This is my first full year report to our donors, friends, and community. What an inspiring organization in which to see solidarity being demonstrated among the people of the world. The nuances of working with refugee claimants and sponsored refugees are multi-faceted and we drew on partner resources all year-long.

On my first Friday in the office I met Amselet whose story is detailed in our Sponsorship report. Within five days of being in the offices of Action Réfugiés Montréal I saw clearly the strong positive difference we can make in the world.

I will never forget the two Russian women who timidly entered our office looking for help asking, “Refugee?” We arranged a lawyer for their case and later heard they had been accepted as refugees.

I was touched by a Montreal man who is sponsoring his niece living alone in a refugee camp. When she was forced to leave the camp he lost contact and travelled thousands of kilometres to Africa to find her and ensure she was safe. And he brought back coffee to the office as a thank you to us!

The rules regarding refugee determination changed on December 15, 2012. As we expected, Canada has reported a large drop in refugee claimants in 2013. A faster system results in asylum seekers needing to find lawyers and present evidence basically within days of arriving in Canada. We have evolved to provide more drop-in help to claimants. We have doubled our visits to the Immigration Holding Centre in order to ensure that the detainees get the information they need as quickly as possible.

Changes surrounding irregular arrivals seem not to have been applied, much to our relief. But the changes to Interim Federal Health (IFH) coverage continue to complicate our work. There is confusion on the part of claimants and medical personnel about what is available and covered. A new barrier we faced this year was the cancellation of IFH coverage for formerly detained persons. Once people are set free they now have to apply again for medical coverage. Luckily, Jenny Jeanes, our Detention Program Coordinator, identified this gap and we were able to advise our clients.

Our sponsorship program expanded, in that the number of enquiries doubled from 2012 to 2013. As expected, Syria has dominated both our enquiries received and cases submitted.

We were able to meet with various Members of Parliament this year and we attended four different meetings of the Canadian Council for Refugees. As a new director, I reached out to many of our partners and established relationships with some new groups.

I would like to thank Rob Shropshire for his work as interim director prior to my arrival. ARM has also seen the departure of two valued employees, Jessica Rosales and Mary-Lou Docherty. We thank them for their years of service and dedication. They have been replaced by our newest team member, Lauren Lallemand.

And we just turned 20! The year of 2014 will be one of celebration and renewal. We thank our donors, collaborators and friends for all the help Action Réfugiés has received over this timeframe. We plan to continue providing “Compassion and Justice for Refugees” for many years to come.

Paul Clarke, Executive Director

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TWINNING PROGRAM

Our twinning program experienced a year of transformation in 2013. Due to changes in the refugee claim process, most of our new referrals were women who had been accepted as refugees despite the short delays before their hearing. We focused on providing more group activities, such as yoga and collective cooking. This created a stronger sense of inclusion among the women and within the organization, and also allowed us to involve new participants even before finding them a “twin”.

Kady, an accepted refugee from West Africa, joined our program last year. A paralympian cyclist, her first activity with Action Réfugiés was our Ride for Refuge fundraising bike ride! Before meeting her twin, she also joined in our new regular twinning feature, chair yoga.

When she met Mélodie the two quickly formed a strong bond. Twinning offers a different experience to each pair of women, depending on their personalities and interests. It can serve to break isolation or help navigate life in a new city. It is such a joy for us to see when a genuine friendship forms between two women who might never have crossed paths otherwise. Kady and Mélodie have been an inspiration to us.

Jenny Jeanes, Twinning Program Coordinator

SPONSORSHIP PROGRAM

Amselet*, an Eritrean refugee, came to Canada in 1996 and began working within 2 days. Over the years she married, had two sons, and got progressively better jobs. When asked her age she would reply by stating the number of years she had lived in Canada, explaining that her life began when she moved here.

Over the years, she heard the cries of family members who had left Eritrea and were scattered in different countries. She found two cousins, Adiam* and Daniat*, living in exile together in Sudan. In 2009, Action Réfugiés began a sponsorship for her cousins. The papers were filed and everyone waited. Finally in late 2012, the hoped-for interview was scheduled. When the two ladies went to the Canadian visa office, they learned that only Adiam’s file had been processed and Daniat could not be interviewed that day. Luckily, Adiam was accepted, and arrived in January 2013. After resting for one month she came to visit our office on March 1st. Daniat was interviewed a few months later and was accepted right away! She arrived in October 2013 safe and sound.

Through the determination of Amselet, a new life was possible for her cousins. She was ready to reach out to loved ones and she knew she had the help of Action Réfugiés. As Amselet said, we have not only changed their lives, but the lives of their future children and grandchildren.

Lauren Lallemand, Sponsorship Program Coordinator

*Names have been changed
In 2014, ARM celebrates 20 years of providing guidance and support to refugees from around the world. I’d like to take this opportunity to thank and congratulate all the staff members, volunteers, student interns, board members and donors who have contributed to ARM’s mission over the many years and allowed us to be there for refugees. The reality is that refugees both in Canada and overseas continue to need the support of organizations like ARM as they seek shelter, safety and security.

