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We would like to thank the event planning committee, our volunteers and supporters for their efforts to make the Citizens' Forum in Beaconsfield a successful one.

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Introduction

The Table de Quartier Sud de l'Ouest de l'Île (TQSÔI) is a non-profit organization uniting citizens, organizations and decision-makers in order to foster social development and to improve the quality of life in the Southern part of the West Island. Social development lies at the heart of the TQSÔI's work. It is a process that unites multiple communities and it starts with identification of community needs and preoccupations. The TQSÔI began a process of identification of needs and concerns of the community in 2013 for the purpose of further social development planning of its territory. To support this approach, an event planning committee was set up to plan and organize the series of Citizens' Forums. The first Forum took place in Pointe-Claire in November 2013. Two other Forums were planned for the cities of Beaconsfield and Kirkland.

This report will provide the reader with the summary of conversations that took place at each table as they were written by forum participants and by group discussion animators. This document will also summarize rich exchanges, as well as recommendations that were proposed by participants. The satisfaction survey results collected at the Forum are also included in this document.

We hope that the discussions that took place at the Forum will contribute to collective ideas and efforts for improving social development and quality of life in the Southern West Island.

Objectives of the Citizens' Forum

The TQSÔI held its second Citizens' Forum on March 20, 2014 in Beaconsfield. This event was directly related to its mission - to improve quality of life and encourage social development in the Southern West Island. The open format of forum discussion facilitated a dialogue on many issues that are shared between citizens, organizations and decision-makers.

The main objective of the Citizens' Forum is the identification of needs and concerns of the community. The Forum attracted over 40 participants. Citizens, representatives of community groups and organizations, and elected officials from all levels of government showed their interest in the variety of topics that represent different dimensions of social development. Forum participants also brought their recommendations on what can be done to improve the quality of life in their community.

In total, 9 topics were explored and discussed:

- Housing,
- Urban planning and public spaces,
- Transportation,

- Local economy and employment,
- Public security,
- Access to health and social services,
- Poverty and social exclusion,
- Leisure and sport,
- Food security.

Proceedings of the evening

The evening started with the welcome speech and a short TQSOI presentation. The purpose of this presentation was to provide information on the mission and objectives of the Table de Quartier, as well as to explain the proceedings of the evening and objectives of the forum.

After the short presentation, discussion groups were formed around the tables and three rounds of discussions, 20 minutes each, took place. Three rounds gave people the opportunity to discuss up to three different topics. At each round, participants could stay to continue the discussion of the same topic or switch to the new discussion table. Once the group was formed, participants were invited to write on a Post-It note their concerns about the table theme, share them with the rest of the group and discuss them with others. Towards the end of the discussion time, participants were encouraged to note on another Post-It their ideas or possible solutions to address identified issues.

Group animators facilitated exchanges between participants and ensured that all participants had a chance to express their opinions. They also took notes during discussions and provided a two minutes summary of the issues, priorities and possible solutions identified by participants. In order to inform all Forum participants of the main points of discussion, group animators at each table presented their summaries during the Plenary at the closing of the event.

Summary of discussions

Housing

Many pressing needs were identified by participants at the 'Housing' discussion table. The discussions were dominated by the following major themes: lack of accessible and affordable



housing for people with special needs and seniors, need for an emergency shelter for youth, as well as the question of how to integrate social housing in new developments to avoid the planning of 'Ghettos'. It was also noted that some problems can be alleviated if a centralised database containing information on available affordable housing is set up for easier access to existing resources.

Points of discussion from priorities

Lack of Affordable housing for individuals with mental health issues

It is difficult to find a home for a person who suffers from a mental illness. Often they are sent to live in a low income senior's residence because these residences have 1) supervision 2) and services. There are not enough rooms/apartments for this type of clientele. They need to be placed in an environment with supervision and services that is not a senior's residence. People with mental illness with a geriatric clientele should not be mixed.

Lack of affordable housing for people with disabilities

There is a need for affordable housing for a person who is disabled but can live independently. They need to have a dwelling that is accessible and affordable. Often times, these people do not work because they are disabled, making difficult to afford their apartment and it is not always easy to find a place that is adapted and suited to their situation.

Need for an emergency youth shelter

There is no place in the West Island where youth can go in an emergency situation. Currently, they are sent downtown. The reality here versus downtown is much different, therefore when we send kids downtown we are changing their environment (home, school, friends) and we risk losing these kids to drugs, gangs, or homelessness. We need to keep our kids in the West Island and provide them support and shelter here instead.

Affordable Housing 'creation of ghettos'

We need to stop centralizing social housing and start integrating this type of housing in the community instead. People who live in poverty need to live in an environment that will help and

support them out of their situation (the ultimate goal) and not have it continue forever. It should be a short term solution only. Often, these ‘ghettos’ are built in a concentrated area with accessibility to bars (drinking, gambling) dépanneurs (drinking & smoking), fast food (poor eating habits) etc. We need to promote good habits and a good lifestyle to people who live in poverty.

Centralized database for housing

If someone is looking for a specific type of housing (ex: accessible or affordable), they do not know where to turn. We need to have this type of information available in our community to help our citizens.

Priorities (as written by participants)

- Lack of affordable housing for mentally ill.
- Lack of affordable housing for those with physical handicaps.
- Require a centralized database for accessible apartments.
- Centre d’hébergement pour l’Ouest de l’Île pour les jeunes à risques.
- Affordable housing.
- Ghétoisé.
- Affordable housing that promotes healthy habits and not near bars, fast food, dépanneurs.

Recommendations (as written by participants)

- Funding designated to existing groups who already cater to citizens with mental illness.
- Funding for housing projects.
- Force new construction to allocate units accessible for handicapped.
- Funding to someone to create database of accessible apartments.
- Raise government funds to build a shelter for youth at risk.
- Build sustainable and accessible resource for the community around area.
- Education – good food – activities.
- Programs in elementary and high school.
- Support and family education.
- Necessity to raise awareness about the need for affordable housing for seniors, mentally and physically handicapped.
- Need to raise awareness that there needs to be temporary housing for troubled youth. The awareness needs to come first in order to help people understand that the problem exists.

Urban planning and public spaces

There were many questions raised and many concerns identified during the discussion of the



topic of 'Urban Planning and Public Spaces'. Protection of green space, environmental concerns and sustainable development were the major subjects raised during group discussions.

Many concerns were raised about the need to acquire and protect green spaces. Some suggestions were made for better usage of green spaces in order to meet the needs of the population.

Preservation of Angell Woods was one of the major issues identified during the discussions.

