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CONNECT. PROMOTE. SUPPORT.
the West Island Community Sector

West Island
Community Resource Centre

ANNUAL REPORT 2022-2023



Vision

To improve individual and collective well-being in our community.

Mission

To connect, to promote and to support the West Island community sector.

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.

Connect. Promote. Support.
the West Island Community Sector

CRC Values

Respect: we show consideration and kindness to others and to ourselves.

Belong: we create a safe atmosphere of acceptance and personal connection within our community.

Trust: we have confidence in the best intentions of others and encourage mutually respectful relationships.

Care: we treat everyone with compassion and acknowledge individual needs.

Integrity: we act ethically with openness and honesty.

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**.

The CRC in ACTION!

In 2022-2023 the CRC team has....

CONNECTED

- **Responded** to **4725** information and referral phone calls from citizens and community partners from **7** different municipalities and **2** boroughs.
- **Received** **201** email requests for resource information.
- **Accompanied** **134** seniors and **26** families through the process of getting connected to community programs and services within the CRC Mobile program.
- **Booked** **129** legal clinic appointments for the CRC legal clinics.
- **Assisted** **185** citizens in getting connected to Volunteer West Island's 2022 tax program.
- **Presented** **12** resource information sessions, including **5** for people living, working or studying in the West Island and **8** individualized sessions for specific community groups & partners.
- **Implemented** a new project for 2022-23 that creates safe and welcoming intercultural spaces for racialized and immigrant people, in collaboration with community partners.

PROMOTED

- **Produced** **13** French and **13** English short descriptive videos for **13** West Island organizations with the goal of increasing the collective knowledge of citizens and community partners about resources in the community sector.
- **Updated** the CRC website, featuring **73** 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** **46,234** page views on the CRC website in the last year!
- **Published** **9** editions of the Community Connect newsletter and distributed to **161** registered recipients from **88** different organizations.
- **Promoted** **38** community fundraisers, **40** community events and **20** trainings from **42** community organizations, in the pages of the Community Connect Newsletter.
- **Fostered** community sector spirit with **63** community partners from **27** organizations, at the CRC's annual Jingle & Mingle networking event.

SUPPORTED

- **Participated** on **30** different committees and tables.
- **Attended** **25** Annual General Meetings of community organizations
- **Hosted** **22** Director Meet Ups on Zoom, where directors from **23** different organizations took the opportunity to participate in one or more meet-ups.
- **Planned** **4** training sessions for West Island Community Partners.
- **Strengthened** the CRC as an organization through strategic planning workshops.
- **Facilitated** **3** strategic planning sessions with the Senior Table's *Bienveillance* committee
- **Encouraged** the use of the West Island HUB portal to community tables, committees and directors.
- **Introduced** **25** community leaders to the HUB's "Director's Corner"
- **Supported** the next phase of the TQNOIM development by being a representative on their board.
- **Welcomed** **44** different organizations to CRC hosted activities!

The West Island Community Sector!

President's Message⁵

Executive Director's Message⁶

CRC Team⁸

Connect⁹

Promote²⁰

Support²⁶

Funding Partners³⁰

President's Message

As outgoing president of the board, I am honoured to have been a part of the CRC and the excellent work they have realized in the West Island community.

For the last 40 years the CRC has proudly been at the heart of the community sector in promoting community resources by connecting West Islanders to much needed resources. The CRC continues to forge new connections in the community through our programs such as: our info and referral service, director meet ups and our involvement on the many tables and committees in the community sector.

This past year the board has been working on our new 3-year strategic plan, which has been an collaborative process, involving the board and staff team. It has been a pleasure to work with a dedicated team of motivated and engaged board members that are active in the various committees and meetings. The CRC is very fortunate to have such a diverse skillset that enhances our ability as a board. Thank you to Judy, Tessa, Dion, Nicole, Christina, Gavin, Cori-Ann and Michael for your tireless commitment to the CRC.

I wish to also thank the team; Sandra, Skye and Anne-Marie, for their immense contribution to the success of this past year, and thank you to Katie, the driving force of the CRC, her dedication, and constant desire to better our programs and services continues to support the CRC's success.

