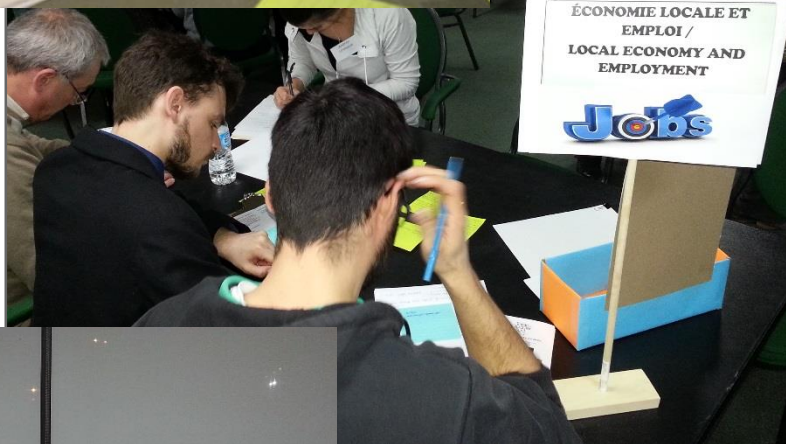




2013-2014

ANNUAL REPORT



TQSOI COMMUNITY COUNCIL

April 1, 2013 – March 31, 2014

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A Word from the President

The year 2013-2014 was a very busy one and we have reached many of our objectives. My goal as President is to understand the needs of the community and to ensure that the TQSOI focuses on resolving these problems in order to improve the quality of life for the citizens in the south of the West Island.

The organization of the two citizen's forums, in Pointe-Claire and Beaconsfield, allowed us to better understand the concerns of the citizens and to explore potential solutions with them.

The establishment of important partnerships with many organizations of the West Island as well as the collaboration between them has made many positive changes possible. With an increase of 36% in our membership, it is apparent that the community believes in the TQSOI. We are proud of our partnerships with the community and even more proud of the accomplishments that we have made.

I look forward to the year 2014-2015 to reach more objectives so that the West Island can be the best it can be, for all those who call it home.

Thank you very much for your support,

Heather Holmes
President, TQSOI

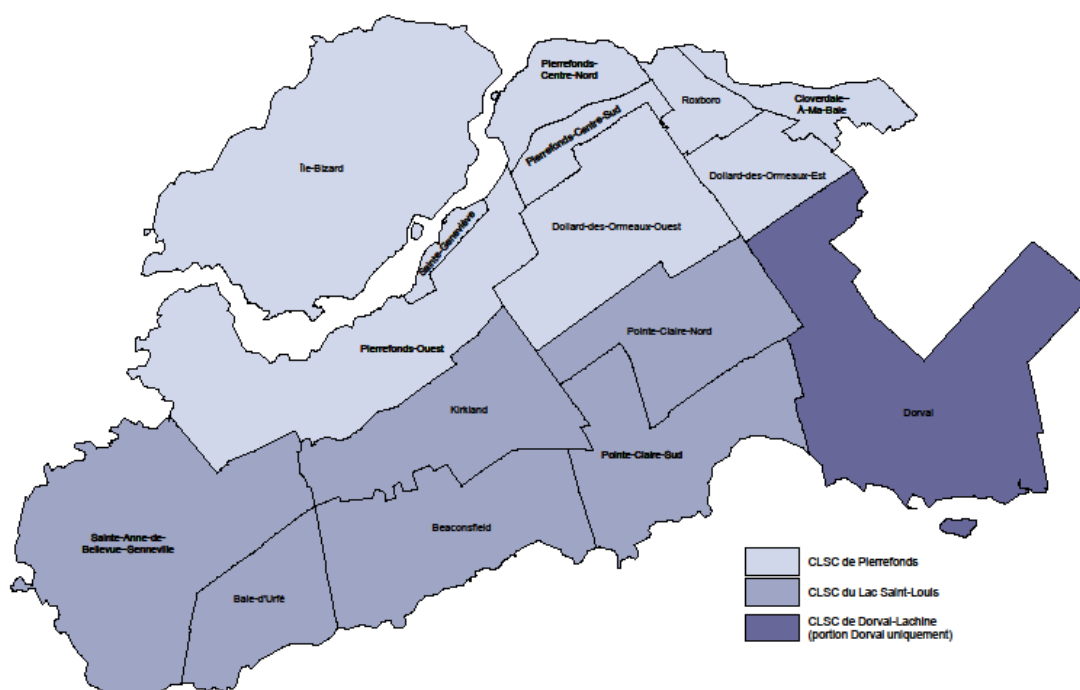


About the TQSOI

The south of the West Island has traditionally been considered a wealthy sector, and its social development needs have long gone unrecognised. Though wealth does exist in the suburbs of the West Island, we also know that more vulnerable neighbourhoods and important social issues are hidden in the midst of this wealth. This reality is already evident in several dispersed sectors of Pointe-Claire, Dorval, Kirkland and Sainte-Anne-de-Bellevue, where pockets of poverty exist.

