

Territorial Social Development Action Plan of the

Table de Quartier Sud de l'Ouest-de-l'île

October 2016

Table de Quartier Sud de l'Ouest-de-l'île

114 Donegani

Pointe-Claire (Quebec)

H9R 2V4

438-938-7764

info@tqsoi.org

www.tqsoi.org



Table of Content

ACKNOWLEDGMENT	ii
INTRODUCTION	1
DEFINITIONS	2
A. CROSS-SECTIONAL STRATEGY	3
1. GENERAL OBJECTIVE: FACILITATE COLLABORATIVE EFFORTS IN THE SOUTHERN WEST-ISLAND.....	3
B. HEALTH AND SOCIAL SERVICES	5
1. GENERAL OBJECTIVE: PROMOTE CITIZENS’ VIEWPOINTS ABOUT HEALTH AND SOCIAL SERVICES IN THE SOUTHERN WEST-ISLAND	6
C. POVERTY AND SOCIAL EXCLUSION	7
1. GENERAL OBJECTIVE: BREAK THE STIGMA OF POVERTY AND SOCIAL EXCLUSION: “MAKE THE INVISIBLE VISIBLE”	8
2. GENERAL OBJECTIVE: EMPOWER DISADVANTAGED INDIVIDUALS AND GROUPS IN THE SOUTHERN WEST-ISLAND	8
D. FOOD SECURITY	10
1. GENERAL OBJECTIVE:PROMOTE INITIATIVES ADDRESSING FOOD INSECURITY IN THE SOUTHERN WEST-ISLAND	11
E. HOUSING	12
1. GENERAL OBJECTIVE:PROMOTE THE DEVELOPMENT OF AFFORDABLE HOUSING PLANS THAT TAKE INTO CONSIDERATION THE NEEDS OF YOUTH, FAMILIES AND THE ELDERLY IN TH SOUTHERN WEST-ISLAND	13
2. GENERAL OBJECTIVE: MOBILIZE POLITICAL COMMITMENT TO ADDRESS THE LACK OF AFFORDABLE HOUSING IN THE SOUTHERN WEST-ISLAND	14
F. TRANSPORTATION	15
1. GENERAL OBJECTIVE:PROMOTE THE DEVELOPMENT OF A WELL-INTEGRATED TRANSPORTATION NETWORK LINKING TRAINS, BUSSES AND BICYCLE PATHS IN THE SOUTHERN WEST-ISLAND	16
ANNEXE 1 : ACRONYMES	17

Acknowledgment

A special thank you goes to all the people and organizations that collaborated in the creation of this Social Development Action plan. It is because of the hard work and commitment of these *Agents of Change* that the Table de Quartier Sud de l'Ouest-de-l'Île (TQSOI) can now work on better answering the community's needs and concerns.

Aldo Iermieri, City of Pointe-Claire
Anne-Marie Anger-Trottier, Concertation Ouest de l'île (CODI)
Anthony Frascchetti, Terra Humana Solutions
Audrey Gauthier, City of Beaconsfield
Brian Manning, City of Baie d'Urfé
Carine Dahab, Action Jeunesse de l'Ouest-de-l'Île (AJOI)
Cynthia Homan, City of Pointe-Claire
Denise Hupé, ABO VAS
Dennis Smith, City of Pointe-Claire
Dina Souleiman, YMCA
Franca Kesic, WIAIH¹
Gerry Zampini, Citizen of Dorval
Howard Nadler, Action Jeunesse de l'Ouest-de-l'Île (AJOI)
Isabelle-Anne Bisson, Terra Humana Solutions
Jean Paiement, MWI HSSUIC²
John Malanos, West-Island Citizen Advocacy (WICA)
Kate Coulter, Gerontologis
Katie Hadley, West-Island Community Resource Center
Liliana Ponce De Leon, Alzheimers Montreal
Lindsay Patrick, West-Island Community Resource Center

