



WEST ISLAND COMMUNITY RESOURCE CENTRE

Annual Report

2025–2026



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CONNECT. PROMOTE. SUPPORT.
the West Island Community Sector

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Vision & Mission

OUR VISION

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

OUR 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.
- A sense of collaboration, unity and spirit amongst community organizations and community-based initiatives.

Connect. Promote. Support.
the West Island Community Sector

Values, Programs & Services

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 & 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 programs for seniors, women and newcomers, [CRC Mobile](#).
- 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.
- [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.

President's Message



President Judith Kelley

The West Island Community Resource Centre, the CRC, has been providing its remarkable services since 1983, over 40 years. In my years serving on the Board, first as a member, and then as the President, I have constantly observed that the CRC is the heart and soul of the community. Located in the “old” Valois Train station building, a perfectly fitting and accessible location, the CRC’s doors are open to all in need of connections to resources to help with holistic well-being.

This ongoing important work, exceeding all expectations, is made possible by its deeply dedicated and tireless team, led by the exceptional full-time Executive Director, Katie Hadley. The passionate program part-time team members, Sandra Watson, Jillian LaLonde, Isabelle Sayed, Alexandra Bourdé, Skye Rawlings and Maria Coca, complete the valuable and ever-evolving CRC team.

We are grateful for the financial support of Centraide, for our operations and special projects, West Island Community Shares, who believe in our important mission, the City of Pointe-Claire, which provides our cherished space, and other West Island municipalities, organizations, grants, individual funders and donors who make our work possible. Financial resources are limited and create challenges for our operations, so we are greatly appreciative of all who contribute. We invite you to visit the Donation button on our website to donate to the CRC (and we thank you in advance)!

The CRC has added programs to its outreach to enrich our offerings of resource services: Social Prescription and a Newcomer project, are exciting new endeavours, both supported by specific grants. The CRC evolves continuously, answering the needs of the community it serves with empathy and passion.

The CRC Board, engaged and dynamic, is composed of the following members: Chris Bury, Michael Chechile, Gavin Fernandez, Christina Forest, Veronica Johnson, Dion Joseph, Judith Kelley, Cori-Ann Surette, and Tessa Trasler. Each member brings a range of experience to the table and commitment to our strategic directions. The Board recently participated in the annual retreat, in March 2026, where we also explored our roles and responsibilities around a new governance model.

It is with great regard for the West Island Community Resource Centre that I urge you to read through the 2025-2026 Annual Report to discover the scope of our work and our contribution in our unique and innovative way to the West Island Community.

Judith Kelley, President

Executive Director's Message



Executive Director Katie Hadley

As I reflect on the past year, I am struck by both the growing challenges facing our community and the remarkable commitment of the people and organizations working every day to respond to them.

Across the West Island, individuals and families continue to navigate increasingly complex realities. Rising costs of living, housing instability, social isolation, mental health concerns, and the challenge of navigating fragmented systems have created additional barriers for many West Islanders seeking support. At the same time, community organizations are being asked to do more with limited resources while responding to increasing demand and evolving needs.

In this environment, the CRC's role has never felt more important.

Over the past year, we have continued to strengthen and expand programming that supports seniors, newcomers, families, and individuals experiencing vulnerability or isolation. Through our Information and Referral Services, Housing Navigation Program, CRC Mobile initiative, Empowering Families Together partnership, and other community-based supports, we have worked to meet people where they are—helping community members access resources, navigate systems, and build greater stability and wellbeing.

The challenges people face rarely exist in isolation. Housing, financial pressures, social isolation, health concerns, and service navigation are often deeply interconnected. This reality reinforces the importance of holistic, person-centred approaches that focus not only on immediate needs, but also on long-term wellbeing, confidence, and resilience.

This year also marked the beginning of an exciting new chapter as we laid the groundwork for a Social Prescription initiative that will launch in the coming year. By strengthening connections between healthcare providers and community organizations, this innovative project recognizes that health and wellbeing are shaped by more than medical care alone.

We are excited by its potential to create more seamless pathways to support while highlighting the essential role community organizations play in helping people thrive.

Beyond our direct services, the CRC continued to invest in the relationships and collaborations that strengthen the broader community ecosystem. Through initiatives focused on organizational development, cross-sector partnership building, and collective action, we worked alongside community organizations, local tables, public institutions, faith communities, and emerging partners to explore new ways of working together. These efforts reflect a simple belief: when organizations are better connected, informed, and supported, community members benefit.

This year also marked an important period of reflection and strategic development for the CRC. Through a process focused on impact, organizational clarity, and strategic positioning, we examined where the CRC creates the greatest value and how we can best contribute to the evolving needs of our community. The process reaffirmed our role as both a direct support organization and a connector—bridging individuals to services, organizations to one another, and sectors to opportunities for collaboration and collective impact.

As a result, we have become increasingly clear about the outcomes we seek to create. For individuals, we aim to provide clearer pathways to support, reduce barriers and confusion, and contribute to greater wellbeing and self-advocacy. For organizations, we help strengthen referrals, coordination, and collaboration. And for the broader community system, we contribute insights, relationships, and opportunities for collective action that support better-informed decisions and stronger responses to emerging challenges.

Looking ahead, we are energized by the opportunities before us. From Social Prescription and new partnership initiatives to ongoing conversations about collaboration, organizational support, and collective leadership in the West Island, we remain committed to strengthening the connections that help individuals, organizations, and communities flourish.

On behalf of the Board of Directors, thank you to our team, volunteers, partners, funders, and community members for your trust, collaboration, and support. The work reflected in this report belongs to all of us.

Together, we are building a more connected, responsive, and resilient West Island.

Katie Hadley, Executive Director

Board of Directors



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.

EXECUTIVE

Judith Harper Kelley
PRESIDENT

Christina Forest
VICE-PRESIDENT

Gavin Fernandes
SECRETARY

Tessa Trasler
TREASURER

DIRECTORS

Dion Joseph
DIRECTOR

Cori-Ann Surette
DIRECTOR

Michael Chechile
DIRECTOR

Veronica Johnson
DIRECTOR

Chris Bury
DIRECTOR

Team Members



Katie Hadley
EXECUTIVE DIRECTOR



Skye Rawlings
COMMUNICATIONS AND
EVENTS COORDINATOR



Sandra Watson
RESOURCE AND
SUPPORT SPECIALIST



Jillian Lalonde
RESOURCE AND SUPPORT
SPECIALIST



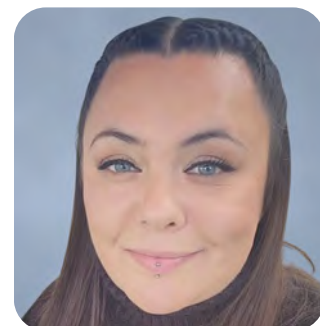
Isabelle Sayed
RESOURCE AND SUPPORT
SPECIALIST



Alexandra Bourdé
RESOURCE AND SUPPORT
SPECIALIST



Maria Coca
RESOURCE AND
SUPPORT SPECIALIST



Elizabeth Wilkie
VOLUNTEER



Nora Xu
BOOKKEEPER



Francess Pierre
COMMUNITY INFORMATION
OFFICER (SUMMER CONTRACT)

The background of the entire slide is a photograph of several hands of different skin tones reaching out and interlocking in a supportive gesture. The image is overlaid with a semi-transparent magenta filter.

