DERNIÈRE DEMEURE INTERNATIONALE

ANNUAL ACTIVITY REPORT

2022-2023

Google translate, it may have errors

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I. ORGANIZATIONAL ACTIVITIES

1. Dating

MEETINGS	CA	CAE	AG	CG
2019-2020	4	16	1	n/a
2020-2021	4	11	1	5
2021-2022	4	1	1	4
2022-2023	4	**1**	**1**	**n/a**
Comments: stability in the functioning of the institutions of the organization				

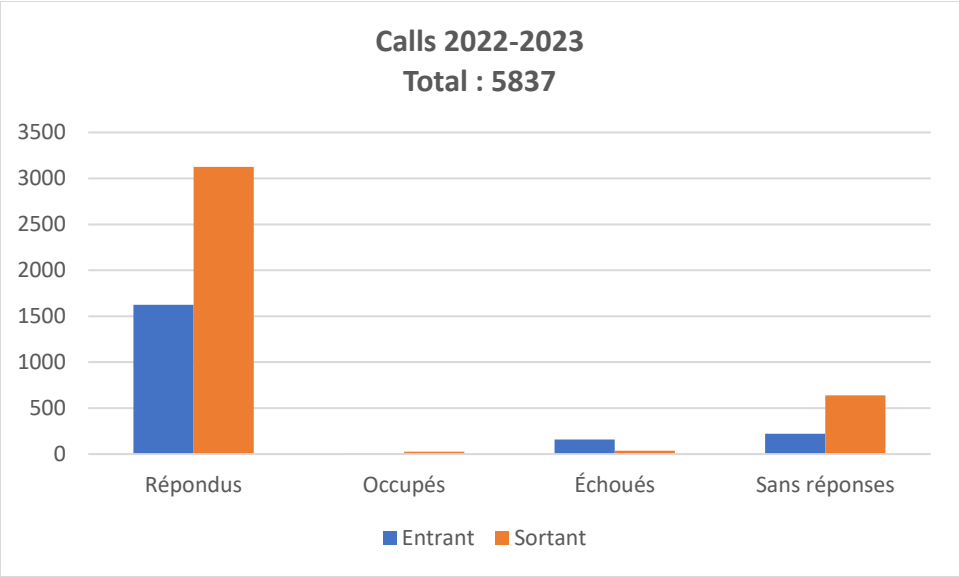
2. Training and proposals

Trainer's observations **Date: September 28, 2022 from 6:00 p.m. to 8:00 p.m.**	
About the administrators	
Ensure that directors represent added value	
Review the number of directors according to the size of the company	
Involve members in tasks on a voluntary basis	
On the suggested bodies to be set up	
Have committees that will make recommendations to the Board of Directors: • Governance Committee • Human Resources Committee • Audit or Financial Audit Committee	

On the suggested modifications to the statutes and regulations	
Article 24: In Quebec, the number of council members is fixed.	
Article 26: The mandate must not last more than 2 years according to Part III of the Companies Act (Quebec)	
Article 36.9: A meeting cannot take place by e-mail. The meeting must allow a simultaneous exchange	
Article 37: the role of an auditor among managers is not defined	

