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CONNECT. PROMOTE. SUPPORT.
the West Island Community Sector

West Island
Community Resource Centre

ANNUAL REPORT 2023-2024



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 and resources

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 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.
- Community-based initiatives that encourage networking, and centralized communication, such as **The HUB** platform.

The CRC in ACTION!

In 2023-2024 the CRC team has....

CONNECTED

- **Responded** to **4421** information and referral phone calls from citizens and community partners from **7** different municipalities and **2** boroughs.
- **Received** **196** email requests for resource information.
- **Accompanied** **141** seniors and **21** families through the process of getting connected to community programs and services within the CRC Mobile program.
- **Booked** **121** legal clinic appointments for the CRC legal clinics.
- **Assisted** **185** citizens in getting connected to Volunteer West Island's 2023 tax program.
- **Presented** **10** resource information sessions, including **9** for people living, working or studying in the West Island and **6** individualized sessions for specific community groups & partners.
- **Completed** a project for 2023-24 that created safe and welcoming intercultural spaces for racialized and immigrant people, in collaboration with community partners.
- **Developed** a new project in partnership with the West Island Women's Centre (WIWC) that will help connect the WIWC members to important resources.
- **Proposed** a new information and referral program focused on housing needs. The program will help West Islanders access information, resources and support during their search for housing.

PROMOTED

- **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** **54,894** page views on the CRC website in the last year!
- **Welcomed** **14,035** user visits to the CRC's website.
- **Published** **9** editions of the Community Connect newsletter and distributed to **155** registered recipients from **88** different organizations.
- **Promoted** **34** community fundraisers, **56** community events and **17** trainings from **41** community organizations, in the pages of the Community Connect Newsletter.
- **Fostered** community sector spirit with **54** community partners from **24** organizations, at the CRC's annual Jingle & Mingle networking event.

SUPPORTED

- **Participated** on **23** different committees and tables.
- **Attended** **14** Annual General Meetings of community organizations
- **Hosted** **20** Director Meet Ups on Zoom, where directors from **25** different organizations took the opportunity to participate in one or more meet-ups.
- **Planned** **3** training sessions for West Island Community Partners.
- **Strengthened** the CRC as an organization through strategic planning workshops.
- **Encouraged** the use of the West Island HUB portal to community tables, committees and directors.
- **Facilitated** a HUB mobilization committee with Table de Concertation leaders and CIUSSS community organizers.
- **Supported** the next phase of the TQNOIM development by being a representative on their board.
- **Welcomed** **40** different organizations to CRC hosted activities!

President's Message⁵

Executive Director's Message⁶

CRC Team⁸

Connect⁹

Promote²⁰

Support²⁶

Funding Partners³⁰

President's Message

For over 40 years, the West Island Community Resource Centre, the CRC, has been the heart and soul of the community sector. Its remarkable services connect, promote and support community members with referrals to resources and programs to improve their well-being and daily lives. This work, led by dedicated and tireless Executive Director, Katie Hadley and enhanced by the remarkable innovative and devoted staff members, Sandra Watson, Program Coordinator, Jillian LaLonde, Coordinator of Information and Referral Services, and Skye Rawlings, Events and Communication Coordinator, is integral to the continuity and sustainability of the CRC.

This valuable work would not be possible without the necessary financial support from Centraide, West Island Community Shares, the City of Pointe-Claire, other West Island municipalities, as well as other contributors and funders who believe in the CRC's ongoing role in the community sector.

The WICRC's dynamic and diverse Board of Directors is comprised of the following members: Michael Chechile, Gavin Fernandez, Christina Forest, Veronica Johnson, Dion Joseph, Judith Kelley, Tracey Mckee, Cori-Ann Surette and Tessa Trasler. The members bring an array of experience to the CRC Board and unwavering commitment to the organization. The Board has actively engaged in its governance role with particular committee focus in 2023-2024 on strategic planning discussions and workshops, human resources and finance. The Board members participated in a day-long retreat in February to re-visit our vision, mission, values and objectives. At this retreat, our discussion was facilitated by Anne-Marie Angers-Trottier, whose respect for the CRC for several years has been remarkable and passionate. We are also grateful for the support we have received from our past-President, Jennifer Harper, who holds great knowledge about the CRC's work and the non-profit sector, as well.

Our year's discussion has also helped to incubate exciting projects in a partnership with the West Island Women's Centre and with a brand new initiative regarding housing information and referral, both serving high community needs.

It is with a great sense of regard for the West Island Community Resource Centre that I urge you to read through the 2023-2034 Annual Report to discover the scope of the CRC's work and its contribution in its unique, innovative and compassionate way to the West Island Community.

Judith Kelley, President



President
Judith
Kelley

Executive Director's Message

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.

