



TERRE
SANS
FRONTIÈRES

Activity Report
2019-2020



A word from the President and the CEO

In March 2020, we were getting ready to close the books on a year full of accomplishments, excited about moving forward with our programs to help women, men and children live healthier, more knowledgeable, more engaged in their well-being and more autonomous lives.

But in a matter of days, our plans, objectives, targets and budgets for the year to come became extremely hazy. The COVID-19 pandemic appeared all over the world.

We suddenly had to reorganize our teams' operations, both in the field and at the head office in La Prairie, while implementing directives and initiatives in every country of intervention to ensure our staff was safe and had the necessary tools to fight the pandemic with our partners. We were very glad of our investments to develop a solid crisis management plan and tirelessly work toward its implementation, with the support of the Board of Trustees committee overseeing the project.

The health crisis will leave a mark on 2019-2020, but we shouldn't see all our initiatives through the lens of the pandemic. Above all, it was a year replete with achievements that allowed tens of thousands to improve their living conditions and look to the future with optimism.

We celebrated the fifth anniversary of our fruitful collaboration with the UN Refugee Agency (UNHCR) in the Republic of the Congo. This success-



ful partnership continued to produce positive results. We provided health services, with an emphasis on maternal and infant care, to more than 60,000 refugees and asylum seekers, as well as to the host populations in Bétou, Impfondo, Bouémba and Brazzaville. We also signed a partnership protocol with the Congo's department of health, and entered into bipartite agreements with the World Food Programme (WFP) and the World Health Organization's Congo office (WHO Congo). Nevertheless, we were concerned about our health teams being on the front lines of COVID-19, in facilities under TSF supervision.

Fortunately, none of our volunteers were in the field when the pandemic first hit. In 2019-2020, we sent 48 people abroad. Twenty-eight carried on the work to improve the practices of professionals and strengthen the capacities of local partners in Tanzania and Bolivia, in the last year of our Volunteer Cooperation Program with Global Affairs Canada (GAC). The program with GAC may have ended, but TSF's efforts have not. We're confident that we can ensure the sustainability of the dental and eye care services that we helped develop in these two countries. The fact that this care is community-based is essential to women in particular,

who are especially vulnerable when they don't have access to it. Too often, this vulnerability leads to sexual and gender-based violence (SGBV), a critical issue that we needed to fight in 2019-2020. TSF adopted a policy on how to prevent and respond to psychological and sexual harassment, exploitation and sexual abuse, as well as a code of conduct for all employees and partners. We also implemented a reporting mechanism. In the field, TSF established a professional learning and leadership centre (PLLC) in Bunia, in the Democratic Republic of the Congo (DRC). One of its objectives is to help SGBV survivors regain confidence and become more autonomous.

As you will read in this activity report, TSF accomplished a lot in 2019-2020. These successes would not have been possible without the incredible support of our key stakeholders, including the Marcelle and Jean Coutu Foundation, the UN Refugee Agency, the World Health Organization-Congo, the World Food Programme and UNICEF.

We must also draw attention to our highly professional and dedicated teams in the field, who often work in unpredictable and unstable conditions. For example, months of socio-political upheaval in Haiti forced us to move our office from Port-au-Prince to Vialet so we could continue our projects. The post-electoral crisis that paralyzed Bolivia prevented us from sending volunteers. Terrorist attacks became increasingly pre-

valent in northern and central Mali. In the DRC, ongoing rebel attacks in the east put the country's inhabitants on edge. And we already know that in 2020-2021, we have a virus to deal with.

At the time of writing this report, we still have no idea what to expect. Once again, as is often the case in international cooperation, we need to be resilient, creative, attentive to our staff and fully committed to working with our partners and helping thousands of beneficiaries.

Thank you for your continued support.

Linda Bambonye
President

Jean L. Fortin
CEO

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Sustainable development



In 2019–2020, 50% of our interventions were in sustainable development. With our partners, we targeted several key sectors, like community development, education and health. We also gave particular attention to certain increasingly pressing issues, including food insecurity and sexual

and gender-based violence (SGBV). However, the COVID-19 pandemic forced us to reduce and even suspend numerous activities abroad in the last month of 2019–2020, but we quickly provided resources to our teams in the field, to help them prevent the spread of the virus.

HAITI

This year, serious sociopolitical turmoil resulted in widespread urban violence, making travel within cities difficult and even impossible at times. We decided to relocate the TSF office from Port-au-Prince to Vialet, a more remote region, in order to press onward.

