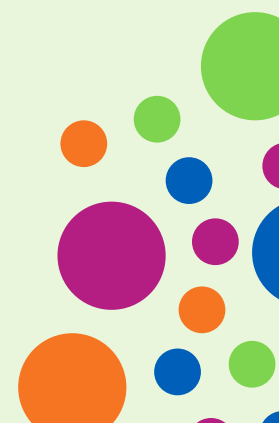




**West Island Community Resource Centre**  
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# Annual Report

The West Island Community Resource Centre

2017-2018



## ***Our Mission***

The West Island Community Resource Centre (CRC) is a non-profit organization dedicated to improving individual and collective well-being in the West Island. It provides an information and referral service as well as strengthen and supports the development of the West Island community in collaboration with community partners.

## ***Programs & Services***

- Community information and referral service by phone, in person, and on-line
- Publication of specialized resource guides (for seniors, and youth)
- Support for community based initiatives and social development
- Organized events and conferences to support community networking
- A no-cost legal clinic for West Island residents
- A no-cost income tax clinic for West Island residents with low-incomes
- A community event calendar and complete listings of community resources



**NEW LOGO!**

**CRC**  
OUEST-DE-L'ÎLE  
WEST ISLAND

CENTRE DE RESSOURCES COMMUNAUTAIRES DE L'OUEST-DE-L'ÎLE  
WEST ISLAND COMMUNITY RESOURCE CENTRE

A fresh, modern, design that symbolizes

- Bringing community together
- Support
- Connection

With colors that represent our vibrant community!



## *Message from the President*

As current President of the board, I'm pleased to be part of this special anniversary year as the CRC celebrates 35 years of service in the West Island community.

Our 35 years of success is largely due the continuous support of our funding partners. We are especially grateful to Centraide of Greater Montreal, West Island Community Shares, the Quebec Ministère de famille, and the City of Pointe-Claire, as well as our other financial partners, who have supported the CRC. On behalf of our organization, I extend a profound thank you for your continued commitment to supporting our West Island community.



A very special thank you to our staff team; **Katie Hadley, Lindsay Patrick, Anne-Marie Angers-Trottier** and our two newest team members; **Karine Saba and Cristina Colt** who joined the team last June to support the PIC project dossiers. They are a hard working team, motivated by their passion for community and shared desire to make a difference. I would also like to thank our dedicated volunteers, including our board of directors; **Bob Benedetti, Stefanie Meislitzer, Natalie Chapman, Jennifer Harper, Ruth Greenbank and Lisa Boyle**. This year we said good bye to our treasurer **Michael Labelle**, we thank him for his 3 years of service on the board and wish him all the best.

Thanks to the efforts of our board and staff, the 2017-18 activity year was full of interesting projects and initiatives. Highlights include;

- The completion of our new strategic plan
- Facilitation of the Projet Impact Collectif (PIC) in collaboration with TQSOI and TQNOIM
- Creation of two new events to encourage building connections within our community sector
- The continued evolution of our CRC Mobile program for seniors

We are proud of the work that the CRC has done this year and we look forward to the year ahead.

In closing, I would like to take this opportunity, on behalf of the board of directors, to thank the West Island community for its continued support. As we close this activity year and celebrate this important anniversary, we are proud to continue to be fully committed to our mission to improve individual and collective well-being for many more years to come.

David Pecho  
*President*





## Message from the Executive Director

As the CRC completes its 35<sup>th</sup> year of service in the West Island, we are proud to celebrate the many successes of our organization, and of our dynamic community sector!

As you will see in the pages of this report, the 2017-18 activity year has been a busy one! In addition to our regular programs, we have incorporated new initiatives, and dedicated important time to planning for the upcoming 5 years.

Together, the CRC board of directors and staff team, worked hard to develop a new strategic plan for the organization. With the facilitation support from the Centre for Community Organizations (COCO), we selected five key strategic directions that we will be using to guide our efforts for the next several years. I would like to highlight two key directions:

- 1) Evolve programming to meet current and projected community needs, including;
  - Development of our CRC Mobile program for seniors and other populations
  - Collaboration with the new 211 service;
  - Creation of new resources tools in partnership with community partners
  - Increasing the community's capacity to provide resource information to vulnerable populations;
  - Upgrading our CRC website with new innovative features
- 2) Facilitate working collectively in the West Island. To expand our efforts in supporting collective well-being, we have created a new Community Initiatives Department. In collaboration with local organizations, "tables de concertation", and committees, this department will work on new innovative projects to connect, support and strengthen the West Island community sector, including collective efforts formerly coordinated by Concertation l'Ouest-de-l'Île (CODI).