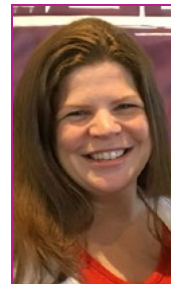
The activity year started off by celebrating the CRC's 40th anniversary. We invited our community partners to participate in a forum that served both as a celebration of the CRC and as an important discussion on the information and referral system in the West Island. With 60 people in attendance, we worked together to examine where and how people living in the West Island access the important information that they need to have a good quality of life in our community. The discussion focused on what works well and what could be improved, and concluded with brainstorming on innovative ways to create positive change. The event inspired interesting discussion and provided useful information that the CRC was able to incorporate into our internal reflections for the next steps in the organization's development. I invite you to read about our new initiatives on page 31.

The CRC had another busy year delivering all of our programs and services. We continue to provide people in vulnerable situations with important assistance through our CRC mobile program, our information and referral line, our legal clinic, and our Welcome to Pierrefonds program. Providing information and referrals is important, but the CRC's role is so much more. We help to break isolation, provide a sympathetic ear and a caring response, and help to reduce the anxiety that can result from trying to navigate the systems of support in our community. The CRC is a safe space, with a caring team of people who show up every day to make a difference in the lives of West Islanders who are struggling with a multitude of needs and challenges.

The CRC also plays an important role in bringing community organizations together to learn about each other and to build relationships. We believe in the power of collaboration, and that an important base for collaboration is forming strong trusting relationships. By providing opportunities for team members from different organizations to learn more about each other through the CRC website, the HUB, our Community Connect newsletter, and networking activities, we aim to deepen the connection between partners within the network.

Our organization makes many important contributions to the West Island community and we are continuously considering how we can best meet the current needs. After our role in the 5-year Collective Impact Project (CIP) came to an end in 2023, our organization reflected on what the community needed most from the CRC. We are proud of our accomplishments in helping to facilitate collective initiatives and supporting the development of the local Tables de Quartier and Tables de Concertation, and we will continue to support the Tables as they lead the efforts in identifying and working on priority issues. However, the CRC's priority next year will be on developing our information and referral programming. With the increased complexities of the needs presented through our programs, and the challenges that were identified at our anniversary forum, we believe that developing our capacity to support people in vulnerable situations is crucial to improving quality of life in our community. We look forward to sharing more on these initiatives as they develop in 2024-2025.

I would like to thank everyone who supports the CRC; the board of directors, the CRC team, our partners, and our funders. Together we ensure that the CRC continues its important work in the West Island. Together we make a difference.



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 2023 AGM, the board thanked Jennifer Harper for her years as President and appointed Judith Harper Kelly as the new President. In addition, the board welcomed two new members Veronica Johnson and Tracey Mckee, respectively.

Judith Harper Kelley
President

Christina Forest
Vice-President

Gavin Fernandes
Secretary

Tessa Trasler
Treasurer

Dion Joseph
Director

Cori-Ann Surette
Director

Michael Chechile
Director

Veronica Johnson
Director

Tracey Mckee
Director

Team Members



Executive Director
Katie Hadley



Program Coordinator
Sandra Watson

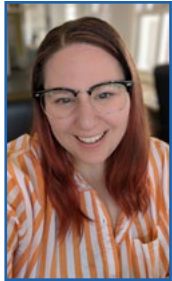


Communications and Events Coordinator
Skye Rawlings



Director of Development
Anne-Marie Angers-Trottier

Anne-Marie moved on to new opportunities in May 2023. We thank her for her 10 years of dedication to the CRC and the West Island Community. We wish her all the best in endeavors.



Information and Referral Services Coordinator
Jillian Lalonde

Contract Positions



Nora Xu
Bookkeeper



We **CONNECT**

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- Community organizations and community partners to one another.



