



2018/2019 ANNUAL REPORT

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



TESTIMONIALS (IN THEIR OWN WORDS...)

Housing is a critically important social issue in our community. The West Island is too often labelled by decision-makers and funders as wealthy and aloof. We lack access to safe, affordable housing, and this leads to troubling practices like couch-surfing. Thanks to the Table de Quartier for bringing this matter out into the open and developing concrete strategies to make housing a social good that is available to everyone.

- Jennifer Ferguson, Political Aide

Office of the MNA for Jacques-Cartier, Mr. Gregory Kelley

The TQSOI is a vital resource for West Island elected officials. The TQSOI helps define local socio-economic priorities. Its data-gathering and analysis support evidence-based decision-making at all levels of government. The TQSOI's professional and structured consultations generate key information and insights on citizen needs. These fora also help to solidify the ties that bind our community together.

- Francis Scarpaleggia, Member of Parliament for Lac-Saint-Louis

As both a citizen and elected official of Pointe-Claire it has been a pleasure for me to have been a part of the TQSOI since 2013. I have had the opportunity to see them grow and mobilize many citizens not only in the southwest but throughout the majority of the West Island. Both through their committees and forums, they have been able to give citizens a "voice" on many of the issues that are important to West Island citizens. I look forward to even more initiatives by the TQSOI over the next few years which will give citizens the tools to be the change that they want to see in the world (paraphrasing Mahatma Gandhi).

- Cynthia Homan, Pointe-Claire City Councillor from District 5

I joined the [Poverty reduction and social inclusion] Committee because there is inequality in opportunity in the West Island – for the longest time it was considered as the wealthy quarter – but here there are people who struggle because they are not getting attention by any decision makers, they are simply invisible. For me, healthy community is looking after the most vulnerable and giving equal opportunities.

- Sheila Larson, TQSOI member

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MESSAGE FROM THE PRESIDENT



Dear members, friends and partners of the Table de Quartier Sud de l'Ouest-de-l'Île,

Another great year of mobilisation for the TQSOI in 2018-2019. We are fortunate to have volunteers and members who support us and who are dedicated to improving the priority issues that the TQSOI works on: food security, transportation, housing, poverty reduction & social inclusion as well as health and social services. All of our committees are in action mode and I would like to thank everyone who has and continues to contribute to the success of these committees.

In November 2018, 80 people gathered to discuss affordable housing in the southern West Island at the Housing Forum, hosted by the TQSOI. The forum initiated some wonderful affordable housing projects, in particular with the City of Pointe-Claire. In regards to the Collective Impact Project (PIC), we released a short documentary "Faim Cachée" which looks at the food security issues in our communities. We also carried out the "Let's Talk Food!" survey, gathering responses from 494 people! The information collected will allow us to prepare the ground to implement a pilot project to improve accessibility to fresh fruits and vegetables for the residents in Pointe-Claire.

After hosting a successful Earth Day event in 2018, the TQSOI organized a second event in April 2019 which addressed the question: How can we build sustainable communities from the individual, community and government levels?

A big THANK YOU to Alena Ziuleva, Director of the TQSOI as well as to my colleagues on the executive committee - Wayne Clifford (Vice-President), Franca Kesic (Secretary), Tessa Trasler (Treasurer), Ruth Greenbank (Fiduciary), Marla Newhook (Officer), Françoise Girard (Officer), Stephanie Trenholm (Officer) and Ian Candfield (Officer). Thank you also to all of the citizens, non-profit and private organizations and communities that have helped us throughout 2018-2019.

The TQSOI is the voice of everyone who lives, works or studies in the southern West Island. Do not forget that you are the TQSOI!

ISABELLE-ANNE BISSON, PRESIDENT

MESSAGE FROM THE DIRECTOR



Dear TQSOI members and friends,

It was a great year for the TQSOI, full of accomplishments and growth. We welcomed new staff and our communities grew with diverse and dedicated members. We secured funding for the years to come, which will guarantee the support of the initiatives that our community wants to see. Our Social Development action plan is getting more and more focused on specific actions and many tasks and initiatives have already been completed across the sectors in our five key priority areas.

It's been such a privilege to be working side-by-side with a wide range of individuals, organizations, and the private and public sector, with all those who care about making long-lasting changes for better lives for everyone, especially for those who find themselves in vulnerable situations.

This year we can finally capture the impact of our collective actions that will lead to lasting results in the reduction of poverty and social exclusion. We can already observe shifts in policies, in institutional practices, in relationships and in the flow of resources to the West Island initiatives, as well as more recognition and awareness, and major changes in collaboration between key stakeholders. We are getting better and better at aligning our individual community actions, which will inevitably lead to greater changes that we all want to see in our communities. I looking forward to seeing major transformations in the years to come; together we can do a lot.

ALENA ZIULEVA, DIRECTOR

A handwritten signature in black ink, appearing to read 'A. Ziuleva', written in a cursive style.

