

## OUR VALUES

Renaissance was built, operates and develops on a foundation of core values which are people centered. These values were elaborated and defined by a consultation process within the organization. They are therefore the expression of all the voices of Renaissance and are shared by all our employees who live them with conviction everyday.

## SOLIDARITY





## INNOVATION

## RESPECT





LOYALTY

## RECOGNITION





**LEADERSHIP** 

#### A MESSAGE FROM THE PRESIDENT AND THE CEO

From the beginning of Renaissance, the annual review of the progress during the previous year has always left us a bit surprised. This year, is no different than those before and has been in fact, one of the most remarkable in the development of the organization.

Renaissance added to its programs over the year and is now offering seventeen job training programs, three Employment Resource Centres and two adapted training programs. This means that our services can reach more people, including even people who support us with their donations and shop in our stores.

In 2017-2018 our placement rate was 84.28%, meaning 213 people found work or returned to school. It is a real accomplishment for our socioprofessional services as well as the work sites which host the programs, for this requires solid and efficient operational organization.

The inaugurations of three new Fripe-Prix stores (including the first one on the South Shore), three Bookstores, as well as two Donation Centres were also indicators of success this year. The expansion has already produced results as we saw a 22% increase in donations and sales were up by 16% compared to last year. Our organization has become the "go-to place" when people want to dispose of their used goods and to shop in an ethical way which benefits the community.

Although Renaissance has grown to include 630 employees- with all the challenges which that entails, it has remained, as it was in the beginning, a people centred enterprise. An organization where everyone: employees and participants, donors and clients, volunteers and partners, executives and members of the Board of Directors are all focused on the same goal.

Thank you to you all.



Present in Quebec for 24 years, Renaissance is a non-profit organization whose mission is to facilitate the social and professional reintegration of people experiencing difficulty entering the workforce, while maintaining a commitment to take steps to protect the environment.

#### THE SUCCESSES OF INTEGRATION

84.28% PLACEMENT RATE 3,798
PLACEMENTS SINCE
THE BEGINNING



213

PARTICIPANTS WERE PLACED



76

GOT A DEGREE



188

FOUND WORK



25

RETURNED TO SCHOOL THE PROFILE OF THE PARTICIPANTS

80% WERE BORN OUTSIDE OF CANADA

78% ARE WOMEN

+60%
ARE WELFARE RECIPIENTS
OR ON EMPLOYMENT
INSURANCE

63%
HAVE LITTLE OR
NO EXPERIENCE
IN OUEBEC

28%
DO NOT HAVE HIGH
SCHOOL DIPLOMAS

18%
HAVE FAMILY
PROBLEMS

17%
HAVE BEHAVIOURAL PROBLEMS

13%
ARE HEADS OF SINGLE
PARENT FAMILIES



#### THE MEN AND WOMEN BEHIND RENAISSANCE

#### THE BOARD OF DIRECTORS

The Board of Directors of Renaissance is comprised of volunteer community members as well as the CEO of the organization who is a non-voting member.

MR. YVON **ARSENEAULT** President

MRS. JANINE **DESROSIERS-**CHOQUETTE Vice President

MR. YVES PRÉVOST Prévost Notaires

Secretary

MRS. CHANTAL CLOUÂTRE

LSR GesDev Treasurer

MR. DANIEL BINETTE

BFL Canada Director

MRS. SHEILA **MURPHY** Director

MR. ROBERT POTVIN

De Grandpré Chait s.e.n.c.r.l.

Director

MR. PAUL-ANDRÉ

LAZURE Director

MR. PIERRE LEGAULT

CEO

Ex-officio member

629

**PERMANENT EMPLOYEES** 

**VOLONTEERS** 



## A MISSION TO SERVE MORE PEOPLE

DENIS

SALES REPRESENTATIVE

#### "In less than two weeks, I already had three interviews"

As soon as he arrived in Quebec in 2016, Denis already had processing plant, but, while still on the job there, he continued his job search, focusing on job offers in his field of study.

