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**CONNECT. PROMOTE. SUPPORT.**  
the West Island Community Sector

West Island  
Community Resource Centre

# ANNUAL REPORT 2024-2025

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## 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.
- 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.
- **Empowering Women Together:** A collaborative initiative with the West Island Women's Centre that offers personalized support to women facing challenges such as mental health concerns, housing insecurity, legal issues, and social isolation. A CRC Resource and Support Specialist is dedicated to serving WIWC members directly.
- **Housing Information and Referral Program:** A response to growing housing insecurity in the West Island, this program offers personalized support to individuals and families navigating the complex housing landscape. The CRC team provides guidance on rental options, subsidies, and community housing, along with assistance in applications, landlord communications, and targeted referrals.

# The CRC in ACTION!

In 2024-2025 the CRC team has....

## CONNECTED

- **Responded** to **4241** information and referral phone calls from citizens and community partners from **7** different municipalities and **2** boroughs.
- **Received** **182** email requests for resource information.
- **Accompanied** **107** seniors and **10** 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** **285** citizens in getting connected to Volunteer West Island's 2024 tax program.
- **Developed** a new project in partnership with the West Island Women's Centre (WIWC) that connects the WIWC members to important resources.
- **Proposed** a new information and referral program focused on housing needs. The program helps West Islanders access information, resources and support during their search for housing.
- **Provided** one-on-one support to **37** people seeking new living arrangements.

## 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** **70,623** page views on the CRC website in the last year!
- **Welcomed** **19,805** user visits to the CRC's website.
- **Published** **9** editions of the Community Connect newsletter and distributed to **184** registered recipients from **86** different organizations.
- **Promoted** **30** community fundraisers, **54** community events and **44** programming updates, in the pages of the Community Connect Newsletter.
- **Fostered** community sector spirit with **63** community partners from **32** organizations, at the CRC's annual Jingle & Mingle networking event.
- **Provided** information at **17** outreach events.
- **Sensitized** over **450** seniors to resources and information about fraud and abuse.
- **Designed** **7** new publications to promote helpful resources.

## SUPPORTED

- **Participated** on **29** different committees and tables.
- **Attended** **12** Annual General Meetings of community organizations
- **Hosted** **16** Director Meet Ups on Zoom, where directors from **15** different organizations took the opportunity to participate in one or more meet-ups.
- **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** **31** different organizations to CRC hosted activities!
- **Hosted** **13** "Café Rencontre" sessions to help reduce isolation for vulnerable seniors.

# President's Message

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In my years serving on the West Island Community Resource Centre (CRC) Board, I have always seen the CRC as the empathetic and proactive heart and soul of the community sector. This ongoing commitment is exemplified and epitomized by its talented, deeply dedicated, and tireless team.

The accomplishments of three full-time and one part-time employee go far beyond what one might expect from such a small team. The CRC is led by our devoted and exceptional Executive Director, Katie Hadley, and supported by the remarkable, innovative, and passionate team: Sandra Watson and Jillian Lalonde, Resource and Support Specialists; and Skye Rawlings, Events and Communication Coordinator.

This valuable work is made possible thanks to the generous financial support of Centraide for our operations and special projects, the West Island Community Shares, who wholeheartedly believe in our mission, the City of Pointe-Claire, which provides cherished space, and other West Island municipalities, funders, and contributors who believe in the CRC's vital and ongoing role in the community sector.

We are also actively exploring ways to diversify our funding to enrich and expand the work we do—and invite you to visit the [Donation page](#) on our website!

The CRC is fortunate to have an engaged and dynamic Board of Directors, composed of the following members: Michael Chechile, Gavin Fernandez, Christina Forest, Veronica Johnson, Dion Joseph, Judith Kelley, Tracey McKee, Cori-Ann Surette, and Tessa Trasler. Each member brings a wide range of skills and life/work experience, along with an unwavering commitment to the organization.

The Board has been deeply involved this year through hands-on governance, regular committee work, and ongoing strategic planning discussions and workshops. We have also focused consistently on human resources and finance. In April 2025, the Board participated in a day-long retreat to explore our ideas around impact—a key element of the CRC's role in the community.

Our efforts this past year have also supported the continued development of exciting projects initiated in 2023–2024, including partnerships and mutualisation with the West Island Women's Centre, and the launch of a housing information and referral program—both addressing high community needs.

I encourage you to read through the 2024–2025 Annual Report to explore the full scope of the CRC's work, and to witness the creativity, innovation, and heartfelt commitment that define how we serve the West Island community.

Judith Kelley, President



President

Judith  
Kelley

# Executive Director's Message

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As we reflect on the past year at the CRC, I am proud to share this report — a snapshot of how our team, board, partners, and community members have come together to deliver another meaningful year of service to the West Island community.

The challenges faced by individuals and families in the West Island continue to grow in complexity. Whether it's housing insecurity, emotional and mental health needs, social isolation, or the difficulty of navigating services in times of stress, we meet people who are overwhelmed and looking for support they can trust. Our role at the CRC is to be a steady point of connection—one that offers not only clear information and referrals, but also a sense of care, attention, and follow-through.

This year, we were proud to launch new programming that responds directly to community needs. Through one-on-one support embedded in trusted spaces, and through hands-on housing assistance that demystifies a complicated system, we've been able to meet people where they are and help them unpack what they're facing. What starts as a conversation about one issue often opens the door to addressing others, allowing for the kind of support that considers the whole picture.

Across all our work, we continue to carry out our mission by focusing on three core actions: we **connect**, we **promote**, and we **support**.

We **connect** people in vulnerable situations to the resources they need, and we connect organizations to one another—through collaboration, referrals, and shared knowledge.

We **promote** the work of the CRC and of the broader community sector, helping ensure that residents and partners alike understand the value, diversity, and strength of local supports.

And we **support** both individuals and initiatives—by listening, responding, and finding practical ways to reinforce the vital work happening in our community.

We're also proud of the way the CRC contributes to the broader community sector by encouraging a spirit of collaboration and collective participation. We believe that when knowledge is shared and partnerships are built on trust and respect, our community becomes stronger, more resilient, and more connected. Guided by our frontline experience and grounded understanding of community needs, we aim to bring useful insights to the table and support sector-wide efforts in ways that are practical, thoughtful, and aligned with our values. In this way, the CRC continues to play a meaningful role—one rooted in connection, humility, and a commitment to the common good.

This past year also marked continued progress in implementing our 2023–2026 strategic orientations. We've worked to strengthen our programming model, deepen partnerships, and ensure our services remain relevant and sustainable. As we look ahead, our focus is on building our capacity to document and measure our impact—not simply to track outputs, but to better understand how we contribute to broader community outcomes. In the year to come, we'll be launching a process focused on impact and strategic positioning to guide our next steps and help define the CRC's unique role within the evolving West Island ecosystem.

Thank you to our incredible team and board, to our funders and partners, and to the community members who remind us every day why this work matters. Together, we continue to build something rooted in care, strengthened by connection, and shaped by a shared belief in the value of community.

Cheers to community!

Katie Hadley, Executive Director



Executive  
Director

Katie Hadley

# Board of Directors

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The CRC is governed by a dedicated and diverse group of volunteer board members who bring valuable expertise and a deep commitment to the community. Meeting monthly, the board provides strategic oversight, ensures alignment with the organization's mission, and upholds strong governance practices to guide the CRC's continued growth and impact.