ABOUT THE TQSOI

The Table de Quartier Sud de l'Ouest de l'Île (TQSOI) is a non-profit community organisation that aims to improve the quality of life of the citizens of the southern West Island. With an area of about 85 km², our territory covers seven municipalities: Baie d'Urfé, Beaconsfield, Dorval, Kirkland, Pointe-Claire, Sainte-Anne-de-Bellevue and Senneville.



WHAT WE DO

We facilitate round-table discussions and unite the citizens, community organizations and elected officials from all three levels of government (municipal, provincial and federal), as well as businesses and institutions. The discussions and our collaborations encourage many different voices to be heard. Individual efforts are transformed into collective action in a way that brings real change and a significant impact.

Our Social Development Process encourages the community to progress socially, culturally, economically and in a context where economic development is moving towards sustainable development in connection with principles of social justice.

WHY WE DO IT

Although the south of the West Island has a reputation for wealth and a high standard of living, there are hidden pockets of poverty and social and material deprivation that exist throughout the region. The lack of affordable housing, the difficulty accessing fresh and nutritious food and an inefficient transportation system are just some of the problems in the region. The TQSOI provides a space for citizens, community organisations and other key stakeholders who work to address these problems and who previously did not have a platform to collaborate on social development projects.

BOARD OF DIRECTORS



President

Vice-President

Secretary

Treasurer

Officer

Officer

Officer

Officer

Officer

Isabelle-Anne Bisson

Wayne Clifford

Franca Kesic

Tessa Trasler

Françoise Girard

Ruth Greenbank

Stephanie Trenholm

Marla Newhook

Ian Candfield

TerraHumana Solutions

Lester B. Pearson School Board

WIAIH

Resident of Pointe-Claire

Resident of Baie d'Urfé

Community Resource Centre

Literacy Unlimited

West Island Citizen Advocacy

CIBC Wood Gundy

THE TQSOI TEAM



Alena Ziuleva, Director

Alena holds a master's degree in Social Work from McGill University. She is passionate about collaborative community development, which she believes is the most effective and efficient approach to improvement of the quality of life and poverty reduction.



Shannon Coulter-Low, Communications and Liaisons Coordinator

Shannon holds a bachelor's degree in Urban Studies from Concordia University and a master's in Geography and Environmental studies from the University of Toronto. She is the Coordinator of the housing dossier and manages the TQSOI's communications.



Léa Kim, Project Manager for the Food Security dossier

Léa has always had a passion for helping and improving the conditions of the lives of others. She has a master's degree in sociology from Concordia University and several years of working experience in different community organizations. She is dedicated to the food security dossier and is very happy to be a part of the TQSOI.

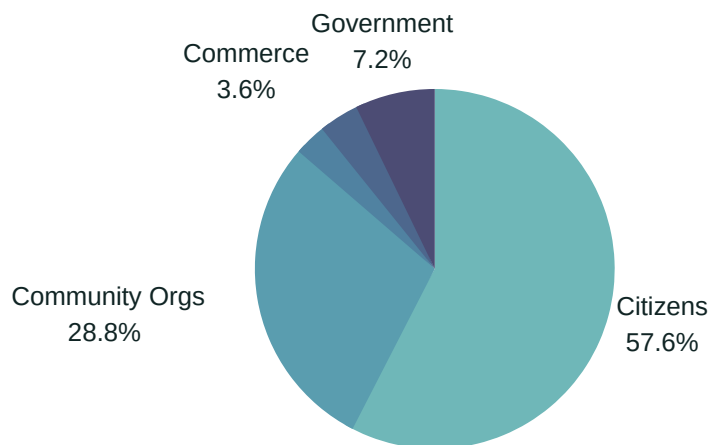
TQSOI MEMBERS

Many of our members wear multiple hats as local residents who play roles in the community, government or business sector. This year we have 80 citizen members, 43 community organizations and 19 representatives from institutions, commerce and government.