One day, he went to a Renaissance recruitment activity and the recruiter was so impressed with his CV he advised him

he already felt better equipped to continue his job search and applied on several sites. "In less than two weeks, I already had three interviews. I came back to prepare for them and

Denis has only good things to say about the employment advice, availability and her warm welcome. Thanks to her,

#### THE RENAISSANCE EMPLOYMENT RESOURCE CENTRES

With the opening of three new Fripe-Prix stores, Renaissance is continuing its mission to help even more people who have difficulty entering the job market to find work.

In addition to offering seventeen new training positions, two of these new Fripe-Prix stores (Brossard and Laval) also feature an Employment Resource Centre. This service, also located in the Saint-Laurent and Henri Bourassa stores, offers free advice and accompaniment to any person having difficulty in searching for work.

All citizens of greater Montreal now have access to an employment counsellor (with or without an appointment) as well as several computer stations to conduct their job search.

#### **CONVINCING SUCCESSES**



# ADAPTED TRAINING: CUSTOMIZED TOWARDS EMPLOYMENT

This pilot project was launched in collaboration with the Collectif des entreprises d'insertion du Québec and the Boscoville organization. The training is adapted to meet the needs of youth between 17-24 years old, coming from group homes and who have difficulty entering the workforce.

The project aims to reduce the drop-out rate of youth within the "traditional" job training structures by offering a personalized thirteen week preparatory program in the organization of their choice prior to enrolling in a "classic" job training program.

Renaissance is proud to be a partner in this program and has already welcomed two participants for adapted training. A socio-professional counselor is focused exclusively on them and accompanies them everyday to the meetings and personalized workshops. Inside the store, the management team encourages them using positive reinforcement and highlighting their accomplishments and success.



## FOR MORE DETAILS ON THE ADAPTED TRAINING

WWW.COLLECTIF.QC.CA/FORMATION

Québec 44









#### "I can't wait to apply for jobs and to bring in my CV."

Fanny heard about the adapted training program while living in a group home.

She chose to do her training at Renaissance.

Quickly landing in the deep end, she slowly came to view the different positions as challenges: "It was hard at the beginning, I didn't know anything, but I got hooked and I learned quickly. Now I know that I want to complete my training, so that I can go back to school and get my high school diploma."

Josée had a hard time to find her place in the job market. Her training at Renaissance led her to discover and develop new skills: "I worked at different positions and I learned a lot, even customer service. Now I am really comfortable with the public."

She is very confident to face the future with these acquired skills: "I can't wait to apply for jobs and to bring in my CV. I am convinced that the experience I gained at Renaissance will help me."

# OPENINGS WHICH SHINE

This year, three new Fripe-Prix stores and three Bookstores opened their doors in the Greater Montreal area; a feat never before accomplished in the organization. Renaissance was thus able to reinforce its presence in Montreal and Laval and also inaugurate its first store on the South Shore.

Elsewhere, Renaissance also opened two new Donation Centres in the Greater Montreal area.



#### **2 DONATION CENTRES**

#### MARCEL-LAURIN

1545-1, Marcel Laurin Blvd, Montreal Opening date March 10, 2017

#### LAJEUNESSE

9105, Lajeunesse street, Montreal Opening date September 1, 2017



#### **3 FRIPE-PRIX STORES**

#### **GALERIES NORMANDIE**

2670, de Salaberry street, Montreal Opening date July 20, 2017

#### Area

24,000 sq.ft. / 17,000 sq.ft. retail

**50** employees — **6** participants

#### PLACE PORTOBELLO

7200, Taschereau Blvd, Brossard Opening date March 1, 2018

#### Area

24,500 sq. ft. / 17,000 sq. ft. retail

**40** employees — **5** participants

#### CENTRE SAINT-MARTIN

965, Curé-Labelle Blvd, Chomedey, Laval Opening date March 15, 2018

#### Area

24,000 sq. ft. / 14,000 sq. ft. retail

**36** employees — **6** participants



#### 3 BOOKSTORES

#### FAUBOURG DES PRAIRIES

12451, Rodolphe-Forget Blvd Rivière-des-Prairies Opening date January 29, 2018

Area 1.800 sq. ft.

