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CONNECT. PROMOTE. SUPPORT.
the West Island Community Sector

West Island
Community Resource Centre

ANNUAL REPORT 2021-2022

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

We CONNECT

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

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

We SUPPORT

- Persons in vulnerable situations by providing information and referrals 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.

CRC Programs and Services

- An **information and referral service** that helps to connect West Islanders to the programs and services available in the **West Island Community Sector**. Offered by phone, in person and online.
- Specialized referral program, **CRC Mobile**, for seniors and families.
- A no-fee **legal clinic** for West Island residents.
- **Income tax clinics** and referrals for West Island residents with low-incomes.
- Publication of **specialized resource guides** including our West Island Seniors Resource Guide.
- Information tools including **on-line community calendars** that promote events, fundraisers and support groups offered by West Island community organizations, and a **monthly newsletter** that highlights the community sector news.
- Support for community-based initiatives and non-profit organizations including; networking events, training, organizational support and a centralized communication platform for the community sector, **The HUB**.

Connect. Promote. Support.

the West Island Community Sector

The CRC in ACTION!

In 2021-2022 the CRC team has....

CONNECTED

- **Responded** to **4663** information and referral phone calls from citizens and community partners from **7** different municipalities and **2** boroughs.
- **Supported** the Health and Social service network by answering **447** vaccine inquiries and information calls and assisted **402** West Island citizens book their vaccine appointments.
- **Provided** additional support to **45** citizens who had challenging issues during the vaccine registration process.
- **Received** **204** email requests for resource information.
- **Accompanied** **247** seniors and **31** families through the process of getting connected to community programs and services within the CRC Mobile program.
- **Booked** **122** legal clinic appointments for the CRC legal clinics.
- **Assisted** **250** citizens in getting connected to Volunteer West Island's 2021 tax program.
- **Presented** **20** resource information sessions, including 6 open group sessions for community sector team members and **14** individualized sessions for specific community groups & partners
- **Developed** a new project for 2022-23 that will promote existing resources for racialized and immigrant people and create safe and welcoming intercultural spaces in partnership with community partners.

PROMOTED

- **Produced** **40** French and **40** English short descriptive videos for **40** West Island organizations with the goal of increasing the collective knowledge of citizens and community partners about resources in the community sector.
- **Created** **2** new videos to promote the CRC's services, and the value of the West Island Community Sector.
- **Launched** the new CRC website, featuring **70** individual resource pages that promote the programs and services of each featured organization, and 6 sections dedicated to sharing information about the WI Community Sector.
- **Received** **11,794** page views in the first **5** months of the CRC's new website going live!
- **Published** **8** editions of the Community Connect newsletter and distributed to **187** registered recipients from **88** different organizations.
- **Promoted** **32** community fundraisers, **41** community events, **31** trainings, **28** new initiatives and programming updates, from **32** community organizations, in the pages of the Community Connect Newsletter.
- **Fostered** community sector spirit with **52** community partners from **23** organizations, at the CRC's annual Jingle & Mingle networking event.

SUPPORTED

- **Participated** on **42** different committees and tables.
- **Attended** **520** committee table and committee meetings
- **Hosted** **34** Director Meet Ups on Zoom, where directors from **32** different organizations took the opportunity to participate in one or more meet-ups.
- **Organized** **2** on-line community team member meet-ups for **19** participants from **11** different organizations.
- **Planned** a **2-day** training session for **22** participants about leadership.
- **Strengthened** the CRC as an organization through Enterprise Risk Management training.
- **Facilitated** **3** strategic planning sessions with the Senior Table's Bientraitance committee
- **Completed** year **5** of the Collective Impact Project (PIC) successfully!
- **Delivered** the highly anticipated West Island HUB portal for the community sector!
- **Offered** **7** HUB orientation sessions for community members.
- **Introduced** **25** community leaders to the HUB's "Director's Corner"
- **Reinforced** West Island social development by actively participating in the revitalization of the TQNOIM.
- **Welcomed** **43** different organizations to CRC hosted activities!

The West Island Community Sector!

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President's Message

As president of the West Island Community Resource Center (CRC), I am pleased to share with you the achievements of the CRC this past year.

2021-2022 was an exciting year for the CRC with the much anticipated launch of the HUB, regular director meet-ups, the completion of the five year PIC project, and our monthly community newsletter, to name a few. All of this could not have happened without our dynamic team at the CRC. Thank you Katie for your leadership, Anne-Marie, Sandra and our newest member Skye. We are very fortunate to have such dynamic and dedicated team that is always ready for a new challenge.

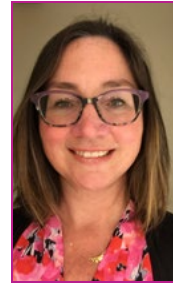
The members of the board have generously given their time and varied talents to the CRC. Thank you Judy, Tessa, Christina, Gavin, Dion, Nicole, and a special thank you to Lisa and Beverly as we had to say goodbye this year. I can honestly say it has been such a pleasure working with all of you.

Our board of directors have been very active working behind the scenes on a comprehensive enterprise risk management plan that focuses on best practices, and strengthening the foundation of the CRC. With our active board committees our CRC is in a healthy position for the year to come. This coming winter we are looking forward to our annual retreat with both staff and board members and completing our new strategic plan.

Our success is due to many factors, our small but mighty staff team, our dedicated and involved board members, and the continued support of Centraide of Greater Montreal, Ville de Pointe-Claire, and West Island Community Shares, as well as our other funders and supporters.

I invite you to read our activity report to further discover the CRC and the role we play in the community.

Jennifer Harper, President



President
Jennifer
Harper

Executive Director's Message

It's once again that time of year when the CRC team and board can sit back and reflect on another year... and what a year 2021-22 has been!

As the world continues to adapt to the effects of the COVID-19 pandemic and all the challenges that have come with each wave of the virus, the CRC and the West Island Community Sector have pushed forward and we continue to navigate through the new realities facing our organizations and communities.

The number of calls we received at the CRC this year increased by 26%. This is a bittersweet statistic as from one perspective it means we are helping more West Islanders get connected to the available resources, however, from another perspective it means that there is a significant increase in the number of people that are in need and seeking help. A shared wish that I have heard often over my 10 years working in the community sector is that ultimately those of us who work to help people in vulnerable situations hope that one day there will be no demand for our services. We always have hope! Until that day comes we will continue to show up every day and do our best to make a difference!

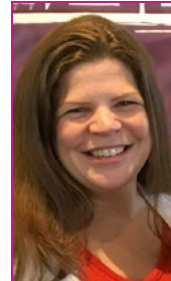
As you will read in the pages of this activity report, the CRC team worked tirelessly throughout the year to Connect, Promote and Support the West Island Community Sector to the best of our abilities. With the increasing needs in our community, one area that we focused on further developing was increasing the collective knowledge about the resources available in the sector. The new CRC website, the Community Connect newsletter, the info sessions and our meet-ups, were all designed to inform and provide team members, board members and volunteers throughout the sector with the tools they can use to help increase awareness of all the available programs and services. By strengthening this collective knowledge, we can work together to reach all the West Island citizens who may not be aware of what is available to them. Once they are aware they could benefit from the more than 70 not-for-profit organizations in our community.

There are so many factors that contribute to a non-profit's ability to operate. When the stars align and the right team and board of directors are in place, and the resources are available, then community magic can happen! The CRC saw the results of this magic this year as we were able to accomplish what we set out to do and more! As we look forward to celebrating 40 years of community service in 2023 we will be developing our next strategic plan, seeking new funding sources, incorporating our new risk management expertise and continuing to adapt to the needs of our community.

With four decades of service in the West Island, the CRC has contributed and evolved in many ways. One of the CRC's on-going challenges is to measure and communicate the impact of all the work that we do. The difference we make is not always visible. We often play an important role behind the scenes and it is not always easy to recognize and document these efforts. I hope that as you read through the pages of this report, you will see what we at the CRC strongly believe... the CRC with its unique mission is an integral component of the West Island community and collectively we will continue to create community magic!

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

Katie Hadley
Executive Director



Executive
Director

Katie Hadley

Board of Directors



The CRC is governed by an exceptional group of dedicated volunteers. The board meets monthly to ensure that the organization is fulfilling its mission and operating under best practices. This past year at the June 2021 AGM, the board welcomed two new members Christina Forest, and Gavin Fernandes, respectively.