As a community council, we aim, among other things, to address this hidden poverty dispersed throughout the West Island territory. Several members of the community chose to unite and establish a roundtable whereby local stakeholders could address many of the local population's concerns and issues encountered in the south of the West Island.

The decision to form a community council became an obvious and necessary one. A multi-sectorial network is fundamental in order to unite the different active forces of a community, to build a global vision of local priorities, and to align efforts and actions with the aim of improving quality of life for all – especially in the context of seven demerged cities that make up the south.



Board of Administrators of the TQSOI

President

Heather Holmes Lakeshore General Hospital Foundation

Vice-President

Sheila Laursen Resident

Treasurer

Katie Hadley West Island Community Resource Centre

Secretary

Franca Kesic Resident

Administrators

Daniella Acosta Resident

Marion de Terry Christian Action

Ruth Greenbank John Abbott College

Shelley Haynes City of Pointe-Claire

Isabelle Sayed Resident

Coordinator of the TQSOI

Alena Ziuleva

Accomplishments for 2013 – 2014

Important objectives that were recommended in the 2013- 2014 action plan have already been accomplished and others are in the process of being accomplished.

Objective 1 : Inform and engage the citizens and players of the West Island in the social development project.

In Spring 2013, informational letters about the mandate of the TQSOI were sent out to all the concerned cities.

1. Pointe-Claire Citizen's Forum

After the municipal elections of last fall, the Municipal council of Pointe-Claire, the members of National Assembly and the members of Parliament were invited to the Citizen's forum, organized by the TQSOI held on November 21, 2013. Three city counselors were present and participated in thematic discussions with the citizens of Pointe-Claire, who addressed their concerns.

During the forum, we had the pleasure of welcoming and getting to know a variety of participants: citizens, representatives of community organizations and various institutions, as well as elected officials; for a total of 35 people.

Among us were:

- WIAIH
- John Abbott College
- CAC
- L'Équipe Entreprise
- Vergers de Chez Nous
- Church of the Resurrection (Pointe-Claire)
- WIWC
- Literacy Unlimited
- SPVM
- FRC
- City of Pointe-Claire counsellors (2)
- A representative of the City of Dorval



- CRC
- Representatives of the City of Pointe-Claire
- Regroupement petite enfance Lac St. Louis/Dorval
- AMCAL

The community organizations represented various sectors: early childhood, youth, seniors, women, people with mental deficiencies. This event also brought together many representatives from various networks: The Minister of Immigration and Cultural Communities, community resources dedicated to literacy, the Christian community, the police and many others.

2. Beaconsfield Citizen's Forum

On March 20, 2014, a Citizen's Forum was organized in Beaconsfield. 39 people registered, but we counted 50 people present. 19 evaluation forms were filled out and 7 new members signed up.

Among us were:

- Representatives of :
 - Beaconsfield Citizen's Association
 - Association for the protection of Angell Woods
 - West Island Citizen Advocacy
 - West Island Cancer Wellness Centre
 - CJEOI
 - WIAIH
 - AMCAL
 - CRC
 - WIWC
 - AJOI
 - YMCA
- Francis Scarpaleggia, MP
- Jean-François Belley, Québec solidaire, Candidate for Jacques-Cartier
- SuzanStokley, assistant to the mayor of Baie-D'Urfé, Maria Tutino
- Representatives of the City of Beaconsfield :
 - Georges Bourel
 - Karen Messier
 - Wade Staddon
 - Elizabeth Lemyre
 - Michael Dooling



Our objective is to continually reinforce our partnerships with the cities in order to increase the social development and to facilitate an improvement in the quality of life on our territory.

3. Marketing

The TQSOI has worked very hard on the development of marketing materials. We have prepared, printed and distributed :

- 150 pamphlets that promoted the TQSOI;
- 100 business cards;
- 450 posters and invitations to the Citizen Forums.

We are proud to display our banner at organized events.