MEMBER GROUPS

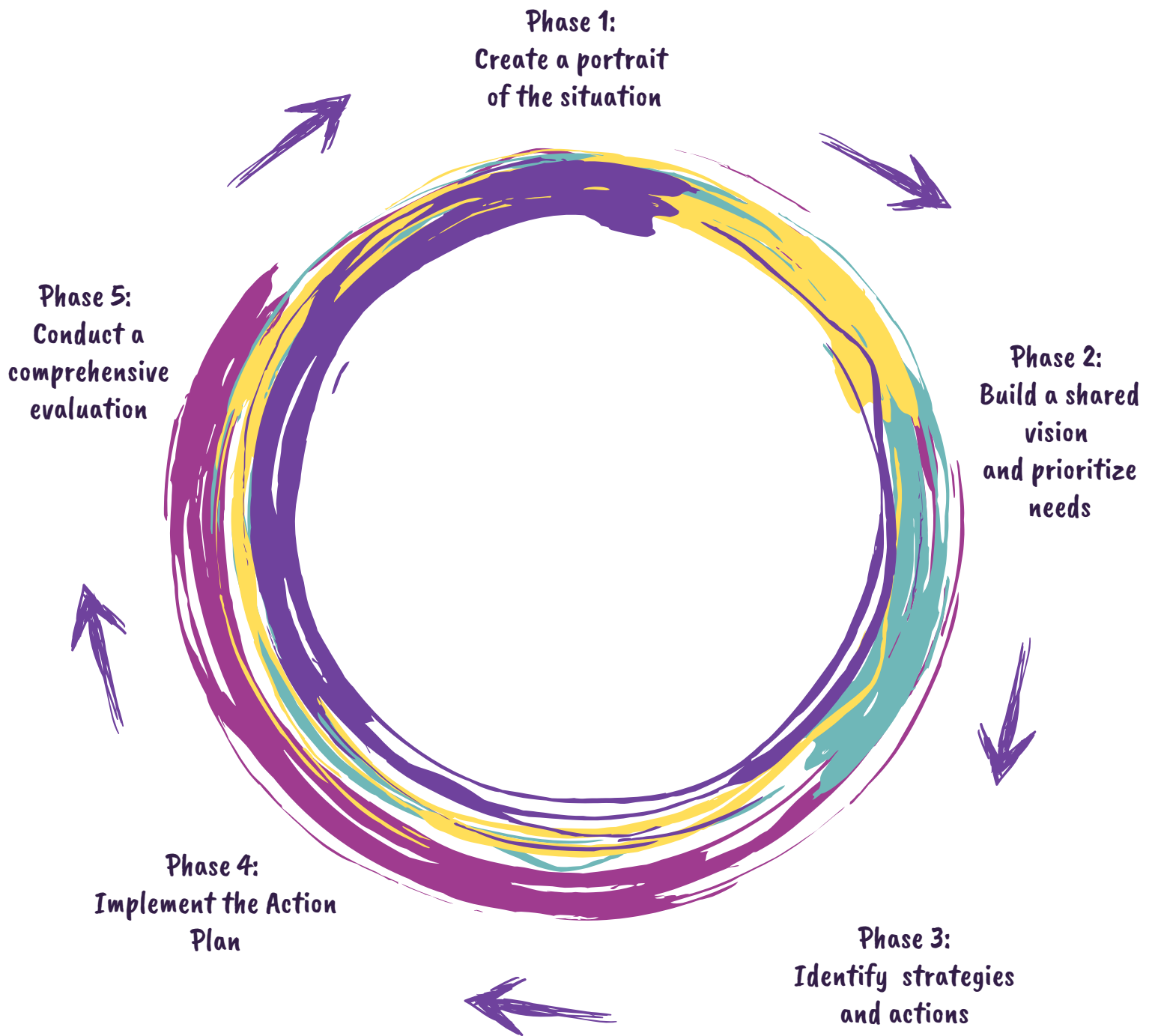
ABO VAS
Action jeunesse de l'Ouest-de-l'Ile (AJOI)
African Canadian Development and Prevention Network
AWISH
Baie d'Urfé - Friends of the Environment
Beaconsfield Citizens Association
Big Brothers Big Sisters of the West Island
Bread Basket Lac Saint-Louis
Calacs de l'Ouest-de-l'Ile
CEGEP John Abbott College
West Island Crisis Centre
Centre de recherche d'emploi
Chef Maluh Quebec
Christian Action
Church of the Resurrection
City of Baie d'Urfé
City of Beaconsfield
City of Dorval
City of Kirkland
City of Pointe-Claire
City of Sainte-Anne-de-Bellevue
CIUSSS de l'Ouest-de-l'Ile
CRE Pointe-Claire
Cummings West
Équipe entreprise
Friends for Mental Health
GerontoLogis
GRAME
Lakeshore General Hospital Foundation
Lester B Pearson School Board (LBPSB)
Literacy Unlimited
Little Brothers
Ma Communauté en santé

TQSOI MEMBER ORGANIZATIONS BY CATEGORY



Montreal Lakeshore University Womens' Club
Ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI)
NOVA West Island
Office of Francis Scarpaleggia, MP
Office of Anju Dhillon, MP
Pères à Coeur
Regroupement de la petite enfance Lac St-Louis/Dorval
ROMEL
Rues Principales Dorval
Senneville Village
Société Alzheimer de Montréal
Société pour la sauvegarde du Patrimoine de Pointe-Claire
TerraHumana Solutions
Vergers de Chez Nous
Villa Beaurepaire
Volunteer West Island
WIAIH
West-Nette Cleaning Services
West Island Blog
West Island Cancer Wellness Centre
West Island Citizen Advocacy (WICA)
West Island Citizen's Group
West Island Community Resource Centre
West Island Network
West Island Round Table on Sexual Violence
West Island Women's Centre
YMCA West Island