We **CONNECT**

**Persons in vulnerable situations to
community resources.**

**Community organizations and
community partners to one another.**

Information & Referral Program

Creating Connections Through Informing and Supporting

ABOUT THE PROGRAM

CRC's Information & Referral (I&R) Program helps West Islanders navigate complex systems while strengthening coordination across the community sector. Through bilingual services offered by phone, online, and in person, CRC connects individuals and families to programs, services, and supports across the West Island.

More than a referral service, CRC's approach helps individuals, organizations, and systems work together to improve access, reduce barriers, and strengthen community wellbeing.

CRC's Information & Referral framework is designed to be flexible and responsive across diverse populations, including newcomers, women, families, seniors, and other community members.

CREATING CONNECTIONS

CRC helps bridge people and services while strengthening relationships across the community network.

- ✓ Connecting West Islanders to community supports and local resources
- ✓ Identifying and helping address service gaps
- ✓ Strengthening relationships between organizations, sectors, and systems
- ✓ Facilitating coordinated pathways for individuals and families with multiple or complex needs

INFORMING

- ✓ CRC provides accurate, relevant, and responsive information tailored to varying levels of need.
- ✓ Outreach and information sessions
- ✓ Basic information and system navigation guidance
- ✓ Workshops and specialized resource guides

SUPPORTING

- ✓ One-on-one guidance grounded in empathy and trust
- ✓ Assistance navigating systems, completing forms, understanding eligibility, and identifying next steps
- ✓ Needs assessment and personalized referrals
- ✓ Short- and longer-term follow-up

Impact

FOR WEST ISLANDERS

- Clearer pathways to services and support
- Increased stability, wellbeing, and self-advocacy
- Greater connection and sense of support

FOR ORGANIZATIONS

- Improved coordination and reduced service duplication
- Stronger cross-sector collaboration and trust
- Shared insights into community needs and emerging trends

FOR COMMUNITY SYSTEM

- Greater visibility into community and system challenges
- Information that supports planning and resource allocation
- Stronger alignment between frontline realities and strategic decisions

SERVICE REACH

2,392

individuals supported

3,653

service interactions and connections

6,029

referrals and resource connections provided

Residents supported across

13

municipalities and surrounding areas

Voices of the Community

"Myself and my son would like to express our sincere appreciation for the support and assistance we received from Alexandra Bourde. During my difficult time when I was stressed needed someone to talk too and was searching for various information legal advice and access to food resources.

The help I received made a significant difference in my life. Finding a legal adviser was overwhelming at first, but with the guidance and support provided during my meeting with Alexandra made my life easier, I was able to connect with someone who listened to my concerns and helped me better understand my situation and options.

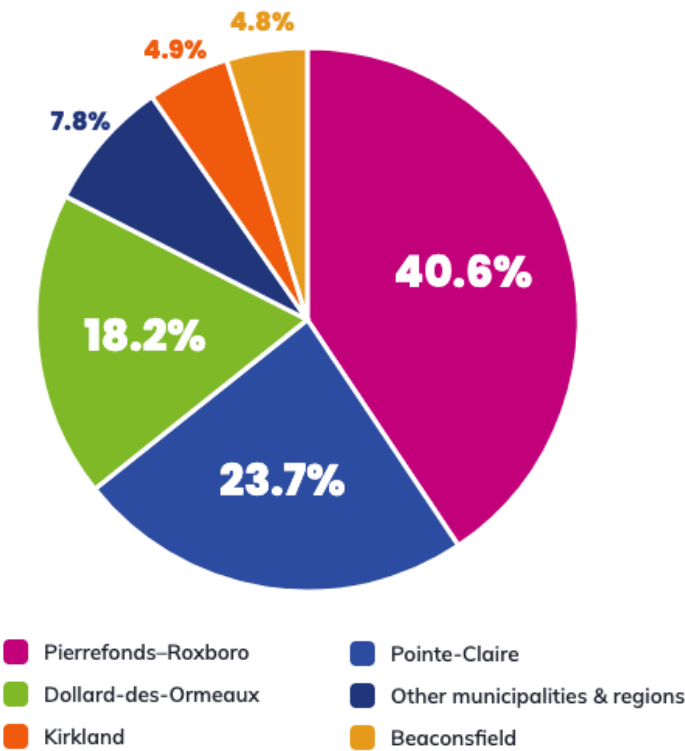
In addition, the assistance with food support was extremely important to me during this challenging period. Having access to food resources helped reduce stress and gave me stability when I needed it most. Also I did appreciate all the emails Alexandra send to check-up on my son and myself.

I am truly grateful for the kindness, professionalism, and compassion shown to me throughout the process. The support I received not only helped meet my immediate needs but also gave me hope and encouragement moving forward.

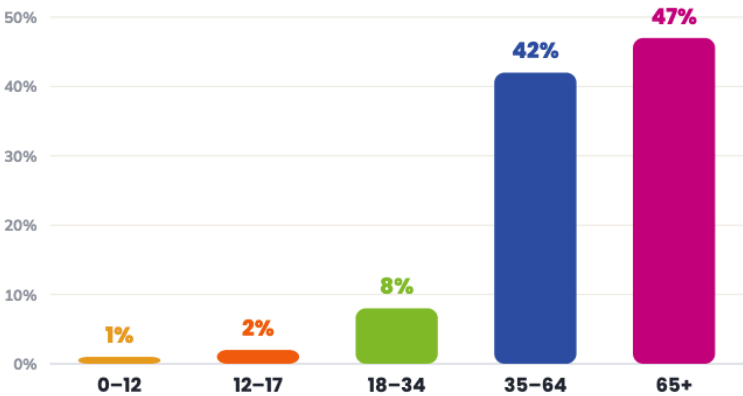
Thank you again for your dedication and willingness to help people in need."