**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

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Executive  
Director  
**Katie  
Hadley**



Resource and  
Support Specialist  
**Sandra Watson**



Communications and  
Events Coordinator  
**Skye Rawlings**

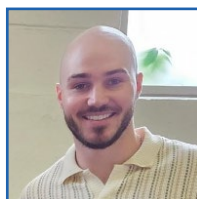


Resource and  
Support Specialist  
**Jillian Lalonde**

## Contract Positions



**Nora Xu**  
Bookkeeper



**Sean Thompson**  
Community  
Information Officer



# We **CONNECT**

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



# Information & Referral Program

## About the Program

The West Island Community Resource Centre (CRC) plays a vital role in improving the quality of life for residents by connecting people of all ages to a network of **more than 70 local community organizations**. Through our specialized Information & Referral (I&R) services, the CRC empowers individuals, families, and community partners with access to vital programs, resources, and support systems across the West Island.

Services are available in both English and French and can be accessed by phone, in person, or online.

## Impact

At the heart of the CRC's Information & Referral Program is a simple but powerful principle: **every question deserves an answer, and every person deserves to feel supported**. Behind each of the **4,241 requests** we received this year lies a story—of someone reaching out for help, and finding not just information, but a human connection.

In 2024–2025, CRC:

- **Guided thousands of West Islanders** through challenging life situations—such as navigating housing instability, accessing emergency food support, or seeking mental health care.
- **Provided compassionate, multi-step referrals** for complex and overlapping needs, often requiring coordination across several sectors.
- **Reduced isolation and stress** for vulnerable individuals through empathetic, one-on-one support that helps restore a sense of control and hope.
- **Empowered people** with accurate, personalized information—enhancing their ability to make informed decisions and access timely help.
- **Supported local organizations** with trusted, up-to-date resource information, helping strengthen the overall community ecosystem.

As community needs grow increasingly complex, CRC's role as a **connector, advocate, and trusted guide** becomes more essential than ever. The program continues to promote equity, inclusion, and resilience—ensuring residents are not alone when facing life's challenges.

## This Year's Highlights

**Request Channels (April 1, 2024 – March 31, 2025)**

- 3,975 phone calls
- 182 email requests via the CRC website
- 84 walk-in requests

## Voices of the Community

*"Living far away from my father, I often felt helpless when it came to supporting him. Thanks to the CRC's guidance, I now know about the many engaging activities that help keep him social and active. Most importantly, I have a trusted resource to turn to as his needs change with age. I'm incredibly thankful for the CRC's phone support—it's made a difference for both of us."*

— Nancy, British Columbia  
(Father in Pointe-Claire)

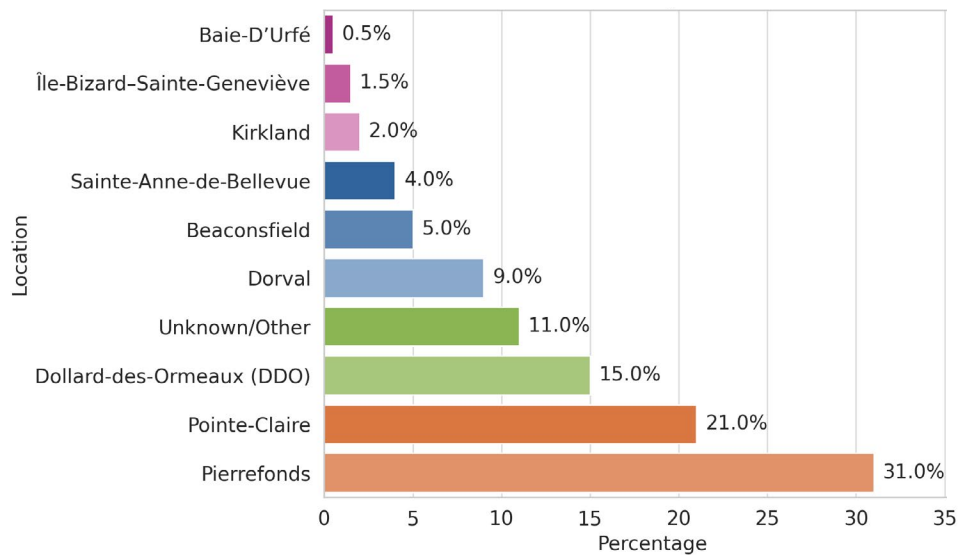
*"I needed help with my finances and went to the CRC. Not only did they help me get connected with some financial help, but also directed me to a food bank and to an employment agency. I didn't even know I could get help to look for a job. The CRC team listened to my story and found help I didn't even know I needed."*

— James, Pierrefonds

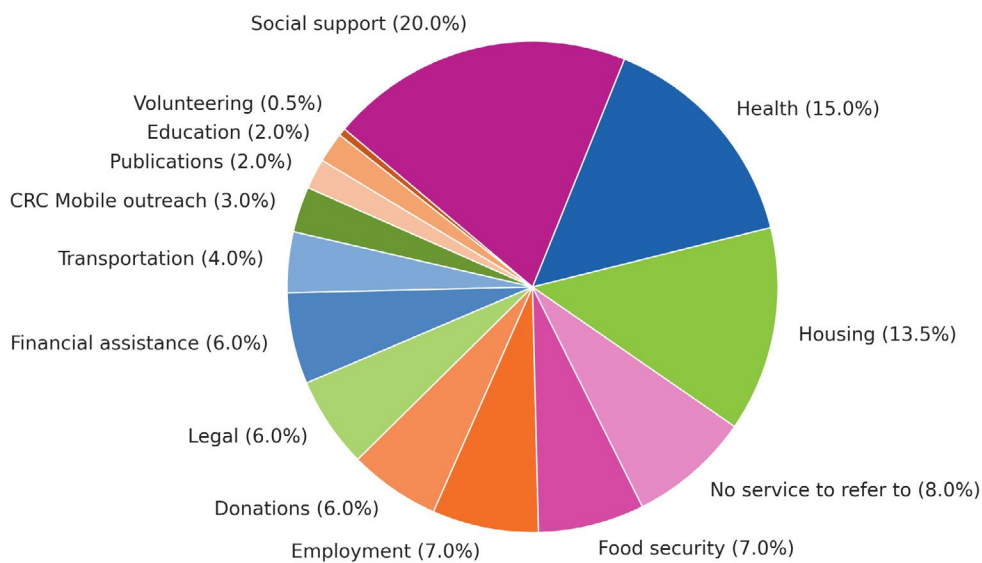
# Information & Referral Program (cont'd)

## Community Needs by Location

CRC supported residents throughout the West Island, with the majority of requests coming from:



## Categories of Expressed Needs



# Connecting with the Community: CRC Outreach Initiatives



In 2024–2025, the CRC strengthened its connection with the West Island community through a series of dynamic outreach initiatives. These efforts were aimed at increasing awareness of local resources, promoting access to essential services, and fostering meaningful engagement with individuals and families. Whether through public events or targeted volunteer training, CRC's outreach activities helped empower community members and support their navigation of the local support network.

## Community Events and Information Tables

- **Community Awareness Day – Plaza Pointe-Claire**

The CRC hosted an information table featuring our referral tools, engaging with residents and connecting them to relevant community resources.

- **Fête de la Famille – Pierrefonds-Roxboro**

As part of this annual family-friendly celebration, the CRC joined local partners to share information, offer refreshments, and connect with families in a festive setting.

- **Cloverdale Community Party**

The CRC engaged with individuals and families from the Cloverdale housing cooperative, sharing resources and fostering community connections in a lively, inclusive environment.

- **School Resource Fair – École Gentilly**

At this event for newcomer families and *classe d'accueil* students, CRC staff provided information and referrals to support integration into the West Island community.

- **West Island Pride**

The CRC coordinated a community resource fair alongside local 2SLGBTQIA+ organizations, celebrating diversity and fostering inclusion by connecting individuals with supportive services.

- **International Women's Day – West Island Women's Centre**

CRC staff hosted a referral table and offered direct support, helping connect women with services that meet their unique needs.