OUR SOCIAL DEVELOPMENT PROCESS



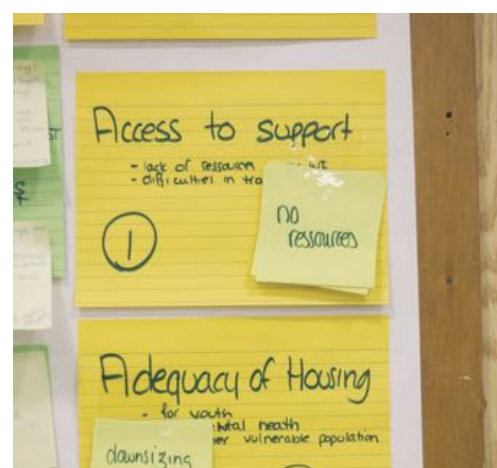
OUR COMMITTEES

In 2015, the community selected five priority issues to be addressed: Health and Social Services, Poverty Reduction & Social Inclusion, Food Security, Housing and Transportation. For each priority, a working committee was created to find solutions that would improve the quality of life of residents in the southern West Island. The Social Development Committee supports the synergy and collective work of all five committees. Participants of the committees are "Agents of Change" and they include citizens, representatives from community organizations, public institutions, private companies and elected officials.

Each committee developed a localized social development action plan, aimed at creating and instigating positive changes within the community. The Committees are working on implementing their action plans, while some are doing continuous research and planning as they move through the social development process.

COMMITTEE MEETINGS

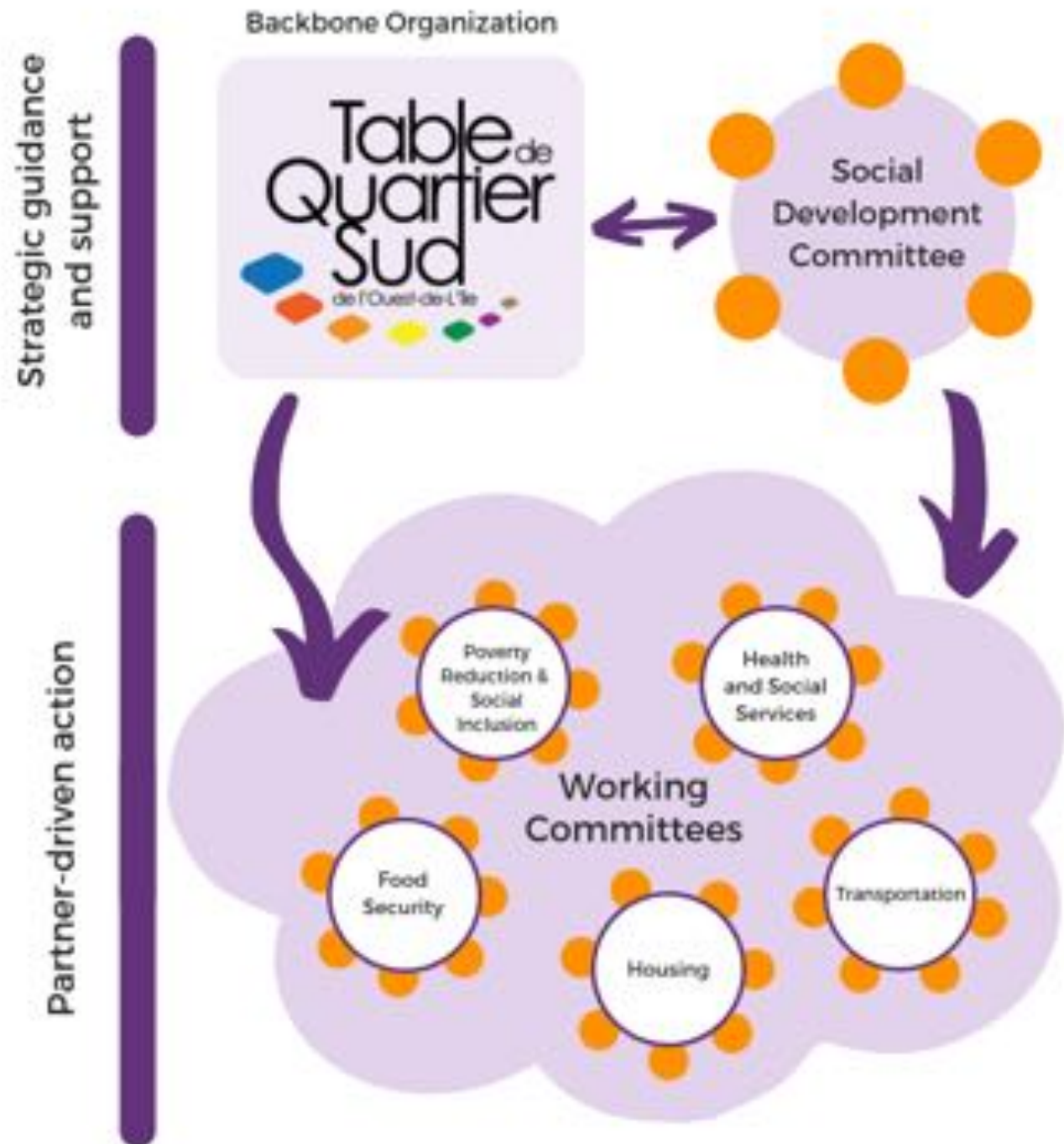
Committee	Number of members	Number of meetings
Health and Social Services	12	3
Poverty Reduction & Social Inclusion	16	4
Food Security	23	7
Housing	13	12
Social Development	10	4





SOCIAL DEVELOPMENT COMMITTEE

How it works





SOCIAL DEVELOPMENT COMMITTEE

MANDATE

To support the social development planning process through all stages and to support the working committees.