Jennifer Harper
President

Judith Harper Kelley
Vice-President

Dion Joseph
Secretary

Tessa Trasler
Treasurer

Nicole Lascelle
Director

Beverly Henderson
Director

Christina Forest
Director

Gavin Fernandes
Director

Team Members



Executive
Director
**Katie
Hadley**



Director of
Development
**Anne-Marie
Angers-Trottier**



Program
Coordinator
**Sandra
Watson**



Liaison Agent
**Skye
Rawlings**

Contract Positions



Nora Xu
Bookkeeper



Leanna Gelston
Videographer



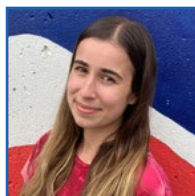
Kirstin Bennett
HUB Project Manager



Lauren Bagshaw
Web Designer



Amanda Olano
Community Research
Assistant



Jessica Olano
Community Agent



**Breeana
Tummings**
Resource Agent



**Ruth
Greenbank**
Consultant



We **CONNECT**

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



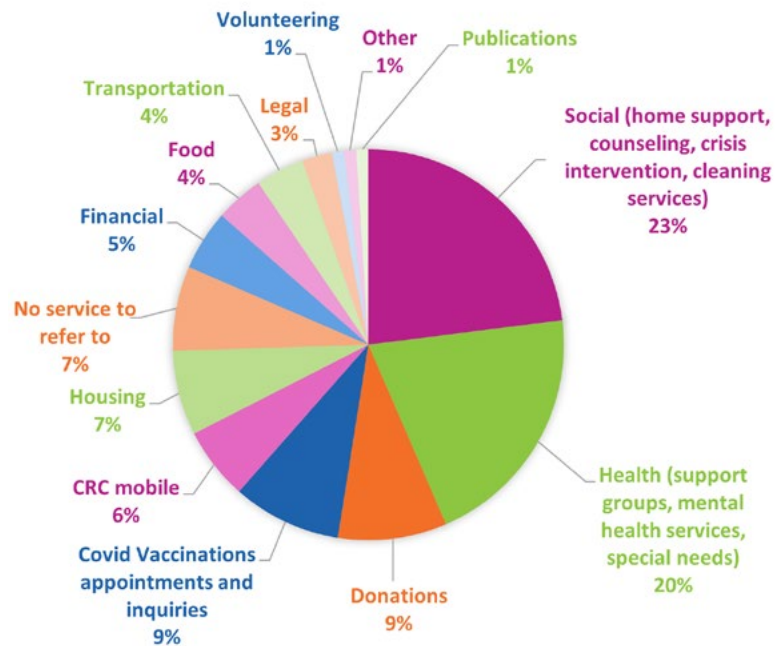
Information & Referral Program

Program:

The West Island Community Sector has **over 70 different organizations** that help to improve the quality of life of citizens. Through the CRC's information and referral service, individuals of all ages are empowered with the knowledge of what programs and services they can benefit from. The CRC team helps West Island citizens and community partners get connected to the community network. The service is offered in French and English, by phone, in person and online.

From April 1st 2021 until March 31st 2022, the CRC had a total of **4867 requests** for information and referrals, including 4663 phone calls and 204 email requests through the CRC website. This represents a **26% increase** in the number of requests for resource information in comparison to the previous year.

The calls received are related to a multitude of needs. The CRC tracks the general need categories.

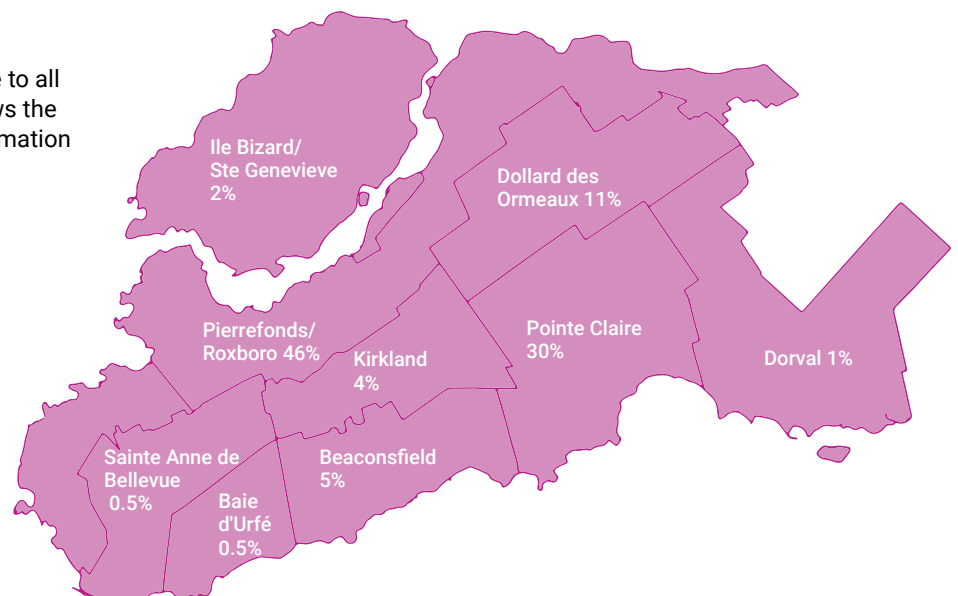


Areas Served:

The CRC referral services are available to all of the West Island. The following shows the distribution of calls based on the information collected.

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.



Information & Referral Program

Testimonials

"I was so happy someone answered the phone and I was **able to speak to a human being!** I was looking to donate items and I was directed to The Welcome Collective. I even got step by step instructions on where to go on the website to donate. Thank you."

Marie - Pointe-Claire

"The West Island CRC has helped connect LI-BER-T with integral community resources in our sector. Every question, concern, and need were responded to in a timely manner and the information was always helpful and productive for our organization. **Without the CRC, LI-BER-T would have struggled to locate the necessary resources.**"

Liane Berry (Elle/She/Sie)
Directrice Générale/Executive Director
Maison LI-BER-T House

"I found the Community Resource Center by googling "community help for seniors". When I called Sandra answered and I immediately fell apart. My mother lives alone and was refusing any outside help. **I was at a loss of where to turn.** I lived in Ontario and just recently moved back to Kirkland to be closer to my mother. I explained the situation to Sandra and she listened with patience and no judgement. I had been calling places all morning and I was about to give up because I was not getting answers, just got bumped from place to place. Sandra explained the services that were available. She also helped me understand how the health system works. Navigating the system is very difficult and I had been away for so long and it has changed so much. My mom does not have a doctor and has not really seen one in over 5 years. She has some cognitive problems and refuses help. Sandra referred me to a service that would help my mom to start the process to access a nurse who would then do an assessment over the phone and then refer my mom to a physician. First, how do we get my mom to agree to this offer? I spoke to my mom about it and initially she refused, then I told her about Sandra who is "really nice" and to give her a chance and speak to her. Mom agreed. I really do not know what Sandra said to my mom, but within minutes my mom was laughing and would have been willing to say yes to anything at this point! Two days later a volunteer from the Red Cross called my mom to do an assessment and the next week a nurse called and then finally a doctor's appointment. Now, my mom is on medication for her heart and is even willing to go get fitted for hearing aids. Sandra referred me to ABOVAS and WICA so in the future we know where to call for those services. Sandra followed up with us numerous times to make sure we actually got the services we needed. **The Community Resource Center is a golden organization. I am not sure where I would be if they did not answer the phone and offer to patiently listen and help me.** I called back two weeks later and asked to meet Sandra in person to thank her. Of course she graciously accepted, we met outside my mom's house and chatted for about 45 minutes. It is my pleasure and honour to give this testimonial, we often hear of the negative going ons in the world, it is so important to highlight the good. On behalf of myself and my mother we thank you for your kindness, knowledge and most of all patience.

I do not know how to truly express our gratitude towards you and the center. **I am forever grateful for your help.**"

Norma W. and Lydia W. - Kirkland

Impact

- **Improving 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.

CRC Mobile



Impact

- **Improving 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 community partners** in their work by providing reliable and up to date resource information and tools.

This year

This year the CRC Mobile program helped connect **247** seniors and **31** families to community programs and services.

CRC Mobile continues to be an essential program in the West Island community. The pandemic has resulted in seeing an increased level of isolation amongst local seniors and families. This has further highlighted the importance of having the CRC Mobile program available to help people navigate the resources.

CRC Mobile is an information and referral service that **aims to improve the quality of life for West Island citizens**. It is a program designed to help inform and connect seniors and families to programs and services that are available in the community sector.

Navigating the local network of resources can be a difficult and overwhelming process. The CRC Mobile program coordinator meets and consults with individuals, family members and professionals in the community to **facilitate the connection to the community sector**.

The coordinator accompanies clients through the process by designing an individualized resource plan. With a plan in place, the coordinator guides the client through the steps and provides them with support and follow-ups to ensure they are able to **access the available resources**.