Julina

GEOGRAPHIC REACH



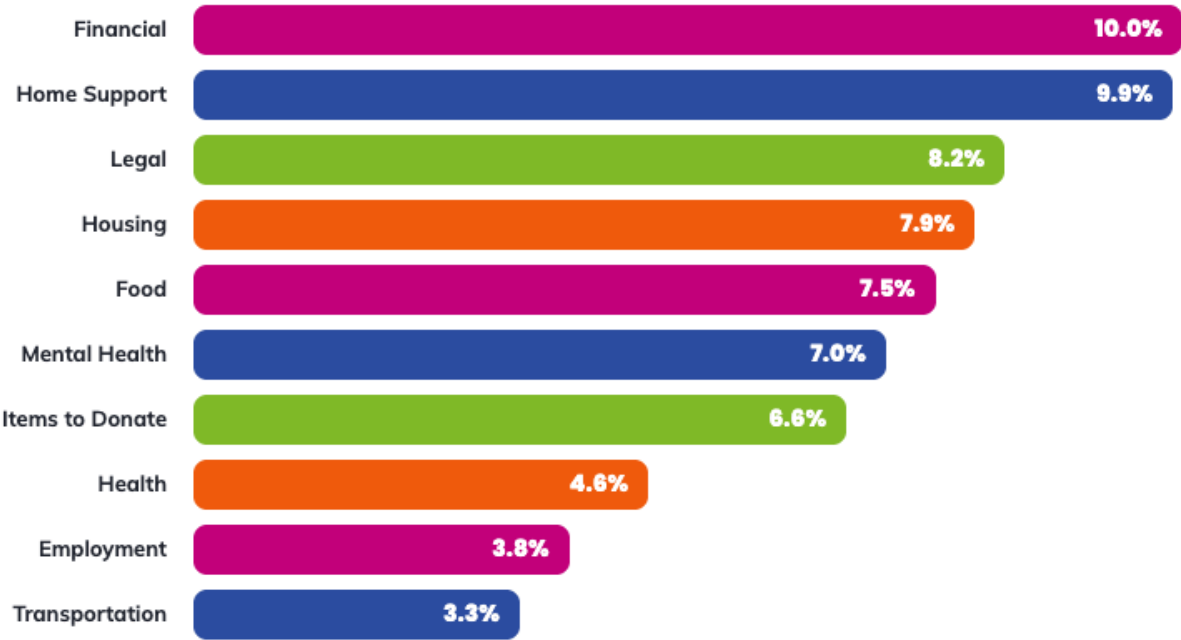
WHO WE SUPPORTED



Nearly 9 in 10 individuals supported were aged 35 and older, and almost half were seniors (65+).

TOP 10 NEEDS EXPRESSED

The needs presented by residents reflect both immediate practical concerns and broader social determinants of health and wellbeing.



Connecting with the Community

CRC Outreach Initiatives

In 2025–2026, 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 SESSIONS

- **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.

- **Springdale Community Connections Night**

This event was an opportunity for families to connect directly with local community organizations and learn about the services and resources available to support them.

- **West Island Pride**

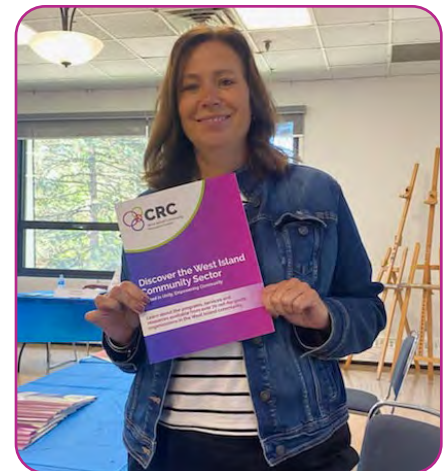
The CRC participated alongside local 2SLGBTQIA+ organizations, celebrating diversity and fostering inclusion by connecting individuals with supportive services.

- **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.

- **Tell Your Story - Quebec Intellectual Disability Awareness Week**

The CRC hosted an information table at the West Island Local Table for Intellectual Disability and Autism Spectrum Disorder (ID-ASD)'s fun and interactive event aimed at celebrating differences and promoting inclusion.



VOLUNTEER TRAINING AND CAPACITY BUILDING

In collaboration with partner organizations, the CRC delivers training sessions, including for the Nav-Care team at Teresa Dellar Palliative Care Residence. These sessions equipped participants to better understand and promote local community resources in their work.

CRC Mobile

Bridging Seniors to Care and Community (ITMAV Program)

ABOUT THE PROGRAM

CRC Mobile is a community outreach program dedicated to enhancing the quality of life of older adults living in Montreal's West Island, with a particular focus on seniors who are isolated, vulnerable, or at risk of falling through the cracks of the health and social service system.

CRC Mobile acts as a trusted frontline presence in the community, helping seniors and their families navigate the often complex landscape of available services. Accessing community resources can be overwhelming, especially for those facing mobility challenges, language barriers, financial hardship, health concerns, or limited awareness of available support.

CRC Mobile bridges this gap by providing personalized, one-on-one assistance through a dedicated Resource and Support Specialist. Through comprehensive needs assessments, tailored action plans, referrals, accompaniment, and ongoing follow-up, seniors receive the guidance and support needed to access services and remain connected to their community.

The program accepts referrals from a broad network of partners, including CLSCs, healthcare providers, municipalities, community organizations, housing providers, caregivers, and concerned citizens, fostering a collaborative and coordinated approach to community care.



2025–2026 ANNUAL HIGHLIGHTS

Throughout the year, CRC Mobile continued to provide essential outreach, accompaniment, and referral services to vulnerable seniors across the West Island. As community needs became increasingly complex and wait times for services continued to grow, the program played a critical role in reducing isolation, improving access to resources, and strengthening support networks for older adults.

By the numbers: this year, CRC Mobile:

Reached
750

seniors through outreach and community engagement activities.

Identified and supported
131

vulnerable seniors requiring personalized assistance.

Completed
686

interventions, including follow-up support, advocacy, accompaniment, and case coordination.

Facilitated
524

referrals to community, healthcare, and support services.*

* Referrals included:

- ✓ **318** referrals to community organizations
- ✓ **116** referrals to health and social services
- ✓ **37** referrals to home support services (EÉ SAD)
- ✓ **35** referrals to legal, police, housing, and related services
- ✓ **18** referrals to the Elder Abuse Help Line

Many individuals required ongoing, personalized support over several weeks or months to help stabilize their situations, reconnect with services, access essential resources, and reduce social isolation.

RESPONSIVE, PERSON-CENTERED SUPPORT

CRC Mobile provides a wide range of individualized services designed to meet seniors where they are and respond to their unique circumstances. Services include:

- ✓ Telephone support and wellness follow-ups
- ✓ In-person and virtual consultations
- ✓ Accompaniment to appointments and essential services
- ✓ Resource navigation and advocacy
- ✓ Collaboration with caregivers, healthcare professionals, and community partners
- ✓ Ongoing monitoring and personalized follow-up

Outreach activities took place throughout the West Island in community centres, food banks, HLM residences, seniors' residences, libraries, and municipal spaces. Participation in information kiosks, awareness campaigns, and community events helped increase visibility of the program while strengthening referral pathways and partnerships.