We believe that focusing on these directions, as well as continuously working on strengthening our organizational processes, securing consistent funding, and improving our communication strategies, will ensure that we can continue to help improve individual and collective well-being for years to come.

As the West Island community evolves, the CRC is excited to be part of the growth and development of this inspiring community. Thank you to all of our funding partners, dedicated board members, staff and volunteer team, and all of our community partners, who have contributed to the success of the CRC for the last 35 years. **Together we will continue to develop our strong vibrant West Island community!**

Katie Hadley  
Executive Director



**CONNECT. PROMOTE. SUPPORT.**

The West Island Community Sector.





## *Meet the CRC Team*

**Katie Hadley** - Executive Director

**Anne-Marie Angers-Trottier** - (CODI coordinator-Concertation de l'Ouest-de-l'Île)

**Lindsay Patrick** - Program Coordinator

**Karine Saba** - Communications Coordinator

**Cristina Colt** - Mobilization Agent



## *The CRC Volunteers*

The CRC would like to extend thanks to all the volunteers who have contributed to CRC programs in various ways



**Eliane Zal**

**Joan Benson**

**Joe Hann**

**Ivan Beaudry**

**Alan Keess**

**Betsy Nadon**

**Joseph Neudorfer**

**Alice Popovici**



On-Line  
Web  
Social  
Media

CRC  
Mobile

Network  
Breakfast

# INFORMATION & REFERRAL

Outreach

It's Not  
Right

Tax  
Clinics

Legal  
Clinics

Phone and  
In person  
referrals

Flood  
Intervention

Publications





## *Our information and referral Services*

- Connects West Islanders with available community services
- Empowers individuals with knowledge
- Breaks isolation
- Helps community partners assist their clients
- Provides up-to-date information on current resources
- Builds strong communities

**Total Program: 2227**

**Phone calls: 1739**

**Housing: 4%**

**Legal: 29%**

**Publications: 2%**

**Financial: 27%**

**Education: 3%**

**Employment: 2%**

**Food: 3%**

**Material: 3%**

**Health: 6%**

**CRC Mobile: 3%**

**Transportation: 4%**

**Social: 9%**

**Community: 1%**

**Recreation: 4%**



## *Legal Clinics*

The largest number of requests the CRC receives is for assistance in finding legal information and resources. The CRC offers monthly legal clinics by appointment. The clinic is open to all West Island residents and takes place at the CRC's office in Pointe-Claire. West Island residents have access to free individual and confidential legal consultations.

**130** people attended legal consultations over the course of **7** legal clinics this year, held at the CRC.

This year, the CRC has had the pleasure to work with Maitre Joan Benson, who has been with the CRC for over 15 years and have added two new lawyers to their volunteer team, Alice Popovici and Joseph Neudorpher.

Legal information requests account for **33%** of calls received.

This year, the CRC referred approximately **500** people to legal services.





## Tax Clinics

For the fifth year, the CRC partnered with Volunteer West Island to offer free income tax services to individuals and families with low incomes in the West Island. The CRC held clinics on site March through April 2018. This program not only helps people with low-incomes to file their taxes at no-cost, but it also serves as an outreach activity for the CRC. The program helps to bring awareness to the services that the CRC can offer, and as a result helps empower people with information.

This year, over **100** people were helped by the income tax program over the course of **6** clinics held at the CRC.

The CRC helped to refer an additional **90** people to other tax clinics based on their location.



## Outreach

In order to meet its goal of informing West Island residents about community services, the CRC actively participates in information fairs, public events, and offers tailored presentations to a variety of audiences throughout the West Island territory.

### Events and Presentations:

St Georges Anglican Church  
33 & 35 Maywood Apartment Complex  
Pierrefonds 60+ seniors club  
Dorval Community Aid  
Manoir Roger Bernard  
Complex Becket Seniors Club  
Ste Suzanne Seniors Club  
L'Esterel Apartments Chateau sur le Lac  
L'Equipe Entreprise  
Nelligan en fete  
Community Awareness Day  
Norma McAlister Residence CIMOI  
Manoir Ste. Genevieve  
Residence Jules-Daigle  
Rencontre régionale ITMAV  
Residence du Vieux Couvent  
Residence Marie-Ange-Jasmin  
Hopital St Anne  
Residence aux deux tourelles  
Pointe Claire Senior Center  
Dollard-des-Ormeaux Senior's Club  
Nisa fair