Marie-Christine Marmette, Lac-St-Louis Bread Basket
Marie-Claude Wilkins, Equipe Entreprise
Marion De Terry, Christian Action
Melanie Safi, MWI HSSUIC
Mercedes Bisailon, Citizen of Baie d'Urfé
Normand Croteau, MWI HSSUIC
Paul Bissonnette, City of Pointe-Claire
Philippe Forte, Grandir Ensemble
Raouf Dimitri, West-Island Community Resource Center
Rosalyn Williams-Ness, Citizen of Dorval
Sheila Laursen, Citizen of Pointe-Claire
Shelley Hayden, Volunteer West Island
Sonia Eisenfisz, Lac-St-Louis Bread Basket
Stephanie Trenholm, Literacy Unlimited
Susan Weaver, Citizen of Pointe-Claire
Tessa Trasler, Citizen of Pointe-Claire
Thalia Chronopoulos, City of Pointe-Claire
Uzma Gilani, Citizen of Beaconsfield
Valérie Toupin-Dubé, Lac-St-Louis Bread Basket
Wayne Clifford, Lester B. Pearson School Board

¹ West-Island Association for the Intellectually Handicapped

² Montreal West Island Integrated University Health and Social Services Center

We would also like to thank all citizens, members, organizations, sectorial and inter-sectorial tables and municipal, provincial and federal elected officials that supported the TQSOI.

We also wish to acknowledge the contribution of our funders. It goes without saying that the accomplishments of the TQSOI are also possible thanks to their financial and technical support.

Centraide
Dynamo
Emploi et Solidarité sociale Québec
Directeur régionale de santé publique de Montréal,
CIUSSS Centre-Sud de l'Île de Montréal

PME Montréal
Service Canada
Ville de Montréal
Ville de Pointe-Claire



Introduction

TQSOI's social development planning process started in 2013. Since then, The Social Development Committee was able to analyse the needs of the community and prioritise the issues that citizens are faced with. Following this exercise, the TQSOI made it its goal to work on the five following priorities: **Health and Social services, Poverty and social exclusion, Food security, Housing and Transportation**. For each priority, a working committee was then created and asked to find solutions that would improve the quality of life of residents in the southern West Island. In order to represent the numerous perspectives of the territory, a diversity of people take part in each committee. The **Agents of change** participating in these committees are citizens, representatives from community organizations, public institutions and private companies and elected officials. The role of these committees is first, to develop a localized and coherent social action plan aimed at creating and instigating positive changes in the community; and second, to oversee its implementation with the collaboration of local stakeholders.

During the spring and summer of 2016, each committee met repeatedly to deliberate what matters were most pressing and could realistically be achieved within the mandate of the TQSOI, the allotted timeframe, and the resources available.

During the initial meetings, committee members met to tease out the various issues and challenges related to their priority before setting goals. In order to do so, the first exercise presented by the TQSOI structured discussion around the current situation, the transformations desired, and the actions that could help bridge the two. Accordingly, the actions that arose from these discussions responded to both the challenges currently faced and vision of what a brighter future might look like.

The next exercise sought to narrow down the number of actions to ensure those selected would be feasible. To evaluate the potential actions, each was graded according to four major criteria: desirability, sustainability, collaboration, and ability to act..

The completed product of the concerted efforts of the Agents of change can be found in the following pages.

Definitions

Vision:	A general, unifying statement that describes the big picture of what will ideally be achieved. A vision is usually global, non-measurable and long-term. Generally speaking, it is the over-riding goal of all of the actions to be taken on a range of problems.
General objective:	A general idea about how to achieve the vision, set on the basis of the priorities identified. A general objective sets a goal.
Specific objective:	A statement about how to achieve the general objective. It must be clear, realistic and specific, without narrowing in too closely on the actions that will be employed.
Action:	A specific, time-sensitive statement about how to achieve the specific objective. It must have a measurable anticipated outcome. An action expresses “how” an outcome will be achieved.
Phases of work:	The steps needed to realize the action.
Prerequisites:	The human, technical, material, and non-material conditions that need to be in place so that the phases of work can be completed.
Indicators of success:	The measurable outcome anticipated once the phases of work are completed in order to evaluate the project.
Timeframe:	The period of time in which an action will be completed.
Project leaders:	Organizations responsible for coordinating a phase of work and ensure its achievement.
Organization:	In this document, the word organization refers to any company, business, institution, governmental organisation, club, formal group or association that plays an active role on in the community.

A. Cross-sectional strategy

Many themes were brought up by each of the five working committees. The cross-sectional strategy was therefore introduced to present the commonalities between all five priorities and to make sure the committees are more efficient and make better use of available resources.

