

114 Donnegani, Pointe-Claire, QC H9R2V4
(514) 694-6404 | info@crcinfo.ca | www.crcinfo.ca

CONNECT. PROMOTE. SUPPORT.
the West Island Community Sector

West Island
Community Resource Centre

ANNUAL REPORT 2020-2021

West Island Community Resource Centre

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 strengthens and supports the development of the West Island community in collaboration with community partners.

Programs and Services

- **Information and referral**
 - **Publication of specialized resource lists and guides**
- **Support for community based initiatives and social development**
- **Organize events and meetups to support community networking**
 - **Coordinate a no-cost legal clinic for West Island residents**

President's Message³

Executive Director's Message⁴

Our Team⁵

Connect⁶

Promote¹⁷

Support²⁴

Our Fundraising Partners²⁸

President's Message

I am honoured to contribute to this Annual Report as outgoing President of the Board of the West Island Community Resource Centre (CRC).

The CRC team is competent, dedicated and hard-working, passionate and committed. A most heartfelt thank you must go to our executive director, Katie Hadley, who leads the dynamic CRC team with her energy, enthusiasm and commitment to the community. Ruth Greenbank has continued to support the CRC and she continues to do a stellar job. In spite of the continuing stress of working with and around Covid-19, the CRC continues to develop into an effective organization, resilient and ready to serve the changing needs of the West Island.

Our Board of Directors bring varied backgrounds and expertise to the CRC. Beverly Henderson, Stefanie Meislitzer, Dion Joseph, Jennifer Harper, Lisa Boyle, Judith Kelley, Nicole Lascelle and Tessa Trasler gave generously of their time and talents. I am very grateful for their active participation. We regretfully say goodbye to those who are leaving, but enthusiastically welcome our new Directors. This year, the Board worked on updating the CRC bylaws, resulting in changes to be accepted at the AGM and set up a sub-committee to bring clarity and focus to the CRC's role in the community.

The 2020-2021 year was notable as the CRC continues its commitment to serve the training, resource and collaborative needs of WI community groups. The Hub, an online resource for the community sector, will give the CRC an increased presence among West Island organizations where they will find resources and share information.

Some other accomplishments this year: the launch of a much-appreciated newsletter for the WI community sector called Community Connect, collaboration with the Table de Quartier du Sud de l'Ouest de l'Île, social and capacity-building activities for community groups, ongoing work to develop the new Table in the north of the West Island, leadership and collaboration to inform and connect sectoral groups, increased presence among seniors through the CRC Mobile, participation in the development of information and services in general and related to the pandemic.

I invite you to read our Activity Report for more details on these and the many other CRC actions that contributed to the growth of the CRC and the development of the West Island this year.

The Board of Directors is fully committed to the CRC mission to improve individual and collective well-being and to connect, promote and support the West Island community sector. We thank the many players who contribute to the success of the CRC, especially the City of Pointe-Claire, Centraide of Greater Montreal, West Island Community Shares, and the many others listed in this activity report.

Natalie Chapman, President, Board of Directors



President

Natalie
Chapman

Executive Committee

Lisa Boyle, Vice President
Beverly Henderson, Treasurer
Stefanie Meislitzer, Secretary

Directors

Dion Joseph
Jennifer Harper
Judith Kelley
Nicole Lascelle
Tessa Trasler

Executive Director's Message

When I returned to the CRC in September 2020 after a 2 year extended maternity leave, I was frequently asked "how does it feel to be back?" The truth is, it was difficult to answer. On one hand, I felt energized to be back in action at the CRC as I had missed using my passion for community work, and I had missed being part of the CRC team, and a part of the larger West Island Community Sector team.

On the other hand, I had returned to a very different "world of work" than I had left in August 2020. The way the CRC operated, the way the Community Sector worked and basically the way the entire world functioned was completely different then when I had left. It was hard to process, and like for most people, the last year has been difficult to navigate. I am grateful to Ruth who has stayed on to help facilitate my return in these unprecedented times, and to the entire team and board, who have kept things running smoothly through all the challenges. Everyone has been a tremendous support throughout my return and I would like to offer a sincere thank you.

One thing that has not changed, is that West Islanders need access to resources. In fact now they are needed more than ever. Our information and referral service had a record number of calls and our CRC Mobile program saw a 90% increase in the number of seniors requesting personalized support in becoming connected to available resources. The CRC was fortunate to receive emergency funding from Centraide to increase our efforts in the community by expanding our CRC mobile model to include specific resource plans for families. We were able to increase our outreach efforts and helped connect 27 families to our local community organizations.

Another aspect that I believe has not changed, is the compassion and the spirit of the West Island's community sector. With over 70 non-profit organizations, the West Island has an amazing network of community groups, who work tirelessly every day to help people and make a difference in our community. When I returned from my leave, it was such a pleasure to see familiar faces and to be welcomed back to "the team". I have worked in other sectors, and in my opinion, no where have I found more caring, hard working, and all around phenomenal people!

You will see in this report that the CRC has started a few new initiatives to help create opportunities for community workers to network and learn more about each other and their respective organizations. We believe in the value of working together and supporting one another, and we feel that building relationships provides a solid base for working collectively to address the needs and important issues facing our community. A tag line was created at an event hosted by the CRC for Directors of West Island non-profits and I feel captures the essence of the sector so well...

The West Island Community Sector;
Rooted in Unity. Empowering Community.

As I enter my tenth year as Director of the CRC, I look forward to working with an amazing team to continue delivering the CRC's mission, of helping West Islanders connect to the resources they need and continuing our efforts to Connect, Promote and Support the West Island Community Sector. I hope that the day will soon come when our community can once again come together in person to build partnerships, exchange ideas and celebrate our vibrant community.

Katie Hadley
Executive Director



Executive Director
Katie Hadley

Team



President
Natalie
Chapman



Executive
Director
Katie Hadley

We would like to also thank the others that assisted us within this past year. Anne Archambault, Piotr Boruslawski, Amanda Duskes, and Akshay Grover.