St. Raphael Residence  
Beaconsfield United Church  
On Rock community services  
CLSC Pierrefonds  
Brunswick Medical Centre  
AGI group

### Tables and Committees:

Table de Quartier du Nord-Ouest de l'Île de Montréal  
Table de Quartier du Sud de l'Ouest de l'Île  
The West Island Seniors table  
The Health Comittee, Seniors table  
The Committee against Elder Abuse, Seniors table  
Regroupement Familles 123 Go!  
Service Planning Committee  
Ma communauté en santé  
The West Island Mental Health Table  
The West Island Youth Table  
The West Island table of Urban Planners  
Strategic committee CIUSSS ODI

### Upcoming CRC participation in Fall 2018:

The Montreal Senior's Table



## *It's Not Right*

A program by the Public Health Agency of Canada, It's Not Right is an initiative designed to increase awareness about elder abuse. In collaboration with the West Island Committee for the Prevention of Elder Abuse and the City of Pointe-Claire, the CRC has taken part in this initiative by presenting this training across the West Island.

**Throughout this training, participants learn how to answer the following questions:**

What is abuse in older adults?

How do I recognise abuse in older adults?

What are the different types of abuse?

What are the warning signs of abuse?

What can be done in these situations?

Close to **150 seniors** have attended these training sessions over the course of **6** different presentations!



### **Exciting projects to come**

#### **The Ambassador project:**

- The goal of this project is to extend the awareness campaign It's Not Right exponentially across the West Island territory in order to promote seniors rights.
- The CRC will be working in collaboration with the committee for the well-being of seniors to train ambassadors in the community.
- The It's Not Right tool will be presented by the ambassadors in an effort to reach more citizens.
- Each person trained by an ambassador will then have the skill to train and pass on the information using the It's Not Right tool.

## *Flood Intervention*

In May 2017, the West Island experienced extreme flooding.

The CRC developed an emergency list of flood resources, by contacting local organizations to confirm what additional services were being provided to those affected by the floods. These special directories were distributed to those needing resources, as well as to community partners so that they could support their members during this difficult experience.

CRC mobile clients were all contacted to ensure their safety and provided resource information to help get them connected to the available support services.

The CRC was also able to connect people to the available resources through our information and referral line and in person consultations. Resource inquiries included; requests for emergency support, access to supplies, shelter, and counselling services, as well as legal and financial information.



### **Informing and connecting seniors to resources in the west island in the comfort of their own home.**

Access to programs and information is an urgent need for seniors in our community. West Island resources can be difficult to navigate especially for vulnerable or isolated seniors.

At a location convenient for the senior, the CRC Mobile worker can meet to identify their needs and directly link seniors to relevant community programs.

Interventions have been done with clients, family members and professionals in the community in order to help create the link between seniors and services.

#### **Interventions include;**

- Face to face meetings held in a location convenient to the senior
- Accompaniment with referrals
- Telephone support and follow up
- Family and network meetings and/or follow up

**137** clients have been served by the CRC mobile program since it began in January 2016.

This year **52** clients were served, totalling over **250** interventions.

#### **Residences**

This year, the CRC Mobile program has put a particular focus on community work in the local low income housing buildings of the West Island, Résidence Maywood, in Pointe-Claire, as well as Manoir Roger Bernard in Pierrefonds.

This is the first project of this nature in the West Island! Travail de milieu has not been done in the HLMS in the West Island before, as access to the buildings has been difficult. Now that these collaborations have been put in place, more support can be brought directly to the seniors that are typically in a situation of vulnerability.

This has been a great achievement on the West Island. The CRC mobile program has fostered a collaboration with the Office municipal d'habitation de Montreal (OMHM) and the residents that did not exist before and there are many possibilities for the future of this building.





## The Maywood Residence, Pointe-Claire

This residence has **268** residents between 2 buildings:

- In collaboration with the OMHM, St Columba by the lake church and Bread Basket, we have held monthly soup luncheons for the residents. In addition to providing the residents with a healthy meal and free frozen goods, the CRC holds information sessions at these lunches in order to keep the connections to resources available.
- The goals of the luncheon also include reducing isolation, and encouraging the residents to connect with one another by facilitating a supportive structure.
- The residents have the opportunity to speak with the community worker privately after the lunch is over, or they can make an appointment for a return visit, in the case that they are looking for a more confidential space.