Thank you to all of our funding partners for all of your continued support. As we go forward into a new year, we are committed to working on increasing our core funding to help ensure sufficient funding for our programs, fair working conditions for staff and overall continuity and stability of the CRC.

Thank you to the West Island community for your continued support. I am confident as we go forward that the CRC is in excellent hands and they will continue to improve the well being of many West Islanders.

Jennifer Harper, President



President
Jennifer
Harper

Executive Director's Message

This year, as we approach 40 years of community service, the CRC has been busy with all of its programs and services; our information and referral services, CRC mobile visits to isolated seniors, legal clinics, director meet-ups, networking events and trainings, developing our latest project "Welcome to Pierrefonds" and publishing our Community Connect newsletter.

In addition to our programming, the CRC team and board of directors put a lot of energy into our strategic planning, which included a great collective effort to define the CRC's vision, mission, values and next strategic objectives and goals. As we work daily to fulfill our mission "to connect, to promote and to support the West Island community sector" we are guided by our vision "to improve individual and collective well-being in our community". Defining the organizational values was something new for the CRC. It was an inspiring activity to work together to define what is important to us as an organization. These values are the very essence of what the CRC is all about. You will find the CRC's values on page 2 of this report.

It is with these fundamental pieces that we developed our strategic goals and objectives for the next 3 years;

Goal 1: Ensure the relevance and sustainability of the CRC present model.

Objectives: 1) Identify, assess and develop opportunities
2) Sustain adequate & consistent resources

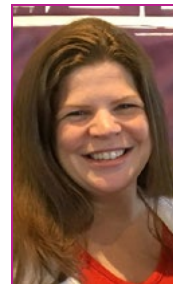
Goal 2: Increase awareness of the CRC's contribution to the community.

Objectives: 1) Enhance visibility
2) Document and measure our impact.

The focus of the next few years will be to ensure that the CRC can continue to thrive and respond to the changing needs and realities of the West Island community. There are many factors that contribute to the CRC's ability to fulfill its mission including; a strong team and board, adequate resources, and the support of the community. This year we were fortunate to have these key pieces in place, but the challenges of an ever changing landscape for the community sector are many, and the limited resources available is becoming a detriment to the sector's ability to serve our community and meet the growing needs of people in vulnerable situations. The CRC will continue to work hard to overcome these challenges and we hope that together as a community we can come up with sustainable solutions to secure the future of the West Island Community Sector.

As another year comes to a close, the CRC team and board of directors are proud to share the highlights of all that the CRC has done this year to improve the quality of life in our community. I encourage you to read through the pages of this report and see what we at the CRC strongly believe; the CRC is a unique and valuable West Island community organization.

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 2022 AGM, the board welcomed two new members Cori-Ann Surette and Michael Chechile, respectively.