Program
Coordinator
Sandra
Watson



Community
Initiatives
Coordinator
Anne-Marie
Angers-Trottier

Contract Positions



Ruth
Greenbank



Nuo Xu



Lauren
Bagshaw



Jessica
Olano



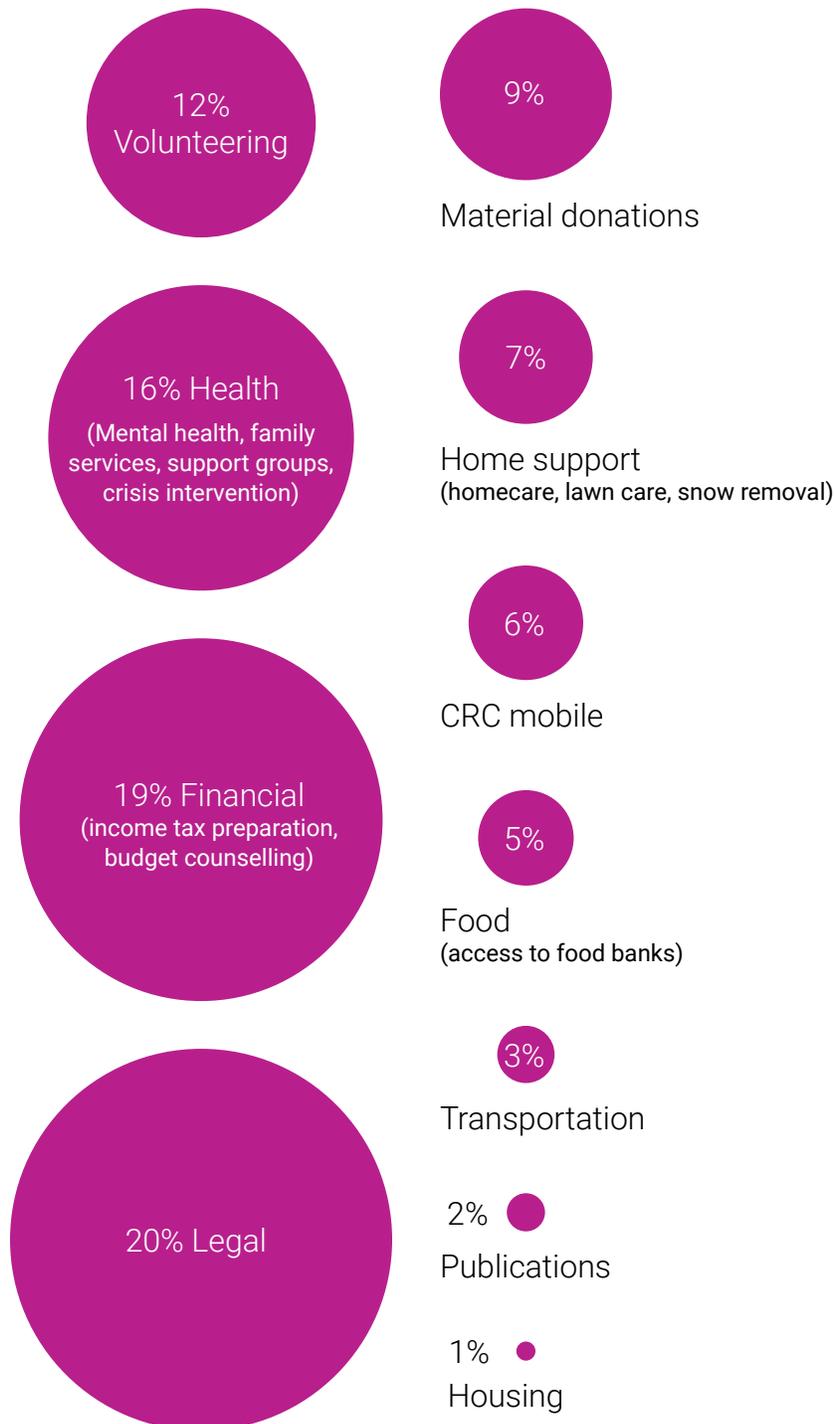
We **CONNECT**

- Persons in vulnerable situations to community resources.
- Community organizations and community partners to one another.



Information & Referral Program

The CRC received more than double the incoming calls this year. The 3857 phone calls were requests for the following:



This year, due to the pandemic, and our offices being closed, our information and referral program was offered by phone and email in both French and English.

Our service has a positive impact in our community by:

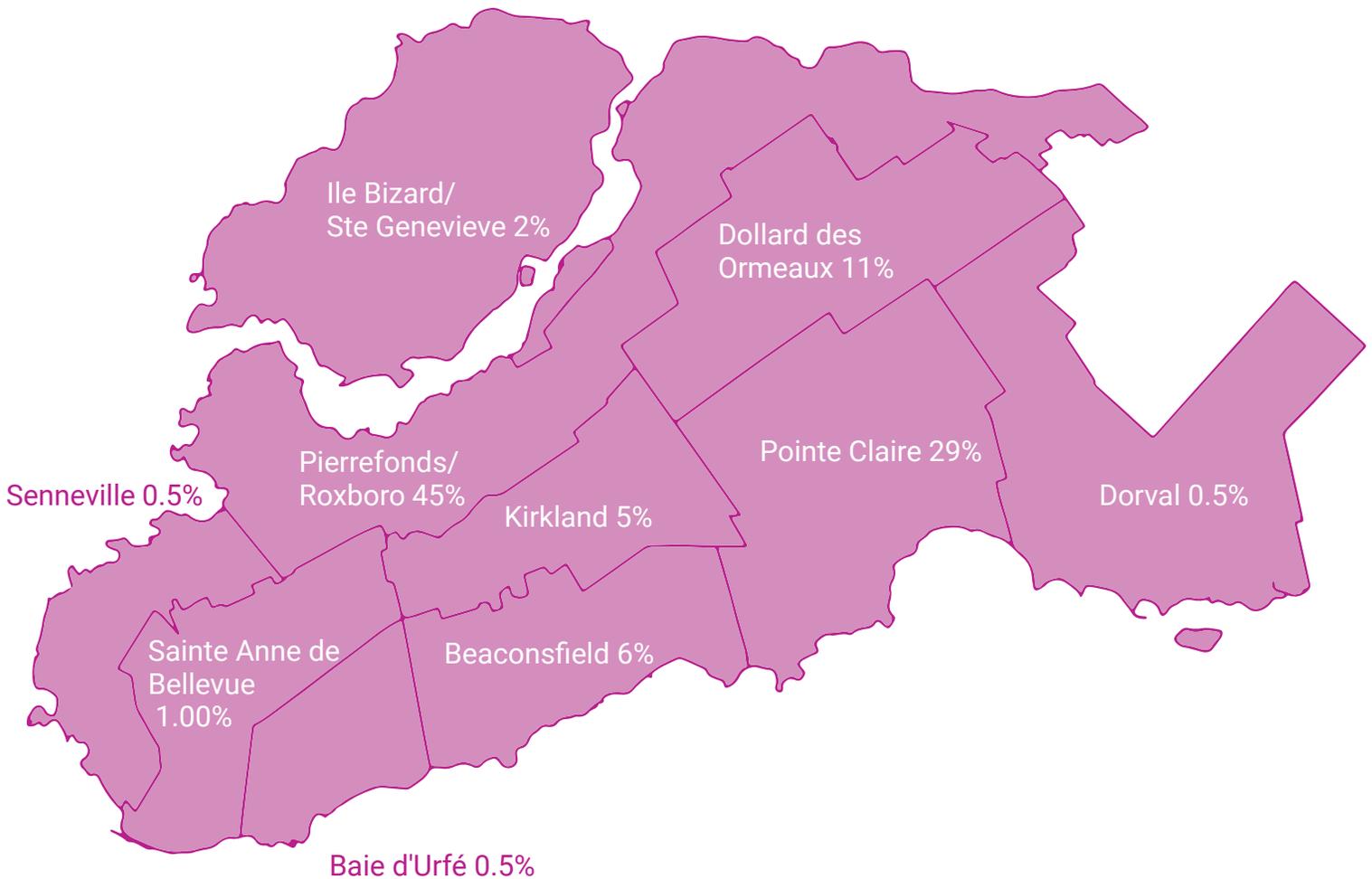
- Helping to **improve the quality of life** of West Island citizens by connecting them to available community resources
- **Empowering individuals and community partners** with knowledge of the programs and services available in the West Island Community Sector.
- **Breaking isolation** and providing one on one information and referral support to individuals in vulnerable situations.
- **Assisting our community partners** in their work by providing reliable and up to date resource information and providing useful resource tools.

Information & Referral Program

The incoming calls were fielded from the following cities and boroughs:

DID YOU KNOW?

The CRC is working to further develop its capacity to support the work being done in several committees in the West Island. The community is collaborating in different ways to identify gaps in services within the West Island in order to support advocacy efforts for increasing needed services.





CRC Mobile

CRC Mobile informs and connects West Island seniors to resources in the comfort of their own home or a safe location of their choosing. Access to programs and information is an urgent need for seniors in our community.

Resources can be difficult to navigate especially for those in vulnerable situations and isolated seniors.

CRC Mobile



The CRC Mobile worker identifies client's needs and directly links them to relevant community programs. Interventions are held with clients, family members and professionals in the community in order to link 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

CRC Mobile for seniors during the Pandemic

Even before COVID-19, older adults were particularly at risk for feeling isolated but the pandemic increased the isolation for so many. The majority of requests received from seniors this year was to help break isolation and loneliness.

Seniors were seeking help for mental health issues, psychological distress, lack of knowledge regarding the resources in the community and simply needing to talk to someone.

In many cases, our community worker was the only contact some had with the outside world. When weather permitted, our worker would visit clients outside, to help break the isolation and the loneliness the seniors were experiencing.

This year 236 seniors were assisted which is almost double that of the previous year. This represents 1321 interventions. The increase in clients is due in part to heightened visibility of the program as well as the pandemic.

During the holiday season we were fortunate to have a special student volunteer, Romy, who created beautiful angel ornaments that were mailed to all CRC mobile clients with a card wishing them happy holidays.



What a surprise getting this in the mail. It made my day. I keep the angel next to me on my end table.

It feels good knowing someone cares.

Mrs. C. - DDO



Testimonials

Thank you Sandra for helping ease my mother's stress during the pandemic. **You connected her to so many on-line activities** that she was busy and kept her mind sharp. She is so grateful for those outlets to curb her boredom.

Carolyne Savante --Beaconsfield

My mom was isolated in her residence due to COVID and she was not able to see anyone. Sandra called my mom on a regular basis to check in on her. **She connected my mom to WICA to get her paired with a volunteer.** Sandra called regularly to make sure the match was finally made. Thank you!

Shirley--DDO

I was unable to leave my house and I wanted a new Seniors Guide. Sandra graciously dropped it off at my door and was able to chat with me outside. **She was the first friendly face I had seen in months.** Thank you for going the extra mile. Very much appreciated.

Mr. K--Pointe-Claire

My wife died 6 months ago, and the **CLSC referred me to the CRC.** That is where I met Sandra. She tried to connect me with some services, but I was not ready. Sandra is so patient. She gave me a friendly call once every so often to see how I was doing. She let me take my time until I was ready to take the help I needed. I am forever grateful.