### Pilot project with Manoir Roger Bernard, Pierrefonds. A collaboration with the OMHM and West Island Citizen's Advocacy

- This residence has **185** apartments for seniors but does not have many services within walking distance. There are limited means for transportation in the area, therefore isolating the residents.
  - CRC mobile launched a pilot project in collaboration with the OMHM and West Island Citizen's Advocacy to offer regular support to the residents. The CRC has acted to facilitate the communication between the OMHM and the residents and began offering regular information meetings in the building.
  - CRC acts as the initial contact point, filtering the need of the persons and referring them to the proper community program.

Door to door outreach has been offered in both the Maywood residences as well as the Manoir Roger Bernard. Individual letters to the residents of each building are distributed with an explanation of CRC Mobile services and detailed contact information. Residents are offered the CRC's West Island Seniors Guide when it is appropriate.

## Testimonials

"I am very appreciative of the information and the service that I received from the Community Resource Center. My objective was to find out what was available for my husband and me in terms of senior residences and support services as we moved into our more senior years. We were given much information on this. Katie and Lindsay were very cooperative, supportive and caring.

Thank you for providing this helpful service to us."

Sincerely,

**Mary Hoerig** - CRC Mobile beneficiary

"Over the last year Lindsay and I have partnered our services to better assist our residents in need. CRC Mobile is an essential service for residents who may not be receiving all that their communities and organization have to offer. Not only does Lindsay facilitate this process but makes it seamless for residents in need."

**Thalia Chronopoulos** - City of Pointe-Claire

## **Network Lunch**

The Network Lunch is designed to bring together community workers and professionals from the West Island to learn about current issues, expand their knowledge of available resources and strengthen relationships and networks.

This year, the CRC mobile program organized an interactive session to bring together professionals of the West Island that work with seniors. The topics addressed were related to promoting seniors rights. This event included three presentations on different programs that support senior well-being and encouraged the primary actors in the community to get together to network about current issues.

### **The programs presented included:**

**It's Not Right:** Presented by Thalia Chronopoulos from the City Of Pointe-Claire and Lindsay Patrick from the CRC: The emphasis of the workshop is to teach neighbours, friends and family members to recognize the warning signs of a senior who may be experiencing abuse. The session also helps to identify how to help the senior, by discussing how small practical steps can be taken that help in a safe and respectful way.

**Senior Aware program with Rosée Tremblay:** This program is a tool to sensitize seniors, professionals and the general public to the abuse and fraud to which seniors may be subjected. Through information sessions, police officers, professionals and senior volunteers provide a complete portrait of the kinds of abuse and fraud that affect seniors in particular, as well as advice to help prevent them.

**Intervention policière auprès des aînés maltraités (IPAM) by Julie Dupré:** This program, offered by the SPVM and the University of Sherbrooke, intervenes on behalf of seniors that are being mistreated. A guide was published to reflect the experience of the SPVM over the course of a pilot project run by seven police stations and four regional divisions.

### **Testimonial**

"Not only was there a nice variety of food that was fresh and delicious, but the event itself was so pleasant. The presenters were interesting and captivating, the participants were friendly and open and we got a chance to enlarge our contact directory"

Thank you!

**Sonia Spinelli** - *City of Dorval*





## Publications

Over the CRC's 35 year history, the CRC has produced and published several different resource guides and publications. Two of the most popular publications have been the **West Island Youth Guide**, and the **West Island Seniors Resource Guide**. These guides are valuable tools to help West Island citizens and community organizations find information about programs and services available in the community, including health services, support groups, help lines, emergency shelters, educational services and more.

### Evaluation of Seniors Resource Guide

As part of the CRC's strategic goal of "assessing and developing programming", an evaluation was completed of the West Island Seniors Resource Guide to help better understand its impact on the community and to assess the possibilities for development.

This activity was sponsored by Centraide of Greater Montreal and facilitated by the Centre de Formation Populaire (CFP) and the Centre for Community Organizations (COCO).

An evaluation committee, consisting of CRC team members and Board members was created. COCo guided the committee in developing a logic model that would help to evaluate the program's impact.

### *Conclusions and Next Steps*

As a result of the evaluation, a committee was formed with various community partners including Nova West Island, the West Island CIUSSS, West Island Citizen's Advocacy, Dollard des Ormeaux Seniors Club, Pointe-Claire Aid for Seniors, AWISH, Chateau Pierrefonds and Gerontologists.

As a result of discussion CRC will be exploring new ways to make our guides more community oriented and West Island focused.

### "Evaluation Par et Pour"

The CRC was pleased to be part of the CFP/Centraide/COCO Eval Par et Pour project. The CRC and 10 other community organizations were part of the West Island cohort that was developed to navigate the different elements of evaluation together using the logic model approach.