- **"Portes Ouvertes" – West Island**

As part of Centraide of Greater Montreal's 50th anniversary, the CRC participated in this regional open house event at the West Island Women's Centre. Alongside 12 other local organizations, the CRC helped showcase available services and strengthen community awareness and collaboration. The event was one of 52 held across Greater Montreal, celebrating the collective impact of community agencies.

- **Ecole secondaire des source- Career day**

The CRC hosted an information table featuring our referral tools, engaging with students & school staff connecting them to relevant community resources.



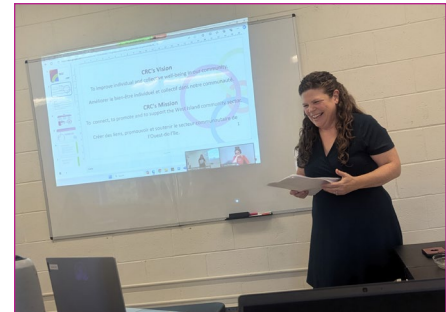


# Connecting with the Community: CRC Outreach Initiatives (cont'd)

- **Information Session for Newcomers – Hampton Suites**

This session welcomed newcomers to the West Island and provided an overview of local resources and services. Participants learned how to access support for housing, employment, language learning, and more, and were guided on how to get connected and involved in the community.

- In addition to these general outreach efforts, the CRC also leads targeted outreach initiatives to support vulnerable populations, including seniors. Programs such as *Café Rencontre for Older Adults*, *Visiter une personne âgée isolée*, and Elder Abuse Awareness sessions are featured in our **Seniors Outreach** section (page 13), highlighting CRC's commitment to fostering inclusion and well-being across all ages.



## Volunteer Training and Capacity Building

- **Training for ABOVAS and Nav-Care Volunteers**

In collaboration with partner organizations, the CRC delivered training to volunteers from ABOVAS and the Teresa Dellar Palliative Care Residence. These sessions equipped participants to better understand and promote local community resources in their work.



# Bridging Seniors to Care and Community

## 1. CRC Mobile

### About the Program

CRC Mobile is a community outreach program dedicated to enhancing the quality of life for older adults living in the West Island, with a special focus on reaching those who are isolated or vulnerable. The program helps seniors and their families navigate the often complex landscape of community services by providing clear, accessible, and personalized support.

Accessing local resources can be overwhelming—especially for those facing mobility challenges, language barriers, or limited awareness of available services. CRC Mobile bridges that gap by offering one-on-one consultations with a dedicated Resource and Support Specialist who supports individuals, families, and professionals alike.

Through personalized assessments, the Specialist develops tailored resource plans that include step-by-step guidance and ongoing follow-up to ensure meaningful and lasting connections to the support systems clients need. The program accepts referrals from a wide network—including CLSCs, community organizations, municipalities, and local citizen groups—fostering a strong, collaborative approach to community care.

### Impact

CRC Mobile makes a meaningful difference in the lives of West Island seniors by providing not just support, but compassion, consistency, and human connection during times of vulnerability. Many clients face overlapping challenges such as poor health, cognitive decline, financial hardship, and deep isolation—often without a support system.

In some cases, our team member may be the only person regularly checking in. One client, for example, was so alone that sharing what became their last meal with our staff offered comfort and a reminder that someone truly cared. While we work to connect seniors with essential services—many of which have long wait times—regular calls, follow-ups, and emotional support provide a vital lifeline.

CRC Mobile helps restore dignity and hope by ensuring seniors are seen, supported, and never left to face challenges alone.

**Improved Access to Services:** Seniors are supported in navigating the complex landscape of community resources—leading to better access to healthcare, social services, housing, and recreational programs.

**Personalized Support:** One-on-one meetings allow for detailed needs assessments. Individualized resource plans provide clients with clear, customized pathways to support.

**Increased Social Connection:** By connecting seniors to local groups, workshops, and events, CRC Mobile helps reduce isolation and foster meaningful social engagement.

**Better Health Outcomes:** Timely access to services and consistent follow-ups contribute to improved well-being and can reduce hospital visits and emergency interventions.

**Emotional Reassurance:** Ongoing support helps seniors manage stress and uncertainty, especially while waiting for services that often have long delays.



### This Year's Highlights

The CRC Mobile program continues to respond to growing and increasingly complex needs in the community. As wait times for services lengthen, the program's role in providing ongoing support and personalized follow-ups has become more critical than ever.

In 2024–2025, CRC Mobile:

- Supported a total of **107 isolated seniors, with 595 interventions.**
- Made 502 referrals to community services and programs

### Voices of the Community

*"La belle Sandra m'a soutenue quand j'étais seule. Elle m'a écoutée, aidée à trouver les bonnes ressources, et elle est restée présente même pendant les longues attentes. Ça m'a redonné espoir. Mille fois merci."*

— Jacqueline T., 84 ans, Pierrefonds

*"Sandra helped my neighbour. I didn't know how to help her, but Sandra found a way — with such discretion and compassion, reassuring her the whole time. I now feel more equipped with the knowledge of resources, whether I need them myself or to help someone else. Sandra called this the 'ambassador effect.'"*

— Lilly C., 62, Pointe-Claire

# Bridging Seniors to Care and Community (cont'd)

## 2. Outreach and Community Collaboration Initiatives

In 2024–2025, CRC Mobile expanded its **outreach to connect with over 450 seniors** and raise awareness about available community resources. Through these outreach efforts and direct support, CRC Mobile has continued to offer guidance, connection, and reassurance to seniors and families across the West Island. These initiatives are designed not only to inform, but also to reduce isolation, strengthen community ties, and ensure that vulnerable older adults remain connected to essential resources.



- **Café Rencontre for Older Adults**

Launched in September 2024, this new series featured 13 sessions designed to promote social connection and emotional well-being. Initially hosted at the CRC, sessions moved to more accessible locations across the West Island—including OMHM residences and community buildings—based on participant feedback. Seniors consistently expressed feeling heard, valued, and less alone. Café Rencontre has quickly become a cornerstone of community-building efforts.

- **"Visiter une personne âgée isolée"**

In collaboration with the SPVM, CRC participated in four door-to-door outreach visits between May and June 2024. These visits aimed to identify isolated seniors, assess their needs, and provide information about CRC services.

- **Elder Abuse Awareness Day**

On June 15, CRC partnered with the SPVM represented by Constable Julie Dupré (SPVM), and the West Island Seniors Table to deliver two information sessions in Pierrefonds and Pointe-Claire. These sessions addressed elder abuse, fraud prevention, and available support resources.

- **55+ Club**

In partnership with the West Island Women's Centre, CRC delivered three presentations to members of the 55+ Club to share information about local services and strengthen community awareness.

## Collaborative Committee Participation

Throughout 2024–2025, CRC has actively participated in several key committees and working groups focused on issues affecting seniors across the West Island and beyond. These partnerships are vital in addressing systemic challenges such as elder abuse, social isolation, and accessibility of services. By contributing frontline insights from our daily work with seniors and families, CRC ensures that discussions and policies remain grounded in lived realities.

### The committees include:

- MADA Committees for Senior Friendly Municipalities in Sainte Anne de Bellevue, Beaconsfield, and Kirkland
- Comité national de sensibilisation à la maltraitance envers les personnes âgées
- Comité régional de lutte à la maltraitance envers les personnes âgées
- Comité d'apprentissage – Initiatives de travail de milieu auprès des aînés en situation de vulnérabilité (ITMAV)
- The West Island Seniors Table

Through these collaborations, CRC continues to strengthen its role as a trusted voice for seniors, helping to shape responsive strategies and mobilize community resources effectively.