2 employes

#### FLEURY-HAMEL

1499A, Fleury street East, Montreal Opening date September 1, 2017

Area

2,200 sq. ft.

**5** employees

#### SAINT-LUC

1A - 240, St-Luc Blvd Saint-Jean-sur-Richelieu Opening date November 5, 2017

Area 1,770 sq. ft.

2 employees

## "I am so proud to see the employees excel so that their organization shines!"

Benjamin has the role of orchestrating Renaissance's activities for the Fripe-Prix stores, Bookstores and Donation Centres so that they can attain their performance objectives. This year was particularly special for him.

"The opening of three stores is a challenge for a small organization like ours. We had to build solid management teams while training new members. In addition, it was also difficult to recruit forty to fifty new employees per store in a short lapse of time. We were lucky though, to be working with such competent and devoted staff, so that made things much easier."

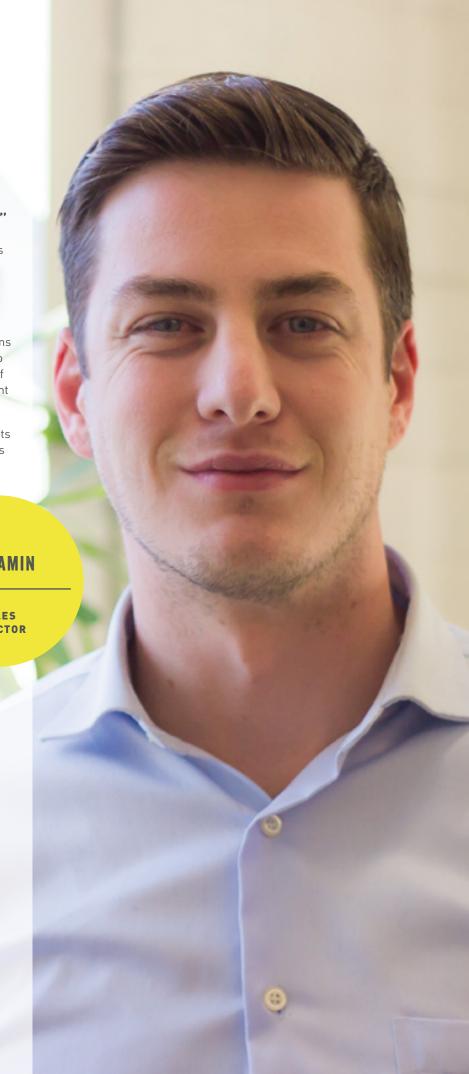
In addition to the human aspect, the operational reality presents daily challenges: "Renaissance is in full growth on all fronts-as much with the mission aspect and donations as on the retail side. Therefore, the Sales department shall perform as well as possible! We are very proud of the results for 2017-2018, but we still have a lot more work to do to become more efficient in all

"We want our employees to succeed and to surpass their objectives because it is they who are responsible for the success of the organization. We have a jewel of an organization in our hands and I am so proud to see the employees excel so that their organization shines!"

aspects of the operations."

BENJAMIN

SALES DIRECTOR







### THANK YOU TO OUR 790 918 DONORS



22.38%

INCREASE IN DONATIONS COLLECTED COMPARED TO LAST YEAR

#### THE DONATION CAMPAIGNS

Again this year the Renaissance Challenge regrouped 24 cities and boroughs in a friendly competition to collect donations. The public was encouraged to drop off their donations at one of the Renaissance Donation Centres in their neighbourhood during their spring and fall cleanups.