Mr. Z--Beaconsfield

There are many examples of situations where the support from Sandra at the CRC Mobile program proved to be incredibly valuable. In particular, during COVID the partnership the CRC Mobile program with the Aid for Seniors program became even stronger. Sandra was the first to respond to a very unique situation regarding a senior resident in Pointe-Claire. She spent hours with myself, the police and public security in order to provide information on the resources needed to support this citizen. **The CRC mobile program continues to be a key player in supporting residents in the West-Island!** Thank you to the whole CRC team!

Thalia Chronopoulos

Responsable adjointe - Aide communautaire et troisième âge - Culture, Sports, Loisirs et Développement communautaire | Ville de Pointe-Claire



CRC Mobile Family



Introducing **CRC Mobile Family** a brand new information and referral program for families that aims to improve the quality of life by connecting them to existing resources in the West Island.

The **CRC Mobile Family** agent can connect with a family or family member to identify their needs and link them with relevant programs and services.

Program	• On-line meetings	• Assistance with referrals
Features:	• Face to face meetings (following COVID-19 regulations)	• Follow-up: on-line, telephone or in person
	• Phone support	
	• Information sessions	

For more information, please call us at 514-694-6404



114 Donegani, Pointe-Claire, QC H9R 2V4 | (514) 694-6404 | info@crclinfo.ca | www.crclinfo.ca

NEW

Thanks to Centraide and their Covid emergency relief fund, the CRC was able to support a new component of the CRC mobile program.

Keeping in line with our information and referral program,

Our community liaison agent works with families to help to **improve the quality of life** by connecting them to existing resources in the West Island. The agent can connect with a family or family member to identify their needs and link them with relevant programs and services.

So far we have worked with 27 families

and **provided them with a resource plan** to help navigate the diverse services available in the West Island. In the upcoming year 2021-2022 we hope to be able to continue this service and further expand it in our regular programming.

Testimonial

Thank you for your knowledge of what the community has to offer. We were struggling as a family to know where to turn. AMCAL Family Services has been a great support. The CRC is very helpful.

Emanuelle--Pointe-Claire



**No-Fee
Legal Advice**

Need help understanding family law? Need advice on a legal matter? The West Island Resource Centre (CRC) works with pro bono volunteer lawyers to give free legal advice for all citizens of the West-Island.

**Friday, November 1st
9:00 am - 4:00 pm**

Call us for an appointment today!
514 694-6404

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

114 Donegani
Pointe-Claire
Québec, Canada H9R 2V4
(At the old Valois train station)

Legal Clinic

124 citizens used our legal clinic

The CRC receives a large number of requests for assistance in finding legal information and resources.

Due to the pandemic, the CRC's offices were closed and no in person legal clinics could be held, however, with the generosity of our volunteer lawyer, Maitre Jos El Debs, we were still able to serve our clients via phone. The CRC is very thankful to Maitre Jos El Debs for his continued support and dedication to our clients.

Tax Clinic

The income tax clinic is a program that is in high demand every year. The CRC appreciates being a partner with Volunteer West Island to ensure the delivery of the much needed service. Due to the circumstances of the pandemic, all clients the CRC normally supports were referred directly to Volunteer West Island. The CRC referred over 300 citizens via phone to Volunteer West Island. This is a perfect example of working in collaboration with our partner to ensure WI citizens gain access to services.

Director & Team Member Meet ups



NEW

The CRC has begun to host online meet up opportunities for those who work in the Community Sector.

In February and March, six Director meet ups were hosted and our first community group team member meet up. These events are designed to bring those working in the sector together to network and connect with one another. 24 organizations have been active at these meetups which have been a welcomed way to continue to network through these challenging times.

Testimonials

"It felt good to build relationships again! I needed to share with other leaders in a lighthearted setting and not be forced to follow an agenda dealing with an urgent matter or crisis."

Lynda Barrett, Volunteer West Island

"Nice to have gathering of professionals in similar position as we do not always have colleagues we can speak to about certain subjects"

David Ronai, PCSM

During the course of the year, the following 34 organizations have participated in CRC hosted events.

- West Island Volunteer Accompaniment service (ABOVAS)
- African Canadian Development and Prevention (ACDPN)
- Adapted Sailing Association of Québec (AQVA)
- West Island Youth Action (AJOI)
- Alzheimer's Society Montreal
- AMCAL Family Services
- Arthritis West Island Self Help Associate (AWISH)
- Big Brothers Big Sisters West Island
- Bread Basket
- Carrefour familiale Cloverdale Multi-Ressources
- Centre de Recherche d'emploi de Pointe Claire
- Projet Cumulus
- DDO Seniors Club Multi-Ressources
- Friends for Mental Health
- L'Équipe Entreprise
- Little Brothers West island
- LOVE Quebec
- NOVA West Island
- On Rock Community Services
- Community Perspectives on Mental Health (PCSM)
- Teresa Dellar Palliative Care Residence
- Table de Quartier Sud de l'Ouest de l'Île (TQSOI)
- VOBOC
- Volunteer West Island
- West Island Assistance Fund
- West Island Association for the Intellectually Handicapped (WIAIH)
- West Island Black Community Association
- West Island Citizens Advocacy (WICA)
- West Island Community Shares (WICS)
- West Island Cancer Wellness Centre (WICWC)
- West Island Women's Centre
- West Island Crisis Centre
- West Island LGBTQ2+ Centre
- West Island YMCA

Info Sessions



NEW

This spring, the CRC launched a new initiative: monthly information sessions for community partners.

These sessions include a **presentation on community resources** available in the West Island and a **description of all the various committees and concertation tables** of the territory. This initiative is open for anyone that works or volunteers in the community sector.

The first session was held on April 21st and 15 community partners participated.



We **PROMOTE**

- The CRC mission and programming to citizens and community partners.
- The existence, the impact and the value of the network of community organizations to the West Island community.
- A sense of collaboration, unity and spirit amongst community organizations and community-based initiatives.