Information & Referral Program

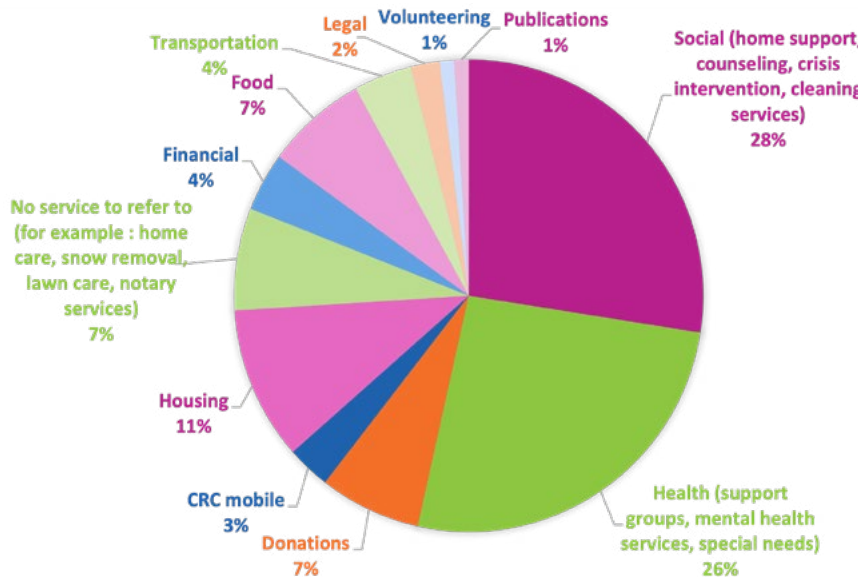
Program

The West Island Community Sector has **over 70 different organizations** that help to improve the quality of life of West Islanders. Through the CRC's specialized 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 Islanders 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 2023 until March 31st 2024, the CRC had a total of **4421 requests** for information and referrals, including 4224 phone calls and 197 email requests through the CRC website.

The calls received are related to a multitude of needs. The CRC records the expressed needs in general categories. Over the course of this year the CRC team has noticed the needs of West Islanders becoming more complex. The calls received address needs in multiple categories which require supportive listening and multiple referrals to address callers complex experiences. For this year, the needs were represented as follows:



Impact

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

Information & Referral Program

The complexity of the needs that present through our information and referral line can be demonstrated in the following examples of people in vulnerable situations:

We received a call from a person between the ages of 35-65 whose husband was experiencing mental health struggles. The caller was stressed and expressing difficulties coping with her husband's health. She was also concerned about her children's wellbeing. She had a multitude of requests, including help to find activities for her children, information on how to get her taxes completed, strategies on how to break her feelings of isolation and loneliness, and she was looking for information and resources to help her make decisions about her living arrangements.

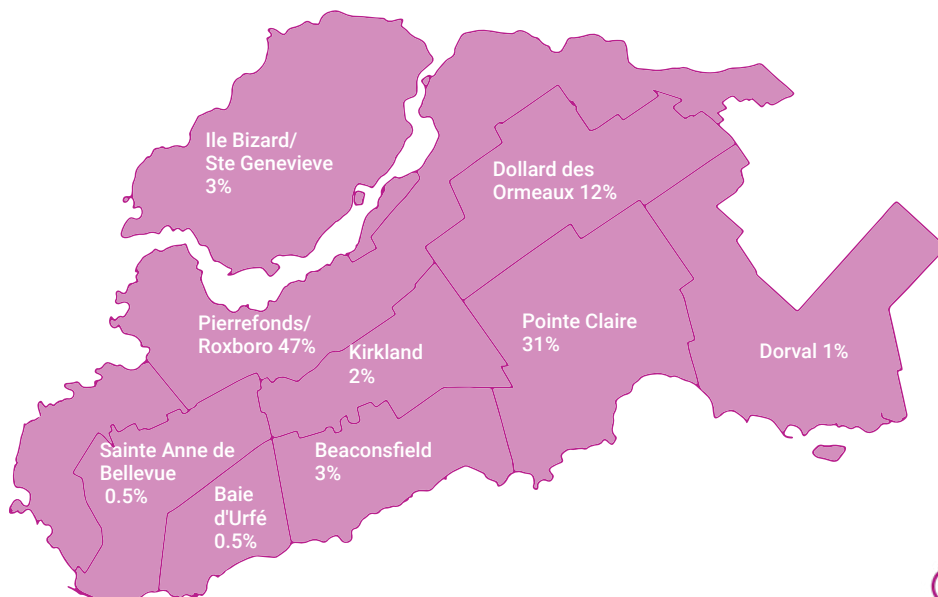
A West Islander between the age 50-65 years old called our info and referral soon after the family's rental home burnt down. They needed help to look for temporary housing, food assistance, listening and support, accompaniment through a resource plan, help navigating her insurance company and moving the remaining items in the dwelling. The family unit consisted of a couple, an elderly mother with mobility issues, one primary school aged child, and one high school aged child who is on the higher autism spectrum.

The CRC was able to help in both of the above examples by:

- creating a safe space for the person to be listened to
- helping to identify and prioritize all the needs.
- creating a plan to reach out to available resources
- facilitating access to support from a variety of partnering community organizations
- helping to reduce the feeling of being overwhelmed and alone in a crisis
- providing follow-up to monitor any changes in the situation

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.



Testimonials

"I had no clue where to go for help and **the CRC staff was so nice** in answering the phone and letting me know of organizations that could help me care for my mother. I am relieved to now have a plan."

Mary- Dorval

"I couldn't figure out how to sign up for the food bank, you were so patient in guiding me through the online registration form over the phone, **I don't know what I would have done if you hadn't answered the phone** to help me each step of the way. Now I have access to the food bank & know where I can go for help if I need it."