In all, a total of **4,196,220 pounds** of clothes and household items were brought in, more than a **20%** increase compared to last year.

We want to express our gratitude for their incredible generosity. A huge thank you also to Mrs. Ginette Reno, Mr. Luc Langevin and Mr. Anthony Calvillo for their support.

SPRING 2017

FALL 2017

60,303 DONORS **59,589** DONORS



+ 19% VS 2016-2017

MOST DONATIONS

CÔTE-DES-NEIGES - NOTRE-DAME-DE-GRÂCE

MOST DONATIONS / 1,000 RESIDENTS

ÎLE-PERROT

HIGHEST INCREASE IN DONATIONS VS PREVIOUS CAMPAIGN

LONGUEUIL

PIERREFONDS-ROXBORRO

## "The counsellor and my colleagues did everything so that I could succeed."

Upon arriving in Quebec two years ago, Grâce had a lot of trouble finding work even though she managed her own store in the Ivory Coast. Her neighbor suggested the job training program at Renaissance and even offered to drive her to the head office so she could register in person.

"My training at the Galeries Normandie store was nothing but joy. The counsellor and my colleagues did everything so that I could succeed. The manager gave me a lot of advice and was always encouraging and congratulated me for my work."

Always positive, she quickly demonstrated her know-how and her leadership: "The best advice that they gave me was to show me how we should speak to the client. That gave me a lot of confidence."

At the end of her training, she found a job posted at a Winners store: "I went to see my counsellor and he helped me right away to prepare my interview. The next day, they called me back to offer me the job!" Since then, Grâce has worked there as a clerk cashier: "I know that I am good at this job. I like it!"



## GOMMITTED **PARTNERS**

RENAISSANCE WOULD LIKE TO THANK ALL ITS PARTNERS AND BENEFACTORS FOR THEIR SUPPORT, THEIR COMMITMENT, AND THEIR CONFIDENCE.

#### EMPLOI-QUÉBEC, A PRECIOUS SUPPORT

Since 1996, Emploi-Québec has supported both the mission and the job training programs at Renaissance. Without their partnership from the onset, Renaissance would definitely not have been able to become the organization that it is today.

#### HERE IS A LIST OF MANY OF THEM:

- ACCUEIL BONNEAU
- AÉROPORT MONTRÉAL-TRUDEAU
- AHUNTSIC-CARTIERVILLE BOROUGH
- ARPAC FONDATION
- ARPF-QUÉREC
- BFL CANADA
- BOSCOVILLE
- CACI
- CAISSE D'ÉCONOMIE SOLIDAIRE DESJARDINS
- CAMO
- CARLST-LAURENT
- CARREFOUR FAMILIAL L'INTERMED (CFI)
- CEA CHAMPI AIN
- CÉGEP MARIE-VICTORIN
- CENTRE COMMUNAUTAIRE DE CHÂTEAUGUAY
- CENTRE D'ACTION BÉNÉVOLE SOULANGES
- CENTRE DE LOISIRS COMMUNAUTAIRES LAJEUNESSE
- CENTRE DE RÉADAPTATION LISETTE-DUPRAS
- CENTRE FRANÇOIS-MICHELLE
- CENTRE JEUNESSE LAVAL
- CHANTIER DE L'ÉCONOMIE SOCIALE
- CITY OF BEACONSFIELD - CITY OF BLAINVILLE
- CITY OF BROSSARD
- CITY OF DORVAL
- CITY OF ÎLE-PERROT
- CITY OF LAVAL
- CITY OF LONGUEUIL
- CITY OF MONTREAL
- CITY OF MONT-ROYAL
- CITY OF SAINTE-JULIE
- CITY OF SAINT-JEAN-SUR-RICHELIEU
- CITY OF SAINT-LAMBERT
- COLLECTIF DES ENTREPRISES D'INSERTION DU QUÉBEC
- COLLÈGE ÉDOUARD-MONTPETIT
- COMMERCE SOLIDAIRE
- COMMISSION SCOLAIRE DE LAVAL
- COMMISSION SCOLAIRE MARGUERITE-**BOURGEOYS**
- COMMUNAUTO
- COMPLEXE DESJARDINS