# Bridging Seniors to Care and Community (cont'd)

## 3. NEW: Senior Connection Project in Pierrefonds (Liaison Aîné)

### About the Project

The West Island Community Resource Centre (CRC), in partnership with the Pierrefonds-Roxboro borough and Police Station 03, launched the **Liaison Aîné** project in February 2025. This initiative aims to strengthen connections with seniors in the borough, especially those living alone, by providing them with vital information and community support. A community liaison officer from Police Station 03, accompanied by Sandra Watson from the CRC, conduct brief home visits to introduce the project and provide seniors with a welcome package containing useful resources.

The main goal of the project is to share important updates and resources with seniors from the borough, local police, and community organizations. These communications include information about:

- Local activities and public notices
- Safety and prevention advice (ex: during extreme weather)
- Available community resources
- Information on fraud prevention and mistreatment of seniors

### Impact

In its pilot phase, the **Senior Connection Project** has already demonstrated its value in building stronger, more supportive relationships with older adults in Pierrefonds-Roxboro. By prioritizing in-person outreach and collaboration between the CRC and Police Station 03, the project has:

- **Reached isolated seniors directly** through friendly, informative home visits, helping to reduce feelings of loneliness and build trust with local service providers;
- **Provided timely and accessible information** on public safety, weather-related risks, fraud prevention, and mistreatment, empowering seniors to make informed decisions;
- **Improved access to community resources** by ensuring each senior receives a curated welcome package with up-to-date referral tools and service information;
- **Created a responsive communication channel** for vulnerable seniors during emergencies, enabling the CRC and its partners to proactively assess needs and offer support.

This grassroots initiative exemplifies the power of community collaboration in addressing isolation and ensuring that older adults feel connected, informed, and valued in their neighbourhoods.

### Looking Ahead

Building on the success of its first year, the *Liaison Aîné* project will continue to grow in 2025–2026 with a focus on deepening community ties and expanding outreach to more seniors in Pierrefonds-Roxboro. The CRC aims to enhance collaboration with Police Station 03 and borough partners to identify additional residents who may benefit from regular check-ins and access to support. By evolving with the needs of the community, the *Liaison Aîné* project will remain a trusted link between isolated seniors and the resources that help them stay informed, connected, and safe. The Spring 2025 “Door to Door” will be focused on promoting this project.

### This Year's Highlights

- **Information Visits:**

Since February 2025, **100 seniors** have registered for the initiative.

### Voices of the Community

*"I consider this project to be very important, because it enables us to know where seniors live in their private residences, while at the same time having their contact details and people to contact in the event of an emergency."*

*It enables us to work in collaboration with boroughs, emergency services (public safety, firefighters), various community organizations, public institutions (CLSC, Curatelle publique, Commission des droits de la personne, etc.) and private institutions (banks, seniors' residences, etc.)."*

*This will also help us to possibly prevent deaths, carry out fraud prevention and other crimes such as abuse, transmit information from the boroughs in connection with natural disasters or other important issues, and offer adapted services to these seniors through community organizations."*

- Agente Julie Dupré, B. Éd.  
Agent sociocommunautaire  
Poste de quartier 3  
Division de la gendarmerie Ouest



# Legal & Tax Clinic

## About the Program

The West Island Community Resource Centre (CRC) serves as a vital connector between community members and specialized legal and financial services. Our role is to facilitate access to trusted experts and community resources to support residents navigating legal challenges and tax assistance programs.

## Impact

- **Reduced barriers to justice and financial stability** by offering personalized referrals and access to expert consultations tailored to individual needs.
- **Improved financial confidence and reduced stress** by helping vulnerable community members navigate tax obligations and access eligible benefits.
- **Increased autonomy and peace of mind** by demystifying legal and financial systems that often feel overwhelming or inaccessible.
- **Enhanced long-term well-being** through compassionate, practical support that empowers individuals to make informed decisions and plan for their futures.

## Voices of the Community

*"I had such reassurance being able to talk to a lawyer. It can be very scary and complicated to understand what to do, and talking to the lawyer helped me in the right direction. After that conversation, I felt more confident and less overwhelmed by my situation."*

— Donna, Pointe-Claire

*"The tax clinic helped me file my taxes correctly without extra stress. It was great to know someone was there to guide me through the process and make sure I got all the credits I was entitled to."*

— Ahmed, Kirkland

## This Year's Highlights

- Connected **27 individuals** to free legal consultations, empowering them to better understand their rights and options in legal matters.
- Facilitated connections for **116 individuals** to additional legal resources, helping them secure ongoing support beyond initial consultations.
- Supported **285 individuals** during tax season by linking them to community-operated income tax clinics

### Sustaining Partnerships:

Following the departure of Me Josh El Debs mid-year, CRC strengthened referral pathways to other legal clinics to maintain uninterrupted access to essential legal support.

### Relaunch of Monthly Legal Clinics:

In January 2025, CRC relaunched its monthly in-person legal clinic featuring Me. Hugh Mansfield ING., providing accessible and free legal consultations directly within the community. Since the relaunch, **13 individuals** have accessed this service, helping them take critical steps toward resolving their legal challenges.

### Income Tax Clinic Collaboration:

CRC continued to serve as a local drop-off and pick-up point for the Volunteer West Island (VWI) tax program, enhancing accessibility and convenience for residents seeking tax preparation support.



Me Josh El Debs



Me. Hugh Mansfield

# Director Meet-Ups: Strengthening Leadership Connections

Throughout the year, the CRC continued to host Director Meet-Ups — informal, peer-led gatherings that offer executive directors of West Island community organizations a chance to connect, exchange ideas, and build a sense of mutual support.

In 2025–2026, we held 16 virtual meet-ups on Zoom. These sessions provided a space for directors to step out of the day-to-day demands of leadership and engage with colleagues from across the sector.



## Purpose & Impact

Director Meet-Ups are designed to:

- Encourage open conversations about leadership challenges and solutions
- Facilitate the sharing of tools, contacts, and organizational strategies
- Help directors stay informed about developments in the community sector
- Provide a welcoming space for new leaders to integrate into the network
- Foster relationships, solidarity, and a spirit of collaboration
- Celebrate milestones and offer a space for laughter and peer encouragement

This past year, directors from 15 different organizations participated in at least one meet-up — a testament to the value and relevance of these gatherings in a fast-paced, ever-changing sector.

## Looking Ahead

As we continue to develop the HUB's Director's Corner and expand leadership networks across the West Island, Director Meet-Ups remain a vital touchpoint for executive-level collaboration. We're exploring more in-person gatherings, topic-focused sessions, and opportunities to deepen connections across roles and regions.

## Voices of the Community

*"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

# Empowering Women Together

## A Partnership Between the West Island Women's Centre and the West Island Community Resource Centre

### About the Program

Empowering Women Together is a collaborative initiative between the West Island Women's Centre (WIWC) and the West Island Community Resource Centre (CRC). Recognizing the increasing complexity of needs among women in the West Island, the partnership was designed to offer direct, compassionate support to women navigating life challenges such as mental health concerns, housing insecurity, legal issues, and social isolation.



The program places a CRC Resource and Support Specialist directly within WIWC's Pointe-Claire and Pierrefonds locations, providing personalized support through in-person and phone consultations. By embedding resource navigation within a trusted, community-based setting, the partnership ensures that women have timely access to the help they need—when and where they need it.

The collaboration also includes staff training, community outreach, and the development of tailored resource tools, with the ultimate goal of enhancing organizational capacity and empowering women to overcome barriers to well-being.

### Impact

**Holistic, Woman-Centered Support:** 116 women received individualized support through one-on-one consultations and follow-up sessions—addressing concerns related to mental health, housing, family law, employment, and more.

**Improved Navigation of Community Resources:** 192 referrals were made to local and regional organizations. Two bilingual resource documents were created to respond to the specific needs of WIWC members.