II. OPERATIONAL ACTIVITIES

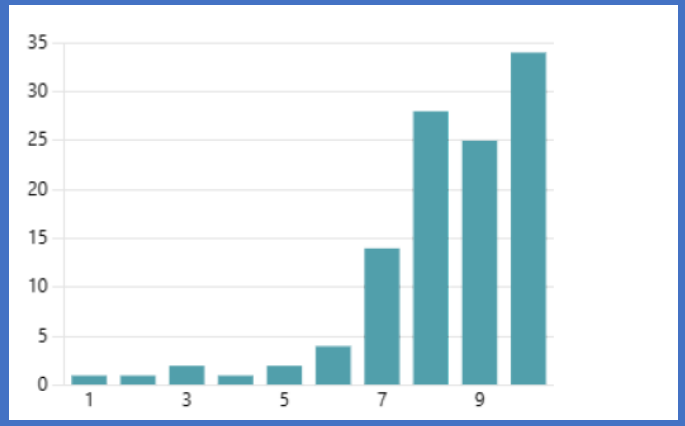
1. Customer Service



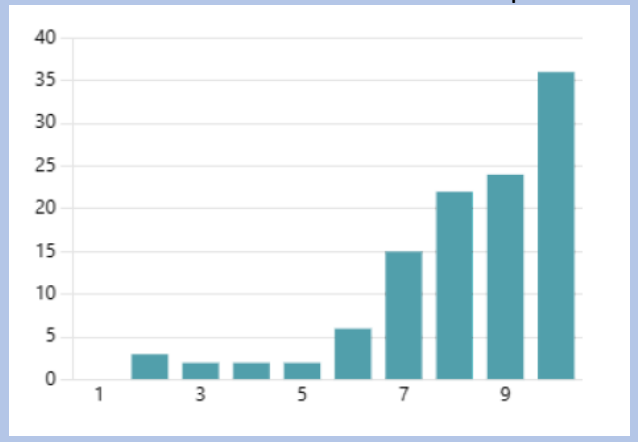
Survey results

112 members completed the survey

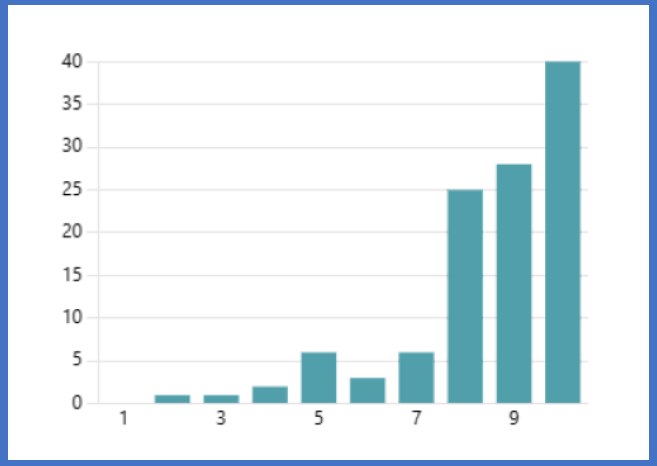
80,34% are satisfied with the services



80.24% are satisfied from the information point of view

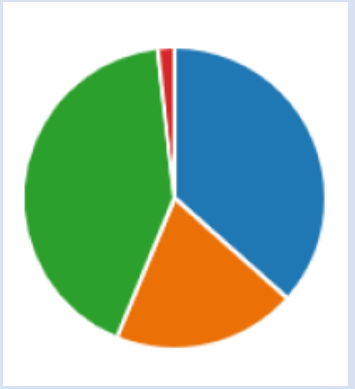


80.54% are satisfied with the courtesy and professionalism of staff and volunteers

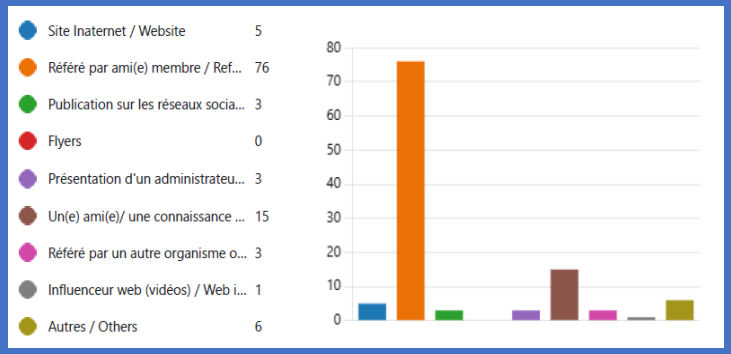


88% find service important and enjoyable

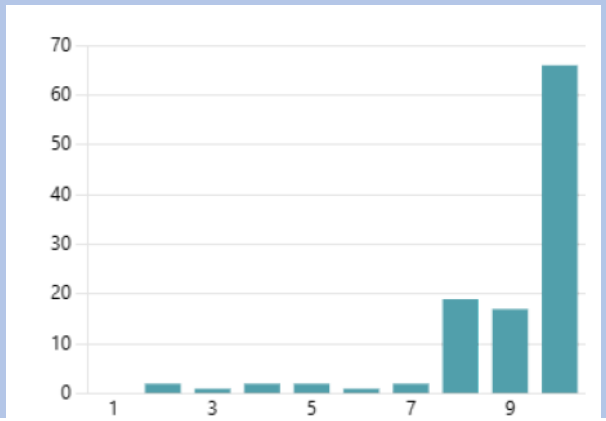




81% were referred by a friend or relative



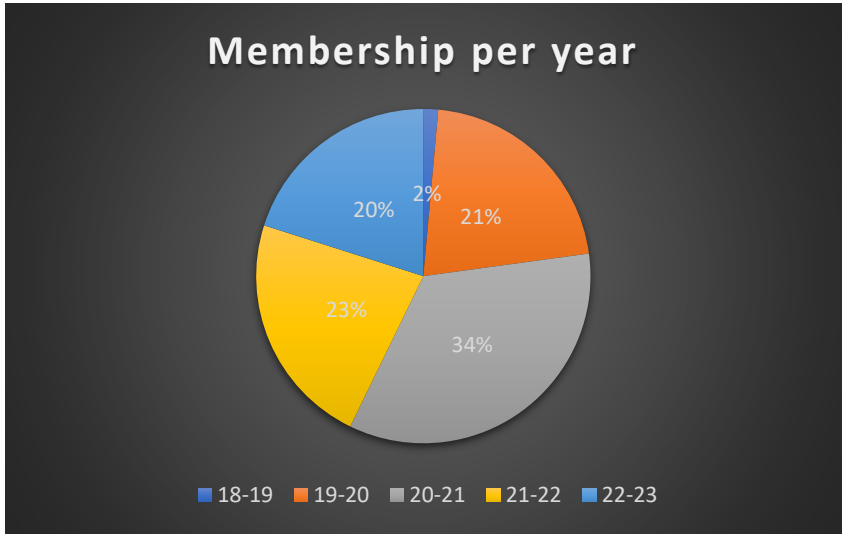
94% are ready to recommend relatives and friends and 64% have left their contact