4. Media

A virtual communication platform has been established. We finalized and launched our website on November 18, 2013, and in the first 4 weeks, had 354 visitors, with the current number climbing to 1010. Une plateforme de communication virtuelle a été également établie. With the creation of a Facebook page [TQSOI.community.council](https://www.facebook.com/TQSOI.community.council), our partners, members and citizens can view the pictures and details of our events and develop their own social network.

We have started sending monthly newsletters by email; to date we have sent 12 newsletters, as well as multiple themed letters.

The TQSOI has had many appearances in the local media : 6 publications, 1 of which was on the first page of the Suburban newspaper.

New West Island community council gives citizens a voice *holding its second public consultation forum in Beaconsfield*

A recently launched West Island citizens' community council empowers locals, by offering a grassroots venue to discuss ideas and concerns about the South West Island.

The non-partisan Table de Quartier Sud de l'Ouest de l'Île (TQSOI) community council is holding its second citizens' forum at Beaconsfield's Herb Linder Annex,

Thursday March 20th, at 7 PM.

Covering Southern West Island municipalities from Dorval to Senneville, the forum invites citizens to come together with local community organizations, businesses and decision makers, to voice their concerns and to talk about the West Island's priorities for social development.

Alena Ziuleva, the TQSOI's coordinator, said

"Problems such as housing, food security, transportation, poverty and social exclusion, do not have territorial borders. Social problems affect all of us directly or indirectly." By encouraging dialogue, TQSOI works with all local community players to improve West Islanders' quality of life.

TQSOI is part of the "Coalition Montrealaise des Tables de Quartier" (CMTQ), a long-standing

coalition of local non-profit, grassroots community councils that have drawn international interest. In an effort to bring citizens into the decision-making process, the government of France commissioned a 2013 study on Montreal's Table de Quartier coalition, to figure out ways to encourage citizen participation in cities across France.

TQSOI is modeled on

other existing Montreal "Table de Quartier" associations, which have had success in supporting the communities they serve. "There are many examples of what impact Tables de Quartier have in their communities," Ziuleva said. "Transformation of public spaces, development of local commerce, 250 social housing units, these are the results of the collective impact in the borough Bordeaux-

Cartierville."

The TQSOI citizens' forum is free, and refreshments will be served. It is happening Thursday March 20th, at 7 PM. Beaconsfield's Herb Linder Annex is at 303 Beaconsfield Blvd. For more information, call TQSOI at 438-938-7764, or email info@tqsoi.org.

Comment on this article at: www.mtltimes.ca

Objective 2 : Discovering and identifying the needs and concerns of the area

1. Forums

At the Pointe-Claire Citizen's Forum, we encouraged the citizens to participate in the discussions and in the information exchanges concerning issues that affect their quality of life with thematic tables. The 3 city counsellors that were present, participated in the discussions and took note of the needs and concerns of the citizens.

The 35 participants discussed 10 general interest themes:

- Poverty and isolation;
- accessibility of health and social services;
- urban planning and the organization of public spaces;
- food security;
- employment;
- local economy;
- housing;
- public security;
- public transit;
- sports and leisure activities.

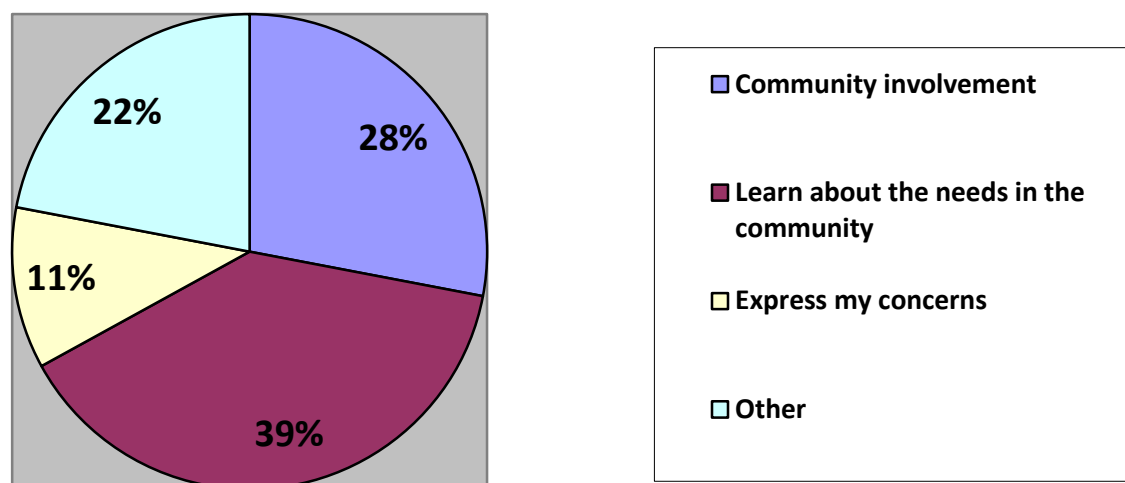
At the end of the forum, we distributed appreciation forms and the results showed that 93% of participants said the event opened their eyes to the local issues and challenges, and 93% were interested in participating in the next Citizen's Forum. These results confirm the significant impact that this forum had on the West Island South population and we consider this to be a huge success;