Newsletter

NEW

This Spring the CRC began a pilot project and launched Community Connect, a newsletter aimed at helping to share and promote points of interest within the community sector.

The target audience for this newsletter is members of community organizations. It was created in response to a regularly expressed need **“to know what other organizations are doing within the sector”**.

It also offers **a space to share information** from community partners, such as CIUSSS and funders, that is relevant to community organizations.

The CRC will be discussing the future of this initiative with its partners, as well as exploring a similar tool to help **promote the work of the community sector to the West Island at large.**



NEW INITIATIVES

Male volunteer recruitment
Big Brothers Big Sisters West Island
[43 boys are on the waitlist for a Big Brother!](#)

School at the YMCA
A free service offered to high school students attending online school. A safe space that is conducive to academic activities. Supervision by a qualified counsellor. Access to select recreational equipment during breaks and at lunch.
[Details here](#)

FUNDRAISERS

March 11-July 5
Big Brother Big Sisters West Island
[Plantables.ca](#) Purchase plants for your garden and use code: BBBSWI. Big Brother Big Sisters West Island will receive 10% of the proceeds.

March 13
Miracle 13 West Island
A food drop-off supporting 4 local food banks. West Island Dropoff locations [here](#)
For more information [miracle.montreal.org](#)

March 13
Locals supporting Locals
Comedy & takeout! A portion of ticket sales and takeout ordered from select restaurants supports several WI community organizations. [Tickets here](#)

March 20-29
Virtual Auction
[NOVA West Island](#), over 100 items for sale!

March 26
West Island Community Shares
[Pizza Night](#), Pizza kit and comedy show!
[Solidarity Draw](#), \$20 tickets, great prizes!

Welcome to the first edition of Community Connect, a new initiative the CRC is exploring. Our goal for this newsletter is to create a space to share news of interest to community group teams. We welcome your feedback! [Click here](#) to share your thoughts

EVENTS

March 13-17
West Island Women's Forum
The West Island Women's Centre will host daily webinars and online discussion forums that will cover a range of topics related to supporting women.
Tickets \$10 [Register here](#)

March 18 & 25
Community Director Meet-Ups
The CRC invites community organization directors to chat, share an idea, ask a question and have a laugh.

March 31
Community Team Member Meet-Up
Last months' directors meet-ups were so successful we wanted to open a similar space for community team members to meet, chat, exchange ideas and have a laugh.
Save the date March 31st

COMMUNITY CALENDAR

Testimonials

“It’s a super publication and we appreciate what you’re doing for the West Island, and your support for VWI’s endeavours. **Networking and Teamwork really benefit the community.**”

Kathleen Greenfield, Volunteer West Island

“Just wanted to congratulate you and the CRC team for a great initiative. I found it very informative and a nice way to **highlight some wonderful organizations and causes.**”

Matt Del Vecchio, NOVA West Island board member

Senior's Guide

The Senior's Resource Guide is a valuable tool that helps West Island citizens and community organizations find information about programs, services and resources available in the community. It is an easy to use bilingual guide that is available in printed format for those who prefer having a hard copy and it can be downloaded directly from the CRC's website. The guide is a tool that is also being used by West Island municipalities, CIUSSS Ouest de L'Île and SPVM's agents sociocommunautaire to name a few.

The listings include housing, health and social support services, recreation and social activities, and many more resources specifically available to West Island Seniors.

Testimonial

I am so happy you made a new one. I used the old guide until the pages were falling out. **Everything is so handy in one spot.** Thank you Sandra for dropping it off.

Barbara-DDO



Social Media Analytics



Facebook is one the largest connector platforms. It is ideal for providing information, visuals, and reaching/ mobilizing audiences privately or as groups. It allows for easy sharing and quick reach. The CRC has been active on Facebook on a regular basis this past year, promoting our Community Sector services and events.

CRCINFO.CA

Average Website visits per Month

April 2020 - March 2021:

2551

Top Referral sources

(Referral sources are pages that direct viewers to our page, this applies only to people who access our page from public platform, does not include embedded links in any source off-line or private ex: emails, text, private docs; word, pdf etc...)

- [CIUSSS](#)
- Google search
- Facebook

70% of our page viewers are new

Our top viewed pages

- Resources
- About
- Community Jobs
- Contact Us
- Community Sector

FACEBOOK

All our page statistics are "organic" meaning we do not put any funds towards promoting and advertising our page/posts.

Average Page visits per Month

April 2020 - March 2021:

2228

Response time

Average:

3h 13 min

Ranking of community service pages in Montreal

(Facebook calculates pages that fall under a similar category as ours: Community Service and Emergency Resources)

6th place

Average total page likes

Last years: 71

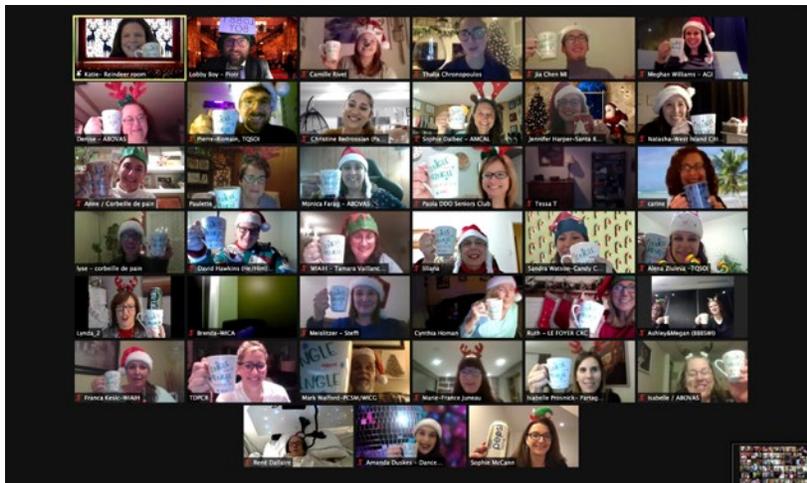
April 2020 - March 2021:

914



Summer Mingle no-Jingle meetups

The CRC organized 2 socially distanced meetups in a local park for the directors of the West Island not for profit organizations during the summer of 2020. It provided a well needed opportunity to share, laugh and connect through a stressful period for us all...