Joseph, Pierrefonds

CRC Mobile



Impact

- **Improved Access to Services:** The program helps seniors navigate the complex network of community resources. This helps to improve access to the services they need, such as healthcare, social services, and recreational activities.
- **Personalized Support:** One on one meetings allow the program coordinator the opportunity to assess and address the unique needs of each person. The development of individualized resources plans outlines specific solutions and actions to help enhance the participants' quality of life.
- **Increased Social Connection:** The program facilitates connections with community groups and activities, reducing isolation and promoting social engagement among seniors.
- **Better Health Outcomes:** The program contributes to better health and well-being, potentially reducing hospital visits and improving overall health outcomes.
- **Emotional Support:** The ongoing support and follow-ups provided by the coordinator offers seniors emotional reassurance, which can help to reduce anxiety and stress.



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

Navigating local resources can be challenging and overwhelming. The CRC Mobile program coordinator offers personalized consultation to individuals, families, and professionals in the community to **streamline access to community services**.

The coordinator works closely with clients to create tailored resource plans, guiding them through each step and offering ongoing support and follow-ups to **ensure successful connection to available resources**.

The CRC Mobile program accepts referrals from local CLSCs, community partners, municipalities, and citizen networks, ensuring a broad reach and comprehensive support system.

This year

The CRC Mobile program has had a significant and positive impact on seniors by providing them with crucial support and resources. The cases are more and more complex and the resources that the clients are referred to often have long waiting lists. Follow-up phone calls and check ins are crucial during this waiting period.

This year the CRC Mobile program helped connect **141 seniors and 21 families** to community programs and services.



CRC Mobile Testimonial

"I discovered your contact information on your organization's website. While I initially considered addressing this directly to Sandra, my understanding of her may suggest she wouldn't forward this message. I **want to express my gratitude** for Sandra's exceptional assistance to my mother, Beverley. We learned about your services through a CLSC worker recommended by a neighbor.

Living alone, my mother faced increased challenges since my father's passing three years ago. Sandra's visit in early December proved invaluable, as she **provided resources that significantly improved my mother's daily life**. Thanks to Sandra, my mom now has the support of a volunteer from ABOVAS for trips to Walmart and the bank. Additionally, she is on the waitlist for friendly visitors from another organization.

Recently, a CLSC worker contacted me regarding a referral Sandra made for my mom. Despite the challenges, including my contraction of COVID before Christmas, Sandra ensured my mother wasn't alone during the holidays. Her thoughtful call on Christmas day and a subsequent visit in early January meant a lot to both of us.

I understand that Sandra's actions may go beyond her official job duties, but the positive impact she's had on my mother is immeasurable. They even created a 'Happy Sandra List' together, documenting things my mom is grateful for, and it has become a daily source of joy.

As someone working in the healthcare system, I recognize the immense value of individuals like Sandra. If more compassionate people were involved, our seniors would undoubtedly be better off. **I extend my sincere appreciation for your service and express heartfelt gratitude to Sandra—a true angel in our lives."**

- Caroline

In partnership with:



Welcome to Pierrefonds-Roxboro

Project objective

Our project aims to create a network to welcome, support and facilitate the interaction between immigrants, racialized people, citizens of the host society and local organizations. The goal is to create opportunities for intercultural connections in Pierrefonds-Roxboro.

By adopting a cross-sectoral approach, we aim to create safe spaces for discussions where targeted populations can connect and get to know each other.

Impact

Encourage intercultural dialogue through citizen involvement, by creating spaces where people can meet and share, and by facilitating access to decision-making institutions in Pierrefonds-Roxboro.

Project background and implementation

When partners on the Vivre Ensemble committee came up with the "Bienvenue à Pierrefonds" project, they aimed to create a network to welcome, share and support people, and to address the lack of resources and the under-representation of certain populations in the activities offered locally. We wanted to create safe spaces where targeted populations could share their needs, challenges, cultures and values.

Initially, we considered bi-weekly discussion groups, but key players pointed out that this format would be difficult to implement. We therefore reconsidered our strategy and opted for one-off meetings combined with grassroots activities involving the target populations. We also made dozens of door-to-door visits to Pierrefonds-Roxboro's densely populated neighbourhoods to get in touch with residents, better understand their reality, and mobilize them to participate in community and municipal activities.

Outcomes

Since April 2022, we have organized **17 discussion meetings, mobilizing more than 245 individuals**. Although we had initially planned **24 meetings**, we subsequently adjusted our strategies to reach a greater number of people.

Major events, such as Leadership au Féminin and Fête de la Famille 2023, enabled us to **engage with over 300 more individuals**.

