



**Native Friendship  
Centre of Montreal**

**ANNUAL REPORT**

**2017-2018**

Period: April 1 2017 – March 31 2018

# Native Friendship Centre of Montreal

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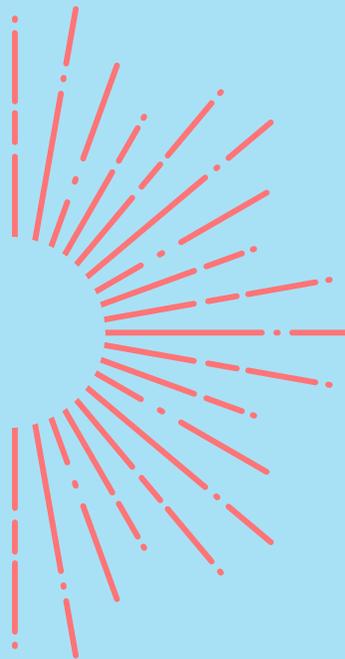
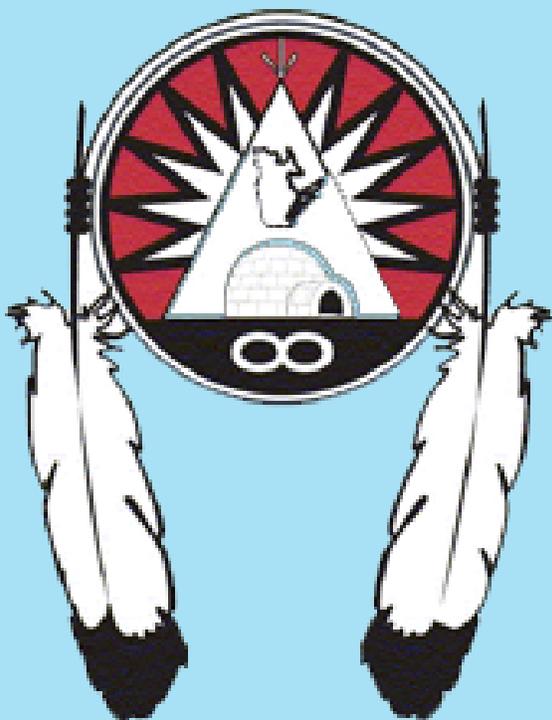
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2017-2018

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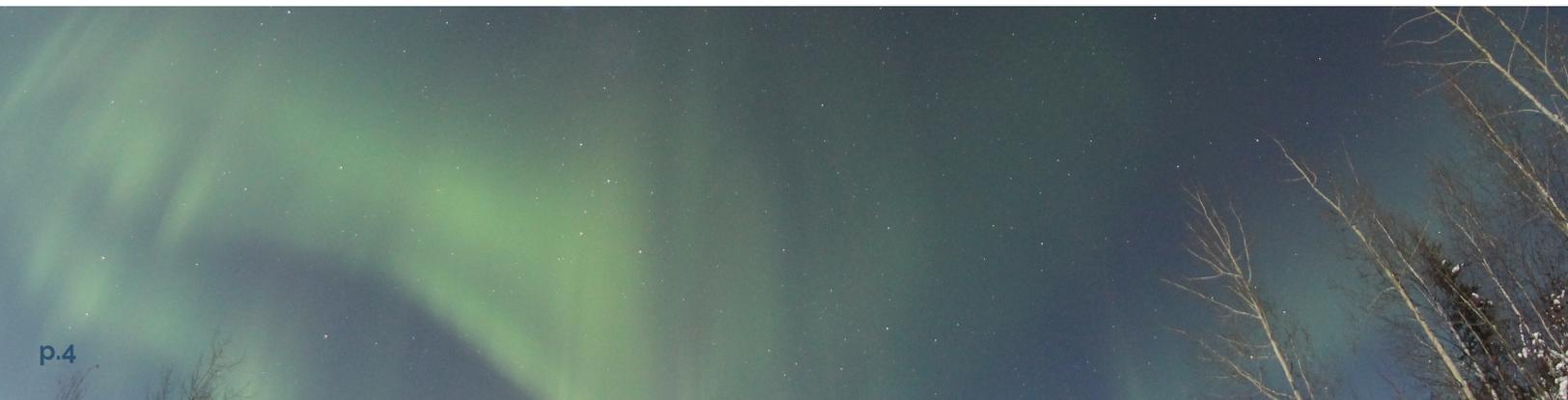
HOW TO HELP