Jingle ZOOM Mingle

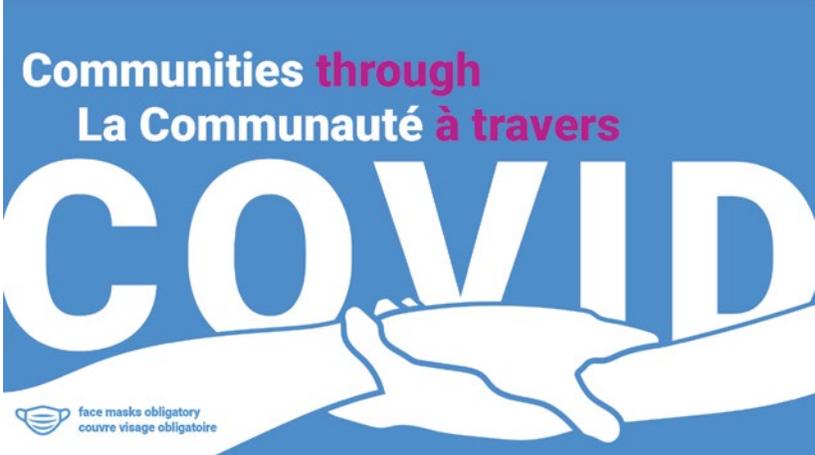
For a fourth year, the CRC organized a festive gathering to celebrate the winter season. This year's Jingle & Mingle was renamed Jingle ZOOM Mingle in light of the situation. The event was a success with party hats, a mug filled with goodies distributed to each participant prior to the event. 44 colleagues from 23 different community organizations participated.



Holiday Spirit Week

This year to help everyone get into the holiday spirit, the CRC requested that community organizations send us photos of their holiday spirit. Here is an example of what was received...

Community Sector Film

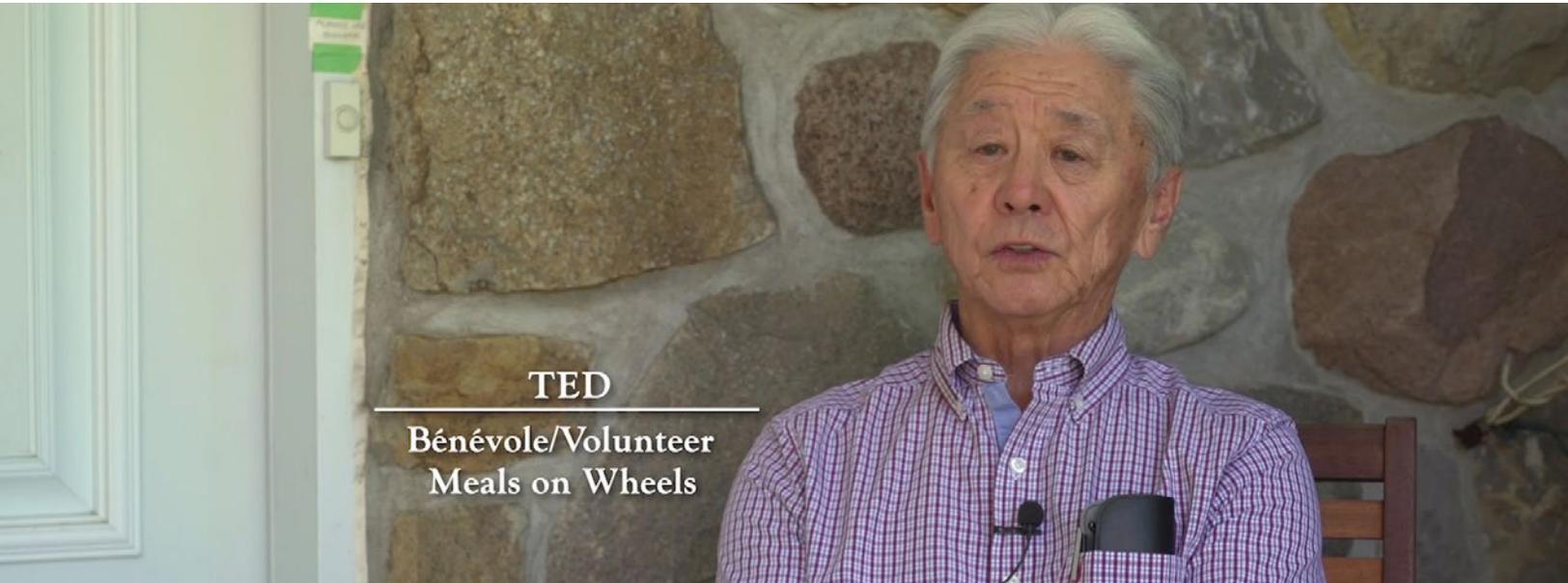


To highlight the completion of our 2020 community sector film, we held an outdoor socially distanced Premiere "Community through COVID" created by the CRC, produced by the talented Akshay Grover.



A wide-angle photograph of a sunset over a river. The sun is low on the horizon, casting a warm orange glow across the sky and reflecting on the water. The river flows through a landscape with trees and distant hills.

La Communauté à Travers Covid-19 Community Through Covid-19

A medium shot of an elderly man with white hair, wearing a purple and white checkered button-down shirt. He is sitting in a wooden chair and speaking. The background is a stone wall with a white door frame visible on the left.

TED

**Bénévole/Volunteer
Meals on Wheels**



We **SUPPORT**

- Persons in vulnerable situations by providing information and referral services and tools.
- Community initiatives that aim to improve the quality of life of persons in vulnerable situations.
- Community groups by providing information, resources and opportunities to strengthen & develop their organizations.