Vision: Promote synergy in the southern West-Island (SWI)

1. General objective: Facilitate collaborative efforts in the SWI

1.1 Specific objective: Optimize services offered to local citizens					
Action	Phases of work	Prerequisites	Indicators of success	Timeframe	Project leaders
A. Assess the supply of services related to priorities identified by the community	1- Classify existing services	❖ Classification system ❖ Access to information	❖ Classification completed	First classification: by December 2016	TQSOI
	2- Analyze information to identify overlaps and gaps in services	❖ Completed classification of services	❖ Identification of gaps and overlaps completed	Analysis: by February 2017	TQSOI
	3- Publish and share information	❖ Means of sharing information	❖ Information share	Publications: by June 2017	TQSOI
B. Create opportunities for collaboration, as well as improvement and development of services	1- Mobilize organizations to collaborate	❖ Interest of organizations	❖ Organizations participated	Mobilization: by September 2017	TQSOI
	2- Develop a strategy to address overlaps and gaps	❖ Participation of partners in developing strategy	❖ Strategy developed	Strategy: by March 2018	TQSOI
	3- Implement strategy	❖ Strategy developed ❖ Engagement of partners in implementing strategy	❖ Strategy implemented	Implementation: starting March 2018 ongoing	TQSOI
	4- Organize regular networking meetings	❖ Effective use of tools to mobilize organizations to participate	❖ Organizations participated in meetings	Meetings: every 2 months	TQSOI

1.2 Specific objective: Understand citizens' viewpoints and needs					
Action	Phases of work	Prerequisites	Indicators of success	Timeframe	Project leaders
A. Organize and host events to collect citizens' viewpoints, including those of disadvantaged individuals and groups	1- Identify information to be gathered	❖ Collaboration of TQSOI's Agents of Change	❖ TQSOI's Agents of Change shared insight	Consultations: prior to events	TQSOI
	2- Organize and host event	❖ Interest and mobilization citizens ❖ Resources ❖ Collaboration of TQSOI's Agents of Change	❖ Citizens attended event ❖ Diversity of participants ❖ Viewpoints collected	Host events: By March 2017	TQSOI
	3- Share Information gathered	❖ Event organized and held	❖ Information Shared	Information published: By September 2017	TQSOI

A. Cross-Sectional Strategy

General objective 1: Facilitate collaborative efforts in the southern West Island (SWI)

B. Health and social services

With only 58 doctors per 100,000 inhabitants in the southern West Island compared to 85 per 100,000 in Montreal, accessibility to first line health services is a constant challenge. As the number of persons aged 65 years and older is increasing ever more rapidly, health care needs are growing while health services are simultaneously becoming more and more difficult to access.

Since 2015, Quebec has seen the health-care system change significantly with the passing of new legislation. Bill 10 changes the organization and governance of the health and social services network, namely by the abolition of the regional agencies. In addition, Bill 20 aims to improve access to family medicine and to specialized medicine, as well as modify various legal measures with regards to medically assisted procreation. As a consequence, the health and social services centers were abolished. HSSC³ West Island, HSSC Dorval-Lachine-LaSalle, St-Mary's Hospital Center, Douglas Mental Health Institute, West Island Rehabilitation Center, Grace Dart Extended Care Center and Batshaw Youth and Family Centers are now grouped together in the Montreal West Island Integrated University Health and Social Services Center (MWI IUSSC).

In light of these changes, TQSOI's Health and Social Services Working Committee has selected actions that will strive to navigate the re-ordered health system and represent citizens' viewpoints through appropriate channels to ensure they are taken into account.

The following *Agents of Change* are part of the Health and Social Services committee that will be working towards the realization of this action plan:

Alena Ziuleva, TQSOI

Franca Kesic, WIAIH

Gerry Zampini, Citizen of Dorval

Howard Nadler, Action Jeunesse de l'Ouest-de-l'Île (AJOI)

Jean Paiement, MWI HSSUIC

Liliana Ponce De Leon, Alzheimers Montreal

Mercedes Bisailon, Citizen of Baie d'Urfé

Paulette Zielinski, AWISH

Tessa Trasler, Citizen of Pointe-Claire

³ For a description of acronyms see Annexe 1 on page 17

Vision: Improved and timely access to health and social services for citizens in the Southern West-Island (SWI)