Many participants raised questions about different aspects of urban planning, such

as: improving infrastructure so it becomes more accessible for seniors and families, encouraging active transport, densification and zoning by laws. There were a number of options for improving public spaces which were presented by participants.

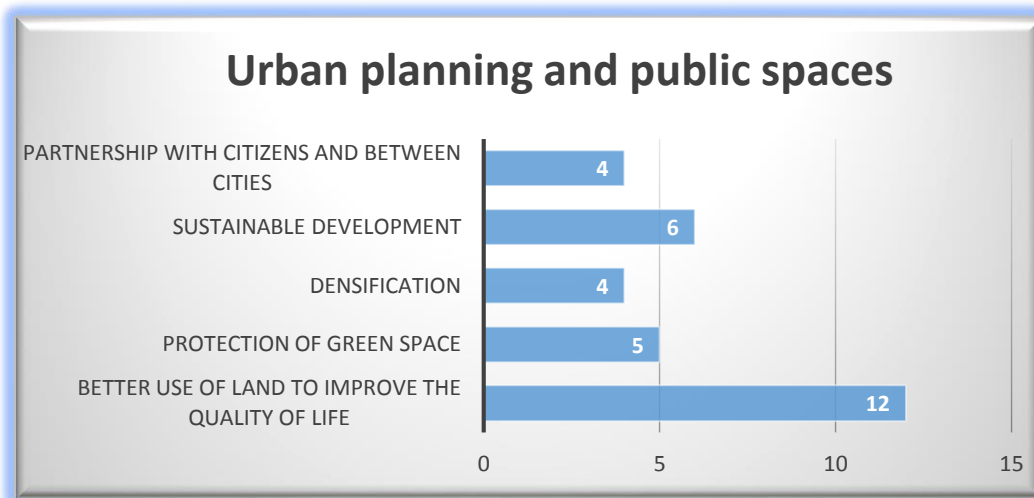
Points of discussion from priorities

Use of land for better quality of life

- There is a need for more public spaces so that citizens of all generations are able to get out and enjoy each other even in the winter.
- Walking paths and meeting places.
- Infrastructure that encourages active transport..
- Suitable living spaces for seniors who must sell their homes but wish to remain in the community. These spaces should be located near shopping and community centres.
- Make our parks more attractive by adding more flower gardens.
- Water parks for children.
- Maintain green spaces for dedicated usage and for free play.
- Ground level senior homes (1 ½ or 2 stories) so that seniors will not be isolated in a high-rise.
- Senior homes should be built around a public meeting space (ex. Nun's Island).

Protection of green space

- There was a suggestion of a green corridor from Angell Woods to Cap St Jacques.
- Acquire more green space for future generations.
- Others mentioned Angell Woods.



Sustainable Development

- Zoning should encourage sustainable development.
- PMAD (Plan métropolitain d'aménagement et de développement).
- Subsidies for LEEDS building standard (Leadership in Energy and Environmental Design).
- Green spaces: encourage more usage by placing compost bins, recycling bins and community gardens in these spaces.

Densification

- Densification in and around train station but Angell Woods is right next to the tracks – what to do?
- Road noise at Hwy 20.
- Beacon Hill Apartments.

Partnership

- The villages are struggling to survive, be it the villages in Pointe-Claire, Beaconsfield or Ste-Anne-de-Bellevue.
- A feeling of dichotomy amongst local cities. A clear lack of sharing of ideas and working together. Better communication amongst the cities would enable them to promote the villages together (encourage shoppers, public spaces and tourism).

Priorities (as written by participants)

- Maintain green spaces + parks for dedicated use + free play.
- Acquire more green space for future generations.
- Encourage develop other public spaces (square, villages, neighborhood) as meeting places.
- Beacon Hill - West Island TC - apartments.
- Beaurepaire Village - Beaconsfield
 - community area (café, restaurant).
- Walk to Mississauga.
- Angell Woods.
- Road noise - highway 20.
- Losing character of our city.
- P.M.A.D. (Urban Plan).
- What is the current status of plans for Urban Development?
- Densification in and around the train station areas.
- Usage of parks funds for new and improved parks.
- Density to enable a greater variety of housing types.
- Infrastructure that encourages active transport and senior friendly facilities.
- Encourage work alternatives from home.
- Preservation of Angell Woods - Create green corridor to Cap-St-Jacques.
- Zoning by laws which encourage/allow sustainable development.
- Issues with new construction buildings taking over green space - Angell Woods.
- Dichotomy: one city is separated from the others/lack of partnership.
- Sustainable development between the different cities.
- Water runoff concerns.
- Differing opinions: how to deal with green areas in the cities?.
- Better use of beautiful urban/public space (Centennial).
- Have more citizen involvement in urban planning.
- Less non → urban planning rules.
- Not easy re-zoning.
- Re-locate charity (to build).
- LEED constructions - civic subsidies.
- (Improved) composting system in Beaconsfield parks - W.I. day camp.
- Recycling in every park.
- Residential, commercial zoning together.
- Participatory budget?
- Make more housing scaled for seniors (bungalows/not high-rises).
- More eye popping parks/more flowers etc.

- Water park for kids.
- Bungalows or 1½ levels built around green public areas/or mixed bungalows, 1½ levels, 2 stories.

Recommendations (as written by participants)

- Quality of life.
- Walking spaces.
- Green spaces / free play.
- Space for all generations so that they can get out and enjoy each other even in winter.
- Accommodations for seniors so that they can stay in their communities.
- LEED – subsidy for building.
- Use green spaces wisely (encourage community gardens).
- Villages should connect with each other.
- Sustainable development plan.
- Density / green spaces.
- Angel Woods green corridor to Cap. St. Jacques.
- Zone to encourage and allow sustainable development.
- Composters in parks, recycling bins.
- People can live where you work.
- Ground level senior homes not to be isolated in a high-rise.
- Water park for kids.
- More flower gardens in park.
- Bungalow 1½ or 2 stories build around green public space (Example: Nun's Island).