Collective Impact Project

Major achievements 2020-2021

Support and implementation of collective efforts:

- West Island steering committee: developing a **new concertation structure** for social development on the territory;
- **Strategic support** for the Table Enfance Famille Jeunesse de l'Ouest-de-l'Île and the regroupements en Petite Enfance de l'Ouest-de-l'Île (Grandir Ensemble et Familles 1 2 3 Go!);
- **Strategic planning facilitation** for the West Island Mental Health table;
- Support to the new West Island 'cellule d'intervention' for food security; And much more!

Collective training opportunities:

- **7 official virtual training sessions** on subjects offered to community partners;
- Continued updates of the "concertation" system diagram in the West-Island and **presentations offered on 3 occasions**;
- **Publication of a new newsletter** on training opportunities for the community.

Improving the efficiency of our collective communications:

- Continued development of the "West Island HUB", a centralized communication platform for the West Island community sector.
- Publication of a **new community sector newsletter**.

Housing dossier:

Transition of the PIC housing dossier from the CRC to the TQSOI.
New **pilot-project with Comité logement St-Laurent** to support residents.

Design & implementation of the collective action plan for housing including:

Research, development of new tools, webinars, workshops and more. Visit <https://www.housingforallwi.org/> for more details.

West Island collective Impact Project (PIC):

Learning to work together by developing structured collective projects.

The CRC has been leading the West Island Collective Impact Project (PIC) since 2016 in collaboration with the Table de Quartier sud de l'Ouest-de-l'Île (TQSOI). The PIC aims to bring community partners together to join forces and accelerate change in the fight against poverty.



You have questions regarding

A conflict with your landlord

A hearing with the Régie du Logement

Your rights and your responsibilities in matters of residential leasing

Unhealthy living conditions

Tools to help find housing

Eviction of a tenant, repossessing a dwelling etc.

Training Newsletter

CRC
OUEST DE L'ÎLE
WEST ISLAND

MARS-AVRIL 2021

OPPORTUNITÉS DE FORMATION

Pour les organismes communautaires

Nouveauté ! New Initiative !
Vous avez de nouveaux employés? Vous voulez en apprendre plus sur les ressources et la concertation dans l'Ouest-de-l'Île? Le CRC offrira une formation à ce sujet au mois d'avril.
Inscrivez-vous sur la liste de priorté dès maintenant! Les places sont limitées.
Do you have new employees? Are you interested in learning more about resources and collaboration on the West Island? The CRC will be offering training in April.
Register on the priority list now! Places are limited.

DATE/DATE À DÉCOUVRIR: 04/04/2021 | DATE/DATE TO BE DISCOVERED: 04/04/2021
LANGUE/BILINGUE: Français | LANGUAGE/BILINGUAL: English

*Pour les organismes communautaires seulement. For community organizations only.

CENTRE DE FORMATION POPULAIRE
Les règlements généraux : un outil démocratique (FR)
Formation pratique et interactive pour vous guider dans la rédaction et la révision des règlements généraux de votre organisme.
0 Avril 2021 de 9h30 à 12h00 | 40\$/personne
DÉTAILS ICI

Animation d'assemblées générales virtuelles (FR)
Apprenez à soutenir l'organisation et l'adaptation de votre assemblée générale annuelle, ou tout autre assemblée délibérante, à un contexte virtuel.
13 Avril 2021 de 9h30 à 12h00 | 40\$/personne
DÉTAILS ICI

Rôles et responsabilités du conseil (FR) d'administration d'un organisme communautaire
Apprenez à soutenir l'organisation et l'adaptation de votre assemblée générale annuelle, ou tout autre assemblée délibérante, à un contexte virtuel.
30 Avril 2021 de 18h00 à 20h30 | 40\$/personne
DÉTAILS ICI

CENTRE ST-PIERRE
Auto-compassion et pleine conscience (FR)
Cet atelier vous permettra de découvrir comment la pratique de l'auto-compassion est un moyen efficace, accessible dans le quotidien et prouvé scientifiquement de transformer votre relation au stress.
28 Avril 2021 de 18h00 à 19h00 | 70\$/personne
DÉTAILS ICI

Au-delà de l'employé difficile (FR)
Un atelier qui vous invite à mieux analyser les situations complexes avec les employés en tenant compte des dimensions du pouvoir, des relations et de la communication. Avant d'avoir recours aux mesures disciplinaires, identifiez des stratégies portées pour des relations plus harmonieuses!
31 Mars 2021 de 9h00 à 10h00 | 133\$/personne
DÉTAILS ICI

Règlements généraux (FR)
Cet atelier est une occasion d'amorcer une réflexion sur la possibilité de modifier vos règlements généraux. Le formateur abordera les aspects juridiques et démocratiques d'un organisme à but non lucratif (OBNL) québécois ainsi que le processus de modifications et d'adoption de celles-ci.
30 Mars 2021 de 9h00 à 12h00 | 60\$/personne
DÉTAILS ICI

Évaluation du personnel : occasion privilégiée ou passage obligé ? (FR)
Apprenez à élaborer une démarche d'évaluation ou donnez lui un second souffle pour un processus mobilisant en concordance avec la culture de votre organisme.
31 Avril 2021 de 18h30 à 19h30 | 133\$/personne
28 Avril 2021 de 18h30 à 19h30
DÉTAILS ICI

In an effort to **further support and encourage the development of collective competencies**, the CRC launched an additional newsletter in 2021.

This newsletter promotes interesting training opportunities for the community sector.