STRENGTHENING COMMUNITY PARTNERSHIPS

With the CRC Mobile program the CRC continues to work closely with community organizations, healthcare providers, municipalities, and frontline professionals to ensure seniors received timely, compassionate, and coordinated support.

RESPONDING TO EMERGING NEEDS

Throughout the year, the program responded to growing concerns related to:

- ✓ Social isolation and loneliness
- ✓ Financial insecurity
- ✓ Mental health challenges
- ✓ Loss of autonomy
- ✓ Food insecurity
- ✓ Housing instability
- ✓ Difficulties navigating health and social service systems

As these challenges became increasingly complex, the CRC remains committed to providing relationship-based, human-centred support that empowers seniors, strengthens resilience, and helps vulnerable individuals remain safely connected to their communities.

Impact

CRC Mobile makes a meaningful difference in the lives of West Island seniors by providing more than referrals and information, it offers compassion, consistency, and human connection during times of vulnerability.

Many seniors supported by the program face multiple overlapping challenges, including declining health, cognitive impairment, financial hardship, grief, and profound social isolation. For some individuals, CRC Mobile staff may be the only consistent point of contact in their lives.

Regular check-ins, personalized follow-ups, and emotional support provide a vital lifeline while seniors wait for services that often have lengthy delays. Through trusted relationships and ongoing advocacy, the program helps restore dignity, reduce stress, and ensure that no senior faces difficult circumstances alone.

OUTCOMES FOR SENIORS

CRC Mobile contributes to improved quality of life by:

- ✓ **Improving Access to Services:** Helping seniors navigate complex systems and connect to healthcare, social services, housing supports, financial assistance, and recreational opportunities.
- ✓ **Providing Personalized Support:** Delivering individualized assessments and action plans tailored to each senior's unique needs and circumstances.
- ✓ **Reducing Social Isolation:** Connecting seniors with community groups, activities, and support networks that foster meaningful social engagement.
- ✓ **Supporting Better Health Outcomes:** Facilitating timely access to services and providing consistent follow-up that can prevent crises and reduce emergency interventions.
- ✓ **Offering Emotional Reassurance:** Providing ongoing encouragement and support during periods of uncertainty, helping seniors feel heard, valued, and connected.

LOOKING AHEAD

CRC Mobile continues to play a critical role in improving the quality of life of seniors throughout the West Island. As community needs evolve and service systems become increasingly complex, the program remains committed to ensuring that vulnerable seniors receive compassionate support, trusted guidance, and meaningful human connection by helping them age with dignity, independence, and a strong sense of belonging in their community.

Project Liasion 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. 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 and the CRC conducts 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
- Conducted 15 information sessions for local seniors in collaboration with PDQ3

Information Visits:
Since February 2025,

175

seniors have registered for the initiative.

Impact

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:

- 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.

CONTINUED SUCCESS

Building on the success of its first year, the *Liaison Aîné* project continues to grow in 2025–2026 with a focus on deepening community ties and expanding outreach to more seniors in Pierrefonds-Roxboro. The CRC continues to collaborate 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 2026 “Door to Door” will be focused on promoting this project.



Échos de la communauté

« Je considère que ce projet est très important, car il nous permet de savoir où habite les aînés qui se trouvent dans leur résidence privée tout en ayant leurs coordonnées et les personnes contact en cas d'urgence.

Il permet de travailler en collaboration avec les arrondissements, les services d'urgence (sécurité publique, pompiers), les différents organismes communautaires, les institutions publiques (CLSC, Curatelle publique, Commission des droits de la personne, etc.) et les institutions privées (les banques, les résidences d'aînés, etc.).

Cela va aussi nous aider à possiblement prévenir des décès, effectuer de la prévention au niveau de la fraude et d'autres crimes comme la maltraitance, transmettre de l'information provenant des arrondissements en lien avec des catastrophes naturelles ou autres sujets importants et offrir des services adaptés à ces aînés par l'entremise des organismes communautaires. »

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.



Me. Hugh Mansfield

THIS YEAR'S HIGHLIGHTS

Facilitated connections for

160

individuals to additional legal resources, helping them secure ongoing support beyond initial consultations.

Monthly Legal Clinics

The CRC continued to provide the only regular free legal information clinics in the West Island, in collaboration with Me. Hugh Mansfield ING. This year, **54 individuals** (an increase of 100% from last year) accessed this service, helping them take critical steps toward resolving their legal challenges.

New Legal Talk on Family Law

Upon observing the growing number of requests for legal information about separation and divorce, the CRC partnered with the West Island Women's Centre to offer a free talk on the subject, facilitated by Me Andréanne Martel and Me Véronique Collard from the Bar of Montreal's **Visez Droit** program.

Supported

176

individuals during tax season by linking them to community-operated income tax clinics.

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.

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.

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 **18 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.



Voices of the Community

"The CRC directors' meet-up is a gem in the west-island non-profit sector. As someone who founded a non-profit without the benefit of having worked in the sector, I have a lot of questions and a lot to learn! When I have concerns about grants or AGMs, or just need a bit of encouragement, Katie and the other directors are there to help.

Twice a month I have the opportunity to meet others who are doing similar work and benefit from their knowledge and experience. It is also a chance to tell others about what our organization does, learn what others do, and find ways to collaborate on bigger initiatives. Thank you Katie and CRC for running these meet-ups!"

Katy Johnston
FabZone

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 continued as a collaborative initiative between the West Island Women's Centre (WIWC) and the West Island Community Resource Centre (CRC), designed to strengthen women's access to information, referrals, and personalized support.

Recognizing that women often face complex and overlapping challenges—including mental health concerns, legal issues, caregiving responsibilities, social isolation, and financial stress—the partnership aimed to provide low-barrier, relationship-based support within trusted community spaces.

Throughout the year, the initiative combined outreach, class visits, individualized support, community education, and resource navigation to help women better understand available services and connect with support adapted to their realities.

Women accessed support through class visits, one-on-one meetings, referrals, outreach activities, and informal conversations that created safe opportunities to discuss needs and seek assistance.

The regular presence of support personnel within WIWC activities helped foster trust and strengthened pathways to information and community resources.



Voices of the Community

"I learned that there are more resources than I knew before, and I am not alone in my experience."

"These conferences offer clarity and empower women to take actions regarding marriage and family."

"The tone and ambience created a safe space to speak out and hear other stories without judgment or shame."



Impact

- **Accessible Support:** Women accessed information, referrals, and emotional support through class visits, outreach, and individualized conversations in trusted community spaces.
- **Deeper Understanding of Community Needs:** Surveys, outreach, and support interactions highlighted growing needs related to mental health, legal information, caregiving, employment, and family support.
- **Legal Education and Empowerment:** A free family law workshop provided practical legal information and helped participants feel more informed, confident, and connected to resources.
- **Expanded Outreach:** Visits to 40+ WIWC activities and community events strengthened trust and increased visibility among women across the West Island.
- **Resource Development:** A bilingual senior-focused resource flyer was created to improve access to information and local services.
- **Collaborative Learning:** The initiative generated valuable insights into relationship-based support and community-informed approaches to women's well-being.