The CRC Mobile program receives referrals from the local CLSC's, community partners, municipalities, and citizen networks.



CRC Mobile Testimonials

"I am so grateful that Sandra came to my house to help me get connected with services I had no idea existed. It was **nice to have someone take the time to help me.** I have tried so many times to look for what is out there to help me. I am 79 and I don't have good eyesight so Sandra read through everything for me and helped me make calls. "

Mrs K - Pierrefonds

"Thank you for delivering the Seniors Guide to me. I was not able to make it to the CRC office, and **they took the time to bring it to my door.**"

Kelly - Beaconsfield

"I did not know the Community Resource Center existed until my neighbor showed me a copy of the Guide. I called and got an appointment for Sandra to come to meet me in my home. She helped me get on the list for Meals on Wheels and told me about ABOVAS. **It was such a relief to know these places exist. I am so grateful.**"

Mrs L - DDO

"I used the CRC mobile service twice. Once for my husband, who recently passed away and now for me. I remembered how patient Sandra was with my husband. Then I found myself alone and did not know where to start. **I tell everyone I meet about this great service.** It is so helpful and most importantly, the compassion and dignity my husband and I were shown was like no other. Thank you!"

Joyce - Pointe-Claire



COVID-19

Covid was still very present throughout the year and continued to put a strain on the Health and Social Services system. The CRC was asked to help support the local CIUSSS Ouest de l'Île by being a designated community partner that would help facilitate the process of booking vaccine appointments for West Island citizens.

The CRC was an active member in the *Comité lutte contre la COVID CIUSSS Ouest de l'Île*, a special committee that was created to address the local needs. The CRC participated in 7 meetings throughout the year.

Through this collaborative initiative, the CRC answered **447 vaccine inquiries and information calls**, and helped **402 West Island citizens book their vaccine appointments**. The CRC also provided additional information and support as needed, including assisting **45 citizens with extra challenges and issues** encountered during the vaccine registration process.

The CRC is proud to have risen to the occasion to assist the local health and social services network in these exceptional circumstances.



Services de soutien, d'accompagnement et de transport pour la vaccination

Support, Transport and Accompaniment
Services for Vaccination


Territoire Territory	Organismes communautaires et coordonnées Community organizations and contact information	Aide à la prise de rendez-vous Assistance with appointment scheduling	Accompagnement Accompaniment	Transport*
Lachine	The Teapot 514 637-5627	X		X
Ouest de l'Île, Lachine et LaSalle West Island, Lachine and LaSalle	Club des personnes handicapées du Lac-Saint-Louis 514 634-0447	X		X
LaSalle	Centre du Vieux Moulin de LaSalle 514 364-1541	X		X
Ouest de l'Île et Dorval West Island and Dorval	ABO-VAS 514 694-3838 Centre de Ressources Communautaires de l'Ouest-de-l'Île / CRC West Island 514 694-6404	X	X	X

Pour des réponses aux questions sur la vaccination ou sur la COVID-19 :
if you have any questions about vaccination or COVID-19:

[Services Québec](#) – 514 644-4545

Pour des réponses aux questions sur son état de santé :
If you have any questions or concerns about your health:

[Info-santé](#) : 811

 * Transport adapté disponible
Adapted transport available

Centre intégré
universitaire de santé
et de services sociaux
de l'Ouest-de-
l'Île-de-Montréal
Québec 

CIUSSS-ODIM covid vacc 73-03 21

Welcome to Pierrefonds

NEW

The Welcome to Pierrefonds project was developed by the *Vivre Ensemble* committee and is coordinated by the CRC. The project is funded by the The Newcomer Office (Bureau d'intégration des nouveaux arrivants à Montréal, BINAM) which helps newcomers integrate into Montréal's society and economy, and works toward the inclusion of immigrant and racialized people¹.

The project aims to :

- Create **safe and welcoming intercultural spaces** in partnership with community partners.
- Support the creation of a **community network to welcome newcomers**.
- **Promote existing resources** for racialized and immigrant people.

Key partners in the project:

The following are members of the Vivre Ensemble Committee :

- Arrondissement Pierrefonds-Roxboro
- Carrefour Jeunesse Emploi de l'Ouest-de-l'Île (CJE)
- Projet Communautaire de Pierrefonds (PCP)
- Cloverdale Multi-Ressources (CMR)
- Les Amis de la Santé Mentale
- Vert-Cité
- Le Centre intégré universitaire de santé et de services sociaux (CIUSSS) de l'Ouest-de-l'Île-de-Montréal
- Arthritis West Island Self-Help Association (AWISH)

And:

- Centre d'Intégration Multiservices de l'Ouest-de-l'Île (CIMOI)
- Welcome Collective
- Table de Quartier du Nord de l'Ouest-de-l'Île de Montréal (TQNOIM)

The action plan for the project in 2022-23 includes a variety of strategies including:

- The creation of **updated information tools** about community programs and services available for racialized & immigrant people.
- **Door to door mobilization** in the Cloverdale neighborhood followed by **community get-togethers**.
- A **collaboration with CIMOI** to organize discussions on the community sector.
- A new collaboration with the **Welcome Collective**.
- And much more!

¹ <https://montreal.ca/en/departments/bureau-dintegration-des-nouveaux-arrivants-montreal-binam>

Legal & Tax Clinics

Legal Clinic

This year **122 West Island citizens** used the CRC's legal clinic service. Prior to the pandemic, the legal clinic was offered monthly on site at the CRC. As a result of the pandemic the program was adapted into a phone consultation program. Me Jos El Debs, graciously volunteers his time to help West Islanders with their legal questions by providing 20 minute no-fee phone consultations.

Providing the consultations by phone helped to reduce wait times, as requests for legal resources are typically returned within 48 hours of receipt. The phone option has also allowed the service to be more accessible to those who could not travel to the CRC's office in Pointe-Claire. The success and effectiveness of offering the clinic by phone has resulted in adopting this new clinic style on a permanent basis.



The CRC and the West Island community is grateful for the services of Me Jos El Debs.

Income Tax Clinic

The CRC is proud to collaborate with Volunteer West Island on their income tax clinic program. Once again this year, the pandemic prevented the offering of in person tax preparation sessions. However, the team at VWI created an efficient way to allow citizens to continue to benefit from this program. The CRC assisted by referring over **250 citizens** to the 2021 tax program. The CRC office also served as a drop off and pick up location for client files. This program continues to be a great example of how collaboration between community partners can ensure the delivery of a much needed service in the West Island.

Testimonial

"I had two legal questions and I called the CRC to find out how their legal clinic worked. They gave my contact information to their lawyer and he actually called me back that same day. I was on the phone with him for 5 minutes, he answered my questions and **saved me from paying a lawyer fee that would have cost me money I did not have**. Great service!"

Carol Pierrefonds

Testimonial

"The CRC, as usual, was a great resource in helping the users of the Volunteer Income Tax Clinic both connect with us at VWI as well as being a drop off and pick up point for West Islanders. **Whenever we needed anything they were most helpful and supportive**. We appreciate just knowing the organization is there to help with smiles and an abundance of kindness."

Shelley Hayden, Coordinator, Community Programs, Volunteer West Island

Director & Team Member Meet ups



Community Director Meet-Ups

This year the CRC hosted **34 Director Meet Ups** on Zoom.

These 1- hour meet-ups provided directors of West Island community organizations with an opportunity to **connect** with each other and the outcomes included:

- Exchanges on strategies to tackle various organizational responsibilities
- Sharing of resources and contacts
- Learning new things about other organizations and the community sector
- Introducing new directors to others in the network
- Fostering a sense of support and collaboration with director colleagues
- Sharing a laugh and celebrating successes.

This past year directors from **32 different organizations** took the opportunity to participate in one or more meet-ups.

Community Team Member Meet-Ups

This year the CRC hosted **2 Community Team Member Meet Ups** on Zoom.

These meet-ups provided team members of West Island community organizations with an opportunity to **connect** with each other. The outcomes included:

- Fostering new relationships amongst organizations and their teams
- New learnings about other organizations
- Encouraging a sense of unity in the sector

19 participants from 11 different organizations took part in the meet-ups. The CRC hopes to organize more community team meet-ups in person, once the situation around the pandemic improves considerably.

Testimonials

"The weekly meet-ups have been a **really positive experience for me**, both professionally and personally. As a relatively new director from an unrelated background, it has been a really good opportunity to connect with other directors, **build lasting relationships** with them, and benefit from their knowledge and skills. It was also a really **important outlet to connect with other during the height of the pandemic** where, like many people, I was experiencing a lot of isolation. It is a weekly meeting that I actively look forward to and plan my schedule around."