**Stronger Community Engagement:** The CRC participated in over 20 WIWC activities— including New Arrivals Café, Time for Two, and 55+ programs—and delivered 10 drop-in sessions across locations, deepening trust and visibility within the WIWC community.

**Training and Capacity Building:** WIWC instructors and staff received orientation and training on boundaries, referral processes, and supporting people in vulnerable situations. This created a more supportive, resource-aware environment for participants.

**Increased Confidential Access:** Higher participation in CRC-hosted drop-in sessions reinforced the importance of discreet, private spaces when providing support to vulnerable women.

### This Year's Highlights

From April 2024 to March 2025, Empowering Women Together achieved the following:

- 116 women supported through individual consultations
- 192 community referrals across five sectors
- 67 follow-up sessions conducted to monitor progress
- CRC presence in over 20 WIWC Activities
- 10 drop-in sessions hosted across CRC and WIWC locations
- 150+ participants engaged during the International Women's Day event
- Training delivered to WIWC staff and instructors
- Two bilingual resource pages developed and shared with participants

The majority of participants came from Pointe-Claire and Pierrefonds—WIWC's two main service hubs—though 26% chose not to disclose their municipality, highlighting the need for sensitive, stigma-free intake processes.

### Voices of the Community

*"Jillian the resource person is very helpful and empathetic. I really appreciate having this resource and hope it continues to be available. Everyone needs a little help sometimes!"*

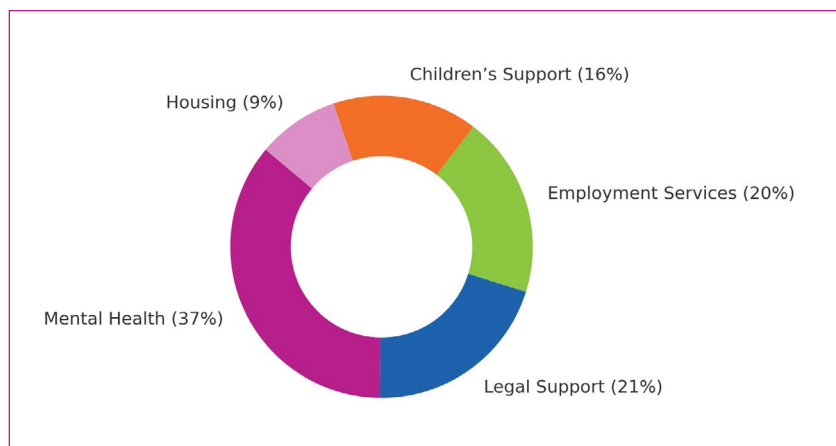
— WIWC Member

*"Jillian and The CRC are an invaluable resource that provides the information and support that is much needed."*

— Wendy, WIWC Instructor

# Empowering Women Together (cont'd)

## Referrals by Need



## Sector & Highlights

### Mental Health

High demand, limited access due to affordability and waitlists

### Legal Support

Strong need for family law and immigration services

### Employment Services

Delays common; interest in skill-building workshops

### Children's Support

Academic and extracurricular needs frequently cited

### Housing

Affordability and availability remain major challenges

## Looking Ahead

With strong foundations in place, Empowering Women Together is poised to grow in 2025–2026. Future goals include:

- **Expanding outreach** to single mothers, newcomers, and women facing financial precarity
- **Increasing accessibility** through confidential support locations and flexible scheduling
- **Deepening partnerships** with organizations providing legal, housing, and mental health services
- **Enhancing staff and instructor training** on supporting people in vulnerable situations and other identified topics.
- **Building feedback** tools to better measure outcomes and inform program refinement

Together, WIWC and CRC continue to demonstrate how strategic collaboration can drive meaningful, lasting change in the lives of women and families in the West Island.



# Housing Program

## About the Program

The Housing Program was created to respond to the growing housing insecurity in the West Island and the rising demand for housing support at the CRC. Navigating private, public, and community housing markets can be confusing and overwhelming for many individuals and families. Our program provides personalized information, guidance, and hands-on support to help residents make informed housing decisions and access the resources they need.

CRC Housing staff work closely with clients to assess their unique housing situations and explore options including market rentals, subsidies, and community housing. We provide assistance with applications, landlord communications, and targeted referrals to partner agencies when relocation outside the West Island is necessary.



The program primarily supports:

- Individuals and families experiencing housing insecurity
- Seniors, newcomers, and low-income residents
- Those who lack tools, support, or knowledge to secure housing independently

While focused on the West Island, the program also assists clients relocating outside the area through community partnerships.

## Impact

- **Improved Housing Access**  
Clients receive tailored support to navigate the complex housing landscape, increasing their chances of securing safe, affordable housing.
- **Personalized Guidance**  
One-on-one meetings and follow-ups ensure clients have clear next steps and access to available resources.
- **Enhanced Stability**  
Ongoing support helps reduce housing insecurity and prevents crisis situations by connecting clients with timely assistance.
- **Broader Community Reach**  
Partnerships with organizations beyond the West Island extend support to clients needing to relocate, ensuring continuous access to housing resources.

## This Year's Highlights

- **37** one-on-one housing meetings
- **192** follow-up interventions with clients
- **64** one-time housing information requests via phone or email
- **8** applications supported for public housing (OMHM)
- **4** referrals to downtown housing support (Face à Face)
- **42** referrals to other essential services including food, legal, and social supports

# Housing Program (cont'd)

## Online Housing Resources and Tools

To complement our personalized housing support services, the CRC developed and maintained a comprehensive Housing Information and Resources webpage in 2024–2025. This dynamic online hub attracted over 620 users and offers West Island residents practical tools and up-to-date information to help them navigate housing challenges with confidence.

The suite of tools includes:

- **Housing Assessment Tool:** An interactive guide to help users evaluate key housing criteria such as size, location, cost, proximity to schools, and more—supporting informed, needs-based decision-making.
- **Affordable Housing Resources:** A curated list of affordable housing options and local assistance programs tailored to the West Island context.
- **Emergency Housing Assistance:** Guidance for individuals and families facing immediate housing crises, including steps to access emergency shelters or transitional housing.
- **July 1st Initiative:** Collaborated with the Ciusss Ouest de l'île on the July 1st poster- to provide information on housing resources available in the West Island.

These digital resources empower individuals and families to explore solutions at their own pace while connecting them to trusted local services. They are a vital part of the CRC's broader strategy to address housing insecurity and promote long-term housing stability in the community.










To explore the tools, visit [crcinfo.ca/en/housing-information-and-resources](https://crcinfo.ca/en/housing-information-and-resources).

**CRC** ABOUT CRC PROGRAMS COMMUNITY SECTOR + THE HUB DONATE FRANÇAIS

### Housing Search Tool

Finding the right home can be challenging, but our **Housing Search Tool** simplifies the process. We connect you with online websites that feature comprehensive housing listings, ensuring you have access to the best options available. Use your previously completed **Housing Assessment** and budget to narrow your search for suitable housing.

Please click the symbols to access advertised listings for particular dwelling sizes.

	3 ½ 1 bedroom	4 ½ 2 bedrooms	5 ½ 3 bedrooms
Facebook Marketplace	 click	 click	 click
Louer.ca	 click	 click	 click
Kijiji	 click	 click	 click

## Voices of the Community

*"Being new to Quebec I was overwhelmed trying to find a place to live, I had really bad anxiety and couldn't look for a place on my own. I met with Jillian and she talked me through figuring out my budget and taught me how to look on the CRC website to look through the apartments available. Jillian helped me set up apartment visits and helped know what to ask when I went to visit them."*

-Anonymous, Dorval

*"I do not speak french and could not figure out how to fill out the forms for subsidized housing. I went to the CRC and they helped me fill out the forms and where to mail them. The CRC even helped me email the OMHM after I got on the waiting list. I am still on the waiting list for subsidized housing but I know the CRC will help me whenever I need to update the OMHM on my situation"*

-Anonymous, Pierrefonds

# Rooted in Unity. Empowering Community.

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During the course of the year, the following **31 organizations** have participated in CRC hosted events.