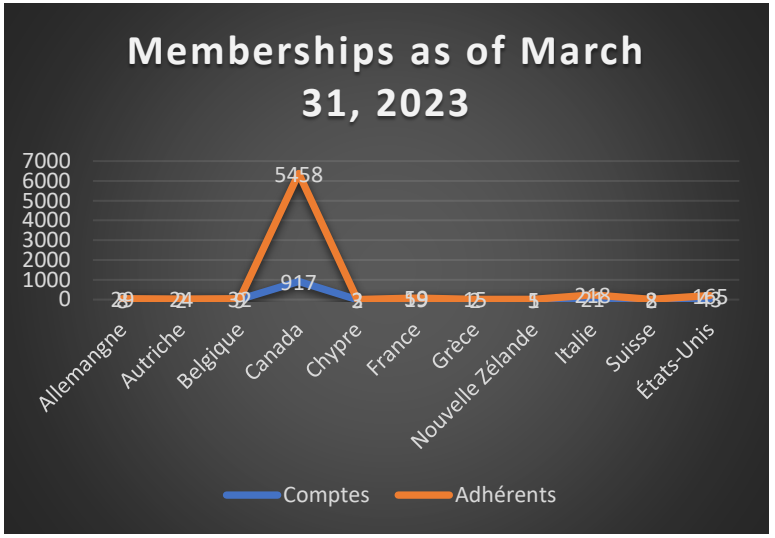


Note that we have collected important questions asked during this survey. They will be answered.

2. Promotion and Membership

Year	18-19	19-20	20-21	21-22	22-23	Total
Total	93	1392	2234	1476	1306	6501


Membership per year
2%
21%
34%
23%
20%
18-19
19-20
20-21
21-22
22-23


Memberships as of March 31, 2023
7000
6000
5000
4000
3000
2000
1000
0
5458
917
Allemangne
Autriche
Belgique
Canada
Chypre
France
Grèce
Nouvelle Zélande
Italie
Suisse
États-Unis
Comptes
Adhérents

3. Death and family support

Date of death	Registration number	Number registered	QPI	Amount Collected	Costs	Total costs
2022-04-16	MINPAT750327-OITQ	4683	2,1 $	10 000,00 $	0,50 $	2 341,50 $
2022-05-06	KIBSTE470217-IAXG	4747	0,53 $	2 500,00 $	0,50 $	2 373,50 $
2022-06-22	NKADOM53024-B3JB	4827	2,07 $	10 000,00 $	0,50 $	2 413,50 $
2022-06-21	MUHELI590118-ZSUL	4826	2,07 $	10 000,00 $	0,50 $	2 413,00 $
2022-07-09	SETKOM601115-T4DY	4827	2,07 $	10 000,00 $	0,50 $	2 413,50 $
2022-07-27	KAPNON620104-2QWK	4893	2,07 $	10 000,00 $	0,50 $	2 446,50 $
2022-07-22	RWIMAI340815-ZWQC	4827	0,52 $	2 500,00 $	0,50 $	2 413,50 $
2022-09-06	NKAGEO880320-KFQL	5053	1,98 $	10 000,00 $	0,50 $	2 526,50 $
2022-11-06	NCHNAD801007-T6XW	5226	1,91 $	10 000,00 $	0,50 $	2 613,00 $
2022-11-16	KAYFEL470501-JUIA	5289	1,89 $	10 000,00 $	0,50 $	2 644,50 $
2022-12-13	TWAAZI800216-XLZI	5377	1,86 $	10 000,00 $	0,50 $	2 688,50 $
2023-03-31	**TOTAL**			**95 000,00 $**	**0,50 $**	**27 287,50 $**

4. Funding and Grant

Total funding obtained by fiscal year	Amount	Cashed
2020-2021	57 407,00 $	57 407,00 $
2021-2022	84 174,00 $	84 174,00 $
2022-2023	60 658,00 $	52 59,00 $

5. Other activities

- During the year that ended, we carried out the following activities:
- City Clean Up – civic activity with the City of Calgary;
- Inauguration of the Quebec office and reception of equipment offered by the Government of Canada;
- New website and changes made.

III. CHALLENGES: FINANCIAL STABILITY AND GROWTH

Expansion and communication plans have been established. The realization is a big challenge. This requires human and financial support. The social economy project was adopted. The feasibility study must first be carried out.

IV. IV. OBJECTIVES OF THE STRATEGIC PLAN IN 2021-2025

In terms of the objectives set by the strategic plan, we agree that there is growth both in outreach, in the diversification of sources of income and in the achievement of growth ambitions. This does not guarantee organizational stability. We have to work hard to increase the number of members as quickly as possible.
The most appropriate means of communication for our growth, according to the survey, remains “word of mouth”, referencing.

Let's talk about DDI to our friends and loved ones.