SPOTLIGHT INITIATIVE: FAMILY LAW EDUCATION

Legal concerns emerged as one of the strongest areas of need identified through the collaboration.

In response, the CRC and WIWC organized Separating Fact from Fiction in Family Law, a free public workshop presented in partnership with the Bar of Montreal's Visez Droit program.

The session attracted 19 highly engaged participants and provided accessible information about separation, divorce, custody, and legal rights.

Participants reported:

- ✓ Greater understanding of family law processes
- ✓ Increased awareness of legal resources
- ✓ Greater confidence navigating next steps
- ✓ Feeling less isolated and more supported

The workshop also connected many women who were new to both organizations, demonstrating the value of accessible community education and outreach.



A special thank you to Me Andréanne Martel and Me Véronique Collard from the Bar of Montreal's Visez Droit program.

LEARNING AND REFLECTION

The 2025–2026 year reinforced the importance of relationship-based support, adaptable collaboration, and community-informed programming.

The initiative demonstrated that women benefit from accessible spaces where information, referrals, and emotional support can be offered in ways that feel welcoming and stigma-free.

As both organizations continue evolving and responding to changing community realities, the experiences and insights generated through Empowering Women Together will continue to inform future approaches to supporting women in the West Island.

THIS YEAR'S HIGHLIGHTS (2025–2026)

Approximately

228

contacts with women seeking information, support, or referrals

19

participants attended the Separating Fact from Fiction in Family Law workshop

40+

WIWC classes and activities visited

19

individualized meetings

The majority of participants came from Pointe-Claire and Pierrefonds - WIWC's two main service hubs.

UNDERSTANDING EMERGING NEEDS

The partnership explored new ways of learning about women's realities through outreach conversations, individualized support, and a targeted member survey.

- ✓ Survey responses and support interactions highlighted recurring needs related to:
- ✓ Mental health and emotional well-being
- ✓ Legal information and family concerns
- ✓ Employment and financial pressures
- ✓ Caregiver support
- ✓ Childcare and parenting
- ✓ Housing and community connection

These insights helped inform referrals, resource development, and future programming ideas.



Housing Program

Supporting Housing Stability Across the West Island

BUILDING PATHWAYS TO SAFE AND STABLE HOUSING

As housing affordability and availability continue to challenge individuals and families throughout the West Island, the CRC Housing Program serves as a trusted resource for residents navigating increasingly complex housing systems.

The program provides personalized guidance and practical support to individuals facing housing insecurity, helping them understand their options, access available resources, and make informed housing decisions. Whether seeking affordable housing, public housing, community-based options, or assistance in maintaining existing housing, clients receive one-on-one support tailored to their unique circumstances.

Housing staff work closely with residents to assess needs, identify appropriate solutions, assist with applications, communicate with landlords when necessary, and facilitate referrals to specialized housing and community services.

WHO WE SUPPORT

The program primarily assists:

- ✓ Individuals and families experiencing housing insecurity
- ✓ Seniors seeking safe and affordable housing options
- ✓ Newcomers navigating unfamiliar housing systems
- ✓ Low-income residents facing financial barriers
- ✓ Individuals requiring additional support to secure housing independently

While the program focuses primarily on serving West Island residents, we continue to seek out partnerships with organizations across the Montreal area to help individuals who need to relocate to a different neighbourhoods..

THIS YEAR'S HIGHLIGHTS (2025-2026)

46

Individual housing consultations

250

Follow-up interventions and client support contacts

202

Housing information requests handled by phone and email

14

Applications supported for public housing (OMHM)

89

Referrals to complementary services, including CALODI, food security, legal assistance, and social support programs

RESPONDING TO HOUSING CHALLENGES

Residents seeking assistance often face multiple barriers to securing stable housing, including:

- ✓ Rising rental costs
- ✓ Limited affordable housing availability
- ✓ Financial insecurity
- ✓ Language and accessibility barriers
- ✓ Limited knowledge of available housing resources
- ✓ Difficulty navigating housing application processes
- ✓ Unstable credit or a file at the TAL
- ✓ Urgent relocation needs/Risk of eviction or housing loss

The Housing Program provides individualized support to help clients navigate these challenges while reducing stress and uncertainty during critical periods of transition, while helping them make informed decisions.

CREATING LASTING IMPACT

Improving Access to Housing

Clients receive personalized guidance that increases their ability to identify suitable housing opportunities and successfully navigate application processes.

Strengthening Housing Stability

Through ongoing follow-up and advocacy, the program helps individuals maintain housing and avoid situations that could lead to homelessness or displacement.

Empowering Informed Decisions

Through personalized guidance, residents develop a better understanding of housing options, available resources, and their rights as tenants. The program also helps individuals assess their financial capacity and establish realistic housing expectations, reducing the risk of future housing instability.

Connecting People to Broader Supports

Housing needs are often linked to other challenges. By connecting clients to food security programs, legal services, income support, and community resources, the program helps address the broader factors affecting housing stability.

While securing new housing is not always immediately possible, the Housing Program empowers individuals with the knowledge, tools, and resources needed to better understand their housing options, budget realistically, and reduce the risk of future housing instability. Through close collaboration with CALODI, clients are informed of their rights and responsibilities as tenants, while receiving compassionate support, guidance, and a listening ear during what is often a stressful and uncertain period in their lives.

THE FUTURE

Continuing to Empower West Islanders Through Housing Challenges

In a housing market where affordable options are increasingly limited, the CRC Housing Program remains committed to supporting residents through some of life's most challenging transitions. Whether through information, referrals, or simply a compassionate listening ear, the program helps individuals and families feel supported, informed, and less alone as they navigate housing uncertainty.

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 2025–2026. This dynamic online hub attracted over 778 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.

Voices of the Community

Finding affordable housing is really hard, but Sandra supported me through everything and it made a huge difference. I had someone to turn to for advice and encouragement and it helped me feel less alone. I now know how much I can afford and what my options are and that gives me hope for the future. Thank you for everything.

Andrea S
Pointe-Claire

"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

CRC HOUSING SEARCH TOOL

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

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.

New Initiative: Empowering Families Together

Strengthening Newcomer Support in the West Island

Our Mission in Action: Empowering Families Together is a collaborative initiative between AMCAL and the West Island Community Resource Centre (CRC). Grounded in dignity, empathy, and a human-centered approach, this project strengthens outreach and personalized navigation support for newcomer and immigrant families adapting to life in the West Island.