- West Island Volunteer Accompaniment Service (ABOVAS)
- Action Jeunesse de l'Ouest-de-l'Île (AJOI)
- AMCAL Family Services
- Centre de recherche d'emploi Pointe-Claire (CREPC)
- Cloverdale Multi-Ressources
- Corbeille de Pain
- Executives Available
- Family Resource Centre
- Friends For Mental Health
- Li-Ber-T House
- Literacy Unlimited
- Maison des Jeunes Pierrefonds
- Nova West Island
- Omega Community Resources
- Overture with the Arts
- Placement Potential
- Projet Communautaire de Pierrefonds (PCP)
- Repit-Resource
- Table Jeunesse
- 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 Citizen Advocacy (WICA)
- West Island Crisis Centre (WICC)
- West Island LGBTQ2+ Centre
- West Island Men's Shed
- 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.



# Community Connect Newsletter

## About the Program

*Community Connect* is a monthly sector-wide newsletter developed by the West Island Community Resource Centre (CRC) to promote connection, coordination, and information-sharing among local organizations. Designed in response to a recurring need to “know what other organizations are doing,” it supports community partners by sharing timely updates, events, and opportunities relevant to the West Island nonprofit sector.

Published at the beginning of each month (with a short summer break), *Community Connect* features:

- Community events and fundraisers
- Programming updates and new initiatives
- Job postings and volunteer opportunities
- Sector-related information from funders, the CIUSSS, and other stakeholders

The newsletter is aimed at staff and volunteers within community organizations, helping to foster greater alignment and visibility across the sector.

## Impact

*Community Connect* is more than a newsletter—it’s a vital tool that strengthens the social infrastructure of the West Island community sector. It:

- Improves visibility of local programs and services by reaching a wide network of sector professionals
- Facilitates collaboration by keeping partners informed and aligned
- Encourages engagement by amplifying volunteer, training, and event opportunities
- Enhances sector cohesion by creating a shared space for community dialogue and promotion

As a trusted and consistent source of information, *Community Connect* helps organizations feel more connected to one another and better equipped to serve West Islanders.

## This Year’s Highlights

- 184 subscribers from 86 different organizations
- 38 organizations submitted news for promotion
- Featured content included:
  - 30 community fundraisers
  - 54 community events
  - 44 programming updates



**COMMUNITY CONNECT**  
NEWSLETTER  
September 2024

West Island Community Sector:  
Rooted in Unity,  
Empowering Community

Welcome to the September edition of *Community Connect*. Our goal for this newsletter is to create a space to share news of interest to community group teams.

### EVENTS

**September 3**  
**Wellness Through Journaling Group Workshop**  
Join **AWISH** for a workshop to learn how to journal to deal with arthritis and chronic pain. For more information, click [here](#).

**September 5 & 19**  
**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!](#)

**September 10**  
**Social Teatime**  
**Literacy Unlimited** is hosting a free social with food for individuals 55+ from 1-2 pm at Literacy Unlimited in Pointe-Claire. Join them for food, fun, and conversation. To sign up, call 514-694-0007.

**September 12**  
**New Office Inauguration**  
Join **Friends for Mental Health** for the inauguration of their new office! Enjoy the celebratory ribbon cutting, receive a tour of the office and meet the whole team. Details [here](#).

**September 26**  
**Explore 3D Printing**  
**Literacy Unlimited** is offering a free hands-on workshop for 55+ from 1-3 pm at FabZone in Pointe-Claire. Make a keyring using a 3D printer! To sign up, call 514-694-0007.

**September 28**  
**West Island Youth Volunteer Fair**  
The *Table de quartier sud de l'Ouest-de-l'Île* and its partners are organizing the third edition of the [West Island Youth Volunteer Fair](#). The event aims to inform and promote volunteerism to young people and their parents by organizations that welcome and support 12-17 year old youth as volunteers. For more information contact Roxana Stoleru, project manager, at [rstoleru@tqsoi.org](mailto:rstoleru@tqsoi.org).

**September-October**  
**Solidarity Markets**  
Visit **Corbelle de Pain** and get your fresh, local vegetables in Pointe-Claire at the Neighborhood Market every Wednesday and at the Gerry-Robertson Community Centre every Thursday. Find the complete schedule [here](#).

**Community Kitchens**  
**Corbelle de Pain** is now back to their regular schedule for the Community Kitchen workshops. These fun and educational workshops are held on most Fridays in three different locations in the West Island. Please click [here](#) for more information and to access the Fall schedule.

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

### VOLUNTEERISM

- **The Thrift Shops for NOVA** are actively recruiting volunteers! For more information, contact them directly at 514-694-8417
- **Literacy Unlimited** is seeking volunteer tutors to help English-speaking adults improve their reading and writing. Tutor training is provided. Visit their [website](#) or call 514-694-0007 for more information.
- **ABOVAS** is seeking new volunteer companion drivers (nouveau bénévole accompagnateur conducteur). Those interested can visit their [website](#) or call Monica at 514-513-3838.

# Publications

## About the Program

The CRC produces a suite of publications to connect West Island residents, especially those in vulnerable situations, with the resources and support they need. These materials are practical, user-friendly, and designed to increase service access, promote stability, and reduce stress for individuals and families navigating complex systems.

Publications are developed in collaboration with community partners and made available both online and, when appropriate, in print. They are used by residents, frontline workers, and service providers across the region.

CRC's key publications include:

## 1. Housing-Related Resource Guides

To respond to the growing housing crisis in the West Island, CRC developed four targeted tools:

- **Emergency Housing Information** – Offers information to individuals and families in crisis, helping them to navigate who to contact in difficult times.
- **Tips for Looking for Housing** – Provides practical strategies to navigate a tight and competitive rental market.
- **Information on Eviction** – Educates residents about their rights, available supports, and how to advocate for themselves.
- **Housing Needs Assessment Tool** – Guides individuals through the questions one needs to answer before looking for housing, enabling more personalized referrals and long-term planning.

## Impact

These guides directly support individuals and families facing housing insecurity. Together, they improve access to housing services, empower residents with knowledge, and help build greater community resilience.


## This Year's Highlights

- Developed and released four housing-related guides
- Produced custom outreach materials for the WIWC
- Published the Substance Abuse & Addiction Resource Guide
- Expanded and distributed the CRC Resource Directory
- Initiated work on the 2025 West Island Seniors Resource Guide


## Voices of the Community

*"The CRC resource directory has been an invaluable resource, helping me throughout my own work. With consistent support and guidance and a friendly and dedicated team, the CRC truly stands out as a valuable asset to our community."*

- Melissa Alary AMCAL




### Tips for Looking for Housing




- Understand the Rental Market**
  - Research trends: check average rents in various neighborhoods.
  - Peak season: most leases start in July; more options are available in spring.
- Define Your Budget**
  - Total costs: include rent, utilities, and extra fees (such as renter's insurance).
  - Determine how much you can afford and create a realistic budget based on your financial situation.
  - See CRC's Financial section for useful budget tools.
- Determine Your Needs**
  - Location: consider proximity to grocery stores, schools, and healthcare.
  - Size & Layout: decide on the number of bedrooms and bathrooms you need.
  - Amenities: list must-haves (laundry) vs. nice-to-haves (pool).
  - Accessibility: consider if you need an elevator or ground-floor access.
- Research Neighborhoods**
  - Explore areas: visit neighborhoods to assess livability.
  - Local amenities: check for stores, parks, and cultural venues.
- Use Multiple Resources**
  - Online listings: use sites like Kijiji and tower.ca or CRC's [housing search tool](#).
  - Social media: join local Facebook groups for listings.
  - Word of mouth: ask friends and colleagues for leads.
- Prepare Your Application**
  - Documents: have pay stubs, ID, and references ready.
  - Credit check: be aware that landlords may check your credit.
  - Application letter: include a brief introduction and reasons for your interest.
  - Be prompt: apply quickly, as apartments go fast.
- Schedule Viewings**
  - Inspect thoroughly: look for wear, damage, or pests.
  - Ask questions: clarify lease terms, utilities, and maintenance.
  - Compare options: visit multiple apartments before deciding.
- Read the Lease Carefully**
  - Know your rights: familiarize yourself with tenant rights (resources like CALODI can help).
  - Be aware of fraud: do not pay multiple months of rent up front or without signing an official lease.
  - Check fees: look for hidden costs like application fees.
  - Renewal terms: understand lease duration and rent increase policies.
  - Do not sign a lease until you have read it over and thought about it.
- Prepare for Move-in**
  - Plan ahead: make plan for your move (truck, friends, moving company).
  - Set up utilities: coordinate with local providers for internet and electricity.

