



**Table de Quartier Sud de l'Ouest-de-l'Île
Citizens' Forum in Pointe-Claire Report
November 21, 2013**



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Thank you to our Supporters

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Centraide du Grand Montréal
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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 Pointe-Claire a successful one.

Special thank you to our organizing committee and contributors: the City of Pointe-Claire, CRC, CSSS ODI, AJOI, John Abbott College, MIDI



Directeur
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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 the 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 Forum in Pointe-Claire is the first, with two other Forums planned for the cities of Beaconsfield and Kirkland.

This report will provide the reader with the summary of conversations that took place at the Forum. This document will also summarize the 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 TQSOI held its first Citizens' Forum on November 21, 2013 in Pointe-Claire. 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 30 participants. Citizens, representatives of community groups and organizations, as well as the city councillors 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.

Summary of Discussions

Housing

Priorities (as written by participants)

- Affordable housing for families (low income) & seniors (outside Pointe Claire)
- Urban planning of each city in terms of housing development
- Urban planning for Co-op (HLM)
- The ways cities are developed – they are not accessible like NDG (commercial / housing mixed together)



Recommendations

- Creation of more Co-ops but not turning them into a “ghetto” – to integrate social economic levels

Urban Planning and Public Spaces

Priorities (as written by participants)

- Graffiti
- Protecting Woodland
- Encouraging people to care for our pristine green spaces
- New home size on lots
- Growth in limited areas (changes in housing styles)
- Air traffic all aspects – curfews, volume, air pollution
- Conservation of green spaces vs development (wildlife space)



Recommendations

- Murs légaux pour le graffiti

Transportation

Priorities (as written by participants)

- Better transportation flow WI and downtown
- Easy train and buses to downtown
- Ligne de bus: 68, 200, 201, 204, 203, 202 & 207 – pas assez fréquents. Il y a trop de temps d’attentes.
- Parking for train & sport facilities



Recommendations

- Shuttle – Transport between hospitals (shuttle between LGH and Royal Vic or Montreal General for seniors)
- Buses for the older people that do not drive

Local Economy and Employment

Priorities (as written by participants)

- Losing our small local businesses, with local owners, to larger corporations
- Adults who are laid off at 55+



Recommendations

- There is a need to invest in revitalizing neighbourhoods such as Valois
- More vocational
- More guidance for students
- More entrepreneurship
- Get kids ready for employment

Public Security

Priorities (as written by participants)

- Vitesse à Delmar
- Plainte de vitesse
- Et gens venir avec policier pour faire des interventions et réaliser que leurs plaintes ne sont pas toujours fondées
- Abus des personnes âgées (prévention)
- Vous ne dérangez jamais la Police



Recommendations

- Téléphone au poste pour attention spéciale
- Dans le doute, faites le 9-1-1

Access to Health and Social Services

Priorities (as written by participants)

- No accessibility
- Difficulty finding Drs.
- Ontario vs Quebec system
- Funding
- Wrong priorities (ie, organization of services)
- Confusion systeme de santé au complet



Recommendations

- Needs more promotion
- Computerized info

Poverty and Social Exclusion

Priorities (as written by participants)

- Manque de ressource
- Refuge
- Ouverture communauté à engager les gens pour améliorer leur moyen financier
- Manque de ressources ado/jeune adulte
- Service de type Refuge (sante mentale, jeune adulte)
- Concern: individuals in poverty or who are feeling isolated may not know of help available
- Homeless women
- Gentrification of apartments on Delmar
- No subsidized apartments in Pointe Claire
- Low rent apartments – where?
- Homeless women (Fairview)
- Rent is too expensive
- Public transportation too expensive and not accessible
- Education – budget - reading and writing
- How to make poverty more visible in West Island because it is there
- Adults who cannot read and write are more subject to poverty & social exclusion
- Poverty for family with children going to school
- Kids go to school without food. They need help.