In this context, the social relief program in Croix-des-Bouquets turned out to be a unifying force. This initiative allows the community to stock up on drinking water and use mobile phone charging stations. Every day, 900 to 1,500 people visit these stations.

Also in Croix-des-Bouquets, Maison de l'Avenir Jacqueline Lessard (MAJL)

continued to care for 50 children, and provide preschool and primary education to 250 students from MAJL and disadvantaged neighbourhoods.

In Vialet, the training and coaching centre for farmers launched a program to combat food insecurity. During the pilot phase, 60 women received training in agroecology, and 10 more studied woodwork so they

could build a community garden. Of the 60 women trained in agroecology, 10 also took a course to become promoters and coaches.

Activities were organized for young girls and teenagers, including lessons in self-defence and folk dance, and reading workshops. Lastly, a water source serving 1,000 people was put in place.



In Île-à-Vache, the Œuvre Saint-François-d'Assise care centre continued to provide basic care to 70 children, 30 of whom had disabilities. This included daily meals, quarterly medical checkups by a pediatrician, and supervision and childcare. Finally, in the Abricots commune, thanks to a partnership with La chaîne de l'espoir and Fondation Haiti-Partage, reconstruction began on a primary school in Chainault destroyed by Hurricane Matthew in 2016.

MALI

Sahel 21, TSF's subsidiary in Mali (Sahel 21-TSF), launched a new five-year program in 2019-2020 to continue guiding 37 rural villages toward autonomy.

Unfortunately, the organization faced serious security and health threats. Terrorist attacks escalated in northern and central Mali, and the COVID-19 outbreak pushed our subsidiary to refocus its activities in March 2020. A nutrition and COVID-19 awareness project quickly took shape. Nevertheless, Sahel 21-TSF, which is funded by the Marcelle and Jean Coutu Foundation, was able to resume its activities and get back on schedule.

Community development

Local representatives and industry groups in 22 villages receiving support from Sahel 21-TSF improved their management, administration, internal control and engagement practices. In eight other villages that will soon



join Sahel 21-TSF, 5,114 people, more than half of whom were women, attended awareness workshops. The goal was to assess the current situation in these villages and set priorities in terms of housing, local resources, education, health and more.

Literacy

operating. A total of 468 people registered in these new centres, including 335 women. Scholarships were awarded to 66 young girls to encourage them to continue their studies.

Health and nutrition

Several projects focused on reproductive and sexual health and rights, and on nutritional health. Training was given to 45 health and social care officers and 105 community providers, including 73 women. Information sessions also were held in 52 villages, reaching 6,240 people, 3,556 of whom were women. In these 52 villages, in an effort to fight food insecurity, women's committees of nutritionists were formed and given equipment and supplies for cooking demons-

trations. New cistern systems were constructed in two villages, providing access to water year-round.

Entrepreneurial rural

Promoters received training, support, guidance and financial assistance to pursue their business projects. Awareness efforts reached 1,187 people, and 44 new promoters were selected, half of whom were women. Local assistance and follow-up veterinary care were also offered to 32 former promoters.

Training and the transfer of knowledge

The women's entrepreneurship program, developed in partnership with the Sisters of Charity of Saint-Louis in a periurban area, provided training to 20 seamstresses and 14 market gardeners. Sewing machines, tillage implements and other tools were purchased to facilitate training. Participants experimented with various organic production techniques in the school field, then replicated them in the women's market gardens in the village.

Access to credit

We have maintained assistance for rotating funds in 22 villages. The recovery rate remains very high, at 97%.

DEMOCRATIC REPUBLIC OF THE CONGO

One of the highlights of 2019-2020 was the launch of the professional learning and leadership centre (PLLC) in Bunia. Its objective is to help young



survivors of SGBV become more autonomous. The PLLC's multifaceted approach fosters the development and enhancement of professional, economic and social skills among women and youths, guiding them in the creation and management of income-generating activities. At this time, 53 people, including 35 girls, are taking a course at the centre.

Also in Bunia, we continued to develop the Jean Marie de la Mennais school complex, in partnership with the Brothers of Christian Instruction (BCI). It now has 50 classrooms—four for kindergarten, 15 for primary school and 31 for secondary school—and can accommodate 2,500 students.

UGANDA

Thanks to our partnership with the

Filles de la Providence, the trade school in Nebbi is still growing. In 2019-2020, the school got electricity, running water and a rainwater collection system. An area was also renovated to house some of the students. At the end of the year, the school had 82 sewing, hairdressing and carpentry students, including 58 girls.