it was made possible due to the contribution of the planning committee members, who are representatives of the following organizations: Ministère de l'Immigration, diversité et l'inclusion, City of Pointe-Claire and Christian Action.

At the Beaconsfield Citizen's Forum, citizens have expressed their concerns on the same topics mentioned above. Participants were also asked what their number one priority was. Here is a list answers:

- *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.*
- *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.*

The appreciation forms showed that 88% of participants had their eyes opened to the local issues and 100% expressed interest in participating in the next Citizen's Forum. The reasons why citizens participated are displayed in the following graph:



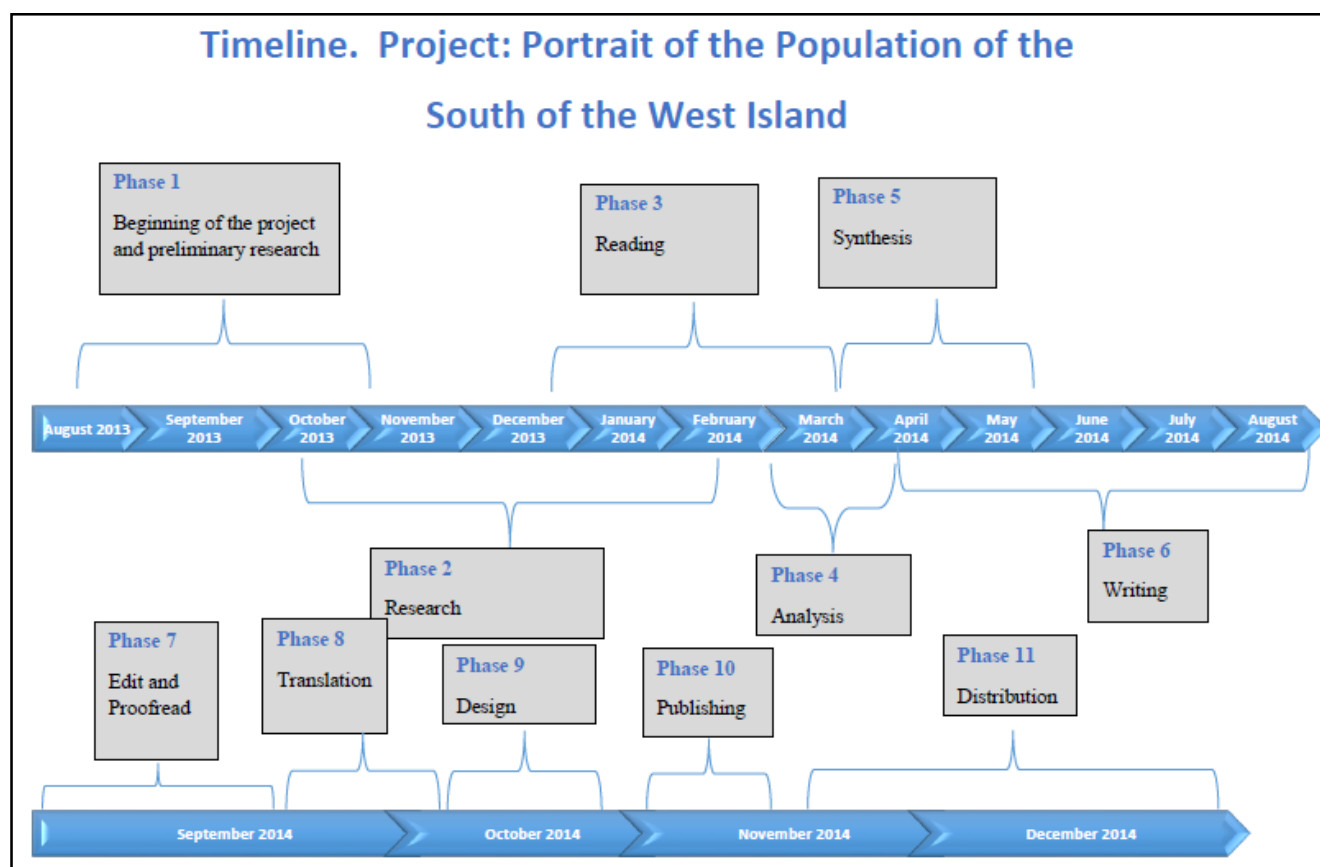
2. Portrait

The creation of a portrait of the population in the south of the West Island, of its needs and characteristics, is one of our priorities. The TQSOI has already done the research, the topics for the table of contents and the analysis of various existing models of portraits.

Here is a summary of the work done to date:

- Collection of important data;
- The analysis of other portraits that cover different intervention sections: youth, seniors, portraits d'arrimage, etc.
- Informative analysis of documents: DSP, CLSC, research on the needs of the community, etc.
- Research the structure and content of the portrait;
- Qualitative data collection during both citizen's forums;
- Qualitative and quantitative data collection by using the documents produced by local community groups
- Development of the Portrait model
- Guide the stagiaire and supervise their work on the portrait
- Worked on statistics published by the city of Montreal
- Worked on statistics published by Statistics Canada
- Study the map of the food resources in the West island
- Study the public consultation report from the police and the citizens of Senneville and Beaconsfield (report drafted by our stagiaire from U de M)
- Read the final version of the Portrait Arrimage
- Read research and documents pertinent to food security

The TQSOI, in collaboration with the West Island CSSS, has recruited a stagiaire that will use their research and writing skills to produce the portrait.



Objective 3 : Ensure the continual development of the TQSOI in its milieu

In Summer 2013, the TQSOI held its Creationary General Meeting, which brought together 32 representatives of community organizations and local institutions, as well as citizens and elected officials of the West Island, among whom was the the Mayor of Beaconsfield. During this assembly, the Board of Administrators of the TQSOI, composed of 9 people, was elected and consisted of :

- 4 residents of the territory,
- 2 representatives of community organizations and
- 3 collective members (of the private commercial sector, municipal, educational, health and social services or religious).