Transportation

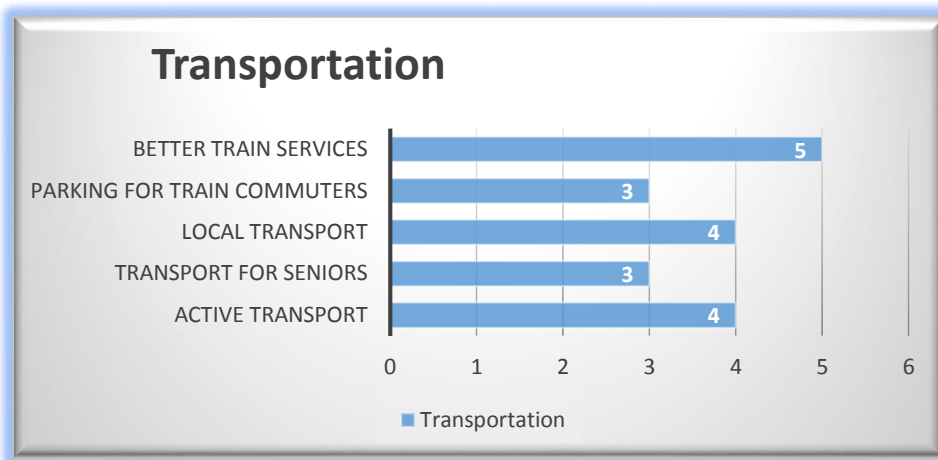


Participants at the 'Transportation' table identified a number of issues related to active and public transport. Issues such as underdevelopment of bike paths, as well as poor train and bus services were the major topics that dominated the discussion. Issues such as transport for seniors and parking for train users, as well as the lack of effective transportation options for seniors were also discussed among other issues.

Points of discussion from priorities

Below is a complete list of concerns voiced by participants.

- Active transport (biking, walking, etc.) not encouraged by the city.
- Senior transport (Navette d'or) not existent – mentioned by 3 participants.
- Bike paths not linked to other commuter connections (north-south Beaconsfield).
- Off island train users take up parking spaces of residents.
- City should offer free bus tickets for seniors like Pointe Claire does.
- Not enough promotion of Train de l'ouest to make it happen.
- Bike path on Elm should be finished.
- Not enough parking available for train users.
- Not a good enough bus route along Elm (compared to the bus route along Beaconsfield Blvd).
- More trains needed during rush hour.
- Need for Senior transport (Navette d'or) – mentioned by 2 participants.
- Trains only run frequently during peak hours.
- Trains cost at a flat rate, and are not dependent on how far you travel.
- Bike paths are too narrow.



Priorities (as written by participants)

- Active transport (cycling, walking, etc.) within the city.
- Senior transport - Navette d'or.
- Linking bike paths to other commuter. Connect north / south Beaconsfield.
- Local transport.
- Stop parking – train stations – small buses buying cheap tickets.
- Off island train users.
- Free tickets for seniors (buses) Pointe-Claire does.

- Promote W.I. train service - Train de l'Ouest.
- Finish bike path on Elm.
- Navette d'or for seniors.
- Need more parking for train.
- Good bus route along Beaconsfield Boulevard.
- Not much along Elm.
- AMT need more trains during rush hours.
- Need for transportation in Beaconsfield such as Shuttle in Pointe-Claire.
- Transport for individual appointments accompanied and assisted.
- More frequent train transport. 'Train de l'Ouest!!'
- Trains that don't run only during rush hours.
- Trains that do not cost according to distance.
- Wider bike paths.

Recommendations (as written by participants)

- For off island train users, have small buses bring these people to the train stations rather than having them take up all the spaces with their cars.
- Encourage green transport/active transport by modifying/fixing/creating supportive infrastructure.
- Bring Navette d'or to Beaconsfield (note: was mentioned by two participants).
- Lobby AMT to bring more trains.
- New train line to have trains come more often.
- Widen bike paths. Place bike paths between the parked cars and sidewalks, if possible, to encourage green/active transportation.
- Setup a designated committee mandated to get funding from STM for shuttle service for seniors in Beaconsfield.
- Allow companies to start up a business model in private transport for seniors.
- Create a "light rail" in the middle of the 20 (over the highway).

Local economy and employment

The discussion of the topic of 'Local economy and employment' highlighted many problematic areas. Discussions about lack of

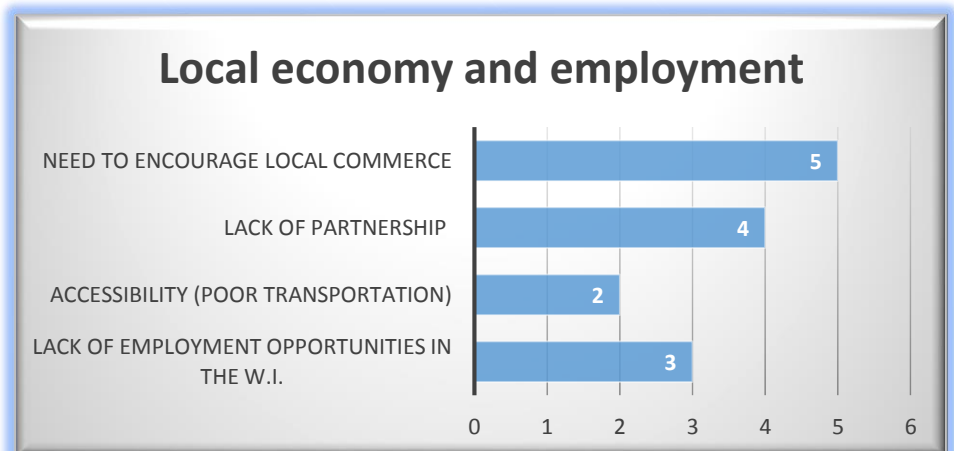
employment opportunities prompted some concerns about the need to encourage and provide more support to local entrepreneurs. This, in turn, prompted concerns about the need to link up local economic partners.

Affordability and accessibility of transportation was also identified as a barrier to employment opportunities.



Priorities (as written by participants)

- Not much employment mostly residential, economy is tax based. People live here but go to work outside the area of the West Island.
- Accessibility (transportation, bus routes, etc.)
- Manque d'opportunité de stage et d'insertion en emploi dans les entreprises ouvrant sur notre territoire.
- Il n'existe aucune table ou regroupement des partenaires économiques.
- Il faut créer des liens entre employeurs-entreprises-communauté.
- Il y a beaucoup de jeunes entre 16 à 35 ans qui ne parlent que l'anglais et ceci cause qu'ils ont beaucoup plus de difficultés à se trouver un emploi.
- De plus, dans la même tranche d'âge, ils ont de la difficulté à trouver de l'emploi dans l'Ouest-de-l'Île, donc ils doivent aller ailleurs sur l'île.