The CRC has embarked on 3 different evaluation processes over the last few years, as the organization recognizes the importance of dedicating time and resources to evaluation. It began with an evaluation of the information and referral service, and continued on with an evaluation of the network lunch series.

The most recent evaluation examined the impact of our West Island Seniors Resource Guide. This activity was the one that was worked on and discussed within the cohort sessions. The CRC was already in the process of this evaluation when the Evaluation Par et Pour cohort was formed, however it was still an interesting opportunity to share experiences, strategies and learnings with other local partners that were navigating their individual processes.

The sessions were valuable learning opportunities, and helped to create an environment of support and collaboration between the participating groups.



## **CRC Social Media**

Facebook is the largest connector platform, ideal for providing information, visuals, and reaching/ mobilizing audience privately or as a group. It allows for easy sharing and quick reach. The CRC has been active on Facebook on a more regular basis in the past year, promoting our community organizations and events, as well as keeping the West Island population informed of various services offered by the community sector.

### Some definitions

LIKES	FOLLOWERS	REACH
<p>"Likes" are a good measure of how people feel about your Page.</p> <p>Total page "Likes" this year:</p> <p><b>343</b></p> <p>an increase of 127 from last year</p> <p><b>(59%)</b></p>	<p>"Followers" are a good measure of how many people are interested in your Page.</p> <p>Total "Followers" this year:</p> <p><b>361</b></p> <p>an increase of 142 from that year</p> <p><b>(65%)</b></p>	<p>This includes posts, check-ins, ads, social information from people who interact with your page and more.</p> <p>"Reach" is a good measure of impact of a post.</p> <p><b>45.5k</b></p> <p>This Year!</p>



Overall , Facebook serves as an excellent communication tool in reaching the West Island population as well as a solid support for our community organizations. Our presence on Facebook has rapidly increased in the recent months.

The CRC Facebook page reached over **45.5k people from April 1, 2017 to March 31, 2018**. Over **17k** people were reached through the CRC posts during the 2017 flood crisis in the West Island and were shared throughout Facebook. Other posts with strong reach/impact include legal clinics, job postings and major announcements from the community.



# CRC Website Analytics

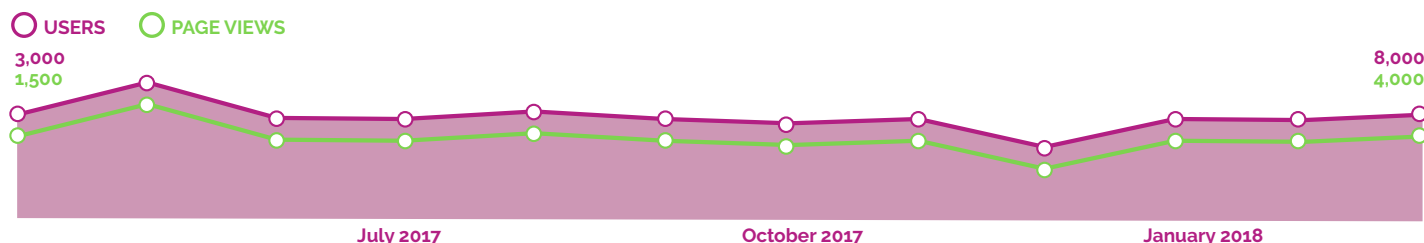
Total number of unique visitors on the **CRC website is 20,001, of which 88% (or 19,797) are new**. This indicates that there has been a big increase in new traffic to the site.

A total of **25,440 sessions** indicates that **27%** of visitors used our site more than once. There were **47,726 pages** that were viewed over the course of the year, demonstrating the action or browsing on the site.



## Some key definitions

USERS	SESSIONS	PAGE VIEWS
"Unique Visitors" or a person who has come to your website.	"Visits" or different times that person came to your site.	Total number of pages viewed.



Users <b>20,001</b>	NEW Users <b>19,797</b>	Sessions <b>25,440</b>
Avg. Session Duration <b>00:01:43</b>	Page Views <b>47,726</b>	Page Sessions <b>1.88</b>

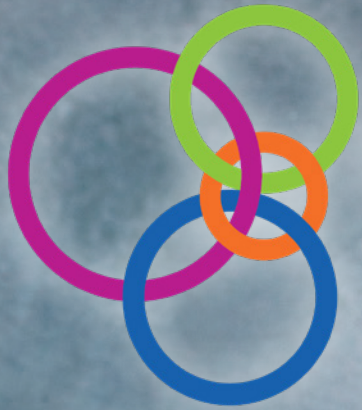


**NEW  
&  
Improved**



**New & Improved CRC Website to be Launched in Summer 2018!**





# CRC

OUEST-DE-L'ÎLE  
WEST ISLAND





Community  
Directors  
Connect,  
Celebrate &  
Innovate

PIC/CIP  
(Collective  
Impact  
Project)