Jennifer Harper
President

Judith Harper Kelley
Vice-President

Nicole Lascelle
Secretary

Tessa Trasler
Treasurer

Dion Joseph
Director

Christina Forest
Director

Gavin Fernandes
Director

Cori-Ann Surette
Director

Michael Chechile
Director



Team Members



Executive Director
Katie Hadley



Program Coordinator
Sandra Watson



Communications and Events Coordinator
Skye Rawlings



Director of Development
Anne-Marie Angers-Trottier

Contract Positions



Nora Xu
Bookkeeper



Joseph Bottaro
Videographer



Jessica Williams-Daley
Journalist



We **CONNECT**

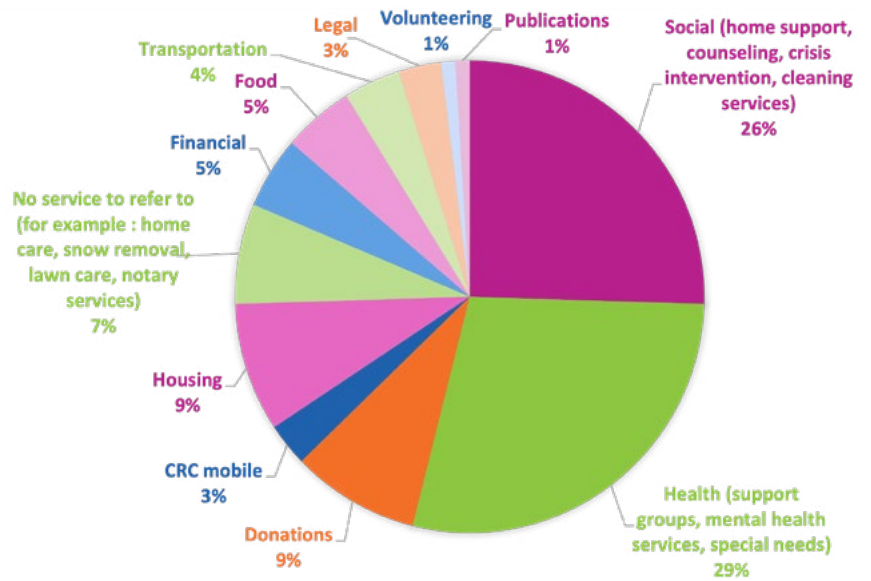
- Persons in vulnerable situations to community resources.
- Community organizations and community partners to one another.



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.



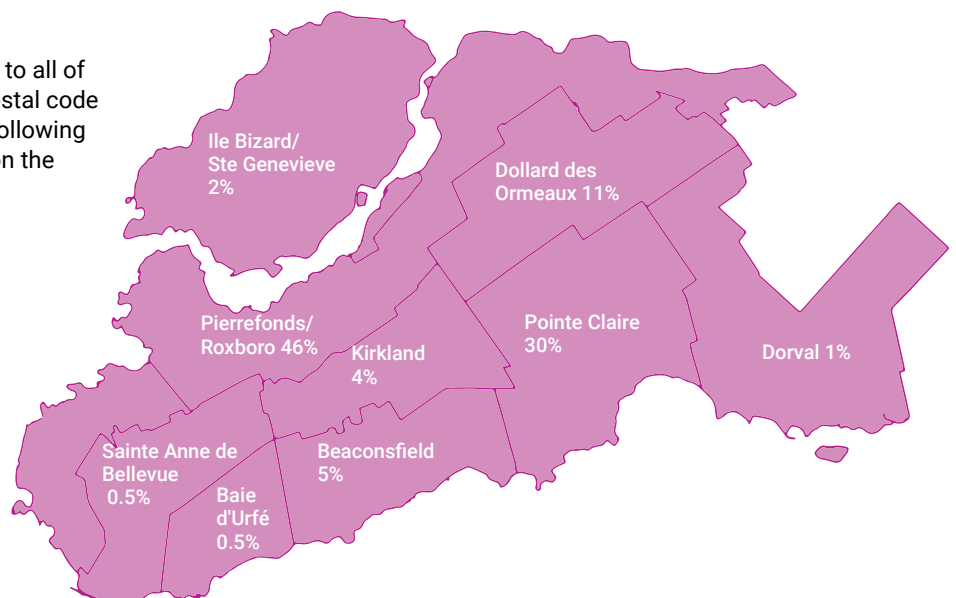
This Year

From April 1st 2022 until March 31st 2023, the CRC had a total of **4926 requests** for information and referrals, including 4725 phone calls and 201 email requests through the CRC website.

The calls received are related to a multitude of needs. The CRC tracks the overarching need categories. For this year, the needs were represented as follows:

Areas Served:

The CRC referral services are available to all of the West Island. When possible, the postal code is collected during a referral call. The following shows the distribution of calls based on the information collected.



Information & Referral Program

Testimonials

"The CRC was able to **give me the information I needed to make a decision** for what I would like to do next for my mom."

Kathleen W - Beaconsfield.

"Being away from my parents is already difficult. It is **reassuring to know that an organization like the CRC is there** to help us understand the resources available and to know about the waitlist times. Sandra was very helpful and honest about the realities. "

Clara F - New Brunswick, Stephanie and Barry - Pointe-Claire

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



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.

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

CRC Mobile continues to be an essential program in the West Island community. The post-pandemic era has seen an increase in needs amongst local seniors and families. This has further highlighted the importance of having the CRC Mobile program available to help people navigate the resources.