- Les personnes sans emploi souffrent aussi d'exclusion sociale, car dans l'Ouest-de-l'Île c'est difficile de se déplacer (sans argent) d'un point de l'ouest à l'autre.
- Favoriser les développement de projets coopératives.
- Encourager les jeunes entrepreneurs qui veulent démarrer des concepts innovateurs (aide communautaire, services de soutien, formations).
- Not a lot of social spaces in proximity, big malls far from residential area, whether public or commercial.
- Lack of social projects.
- Encourage local commerce in Beaurepaire village and smaller shopping areas.
- The local malls might not be attractive for the residents so they don't go shopping there. Plus, there's no coffee shops to go socialize with the people from the area.
- Programs to network home based businesses.
- The poverty pockets are isolated physically and it's making it harder for people living in those areas to get out of their situation since there are no social mixity.
- No structure/network in place to support local economic partners.
- May be difficult based on only one source.
- Economy is prohibitive to different walks of life (income brackets).

Recommendations (as written by participants)

- Form base organisations to get home based businesses to join and network to help each other and strengthen a sense of awareness of local community and economy.
- Augmentation des subventions aux projets coopératives et initiateurs de PME.
- Création d'organismes de soutien d'aide et de formation pour supporter les initiatives locales.
- Les nouveaux développements résidentiels devraient avoir des logements sociaux et des espaces commerciales/communautaires construits dans les nouveaux quartiers.
- Faire des liens entre les employées-entreprises et communauté.
- Créer des plateaux et opportunités de stages d'insertion sociales ou en emploi.
- Start table of partners: local development, businesses and citizens together.
- Développer les secteurs d'emploi.

Public security

Safety concerns were wide-ranging - from worries about children, youth and seniors not being



safe from bullying or physical attacks and robbery, to dangers posed to the general public from train accidents with loads of toxic materials or car accidents as a result of texting while driving.

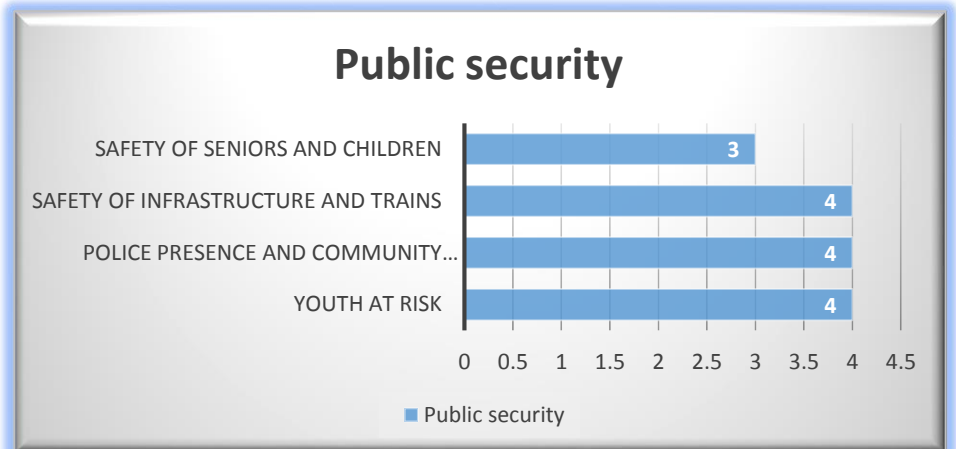
There were concerns about whether there is an adequate Police

presence 24/7, and an expressed need for more Crime Prevention programs. In particular, it was suggested that the community and volunteer-based programs such as Block Parents and Neighbourhood Watch, should be brought back. It was also noted that the municipalities should support those volunteer actions, as well as the role of local, trained volunteers in providing essential support to combat fires, or respond to accidents and other disasters.

Points of discussion from priorities

- Safety concerns for youth travelling home in the late evening - by bus or walking.
- Increased drug use, Home break-ins, and vulnerability of seniors and children to muggings and other attacks.
- Gangs, drug use among youth.
- Bullying in schools a safety factor.
- Safety of trains carrying oil through the City (a time bomb waiting to happen).
- Question about the readiness of municipal disaster plans to respond should we have “another Lac Mégantic” here.
- Volunteerism decline (lack of volunteer based Fire Departments, and First Responders since more certification & bureaucratic process installed).
- Community Police Station (Station 1) is not open 24 hrs/day, 7 days/week. Is this affecting our community - for example, response times?
- Train security - access to the train tracks is a safety issue.

- Parks equipment - poor maintenance of these creates a safety hazard for children.
- Block Parents Program - this was cancelled many years ago, although it was a volunteer-based, no cost security program offering a safe place not only for children, but for other vulnerable people like seniors.
- Police presence - questioned if there was enough.
- Youth at risk - what is happening, what resources are there?
- Texting and driving - a serious safety concern.



Priorities (as written by participants)

- Train safety through the city.
- Municipal preparedness.
- Volunteerism.
- Police presence.
- Youth at risk.
- Texting and driving.
- Community Policing (Station 1) is not open 24 hrs/day, 7 days/week. Is this affecting our community? - for example, response times...
- Train security (access to tracks).
- Parks (equipment).
- Block Parents Program.
- Drug use.
- Break-ins.
- Vulnerability of seniors and children.
- Gangs.
- Drug use.
- Kids in school, safety.
- Youth and travelling at night.

Recommendations (as written by participants)

- Bring back Block Parent and Neighbourhood Watch programs.
- More Crime Prevention programs.
- Closer ties between social workers and Police.
- Need Volunteer-based community programs - Block Parents & Neighbourhood Watch.
- Block Parents program - bring it back.
- Neighbourhood Watch - bring it back.

Access to health and social services

The topic of ‘Access to health and social services’ attracted the largest amount of participants.