RWANDA

In Gisenyi, development of the Jean-Paul II school complex forged ahead thanks to support from the BCI. The complex has 710 kindergarten and primary school students in 15 classes. When the 14 new classes built this year open, the school will be able to double its capacity.

Humanitarian aid



In 2019–2020, we dedicated 48% of our efforts to humanitarian aid. These operations remain a priority that sets us apart. This year, we were active in three countries: the Republic of the Congo, Mali and the DRC. Our goals were to provide healthcare to refugees and host populations on the one hand, and facilitate the reintegration of returnees and internally displaced people on the other.

When COVID-19 hit at the end of the year, the entire team, which was on the front lines, was put on high alert. We rapidly sent personal protective equipment and awareness materials, to ensure staff safety and teach people how to prevent the spread of the virus.

MALI

Our humanitarian aid program with the UNHCR faced especially difficult circumstances in 2019–2020 as northern and central Mali became increasingly unstable.

Again this year, the program had three main objectives: Facilitate the reintegration of more than 58,000 returnees while providing assistance to the most vulnerable individuals in the receiving communities, particularly survivors of sexual and gender-based violence (SGBV).

Assist and protect more than 1,000 asylum seekers from Burkina Faso and Niger.

Encourage autonomy in young people and women in order to fight mixed migration.

In 2019–2020, 70 adobe shelters were rehabilitated and 70 traditional dwellings were built. Two wells were also drilled in the Gao and Ménaka regions to increase access to drinking water.

Additionally, we contributed to the creation of income-generating activities for 70 women and young people, as well as 12 women's groups.

REPUBLIC OF THE CONGO

Again this year, our specialized team provided primary, secondary and tertiary healthcare to more than 64,000 refugees and 16,000 asylum seekers.

We carried out these activities with the UNHCR, the WFP and WHO Congo in rural (the Likouala and Plateaux departments) and urban (Brazzaville, the country's capital) areas.

In 2019–2020, we provided general health services, with an emphasis on maternal and infant care, nutrition, epidemiological surveillance, and the prevention of reproductive health-related problems and HIV/AIDS.

Also, we implemented a health assistance and malnutrition prevention program in response to catastrophic flooding in the north.

DEMOCRATIC REPUBLIC OF THE CONGO

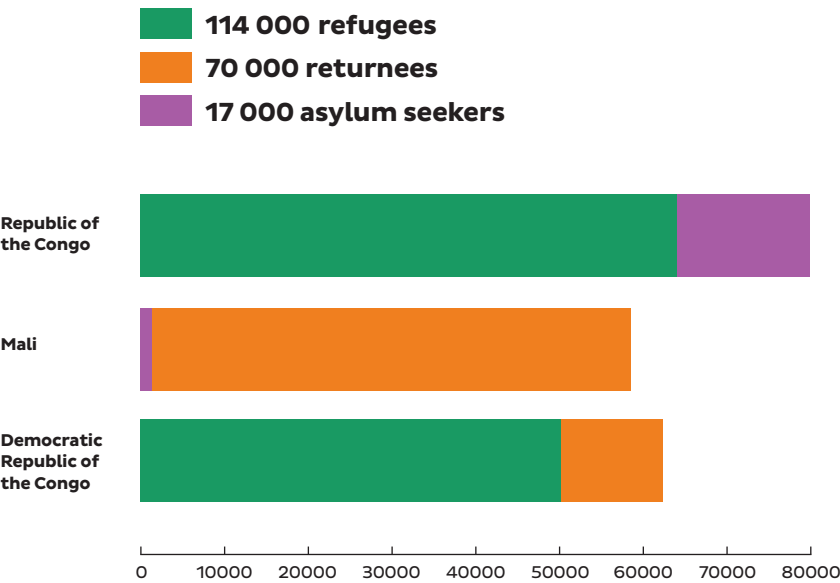
TSF provided assistance to more than 50,000 refugees, mainly from the Central African Republic, and 12,000 returnees, in collaboration with the UNHCR and the Marcelle and Jean Coutu Foundation.

Several initiatives were undertaken to protect refugees, children in particular, and encourage peaceful cohabitation in the host communities. In 2019-2020, shelters were constructed, school and medical

infrastructure was rehabilitated, training and guidance were provided for the creation of income-generating activities, and intercultural exchanges between refugees and local populations were organized.