ACTION PLAN: PROGRESS

The Social Development Committee (SDC) continues to play a pivotal role in providing support and aligning the activities of the TQSOI's 5 working committees. This year the committee also focused on new ways of evaluating our processes and impacts. The committee developed a comprehensive evaluation model that analysed our work from micro to macro level. The model was used successfully by each working committee this spring at their concluding sessions of the second year of the Social Development Action plan.



NEXT STEPS

With the growing involvement of community stakeholders, and increased participation, funding and project development, the committee would like to make modifications to the structure, governance and leadership that will better fit growing community engagement.

IMPACT

- **KNOWLEDGE BUILDING.** The committee has improved evaluation tools and mechanisms.
- **COLLECTIVE ACTION.** Continued alignment of activities between various projects and committees has increased our capacity to lead collective projects.



FOOD SECURITY COMMITTEE

VISION

Access to healthy food for all

ACTION PLAN: PROGRESS

During summer 2018, the committee and the TQSOI worked in collaboration with the CRC to launch the food security awareness campaign for the West Island: “Make the Invisible Visible”. The members participated in the making of various outreach materials and activities. The committee helped to find the people to appear in the documentary “Hidden Hunger”, as well as with the dissemination of the film. The members also contributed to the success of the Food Security Forum by promoting, participating in and facilitating the discussions.

During the same period, the TQSOI received our mandate from the Direction Régionale de Santé Publique (DRSP) to initiate a pilot project aiming to increase access to fresh fruits and vegetables for the vulnerable population in Pointe-Claire. The TQSOI hired a Project Manager to lead this 3-year project. Since the beginning, the Food Security committee has played a crucial role by collectively designing the “**Let’s Talk Food**” survey that allowed citizens and community organizations to share their views and experiences. This survey, available from January to March, has been completed by 494 respondents; 68 from organizations and 426 from citizens of which 240 are from Pointe-Claire.

Thanks to this pilot project, new contacts have been made in the community and we hope to consolidate this new collaboration through the next steps of our pilot project. New contacts include multiple schools in Pointe-Claire as well as faith groups, mostly of the Christian faith.





FOOD SECURITY COMMITTEE

COMMITTEE ACCOMPLISHMENTS

Committee members represent various groups, allowing for more perspectives to be heard in the development of the project. The Committee values diversity, which is why we would like to engage new members so that we can think globally to act locally. For 2018-2019, the committee had 24 members, of which 12 to 15 are active members and 3 are new members.

The Committee is proud of its involvement on the awareness campaign “Make the Invisible Visible” as well as its involvement in the pilot project to increase access to fresh fruits and vegetables. The survey and the focus group discussions, led by the TQSOI, helped us to learn about local needs regarding access to fresh produce. This will not only guide the next steps of the projects, but also help the organization representatives on the committee to adapt their services to the needs expressed by survey respondents.

NEXT STEPS

The results and learning from the awareness campaign and from the data collected for the TQSOI pilot project has provided guidance for the next year. The committee will continue to raise awareness and teach social stakeholders about food security. It will strengthen the collaboration between certain groups, by initiating an action plan to increase food security. In order to do so, the committee will:

- 1) Create a portrait of the food security situation in Pointe-Claire,
- 2) Form a citizens working group to develop an action plan for one or more projects in Pointe-Claire,
- 3) Increase the collaboration and participation of all seven municipalities on TQSOI territory by, presenting the results of the survey, among other strategies,
- 4) Involve more corporate parties and private businesses.





FOOD SECURITY COMMITTEE

LET'S TALK FOOD!

Survey on access to fresh fruits and vegetables in Pointe-Claire



IMPACT

- **MORE RESOURCES, MOBILIZED FUNDING** Continuous awareness building and mobilization efforts helped the recognition of food security challenges in the West Island, which has brought the attention of funders wishing to engage in local initiatives. We have seen an increase in collaboration requests from outside stakeholders; Statistics Canada, McGill Global Food Security Club and McGill Journalist Group for Human Rights.
- **KNOWLEDGE BUILDING AND DOCUMENTATION** The TQSOI participated in research initiatives conducted by Moisson Montréal, Dawson College and DRSP. This new knowledge as well as our new database created from survey results will contribute to developing new strategies.
- **CITIZEN'S VOICES AND CITIZEN MOBILIZATION** Collecting data for the pilot project allowed citizens to express themselves on the topic of food insecurity for the first time. It also raised citizen awareness of the situation. Mobilization efforts have set the stage for citizens to become active participants in the implementation of positive changes.
- **SUPPORTING HARMONIOUS ACTIVITY** The Committee continues to play a leadership role to ensure that the food security awareness campaign and all West Island wide activities are aligned and coordinated with local initiatives.