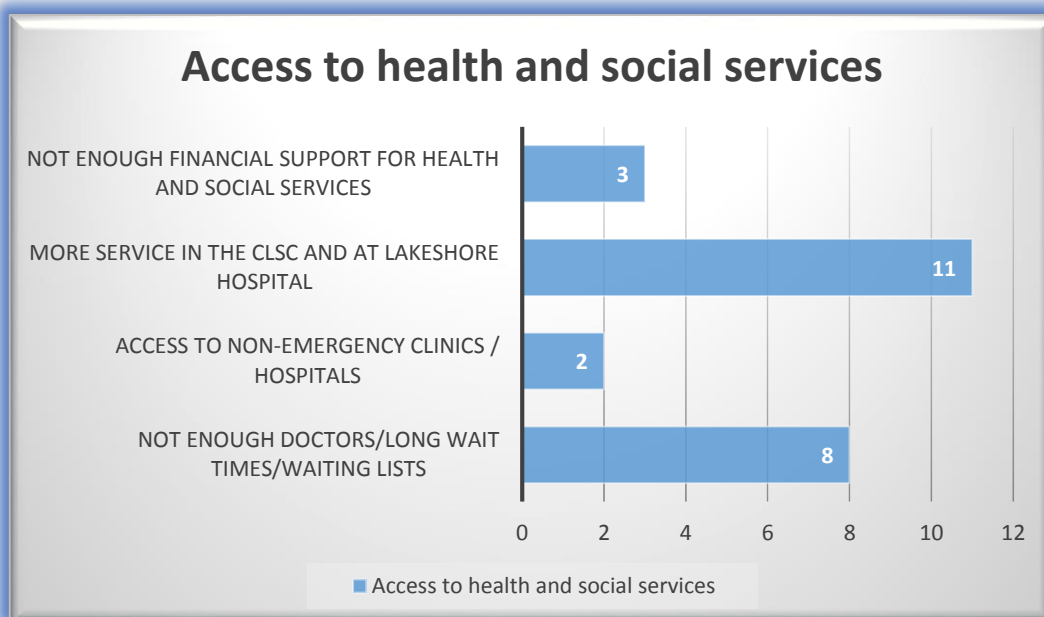


During the three rounds of discussion many pressing priorities were identified. The issue of long waiting times as well as lack of services in local hospital and CLSC dominated the discussions. In particular, there was considerable concern about the lack of health services in the West Island, insufficient services for cancer patients and other specialized treatments.

Points of discussion from priorities

- There are no doctors available, 2-3 year wait list.
- Wait times in general are alarming (hospital, clinics, family doctors, for procedures, for specialists, surgeries).
- Hospitals are dirty.
- At hospital didn't see any staff for long periods of time.
- Overall concern for future of hospitals.
- Lack of government involvement in improving conditions.
- There are no clinics West of St. Jean boulevard, need to travel 20-30mins to access family doctor.
- CLSC doesn't offer enough service in West Island. Basic services like taking blood should be available in more places- small service points.
- Private option costs are high.

- Not enough financial support for services.
- No other help for social services/non-profits (promotion, PR).
- In the West Island we are lucky for the non-profits that we have, need more support for them.



- Cancer patients will now need to get more local help with the restrictions to who can access downtown hospital services. Concern that those services don't currently exist locally.
- Large concern for lack of funding to cover the territory (re: health services).
- Emergency room is blocked with non-emergency cases... we need more clinics to lessen the burden in the emergency room.
- Elderly patients stuck in hospital beds for palliative care (because there are not enough long-term care beds available). This is creating a shortage of beds for other people in the hospital.
- There are no group practices, so it is hard to change doctors if you don't like the one you have.
- The system in Quebec is ancient- no updated technology, old fashion system (using written files, not computerized) In Ontario, the system is computerized and different institutions are linked. There are some advances, but not going fast enough. Lacking the benefits of linking the systems.
- The overall "machine" is slow.
- RAMQ renewal takes too long.
- Why do we have to pay for ambulance in Quebec? Ontario you don't.
- Concern that children can't access Lakeshore Hospital for emergency treatment (sent to St. Justine's or Montreal Children's). Apparently because there isn't the proper equipment to treat children (ie. small needles) Staff also not trained to treat children.
- Question of whether MUHC new hospital will help to improve service?
- Concern of exodus of doctors from Quebec. French language an obstacle to recruiting new doctors.
- Accessibility to service is a big problem- limits to what services can be offered (should be full scope service at emergency).
- Ambulances should have a doctor on board (other countries do). Not having a doctor on board limits the ability to how much can treat (therefore time delay).

- Belief of the need to bring help to the person, not bring the person to the emergency. Suggest that we follow other global models.
- In assessing the accessibility for people with limited mobility, some things are good, others not as good.
- The geographic limitations affect accessibility to service.
- There is a lack of walk-in clinics and the hours of operation are not extensive enough after 5pm.
- Need more health promotion, there doesn't seem to be enough emphasis on prevention measures.
- In Alberta the emergency has a section for severe cases, then another for other types of incidents. Quebec should implement that system.
- There is not a 24/7 pharmacy in West Island and no pharmacy in the hospital.
- How come our hospital system is not computerized? Alberta and Ontario are.
- Funding: concern for lack of funding, government misusing funds, badly organized spending.
- Quebec system the most primitive, from personal experience with system in Alberta and Ontario.
- Pain management is an issue, not paying attention to chronic pain management (lack of government participation). Are there solutions that we are not looking at?
- Cancer treatments not available in West Island, traffic and transportation an obstacle.
- There is not enough long-term care in West Island.
- Concern for aging population in West Island and the possibility that we won't be able to care for all seniors.
- Concern for lack of transition beds, long-term beds. The result is hardship on patients, as well as on families (travelling long distance to visit). Overall negative effect on recovery.
- Post operation care (rehab) not available locally, transportation hard for seniors and extra trauma for couples who can't visit.
- Home support not available enough to serve all needs.
- Hospitals are lacking doctors, security, and staff, and the conditions are dirty.
- Wait times are too long, people are dying while waiting.
- Emergency should mean "immediate".
- 24/7 pharmacy not available in West Island. There should be a rotation system in place.
- The different definitions of emergency is clogging the system.
- Concern that there are no late night clinics open.
- Concern for limited emergency service for children in West Island.
- When Lakeshore Hospital emergency is closed because it is full to capacity, then patients re-routed to other hospitals that are far and difficult for family to travel to.
- There is a lack of prevention education or strategies for good health for young children.

Priorities (as written by participants)

- Waiting lists- for hospital, clinics, and family doctors.
- Not enough financial support for social services.
- Need more support (charities) to better service community.
- Radiation- Cancer Center treatment West Island.

- To supply this/more funds.
- Access to non-emergency clinics.
- Access to downtown hospitals.
- More group practices.
- Make a centre of excellence at Lakeshore Hospital, Cancer, dialysis etc.
- No doctors.
- 16hr wait.
- Medical style hospital –dirty, no security, no-one all night.
- No GMF West part of the island.
- Accessibility to family doctors.
- More service in the CLSC.
- Accessibility has to take into account the reduced mobility of many seniors.
- Health services have to also consider the issue of health promotion (and thus pre-correction).
- Lack of (non-existent) publicly funded rehabilitation centre in West Island- they are all in NDG. This results in long travel for spouse to visit.
- Lack of pain management programs and services.
- Cancer treatment: not all treatments available.
- Affordable long-term care, is there enough?
- Lack of local transition beds for seniors.
- CSSS home support.
- LGH vs MUHC (access to chemotherapy, dialysis, etc).