- COMPLEXE PARTAGE
- COMPTOIR FAMILIAL DES FILLES D'ISABELLE
- CONCORDIA UNIVERSITY
- CONSEIL D'ÉCONOMIE SOCIALE DE L'ÎLE DE MONTRÉAL (CESIM)
- CÔTE-DES-NEIGES-NOTRE-DAME-DE-GRÂCE BOROUGH
- CRDI GABRIELLE-MAJOR
- DE GRANDPRÉ CHAIT S E N C R I
- ÉCOLE AUX ADULTES DE VERDUN
- ÉCOLE DE LA LANCÉE
- ÉCOLE FACE
- ÉCOLE IRÉNÉE-LUSSIER
- ÉCOLE LE TOURNESOL
- FMPLOI-QUÉREC
- ENTRAIDE VERCHÈRES
- ÉQUATION GROUPE CONSEIL
- ÉQUITERRE
- FONDATION DU DR JULIEN
- FONDATION J.A. DESÈVE
- FONDATION LUCIE ET ANDRÉ CHAGNON
- GOODWILL INDUSTRIES INTERNATIONAL
- GRENIER POPULAIRE
- GROUPE DAOUST/FORGET
- ÎLE-BIZARD-SAINTE-GENEVIÈVE BOROUGH
- INVESTISSEMENT QUÉBEC
- JOHN ARROTT COLLEGE
- LASALLE BOROUGH
- LAURIER-DORION RIDING
- LE CENTRE DE RÉADAPTATION DE L'OUEST
- LE CHAÎNON
- LE CRDITED DE MONTRÉAL
- LES AMIS DE LA BIBLIOTHÈQUE DE MONTRÉAL
- LES BIO LOCAUX
- LES ÉTABLISSEMENTS VERTS BRUNDTLAND
- LES FÉES MARRAINES
- LES INVESTIGATIONS J. PESANT
- LIVR'AVENIR
- MERCIER-HOCHELAGA-MAISONNEUVE BOROUGH
- MINISTÈRE DE L'ÉDUCATION ET DE L'ENSEIGNEMENT SUPÉRIEUR

- MINISTÈRE DE L'IMMIGRATION DE LA DIVERSITÉ ET DE L'INCLUSION
- MINISTÈRE DU DÉVELOPPEMENT DURABLE, DE L'ENVIRONNEMENT ET DE LA LUTTE CONTRE LES CHANGEMENTS CLIMATIQUES
- MINISTÈRE DU TRAVAIL, DE L'EMPLOI ET DE LA SOLIDARITÉ SOCIALE
- MOISSON MONTRÉAL
- MONTRÉAL-NORD BOROUGH
- NATIONAL BANK OF CANADA
- OUTREMONT BOROUGH
- PAPINEAU RIDING
- PARTAGE SAINT-FRANCOIS-DE-SALES
- PETITES MAINS
- PIERREFONDS-ROXBORO BOROUGH
- PLATEAU-MONT-ROYAL BOROUGH
- PRÉVOST NOTAIRES
- PROCAM CONSTRUCTION
- RAYMOND CHABOT GRANT THORNTON
- RECYC-DONS
- RECYC-QUÉBEC
- REGROUPEMENT DES ÉCO-QUARTIERS
- RÉSEAU CFER
- RÉSEAU D'INVESTISSEMENT SOCIAL
- DU QUÉBEC - RÉSIDENCE LES JARDINS MILLEN
- RÉSIDENCES EVO
- RÉSIDENCES MCGILL
- RIVIÈRE-DES-PRAIRIES-POINTE-AUX-TREMBLES BOROUGH
- ROSEMONT-LA PETITE-PATRIE BOROUGH
- ROYAL BANK OF CANADA
- SAINT-LAURENT BOROUGH
- SAINT-LÉONARD BOROUGH
- SIMPLEX EQUIPMENT RENTAL
- SOCIAL CAPITAL PARTNERS
- SOURIRE SANS FIN
- TECHSOUP CANADA
- THE J.W. MCCONNELL FAMILY FONDATION
- UNIVERSITY MCGILL BOOK FAIR
- VERDUN BOROUGH
- VILLERAY-SAINT-MICHEL-PARC-EXTENSION BOROUGH