The team also conducted surveillance of border areas, reporting any incident that could threaten personal safety. At the end of the year, we ran many awareness campaigns on how to prevent the spread of COVID-19 for staff members and beneficiaries.

201,000 HUMANITARIAN AID BENEFICIARIES IN 2019 – 2020



Volunteer cooperation



2019–2020 marked the end of our five-year Volunteer Cooperation Program with Global Affairs Canada (GAC). All the volunteers recruited during the year went to the program countries, Tanzania and Bolivia. In both countries, we continued to strengthen the capacities of our health partners and human resources

specializing in dentistry and optometry. We emphasized the importance of ensuring service continuity and sustainability. Local healthcare services are essential, especially for women, a vulnerable group that requires particular attention. Additionally, women play a key role in family and community health.

Our regular volunteer cooperation program included health mandates in Senegal and the Republic of the Congo.

In 2019–2020, 48 people, 32 of whom were women, offered their expertise to help our partners improve their delivery of care.

TANZANIA

In 2019–2020, 20 volunteers kept up efforts to improve the dentistry and optometry practices of professionals in Usangi and Mwanga. The volunteers also carried on awareness activities on the importance of good eye and dental health, and produced seven guides on how to improve the quality of care, practise proper hygiene during examinations, and maintain equipment.

In total, 37 volunteers went to Tanzania during our five-year cooperation program with GAC. These volunteers offered 83 hands-on and classroom training activities, giving 60 women and 35 men the opportunity to improve their professional knowledge in dentistry and optometry. The former trainees now treat patients at two dentistry clinics and an optometry clinic at the Usangi hospital, the Kifula Health Centre and the Mwanga Health Centre.

As a result, more than 11,000 people have direct access to care. Also, our prevention campaigns promoting oral hygiene and vision screening reached close to 4,000 children in five years.

Our regular volunteer cooperation program sent a physiotherapist and an occupational therapist to the Kiboshu hospital, where they led training activities on perineal and pelvic rehabilitation and musculoskeletal disorders. Quick-reference guides on safe mobilization techniques were also prepared and distributed to physiotherapy students.



BOLIVIA

Fewer volunteer cooperants went to Bolivia this year due to severe sociopolitical turbulence after the national elections were contested. Nevertheless, in 2019–2020, TSF sent eight volunteers who helped dental and visual healthcare professionals enhance their skills. The five women and six men who received training all asserted that their capacity to provide care had improved.

More than 600 patients received pairs of low-cost glasses after their eye exams, and 2,500 children attending schools in rural areas got kits contain-

ing toothbrushes, toothpaste and information on brushing.

During the five-year program with GAC, 88 people attended 81 classroom or hands-on training activities offered by 59 professionals from Canada. These former trainees now treat patients at the Curva-Pucara, Laja and Palcoco health centres and the Pucarani hospital. Together, the facilities have four dentistry and four optometry clinics. Our program offered support to all these facilities, improving specialized healthcare in certain areas and introducing it in places where there wasn't any. Close



to 20,000 people now have direct access to these services.

ECUADOR

2019–2020 brought a major change in plans for the group that was supposed to go to Ecuador with Québec sans frontières (QSF). Six specialized rehabilitation students began their training program in the fall of 2019 and, over a period of several months, completed a number of activities to prepare for their experience in the field. Unfortunately, in March 2020, the trip they had planned for the summer was put on hold because of the COVID-19 pandemic.

As in past years, the group was going to the Unidad Educativa Especializada

Fiscomisional Nuestra Señora del Carmen, a specialized school for children with disabilities that promotes social integration. Several activities were planned to support the school's staff, including the adaptation or creation of pedagogical tools and physical exercises to address the children's needs.

As soon as the field visit was cancelled, QSF started looking into activities using information and communication technology, to preserve the special relationship between the school's staff and its students and their families.

SENEGAL

Specialized interventions in physiotherapy moved forward with the Asso-

ciation Nationale des Postes de Santé Catholiques du Sénégal (ANPSCS), which represents 76 health structures. TSF sent two volunteers in 2019–2020, so physiotherapy professionals offering care to women could further develop their capabilities. Seventeen women participated in theoretical and practical training activities on perineal and pelvic rehabilitation and musculoskeletal disorders. Assistance and guidance were also offered to midwives and nurses at the four health stations where the training was given.