# **"In peace and friendship"**



**Management, staff, and board of directors  
Native Friendship Centre of Montreal**



# MESSAGE FROM THE EXECUTIVE DIRECTOR



The 2017-2018 year marked a period of continued transition, evolution and growth for the Native Friendship Centre of Montreal Inc. (NFC) as we continue to execute a strategy to optimize resources and leverage valued partnerships. NFC continues to pursue a path toward addressing holistic needs by providing access to both direct integrated services and cultural supports. Our philosophy, vision, and values continue to guide our planning and execution within the context of a comprehensive strategic plan developed to guide the organization on its journey toward renewal and growth. We continue to monitor and evaluate opportunities that support the interests, priorities and future direction of the Centre and take this opportunity to reflect on our role and position in relation to the broader community.

The 2017-2018 financial year marked a period of continued transition, evolution, and growth for the Native Friendship Centre of Montreal Inc. (NFCM) as we continue to execute according to an action plan set out as part of our five (5) year strategy. We continue to pursue a diversified approach to funding sources and partnerships, thus ensuring access to a broad range of direct integrated services and support. This evolution has led to on-site implementation of an on-site medical and legal clinic, health promotion workshops and access to a broad range of health and social services, among others. Our philosophy, vision, and values continue to guide our planning and execution within the context of a comprehensive strategic plan developed to guide the organization on its journey toward continued renewal and growth. We continue to monitor and evaluate opportunities that support member interests and priorities within the context of our strategic plan. As we continue throughout this journey, we take this opportunity to reflect on our role, position, and future direction in relation to the broader community.



# MESSAGE FROM THE EXECUTIVE DIRECTOR

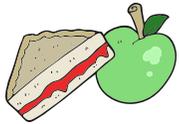
Accomplishments over 2017-2018 financial year round out the larger picture of how your Friendship Centre has executed over the past year as we work to promote, enhance, and develop the lives of urban Indigenous people in Montreal. Over time, the NFCM has consistently delivered solid results by ensuring access to essential health and social services, cultural supports, and urgent needs services.

Against this backdrop, a revitalized organization led by a motivated and committed senior management team is vigorously executing a straightforward strategy in pursuit of a clear goal to promote direct responses to expressed needs based on identified community priorities, including our vision: “Healthy, capable, responsible, self-sufficient and culturally enriched members living active, wholesome lives, respected by others as equals and contributing to the larger Montreal society as equal citizens while creating a good future for their youth.” (2016-2021 Strategic Plan).

We continue to selectively evaluate potential opportunities with regard to the net impact on our members and the community we serve. With continued strong execution of a transformational strategy, we continue to re-affirm the credibility and reputation of the organization as a model of prosperity and sustainability. A track record spanning over four (4) decades serves to demonstrate the respective vision and commitment to promote the interests of the organization and the members we serve.

**Brett W. Pineau,**  
**MBA Executive Director**

# How We Make a Difference



**19 880**

Bagged lunches distributed by Street Patrol



**14 430**

Hot lunches served



**2 250**

Showers



**890**

Food Baskets Distributed



**11 440**

Self-serve breakfasts



**1 750**

Day Center clients



**580**

Street Patrol Clients



**225**

Times the Stone Carving Room was accessed



**216**

Medical Consultations



**74**

shelter / medical transports



**125**

Youth Accessing Programs and Services



**40**

Legal Beneficiaries



**251**

cultural activities & gatherings



**1 200**

Monthly feast participants



**1**

employability initiative candidate

# How **We** Make a Difference

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## HIGHLIGHTS (2017-2018):