#### **ALL OUR ADRESSES**

#### **HEAD OFFICE**

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#### information@renaissancequebec.ca



#### 1 DISTRIBUTION CENTRE

5900, Ferrier Street Montreal (Quebec) H4P 1M7 514-904-2738 transport@renaissancequebec.ca



#### **20 DONATION CENTRES**

#### AHUNTSIC — CARTIERVILLE 2407, Fleury Street East

2407, Fleury Street East Montreal (Quebec) H2B 1L1 514-384-3743

9105, Lajeunesse Street Montreal (Quebec) H2M 1S3 514-388-2223

#### **BEACONSFIELD**

42B, Saint-Charles Boulevard Beaconsfield (Quebec) H9W 5Z6 514-426-4765

#### BLAINVILLE

1083, Curé-Labelle Blvd, suite 107 Blainville (Quebec) J7C 3M9 450-818-5977

#### CÔTE-DES-NEIGES — NOTRE-DAME-DE-GRÂCE

6252, Somerled Avenue Montreal (Quebec) H3X 2B6 514-487-4960

#### DORVAL

707, Lakeshore Drive Dorval (Quebec) H9S 2B9 514-636-4746

#### ÎLE DES SOEURS

750, chemin du Golf Verdun (Québec) H3E 1A8 514-768-9835

#### L'ÎLE-BIZARD — SAINTE-GENEVIÈVE

570, Jacques-Bizard Boulevard L'Île-Bizard (Quebec) H9C 2H2 514-626-8741

#### LASALLE

8459, Newman Boulevard LaSalle (Quebec) H8N 2Y7 514-367-4746

#### LAVAI

2770, de la Concorde Boulevard East Laval (Quebec) H7E 2B4 450-668-2555

5140, des Laurentides Boulevard Laval (Quebec) H7K 2J5 450-628-1367

1263, Jolibourg Boulevard, suite 111 Laval (Quebec) H7Y 1Z8 450-314-4831

1857, René-Laennec Boulevard Laval (Quebec) H7M 5E2 579-631-3161

#### LONGUEUIL

1148, Chambly Road Longueuil (Quebec) J4J 3W5 450-396-3411

#### MERCIER — HOCHELAGA-MAISONNEUVE

6002, Sherbrooke Street East Montreal (Quebec) H1N 1B8 514-256-4764

#### OUTREMONT

1089, Bernard Avenue Outremont (Quebec) H2V 1V1 514-279-0380

#### SAINT-HUBERT

6250, Cousineau Boulevard, suite 103A Saint-Hubert (Quebec) J3Y 8X9 579-723-1094

#### SAINTE-JULIE

1615, Chemin du Fer-à-Cheval Sainte-Julie (Quebec) J3E 1G3 450-338-1158

#### SAINT-LAURENT

1545, Marcel-Laurin Blvd., suite 1 Montreal (Quebec) H4R 0B7 438-387-3353

#### VILLERAY — SAINT-MICHEL PARC-EXTENSION

1460, Jarry Street East Montreal (Quebec) H2E 1A9 438-384-4693



#### 11 BOOKSTORES AND DONATION CENTRES

AHUNTSIC-CARTIERVILLE 1499A, Fleury Street East Montreal (Quebec) H2C 1S3 438-387-4180