Recommendations (as written by participants)

- Computerize the records and system.
- Bring the emergency to the person and not the person to the emergency (doctor on ambulance).
- All night pharmacy to be available.
- Consult other provinces how they got: a) all patient info on computer b) different levels of emergency care (day clinics, hospital emergency, in between cases).
- Build hospital, hire and retain doctors.
- Have a centre of excellence at Lakeshore Hospital for Cancer etc.
- Build West Island radiation center, dialysis centres, children clinics.
- More GMF West of St.Jean.
- More services from CLSCs.
- Develop points of service for basic services (blood tests, etc).
- Rotation system to have a pharmacy open 24/7.

Poverty and social exclusion

During the discussion of the topic of 'Poverty and social exclusion', participants covered many



problematic areas such as: isolation of individuals with special needs and aging population, hidden poverty and lack of affordable housing among other issues.

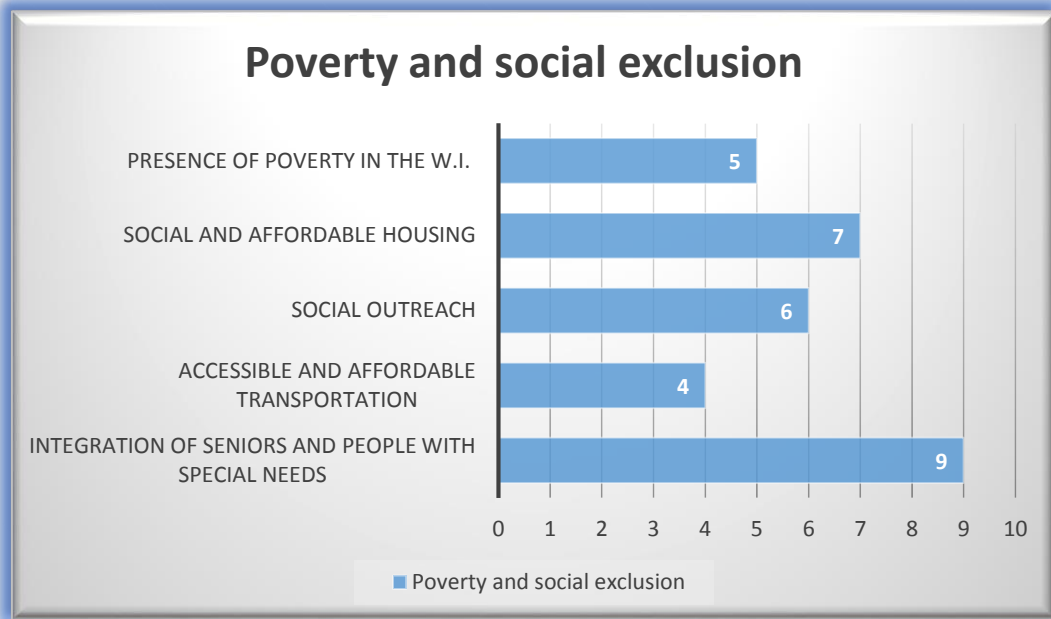
It was also noted that poverty and social exclusion are interconnected and create a vicious circle. In particular, financial constraints often lead to increased isolation and stigmatization.

Poverty is often a hidden problem, the phenomenon of an 'Empty house' becomes more present as a new reality in the West Island.

Points of discussion from priorities

- Integrate people with mental health issues into the community, put into place some means for these individuals to better integrate.
- Integration of all of these components into the community: Education, social and health services, health promotion, health consciousness.
- There are not a lot of ethnic communities within Beaconsfield?
- Live in an affluent area and sometimes forget everyone is not rich. Beaurepaire Senior Home still has vacancies?
- Bring service closer to seniors.
- Isolated individuals, mental health and aging, financial constraints are a hidden problem. Not much of an infrastructure to assist those individuals, suggest a partnership be created with other municipalities to create a support service.
- Develop seniors group, they are often excluded. There are programs for baby boomers.
- The physically disabled are isolated, the city has engaged to make their facilities, built in the 70s like the pool and gym more accessible for this population.
- Affordable housing is needed. Chateau Beaurepaire is too expensive for some.

- There are people in Beaconsfield who have fallen into situations of poverty. They are the hidden poor.
- There are few facilities on the north side of Beaconsfield, north of the tracks, where most of the population lives, this creates accessibility issues for kids because of the costs of transportation.
- The problem of poverty in families is not often seen in the homes but it is more visible in the schools.
- Poor youth in middle class neighbourhoods and schools feel stigmatised.



Priorities (as written by participants)

- Work on senior social events.
- Make it easier for seniors to get around – transport.
- Lobby AMT for better service.
- General social outreach.
- Improve access to city facilities for handicapped and senior residents.
- Constructive measures to assure social housing where new construction is meant.
- Community “hall” or services within residential area (closer).
- Suggestion for better integration of seniors / elderly: better recognition of their contribution / value to society in general.
- Suggestion for better integration of seniors / elderly: develop a culture of respect for the elderly like Asian cultures.
- Need to include the issues related to ethnic minorities.
- Augmenter le financement à la construction de logement sociaux.

- Assurer un meilleur contrôle pour les logements insalubres avec plus d'inspection.
- Lower cost housing.
- Stop societal stigma.
- Subsidized transportation.
- Outreach program to engage isolated residents.
- Need to engage the socially excluded – isolated and lonely.
- Ways to help financially challenged.
- La pauvreté dans l'Ouest de l'Île est présente dans les écoles et dans les familles. Il manque une sensibilisation de la communauté.
- Les gens qui vivent dans l'exclusion social ont plus de difficulté à faire partie de la communauté car ils ne savent pas comment interagir et socialisé.
- Utiliser les ressources disponibles.
- Seniors often excluded.
- Poverty is mostly hidden.
- Mental illness exclusion.
- Handicapped exclusion.
- Affordable housing.
- Affordable transportation.
- Social inclusion: in particular the seniors / elderly. They are often not seen or people don't want to see them.
- How can we have better dynamic between generations?
- Quartier Greenwich / Logement sociaux?
- Offrir des logements abordables aux plus diminués.
- Comment intégrer des personnes atteintes de problèmes de santé mentale.
- Subvenir à ses besoins de base.
- Access to programs.
- Housing in affluent neighborhood.
- Concern that poverty linked to social exclusion impacts and access to health services and quality of education -> interlinkage is essential.
- Inclusion of minority groups and people with disabilities.

Recommendations (as written by participants)

- Real affordable housing, not that cost 1,700\$/month.
- Have more socializing activities with all status of people from the community.
- Have more help in schools with programs that also reaches family.
- Have more activities and programs for elders and care for them.

Leisure and sport

The majority of people who participated at the discussion of the topic 'Leisure and sport' work for Beaconsfield or surrounding cities in this domain. The discussion was mainly around the following topics: lack of cooperation between the municipalities, lack of funding, issues of accessibility as well as the barriers to volunteerism.