### **Working table:**

1. Local Accessibility Table for Urban Aboriginal Health and Social Services for Aboriginals in Montreal;
2. Homelessness Working Committee (Subcommittee on Social Services) of the Network for the Urban Strategy of the Montreal Native Community (RSUCAM) Frequency: 4 + times / year;
3. Homelessness Committee (SPVM);
4. Aboriginal Committee (SPVM);
5. Watch Committee (SPVM)

### **Number of members:**

174 (full members: 91, associate members: 71)

**Number of full members present at the AGM on June 28, 2017:** 23

**Number of volunteers** \*: 25

**The Day Centre:** 15 (preparation and meals services, distribution of food baskets)

**Street Patrol:** 10 (preparation and distribution of lunch bags)

Orientation / awareness workshops: **4 x per year;**

# THE MOVEMENT



## Mission

The mission of the Native Friendship Centre of Montreal (NFCM) is to promote, develop, and enhance the quality of life in Montréal's urban Aboriginal community.

## Philosophy

The Native Friendship Centre of Montreal's philosophy is founded upon the spirituality of Aboriginal peoples for our collective well-being. Through exchange, training, discussion, conferences, and social engagements, the Friendship Centre works to develop, empower, and maintain a strong and integrated urban Aboriginal community. NFCM through its Native Friendship Centre promotes justice, fairness and equality for Aboriginal people through a holistic approach to programming and services. Our philosophy is one that encompasses all Native people in the community who request our assistance.

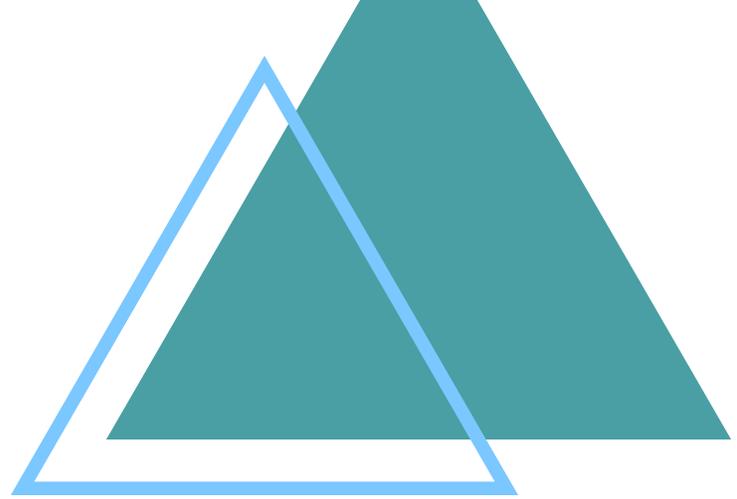
## Vision

To be the leader among Aboriginal agencies in providing culturally appropriate programming, activities, services, and events in line with our socio-cultural mandate.

## Strategic Orientation

To ensure the stability, enhancement, empowerment, and growth of the organization and the community we serve.

# OPERATIONS: ACTIVITIES, SERVICES AND PROGRAMMING



## *Activities and Services*

- Access to urgent needs client services and supports;
- Promotion of participation in activities aimed at breaking isolation among elders, promoting traditional knowledge, and reinforcing intergenerational links;
- Access to weekly cultural events (beading/arts/crafts and regalia, drumming, traditional healers, traditional art workshops, sharing/healing circles, harm reduction activities, and peer support groups);
- Public information workshops and orientation;
- Medical clinic: access to mobile nursing and medical clinic made possible thanks to the Médecins du Monde team who are committed to offer their services to the most vulnerable clients;
- Partnerships to advance community health priorities: McGill Faculty of Medicine (Community Health Alliance Project), Université de Montréal (InCommunity), McGill Faculty of Dentistry and Ingram School of Nursing (health promotion workshops), McGill Faculty of Law (legal clinic), and Canadian Kidney Foundation (testing) to advance community health care priorities;
- McGill University Faculty of Arts AIO (Arts Internship Office) summer internship program;
- Employability initiatives for young Indigenous candidates seeking to acquire work experience (in collaboration with First Nations Human Resources Development Services of Quebec);
- Collaboration with McGill University First Peoples House for Indigenous Awareness Week activities including McGill Pow Wow and Terres en Vue (Festival Présence Autochtone) (TAKU)
- Interpretation services for Ministère de la justice du Québec, Ville de Montréal, Tribunal administratif du Québec;
- Stone carving facilities and social enterprise development;
- Access to traditional healer, sharing circles, harm reduction activities and peer support groups.