David Hawkins, West Island LGBTQ2+ Centre

"I look forward to attending the meet-ups because of the **connection to other directors**, the chance to chat informally, to share on specific topics, to find out what is happening elsewhere and most importantly to sometimes vent our frustrations. I like that it is informal and you never know who will be there, you get a chance to catch up with those you don't normally see in the course of your work. **One hour is perfect to get out of my groove and laugh or even shout** and it makes me feel like I'm not the only one. I feel like I'm missing something on the weeks that I can't be there or if there isn't any."

Deborah St-Martin, the Family Resource Centre

"Thanks again for this little get together yesterday during lunch time. **It was really great to meet everyone.**"

Gabriel-Kani Houin-Létourneau,
Intervenant at Cumulus
**Translated from French*

Info Sessions

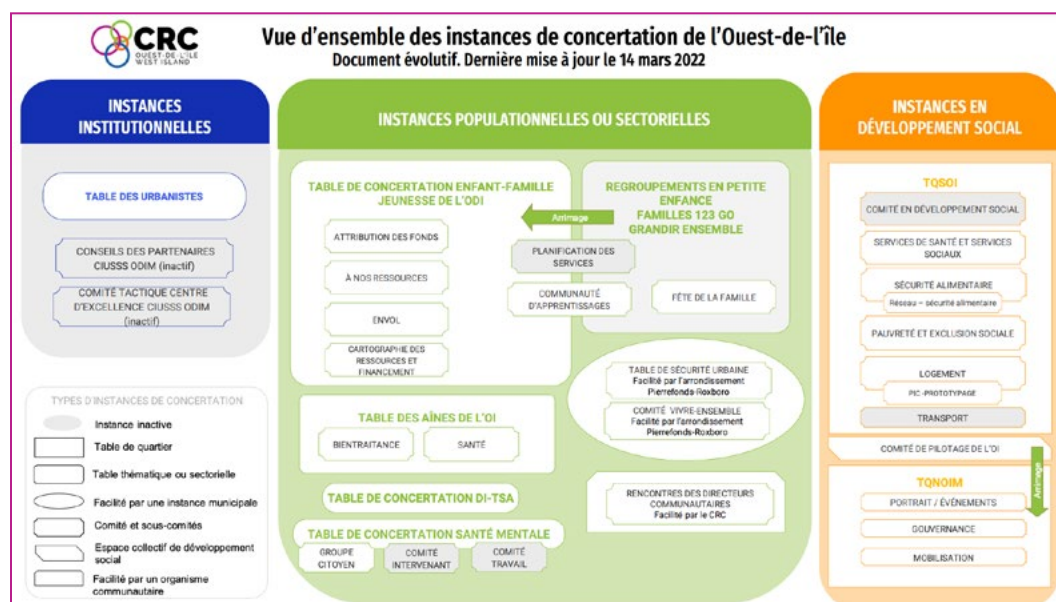
This year the CRC hosted more than 20 information sessions:

- **6 group sessions on zoom.** These group sessions are open to anyone who works or volunteers in/with a West Island community group.
- **14 individualized sessions for specific community groups & partners** (teams and/or participants).

These sessions last between 1 and 3 hours and provide participants with information and referral tools related to the West Island community sector and collective action network (committees and tables).

During the sessions, the participants explore:

- The top referral questions the CRC gets via their information & referral program.
- The participants' most difficult referral questions get and how to answer them.
- The CRC referral tools including the website (one pagers, videos, etc.) and the referral master list.
- The concertation diagram and the West Island Table's membership, action plans and sub-committees.



Outreach

Annual outreach activities

In addition to general information sessions offered throughout the community, the CRC also participates in the following annual initiatives that help to promote the available resources and the CRC's services:

Participating in the Community Awareness Day at the Plaza Pointe-Claire (September 25th): The CRC had a table set up with our referral tools (flyers and seniors' guide). The program coordinator talked with West Island citizens and connected them to community resources as needed.

Partnering with the SPVM to do door to door: Between the 15th of May and the 15th of June 2021, the CRC participated 4 times in a door to door initiative with the SPVM. The 'Door To Door' project aims to break the isolation of seniors in vulnerable situations and to recognize if some are in problematic situations.



New outreach activities in 2021

This year, the CRC worked in collaboration with several community partners to create new opportunities to help assist citizens get connected to community resources.

A new partnership with the Fond D'aide de l'Ouest-de-l'Île (FDOI) food bank:

- The CRC program coordinator organized 3 on-site visits to meet directly with the citizens accessing the FDOI services.
- These one on one in-person meetings focused on sharing information on community resources and CRC services.

A new partnership with West Island Mission (WIM) :

- The CRC program coordinator organized 3 on-site sessions per week in June 2021, for a total of 12 visits.
- During these visits, information was given on community resources and CRC services.
- Assistance to book on-line COVID vaccine appointments was also facilitated for certain participants.
- In addition to the on-site sessions, the CRC program coordinator made 85 outreach calls to WIM clients to help them connect to programs and services offered in the community sector.

A new partnership with Red Cross:

- The CRC met with the Red Cross on 2 occasions to discuss the project & referral process.
- The CRC had bi-monthly meetings with the Red Cross community agents to facilitate referrals to West Island community resources and /or directly refer participants to the program. This is an ongoing project.

A new partnership with Vieux-Moulin in their new project offering referrals to private suppliers & service providers:

- The CRC met the organization twice to ensure the project was adapted to the West Island's reality & needs. The CRC played a key role in ensuring the project was complementary to existing resources.
- The CRC had 3 meetings with the project's team to facilitate referrals to West Island community resources and / or directly refer participants to the program. This is an ongoing project.

Rooted in Unity. Empowering community.

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

- West Island Volunteer Accompaniment service (ABOVAS)
- Adapted Sailing Association of Québec (AQVA)
- West Island Youth Action (AJOI)
- Alzheimer's Society Montreal
- AMCAL Family Services
- Anorexia & Bulimia Québec (ANEB)
- Arthritis West Island Self Help Association (AWISH)
- Big Brothers Big Sisters West Island
- Bread Basket
- Carrefour familiale Cloverdale Multi-Ressources
- Carrefour des 6-12 ans de Pierrefonds
- Centre de Recherche d'emploi de Pointe Claire
- Centre d'Intégration Multi-Services de l'Ouest de l'Île (CIMOI)
- Projet Cumulus
- DDO Seniors Club
- Executives Available
- Family Resource Centre
- Friends for Mental Health
- KIGI Agency
- La Corde
- L'Équipe Entreprise
- Literacy Unlimited
- Little Brothers West island
- LOVE Quebec
- Maison des Jeunes Pierrefonds
- NOVA West Island
- Omega Community Resources
- Pierrefonds Community Project (PCP)
- Community Perspectives on Mental Health (PCSM)
- Table de Quartier Sud de l'Ouest de l'Île (TQSOI)
- Vert Cité- Pierrefonds Roxboro Eco- Quartier
- VOBQC
- Volunteer West Island
- West Island Assistance Fund (WIAF)
- West Island Association for the Intellectually Handicapped (WIAIH)
- West Island Black Community Association (WIBCA)
- 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



We **PROMOTE**

- The CRC's 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.



COMMUNITY CONNECT NEWSLETTER

March 2022

*West Island Community Sector:
Rooted in Unity,
Empowering Community*

Welcome to the March edition of Community Connect. 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.

CELEBRATE

- **LI-BER-T House** is excited to announce their official opening! New to the West Island, this non-profit provides women transitioning into society with a safe housing alternative after completing a substance abuse treatment program. To find out more information on how LI-BER-T empowers women to become self-sufficient click [here](#).
- **Portage** was awarded an exemplary standing by Accreditation Canada for the quality of their services. For more information about Portage, click [here](#).
- **Projet Communautaire Pierrefonds** is happy to announce their renewed partnership with École Sainte-Geneviève Ouest! For more information, click [here](#).

EVENTS

March 1 - April 2
Tax Clinic
Volunteer West Island will hold its annual volunteer run Income Tax Clinic for individuals, couples, and families who live in the West Island and who meet the eligibility requirements. Spaces are limited. For more information, click [here](#).

March 3
Virtual Job Fair
Carrefour Jeunesse Emploi de l'Ouest-de-l'Île is hosting a virtual job fair for youth that will include West Island employers looking to hire summer, part time and full time positions. To register, click [here](#).