1. General objective: Promote citizens' viewpoints about health and social services in the SWI

1.1 Specific objective: Communicate citizens' perspectives on access to health and social services

Action	Phases of work	Prerequisites	Indicators of success	Timeframe	Project leaders
A. Assess opportunities to provide feedback on health and social services projects that matter to the community	1- Identify and prioritize projects on which we want to provide feedback	<ul style="list-style-type: none"> ❖ Access to information ❖ Access to MWI IUSSC' <i>Plan d'action regional intégré</i> (PARI) 	<ul style="list-style-type: none"> ❖ Projects prioritized 	Prioritization: by January 2017	TQSOI's Health and Social Services Working Committee
	2- Follow up on projects prioritized	<ul style="list-style-type: none"> ❖ Projects prioritized 	<ul style="list-style-type: none"> ❖ Up-to-date information collected 	Follow-ups: Ongoing	TQSOI's Health and Social Services Working Committee
	3- Identify the type of citizen input important to the organizations leading the prioritized projects	<ul style="list-style-type: none"> ❖ Access to information ❖ Collaboration of organizations 	<ul style="list-style-type: none"> ❖ Input identified 	Identification of input: by March 2017	TQSOI's Health and Social Services Working Committee
	4- Identify feedback mechanisms in the organizations leading the prioritized projects	<ul style="list-style-type: none"> ❖ Access to information ❖ Feedback mechanisms in place 	<ul style="list-style-type: none"> ❖ Feedback mechanisms identified 	Identified feedback mechanisms: by March 2017	TQSOI's Health and Social Services Working Committee
B. Representation at organizations related to the health and social services sector	1- Develop and maintain collaboration with these organizations	<ul style="list-style-type: none"> ❖ Interest of these organizations 	<ul style="list-style-type: none"> ❖ Organizations participated 	Collaboration: ongoing	TQSOI's Health and Social Services Working Committee
	2- Communicate citizens' viewpoints through identified feedback mechanisms and other arising opportunities	<ul style="list-style-type: none"> ❖ Collection of citizens' viewpoints 	<ul style="list-style-type: none"> ❖ Viewpoints shared 	Communication: Ongoing, according to opportunities and needs	TQSOI's Health and Social Services Working Committee
	3- Communicated the results of this initiative	<ul style="list-style-type: none"> ❖ Citizen's viewpoints communicated 	<ul style="list-style-type: none"> ❖ Information shared 	Communication: Ongoing, according to opportunities and needs	TQSOI's Health and Social Services Working Committee

B. Health and Social Services

General objective 1: Promote citizens' viewpoints about health and social services in the southern West Island (SWI)

C. Poverty and social exclusion

In general, the southern West Island is believed to be home to an affluent population. However, it is important to consider that there are pockets of poverty spread across the region. Some 9% of the total population, that is, 8 925 people, are deemed low-income. The associated social problems are highly complex, with poverty and social exclusion at the heart of many of their unmet needs. The limited services locally available to them, as well as the limited access to healthy food, affordable housing, and transportation compound these problems. Without recognition of the existence of these populations, they face even greater challenges when compared those living in similar conditions elsewhere in Montreal where support is more readily available. Dedicated to improving the predicament of these disadvantaged populations, the Poverty and Social Exclusion Working Committee has selected actions that will strive to help make their voices heard and break the stigma that surrounds them.

The following *Agents of Change* are part of the Poverty and social exclusion committee that will be working towards the realization of this action plan:

Carine Dahab, Action Jeunesse de l'Ouest-de-l'Île (AJOI)

Dina Souleiman, YMCA

Francesca Corso, Big Brothers. Big sisters of West-Island

John Malanos, West-Island Citizen Advocacy (WICA)

Lindsay Patrick, West-Island Community Resource Center

Marie-Claude Wilkins, Equipe Entreprise

Marion De Terry, Christian Action

Marc-André Dorion, SPVM, Station 5,

Melanie Safi, MWI HSSUIC

Raouf Dimitri, West-Island Community Resource Center

Rosalyn Williams-Ness, Citizen of Dorval

Sheila Laursen, Citizen of Pointe-Claire

Stephanie Trenholm, Literacy Unlimited

Vision: Improve the quality of life of disadvantaged individuals and groups⁴ in the southern West-Island (SWI)