Searching for an apartment in Quebec takes research and organization. By defining your needs clearly and staying proactive, you increase your chances of finding a home that matches your lifestyle and budget. For assistance, reach out to the CRC's Housing Information and Referral Program at 514-694-6404.



### Eviction



**?** You received a notice of eviction - now what?

**RESOURCES TO CONTACT**

<b>211</b> <a href="http://www.211qc.ca/en/">www.211qc.ca/en/</a> Help find social and community services in the greater Montreal area.	<b>CALODI</b> (514) 505 0840 ext. 8 <a href="https://tqnet.org/calodi-resources/">https://tqnet.org/calodi-resources/</a> Find out your rights as a tenant, how to interact with the landlord and if or what you should prepare for TAL (Tribunal administratif du logement).
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**?** Did you know that you do not need to accept an eviction notice?

**✗ CONTEST EVICTION**

Contact TAL  
<https://www.tal.gouv.qc.ca/en/filing-an-application/>

Go to a TAL hearing


Result is eviction

Result is continued occupancy of dwelling

Begin housing search

**✓ ACCEPT EVICTION**

Begin housing search



West Island Community Resource Centre  
514-694-6404

# Publications (cont'd)

## 2. West Island Women's Centre (WIWC) Resources

In partnership with the WIWC, CRC created a set of outreach materials tailored to the needs of women and families:

- Two resource documents covering housing, mental health, parenting, employment services, and safety
- One outreach postcard featuring key information and contact details

### Impact

These materials serve as low-barrier access points for women in the community, increasing awareness of available support. They reduce the burden on WIWC staff by helping users navigate systems more independently, and they enhance service uptake among those who might otherwise be missed.



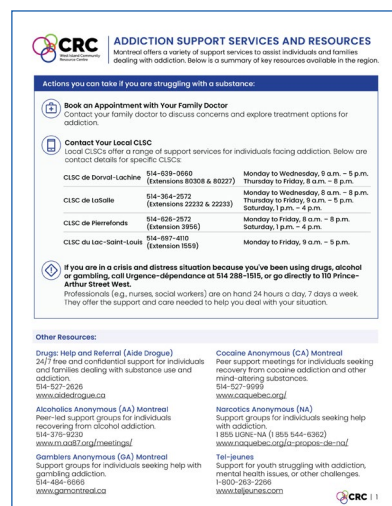
## 3. Substance Abuse & Addiction Resource Guide

CRC developed a comprehensive guide focused on substance use and addiction, which includes:

- Local rehabilitation programs
- Harm reduction and crisis services
- Counselling and support groups

### Impact

This guide is a critical tool for individuals struggling with substance use and for families seeking help for loved ones. It centralizes information, reduces confusion, and supports timely access to care in an area of increasing concern across the West Island.



## 4. CRC Resource Directory

The CRC Resource Directory brings together one-page summaries of more than 70 West Island non-profit organizations. Each entry includes:

- A clear overview of services
- Contact information

These one-pagers are featured on the CRC website, but the printed version of the directory is distributed selectively to frontline workers, professionals, and community partners who benefit from having quick, offline access to this information.

### Impact

The Resource Directory enhances referrals, increases visibility for local organizations, and strengthens collaboration across the community sector — especially among those who work in fast-paced, on-the-ground environments.

## 5. West Island Seniors Resource Guide

This long-standing guide is a trusted resource for seniors, caregivers, and professionals. It offers clear and centralized information about local programs, supports, and services for older adults.

### Impact

The guide supports healthy aging, promotes independence, and makes it easier for seniors and their families to find and access the help they need.

In collaboration with the West Island Seniors Table, a new 2025 edition is in development, ensuring the guide reflects the most up-to-date services and resources available.

## About the Program

The CRC's website is a vital resource for connecting individuals, families, and professionals to the West Island's vibrant community sector. Designed to be user-friendly and comprehensive, the site offers:

- Information about the CRC's mission, programs, and services
- Dedicated pages for over 70 local non-profit organizations, each with a printable one-page summary and a video introduction (when available)
- A dynamic community news section
- Community calendars featuring events, workshops, and support groups
- A sector job board with listings from organizations across the West Island
- Guidance on how to support the community sector

In response to the growing demand for housing-related information, the CRC launched a **Housing Resource and Information** page in October 2024. This page was designed to help users easily access tools and services to support their housing search and stability, including:

- Housing needs assessments
- Budgeting tools
- Search tools for affordable housing
- Helpline contacts
- Direct links to local organizations offering housing support

Since its launch, this page has supported **623 users** in their search for safe and suitable housing.

## Impact

Between **April 1, 2024 and March 31, 2025**, the CRC website served as a critical access point for individuals seeking information, support, and connection:

- **19,805** unique users accessed the site
- Total page views reached **70,623** – a significant increase from **54,894** the previous year
- Most visited pages included:
  - Welcome Page
  - Organizations Directory
  - CRC Programs
  - Community Sector Job Listings

The steady growth in website traffic demonstrates the increasing reliance on the CRC website as a go-to hub for community sector information.

## This Year's Highlights

- Launched a **new Housing Resource and Information page** to help address housing insecurity
- Grew website traffic by over **28%** compared to the previous year
- Expanded job listings and improved visibility of community sector opportunities
- Continued to update organization profiles, helping ensure local services are easy to find and access

## Voices of the Community

*"The CRC's website was a lifeline when I didn't know where to turn. I found the right support group and even discovered a housing resource I hadn't heard of before. Everything was in one place."*

— Community Member





# Community Spirit

## About

The CRC fosters connection not only between individuals and services, but also among the organizations that serve the West Island. Through community-wide events, the CRC creates opportunities for shared celebration, collaboration, and visibility within the community sector. These initiatives help build relationships, boost morale, and reinforce a sense of shared purpose.

## Impact

CRC's community gatherings go beyond celebration—they help strengthen the social fabric of the West Island community sector. Whether bringing together dozens of partner organizations during the holidays or engaging families at local events, these initiatives cultivate trust, goodwill, and mutual awareness among those working to support the region's most vulnerable residents.

### This Year's Highlights

#### Jingle & Mingle

Now in its eighth year, the CRC's annual holiday gathering once again brought the West Island community sector together to celebrate the season and each other. Held in a festive and welcoming atmosphere, the event welcomed 63 community partners from 32 different organizations—reflecting growing interest and participation each year.



#### Halloween in the Village

For a fourth consecutive year, the CRC participated in the Valois Village Halloween event. This lighthearted community event is an excellent opportunity for CRC to connect directly with residents, raise awareness about available services, and share in the spirit of the season with families and local businesses.