March 4, 18 & 25
Community Kitchen
Bread Basket offers community kitchens which are groups of people (4 to 6), accompanied by a kitchen animator, who, together, prepare a balanced, appetizing and economical meal in three steps (cooking, eating and sharing portions). To register, contact corbeilledepain@gmail.com / (514) 894-5850.

March 10, 17 & 24
Director Meet-Ups
An online space for directors of community organizations to meet, chat, ask a question or share an idea. Hosted by the CRC. [Join us when you can!](#)

March 12
Housing for All: Dorval
The Table Quartier Sud de l'Ouest de l'Île (TQSOI) is hosting a community forum on local housing affordability for those living and working in Dorval. To register, click [here](#).

March 29
Group Chat: Self-Esteem
Anorexia and Bulimia Québec (ANEB) is hosting an online group chat for youth aged 17 and older. To register, click [here](#).

[Click to see more community events!](#)

Testimonial

"Community Connect has been a great way to help share our agency news with others in the community. **We are grateful for this new tool** and enjoy reading about what other community organizations are up to!"

Ashley Tillotson, Funding and Outreach Coordinator, Big Brothers Big Sisters West Island

Newsletter

The Community Connect newsletter is a communication tool that helps to share and promote the latest events and news within the West Island 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 that is relevant to community organizations, including information from community partners, such as CIUSSS and funders.

This year Community Connect had:

- **187** registered recipients from 88 different organizations
- **32** organizations request to promote their news.

The newsletter is published at the beginning of every month, with a short break in the summer months. Each issue highlights the fundraisers, events and trainings taking place, as well as current job postings, updates on programming and new initiatives within the community sector.

This year Community Connect promoted:

- **32** community fundraisers
- **41** community events
- **31** trainings available to community partners

Next steps: The CRC will be further exploring the possibility of creating a similar communication tool to help promote the happenings in the community sector to the West Island community at large.

Publications

The CRC has created a variety of resource publications to help connect West Island citizens to the community sector resources. These publications can be found online on the CRC's website.

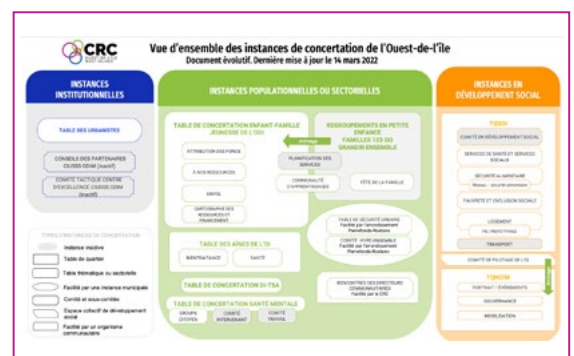
The **Senior's Resource Guide** is a valuable tool that helps connect West Island citizens and community organizations to programs, services and resources available in the community. The guide is also distributed to West Island municipalities, the local CIUSSS and the SPVM's community relations agents, to help support their work in the community. The listings include housing, health and social support services, recreation and social activities, and many more resources specifically available to West Island Seniors. The Senior's guide remains one of the most popular publications for seniors in vulnerable situations, their families and the organizations that support them. The CRC will be looking for new sources of funding to ensure the document can remain up to date and available to senior citizens in need.

The **CRC's promotional flyer** is a one page document that promotes the CRC's information and referral service, and provides a directory to 70 nonprofit organizations and their websites.

The **Schéma des Concertations** is a tool to connect community partners to the various tables and committees where they can collaborate on projects that contribute to the global mission of supporting citizens in the West Island sector.

The **CRC referral Masterlist** is an easy access excel spreadsheet that provides community partners with contact information for each community organization. The document offers different sections based on the services offered by each organization (ex.: food security, seniors, etc.).

The **Emergency Resource list** was created during the Covid-19 pandemic to offer those in need a printable tool of the emergency resources in the West Island Community Sector. This tool remains beneficial for community partners and citizens to refer to as needed.



Répertoire des organismes communautaires de l'Ouest-de-l'île - dernière mise à jour le 20 avril 2021

Cette liste a été créée à l'intention des équipes du secteur communautaires et n'est pas intentionnée pour le grand public. Merci de communiquer avec le CRC pour toutes questions, corrections ou commentaires : 514-694-6404. N'oubliez pas de consulter régulièrement notre site web pour avoir la version mise à jour! www.crcinfo.ca

Organisation - French	Organisation - English	Téléphone	Site internet	Communication
Accompagnement bénévole de l'Ouest	W.I. Volunteer Accompaniment service (ABOV)	(514) 694-3838	abovus.com	info@abovus.com
Action Main-d'œuvre	Action Main-d'œuvre	(514) 721-4941	actionmaindoeuvre.ca	info@actionmaindoeuvre.ca
Association Voile Adaptée du Québec	Adapted Sailing Association of Québec (AQV)	(514) 694-8021	aqva.org	administration@aqva.org
Réseau de Développement et de Prévention Afro-Caribéen	African Canadian Development and Prevention Network	(514) 737-3213	adpn.org	info@adpn.org
Agence Ométez	Agence Ométez	(514) 342-0000	ometez.ca	info@ometez.ca
Action jeunesse de l'Ouest-de-l'île	West Island Youth Action (AJOI)	(514) 675-4450	ajoi.info	ajoi@ajoi.info
Alzheimer Groupe Inc. (AGI)	Alzheimer Groupe Inc. (AGI)	(514) 485-7213	agiteam.org	info@agiteam.org
Société Alzheimer	Alzheimer Society	(514) 369-0809	alzheimermontreal.ca	info@alzheimermontreal.ca
Les Services à la Famille AMICAL	Amical Family Services	(514) 694-3163	amical.ca	af@amical.ca
Anorexie et boulimie Québec (ANEB)	Anorexia and Bulimia Québec (ANEB)	(514) 630-0907	anebquebec.com	info@anebados.com
Centre de répit Angelman	Angelman Respite Centre	(514) 316-9017	angelman.ca	info@angelman.ca
Arthritis d'entraide d'arthrite de l'Ouest de l'île	Arthritis West Island Self Help Association (AWISH)	(514) 631-3288	awishmontreal.org	arthritis@awishmontreal.org
AVATIL: Apprentissage à la vie autonome	Toward Independent Living (AVATIL)	(514) 634-8944	avatil.org	info@avatil.org
Club 55+ de Beauséjour	Beauséjour 55+ Club	none	beauséjour-club55plus.com	info@beauséjour55plus.com
Grands Frères Grands Sœurs de l'Ouest-de-l'île	Big Brothers Big Sisters West Island	(514) 842-9715	westisland.grandfreres.org	bbbswi@bigbrothersbigsis.org
Corbeille de Pain Lac St-Louis	Bread Basket	(514) 894-5850	corbeilledepain.com	corbeilledepain@gmail.com



Website

NEW

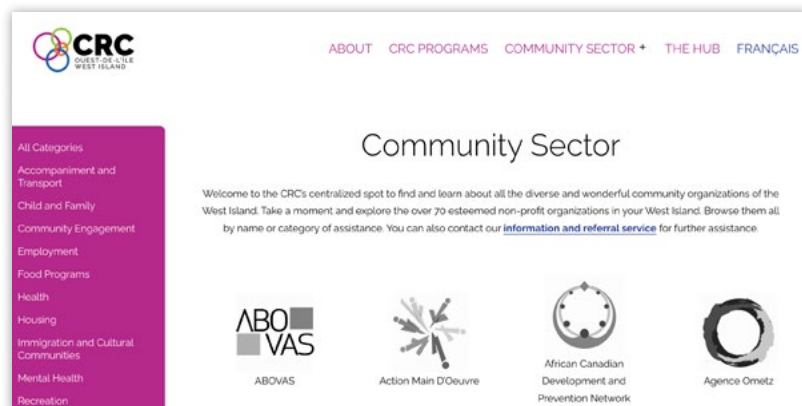
In November 2021, the CRC launched an updated website (www.crcinfo.ca). This new site promotes all the CRC programs and also features a new West Island Community Sector section that promotes local non-profit organizations. Each featured organization has its own page that highlights its programs and services through printable resource pages and/or video capsules. The new site also includes a community sector news page, various calendars that publicize events, workshops and support groups, and a job posting page to advertise employment opportunities in the sector.

The development of the new site was a big project for the CRC team and all the information and input that was received from community partners made for a successful outcome! Thank you!