# 1) KAIE: RI NIKAWERA: KE DAY CENTRE

**Employment and Social Development Canada  
-Designated Communities: 2017-2018  
Funding: \$124,081**

**Day Centre Project Objectives:**

To provide central, suitable, and appropriate facilities where services such as referral, food, clothing, counseling and other services may be provided to Indigenous people who are homeless or at risk of becoming homeless by improving their living conditions, quality of life, and offer increased possibilities to socialize and regain self-respect in a warm and culturally suited environment. Beneficiaries: Urban Indigenous people, the transient, those with no fixed address, and those at risk of becoming homeless.

**Beneficiaries:**

Urban Indigenous people, the transient, those with no fixed address, and those at risk of becoming homeless.

**Qualitative Results:**

Continuation of on-site support service to homeless people in downtown Montreal; enhanced coordination of services among staff and organizations; stabilization and improvement of living conditions; enhanced capacity of staff; expanded public awareness and encouraged use of Day Centre.

In addition to urgent needs services the Native Friendship Centre provides access to food, clothing, shower and laundry facilities, phone, fax, internet, computers, legal and medical clinic, food bank, Youth-Centre programming, information, referral, support, coaching, active listening, counseling, psycho-social support, medical and shelter transport, medical/legal accompaniment, assistance with ID replacement, apartment or job search, access to traditional healer and culturally relevant activities.

**Quantitative Results:**

Service statistics indicate 1,750 users of the Day Centre with an average of 1,070 client visits to the day centre on a monthly basis (pro-rated to 12,840 annually). We predict this number to rise year over year given higher in-migration, cross-agency referral, re-emergence of families, children, students, and elders due to enhanced capacity as a result of recent capital investments. The Centre is also working with other organizations to broaden the knowledge base and strengthen the coordination of services offered. Currently funded under the federal Homelessness Partnering Strategy-Designated Communities funding stream, the Day Centre project has been renewed and extended to March 31 2019. The project targets an improvement in the quality of life, in the mental, emotional, physical, and spiritual health of urban Aboriginal peoples who are homeless, transient, no fixed address, or who are at risk of being homeless.

**Community development and planning:**

- Médecins du Monde (MDM) partnership provides staffing for in-house medical clinic;
- McGill Faculty of Dentistry: oral health promotion workshops;
- Ingram School of Nursing: health promotion workshops;
- L'Université de Montréal InCommunity Program: medical student volunteers
- McGill Faculty of Medicine (CHAP) Community Health Alliance Program: medical student volunteers;
- McGill Faculty of Law: legal clinic
- Services parajudiciaires autochtones du Québec (Court Worker)

## 2) KA'WÁHSE STREET PATROL

**Dual Funding Source:****Employment and Social Development Canada****-Designated Communities: 2017-18 - Funding: \$55,744;****-Aboriginal Communities: 2017-18 - Funding: \$107,860****Project Objectives:**

Provide Aboriginal and non-Aboriginal homeless of Montreal downtown with supplies, information, support and referral services in order to alleviate the hardship of their situation and stabilize the living conditions of those at risk of abuse in the streets; operate a 'centre de soir' to offer increased possibilities to socialize and regain self-respect in a warm and culturally suited environment.