In order to ensure the continuity of the mission and objectives of the TQSOI, our committee has taken the necessary steps to recruit and hire a coordinator, who will be in charge of all the activities of the Table de Quartier.

The TQSOI supports the representativeness and the implication of our members. In the past 6 months, we have experienced a 36% increase in our membership, with 48 members currently. To ensure the continued support from the community, our members and partners are regularly informed about all our activities; bulletins are sent out regularly and we noticed that they were viewed more than 2000 times in the past 7 months. Our members participate actively on our working committees and monthly meetings.

It's important to note the model of functional participation used by our table de quartier:

- Monthly Board meetings are open to all our members to share their expertise, make suggestions and actively participate in debates. Between 12 and 20 people regularly attend our monthly meetings.
- Working committees, that are created as soon as a development idea is proposed, are composed of members of our organization that hope to get involved and have displayed interest in the project. There are many examples.
- In December 2013, a committee of 4 people was created to work on the development of communication strategies and has met twice to date.
- In order to organize the Pointe-Claire citizen's forum in November 2013, we have involved our members in the work of the planning committee for this event. The 5 committee members met 6 times and discussed and evaluated the necessary steps. 12 TQSOI members volunteered.
- It's important to note that the members of the TQSOI actively participated in the data collection process for the portrait of the population, as well as in the division of tasks related to the distribution of pamphlets and the distribution of information about the forum.
- Recently, we created a new committee of 5 members who worked on the planning of the Beaconsfield Citizen's Forum.
- We participated in 23 meetings and we have worked intently and in the spirit of collaboration with various players in order to develop a global, common vision on the concertation of the West Island and to implement the 2 files: Housing and Transportation.
- Our partnership with the Table de Quartier Nord is in full swing, we meet and exchange information about the activities of the Tables on a regular basis. The TQSOI attended the AGM of its partner.

- TQSOI is an active member of the Montreal Coalition for the Tables de Quartier. Our organization has participated in 5 meetings, as a representative of the West Island South territory.
- Our Table de Quartier established contacts within the community and assures its presence during public events, such as:
 - Family Day – gathering event in Pointe-Claire;
 - Community Day – gathering event in Pointe-Claire;
 - "Vision Village Pointe-Claire" Forum;
 - Launch of the "Montreal Portrait of the Needs of the Community".