This year the CRC Mobile program helped connect **134** seniors and **26** families to community programs and services.



CRC Mobile Testimonials

"Thank you Sandra for your support. **You helped become active again in my community.** I am now a volunteer and feel like myself again."

Judy F - Sainte Anne de Bellevue

"**WOW! I am so happy that CRC mobile exists.** Sandra came directly to my dad's house and got him hooked up with other organizations and helped him each step of the way."

Carolyne - Pointe-Claire

"I was waiting for a call back from the CLSC and in the meantime I contacted the CRC. Sandra came to my house and showed me other options that I could use within the community. It is **comforting to know that there is someone out in the community that cares and accompanies us along the way.**"

Ms K - Pierrefonds



Welcome to Pierrefonds

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 in Pierrefonds-Roxboro.
- Promote **intercultural dialogue** by connecting people to decision making spaces as well as promoting existing resources for racialized and immigrant people in Pierrefonds-Roxboro.

The CRC creates opportunities for dialogue and discussion by working in collaboration with community partners in order to develop safe spaces where people can network and learn to know each other. Our goal is also to offer a welcoming presence to all immigrant newcomers to Pierrefonds-Roxboro.

Since April 1st 2022, we have reached:

- More than **120 individuals** with informal discussions during our door to door interventions.
- **62 individuals** during activities with our community partners.

Key partners in the project:

The following are members of the *Vivre Ensemble* Committee :

- Pierrefonds-Roxboro Borough
- Table de Quartier du Nord de l'Ouest-de-l'Île de Montréal (TQNOIM)
- Carrefour Jeunesse Emploi de l'Ouest-de-l'Île (CJE)
- Pierrefonds Community Project(PCP)
- Cloverdale Multi-Ressources (CMR)
- Corbeille de Pain
- Friends for Mental Health
- Vert-Cité
- 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)
- Centre d'Intégration Multiservices de l'Ouest-de-l'Île (CIMOI)
- Welcome Collective
- Table de Quartier Sud de l'Ouest-de-l'Île (TQSOI)
- Cloverdale Cooperative

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

Legal & Tax Clinics

Legal Clinic

This year **129 West Islanders** 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 a proud collaborator of Volunteer West Island and their income tax clinic. The CRC assisted by referring **185 individuals** to the 2022 tax program. The CRC office also served as a drop off and pick up location for the 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 received a call back from the lawyer the next day. I was asked to prepare my questions in advance to make better use of the time I had for the consultation. The lawyer answered the questions I had and I was off the phone in 10 minutes. **This consultation saved me so much time and stress.**"

Lorraine - DDO

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 **22 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 **23 different organizations** took the opportunity to participate in one or more meet-ups.



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 chit 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 **12 information sessions**:

5 sessions for people living, studying or working in the West Island¹.

The sessions for people living, studying or working in the West Island include:

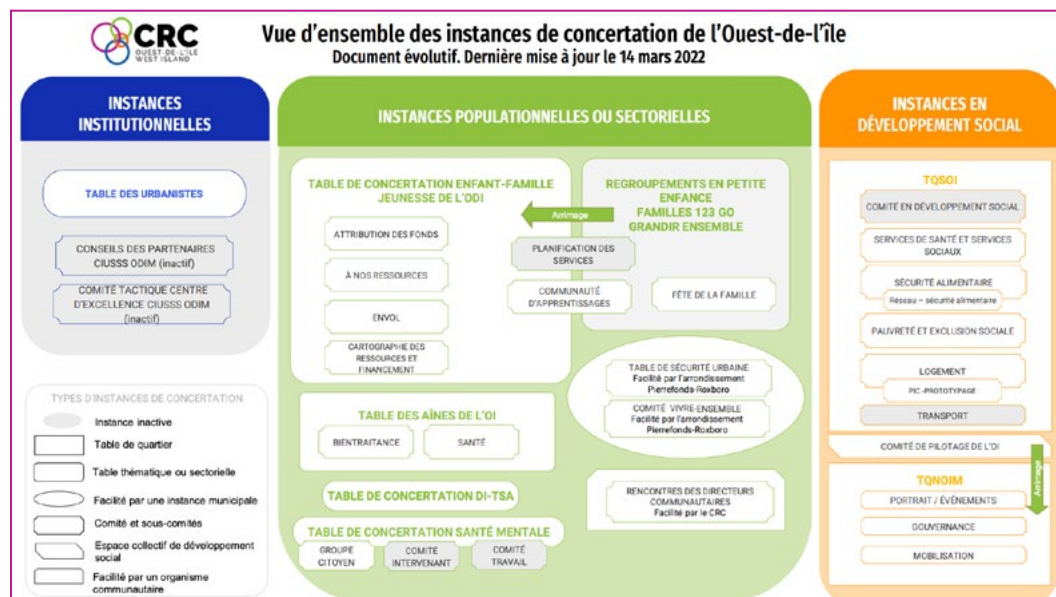
- A presentation of the CRC mission, mandate and online tools.
- An informal discussion on the group's needs/challenges and how the community resources might be useful to them.
- A question and answer period to connect people with the community resources.