REPUBLIC OF THE CONGO

Maternal and infant health is a top priority for TSF in the Republic of the

Congo. In 2019–2020, two volunteer cooperation mandates were carried out to enhance the skills of medical staff working with women and children, including refugees and members of the host communities.



An obstetrician-gynecologist, two family physicians, a physiotherapist and a nurse gave classroom training on several subjects in Bétou, Impfondo and Brazzaville. They also provided coaching and clinical monitoring, and taught local professionals how to use an ultrasound machine, among other things.

Furthermore, an administrator specializing in hospital care assessed the facilities that the volunteers visited to make recommendations on the delivery of care.

The volunteers also donated supplies and equipment.

Mandates completed

Dental health
16 volunteers | Bolivia and Tanzania

Eye health
20 volunteers | Bolivia and Tanzania

Physiotherapy
5 volunteers | Senegal, Republic of the Congo and Tanzania

General and obstetric medicine
6 volunteers | Republic of the Congo and Tanzania

Management and governance
1 volunteer | Republic of the Congo

2019–2020 volunteers

- Alex-Anne Harvey - optometrist
- Amélie Voyer - optician
- Antony Diaz - interpreter
- Anik Bélanger - physiotherapist
- Arlette Jimenez - dental hygienist
- Bernard Harvey - dental technician
- Binh Nguyen - dentist
- Catherine Piché - dentist
- Catherine Ponton - dentist
- Charles-Etienne Langevin - dentist
- Chantal Desautels - logistician
- Claudia Paquette - nurse
- Christiane Béliveau - optometrist
- Curtis Marr - logistician
- Diane Pilotte - optician
- Diane Thibault - nurse
- Elizabeth Dallaire - dental hygienist
- Elisabeth Duncan - optician
- Erika Leyva Ponce - dentist
- Estelle Maltais - logistician
- Geneviève Dorval - occupational therapist
- Isabelle Gaudreau - dentist
- Jacques Dumais - logistician
- Jacques Bossinotte - logistician
- Jean-Louis Joly - logistician
- Jessica Levesque - dental hygienist
- Johanne Rioux - dental hygienist
- Johanne Marcoux - logistician
- Josée Laforest - optician
- Lien Tran - dentist
- Linda Bambonye - hospital care administrator
- Marc-André St. Martin - optometrist
- Marcel Fortin - doctor
- Marie-Christine Bouchard - physiotherapist
- Maryse Ruel - optometrist
- Mélyssa McKay-Nicole - dentistry student
- Mireille Ruel - dentist
- Myriam Gauvin - physiotherapist
- Renée Fournier - family doctor
- Robert Gagnon - obstetrician - gynecologist
- Serge Paquet - optometrist
- Serge Poulin - optician
- Sharon Wong - optometrist
- Steven Sutton - optometrist
- Suzanne Fortin - physiotherapist
- Tasmine Esmail - dental hygienist
- Valerie Tessier - family doctor
- Yvan Brassard - optician

Funding and communication

Big draw

Just as we had put the finishing touches on our new communication strategy and were getting ready to kick off our annual big draw in the spring of 2020, everything ground to a halt because of COVID-19. We quickly went back to the drawing board, so we could start the new year with a completely different message, in crisis-management mode, ready to adjust as the situation evolved. We also immediately applied for financial assistance, so our partners in the field could rapidly get involved in the fight against the pandemic.

Eyeglass recycling

In 2019-2020, we collected approximately 200,000 pairs of used glasses from the many institutions and businesses that support us by placing our donation boxes in strategic locations. We currently have more than 300 active collection points—the first link in the eyeglass recycling chain. Volunteers then clean, analyze and sort them, so they're easy to use in the field. We also participated in the Zero Waste Festival, to show how this initiative improves disadvantaged individuals' eyesight and has a positive impact on the environment.

The banana revolution

The banana revolution is a game created by QSF project participants who went to Ecuador in the summer of 2019. Gender equality and social inclusion are the underlying themes of this interactive game, which made its big debut at a fun evening event.

International Development Week

Some of our volunteers took part in a human library during International Development Week (IDW), which shines a spotlight on the work of volunteer cooperants across Canada. It was a wonderful opportunity for some of our volunteers to share their experiences.

Our commitments

Environment

We are committed to reducing our ecological footprint and taking action to protect the environment.

200,000 pairs of glasses were collected in Canada to improve the eyesight of our beneficiaries in the field.

13 health centres and 1 hospital managed their biomedical waste in Bolivia, Tanzania and the Republic of the Congo.