Points of discussion from priorities

Cooperation

- West island lacks the feeling of a region
- Cities work in silos
- Each city has different strengths and they could be shared (equipment, facilities) to

produce better outcomes for residents.

- Note: some libraries do cooperate with staffing and books.

Funding

- Municipal budget in this area may not have the funds needed as priority is given to areas where health and safety is concerned

Accessibility

- Is access to the information available to all now that much is on the internet?
- Are costs of participating prohibitive for some families?

Volunteerism

- Are there as many volunteers as in the past?
- Are there as many opportunities to volunteer?
- Is the increase of regulations and certification needed to volunteer a barrier? (coaching, refereeing qualifications)

Food security

It is important to note that participants at the 'Food security' table raised many questions to get a



better understanding of the situation with food security in the West Island. The promotion of healthy eating, food education as well as the accessibility and affordability of food were the major themes discussed at the table.

Points of discussion from priorities

Accessibility and affordability of food sources

- Transportation to access food sources.
- Also in terms of time – stores close early (i.e. not open in evening).
- Grocery stores in area are expensive.

- Meals on Wheels - Is 20 kitchens enough?
- Meals on Wheels – good service – provides access/ outreach/ volunteers.
- Where does the rest of the community [participant was referring to vulnerable populations] eat?
- Breakfast programs for kids: How many kids in the southern West Island go to school hungry?
- Find or offer options for grocery bags.

Healthy eating

- LBPSB/CSMB (Lester B Pearson and Marguerite Bourgois school boards).
- Limited diversity of food: Grocery stores have very standard items, must travel further to ethnic grocers or farmer's markets (in summer) to get a more diverse selection.
- Beaconsfield Train Station Market.
- Weekend market solution – Bring more markets into area.

Create community ties

- No food at community events in Beaconsfield, it does not encourage people to stick around.
- Create community ties by encouraging events or community cooking/ dinners.



Food Education

- Lack of knowledge in the community about what is available (i.e. home-grown markets).
- Diet and labelling.
- Vegetarian diets
- Promoting healthy eating.
- Labelling (i.e. reading food labels) – labels can be misleading.
- “Fast food for a fast-paced life” – resources so that people can make better choices.

Priorities (as written by participants)

- Where does the rest of the community eat, those who can't access?
- Expensive groceries in local areas.
- Lack of knowledge of community gardens.
- Meals on wheels: access/outreach/volunteers, 20 kitchens enough?
- School food: LBPSB/CSMB?
- Community gardens: good for seniors (active living, interactive socializing, healthy living).
- Labelling can be misleading.
- Vegetarian diets.
- Promoting healthy eating.
- Education.
- Labelling.
- Fast food for a fast-paced life.
- Knowledge of resources.
- Transportation to get to resources.
- Limited diversity of food choices.

- Need to go further to get food.
- Health: market. Missing local home grown foods.
- Lack of knowledge of available home grown markets.
- Accessibility is an issue.
- Accessibility in terms of time, stores closing early.
- Breakfast programs for kids: how many kids in South West go to school hungry?
- Community gardens as a vehicle for introducing young people to fresh food and motivating them to be interested in good nutrition.
- Food education: diet and labelling.

Recommendations (as written by participants)

- Beaconsfield train station market.
- Weekend market solution.
- Find or offer options for grocery bags.
- Meals on wheels good service.
- Create community ties by encouraging events or community cooking or community dinner.

Event evaluation report

In order to assess the degree of satisfaction with the event, all participants were encouraged to complete a survey. Other than the level of satisfaction, the survey allowed us to collect additional information that helped to better understand what motivated participants to come to the Forum, as well as their most pressing priorities. In total, 19 surveys were filled-out. Overall, participants provided a very positive feedback. Their responses to the questioner are provided below.

What motivated you to attend this forum?

Many people came to the Forum with the aim to learn more about the needs of the community, many came to express their concerns, and many others were inspired to participate through their involvement in the community.



- Work in the community.
- To hear the concerns of the community.
- Motivation to get more involved in the community.
- I wanted to express my opinions on the needs in the West Island in hopes of building a better community.
- Interested in learning about Table de Quartier.
- My friend.
- Interest in community needs and community planning process (as an urban planning student). Some thoughts about public space and sustainable practices to share.
- Beaconsfield resident and long-time community volunteer.
- Share preoccupations about our health system and transport.

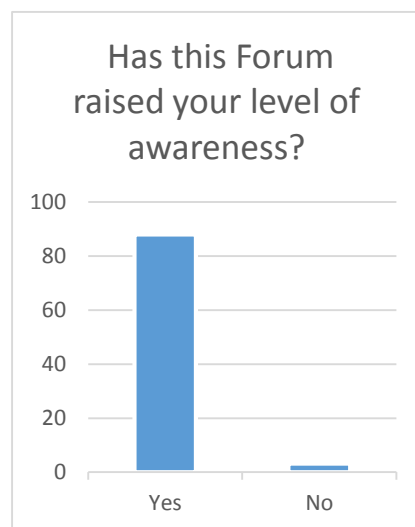
- Community concerns.
- La Table de Quartier qui m'invita.
- Community.
- To hear local issues.
- To learn more about the community.
- Invited as council member.
- I wanted to know what fellow citizens think about the various issues.
- Connaître davantage les enjeux locaux de Beaconsfield.
- Concern for community .
- Je pense qu'il était temps d'avoir un espace pour les discussions entre citoyens.

Did the forum allow you to express your thoughts and concerns?

The response was overwhelmingly positive, 100 % replied that the Forum allowed them to express their opinions.

Has this Forum raised your level of awareness?

Again, very positive results regarding the participants' deepened understanding of local issues. In total, 88% indicated that the participation at the Forum increased their level of awareness. Participants heard a variety of opinions on different issues. As a consequence, they felt that they were more aware of local issues. Here are the comments left by the participants.



How this Forum raised your level of awareness?

- Issues I was not aware of.
- Hearing about the realities of the community.
- Discussion heightened awareness.
- Other's ideas and concerns.
- Different opinions.
- Other people's opinions and suggestions were helpful and inspired more ideas.
- Many varied opinions and suggestions from participants with varied backgrounds.
- Listened to other people's views and solutions.
- Les discussions aux tables avec des gens qui ont différentes perceptions.
- Seeing and hearing others with similar concerns.
- To hear issues from other sectors.
- Some issues not usually considered.
- J'en ai appris durant cette soirée.