8 individualized sessions for specific community groups & partners (teams and/or participants).

The session for community groups and partners 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.



¹ The CRC team has decided to stop using the word 'citizen' whenever possible when we are referring to participants. We prefer using terms that include everyone with or without an official status.

Outreach



Outreach activities in 2022-2023:

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

- **Participating in the Community Awareness Day at the Plaza Pointe-Claire:** The CRC had a table set up with our referral tools (flyers and seniors' guide). Our 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 2022, the CRC participated 3 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.
- **Participating in Leadership au Féminin:** The CRC had a table set up with our referral tools. Our director of development talked with participants and connected them to community resources as needed.
- **Participating in the event celebrating ABOVAS' 15th year anniversary:** The CRC had a table set up with our referral tools (flyers and seniors' guide). Our program coordinator talked with participants and connected them to community resources as needed.

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

- **Partnering with West Island Mission (WIM):** The CRC program coordinator offered individualized support to WIM clients to help them connect to programs and services offered in the community sector.
- **Partnering with Croix-Rouge:** The CRC had 7 meetings with the Croix-Rouge community agents to facilitate referrals to West Island community resources and /or directly refer participants to the program. This is an ongoing project.
- **Continued partnership with Vieux-Moulin in their project offering referrals to private suppliers & service providers.**
- **Partnering with the Cloverdale Housing Cooperative:** The CRC started a door to door initiative to connect people living in the neighborhood with available resources and create opportunities for intercultural dialogue and discussions.
- **Participated in meetings with CIUSSS Ouest de l'île:** Regarding the launch of the new GAP (Guichet accès première ligne) The CRC remains the first contact for the community sector.
- **New partnership with Comaco:** Comaco connects with the CRC on an on-going basis to hear of the needs of the West Island community organizations and the users of services.
- **Participated in the ABOVAS conference on Deconditioning** of older adults. The CRC had a resource table and was there to offer any support for those attending.
- **Participated in the Centraide Speaker Program**

Rooted in Unity. Empowering Community.

During the course of the year, the following **44 organizations** have participated in CRC hosted events.

- West Island Volunteer Accompaniment Service (ABOVAS)
- Action Jeunesse de l'Ouest-de-l'Île (AJOI)
- Adapted Sailing Association of Québec (AQVA)
- AMCAL Family Services
- Arthritis West Island Self Help Association (AWISH)
- Big Brothers Big Sisters West Island
- Carrefour des 6-12 ans de Pierrefonds-Est
- Centre Bienvenue
- Centre de recherche d'emploi Pointe-Claire (CREPC)
- Centre d'Intégration Multiservices de l'Ouest-de-l'Île (CIMOI)
- Community Perspective in Mental Health (CPMH)
- Corbeille de Pain
- Cumulus Project
- DDO Seniors Club
- Ecomuseum Zoo
- Executives Available
- Family Resource Centre
- Friends For Mental Health
- KIGI Agency
- La Sortie
- Li-Ber-T House
- Literacy Unlimited
- LOVE Québec
- Maison des Jeunes Pierrefonds
- Ngadi Foundation
- Nova West Island
- Omega Community Resources
- Projet Communautaire de Pierrefonds (PCP)
- Table de Quartier Nord de l'Ouest-de-l'Île de Montréal (TQNOIM)
- Table de Quartier Sud de l'Ouest de l'Île (TQSOI)
- Teresa-Dellar Palliative Care Residence
- VOBOC
- Volunteer West Island
- West Island Assistance Fund (WIAF)
- West Island Black Community Association (WIBCA)
- West Island Cancer Wellness Centre (WICWC)
- West Island Citizen Advocacy (WICA)
- West Island Crisis Centre (WICC)
- West Island LGBTQ2+ Centre
- West Island Mission
- West Island Women's Centre (WIWC)
- West Island YMCA
- West-Nette Services
- WIAIH