# COMMUNITY INITIATIVES

Transportation

“Jingle  
&  
Mingle”  
Community  
holiday  
event

Concertation  
Ouest-de-  
l’Île  
(CODI)

Pilot project  
TQSOI-CRC-  
TQNOIM





## Community Initiatives

### Concertation Ouest-de-l'Île (CODI)

**Mission:** (CODI) supports collective action by encouraging information exchange, mobilizing interested parties and introducing actions that support community development in the West Island. CODI facilitates the involvement of all key stakeholders in addressing the community's cross-regional issues.



### The completion of the CODI structure

CODI was initially created to support the empowerment of the West Island Community in addressing transversal issues such as transportation and housing. CODI has led and supported many successful collective actions and has also branched out to support the evolution of the concertation system in the West Island. Since the Concertation Ouest-de-l'Île Forum in 2010, our community has greatly evolved and the need for a separate structure like CODI has changed.

In 2014, at the request of the community, the CRC took responsibility for the CODI operations and has successfully supported its growth. In the last 4 years the West Island Community Resource Centre (CRC) has been evolving as an organization, and expanding its role in supporting community initiatives.

It's with great pleasure that announce the completion of Concertation Ouest-de-l'Île (CODI) as a separate structure, as it fully integrates into the CRC's new Community Initiatives Department.

As we close the CODI chapter, we feel confident the CRC will be very successful in supporting the community sector concerted efforts towards improving the quality of life in the West Island.

### Transportation Dossier

In response to the consultations and recommendations from the 2016-2017 mobility portrait, created by MOBA, several actions were undertaken in 2017-2018.

#### *Major Achievements 2017-2018*

- Linking the TQSOL transportation committee with CODI in order to maximize our collective impact.
- Creation and implementation of a virtual library on mobility issues and resources in the West Island.
- CODI, in collaboration with TQSOL, coordinated the development of an action plan for global and local transportation strategies, based on local recommendations.
- As part of the local strategies, a pilot project has been developed in Valois Village. This project will coordinate local recommendations for the special planning program related to the new housing development, with a focus on active and safe transportation strategies.
- Linking the objectives and tools for healthy lifestyle development created by Ma Communauté en Santé of the northern sector of the West Island, with the efforts of the TQSOL.
- Animation of a call to action meeting with the West Island Table of Urbanists to validate the recommendations from the portrait and clarify the next steps with municipalities.



# **Community Initiatives**

## **TQSOI-CRC-TQNOIM Collaboration**

Last year, the TQSOI, TQNOIM and the CRC decided to collaborate in a pilot initiative that combined resources to create a collective social development team. This project was developed to maximize the impact of social development efforts in the West Island. This project was co-managed by the 3 organizations. Although this project ended this year, it gave the 3 organizations the opportunity to evolve collectively, and to learn more about factors needed for success for future projects.

### *Major Achievements 2017-2018*

- Development of tools to help co-manage shared human resources
- Development of processes and procedures to coordinate shared financial resources and governance issues
- Exploration of different approaches to evaluation
- Facilitation of collective meetings for the 3 Boards of Directors and coordination teams, to develop governance models for the HR pilot project and the PIC project



# **Community Initiatives**

## **Collective Impact Project (PIC)**

In 2017-2018, in addition to working on the major dossiers, CODI fulfilled its mission by coordinating the Collective Impact Project (CIP/PIC) of the West Island, a project funded by Centraide of Greater Montreal.

The CIP/PIC aims to bring community partners together to join forces and accelerate change in the fight against poverty. The West Island is one of 17 neighborhoods that were selected for this pilot project. In 2016, the community mandated the CRC/CODI to coordinate the 5 year project, in collaboration with the local Table de quartiers, TQSOI and TQNOIM.