1. General objective: Break the stigma of poverty and social exclusion: “Make the invisible visible”

1.1 Specific objective: Raise awareness about disadvantaged individuals and groups in the SWI

Action	Phases of work	Prerequisites	Indicators of success	Timeframe	Project leaders
A. Sensitize the community to the realities of disadvantaged individuals and groups	1- Develop and launch a campaign under the slogan “Make the invisible visible”	<ul style="list-style-type: none"> ❖ Expertise ❖ Access to information 	<ul style="list-style-type: none"> ❖ Campaign developed 	Launch campaign: by September 2017	TQSOI’s Poverty and Social Exclusion Working Committee
	2- Develop and implement a communication strategy	<ul style="list-style-type: none"> ❖ Expertise ❖ Campaign developed 	<ul style="list-style-type: none"> ❖ Strategy implemented 	Communication strategy: by September 2017	TQSOI’s Poverty and Social Exclusion Working Committee

2. General objective: Empower disadvantaged individuals and groups in the SWI

2.1 Specific objective: Promote civic engagement in decision-making processes

Action	Phases of work	Prerequisites	Indicators of success	Timeframe	Project leaders
A. Encourage citizens, including disadvantaged individuals, to participate in decision-making processes	1- Develop and launch civic engagement campaign	<ul style="list-style-type: none"> ❖ Expertise 	<ul style="list-style-type: none"> ❖ Campaign developed 	Launch campaign: by September 2018	TQSOI’s Poverty and Social Exclusion Working Committee
	2- Develop and implement communication strategy	<ul style="list-style-type: none"> ❖ Expertise ❖ Campaign developed 	<ul style="list-style-type: none"> ❖ Strategy implemented 	Communication strategy: by September 2018	TQSOI’s Poverty and Social Exclusion Working Committee
	3- Provide skills, knowledge and tools needed to participate	<ul style="list-style-type: none"> ❖ Interest of citizens ❖ Communication strategy implemented ❖ Partnership of organizations that work towards civic engagement 	<ul style="list-style-type: none"> ❖ Collaboration of these organizations established ❖ Citizens participate 	Collaboration: Ongoing Citizen support: starting September 2018	TQSOI’s Poverty and Social Exclusion Working Committee

⁴ Disadvantaged individuals or groups: This concept refers to individuals, groups or families characterised by a state of deprivation in comparison the community, region or nation they are part of. (Townsend, 1987 in Espace montréalais d’information sur la santé, Gouvernement du Québec, 2016). There are two components to this concept, social deprivation and material deprivation. (Journal of Social Policy, 16, 02, 1987)

C. Poverty and social exclusion

General objective 1: Break the stigma of poverty and social exclusion: “Make the invisible visible”

General objective 2: Empower disadvantaged individuals and groups in the southern West Island

2.1 Specific objective: Promote civic engagement in decision-making processes					
Action	Phases of work	Prerequisites	Indicators of success	Timeframe	Project leaders
B. Support organizations' efforts to increase civic engagement	1- Identify and communicate obstacles and incentives for civic engagement	<ul style="list-style-type: none"> ❖ Access to information ❖ Expertise 	<ul style="list-style-type: none"> ❖ Information shared 	<p>Identification by June 2018</p> <p>Communication: starting in September 2018</p>	TQSOI's Poverty and Social Exclusion Working Committee
	2- Develop a recognition program for organizations that create an environment favourable to civic engagement	<ul style="list-style-type: none"> ❖ Access to information ❖ Expertise ❖ Obstacles and incentives identified 	<ul style="list-style-type: none"> ❖ Program developed 	<p>Program: December 2018</p>	TQSOI's Poverty and Social Exclusion Working Committee

C. Poverty and social exclusion

General objective 1: Break the stigma of poverty and social exclusion: "Make the invisible visible"

General objective 2: Empower disadvantaged individuals and groups in the southern West Island

D. Food security

Access to fresh, affordable and healthy food is very limited in the southern West Island. Grocery stores are situated almost exclusively on busy road arteries outside of residential areas. Moreover, there are very few markets where reasonably priced seasonal fruits and vegetables can be found. The urgency of this need is evidenced by the growing number of families requesting help from food banks.

In contrast to the rest of Montreal where small markets, community gardens, food banks, community kitchens, soup kitchens and food stores can be found almost everywhere, the West Island is characterized by its poverty of available healthy and affordable food choices.