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.



Newsletter



CRC
OUEST-DE-L'ILE
WEST ISLAND

COMMUNITY CONNECT NEWSLETTER

November 2022

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

Welcome to the November 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.

VOLUNTEERISM

Dorval Meals on Wheels is seeking a [Shopping Coordinator](#) who is mature, strong and has a car. This person will automatically be on the local executive team, be a third signatory on our cheques, and will join several other group coordinators on this committee. For more information please contact Volunteer West Island at volunteers@volunteerwestisland.org or call (514) 457-5445.

NOVA West Island is actively recruiting [volunteers](#) for their thrift shops!

TRAININGS

November 17
The Fundamentals of Email Marketing for Nonprofits
Charity Village is offering a free webinar on the fundamentals of email marketing for nonprofits. Click [here](#) to register.

FUNDRAISERS

November 1- December
Yule Log Fundraiser
Big Brothers Big Sisters West Island is hosting their 3rd annual yule log campaign! Purchase a yule log through the [online boutique](#) and support youth during the holidays. Pick up will be at Traffic Tech in Kirkland during the week of December 12th 2022 (more details to come).

November 12
La Sortie GALA
La Sortie is hosting the 5th edition of their Gala. Join them for cocktails, a fine dining experience and a night of entertainment for a good cause! Click [here](#) to get your tickets.

November 13
ABOVAS Pasta Fundraiser
Support **ABOVAS** and join them at Mundo Trattoria between 1pm and 7:30pm for their second annual pasta fundraiser. There are 4 seatings and take-out options! Buy your tickets [here](#).

November 26
Beaurepaire Holiday Market
Visit **NOVA West Island** at the 3rd annual Beaurepaire Holiday Market between 3pm-7pm. Visit the Beaurepaire Village Business Association [Facebook Page](#) for more information.

Cookbook for Sale
Corbeille de Pain's cookbook, *Simple Local Fare*, includes recipes for appetizers, salads and simple to prepare mains. The book also features stories from local farmers and photography that encourage readers to cook more at home. All proceeds will support food security programming. Buy [here](#).

Click to see more fundraisers!

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:

- **161** registered recipients from 88 different organizations
- **42** 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:

- **38** community fundraisers
- **40** community events
- **20** trainings available to community partners

Testimonial

"Just lovin' this newsletter. Keep up the great work."

Anonymous

Publications

The CRC has created two new publications to help promote the West Island Community Sector and the CRC's services.

The **Promotional Postcard** is a bilingual double-sided tool designed to promote the West Island Community Resource Centre. The card provides all the necessary information to access the CRC's services. It includes a QR code that links directly to the community sector page of the CRC website, which displays information about programs and services offered by local non-profit organizations. These postcards will be distributed to partner organizations, at local community events, and during door to door outreach initiatives.



The **Community Sector Directory** is a new tool to help promote the programs and services offered by over 70 not-for-profit organizations in the West Island. This publication is designed to build awareness about the existence of the community sector, and to highlight both the sector's, and the CRC's, contribution to improving the quality of life of the West Island community. This directory can also be used as a training tool for people who need to have access to knowledge about what resources exist in the community to assist West Islanders.