Impact

- 95+ Community partners engaged through targeted outreach
- 70 individuals reached through outreach presentations
- 20 Families provided with intensive, multi-layered navigation support
- 28 Distinct, interconnected settlement needs identified and addressed

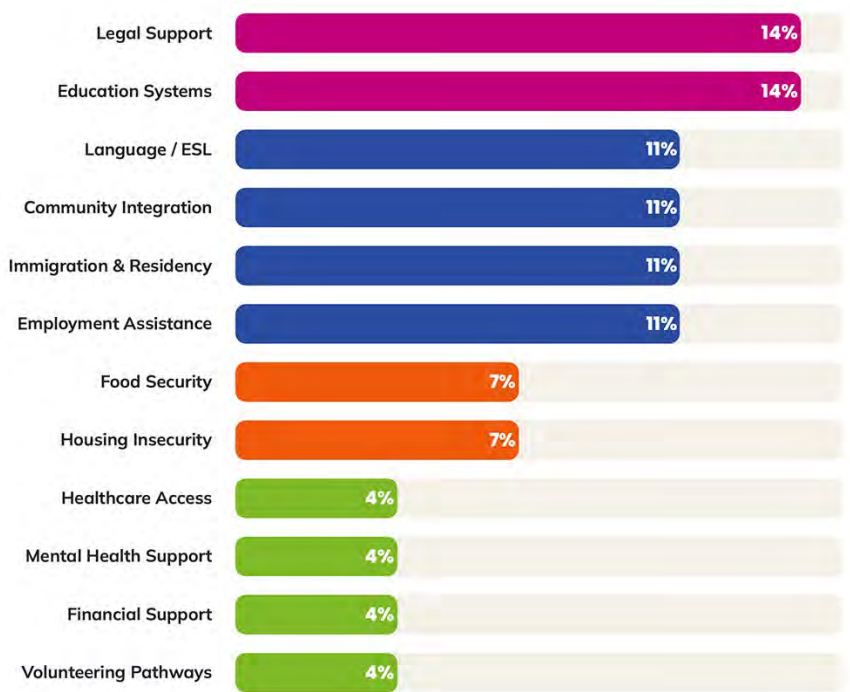
OBJECTIVE 1: EXPAND ACCESS TO PERSONALIZED NAVIGATION SUPPORT

Newcomer families face complex, often overlapping challenges during settlement. The CRC provided a dual-layered approach to meet families precisely where they were:

- ✓ **Light-Touch Information & Orientation:** Provided rapid response, targeted resource sharing, and initial system orientation to build trust and immediate awareness.
- ✓ **In-Depth Navigation & Accompaniment:** Provided long-term, complex casework including active listening, intake assessment, tailored referrals, and ongoing emotional and practical accompaniment.

Addressing Interconnected Realities

Our tracking data revealed that settlement challenges are rarely isolated. We successfully mapped and addressed **28 core needs** across the families we served:



OBJECTIVE 2: INCREASE OUTREACH & COMMUNITY VISIBILITY

Families frequently access services only after repeated exposure to trusted information. We invested heavily in establishing foundational, trusted relationships across the territory:

- **Community Presence:** Actively participated in local events including the *TQN Religious Community Event*, *Springdale Community Connections*, and *Salon des aînés DDO*.
- **Systemic Collaboration:** Joined community round tables including *La Table de concertation Enfance Famille Jeunesse de l'Ouest de l'île* and the *Vivre Ensemble* committees to keep newcomer realities at the forefront of local sector planning.
- **Grassroots Material Distribution:** Distributed over 50 rack cards across 8 strategic West Island locations, alongside a partner email campaign reaching 75 community stakeholders.



Voices of the Community

"We are a Venezuelan family who arrived in Canada in 2023. During a very challenging time, we turned to CRC seeking guidance, and thanks to the respectful, compassionate, and diligent support of Ms. Alexandra Bourde, we were able to move forward with health, education, and legal processes that once felt overwhelming. Today we rest with greater peace, knowing we are not alone and that true humanitarian support does exist. Our gratitude is immense — thank you, truly."

Judith

OBJECTIVE 3: BUILDING REGIONAL PATHWAYS

A key finding from this period is that effective newcomer support must extend **beyond geographic boundaries**. Many specialized services are located outside the West Island, requiring the CRC to build bridging mechanisms with broader Montreal networks, including:

- Institutional Partners: IRCC, PRAIDA, and CSSMB.
- Basic Needs & Youth Support: West Island Mission, Projet Communautaire de Pierrefonds (PCP), Centre Jeunesse La Corde, and AMCAL Family Services.
- Grassroots Networks: Local faith communities (Oasis, Bethel Community Church, St. John the Baptist) to secure trust-based referral pathways.

KEY LEARNING & MOVING FORWARD

"Information alone is not enough. Reassurance, human accompaniment, and continuous relationship-building are the true cornerstones of successful settlement."

As we look toward the 2026-27 year, our priorities remain focused on expanding our outreach footprint, deepening our collaborative integration protocols with AMCAL, and continuing to co-create specialized, multilingual resource tools that empower families to thrive.

Looking Ahead:

Advancing Social Prescription in the West Island

In 2025–2026, CRC began laying the groundwork for an exciting new initiative that will launch in the coming year: a Social Prescription pilot designed to strengthen connections between healthcare providers, community organizations and residents.

CRC was selected as a community partner in a Montreal-based pilot project that brings together the Eva Marsden Centre (EMC), the African Canadian Development and Prevention Network (ACDPN), CONNEC-Q: McGill–Université Laval Social Prescribing Collaborative, CIUSSS CODIM and CIUSSS ODIM.

Social Prescription recognizes that health and wellbeing are influenced by more than medical care alone. Access to community resources, social connections, housing, food security, physical activity and other social supports can play a critical role in improving quality of life and overall wellbeing.

Building on its long-standing expertise in information and referral, navigation support and community connections, CRC will participate in the pilot by helping individuals at the new West Island NP led clinic (Nurse Practitioner), identify what matters most to them and connect with the community resources and supports that can help them achieve their goals. Central to this approach is accompaniment—ensuring people feel supported as they navigate services and access the resources that best meet their needs.

During 2025–2026, CRC participated in planning, relationship-building and project development activities that will support implementation in the coming year. The initiative represents an important opportunity to strengthen partnerships between the health and community sectors while increasing recognition of the vital role community organizations play in supporting health and wellbeing.

CRC looks forward to helping shape this innovative model and contributing to a more connected, person-centred system of support for West Island residents.

This project is supported by the Trottier Family Foundation.

WHY WE'RE EXCITED

Why Social Prescription Matters

Social Prescription has the potential to:

- ✓ Improve access to community resources and supports
- ✓ Reduce social isolation and loneliness
- ✓ Strengthen connections between healthcare and community services
- ✓ Support a more holistic approach to health and wellbeing
- ✓ Increase awareness and use of local community resources
- ✓ Help residents address social factors that impact quality of life

Rooted in Unity. Empowering Community.



During the course of the year,

32

organizations have participated in
CRC hosted events.