**Beneficiaries:**

Urban Native homeless people, the transient, those with no fixed address, and those at risk of becoming homeless; 580 homeless clients in downtown Montreal (300 Aboriginal; 280 non-Aboriginal); number of volunteers: 20

**Activities:**

- Provide core services to homeless or at-risk individuals who would not otherwise be using the services of the Native Friendship Centre of Montreal's day centre, night centre, or youth centre;
- Monitor the whereabouts of homeless individuals;
- Provide food, clothing, blankets, active listening, coaching, and counseling;
- Assist homeless or at-risk clients with transportation to shelters and medical facilities;
- Encourage Native clients to use the 'centre de jour' and 'centre de soir' of the NFCM
- Implement and operate a 'centre de soir' weekly
- Recruit volunteers to assist street workers in providing services;
- Networking and coordination;

**Qualitative Results:**

- Continuation of on-site support service to homeless people downtown Montreal;
- Enhanced coordination of services among staff and organizations;
- Stabilization and improvement of living conditions;
- Enhanced capacity of Day Centre staff;
- Expanded public awareness and encouraged use of NFCM Day Centre;

**Quantitative Results:**

Latest results indicate 580 regular users of street patrol services with volumes totalling between 1500 to 2000 client interactions client-interactions/month. Each client receives 4 basic services which amounts to between 6,000 and 8,000 services provided (1500-2000 client interactions x 4 services/client=6000-8000 services).

**Community Development and Planning:**

- McGill University Faculty of Medicine – Community Health Alliance Project (CHAP) - medical student volunteers;
- Université de Montréal Faculté de Médecine– InCommunity - medical student volunteers

### **3) HEALTH CANADA: RESIDENTIAL SCHOOLS RESOLUTION HEALTH SUPPORT PROGRAM: *Funding: \$65 000***

The Native Friendship Centre of Montreal Inc. (NFCM) is collaborating with Health Canada to continue providing emotional and cultural support services to former Indian Residential School (IRS) students and their families before, during, and after participation in Settlement Agreement (SA) processes, including Common Experience Payments (CEP) and the Independent Assessment Process (IAP), as well as those who participated in Truth and Reconciliation Commission events and Commemoration activities.

Access to Emotional or Cultural Support through Resolution Health Support Workers (RHSW) and a Cultural Support Provider (CSP) (traditional healer) is available by contacting the NFCM at **514-499-1854 (Toll-free: 1-855-499-1854), located at 2001 boulevard St. Laurent, Montreal (Quebec) H2X 2T3**. Cultural support services are available Tuesday and Thursday on a first-come, first-serve basis from 2PM-5PM. **A Crisis Line is also available to provide immediate emotional assistance and referral 24 hours per day, 7 days a week by calling: 1-866-925-4419.**

### **5) NIB TRUST FUND: HEALING LODGE PROGRAM *Funding \$37 111***

The National Indian Brotherhood Trust Fund (NIB Trust Fund) funds projects for education programming aimed at healing, reconciliation and knowledge building. The NIB Trust Fund allocates funds in accordance with the Indian Residential Schools Settlement Agreement of 2007 – the largest settlement agreement in Canadian history which provided compensation to survivors for their experiences at residential schools.

The Native Friendship Centre received funding for the Healing Lodge Program that included cultural and spiritual programming for Residential School Survivors, their descendants and general members who would benefit from cultural and spiritual gatherings. Programming included a combination of various Ceremonies, such as, Sweat Lodge Ceremonies, Healing Circles, Pipe Ceremonies, and Moon Lodge Ceremonies.