Between April 2022 and June 2023, we carried out **10 door-to-door initiatives**, reaching over 400 households and having **valuable conversations with 172 individuals** from our target populations.

Communication Tools

We created and distributed over 100 copies of a compendium of community and municipal resources, and over 250 postcards. These tools were delivered to a variety of locations, including:

- Municipal libraries (2)
- Local restaurants and popular stores
- Community organizations (West Island Assistance Fund, Cloverdale Cooperative, Habitation Lalande)
- Child care services (CPE and daycares)
- West Island Women's Centre (Pierrefonds campus)
- Gerry Robertson Community Center

Meeting places

We met with targeted people in a number of locations:

- In their homes (Cloverdale district)
- In a community space at Cloverdale Cooperative
- In a restaurant near Cloverdale Cooperative
- Online (virtual meetings with CIMOI)
- At Pierrefonds library
- At Gérald-Godin College (in collaboration with CJE West Island)
- At the Community garden of the West Island Assistance Fund
- At West Island Women's Centre, Pierrefonds campus
- At the Food Bank (West Island Assistance Fund)
- At À Ma Baie Park

Conclusion

Through these initiatives, we have succeeded in creating a solid network to welcome, share and support newcomers, fostering inclusion and intercultural dialogue in Pierrefonds-Roxboro.

Legal & Tax Clinics

Legal Clinic

This year **121 West Islanders** used the CRC's legal clinic service. Me Jos El Debs graciously volunteers his time to help West Islanders with their legal questions by providing 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 CRC and the West Island community is grateful for the services of Me Jos El Debs.

Income Tax Clinic

The CRC assisted **185 individuals** by giving them appropriate referrals to local income tax assistance programs offered for the 2023 tax season. The CRC office also served as a drop off and pick up location for the client files being taken care of by Volunteer West Island. 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.

Testimonials

"I got a call back in a reasonable amount of time, I was able to ask my questions and **I got the answers I needed to move forward with my legal situation**"

Nancy, Pointe-Claire

"The CRC was an integral partner in Volunteer West Island's 2023 Income Tax Clinic. As the coordinator, **I had peace of mind knowing that the correct information was being given to those inquiring about the service.** Being a drop off/ pick up location made a big difference to those in the area and offered them an accessible location to bring their tax forms. Their flexibility and accommodating nature helped the tax clinic operate smoothly and efficiently. **They were phenomenal to work with!**"

Skye Rawlings, Community Outreach Coordinator - Volunteer West Island

"**The tax service is fantastic, the people at the CRC are so nice and helpful to the elderly.** I enjoyed my visits to drop off and pick up my taxes, it made it easy that it was so close to home."

Everdena, Pointe-Claire

Community Director Meet-Ups

Community Director Meet-Ups

This year the CRC hosted **20 Director Meet Ups** on Zoom, and **one** in-person event in April.

These meet-ups provide directors of West Island community organizations with an opportunity to connect with each other and create the opportunity for:

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



Testimonial

"The director meet-ups twice a month, animated by Katie from the CRC West Island, are by far **my favorite zoom meetings to attend**. When possible I sign in and catch up with other directors in the West Island non-profit sector to discuss our different challenges, and also our victories. Often when one of us mentions a challenge we're having with our work, another one of us has already lived through it and their experience sheds light on possible solutions. It's a good way to let out our frustrations too, with people who understand exactly where we're coming from. Another benefit is **sharing information about our services which often leads to collaborations between organizations**. It's a wonderful initiative that breaks up my day and often allows me a well needed break from regular programming."

Liane Berry, Executive Director-
Li-Ber-T House

Info Sessions

This year the CRC hosted **10 information sessions**:

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

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

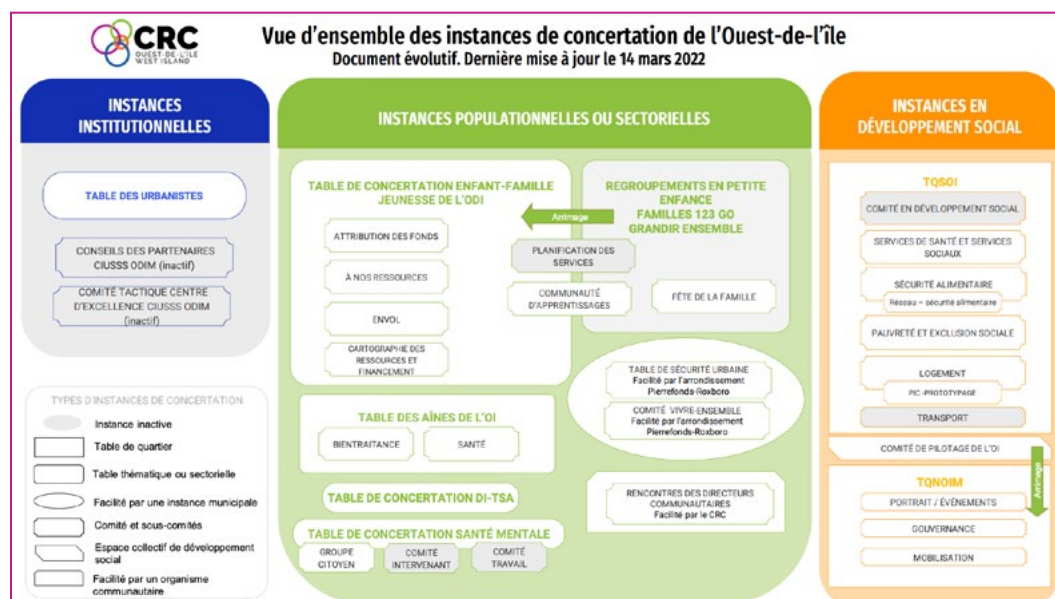
- A presentation of the CRC mission, mandate and online tools.
- An informal discussion on the group's needs/challenges and how the community resources might be useful to them.
- A question and answer period to connect people with the community resources.

6 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 2023-2024:

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 team talked with West Islanders 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 2023, 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. It is also a time to connect with them and inform them about the CRC services.
- **WIWC International women's day event:** The CRC had a table set up with our referral tools. Our coordinator of information & referral services spoke with participants and connected them to community resources as needed.
- **Participated in the Arthritis West Island Self Help Association (AWISH) workshop** held at Sarto Desnoyers. The CRC had a table with our referral tools. AWISH is an organization that the CRC refers to, and collaborates with.
- **Fête de la Famille:** The CRC joined community partners in the annual Fête de la Famille event held in Pierrefonds-Roxboro. The event is an opportunity for families and communities to come together to enjoy some fun and learn about services and programs offered in the West Island community. The CRC was pleased to offer information and beverages to participants.



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

- **Partnering with Croix-Rouge:** The CRC had 4 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 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.

Rooted in Unity. Empowering Community.

During the course of the year, the following **40 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)
- Alzheimer's Society of Montreal
- AMCAL Family Services
- Arthritis West Island Self Help Association (AWISH)
- Big Brothers Big Sisters West Island
- Centre Bienvenue
- Centre de recherche d'emploi Pointe-Claire (CREPC)
- Centre d'Intégration Multiservices de l'Ouest-de-l'Île (CIMOI)
- Cloverdale Multi-Ressources
- Community Perspective in Mental Health (CPMH)
- Corbeille de Pain
- Cumulus Project
- DDO Seniors Club
- Family Resource Centre
- Friends For Mental Health
- La Sortie
- LI-BER-T House
- Literacy Unlimited
- Maison des Jeunes Pierrefonds
- Ngadi Foundation
- Nova West Island
- Overture with the Arts
- Placement Potential
- 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
- 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 Women's Centre (WIWC)
- West Island YMCA
- 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
QUEST-DE-L'ILE
WEST ISLAND

**COMMUNITY
CONNECT
NEWSLETTER**

October 2023

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

Welcome to the October 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.

FUNDRAISERS

October 18
Poker Tournament
Alzheimer Groupe Inc. is hosting their annual poker tournament! Click [here](#) for more information on the different ways you can participate.

October 21
Yoga for NOVA
Join **NOVA West Island** for their 14th annual Yoga for NOVA Fundraiser! Register for the event [here](#).

October 29
WICA'S Haunted House
Join the **West Island Citizen Advocacy** for their annual haunted house! Free with donation at the door! Get the details [here](#).

[Click to see more fundraisers!](#)

EVENTS

October 1
WIAIH 65th Anniversary
Rain or shine, join **WIAIH** from 12-4pm as they celebrate their 65th anniversary! BBQ, family games, music and more!

October 3
Living Library
Come and be the readers of **Omega Community Resources** living books as they share with you their stories, their struggle, their obstacles and their recovery in mental health. Sign up [here](#).

October 10
World Mental Health Day
The **West Island Citizens Group** is proud to present another big, positive mental health community event in conjunction with World Mental Health Day, and in collaboration with **PCSM**. Click [here](#) for more information!

October 12 & 26
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!](#)

October
Solidarity Markets
Visit **Corbeille de Pain** for the last two weeks of their solidarity markets in Pointe-Claire at the Neighborhood Market and at the Gerry-Robertson Community Centre. View the [schedule](#) for the remaining dates.

Community Kitchens
Corbeille de Pain's Community Kitchens are up and running! Part workshop and part community meal, this program allows West Island residents to cook and eat together, and best of all, take home the leftovers! Click [here](#) to access the schedule. Register prior by sending an email to cuisines@corbeilledepain.com.