Recommendations

- Réseautage de services d'organismes
- Co-ops / artisans
- Community gardens as a means to solve social exclusion
- Jardins communautaires
- Need more women's shelters

Leisure and Sport

Priorities (as written by participants) and Recommendations

- Building of sport and leisure facilities



Food Security

Priorities (as written by participants)

- Price of food and quality of food
- Price of food in relation to social assistance and minimum wage
- Access to prepared meals for seniors
- Not enough community gardens – access to local food (almost free!!)
- Christian Action – lack of food available to give out to people in need
- Food security
- Need for better access

Recommendations

- Food bank
- More community gardens
- More education
- More farmer's markets, co-ops
- We need to educate all members of society
- More cooking classes for accessible, healthy meals
- Using the waste of food of the supermarket
- Transfer of knowledge "cooking"
- More education on healthy habits and Collective Kitchen

Event Evaluation Report

18 replies

What motivated you to attend this Forum?

- I would like to help citizens have/create a more eco-friendly (moins Anglais) garden in order to help fight climate change & help local fauna survive all the asphalt.
- Curiosity – finding too much alienation in my neighbourhood
- Interest in the community communication
- Curiosity
- Article in local newspaper
- To support the TQS
- Information gathering, networking
- Avoir une participation active communautaire
- For information
- To become acquainted with local issues
- Was asked to attend
- Food security – room for more community gardens and discussion about other food security concerns
- Learn more about needs in the sub-region pertaining particularly to seniors
- To meet people with the same preoccupations
- Intérêt à m’impliquer dans la communauté / réseautage
- To talk to others in community

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

67% of participants expressed that this event allowed them to express themselves. The remaining participants were divided between: “Yes... A good beginning”, “Partly” and “Somewhat – this was a first so I have to get a feel for it. Good to meet other like-minded people.”

Has this Forum raised your level of awareness?

All said the Forum raised their level of awareness, except for 1 participant. There was no additional information as to why this participant felt this way.

How this Forum raised your level of awareness?

- By meeting people from the community
- Issues relating to the community
- On a parlé de différent sujet avec différents acteurs

- Met good people
- Brought my attention to other local issues
- I realize that there are many more community issues than I imagined
- À Pointe Claire depuis 9 mois
- I connected with Carrefour jeunesse, who did not know about us (Literacy Unlimited)
- It made me think about issues I was not aware of
- Gaining more knowledge of the current issues
- Different issues

Would you attend another Citizens' Forum?

All participants expressed that they would be very interested in attending another Forum. One single participant said that they would not, but again there is no additional information to help us determine why they felt this way.

The second question related to the level of participation asked about the intent to be involved or informed of TQSOI activities: 30% of respondents subscribed to TQSOI newsletter, 30% signed the membership form and 40% 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) 64% scored the location at 5, 29% at 4 and 7% at 1. For the organization, 43% scored a 5, 50% scored a 4 and 7% a 3. For the overall event, 43% scored a 5, 50% scored a 4 and 7% a 3.

What is your number one priority?

A final question explored with participants what was their number one priority was.

- Small businesses viable – economy. Everyone should be able to make a decent living, have housing and access to services – health and welfare
- Good quality of life for citizens in the community
- A comfortable, secure, healthy caring community
- Helping adults who struggle to read and write – thereby improving their social situations and that of their families
- Répertoire des services gratuits (gros caractères) for low vision
- Poverty in Pointe Claire
- Education
- Availability of inexpensive, safe, healthy local food. Solves a basic need and brings people together.
- Visibility

- Health services
- Housing
- Transportation

Comments from Participants

Below is a sample of various comments from the participants:

- Thank you!!
- Improve promotion of the event to improve participation of the meeting – Communicate to the City Hall of the different communities
- Very enlightening
- This Citizens' Forum is an excellent arena with great potential for connecting community membersLet's keep it going! ...Thank you!
- Low attendance

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.