## **The West Island PIC involves two parts:**

Learning to work together (part 1) by developing structured collective projects (part 2)

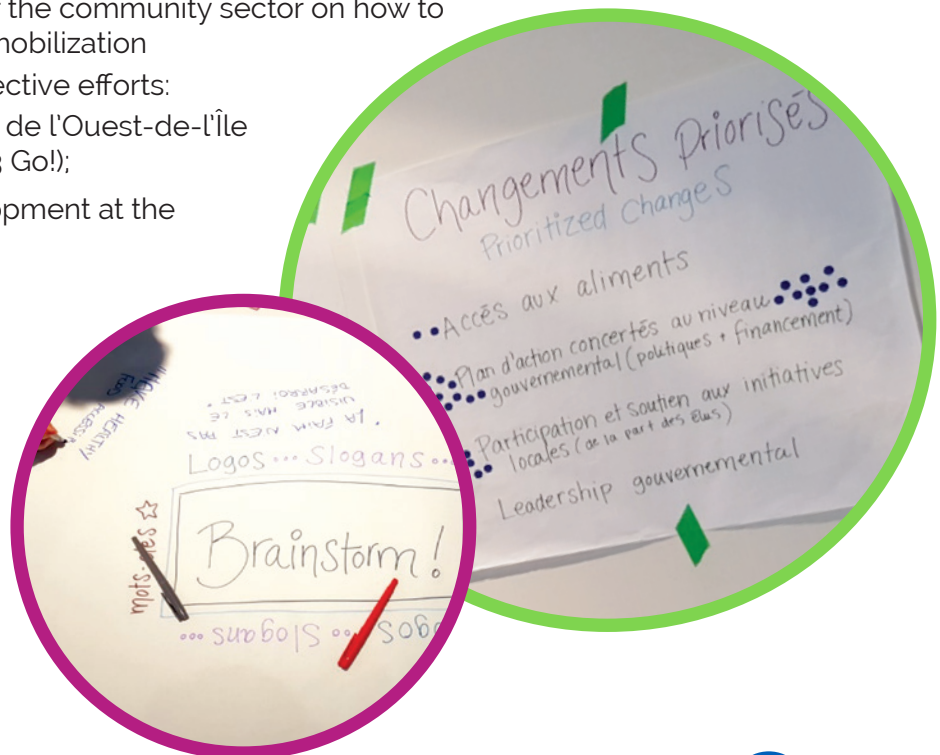
### ***Part 1: Learning to work together***

Our objectives:

1. Improving our efficiency collectively
2. Facilitate opportunities for collective capacity building
3. Creating opportunities and supporting initiatives for collective action

### ***Major steps accomplished in 2017-2018***

- Creation of a working committee that includes representatives from all the West Island "tables de concertations" and inter-sectorial committees
- Development of a portrait of the needs and current challenges of the West Island tables
- Creation of a diagram of the current concertation system
- Coordination of a training session for the community sector on how to use graphics to facilitate collective mobilization
- Support and implementation of collective efforts:
  - o Regroupements en Petite Enfance de l'Ouest-de-l'Île (Grandir Ensemble et Familles 1 2 3 Go!);
  - o Territorial planning in social development at the 2 Tables de Quartier;
  - o Dossier for Healthy Lifestyles (Ma communauté en santé);
  - o West Island Mental Health table
- Creation and launch of an action plan for the "**West Island HUB**", a virtual communication platform for the West Island community sector





## *Community Initiatives*

### **The West Island Hub**

The Hub is an innovative virtual communication platform created by local community partners within the PIC project. It has been created to help the community sector work together more creatively and efficiently.

Through a portal on the CRC website, members from the community sector will be able to access numerous features:

- Tools to facilitate communications and improve visibility (ie. community newsletters and updates)
- Collective calendars to share events and meetings
- Shared drive for working committees and group projects
- File and resource sharing (directory of contact lists, policies, portraits)
- Live chats/forums for group discussions
- Video tutorials and webinars on community topics

In 2017-18, the project plan for the Hub was developed, and the platform architecture was created and designed.

In 2018-19, the platform will be tested and then launched.

This exciting initiative will offer new opportunities for the community sector to learn together through the sharing of knowledge and tools, and it will help to improve communication and visibility for the community sector.







Our first structured project: A food security awareness campaign.

### Objectives :

- 

- A survey was created to collect information on food resources offered by community organisations in the West Island. This survey was developed and conducted in collaboration with the TQSOL.
- The creation of complete list of services and organizations that address food security
- A community event was coordinated in November 2017 to collectively determine the priorities of the campaign.
- An inter-sectorial committee (28 participants) as well as 4 working sub-committees were formed. These groups were mandated to brainstorm, plan and execute the campaign strategies and tools.
- Tools to document information and facilitate the transfer of knowledge, (ie. how to create a campaign, planning tools, etc.) were created and shared with the community.