Food security is a major preoccupation for low-income families in particular. Fortunately, there are many opportunities to help improve the current situation and alleviate some of the burden from these families. As such, TQSOI's Food Security Working Committee has selected actions that will help efforts to tackle these issues.

The following *Agents of Change* are part of the Food security committee that will be working towards the realization of this action plan:

Alena Ziuleva, TQSOI
Anthony Fraschetti, Terra Humana Solutions
Isabelle-Anne Bisson, Terra Humana Solutions
Marie-Christine Marmette, Lac-St-Louis Bread basket
Melanie Safi, MWI HSSUIC

Rosalyn Williams-Ness, Citizen of Dorval
Shelley Hayden, Volunteer West Island
Sonia Eisenfisz, Lac-St-Louis Bread basket
Susan Weaver, Citizen of Pointe-Claire
Valérie Toupin-Dubé, Lac-St-Louis Bread basket

Vision: Access to healthy food for all

1. General objective: Promote initiatives addressing food insecurity⁵ in the southern West-Island (SWI)

1.1 Specific objective: Support an existing program addressing food insecurity as a vessel for change

Action	Phases of work	Prerequisites	Indicators of success	Timeframe	Project leaders
A. Support an initiative to reduce food waste	1- Compile an inventory of suitable programs	<ul style="list-style-type: none"> ❖ Access to information ❖ Existing programs reducing food waste 	<ul style="list-style-type: none"> ❖ Inventory is completed 	Inventory: by December 2016	TQSOI's Food Security Working Committee
	2- Select a suitable program	<ul style="list-style-type: none"> ❖ Inventory completed 	<ul style="list-style-type: none"> ❖ Program is selected 	Program selection: by February 2017	TQSOI's Food Security Working Committee
	3- Support initiative	<ul style="list-style-type: none"> ❖ Partnerships with initiative 	<ul style="list-style-type: none"> ❖ Initiative meets its objectives 	Support: starting upon selection	TQSOI's Food Security Working Committee
B. Build partnerships around successful initiatives	1- Develop and implement networking strategy	<ul style="list-style-type: none"> ❖ Interest of organizations ❖ Networking strategy is completed 	<ul style="list-style-type: none"> ❖ Networking strategy completed ❖ Strategy implemented 	Networking strategy: starting September 2017	TQSOI's Food Security Working Committee

1.2 Specific objective: Raise awareness about local food insecurity

Action	Phases of work	Prerequisites	Indicators of success	Timeframe	Project leaders
A. Develop a campaign on food insecurity	1- Develop and launch campaign	<ul style="list-style-type: none"> ❖ Expertise ❖ Access to information 	<ul style="list-style-type: none"> ❖ Campaign developed 	Launch campaign: by September 2017	TQSOI's Food Security Working Committee
	2- Develop and implement communication strategy	<ul style="list-style-type: none"> ❖ Expertise ❖ Campaign developed 	<ul style="list-style-type: none"> ❖ Communication strategy developed 	Communication strategy: By September 2017	TQSOI's Food Security Working Committee

⁵ Food insecurity is the inability to acquire or consume an adequate diet quality or sufficient quantity of food in socially acceptable ways, or the uncertainty that one will be able to do so. It is often associated with the household's financial ability to access adequate food. (Health Canada)

D. Food Security

General objective 1: Promote initiatives addressing food insecurity in the southern West-Island

E. Housing

Affordable housing⁶ is hard to come by in the southern West Island, resulting in a significant number of residents spending over 30% of their income on shelter costs. In the West Island the issue is distressing as rental accommodations are rare and more costly than in Montreal – the proportion of rental housing varies from 6% in Kirkland to 41% in Sainte Anne-de-Bellevue, compared to 61% in Montreal. Not only is there very little rental housing, but social and cooperative housing are virtually absent. Part of the financial burden of allocating a greater proportion of household income to housing-related expenses is that less money is then left over to cover the cost of food, medication, education and other necessities. Moreover, homelessness, especially in the form of couch-surfing, is a growing concern in the West Island that primarily affects youth. It is therefore pressing to increase the stock of affordable housing in the West Island. So as to bring attention to this reality and motivate decision-makers to take action, the TQSOI's Housing Working Committee has carefully chosen actions that will help achieve this goal over the next fifty years.