PARTICIPATING ORGANIZATIONS

- West Island Volunteer Accompaniment Service (ABOVAS)
- Action Jeunesse de l'Ouest-de-l'Île (AJOI)
- Carrefour jeunesse-emploi de l'Ouest-de-l'Île (CJE de l'Ouest-de-l'Île)
- Centre de recherche d'emploi Pointe-Claire (CREPC)
- Community Perspectives on Mental Health (CPMH)
- Comité d'action des locataires de l'Ouest-de-l'Île (CALODI)
- Corbeille de Pain
- FabZone
- 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
- 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 Association for the Intellectually Handicapped (WIAIH)
- West Island Black Community Association (WIBCA)
- West Island Citizen Advocacy (WICA)
- West Island Crisis Centre (WICC)
- West Island LGBTQ2+ Centre
- West Island Women's Centre (WIWC)
- West Island YMCA
- West Island Youth Symphony Orchestra (WIYSO)
- WIAIH

The background of the entire slide is a dark blue gradient. Overlaid on this is a semi-transparent image of several hands of different skin tones reaching up and interlocking to form a circle. The text is centered over this image.

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.

THIS YEAR'S HIGHLIGHTS

191

subscribers from
81 different
organizations

40

organizations
submitted
news for promotion

Featured content included:

30 community fundraisers

58 community events

39 programming updates



COMMUNITY CONNECT NEWSLETTER
February 2026
West Island Community Sector:
Rooted in Unity.
Empowering Community

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

FUNDRAISERS

February 12
Valentine's Day Breakfast
Join Big Brothers Big Sisters West Island for their annual Valentine's Breakfast. Get the details [here](#).

February 21
Turn Up the Volume for Literacy
Come and rock out in support of Literacy Unlimited. This special fundraiser is to commemorate their 40th anniversary. Click [here](#) to purchase your tickets.

February 28
The Coldest Night of the Year 5K
Rescue (Housing/Homes) invites you to participate in The Coldest Night of the Year, a festive 5K family walk in solidarity with people experiencing homelessness. Get your hats out, invite your loved ones, and walk with us—it's going to be a celebration! Register [here](#).

[Click to see more fundraisers!](#)

PROGRAMMING NEWS

- The CIUSSS has created a newsletter for community partners. Read the latest news from the CIUSSS [here](#).
- The West Island Crisis Center is offering a new support group focused on motivation and goal setting. Participants will have the opportunity to explore different types of motivation, learn how to set realistic goals (including SMART goals), and discuss concepts such as self-compassion, kindness, and self-esteem. Learn more [here](#).
- Do you know someone who struggles with reading or writing? Literacy Unlimited offers free, one-on-one tutoring to English-speaking adults who want to improve their literacy skills. Check out their website or call 514-694-0007 for more information.
- **Empowering Newcomer Families Together:** An AMICAL Family Services and the West Island Community Resource Centre (CIRC) collaboration created to help guide newly arrived families to Quebec living in the West Island to resources and services they may need.
- **Projet Communautaire de Pierrefonds** is offering several activities through their Parenthood Program. For registration information, contact [chloee@projet.ca](#).
- **Postnatal Stimulation Classes:** learn how to soothe and comfort your baby through healing touch. Wednesday's from 10:00-11:30.
- **Cooking Group for Women:** Friday's from 10-12.
- **Mother to Mother Program:** A new program offered by Projet Communautaire de Pierrefonds that matches mothers together in the community to help and support one another and build friendships. Register [here](#) to participate.
- **Corbeille de Pain's** Community Kitchen workshops are ongoing! They take place monthly in three different locations in the West Island: Cedar Park United and St. Columba by the Lake churches in Pointe Claire, as well as Gerry Robertson Community Centre in Pierrefonds. They are open to everyone in the West Island and the price is "pay what you can", with a guide price of \$10 (to help cover the cost of the food). A fun activity that is also a great way to meet community members, all while learning a few cooking skills. Click [here](#) for more information and to register.

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.

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.

2. Substance Abuse & Addiction Resource Guide

CRC offers 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.



3. 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.

Upcoming: the CRC is in the process of updating this directory and will have the online version available in 2026-27.

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.

4. West Island Seniors Resource Guide and Directory

The Seniors Guide has been a long time trusted resource for seniors, caregivers, and professionals. This year we have been exploring other types of publications for seniors, including a 1-page snapshot of a selection of important resources.

Impact

These resources support healthy aging, promotes independence, and makes it easier for seniors and their families to find and access the help they need.

CRC Website

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

Over the year, the CRC website welcomed

19,615

users

In response to the growing demand for housing-related information, the CRC hosts a **Housing Resource and Information**. 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, 2025 and March 31, 2026, the CRC website served as a critical access point for individuals seeking information, support, and connection:

- **19,615** unique users accessed the site
- Total page views reached **67,226**

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

Most visited pages included:

- Organizations Directory
- CRC Programs
- Community Sector Job Listings
- Housing Information and Resources

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 ninth 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 **60** community partners from **27** different organizations—reflecting growing interest and participation each year.

Halloween in the Village

For a fifth 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.



Voices of the Community

"Jingle & Mingle c'est notre 'party de Noël' de l'Ouest-de-l'île! On prend le temps de parler à des gens que l'on ne voit pas souvent, d'échanger sur nos différents secteurs, éventuellement de rigoler ensemble, de présenter de nouvelles personnes à l'autre et de se souhaiter de joyeuses fêtes de fin d'année! Merci pour ce beau moment de partage!"

"The CRC's mission : Connect, Promote, Support. The Jingle & Mingle does all of that. It gives an informal setting that allows people from all organizations to Connect and develop bonds. It gives the opportunity for organizations to Promote their services among the community sector. It also Supports collaborations between individuals that will benefit the whole community."



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.

CRC's Committee Involvement

Creating Change in Our Community

In 2025-2026, the CRC actively participated in **26 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

- Comité de Coordination
- The West Island Seniors Table
- MADA Committees (Senior Friendly Municipalities): 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), Table de Quartier Sud de l'Ouest-de-l'Île (TQSOI) and their committees:
 - Food Security Committee
 - Housing Committee
 - Committee vivre ensemble
 - 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

Participation in Other Community Initiatives

- West Island Pride Committee
- Comité consultatif 211 Montréal
- West Island Forum on Immigration and Multicultural Diversity

Building Bridges: Strengthening Connections Between Faith Communities and Community Organizations

NEW INITIATIVE APPROVED FOR 2026–2027

Through support from Centraide's Collective Impact Project, CRC and TQNOIM's Vivre Ensemble Committee secured funding to launch a new initiative focused on strengthening connections between faith communities and the community sector in the West Island.

In 2025–2026, CRC worked with the Vivre Ensemble Committee of the Table de Quartier Nord de l'Ouest-de-l'Île de Montréal (TQNOIM) to develop a new initiative aimed at strengthening relationships between faith communities and community organizations across the West Island.

