (VCS)

Canada Summer Jobs (CSJ)

Projet VCS 6460: Prévention de l'itinérance en dehors des hébergements traditionnels et dans les campements

Centre intégré universitaire de santé et de services sociaux du Centre-Sud-de-l'Île-de-Montréal
Québec

Government of Canada

MEET OUR TEAM



NATASHA FLATH
ADMINISTRATIVE DIRECTOR & INTERVENTION WORKER



ALIX DE SUPERVIELLE-RAGEAU
INTERVENTION WORKER

YUCHEN WANG
ADMINISTRATIVE DIRECTOR

NAMITA CHANDEL
GRANT WRITER

DAVID BLOUIN
VOLUNTEER COORDINATOR

GRAEME ADAMS
INTERVENTION WORKER

CHRITABELLE TALARO
INTERVENTION WORKER

ANDREA DA CUNHA
SOCIAL MEDIA SPECIALIST (CSJ)

INES BEN SAID
STREET OUTREACH WORKER (CSJ)



KEZIA DORANT
VOLUNTEER COORDINATOR



EDWARD EBERLE-SINATRA
INTERVENTION WORKER



CAMILA A. R. PEREIRA
INTERVENTION WORKER



AKIRA BUHAINA
HEAD INTERVENTION WORKER



Pictured: Edward E-S (top left), Alix dSR, Akira B, Natasha F, Christabelle T, Camila P (bottom right)

OUR VOLUNTEERS

AJ Russo
Aidan Sukhdeo
Aiko Maurel
Alen Ken
Alex Francavilla
Alex Megelas
Alexis Belzile
Aliénor Chamoux
Alix de Supervielle-Rageau
Aline Maurel
Amanda Flemming
Amanda Mccue
Amanda Ventrudo
Amélie Paillier
Anass Ktoub
Andréa Da Cunha
Angelina D'Alfonso
Angeline Gosselin
Anne Depatie
Anne-Florence Kenney
Ariana Suarez
Ashlee Zitzmann
Ayda Khalili
Azélie Laflamme
Azura Lucifero
Banu Bayramova
Béatrice Guay
Béatrice Hillier-Rodrigue
Beverley Bonney
Bianca Cicci
Brenda
Briana Pastuch
Brandon Vu
Burcin Gür
Camila A. da Rocha Pereira
Camille Jemelen
Camille Mota
Caroline Malhame
Carter Griffith
Catherine Issakov
Charlotte Rainville
Charlotte Yeboah
Chiara Melocco
Chloé Charar Bsissi
Chloe Lalonde
Christa Abdelnour
Christabelle Talaro
Christen Parienko
Christina Abi Karam
Christelle Mele
Clara Scudder-Davis
Cloé Irasque
Daniela Achuba
Darling Stsefanovich
Diya Grover
Dimitra Vasilakos
Edden Asmoucha
Eden Black
Elisabeth Ilies
Elisabeth Lallemande
Ella Vasseur
Elyse Roy
Emilie Rainville
Emilie Walker-Hanley
Emily Ford
Emily Rizk
Emma Vialard
Emma-Lee Di Giovanni
Estelle Saab
Ève Côté
Filip Vasileski
François Morin
Franklin Mbah
Gabriella Lisi
Gabrielle Ferreira
Georges Elias
Ghofrane Bensaid
Grace Dominko
Graeme Adams
Haley Mowatt
Hanna Bozovic
Hannah Bisares
Hannah Winter
Hayley Carolan
Heewon Jang
Ines Ben Said
Ines Abella
Isabella D'Aiuto
Izzy Avola
Jade Lamarre
Jasmine Dugas
Jasmine Ma
Jeff Mcdonald
Jeffrey To
Jeniffer Annis
Jennifer Patry-Cossette
Jessica Mastronardi
Johann Pacheco-Vessière
Joud Mohamed Refaat
Josef Raad
Julia-Catherine
Julian Gambino
Julian Leclair
Juliane Huyn
Juliette Catlin
Juliette Mai
Justin Aceta
Kaelyn Hodge
Kailin Summers
Katya Mitea
Kohbi Koffi Dongmo
Laura Uribe
Lauren Santoro
Laurie-Michelle
Leah Knecht
Léa Thibault
Léa El Choueiri
Léah Suissa-Rocheleau
Leslie Andjick
Linxuan Li
Luce-Elda Lundy
Lucréce Abergel
Maia Harris
Mairi Kenney
Manel Gheriche
Manon Freixas
Maram Alhaj Hussein
Marco Salamanca
Marie-Amelie
Marie-Gaelle Kpan
Marianne Carrière
Marine Isambert
Maria Burgos
Martin Sellier Silva
Maryse Vienneau
Marysol Cheff
Mathilde Andrieu
Mei Bass
Mélanie Côté
Melyssa Haddadou
Michael Karvchak
Michael Stone
Muskan Siddiqui
My-Lan Vu
Nada Chabibi
Nadine Kurdi
Naomi Epp
Natasha Le Blanc
Navin Ramgati
Nicolas Laporte
Noia Chalom
Nurya Toche Mbah
Odile Mujawimana
Olivia Leclaire-Angelini
Patrick Savoie
Pia Hasrouni
Purva Patel
Ravinder Sohi
Renata Rebelo
Rita Selwan
Riya Chauhan
Robert Kaden Jagoe
Rosemarie Fortin
Ruby Challita
Ruotong Li
Ruth Nsungani
Saaema Lulat
Safia Bouabida
Salma Toubal-Seghir
Samer Balkis
Sandrine Nicolas
Sara Marcantonio
Sebastiano Iacono
Selma Toubal-Seghir
Seyed A. Nourbakhsh
Shizah Mangi
Siobhan Murphy
Siena Bridger
Sierra Coutu
Simona Straccialano
Sofia Forlini
Sofian Chekkar
Sonia Issa Khani
Sophie Murray
Suruchi Mungrati
Ted Ozile
Thanh Huynh
Tiffany Konov
Tom Nguyen
Véronika Marchenko
Victor Dekarli
Vicky David-Malenfant
Yingxuan Su
Yasmine Licari
Yasmine Mammeri
Zheyi Li
Zoë Capper

FACE À FACE INTERVENTION & LISTENING CENTER 2026-2026

FACE À FACE
Le centre d'écoute et d'intervention
Listening and Intervention Centre