# PARTNERSHIPS AND AFFILIATIONS



*NFCM maintains a set of partnership arrangements and affiliations in order to address the diverse needs of our clientele such as Makivik Corporation, MDM (Médecins du Monde), l'Université de Montréal (Faculté de médecine), McGill University (Faculty of Medicine, McGill Ingram School of Nursing, McGill Faculty of Law, McGill Faculty of Dentistry, McGill Faculty of Arts, McGill First Peoples House, McGill Chapter of Librarians Without Borders), SPAQ (Services parajudiciaires autochtones du Québec), Dawson College, Frontier College, and FNHRDCQ (First Nations Human Resource Development Commission of Québec).*

## **1) Makivik Corporation : Ungaluk Program:**

In developing its 2014-2019 Strategic and Action Plan on Inuit Homelessness, Makivik Corporation entered into partnerships with four (4) organizations in Montreal to provide much-needed services to low-income and homeless Inuit. The Ungaluk program provides funding to major partners in the Montreal area aimed at addressing needs identified in the Action Plan on Inuit Homelessness. Ungaluk is the Inuit term for first level of snow blocks as a foundation for an igloo.

### **Inuit Case Worker:**

The Inuit Case Worker provides on-site support to homeless and at-risk Inuit clients by providing access to Level 1 services and referral for Level 2. Level 1 services include:

- Provide assistance to Inuit clients with government identification applications (Beneficiary cards, SIN, RAMQ, social assistance applications, low-cost housing, education/employment referral, etc.);
- Maintain liaison with home community through computer access or phone calls;
- Provide access to cultural support including traditional 'country' food
- Information, assistance, and referral to other health and social service agencies as required;
- Crisis intervention;
- Information on health-related topics and referrals to medical staff;
- Interpretation/translation services;

### **Mikinak Cooperative:**

In addition, Makivik Corporation provides financial and technical support for an Inuit stone carving room located in the basement of the building. Over the course of the last 3 years, Makivik found private sector funds for purchase of ventilation equipment installation on the premises where Aboriginal youth are engaged in an artistic way under the supervision of a master carver. The objective for the sculpture project is to engage Aboriginal youths in Montreal in an artistic manner, to cultivate their talents, creativity, and traditional knowledge, as well as develop skills beyond their art such as commitment, respect, and responsibility. These works will be showcased in art expositions hosted by the (NFCM). Young artists' works will be displayed alongside other artworks of elders and community members.

# PARTNERSHIPS AND AFFILIATIONS



## **2) Médecins du Monde (Projet Montréal)**

Médecins du Monde Canada (MDM) is an organization that aims to join, to support and care for the most vulnerable populations in situations of insecurity and social exclusion, both internationally and nationally. Internationally, MDM is currently conducting humanitarian aid projects in Haiti, Mali and Colombia as well as among marginalized populations in Canada who are excluded from conventional channels of health care.

Since 2005, NCFM and Médecins du Monde Canada have worked in partnership under 'Projet Montréal' with Montreal homeless or marginalized populations, in order to prevent and reduce the spread of STIs, HIV / AIDS, various forms of hepatitis and other blood diseases.

During the past year a nurse from Médecins du Monde's Projet Montreal accompanied by a volunteer doctor, operated a mobile clinic to provide health care to clients of the Day Centre and Street Patrol. Their tasks include, among others, to treat wounds, immunize against hepatitis, STI testing activities, and to inform, educate and sensitize people about their health. It also performs education, actions and interventions on prevention of drug use and risks associated with their use. In addition, to reduce the emotional pressure of stakeholders, service providers, and partners and to allow them access to a better quality of professional and emotional life, individual and group psychological support services are offered to team members by psychologists.

### **On the Road:**

MDM personnel are directly involved on the ground, through the streets to accompany, reach out, and provide health care to the poorest and most disadvantaged Native and non-Native populations. Bi-weekly, local nurses move into our offices to set up a clinic, receive and administer care to people who frequent our services.

### **Mobile Clinic:**

Each month, MDM sets up medical clinics during which doctors and nurses welcome, treat and refer those in need. These clinics are held with the volunteer team doctors who are committed to provide services to the most vulnerable populations, many of whom are often faced with issues of addiction, mental health, and homelessness. As part of its local mission, Médecins du Monde Canada works to improve the health conditions of the poor, homeless, marginalized and those excluded from conventional health care services in Montreal by allowing community stakeholders working with these clients to access a better quality of professional and emotional life. They provide care, perform activities of prevention and health promotion, in addition to orchestrating regular clinics. Particular emphasis is placed on information and screening for sexually transmitted infections (STI) and blood diseases.