180 people, including 20 volunteers, planted trees in Tanzania.

Gender equality

TSF makes every effort to help women and girls become more autonomous, so they can fully participate in the development of their communities.

1 professional learning centre opened to support sexual and gender-based violence (SGBV) survivors in the DRC.

195 women received professional health training through our volunteer cooperation program in Tanzania and Bolivia.

66 girls received scholarships so they could pursue their studies in Mali.

Governance

We are committed to giving our employees and partners the tools they need to adopt sound, efficient, ethical, transparent management practices.

1 risk management training activity was organized for the head office and field teams.

1 policy and 1 code of conduct were adopted and rolled out to our employees and partners, with a view to preventing sexual violence.

400 village representatives participated in workshops on administrative procedures and financial audits in Mali.

OUR OUTREACH

Web site	46 000 visitors	187 000 page views
Facebook	6548 subscribers	700 daily views
You Tube	41 subscribers	1100 views
Instagram	335 subscribers	391 posts



Financial information

Funding sources			
Donations from the public and other revenues	2020	2019	
	\$ 8,733,105	\$ 10,716,661	
Religious communities	\$ 411,885	\$ 446,179	
Draws	\$ 257,250	\$ 286,050	
Investment returns	\$ 30,782	\$ 27,275	
Contributions of services	\$ 187,229	\$ 266,434	
Ministère des relations internationales du Québec	\$ 56,657	\$ 62,249	
Global Affairs Canada	\$ 255,506	\$ 217,963	
Total	\$ 9,932,414	\$ 12,022,811	
Expense allocation			
International programs	2020	2019	
	\$ 8,964,011	\$ 10,848,978	
Local program	\$ 138,837	\$ 161,039	
Contributions of services	\$ 187,229	\$ 266,434	
Administration	\$ 412,697	\$ 449,519	
Fundraising and communications	\$ 296,317	\$ 327,454	
Life project	\$ 131,979	\$ 133,968	
Total	\$ 10,131,070	\$ 12,187,392	
Assets			
Cash	2020	2019	
	\$ 1,321,821	\$ 1,851,749	
Investments	\$ 739,133	\$ 855,547	
Other short terms	\$ 637,348	\$ 393,912	
Acquisition prices of policies	\$ 114,120	\$ 136,944	
Life insurance policies	\$ 102,880	\$ 108,504	
Fixed assets	\$ 89,467	\$ 49,608	
Total	\$ 3,004,769	\$ 3,396,264	
Liabilities			
Net assets	2020	2019	
	\$ 1,592,936	\$ 1,752,115	
Short term	\$ 1,411,833	\$ 1,644,149	
Long term	-	-	
Total	\$ 3,004,769	\$ 3,396,264	

Stakeholders and donors

Our achievements would not be possible without your help. We are enormously grateful to the individuals, businesses, institutions and religious communities who provide us with financial support. Solidarity is crucial to achieve a fair distribution of wealth.

We would also like to thank our many volunteers for generously donating their time and skills, in particular for the collection and preparation of used glasses, which are essential to our eye health interventions.

Stakeholders

Fondation Marcelle et Jean Coutu
UN Refugee Agency
World Food Programme
World Health Organization
Brothers of Christian Instruction
Global Affairs Canada
Ministère des Relations internationales et de la Francophonie du Québec
Fonds Marie-François
Gestion Louis-Jacques Laferté inc.
Les Oeuvres LeRoy

Main donors

Club Optimiste La Prairie
Collège Jean de la Mennais
Comité Solidarité des Soeurs de Saint-Joseph de Saint-Hyacinthe
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Administration générale
Filles de la Providence

Fondation Coup de Coeur
Fondation Louise-Grenier
Friends of Minzoto
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Séminaire de Sherbrooke
Secours-Mission
Soeurs de la Charité de Saint-Hyacinthe

Major donors

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Congrégation Servantes de Jésus-Marie
Comité Missionnaire de Richmond
Commission Scolaire des Grandes-Seigneuries
Corporation des Soeurs de Sainte-Croix
Dominicaines de la Trinité
Fondation du Club Rotary de Québec
Fondation Palmyra Inc.
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Soeurs de Saint-François d'Assise
Soeurs de Sainte-Croix
Soeurs des Saints Noms de Jésus et de Marie
Soeurs de la Visitation d'Ottawa
Soeur Servantes de Notre-Dame Reine du Clergé
Soeurs Maristes
Soeurs Missionnaires de Notre-Dame des Anges
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