The following *Agents of Change* are part of the Housing committee that will be working towards the realization of this action plan:

Anne-Marie Anger-Trottier, Concertation Ouest de l'île (CODI)
Kate Coulter, Gerontologis
Neila Ben Ayed, Omega

Normand Croteau, MWI HSSUIC
Uzma Gilani, Citizen of Beaconsfield

⁶ Affordable housing: When households spend less than 30% of their total income on shelter costs. Shelter costs include electricity, oil, gas, coal, wood or other fuels, water and other municipal services, monthly mortgage payments, property taxes, condominium fees and rent. (Statistics Canada, 2016)

Vision: Adequate and appropriate affordable housing responding to the needs of citizens in the southern West-Island (SWI) in the next 50 years.

1. General objective: Promote the development of affordable housing plans that take into consideration the needs of youth, families, and the elderly in the SWI

1.1 Specific objective: Develop affordable housing proposals for a majority of municipalities in the SWI					
Action	Phases of work	Prerequisites	Indicators of success	Timeframe	Project leaders
A. Assess the need for affordable housing in at least four municipalities	1- Identify and select organization(s) capable of carrying out assessment	❖ Interest of organization(s)	❖ Organization(s) commit to carrying out assessment	Selection: by October 2016	TQSOI's Housing Working Committee
	2- Compile existing information on housing and research additional information needed	❖ Access to information	❖ Existing information compiled ❖ Additional information researched	Compilation: by March 2017	TQSOI's Housing Working Committee & organizations selected
	3- Analyze information to assess the need for affordable housing	❖ Information compiled	❖ Information analyzed ❖ Needs identified	Analysis: by June 2017	TQSOI's Housing Working Committee & organizations selected
B. Present needs assessment for affordable housing to respective municipalities	1- Mobilize organization(s) capable of facilitating communication with elected officials	❖ Needs assessment completed ❖ Interest of organization(s)	❖ Organization(s) mobilized	Mobilization of organizations: September 2017	TQSOI's Housing Working Committee
	2- Mobilize citizen(s) to engage in promoting affordable housing locally	❖ Interest of citizens	❖ Citizens mobilized	Mobilization of citizens: September 2017	TQSOI's Housing Working Committee
	3- Propose the creation of a Land Use Committee addressing housing if none is in place	❖ Interest of municipalities	❖ Creation of Land Use Committee	Creation of Land Use Committee: By October 2017	TQSOI's Housing Working Committee & organizations and citizens identified

E. Housing

General objective 1: Promote the development of affordable housing plans that take into consideration the needs of youth, families, and the elderly in the SWI

General objective 2: Mobilize political commitment to address the lack of affordable housing in the SWI

1.1 Specific objective: Develop affordable housing proposals for a majority of municipalities in the SWI

Action	Phases of work	Prerequisites	Indicators of success	Timeframe	Project leaders
C. Develop an affordable housing proposal specific to each municipality (in terms of individual needs, resources in place and possible courses of action)	1- Identify affordable housing option	❖ Interest of municipalities or Land Use committee ❖ Access to information	❖ Options identified	Identification of options: by March 2018	TQSOL's Housing Working Committee & Land Use committees
	2- Develop individual proposals	❖ Options identified	❖ Proposal completed	Development of proposals: By June 2018	TQSOL's Housing Working Committee & Land Use Committees

2. General objective: Mobilize political commitment to address the lack of affordable housing in the SWI

2.1 Specific objective: Initiate discussion about affordable housing at the municipal level

Action	Phases of work	Prerequisites	Indicators of success	Timeframe	Project leaders
A. Incite electoral candidates to commit to increasing the stock of affordable housing during the next municipal term	1- Mobilize organization(s) capable of facilitating communication with elected officials	❖ Interest of organization(s)	❖ Organization(s) mobilized	Mobilization of organization(s): March 2017	TQSOL's Housing Working Committee
	2- Mobilize citizen(s) to engage in promoting affordable housing with electoral candidates	❖ Interest of citizens	❖ Citizens mobilized	Mobilization of citizens: March 2017	TQSOL's Housing Working Committee
	3- Develop and implement strategy	❖ Organizations and citizens identified	❖ Strategy developed and implemented	Implementation of strategy: September 2017	TQSOL's Housing Working Committees & organizations and citizens identified

E. Housing

General objective 1: Promote the development of affordable housing plans that take into consideration the needs of youth, families, and the elderly in the SWI

General objective 2: Mobilize political commitment to address the lack of affordable housing in the SWI

F. Transportation

The southern West Island consists of a group of suburban communities on the periphery of the island of Montreal. Due to its low-density sprawl and its underdeveloped transportation network, traveling “unwalkable” distances remains a necessity for residents in order to access essential services such as food, health and social services, sports and leisure activities.