# PARTNERSHIPS AND AFFILIATIONS



## **3) McGill University**

As valued partners, the McGill Faculties of Medicine, Nursing, Law, Dentistry, and Arts have provided their respected academic talent and expertise for the benefit of our members and the community at large.

### **Faculty of Medicine:**

Provides student volunteers under the CHAP (Community Health Alliance Program), to support front line staff. The CHAP initiative aims to provide experience for medical students, allowing them to coordinate with street patrol staff and our medical team (MDM) by sharing information and providing learning opportunity.

### **Faculty of Nursing:**

Students provide health information workshops based on identified community priorities.

### **McGill Faculty of Law:**

Third year law students working under the supervision of two lawyers operate a legal clinic to provide information related to rights and also specific issues related to housing and tenant rights, family law and DYP issues, government benefits, criminal law, employment rights, victim assistance, access to legal service or any other legal issue.

### **Faculty of Dentistry:**

Under the Community-based program (CBP), students provides workshops on various areas of oral health and it's connection to overall health and wellbeing.

### **Faculty of Arts:**

The Arts Internship Office (AIO) provides a summer student to provide assistance and support in a number of areas.

# FINANCE

2017-2018

## Core Funding Sources:

<b>1. Urban Programming for Indigenous Peoples</b> <i>- Federal</i>	<b>\$184, 094</b>
<b>2. Ministère de la Santé et des Services Sociaux</b> <i>- MSSS (Quebec):</i>	<b>\$88, 276</b>

## Project-Based:

<b>1. *Kaie: ri: nikawera: ke Day Centre federal</b> <i>(Homelessness Partnering Strategy (HPS) - Designated Communities):</i>	<b>\$124,081</b>
<b>2. *Ka'wáhse Street Patrol - federal</b> <i>(HPS - Designated Communities):</i>	<b>\$107,860</b>
<b>3. *Ka'wáhse Street Patrol - federal</b> <i>(HPS - Aboriginal Communities):</i>	<b>\$55,744</b>
<b>4. *Health Canada</b> <i>(Resolution Health Support Program):</i>	<b>\$65,000</b>

## Other:

<b>1. Ville de Montréal:</b>	<b>\$30,000</b>
<b>2. NIB Trust Fund:</b>	<b>\$37 111</b>
<b>3. Youth Employment Services (YES) Skills Link</b>	<b>\$5 063</b>

\*NB : Under the Canada-Québec Bilateral Agreement, proposals submitted under 'Designated Communities' funding stream are submitted to the Centre intégré universitaire de santé et de services sociaux (CIUSSS) du Centre-Ouest-de-l'Île-de-Montréal for initial recommendation with final approval and administration performed by Service Canada. 'Aboriginal Communities' section is recommended and administered directly by Service Canada.

# BOARD OF DIRECTORS

**PRESIDENT**

Nina Segalowitz (2016-2018)

**VICE-PRESIDENT**

Jennifer Russell (2015-2017)

**SECRETARY**

Jennifer Jerome (2016-2018)

**TREASURER**

Alfred Loon (2015-2017)

**BOARD MEMBER**

Sonia Leo (2015-2017)

**BOARD MEMBER**

Amanda Roy (2016-2018)

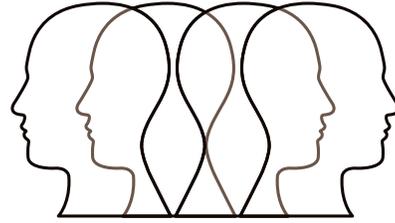
**BOARD MEMBER**

Keowannatay Sinclair (2016-2018)



NFCM Board of Directors meetings were held on the following dates:  
May 17 2017;  
September 27 2017;  
October 5 2017;  
February 21 2018;  
March 16 2018

# HUMAN RESOURCES



Human resources priorities identified by current administration include a focus on recruitment and retention of qualified personnel and corresponding stabilization of staffing levels. As part of its commitment to develop, upgrade, enhance, and maintain the skills of employees as well as to promote information sharing and greater cross-cultural understanding, the NFCM promotes participation and engagement in a variety of training, public forums, events, workshops, and seminars.