HOUSING COMMITTEE

VISION

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

ACTION PLAN: PROGRESS

This year the committee's mandate focused on policy research and mobilization efforts. During the summer of 2018 the housing committee supported the TQSOI's summer students in the creation of a communications campaign to educate the community about affordable housing. The “**Dear Cities**” and “**Housing Dictionary**” poster series were displayed last fall on social media and in public locations across the southern West Island. The “Dear Cities” posters in particular were very popular; one Facebook posting of a Sainte-Anne-de-Bellevue poster reached 2.6K people. The TQSOI staff also hosted two focus group discussions with residents about housing affordability as well as carried out a door-to-door campaign in areas identified as low income.



The committee worked with our summer students to develop a housing document for the Valois Village entitled “**The Power of Good Housing**”. The Village will be undergoing substantial revitalization according to the City of Pointe-Claire's Special Planning Program. Our document makes suggestions for housing models and policies that would increase affordability for residents on a moderate and low income.

In November, the Housing Committee hosted the **Housing Forum**, bringing together over 80 people including citizens, elected officials and community organizations to discuss the housing issue. The event was a great success! See p. 31 for more information. The ideas collected during the Forum permitted us to update our action plan in order to better respond to the needs of citizens.



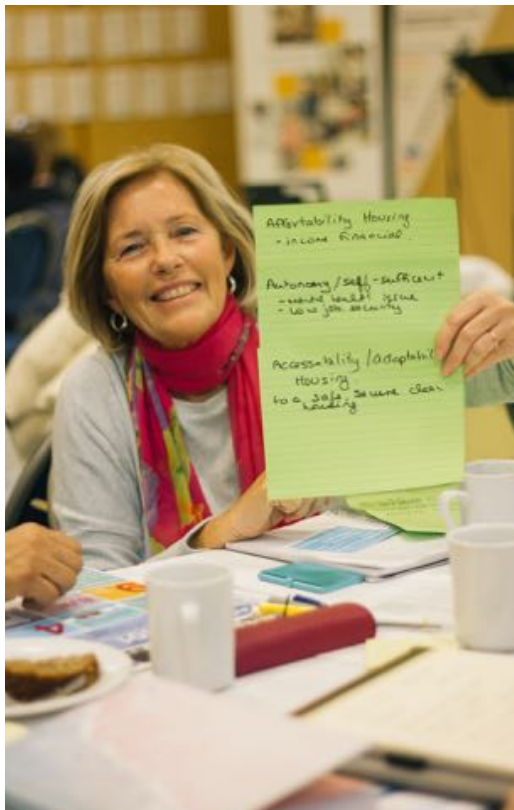
HOUSING COMMITTEE

The Committee has grown substantially over the past year. In addition to the projects mentioned above, we are continuously learning about strategies for increasing affordable housing so that we can pass on this information to citizens and to the many local organizations that are servicing the housing needs of their clients. For example: during our March General membership meeting, we hosted a presentation by Batir-son-quartier about community housing. With about 40 people in attendance, it was our most popular meeting yet.

NEXT STEPS

This year the committee plans to step into action mode! Our plan for the future is based off of the results of the housing forum and our own internal evaluation. We will be focusing on: networking, mobilization, education and collaboration. We plan to:

- 1) Make additional presentations to municipalities;
- 2) Develop policy & strategy suggestions that benefit specific groups in need;
- 3) Develop housing resource(s) or pilot projects based on the community's needs;
- 4) Create networking and learning opportunities.





HOUSING COMMITTEE



IMPACT

- **CITIZEN MOBILIZATION** As a result of our efforts, our citizens have brought their housing concerns to the level of the elected officials; many are now seriously considering how this issue effects their constituents.
- **POLICY CHANGE** We presented our research findings and the community's priorities to the City Councils of Pointe-Claire and Sainte-Anne-de-Bellevue, recommending policies and strategies for increasing affordability in their cities.
- **CITIZEN EMPOWERMENT** We are developing an affordable housing knowledge base within our community. Our events are designed to disseminate information and encourage conversations that empower local stakeholders to initiate change.
- **KNOWLEDGE BUILDING** The creation of our accessible research materials makes it easier for our citizens, elected officials and community organizations to learn about the affordable housing possibilities in our suburban context.
- **COLLABORATION & PARTNERSHIP** We connected and partnered with key stakeholders such as municipal and provincial elected officials, Groupes de Ressources Techniques (community housing professionals) and CMHC.
- **INCREASED CAPACITY** As a result of our mobilization efforts, we have added 6 new members to our housing committee and recruited 13 new citizens to join the TQSOI membership.
- **MORE RESOURCES & FUNDING** We obtained 3 years of funding through Centraide of Greater Montreal, allowing us to maintain a full-time project manager for the Housing Dossier. We also received funding from the SHQ, CMHC and the City of Pointe-Claire.



HEALTH & SOCIAL SERVICES COMMITTEE

VISION

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

ACTION PLAN: PROGRESS

This year, the committee continued to consolidate the working relationships between the TQSOI and the CIUSSS; to this day, three committee members still sit on various CIUSSS committees. Communication and collaboration between the two parties have evolved greatly.