Website

The CRC's website is an important tool that helps to connect people to the West Island community sector. The website features:

- Information on the CRC's [role in the community](#)
- [Feature pages for over 70 non-profit organizations](#), which include printable 1-page summaries of programs and services offered by the organization and a video introduction (if available)
- [Community sector news page](#)
- [Community calendars](#) for events, workshops and support groups
- Listing of [job opportunities](#) in the sector
- Information on [how to support the sector](#)



Statistics:

April 1, 2022 - March 31, 2023 (end of year)

In the last fiscal year, the CRC website has had a total of **13,000** users.

Top viewed pages:

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

The CRC's website has seen a significant increase in usage over the last activity year, with a total of **46,234** page views, up from 11,794 views in its first 6 month launch period in 2022.

Testimonials

"We really appreciate the write-up about our workshops in the recent newsletter/website update and it certainly helped. We even had a few clients + partners mention they saw it via the CRC website."

Benjamin Goldman, Carrefour jeunesse-emploi de l'Ouest-de-l'Île



Community Spirit

Jingle Mingle

For a sixth year, the CRC organized a festive gathering for community organizations to join together to celebrate the winter season. The event offered community partners the opportunity to get together to celebrate the season and to network with new and existing partners within the sector. The Jingle & Mingle connected **63 community partners from 27 organizations.**



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.

*“Great mingling event by the CRC! **Absolutely loved it.** Thank you for the wonderful opportunity to interact with the rest of the community.”*

*“There is **much to gain at every event hosted by the CRC West Island,** the Jingle and Mingle is no exception. It was so much FUN!”*

Halloween in the Village

This year, the CRC sent out an invitation to the community organizations inviting them to join us in participating in the Valois Village Halloween Event. This year the CRC was joined by Friends for Mental Health in distributing candy and promoting the programs and services offered in the community sector. It was a fun event full of community spirit!



Summer Social

To kick off the summer season, the CRC hosted a summer social for community partners to come together and network over refreshments, while celebrating the end of their annual general meetings. This drop-in style event allowed for partners to connect in person and simply enjoy the nice weather and positive spirits! The Summer Social connected approximately **35 community partners from 20 organizations.**



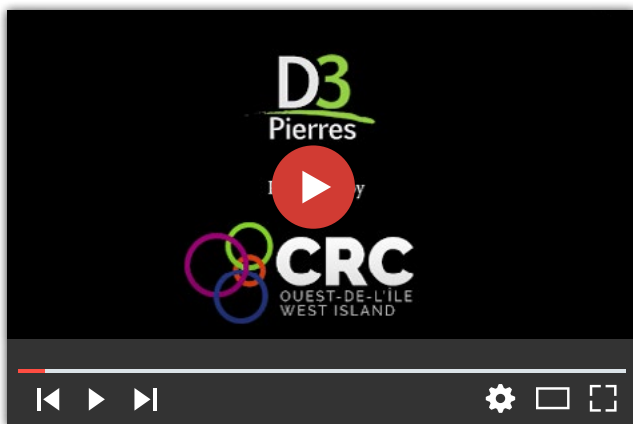
Discover the West Island Community Sector video project

In the summer of 2022, with the help of funding from Canada Summer Jobs program, the CRC was able to offer another year of the *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.

This year, the CRC offered community organizations the opportunity to film their first video, or to update their existing video. As a pilot project, different video styles were used including; a short presentation of the organization filmed at the CRC or at the respective organization, and a more in-depth video that included footage of the organization in action.

In July and August, **13 organizations participated in the project**, 6 of which were participating for the first time.

- Équipe Entreprise
- AQVA
- West Island Crisis Centre
- West Island Assistance Fund
- Corbeille de Pain
- D-Trois Pierres
- West Island CALACS
- Projet Cumulus
- Projet Communautaire de Pierrefonds
- Carrefour jeunesse-emploi de l'Ouest-de-l'Île
- VOBOC
- Centre de recherche emploi Pointe-Claire
- Li-Ber-T House



Since the launch of the project in 2021, there has been a collective total of **1,644 views**, with **526 views generated from the 13 new videos** produced in 2022.



This project would not have been possible without the hard work of Joseph Bottaro, who joined the CRC team on a summer contract. Joseph brought his expertise to help fulfill the vision of the project and produce the quality videos that can be found on the CRC website. This project would not have been possible without the hard work of Joseph Bottaro, who joined the CRC team on a summer contract. Joseph brought his expertise to help fulfill the vision of the project and produce the quality videos that can be found on the CRC website.