Management identifies staff training and development a priority and continues to monitor opportunities as they emerge.

## **Human Resources:**

- 9 full-time employees (plus 1 summer intern)
- On-site resources: SPAQ (Services Parajudiciaires Autochtone du Québec); First Peoples' Justice Centre (FPJC)
- Volunteer recruitment and training

## **Current Staff Positions:**

- 1 Director
- 1 Executive Assistant
- 1 Project Coordinator
- 1 Team Leader
- 2 Street patrol workers
- 1 Community Resource Worker
- 1 Front Line Resource Worker
- 1 Inuit Case Worker
- 1 summer intern



# COMMUNICATIONS

## Administrative Meetings

- Staff meetings (monthly)
  - Board of Directors (quarterly)\*
  - Annual General Assembly
- \*According to NFCM Bylaws

## External Representation:

During this period committee representation included:

- Montreal Urban Aboriginal Community Strategy Network (MUACSN) social services sub-committee.

## Public Information and Awareness:

FCM has instituted a campaign to improve relations with the “mainstream” with the view to bridging the gap between 2 cultures. It includes taking an active part in and promoting culture and traditions through workshops aimed at sensitizing non-Aboriginal groups in matters of Indigenous culture. NFCM also maintains a presence at local and regional cultural events such as the annual McGill Pow Wow and ‘Festival Presence Autochtone’, and provides representation to various local, regional, and forums.

## *Perspectives and Future Projects*

- NFCM will continue to guide its planning and implementation of activities, services, and programming according to its Strategic Plan, the 2008 Montreal Urban Aboriginal Needs Evaluation, the 2015-2020 Gouvernement du Québec Plan d'action interministériel en itinérance, and the Plan d'action montréalais en itinérance 2018-2020.
- NFCM will continue evaluate calls for proposals and partnership opportunities to ensure they are consistent with the mission and mandate of the organization and that they are aligned with strategic and organizational objectives and goals;
- NFCM will continue to focus on opportunities to address community health priorities and engage in partnerships which will provide for the advancement of primary care;
- NFCM will examine strategies and approaches to meet the challenges and needs of our membership base including youth, families, students, adults, and elders.

# ACKNOWLEDGEMENTS

*The Native Friendship Centre of Montreal gratefully acknowledges the generous financial and in-kind contributions of the following:*



Fondation du Grand Montréal  
*Vouée pour toujours à la communauté*



# HOW TO HELP

The Native Friendship Centre accepts financial and in-kind donations including the following:

- Non-perishable items for food baskets
- Food, pharmacy, movie and coffee shop gift certificates
- New clothing items (socks, underwear, etc.)
- Bus tickets
- Fruitcakes, cookies & candies
- Hygienic products

You can also drop-off donations items in person at the Native Friendship Center of Montreal during our hours of operation. We are also always looking for additional help as well as new interns. If you have time to offer, think of the Montreal Native Friendship Centre.

The Native Friendship Centre of Montreal is a registered charity (CRA Registration #: 12510 2760 RR 0001). Financial donations of \$25 or greater will be issued a tax receipt and may be made via Paypal on our website at [nfc.org](http://nfc.org) or by cheque made payable to: Native Friendship Centre of Montreal Inc.

We thank you for your support!

For more information, telephone us at (514) 499-1854 or write us at [info@nfc.org](mailto:info@nfc.org)

## OPENING HOURS

Monday: 9AM-5PM

Tuesday: 9AM-5PM

Wednesday: 9AM-8PM

Thursday: 9AM-5PM

Friday: 9AM-4PM