Those who depend on public transit can easily spend over an hour during their commute due to infrequent, uncoordinated, and at times unreliable buses and trains. Even for those who can drive, traveling to and from the downtown core remains a challenge as it almost always means finding yourself stuck in traffic. In addition to slow public transportation and congested roads, there is a clear lack of cycling infrastructure and road connectivity which impedes the number of journeys made by cyclists. As for seniors, getting around presents additional difficulties and their options are limited. It is therefore essential to increase specialized transportation well-suited to their needs.

In an effort to improve existing transport, represent citizens’ viewpoints in the development of the Light Rail Transit project, and promote greater active transportation in the southern West Island, TQSOL’s Transportation Working Committee has endeavoured to follow a series of actions that will help curtail these challenges.

The following *Agents of Change* are part of the Transportation committee that will be working towards the realization of this action plan:

Anne-Marie Anger-Trottier, Concertation Ouest de l’île (CODI)
Denise Hupé, ABO VAS

Katie Hadley, West-Island Community Resource Center
Wayne Clifford, Lester B. Pearson School Board

Vision: Improve transportation in the southern West-Island (SWI)

1. General objective: Promote the development of a well-integrated transportation network linking trains, buses and bicycle paths in the SWI

1.1 Specific objective: Understand and communicate transportation needs in the SWI					
Action	Phases of work	Prerequisites	Indicators of success	Timeframe	Project leaders
A. Assess the needs in the local transportation network	1- Compile existing information on transportation and research additional information needed	<ul style="list-style-type: none"> ❖ Access to information ❖ Student selected 	<ul style="list-style-type: none"> ❖ Existing information compiled ❖ Additional information researched 	Compilation: by December 2016	TQSOI's Transportation Working Committee & CODI ⁷
	2- Develop and implement strategy to collect a significant portion of citizens' viewpoints	<ul style="list-style-type: none"> ❖ Expertise ❖ CODI's survey completed 	<ul style="list-style-type: none"> ❖ Strategy developed and implemented 	Development and implementation of strategy: by December 2016	TQSOI's Transportation Working Committee & CODI
	3- Analyze information to assess transportation needs	<ul style="list-style-type: none"> ❖ Information compiled 	<ul style="list-style-type: none"> ❖ Information analyzed ❖ Needs identified 	Analysis: by September 2017	TQSOI's Transportation Working Committee & CODI
B. Bring decision-makers to a common understanding of transportation needs	1- Develop and implement a communication strategy for elected officials and electoral candidates	<ul style="list-style-type: none"> ❖ Municipal, provincial and federal elected officials identified ❖ Electoral candidates identified ❖ Expertise ❖ Presentation prepared 	<ul style="list-style-type: none"> ❖ Strategy developed and implemented 	Identification of deputies: by October 2017	TQSOI's Transportation Working Committee & CODI

⁷ For a description of acronyms see Annexe 1 on page 17

F. Transportation

General objective 1: Promote the development of a well-integrated transportation network linking trains, buses and bicycle paths in the SWI

Annexe 1 : Acronymes

CODI :	Concertation Ouest-de-l'île
CRC :	West-Island Community Community Resource Center
HSSC:	Health and Social Services Center
MWI IUSSC:	Montreal West Island Integrated University Health and Social Services Center
SWI:	Southern West-Island
TQNOIM:	Table de Quartier du Nord-Ouest de l'île de Montréal
TQSOI :	Table de Quartier Sud de l'Ouest-de-l'île



Table de Quartier Sud de l'Ouest-de-l'Île

**114 Donegani
Pointe-Claire (Québec)
H9R 2V4
Tél.: 438 938-7764
Télec.: 514 782-0777
Courriel: info@tqsoi.org
Facebook: [TQSOI.Community.Council](https://www.facebook.com/TQSOI.Community.Council)
Web: www.tqsoi.org**