Workshops

This year the CRC organized online workshops to a variety of audiences throughout the West Island. In total, **95 individuals attended 7 sessions.**

- The participatory evaluation approach.
- The ABC of active Listening (3 sessions)
- Zoom 101: How to facilitate virtual meetings
- How to facilitate collective action processes online
- Experimenting an online co-creation process using a Design Thinking approach

Outreach Presentations

This year outreach was a bit more challenging than usual. Even though meeting in person was not possible, we were successful in reaching citizens. ZOOM was an excellent tool that allowed us to connect and the **CRC made presentations to groups for the following organizations:**

- Aid for Seniors Pointe-Claire
- CIUSSS Ouest de L'île
- DDO Seniors Club
- Dorval Community Aid
- ITMAV working group
- Résidence Maywood
- West Island YMCA

Committees and Tables

The CRC plays an active role in numerous committees and tables of the West Island:

- Comité de pilotage de la démarche en développement social de l'Ouest-de-l'île
 - Comité de coordination
 - Comités de travail
- The West island Seniors Table
- The Health Committee (Sub-group of the Seniors table)
- Director meetings (facilitated by the CRC)
- Table de Quartier sud de l'Ouest de l'île board
- Table de Quartier sud de l'Ouest de l'île working committees
- Food Security
- Food security cell
- Housing
- Poverty Reduction Social Inclusion
- Health and social services
- Table des urbanistes
- Table santé mentale de l'Ouest-de-l'île
 - Comité de coordination
- Table de concertation enfance famille jeunesse de l'Ouest-de-l'île & sub committees (TCEFJOI)
 - Conseil d'administration
 - Comité a nos ressources
- Regroupements Petites Enfances (Grandir Ensemble et Familles 1 2 3 go)
- Comité Planification des services
- Conseil des partenaires - Centre d'excellence du citoyen partenaire CIUSSS
- CIUSSS West Island - cellule d'intervention
- Comité bienveillance des aînés
- Comité Arrimage Transversal (PIC)
- Comité national de sensibilisation
- Comité régionale lutte a la maltraitance envers les personnes aînées
- Comité cellule d'urgence sécurité alimentaire
- Comité lutte contre le COVID Ouest de L'île



Testimonial

"J'aimerais témoigner de **l'immense contribution du CRC** et plus particulièrement d'Anne-Marie dans la communauté de l'Ouest-de-l'île. Leur participation aux concertations et comités de travail ainsi que leur soutien indéfectible fait toute une différence dans notre travail. **On peut toujours compter sur leur collaboration** pour faire face à nos enjeux prioritaires. "

Philippe Forté

Coordonnateur de la TCEFJOI et des regroupements en petite enfance

COVID-19

The CRC team began working remotely as of March 16, 2020 due to the pandemic. Calls for referrals increased dramatically and we responded to the communities needs through the following initiatives:

Connect

The first week of COVID-19 saw **1,100 visitors** to the CRC website

- We **created an interactive online Google document** for all the not for profit organizations to track the ever changing services each were offering as well as the funding opportunities offered by organizations and funders due to the pandemic.
- We **created an Emergency Resource List** updated weekly on our website and social media.
- We **participated in newly created committees**
 - The Food Security intervention cell
 - The CIUSSS cellule d'intervention de l'ODI
 - The Housing intervention cell

Promote

- We **partnered** with West Island food banks to distribute 2000 paper copies of the Emergency Resource List in food baskets & deliveries throughout the West Island
- We **appeared** on Global Montreal morning and weekend news broadcasts to promote the West islands community sector work.
- We **posted** weekly resource updates on social media

Support

- We sent a **weekly email with information updates** to Directors of Community Organizations
- We **supported the documentation** of the food security governance transition.
- We **supported the development** of a COVID-19 action survey related to the community sector
- We **supported the expanded** housing services with St-Laurent Housing Committee
- We **assisted with the distribution of Personal Protective Equipment** to vulnerable communities with FabZone
- We **lead the first COVID-related meeting** of Mental Health Table



Opération vaccination COVID-19

Pour prendre rendez-vous pour votre vaccin COVID-19
To make an appointment for your Covid-19 vaccine:
Quebec.ca/vaccinCOVID our appeler au 1-877-844-4545

Si vous avez besoin d'aide supplémentaire, ou que vous avez des questions à propos des services offerts dans l'ouest de l'île SVP contacter le Centre de ressources communautaire de l'ouest de l'île
514-694-6404

If you need additional support to make an appointment, or you have questions about services offered by West Island community organizations, please contact the
West Island Community Resource Centre **CRC**
514-694-6404



Opération vaccination COVID-19

ARE YOU ELIGIBLE?
For the most up to date information on eligibility please consult
https://www.quebec.ca/en/health/health_issues/a-z/2019-coronavirus/covid-19
or https://www.quebec.ca/en/health/health_issues/a-z/2019-coronavirus/covid-19
or call 1-877-844-4545

CRC **ABO VAS** **ALLOUERNEMENT AFINAIRE DE L'OUEST** **LES VOLONTAIRES ACCOMPAGNEMENT SERVICE**

BOOKING YOUR APPOINTMENT	GETTING TO YOUR APPOINTMENT	DO YOU WANT TO HELP?
Book online: https://montreal.clicocarte.ca/ Book by phone: 1-877-844-4545 Additional support to book or to inquire about community services: West Island Community Resource Centre (CRC) 514-694-6404	Do you require someone to accompany you contact ABOVAS (514) 694-3838 Do you qualify for a taxi voucher from the CLSC: 514-644-4545 Do you have a family member or neighbour that can assist you?	Are you available to volunteer? Contact Volunteer: West Island (514) 457-5445 Do you already volunteer for an organization, but want to help accompany people to their appointments. Contact ABOVAS (514) 694-3838

CRC CONNECT, PROMOTE, SUPPORT. The West Island Community Sector

Our Funding Partners

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



[Centraide of Greater Montreal](#) is the CRC's largest source of funding. The funding that Centraide contributes to the CRC supports its core mission, and gives the CRC 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 CRC'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 in typical years, 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 & municipal funders!





THANK YOU