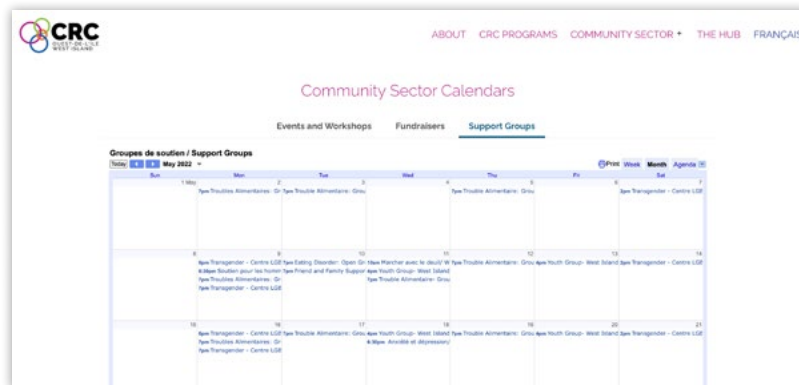
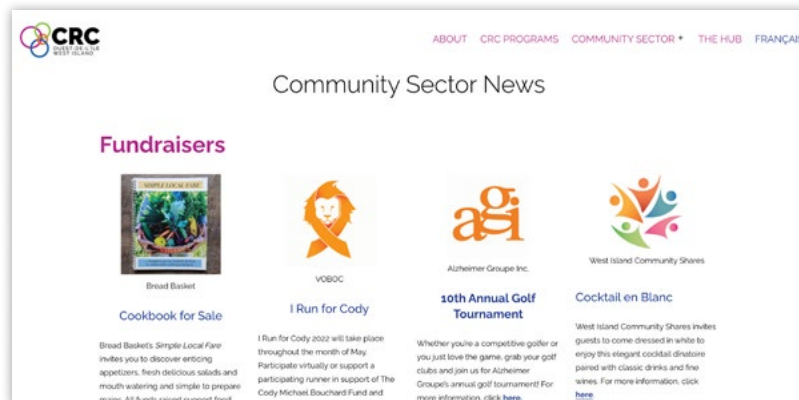


The Community Sector Organizations page is a centralized spot to **connect** citizens and community partners to the nonprofit sector. Users can browse the over 70 esteemed non-profit organizations in the West Island by name or category of interest and need.

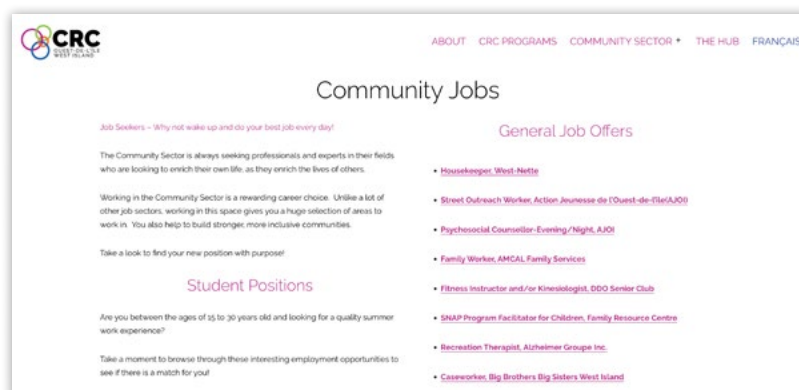
The Community Sector page is the **#2 most viewed** on the website



The News and Community Calendar section **promotes** the community sector by having a designated location that highlights all the current happenings and needs of the organizations.



To further **support** the organizations and their operations, a job section lists all available employment opportunities in the nonprofit sector.



Statistics:
November 22, 2021
(launch)- March 31, 2022
(end of year)

Since the launch, the CRC Website has had a total of **2,700** users.

Top viewed pages:

- **Welcome Page**
- **Organizations**
- **CRC Programs**
- **About CRC**
- **Community Sector Jobs**

Total page views: **11,794**

Testimonials

"I was asked to search for ways for our company to act within our community. I landed on the CRC website and found the volunteer section. **It was the most helpful page I'd found** with clear guides on how to get involved and there were a lot of helpful references in case I needed more help (i.e. phone number/contact information, etc.)."

Store Manager, Fido Kiosk- Fairview Pointe-Claire

"Having been a summer student at the CRC last year, I knew they had partnerships with all the community organizations. **I was looking for a job and decided to go on the CRC's website.** I saw the job section and that is where I found the posting for Program assistant at Volunteer West Island. The full job description was there and the link to apply for the position. I am happy to say my application was received by Volunteer West Island, I had an interview and **I got the job!** I'm so excited to be back working in the community!"

Breeanna Tummings, Resource Agent

Social Media Analytics

The CRC has been using the Facebook platform as a tool to **support** the West Island Community Sector by **promoting** events and services of local nonprofit organizations.

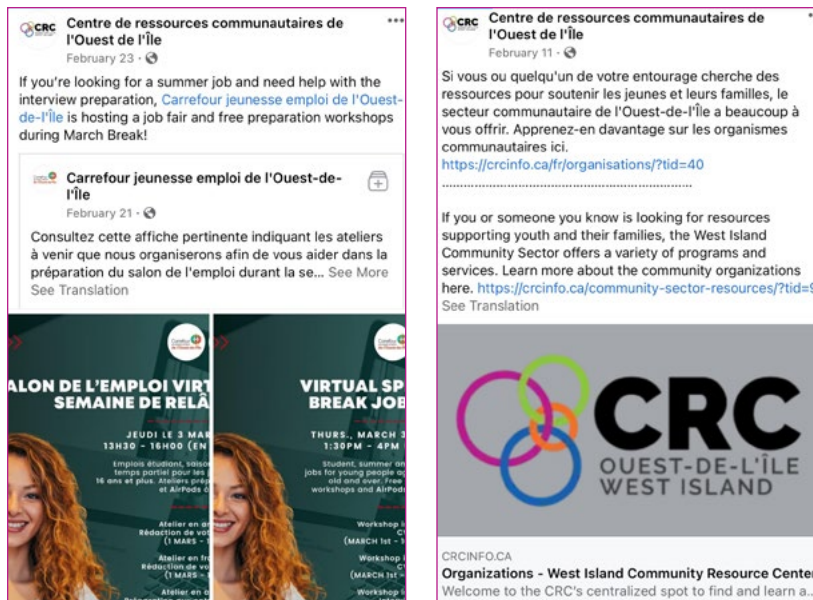
One area of focus in the CRC's social media strategy is to help boost the posts of fellow organizations in order to help increase the number of people reached by these organizations.

The CRC also uses Facebook to help encourage traffic to the CRC's new website, which in turn helps to promote the West Island community sector and the programs and services offered by local non-profit organizations.

Testimonial

"The West Island Black Community Association (WIBCA) is a proudly volunteer-run organization. All of our over 15 programs are organized and run by volunteers. **Thanks to the CRC posting our call for volunteers**, we were able to find tutors for our Saturday Morning Tutorials programs."

Joan Lee, President, West Island Black Community Association (WIBCA)



Another important goal of the CRC's social media strategy is to help promote and celebrate the successes and accomplishments of local community organizations.



Community Spirit

Jingle Mingle

For a fifth year, the CRC organized a festive gathering for community organizations to join together to celebrate the winter season. This year's Jingle & Mingle was held both outside and indoors to respect the Covid-19 regulations and ensure that the attendees felt comfortable. The event offered community partners the opportunity to meet in person, in some cases for the first time! The Jingle & Mingle **connected 52 community partners from 23 organizations.**

A special thank you to local Valois Village Merchants; The Industree, Cr  merie Valois and Gilbert & Daughter for supporting our community event by generously donating raffle prizes that were won among attendees!



Testimonials

An anonymous survey went out following the Jingle Mingle for feedback. These are some of the comments received when asking what people enjoyed about the event.

"Well thought out; you kept us safe; you were jolly and it was an event we all needed."

"It was a great way to mingle with other non-profit organizations/ community partners face to face (finally)!"

"Meeting new community people and seeing old connections!"

"Loved the Holidays vibe. Being outside with the lights. The coffee was warming and delicious and the raffle was over and above but a riot."

Halloween in the Village

This year the CRC participated in the Valois Village Halloween Event. By participating in this local event, the CRC was able to promote its services, and the programs and services available in the community sector. A list of non-profit organizations was offered to all those who came to trick or treat in the village. It was a fun event full of community spirit!



Discover the West Island Community Sector video project

In the summer of 2021, with the help of funding from the Canada Summer Jobs program, the CRC embarked on a new Discover the Community Sector video project. This project was created with the intention of developing new tools to promote the non-profit organizations in the West Island. These video capsules offer an overview of each organization and provide a summary of their programs and services. This media format provides citizens and community partners to learn about local organizations in a quick and personable way, and allows for easy sharing on social media.