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

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:

- **155** registered recipients from 88 different organizations
- **41** 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:

- **34** community fundraisers
- **56** community events
- **17** trainings available to community partners

Testimonial

"The monthly CRC newsletter is a **helpful communication tool to inform West Islanders of our events, fundraisers, and mission**. Thanks to the CRC, we can reach more volunteer tutors, learners, Unlimited Seniors Club workshop participants, and even donors!"

Suzanne Bonn, Literacy Unlimited

Publications

The CRC has two 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.

Testimonial

"Even after working in the community sector for many years **I learnt so much and discovered organizations I did not know about** in the CRC's Community Sector Directory"

Franca -WIAIH



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, 2023 - March 31, 2024 (end of year)

In the last fiscal year, the CRC website has had a total of **14,035 users**.

Top viewed pages:

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

The CRC's website has seen a significant increase in usage over the last activity year, with a total of **54,894 page views**, up from 46,234 views in the previous fiscal year.

Testimonial

"When I started my current employment, I was often referring to the CRC's website to broaden my knowledge of other organizations and resources. A year later and I still turn to them for guidance. **A helpful website and friendly staff as well!**"

Marcy Lewis, Volunteer West Island



Community Spirit

Jingle Mingle

For a seventh 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. As a new addition to the event, an optional ice breaker activity was presented as each attendee arrived, encouraging guests to meet new partners and learn about the organizations they may not be as familiar with. The Jingle & Mingle connected **54 community partners from 24 organizations.**



Testimonials

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

*"I thoroughly enjoyed attending the Jingle & Mingle gathering. **It's wonderful to be surrounded by positivity and familiar (and new!) faces,** engaging in conversations without any specific agenda."*

*"**Making connections** with organization members from all over the sector and seeing how we can exchange resources"*

Halloween in the Village

For a third year, the CRC participated in the Valois Village Halloween Event. This event is a great way to connect with the community and introduce people to the CRC and what services are offered. It was another year full of community spirit and fun!

Plaza Pointe-Claire Tree Decorating

Over the holiday season, the CRC entered the Plaza Pointe-Claire Tree decorating contest. This contest gave community groups and local businesses a chance to not only win a small prize, but to promote their organization to the many visitors of the plaza.



Community Spirit

CRC 40th Anniversary

On May 11, 2023 the CRC celebrated its 40th anniversary by hosting an interactive forum that focused on examining the information and referral system in the West Island.

60 community partners from 32 organizations came together and looked at where and how people living in the West Island access and receive information relative to their quality of life. The activities created a dialogue on what works well in the system and also helped to identify areas that could be improved. The event concluded with a collective brainstorm on innovative ways that our community could help make positive change to the system of information and referral.

The CRC gathered all the collective insight and has been using it to help shape the development of the CRC's information and referral services.

The event was a great celebration of CRC's 40 years of community service and the feedback from attendees was very positive.



Testimonials

"Leaving with a **feeling of connectedness**, because we all come from different backgrounds, but have similar ideas . Power in numbers."

"A better appreciation of the **importance that the CRC plays in the community.**"

"**New connections, new ideas and new resources.**"





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 and resources.





The HUB

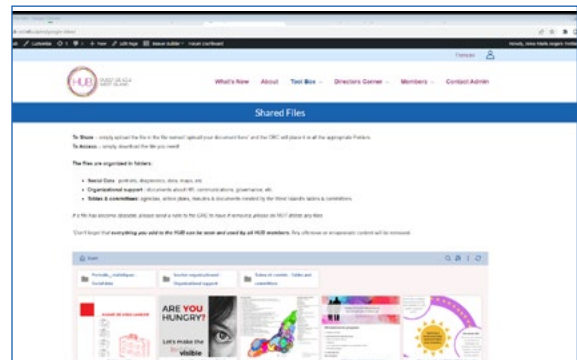
The HUB is a communication & collaboration portal for everyone that participates in collective action efforts in the West Island.

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 :

This year, the CRC has been helping to facilitate a committee, whose members include partners from each of the Table de concertations, the two Table de Quartiers, and the team of CIUSSS community organizers. Together, the committee has been working on taking steps to incorporate the HUB into different aspects of collective community work. Each Table/Committee is discussing and deciding how they can best use the HUB to meet the goals of their respective Tables, and each one will be working towards implementing this tool into their regular actions come September 2025. The committee will also be looking at development ideas, and strategies to secure resources for the HUB's future.

In the fall season, once the Tables and committees are actively using the HUB, a small committee of directors will be formed to discuss strategies to help better use the HUB amongst our community colleagues.