TQSOI also participates in other supporting activities of the community, such as:

- Centraide's March of the Umbrellas;
- Support the project "Seniors in Action" – West Island Citizen Advocacy;
- Participation in the AGM of the Table de Concertation for "Childhood, Family, Youth" of the West Island;
- Represent the TQSOI during a workshop at the Léa-Roback Centre;
- Represent the TQSOI during a public consultation of the police and the citizens of Senneville and Beaconsfield (TQSOI was represented by our stagiaire from U de M).



Perspectives for 2014-2015

The action plan specifies objectives for 2014 – 2015; our priorities are presented below.

Objective 1 : Ingrain and promote the TQSOI in the south of the West Island

Raising awareness for the TQSOI and promoting social activism represent the primary elements that lead to success in 2014-2015. To accomplish these, we are committed to remaining as active in our community, as we were in 2013.

To ensure the uniformity and continuity of the messages that we have encouraged since our inception, a communications specialist with a University from McGill has worked as a volunteer for the TQSOI. He will participate in the development of a communications plan, with an emphasis on messages intended for key actors, in order to clarify and diffuse our mission.

Increasing traffic to the website and Facebook page will also be a main focus in the coming months, as well as to put strategies in place to encourage discussions and exchanges between residents on our Facebook page.

The Board of directors actively search for occasions to gain municipal support, and this continuous activity will be concentrated during the winter and spring of 2014. We will ensure that the cities have a better understanding of the advantages that supporting the TQSOI will bring and the benefits it will bring their citizens as well.

Sharing the mission and objectives of the TQSOI will be done in a continuous manner, by regular contributions to local newspapers, as well as continuous participation in community activities.

Objective 2 : Proceed with an analysis and an evaluation of the needs in the area

The support group Dynamo will partner with the TQSOL to create a structured approach to planning that focuses on social development.

One of the first steps of the process will be to prioritize and validate the needs and the problems identified. We plan to create tools to collect the information we receive and to compile them in an ordinate manner.

Organising another citizen's forum in Kirkland in June 2014, is one of our main priorities. We are working on recruiting a stagiaire in communications and planning of the event, who will accomplish specific tasks to organize the forums.

Objective 3 : Mobilize the players to respond to the needs and issues of the community

In order to accomplish our objectives in the coming months, we will cooperate with our associates, specifically the Table de Quartier Nord (TQN) and the Concertation de l'Ouest de l'Île (CODI). The other actors are already working on solutions to the problems of the West Island; the partnership with them will guarantee our results and the expected success.

For the TQSOL, this means participating specifically with committees working on two projects determined by the CODI: Transportation and Housing. However, seizing each occasion to share information, meet regularly, stay in constant contact regarding the initiatives and increasing the common experience, will allow us to continue our mission as TQSOL.

Our alliance with the partners has developed nicely over the past few months, and we will continue to nurture it, with our contacts and initiatives. We have had excellent participation during our Board meetings and we continue to invite all our members, to ensure not only transparency, but also to reinforce the experience with the Table de Quartier.

Community Partners

Our community partners have really helped the TQSOI achieve its objectives.

Here are a few examples:

- The West Island Community Resource Centre (CRC) offered us the space for the permanent office of the TQSOI.
- The cities of Beaconsfield and Pointe-Claire graciously offered us meeting space for our regular or special meetings, such as the General Assembly in Beaconsfield and the meetings for the planning and organization of the Pointe-Claire Citizen's Forum.
- The Coalition for Community Organizations (COCO) developed and ensured the launch and functioning of our website www.tqsoi.org
- The West Island CSSS provided us with administrative and technical support, and their collaboration to find a stagiaire.
- AMCAL Family Services assumed the costs of the logo and banner design of the TQSOI.
- The collaboration with Université de Montréal allowed us to benefit from a stagiaire for the project 'Portrait of the Population'
- The Minister for Immigration and Cultural Communities participated in the planning and preparation of the 2 forums.
- AJOI lent us a sound system and provided us with technical support during the Forum.
- The collaboration with John Abbott College has allowed us to benefit from a stagiaire for the Citizen's Forum project in November 2013.



Thank you to our Funders

Thank you very much to our funders. Without them, we would not have been able to achieve our objectives. Your support is greatly appreciated and it makes a huge difference in the lives of West Islanders.



Directeur
de **santé publique** de Montréal

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