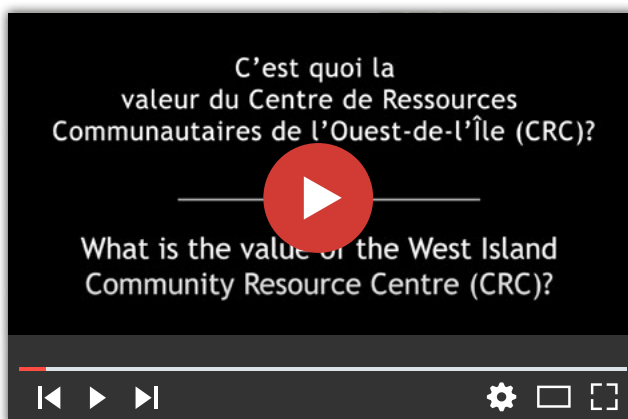
In July and August, 40 organizations participated in the project and went on-site at the CRC to film their bilingual video capsule, which are all featured on the CRC's new website.

In addition to the individual organization videos the CRC completed two additional video projects:

1. A collective video to **promote the West Island Community Sector** as a whole:



2. A **"the CRC's value in the community"** video:



This project would not have been possible without the hard work of Leanna Gelston, who joined the CRC team for a summer contract. Leanna created a welcoming environment that helped even the most camera shy feel comfortable and used her expertise to produce the quality videos that can be found on the CRC website.

Next Steps:

- The CRC will be offering community organizations the opportunity to film an updated or new video capsule in 2022.
- The CRC is also working on a new communication and marketing strategy to maximize the reach of these new resource tools.

Testimonial

"Great videos! Thank you. It was fun to do this for AMCAL. **Sending this type of short descriptive video about services offered will be very useful** for AMCAL to share with families to refer to other groups."

Sophie Dalbec, AMCAL Family Services
August 2021

Total Views: 878



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

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). **Funded by Centraide du Grand Montréal**, The PIC aimed to bring community partners together to join forces and accelerate change in the fight against poverty.

This year was the final year for the West Island PIC and the CRC's priority was to ensure that the collaboration foundations built in the past five years remain strong for the future. While the TQSOI managed the affordable housing component of the project, the CRC continued its work supporting the **strengthening and efficiency of the West Island collective action network** (tables and committee), **finalizing the HUB** (the collective centralized communications platform) and **fostering the development of new learning opportunities**.



Strengthening the West Island's tables & committees

Over the past five years, the CRC has played an important role in supporting the development and implementation of collective processes and action plans thanks to the PIC. 2021-2022 was another difficult year for the West Island tables and committees. The CRC offered support to many initiatives to help them navigate through this challenging time and to ensure the collaborative spirit remained at the center of collective action activities.

Support to the Table de Concertation Enfance Famille Jeunesse de l'Ouest-de-l'Île (TCEFJOI):

The CRC played an active role in the TCEFJOI and its subcommittees this year. The CRC offered support by sitting on the board of directors and by facilitating the implementation of some of the tables' key strategic objectives:

- Developing a community of learning for West Island community workers (communauté d'apprentissages).
- Improving referral processes & tools between the community sector and the education system (comité À Nos Ressources).
- Documenting and promoting resources offered to the West Island youth and their families (comité cartographie).

Support to the West Island Mental Health Table (TSMOI):

In 2021-2022, the CRC continued its support to the Mental Health Table by sitting on the coordination committee, co-facilitating meetings and offering support to adapt the existing strategic plan.

Support to the Table de Quartier sud de l'Ouest-de-l'Île (TQSOI):

As mentioned above, the TQSOI has played the leadership role for the PIC housing dossier and food security dossiers for the past 2 years. The CRC supported the TQSOI by being active members of the food security committee & housing committees (including PIC task forces). The CRC's role at the committees included sharing information (resources, data, etc.), connecting the team with key players and offering support in terms of collective processes. The CRC also took part in the TQSOI's action plan evaluation process which helped inform the PIC global evaluation.

Collective Impact Project

Support to the Bienveillance committee

The CRC facilitated 3 strategic planning sessions with the Bienveillance committee (seniors' dossier) in order to help the members define their vision for the committee and an action plan for the next year.

Support to the Table de Quartier du Nord de l'Ouest-de-l'Île de Montréal (TQNOIM):

The revitalisation of the TQNOIM has been a major dossier for the PIC project in 2021-2022. The CRC invested a lot of time and resources supporting the West Island pilotage committee's collective process which led to the decision to revitalize the TQNOIM. During the last year, the CRC's support included:

For the comité de pilotage:

- Sitting on the comité de coordination of the pilotage committee.
- Co-facilitating the committee meetings.
- Representing the community during meetings with the funding partners.
- Supervising the committee's communications agent.
- Developing tools (reports, presentations, budget, action plans) for community partners and funding partners.
- Acting as fiduciary for the committee.

For the TQNOIM:

- Sitting on the board of directors (preparing and facilitating meetings, active member of sub committees).
- Playing an active role in the development and implementation of mobilization strategies.
- Supporting the development of governance & administrative tools, amongst others.
- Representing the board during meetings with funding partners.
- Sharing expertise in collective governance and processes when needed.
- Fostering a spirit of collaboration through every step of the process.

Testimonial

"Anne-Marie's (the CRC Director of Development) involvement in the TQNOIM board and committees was **fundamental in the revitalization of the territory's social development concertation**. Her support, her expertise regarding the community & collective processes and her leadership were instrumental in the Table's success after many months of intensive work. Thank you to the CRC and Anne-Marie for being involved in the social development of our communities!"

Victoria Martinez, Organisatrice communautaire

POURQUOI CETTE DÉMARCHE?

- En juin 2019, la TQNOIM a perdu son financement puisqu'elle ne répondait plus aux critères de son bailleur de fonds.
- Un groupe d'acteurs-clés ont formé un comité de pilotage afin de réfléchir aux alternatives : Quelle serait la meilleure approche pour soutenir le développement social dans l'Ouest-de-l'Île?
- L'hypothèse d'une seule table de quartier pour l'Ouest-de-l'Île a longtemps été réfléchi.
- Cette hypothèse a été réfutée puisque le financement disponible aurait été moins important que dans le passé. On aurait dû faire plus avec moins!
- Les acteurs du comité de pilotage ont donc choisi de revitaliser la TQNOIM ... en apprenant des erreurs du passé!

Collective Impact Project



The HUB is an initiative developed as part of the West Island Collective Impact Project (PIC 1) and coordinated by the CRC. In 2016, community actors representing every West Island concertation table met to discuss and prioritize projects that could give a boost to our collective efforts in fighting against poverty on our territory.

Food security and affordable housing were on top of the list but the participants also chose to work on a large-scale issue: improving communications & collaboration between community actors. The community partners were looking to find concrete solutions to long standing issues:

- **'Hyperconcertation':** too many meetings, the same discussions happening in different committees, same projects & ideas mentioned in multiple committees, etc.
- **Overlapping meetings and events:** For example too many meetings or AGMs the same day, a lot of events the same week, etc.
- **Document archiving issues:** many different online storage drives and files, challenges regarding sharing information & documents (portraits, diagnostics, data, etc.), and the continuous turnover of committees members and/ or staff teams, also creates an issue of losing access to documentation or having to search in inefficient ways.
- **Lack of exchange and networking spaces:** partners want to get to know each other, exchange and support each other, but the size of the territory and our consultation system makes this very difficult.

After a few years of experimentation, the HUB is finally here to address all those needs!

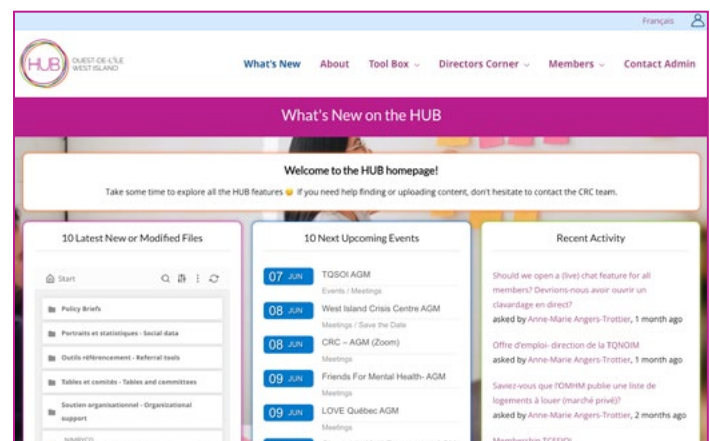
The HUB is a communication & collaboration portal for everyone that participates in 'concertation' efforts (committees, tables) in the West Island.