Supported through Centraide's Collective Impact Project, this initiative emerged from discussions at the TQNOIM Forum on faith communities and the community sector, where participants identified a shared opportunity to build stronger and more sustainable connections between community organizations and religious and cultural leaders.

Faith and cultural leaders often serve as trusted points of contact within their communities. They are frequently among the first people approached when individuals and families are experiencing challenges related to settlement, housing, food security, social isolation, family support or navigating unfamiliar systems. Strengthening connections between these leaders and local organizations can help ensure that residents are aware of and able to access the resources available to them.

Building on CRC's expertise in information and referral, community navigation and relationship-building, the project will create stronger pathways between faith communities and community services while supporting leaders in their role as trusted ambassadors of local resources.

PROJECT GOALS

The initiative will:

- ✓ Strengthen relationships between faith communities and community organizations across the West Island;
- ✓ Equip religious and cultural leaders with information, tools and referral pathways that support their communities;
- ✓ Improve access to services for newcomers, immigrants and other residents facing complex situations;
- ✓ Increase awareness of local resources and support systems;
- ✓ Foster greater collaboration and mutual understanding between sectors.

LOOKING AHEAD

Launching in 2026–2027, the project will include outreach and engagement with faith communities, community presentations, personalized support for individuals and families, resource development and collaboration on future community forums.

The initiative represents an exciting opportunity to build on the strengths of both community organizations and faith communities, creating a more connected, inclusive and responsive support network for West Island residents.

By investing in relationships, trust and collaboration, CRC hopes to contribute to a stronger community ecosystem where residents can more easily access the support they need and where organizations and community leaders work together toward shared goals.

Strengthening the Community Ecosystem Through Mutualization

In 2025–2026, CRC joined forces with the Table de Quartier du Nord de l'Ouest-de-l'Île de Montréal (TQNOIM), the Table de Quartier Sud de l'Ouest-de-l'Île (TQSOL) and the CIUSSS de l'Ouest-de-l'Île-de-Montréal to launch an ambitious initiative aimed at strengthening organizational support and collaboration across the West Island community sector.

The project was accepted into Centraide Montréal's Parcours Mutualisation, a capacity-building program that supports organizations in exploring new ways of working together to maximize collective impact.

WHY THIS MATTERS

For more than a decade, CRC and the two Tables de quartier have worked together to strengthen the West Island's community network. Through this collaboration, an important question has emerged:

How can we better coordinate our efforts to support community organizations while reducing duplication, strengthening collaboration and making support easier to access?

While each organization offers valuable support to community groups, opportunities exist to improve coordination, clarify roles, share expertise and develop more integrated approaches to organizational development.

The Mutualization Initiative creates a structured opportunity to explore these questions together and design solutions that reflect the unique realities of the West Island.

SHARED GOALS

Through this initiative, partners will work to:

- ✓ Better align organizational development supports available to community organizations;
- ✓ Clarify complementary roles and areas of expertise;
- ✓ Reduce duplication and improve coordination;
- ✓ Explore innovative models for sharing resources, knowledge and services;
- ✓ Strengthen the collective capacity of the West Island community sector to respond to current and future challenges.

BUILDING THE FOUNDATIONS FOR GREATER COLLECTIVE IMPACT

A key focus of this work is developing a stronger shared understanding of how organizations contribute to the broader community ecosystem and identifying opportunities where collaboration can create greater value than individual action alone.

By bringing together community leadership, organizational development expertise and community organizing perspectives, the project seeks to build a more coherent, coordinated and sustainable support system for community organizations.

A SNEAK PEEK AT WHAT FOLLOWED...

Although this annual report covers activities up to March 31, 2026, the work continued to gain momentum throughout the spring.

Beginning in January 2026, leaders from CRC, TQNOIM, TQSOI and the CIUSSS participated in a series of nine learning and coaching sessions through Centraide Montréal's Parcours Mutualisation. These sessions explored collaboration, governance, systems thinking, mutualization and collective leadership.

As discussions evolved, participants recognized that strengthening organizational support could not be separated from broader questions about how the West Island community sector works together as a whole. The process helped create space for deeper conversations about coordination, shared priorities, collective action and the long-term sustainability of the community ecosystem.

One significant outcome has been the growing mobilization of community organizations around the potential creation of a Community Development Corporation (CDC) for the West Island. While the process remains community-led and continues to evolve, the mutualization journey has helped build relationships, strengthen shared understanding and create momentum for exploring new structures that could complement existing organizations and enhance collective impact across the territory.

CRC is proud to be contributing to these conversations and helping shape the future of collaboration in the West Island.

WHY WE'RE EXCITED

This initiative has the potential to:

- ✓ Improve organizational support for community groups
- ✓ Reduce duplication and maximize limited resources
- ✓ Strengthen collaboration across the territory
- ✓ Create clearer pathways for organizations seeking support
- ✓ Increase alignment around community priorities and social challenges
- ✓ Support the development of stronger collective leadership
- ✓ Build a more resilient and coordinated community ecosystem for the future

The HUB

A Collaborative Platform for the West Island Community Sector



WHAT'S NEXT FOR THE HUB?

The HUB is an innovative communication and collaboration portal created to support everyone involved in collective action efforts across the West Island community sector.

While the CRC has continued to support the HUB, sustaining the initiative has proven challenging given limited resources and the broader demands facing community organizations. As conversations advance around the development of a Community Development Corporation (CDC) for the West Island, there is an opportunity to revisit the HUB's role and explore how its collaborative goals can be aligned with and strengthened through this evolving community infrastructure.

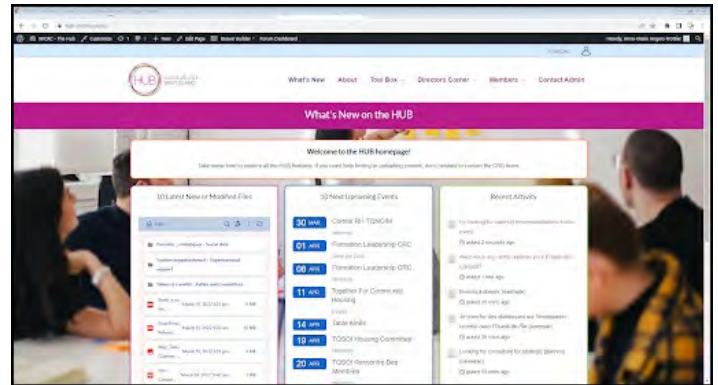
The HUB is a shared space designed to:

- ✓ 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

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 John Belvedere, 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).



Thank you to all of our supporters & municipal funders!



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Baie-D'Urfé



Lindsay Memorial Foundation



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](#)

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

Sandra Bourdé, [Translation Services](#)

[The Business Box Printing](#)

Jer Chapman, [Freelance Web Developer](#)

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Thank You