#### CÔTE-DES-NEIGES — NOTRE-DAME-DE-GRÂCE

4001, Décarie Boulevard Montreal (Quebec) H4A 3J8 514-486-0185

#### L'ÎLE-PERROT

106, Don-Quichotte Boulevard L'Île-Perrot (Quebec) J7V 6L7 514-901-0606

#### PIERREFONDS — ROXBORO

14891, de Pierrefonds Boulevard Montreal (Quebec) H9H 4M5 514-696-4961

4917, des Sources Boulevard Montreal(Quebec) H8Y 3C8 514-684-7691

#### LONGUEUIL

2590, Chambly Road Longueuil (Quebec) J4L 1M5 450-396-4853

#### LE PLATEAU-MONT-ROYAL 1310, Mont-Royal Avenue East

Montreal (Quebec) H2J 1Y5 514-528-9909

#### RIVIÈRE-DES-PRAIRIES — POINTE-AUX-TREMBLES

12451, Rodolphe-Forget Boulevard Montreal (Quebec) H1E 4T4 514-260-2517

#### SAINT-JEAN-SUR-RICHELIEU

240, Saint-Luc Boulevard, suite 1A Saint-Jean-sur-Richelieu (Quebec) J2W 1C2 450-895-1595

#### SAINT-LÉONARD

5872, Bélanger Street Montreal (Quebec) H1T 1G6 438-387-3217

#### TOWN OF MOUNT-ROYAL

1244, Beaumont Avenue Mont-Royal (Quebec) H3P 3E5 514-737-0302



#### 1 SPECIALIZED BOUTIQUE AND DONATION CENTRE

#### SAINT-LAMBERT

423, Victoria Avenue Saint-Lambert (Quebec) J4P 2J1 450-465-4764



#### 14 FRIPE-PRIX STORES AND DONATION CENTRES

#### AHUNTSIC-CARTIERVILLE

Galeries Normandie 2670, de Salaberry Street Montreal (Quebec) H3M 1L3 514-334-8235

#### BROSSARD

Place Portobello 7200, Taschereau Boulevard Brossard (Quebec) J4W 1M9 450-550-7840

#### CÔTE-DES-NEIGES — NOTRE-DAME-DE-GRÂCE

Plaza Côte-des-Neiges 6700, Côte-des-Neiges Road Montreal (Quebec) H3S 2B2 514-733-6330

7205, Saint-Jacques Street Montreal (Quebec) H4B 1V3 514-484-0145

#### LAVAL

381, des Laurentides Boulevard Laval (Quebec) H7G 2T9 450-663-8060

965, Curé-Labelle Boulevard Chomedey, Laval (Quebec) H7V 2V7 450-681-9821

#### MERCIER — HOCHELAGA-

MAISONNEUVE 2030, Pie-IX Boulevard Montreal (Quebec) H1V 2C8 514-227-2841

#### MONTRÉAL-NORD

5500, Henri Bourassa Boulevard East Montreal (Quebec) H1G 2T2 438-387-3971

#### RIVIÈRE-DES-PRAIRIES — POINTE-AUX-TREMBLES

1530, Saint-Jean-Baptiste Boulevard Montreal (Quebec) H1B 4A4 514-640-0245

#### ROSEMONT — LA-PETITE-PATRIE

3200, Masson Street
Montreal (Quebec) H1Y 1Y3

6960, Saint Hubert Street Montreal (Quebec) H2S 2M9 514-274-9666

#### SAINT-LAURENT

1495, de l'Église Street Saint-Laurent (Quebec) H4L 2H5 514-747-2635

#### VERDUN

4261, Wellington Street Verdun (Quebec) H4G 1V9 514-766-5059

#### VILLERAY — SAINT-MICHEL — PARC-EXTENSION

7250, Saint-Laurent Boulevard Montreal (Quebec) H2R 2X9 514-906-0804



#### 1 LIQUIDATION CENTRE

5900, Ferrier Street Montreal (Quebec) H4P 1M7 514-904-2738