The HUB will help the community sector:

- Optimize its communications
- Avoid scheduling conflicts for meetings and events
- Centralize information and documentation
- Share resources and maximize efforts

The HUB includes different sections:

- A shared calendar to inform all members of committees, meetings, fundraisers, etc.
- A Message board where all members can ask questions, share information & resources and even network virtually.
- A Shared Files section where members can find a variety of information: data, portraits, contact lists, action plans, organizational documents (ex.: collective insurance, HR policies, etc.).
- A Directory including contact information for all HUB members. Members can even send personal messages to each other through their personal profile.



Collective Impact Project: HUB (cont'd)

The portal also contains a special space for directors of nonprofits in the West Island: **the Director's Corner**. This section aims to offer a dedicated space where directors can share resources & information while supporting each other. The Director's corner includes:

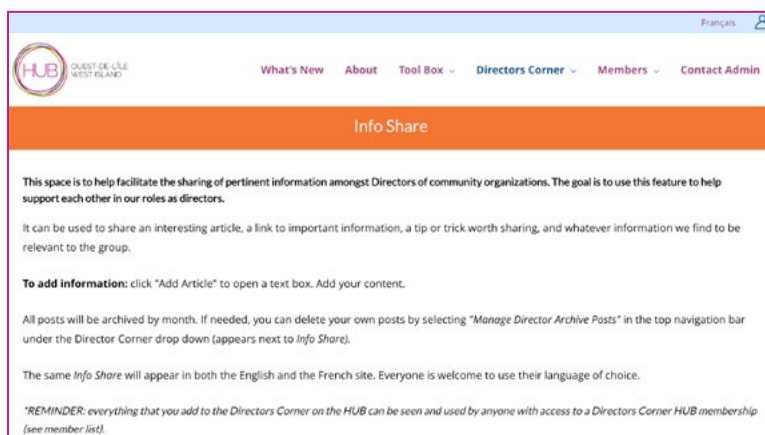
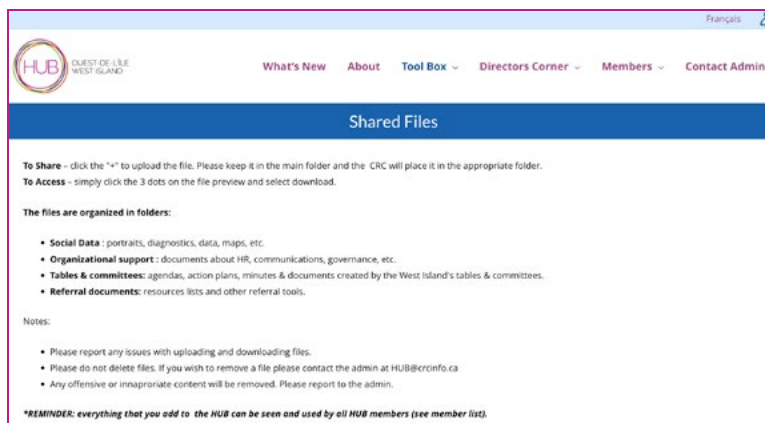
- A **Info Share** section (ex.: new regulations for community groups, news, etc.).
- A **Message Board**.
- A **Shared Files** section.
- A **live chat**.

The sections of the HUB have succeeded in meeting the initial collective objectives for the platform, and much more! Sections and functionalities of the HUB were also adapted to better reflect the community's newly developed skills regarding technology & virtual tools.

Since the launch in March 2022, 7 information sessions have been held and the membership keeps growing every day.

Next steps for the HUB include :

- Mobilization and **promotion of the portal** to increase the membership and encourage members to add content.
- Offering more **information/training sessions** on a regular basis to help the membership navigate the functionalities.
- **Improving & adapting the portal** based on member feedback.
- Finding **new sources of funding** for the HUB.



Collective Impact Project

Fostering the development of new learning opportunities



Developing a culture of learning in our community has been an objective of the West Island PIC since the beginning of the project. In 2021-2022, the CRC supported that objective by sharing interesting learning opportunities (webinars, workshops, etc.) within the community sector network as well as through the CRC's monthly newsletter *Community Connect*.

As mentioned before, the CRC wanted to ensure that the collaboration foundations built in the past five years remain strong after the end of PIC 1. With that in mind, the CRC approached different consultants in order to develop a workshop that would re-energize, empower community leaders and offer new strategies and/or tools regarding leadership. The firm Alambic was selected and their facilitator Elizabeth, created a two days workshop specifically for the West Island community : "Leadership for Non-Authoritarians"

The highly participatory two days workshop gave the 22 participants the opportunity to :

- Examine what it means to be a leader when there is no desire to tell others what to do (yet things must get done!);
- Delve into their specific personal strengths that bring out the best in others;
- Take a peek at the shadow side that everyone carries that can unintentionally reduce other people's capacity and motivation;
- Explore concrete practices that allow leaders to discreetly practice strong leadership;
- And consider frameworks to help guide their thinking when they go back to the 'real world'.

The workshops were a real success and the CRC plans to organize more collective training opportunities in the next year.



Testimonials

"I want to thank you for the very **interesting and rewarding sessions** on Non-authoritarian Leadership you organized and presented over the past couple of weeks.

I enjoyed it, and learned a lot at the same time. It was great to be with other West Island "movers and shakers" in such an **interactive "hands on" experience**.

I hope it will be the first of other opportunities to bring people together for more training and networking events."

Sheila Laursen, Community Leader

"The Leadership training not only **taught me about my own role as a leader, but also about how the other leaders in my community shine**. I feel like I came out of the training with a better understanding of the community actors that I may work with and how we can best work together. The bilingual event was refreshing!"

Alicia Diaz-Pappas, TQSOI

Committees and Tables

In 2021-2022, the CRC participated on 42 committees and tables. The CRC team members provide support to collective action and concertations in many different ways including:

- Sharing information and promoting community resources;
- Promoting a learning & collaborative culture in discussions;
- Sharing our expertise and resources about collective processes, mobilization, funding, West Island needs, etc.;
- Connecting different community partners based on collective needs or initiatives;
- Supporting communications between different tables & committees in order to prevent duplication of actions;
- Sharing CRC data about citizens' preoccupations and/or needs (based on our information and referral programs).

Tables and committees the CRC actively plays a role in:

West Island Social development pilotage committee

- Coordination committee
- Working committees

The West Island Seniors Table

- The Health Committee
- Bientraitance Committee
- Wellness Committee

Table de Quartier Nord de l'Ouest-de-l'Île (TQNOIM):

- Board of directors
- Governance committee
- Portrait / event committee
- Mobilization committee

Table de Quartier sud de l'Ouest-de-l'Île (TQSOI):

- Board of directors
- Food Security committee
- Food security cell committee
- Housing committee
- Poverty Reduction Social Inclusion committee (and 2 subcommittees)
- Comité de suivi plan d'action brigade de COVID
- Health and social services committee
- Evaluation committee

West Island Mental Health Table

- Board of directors
- Working committees

Table de concertation enfance famille jeunesse de l'Ouest-de-l'Île & sub committees (TCEFJOI)

- Board of directors
- À nos ressources committee
- Cartographie committee
- CAAP (communauté d'apprentissage sur les approches de proximité)

Director meetings (facilitated by the CRC)

Urbanist Table

Comité national de sensibilisation à la maltraitance envers les personnes âgées

Comité régional de lutte à la maltraitance envers les personnes âgées

Comité lutte contre la COVID du Centre intégré universitaire de santé et de services sociaux (CIUSSS) de l'Ouest-de-l'Île-de-Montréal

Comité des pivots communautaires (projet Vieux Moulin)

Senior Council Meetings with Greg Kelley

Comité consultatif 211 Montréal

Comité d'apprentissage - Initiatives de travail de milieu auprès des aînés en situation de vulnérabilité (ITMAV)

Our Funding Partners

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



[Centraide of Greater Montreal](#) contributes to the CRC by supporting its core mission. This vital support 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 continued support and commitment to the CRC.



[West Island Community Shares \(WICS\)](#) is a valued funding partner of the CRC. WICS dedication to supporting local West Island community groups has an important impact on improving community life in the West Island. The CRC appreciates the annual funds that are received. Thank you to the entire Community Shares team!



[The City of Pointe-Claire](#) has provided fundamental financial support to the CRC from the beginning of the organization's development. The CRC is grateful to the City of Pointe-Claire for providing the CRC office space in the old Valois train station. This space allows the organization to run its daily operations, and helps the CRC to support community-based initiatives by coordinating the sharing of the space with several support groups. We would like to thank Mayor Tim Thomas, the City councillors, and the team at the City of Pointe-Claire, for their continued support.



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Thank you!