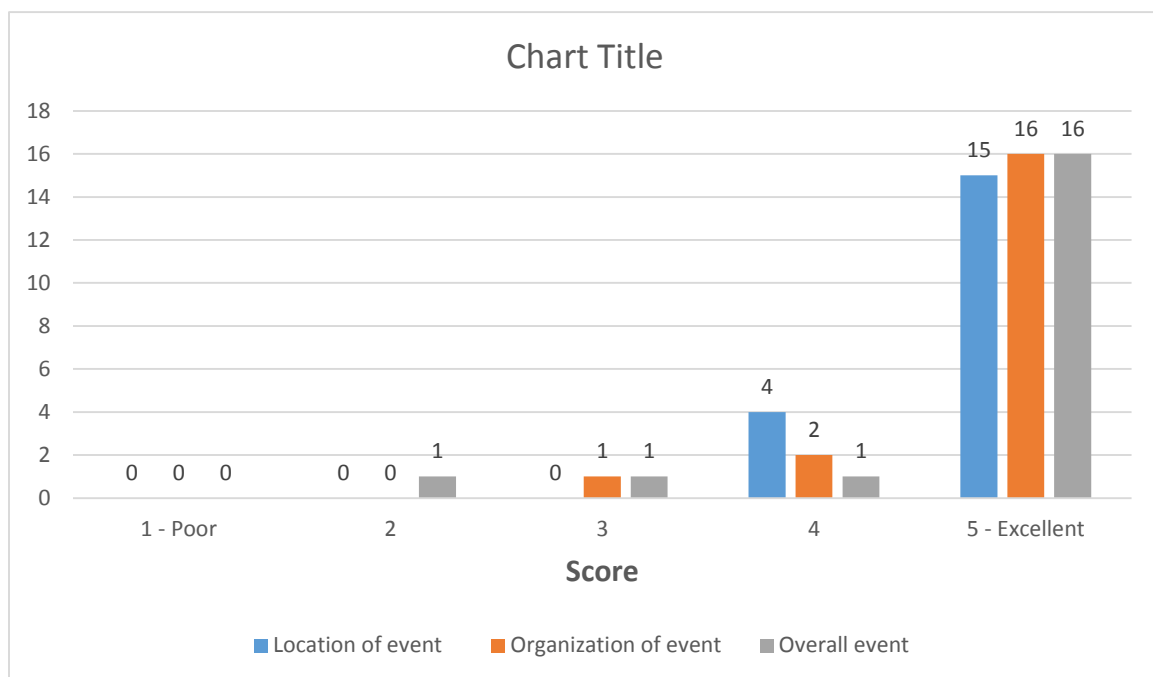
Would you attend another Citizens' Forum?

There was a considerable amount of interest in participation at future forums. In total, 100% of respondents replied that they would like to participate in another Citizens' Forum.

The second question related to the level of participation asked about the intent to be involved or informed of TQSOI activities. : 57% of respondents subscribed to TQSOI newsletter, 26% signed the membership form, 21% indicated that they would want to be a part of a planning committee and 47% replied that they would want to attend future events.

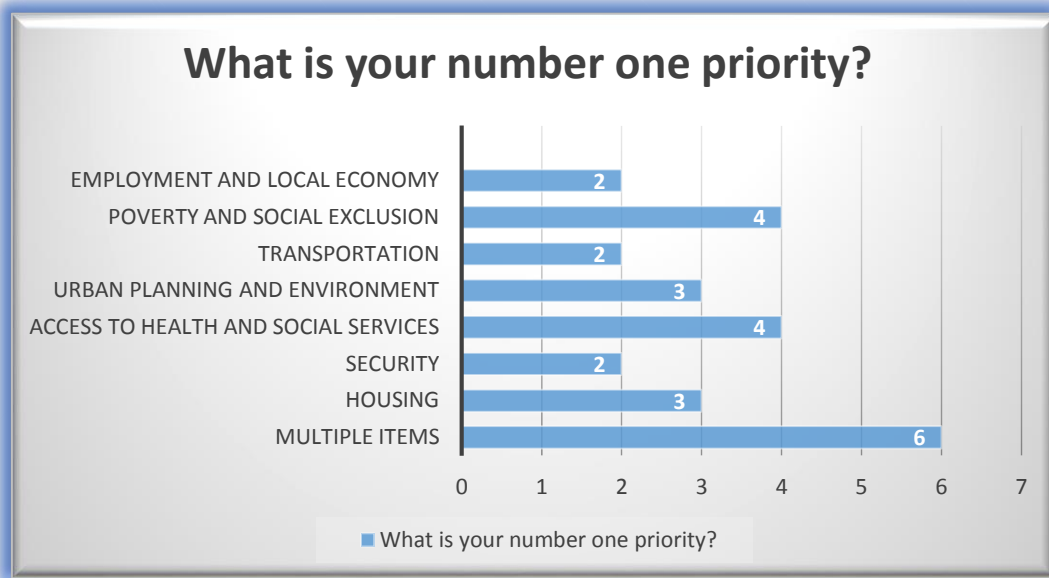
Evaluation of the: Location of event, Organization of event, Overall event

In regards to the general satisfaction with the event, on a scale of 5 (excellent) to 1 (poor) the vast majority scored the event as Excellent for its location (78%). The results are even better for organization and for overall event, 84% of participants gave an Excellent score. Nobody replied *Poor* to any of these dimension.



What is your number one priority?

A final question explored with participants what was their number one priority. Many identified more than one priority in different domains that were covered by topics of discussion.



- Solutions to community issues.
- All!
- Affordable housing for those citizens with a mental illness (independent living as well as supervised setting).
- Public security.
- Medical care.
- Environmental awareness and programs (such as composting, eco-day camps etc.) which actively encourage environmental action.
- Accessibility of health and social services. Also safety and security.
- Family doctors. More trains.
- Anything related to seniors: health, transport, housing, planning, etc.
- Social exclusion, poverty and employment.
- Making my city economically and socially more evolved, sustainable.
- Multiple items of concern.
- Intermunicipal cooperation.
- Social justice.
- Social / health services.

Some comments from participants

Many Forum participants expressed their appreciation of this initiative, while some commented that: “*Some issues too general and difficult to impact.*” Another participant commented: “*The final wrap-up with all the animators was great. So we could hear from every subject.*” Some noted: “*I wish there had been more citizens and less representatives of various organizations*”. One forum participant pointed to the need for “*sustainable planning during events.*” Some other comments:

“Well done program – thank you!”

“Thank you!”

“Excellent initiative!”

Following the Forum

Following the Forum, a number of initiatives were taken to deliver the concerns and ideas expressed by Forum participants to decision-makers and the general community. The results of the Forum will be also included in the Portrait of Population of the South of the West Island.