Canadian authorities suspected that she may be a victim of trafficking, and if released would be vulnerable to exploitation. Anna and her daughter found themselves detained for their own protection, with release possible only if a safe alternative could be found. Facing a language barrier, and no access to social services, they were in detention for over two months. Due to the short delays of the new refugee system, they appeared for their refugee hearing while still detained.

Action Réfugiés Montréal set to work to find a suitable alternative that would meet the criteria to provide safety, structure and a confidential location. Through hard work, Anna was finally released into the care of a women’s shelter.

Then the news came that their refugee claim had been refused. Anna’s lawyer took the case to the appeal division, which overturned the decision and sent it back for a new refugee hearing. Finally, ten months after arriving in Canada for protection, Anna and her daughter were recognized as refugees!

Jenny Jeanes, Detention Program Coordinator

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MESSAGE FROM THE CHAIR OF THE BOARD

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Patil Tutunjian, Chair of the Board

OVERVIEW

80 visits to the detention centre
405 detainees assisted by ARM, including 19 minors
181 of those assisted were refugee claimants, including 6 minors
296 phone cards of $2.50 handed out to detainees in need
Refugee claimants mainly from D.R. Congo, India, Iran and Sri Lanka

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TREASURER’S REPORT

The structure of our annual funding changed in 2013. While core funding remained stable, and donations from individuals increased slightly, donations from other church partners declined largely due to the non-recurrence of a one year grant received in 2012. Offsetting that decline was our very successful participation in the 2013 "Ride for Refuge" event.

The generous grants received from a family foundation continued in 2013. The grants will cease in the near term and replacing that funding will be the main challenge of the Board in the immediate future. Our services to refugees are almost totally knowledge-based so most expenses are staff and office occupancy costs. Staff expenses in 2013 were lower than in 2012 due to some restructuring.

In addition to its operating account, ARM manages a segregated in-trust account containing funds provided by sponsors. During 2013, $103,000 was disbursed from this account for refugees who had arrived, and $102,000 new funds were deposited for new sponsorships. At year end 2013 the in-trust account contained $464,000, involving a total of 36 files.

Ian MacDonald, Treasurer

A big thanks to Ian for his many years of service to ARM. His final year as treasurer was 2013.

### Contributing Organizations and Foundations

<table>
<thead>
<tr>
<th>Organization</th>
<th>2013</th>
<th>%</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Funding</td>
<td>74.0</td>
<td>42</td>
<td>74.3</td>
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<tr>
<td>Other Church Partners</td>
<td>12.1</td>
<td>7</td>
<td>32.6</td>
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<tr>
<td>Individuals</td>
<td>29.8</td>
<td>17</td>
<td>28.0</td>
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<tr>
<td>Foundations, Corporations &amp; Other</td>
<td>61.1</td>
<td>34</td>
<td>50.9</td>
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<tr>
<td><strong>Total revenue</strong></td>
<td><strong>177.0</strong></td>
<td><strong>100</strong></td>
<td><strong>185.8</strong></td>
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<tr>
<td>Staff costs</td>
<td>148.6</td>
<td>85</td>
<td>151.5</td>
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<tr>
<td>Office and General</td>
<td>25.4</td>
<td>15</td>
<td>26.9</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>174.0</strong></td>
<td><strong>100</strong></td>
<td><strong>178.5</strong></td>
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<tr>
<td>Change in market value of investments</td>
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<td>0.4</td>
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<tr>
<td><strong>Revenues less Expenses</strong></td>
<td><strong>2.4</strong></td>
<td></td>
<td><strong>7.7</strong></td>
</tr>
</tbody>
</table>

A big thanks to Ian for his many years of service to ARM. His final year as treasurer was 2013.

### Contributing Organizations and Foundations

- Anglican Diocese of Montreal
- Atlantic Missionary Society
- Blue Sea Philanthropy
- Canadian Ministries—Presbyterian Church in Canada
- Christ Church Cathedral, QC
- Church of St. Andrew & St. Paul, QC
- Communauté Chrétienne Siloé
- CN Railroaders in the Community
- CN Community Fund
- Deep River Community Church, ON
- Georgetown Presbyterian Church, QC
- Jean Rich Foundation
- Kensington Presbyterian Church, QC
- Maplewood Presbyterian Church, QC
- McCarthy Tétrault S.E.N.C.R.L., s.r.l.
- Presbytery of Montreal—The Presbyterian Church in Canada
- Presbyterian World Service and Development
- St. Columba by the Lake Presbyterian Church, QC
- St. Lawrence Anglican Church, QC
- Sisters of Saint Martha of Antigonish, NS
- Congregation of Notre Dame Visitation Province Inc., NS
- The Sisters of St. Joseph of Sault Ste. Marie, ON
- Westminster Presbyterian Church, QC

Action Réfugiés Montréal is a non-profit, faith inspired organization, seeking justice for refugees. We work to understand and address their needs and value their contributions to our society.

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