Learning Opportunities for Community Partners

This year, the CRC hosted **3 training sessions** for the West Island Community Partners. Funded by the Pierrefonds-Roxboro borough, the sessions were specifically designed to answer community needs.

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

April 25th, 2023

The 'ADS + approach' is frequently included in discussions about becoming more inclusive organizations. Community groups are often asked to detail in funders reports how they use the approach in their every day operations. These training sessions helped organizations to 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.

Espace d'échange et de dialogue: Stratégies pour mettre ses limites auprès des populations en situation de vulnérabilité

May 5th 2023

Community workers often feel helpless when trying to find resources and when supporting people in vulnerable situations. This session offered a safe space, which provided an opportunity for community workers to discuss strategies and share tools to identify, set and respect boundaries in their everyday work.

En collaboration avec Centraide dans le cadre du Projet Impact Collectif (PIC), le CRC a aussi facilité un atelier visant à favoriser l'échange et le partage de bonnes pratiques.

Échanges de pratiques : l'approche réflexive dans l'Ouest-de-l'île

April 13th, 2024

Lors de l'atelier, les participant-es ont pu découvrir l'approche réflexive ainsi que plusieurs concepts et outils y étant rattachés. Misant sur l'apprentissage en continu, la remise en question, le réinvestissement des apprentissages dans les pratiques, l'approche réflexive permet aux individus et organisations de maximiser leur impact dans leur milieu tout en valorisant les savoirs de leurs participant-es.

Committees and Tables

In 2023-2024, the CRC participated on 23 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 concertation enfance famille jeunesse de l'Ouest-de-l'Île & sub committees (TCEFJOI)

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

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

- Board of directors
- Mobilization committee

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 intersectoriel sur la salubrité de l'Ouest-de-l'Île

Comité consultatif 211 Montréal

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

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

- Food Security committee
- Housing committee
- Poverty Reduction Social Inclusion committee (and 1 subcommittee)
- Health and social services committee
- Evaluation committee

West Island Mental Health Table

- Working committees

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](#)

New Initiatives for 2024-2025

CRC Housing Project

A growing number of households in Greater Montreal, as elsewhere in Quebec, are affected by housing issues. The West Island is no exception to this trend, which unfortunately has an even greater impact on people in vulnerable situations. Thanks to our community's collaborative spirit, key players on the West Island have undertaken a multitude of initiatives and projects over the past decade. This has led to the identification and implementation of various concrete solutions to housing issues on our territory. The CRC has been involved in work supporting the housing issue for over 15 years, and we know that the CRC's new project not only responds to a pressing need, but also compliments other existing resources and projects.

In recent years the CRC has noted a significant gap between the housing demands/needs expressed by West Island residents and what is currently offered by the community sector. After documenting the services offered in our community, we identified an important missing link: a service aimed at concretely supporting people in their search for housing. This is a situation that can create a great deal of vulnerability for West Islanders if they don't have the information, resources, skills, support and/or accompaniment needed to manage these particularly difficult times.

Goals of the project:

- To provide the population with access to resources & support while in a vulnerable situation regarding housing.
- To develop partnerships with organizations in and around Montreal to ensure collaboration in addressing the current housing issues.
- To document and collect data pertaining to housing needs and resources in the West Island in order to contribute to the community's efforts to better understand and voice the housing needs of West Islanders.

The project begins as of April 1 2024, starting with a focus on the development and distribution of information tools through on-line access, information clinics, and individual referrals.

CRC & West Island Women's Center (WIWC) Collaboration

The CRC and the West Island Women's Centre (WIWC) have joined forces in a collaborative project designed to assist members of the WIWC members get connected to the resources that can help improve their quality of life.



This pilot project was created in February 2024 to answer an increasing observation of women in situations of vulnerability within the WIWC membership. This project consists of the CRC providing a specialized information and referral service to WIWC members through phone, email and in-person visits. The CRC is equipped with the expertise to help identify the needs of the women in situations of vulnerability, and the tools to help create a resource plan that facilitates getting connected to the available programs and services in the community.

The development of this new and innovative approach will help the CRC reach more people in vulnerable situations, and allow the WIWC to further support their members.

Info Session/Café Rencontre for Older Adults

The CRC is thrilled to announce the launch of a new program starting in September 2024. This new initiative aims to reduce isolation of older adults by creating a supportive environment where they can learn about available programs and services and spend time interacting with friendly faces from their community. By fostering social connections and offering valuable information, the program will empower older adults to make informed decisions about their well-being and stay actively engaged in the community.

This new initiative was developed to meet the expressed need by many of the current participants in our CRC Mobile program. Several of the participants have shared a desire for a place to gather, learn about community resources, acquire new skills, and connect with like-minded individuals. We look forward to launching this program in the fall of 2024.

Thank you!