## *Community Directors* *Connect, Celebrate and Innovate*

In December 2017, the CRC hosted an exclusive event for the directors of West Island community organizations. The event was designed to bring directors together to **Connect, Celebrate and Innovate!**

During the busy days of running a community organization, it can sometimes feel overwhelming and a little "lonely at the top". Many West Island directors have the opportunity to see each other on different committees or at different events, but don't always have the chance to connect and network with one another.

This year, the CRC created this new initiative to bring directors together to take a moment to enjoy each other's company, to discuss shared realities, and celebrate the success of local organizations and the community sector. The group also brainstormed ideas for collective strategies that could benefit our local community organizations.



# *Connect, Celebrate and Innovate*

## **Connect**

Directors had the opportunity to mingle with one another and learn more about each other's organization. A hot lunch buffet was served and several different table activities were available to facilitate interesting and humorous exchanges.

## **Celebrate**

In the spirit of the holiday season, a holiday tree was decorated. The directors made individual ornaments that highlighted the success of their respective organizations, and connected it all together with a garland of successes that the community sector had achieved together.

## **Innovate**

In small groups, the Directors discussed what they would wish for if they could "Wish Upon a Star" for something that would help their organizations in the New Year. After reviewing all the wishes, the groups brainstormed on ideas for strategies that could be explored together to make the wishes come true.





## Connect, Celebrate and Innovate

### Feedback on the event:

*"Excellent-made some great connections. First time at this type of event and just loved it. Made me feel less isolated"*

*"Great day! Nice exchange, nice to meet to discuss community issues in an informal way. Great networking"*

*"It was very helpful, we should do this more often than once a year!"*

### Participating Organizations:

West Island Community Resource Centre (CRC)

NOVA West Island

West Island Assistance Fund

Centre Bienvenue

West Island Citizen Advocacy (WICA)

Table de quartier Nord-Ouest-de-l'Île de Montreal (TQNOIM)

Projet Communautaire de Pierrefonds

AVATIL

Arthritis West Island Self Help Association (AWISH)

Volunteer Accompaniment Service (ABOVAS)

Action Jeunesse de l'Ouest-de-l'île (AJOI)

West Island Mission

Literacy Unlimited

Table de Quartier Sud de l'Ouest de l'Île (TQSOI)

AMCAL Family Services

W.I. Association for the Intellectually Handicapped (WIAIH)

Maison des jeunes de Pierrefonds

L'Equipe Entreprise

West Island Youth Symphony Orchestra

DDO Seniors Club

YMCA West Island



## *Jingle and Mingle* *Connecting our community!*

The CRC organised a new community initiative this year, to help bring community partners together to have fun, strengthen bonds and encourage networking amongst peers.

The holiday event was hosted in December at McKibbins West Island. There were **50 people representing 22 different groups** present, creating a space that promoted a sense of community and togetherness.



## *Our Funding Partners*

The CRC is grateful for the essential and continued support of our major funding partners:



Centraide is the CRC's largest funding partner. The funding that Centraide contributes to the CRC, supports its core mission, and gives the Centre the ability to continue its work towards improving the individual and collective well-being in the West Island. A sincere thank you to Centraide for their vital support.



West Island Community Shares is a valued community funding partner to the CRC. West Island Community Shares' dedication to support local community groups has a great impact on improving community life in the West Island. The CRC is fortunate to have their commitment of recurrent funding that supports the Centre's mandate. Thank You to the entire Community Shares team!



The City of Pointe-Claire is the CRC's greatest municipal funding partner. pointe-Claire has given fundamental financial support from the beginning of the CRC's development. The CRC is also very grateful to the City of Pointe-Claire for the donation of office space in the old Valois train station. This space allows the CRC to run its daily operations, and helps the CRC to support community based initiatives, by coordinating the sharing of the space with the Table de Quartier Sud de l'Ouest-de-l'île (TQSOI), and 9 different community support groups. We would like to thank Mayor John Belvedere and the City councillors, as well as the team at the City of Pointe-Claire, for their continued support.



Thank you to the Government of Quebec, Ministre de la Famille, Ministre responsable des aînés et Ministre responsable de la lutte contre l'intimidation, for providing the funding to implement the CRC Mobile program through the ITMAV program (Initiatives de travail de milieu auprès des aînés en situation de vulnérabilité).

### **Thank you to all of our supporters and municipal funders!**

City of Pointe-Claire  
City of Dollard-des-Ormeaux  
City of Beaconsfield  
City of Kirkland  
Town of Baie D'Urfé  
Borough of Pierrefonds and Roxboro

Pointe-Claire Old Timers Hockey Club  
Gamblers Anonymous  
West Island Hispanic Association  
Info-Tech Montreal  
Media Mall  
Anonymous Donors