Testimonial

"L'Équipe Entreprise was very lucky to have worked with the CRC team on a pilot promotional video project, where we were able to use footage from our daily operations to **better illustrate the work that we do and provide basic information about our organization**. Thanks to the CRC, we have been able to use the promotional video to demonstrate what we do and to help inform community groups, institutions and potential funders about our work this year. **This is an incredibly valuable resource** that came at no cost to us. Our thanks to the CRC team that supported us through the project – they made it incredibly easy to produce a high-quality promotional tool that will be used for years to come!"

Dana Flynn, Executive Director



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.



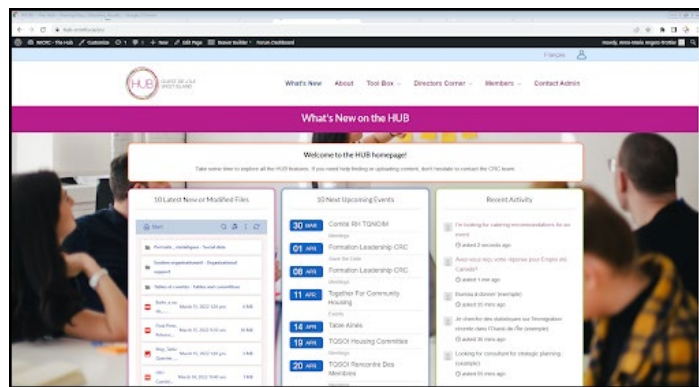


The HUB

The HUB is a communication & collaboration portal for everyone that participates in collective action efforts in the West Island.

The HUB helps 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.

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**.

Next steps for the HUB, in collaboration with community partners :

- On-going efforts to mobilize members and **develop strategies** that encourage members to add content.
- **Seek opportunities to fund** the maintenance and human resources needed to help keep the HUB active.
- **Update and incorporate suggestions to maximize the functionality of the portal.**

Learning Opportunities for Community Partners

This year, the CRC hosted 4 training sessions for the West Island Community Partners. Funded by the Pierrefonds-Roxboro borough, the sessions were specifically designed to answer community needs.

How to write grant proposals?

This training was aimed to help community partners (volunteers, workers, etc.) navigate the complexity related to grant writing. The sessions helped demystify forms as well as offered key information on how to develop action plans and timelines. The CRC team shared its top tips and tools to facilitate the process and help community groups gain access to new sources of funding.

The training was offered twice in 2022.

Demystifying ADS+ (l'analyse différenciée selon les sexes et plus)

We hear about the 'ADS + approach' more and more when discussing becoming more inclusive in organizations. Community groups are often asked to detail in funders reports how they use the approach in their every day operations. The sessions helped organizations better understand ADS +. The workshops were developed using real examples from the community. The participants also received tools to use and share with their teams.

The training was offered twice in 2022 and will be offered again in 2023.

Committees and Tables

In 2022-2023, the CRC participated on 30 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 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:

The West Island Seniors Table

- The Health Committee
- Bienveillance Committee
- Wellness Committee

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

- Board of directors
- Social development committee
- Portrait / event committee
- Mobilization committee

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

- Food Security committee
- Housing committee
- Poverty Reduction Social Inclusion committee (and 2 subcommittees)
- Health and social services committee
- Evaluation committee
- CALODI (Renter's rights organization)

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)

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)

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.



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).

En partenariat avec :



The CRC is grateful to the [Ville de Montréal](#) and the [Québec Ministre de l'Immigration](#), for their support of our "Bienvenue au Pierrefonds" project that is funded through *le Programme d'appui aux collectivités*.

Thank you to all of our supporters & municipal funders!



A special thank you to the following consultants and suppliers who have helped the CRC to achieve its goals through their gifts of time and expertise:

Chelsea Bell, [Graphic and Web Designer](#)

Sandra Bourdé, [Translation Services](#)

Jer Chapman, [Freelance Web Developer](#)

James Hutchinson, [Info-Tech Montreal](#)

[The Business Box Printing](#)

Thank you!