#### Portes Ouvertes – West Island

In May 2024, the CRC and the West Island Women's Centre co-organized a Portes Ouvertes (Open House) event that brought together 13 Centraide-funded organizations from across the West Island. Hosted at the Women's Centre, this collaborative celebration was part of Centraide of Greater Montreal's 50th anniversary and responded to their invitation to highlight local services. Designed and led locally, the event reflected the strength of collaboration in the West Island and showcased the collective impact of community organizations working together to serve residents.

## Voices of the Community

*"I love that the CRC puts these get togethers together, it gives us a chance to meet informally with no pressure of time."*

*"Tous les ans, à l'approche des fêtes, le CRC permet aux organismes du territoire de se rencontrer dans un contexte festif, hors travail et c'est une façon idéale pour se retrouver et souder notre grande famille!"*

*"I look forward to the CRC Jingle & Mingle every Christmas season! Not only is it a really enjoyable event hosted by an amazing staff, it's also a chance to touch base with so many faces in our various W.I. orgs, especially those that we don't often have the opportunity to see during the year. Kudos to the CRC! Your place in our community is so incredibly important and we appreciate all that you do!"*



## 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.

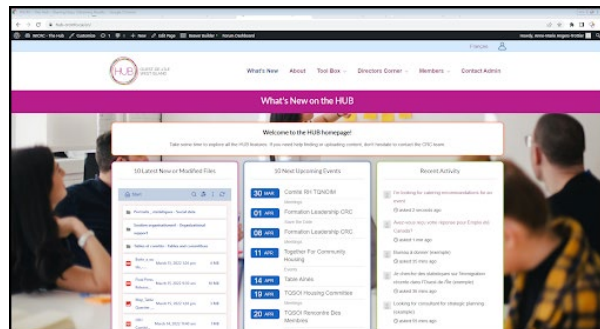


# The HUB: A Collaborative Platform for the West Island Community Sector



**The HUB** is an innovative communication and collaboration portal created to support everyone involved in collective action efforts across the West Island community sector. It provides a shared space designed to:

- Optimize communications
- Prevent scheduling conflicts
- Centralize important information and documents
- Facilitate resource sharing and collective impact



## Features of The HUB

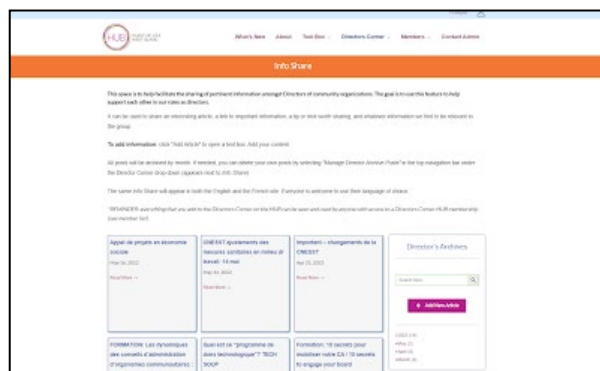
The HUB offers several key tools to support collaboration and coordination:

- **Shared Calendar:** Centralizes meetings, fundraisers, and committee events to improve scheduling and reduce overlaps.
- **Message Board:** Enables members to ask questions, share information, and network virtually across committees and sectors.
- **Shared Files:** Provides easy access to important community documents such as data, action plans, contact lists, and organizational policies.
- **Member Directory:** Lists contact details for HUB members and allows for private messaging through personal profiles.

## Supporting Nonprofit Leaders: The Director's Corner

Within The HUB, the Director's Corner is a dedicated space for nonprofit executive directors to exchange resources, information, and support. It includes:

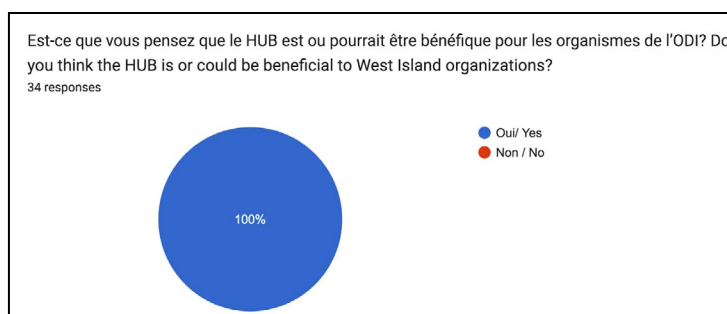
- An info share section with updates on regulations and sector news
- A directors-only message board
- Shared resource files
- Live chat functionality



## Realizing The HUB's Potential

While The HUB already provides valuable tools, its full impact depends on ongoing collaboration and adoption by community partners. Together, by building regular use and shared habits, The HUB can:

- Enhance cross-sector collaboration and project development
- Improve meeting coordination and reduce scheduling conflicts
- Streamline access to resources and community data
- Strengthen leadership networks and peer support among nonprofit directors
- Expand community engagement through broader membership



## Next Steps

We continue to work closely with Tables, committees, and community organizations to integrate The HUB into collective action efforts. The HUB committee has expanded to include community organization members and is currently planning **Phase 3**—adding more frontline team members to the HUB membership to further grow participation.



# Creating Change in Our Community: CRC's Committee Involvement

In 2024–2025, the CRC actively participated in **29 committees and tables**, playing a vital role in driving community collaboration and collective impact. Our team supports these efforts by:

- Sharing valuable information and promoting awareness of community resources;
- Encouraging a culture of learning, open dialogue, and cooperation among diverse stakeholders;
- Providing data and insights from our information and referral programs to highlight community needs and emerging issues.

By contributing our frontline experience and knowledge, CRC helps shape informed, practical strategies that strengthen the social fabric and improve outcomes for all community members.



## Tables and Committees the CRC Actively Plays a Role In

### Seniors and Aging

- The West Island Seniors Table
- MADA Committees (Senior Friendly Municipalities): Sainte Anne de Bellevue, Beaconsfield, Kirkland
- Comité national de sensibilisation à la maltraitance envers les personnes âgées
- Comité régional de lutte à la maltraitance envers les personnes âgées
- Comité d'apprentissage – Initiatives de travail de milieu auprès des aînés en situation de vulnérabilité (ITMAV)

### Community and Neighborhood Development

- Table de Quartier Nord de l'Ouest-de-l'Île (TQNOIM)
  - Board of Directors
  - Food Security Committee
  - Housing Committee
  - Committee vivre ensemble
- Table de Quartier Sud de l'Ouest-de-l'Île (TQSOI)
  - Food Security Committee
  - Housing Committee
  - Collective Impact Project (CIP) Committee
  - Housing Forum Committee
  - Poverty Reduction and Social Inclusion Committee
- West Island Strategic Committee (collaboration TQSOI and TQNOIM)

### Health and Social Services

- West Island Mental Health Table
  - Coordinating Committee
  - Fiduciary Committee
- Table de concertation enfance famille jeunesse de l'Ouest-de-l'Île (TCEFJOI)
- Table de concertation DI-TSA de l'Ouest-de-l'Île
- Comité intersectoriel (CIUSSS)
- Comité intersectoriel sur la salubrité de l'Ouest-de-l'Île
- Table de partenariat communautaire et santé mentale

### Participation in Other Community Initiatives

- West Island Pride Committee
- Comité consultatif 211 Montréal
- Forum on the health of the population in West Montreal Island (CIUSSS)
- West Island Forum on Immigration and Multicultural Diversity



# Our Funding Partners

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

[Centraide of Greater Montreal](#) contributes to the CRC by supporting its core mission. This vital support gives the CRC the ability to continue its work towards improving the individual and collective well-being in the West Island. A sincere thank you to Centraide for their continued support and commitment to the CRC.



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



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



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Thank you to all of our supporters & municipal funders!



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# Thank you!