The CIUSSS participated in some TQSOI membership and committee meeting, and met with the TQSOI director. Those meetings help strengthen the partnership and the working relationship between the two organizations. The CIUSSS also asked for project feedback from TQSOI members. The committee recognizes that progress has been made, but the path to partnership is still ongoing.





HEALTH & SOCIAL SERVICES COMMITTEE

COMMITTEE ACCOMPLISHMENTS

The committee is made up of 12 members, including two new members that joined this past year. All members are from various backgrounds; citizens, community organization representative and one CIUSSS representative. This diversity among members is a strength that the committee wishes to improve on by welcoming new members that can bring new perspectives.

NEXT STEPS

In the coming year, the committee would like to double their efforts to promote citizen perspectives regarding access to health and social services in the West Island. In order to do so, the committee will:

- 1) Create a shared space for citizens and community organization representatives on the CIUSSS committees;
- 2) Initiate a new project that tackles committee priorities in partnership with the CIUSSS;
- 3) Create tools that help access and understand roles, function, projects and services of each CIUSSS committee;
- 4) Build links between front-line workers and community organizations.

IMPACT

- **COLLABORATION AND PARTERSHIP** Due to members' implication in the various CIUSSS committees, we have established strong and dynamic working relations.
- **GIVE CITIZENS A VOICE** Thanks to the awareness and networking efforts as well as our presence on CIUSSS committees, we met our goal: Communicate citizens' perspectives on access to health and social services.
- **IMPACT ON INSTITUTIONAL AND STRUCTURAL CHANGES** The members of the committee have had direct impact on changes made through the CIUSSS' network, through the Lakeshore Hospital User's committee, the Citoyen Partenaire project, as well as Comité Stratégique du Centre d'excellence.



POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

VISION

Improve the quality of life of disadvantaged individuals and groups in the Southern West-Island (SWI)

ACTION PLAN: PROGRESS

The Committee actively supported the food security awareness campaign for the West Island **“Make the Invisible Visible”** which is led by the TQSOI and coordinated by the CRC. This campaign was a collective effort between this Committee, the TQSOI Food Security Committee, as well as numerous community partners and citizens. The Committee played an active part in the creation of the documentary **“Hidden Hunger”**. Thanks to their work, the documentary was able to convene different realities of food insecurity.

The committee has played an important role in the TQSOI pilot project mandated by DRSP aiming to improve accessibility to fresh fruits and vegetables by collectively designing and distributing the **“Let’s Talk Food”** survey.

The Committee was also involved in planning and organizing the Housing Forum. Thanks to their promotion and mobilization efforts as well as their involvement as participants, volunteers and facilitators, this event was a big success!

In order to strengthen citizen's participation in the decision making progress, the TQSOI partnered with MTElles. The organization will support our mobilization effort by advising us on implementing winning strategies to be more inclusive.

COMMITTEE ACCOMPLISHMENTS

This year, the Committee decided to rename themselves to outline the positive changes they wish to achieve. We adopted the name: Poverty Reduction and Social Inclusion Committee.

Our Committee is growing in integrity; the members come from diverse backgrounds, and the various conferences, radio shows and research that we did is putting the West Island situation on the map. The collaboration and cooperation between the various West Island groups made for great learning opportunities which are crucial to the committee’s development. This year, we welcomed one new member. We have now 19 listed members of which about 12 are active members.



POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

NEXT STEPS

In 2019-2020, the Committee wishes to update its action plan in order to have a common vision for tackling their next steps: Together we accomplish more! The Committee hopes to solidify their holistic approach to reducing poverty and increasing social inclusion. To do so, they will:

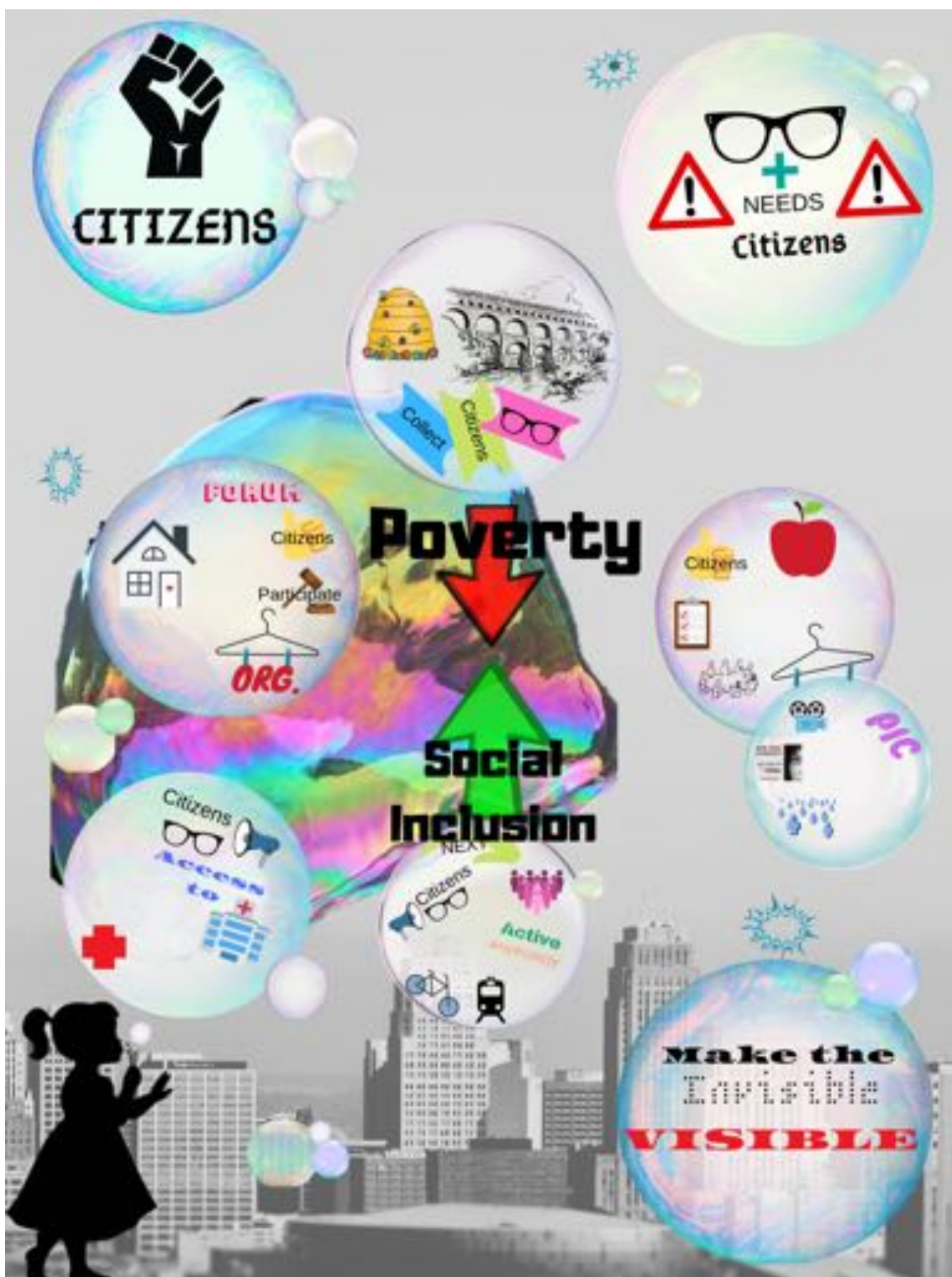
- 1) Initiate a collaboration with corporate and private business;
- 2) Increase their collaboration with universities, colleges, CEGEPs and faith communities;
- 3) Ensure representation from each of the TQSOI committees on this committee;
- 4) Increase civic participation by reaching out to the most excluded groups and the ones that we have not yet contacted.

IMPACT

- **COMMON AGENDA AND COMMUNITY ASPIRATION** This Committee is at the core of positive changes occurring within multiple areas that enable poverty and social exclusion, such as lack of affordable housing, food insecurity, lack of alternative means of transportation and inadequate access to health and social services. Members ensure that all TQSOI actions and projects follow the same social inclusion objectives.
- **EMPOWERMENT AND CAPACITY BUILDING** Thanks to this Committee, the TQSOI is working on projects which are as inclusive and accessible as possible. We continue to think collectively about the various obstacles to civic participation and to implement better solutions.
- **MUTUALLY REINFORCING ACTIVITIES, HIGH LEVERAGE AND SYSTEMS FOCUS** The impacts of the other Committees are supported by the Poverty Reduction and Social Inclusion Committee. By giving strong consistent guidelines, the Committees are equipped with winning strategies and good practices to raise awareness, mobilize and take action on their respective priorities.



POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE



Infographic demonstrating the committee's role within the TQSOI



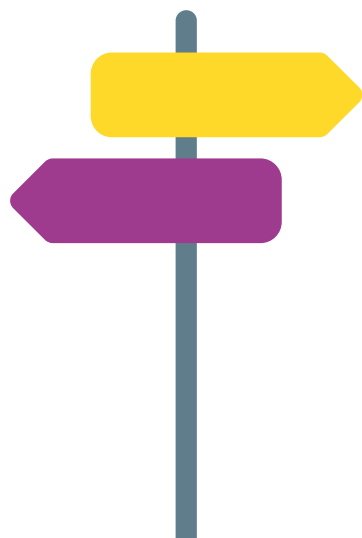
TRANSPORTATION COMMITTEE

VISION

Improve transportation in the Southern West-Island (SWI)

ACTION PLAN: PROGRESS

It is important to note that the Committee did not hold any meetings in the past year. The reason being is that the goals that were set for the year 2018-2019 focused on a regional initiative of animating the Urban Planning Table which is coordinated by the West Island Community Resource Centre team. Therefore, we concluded that the Urban Planning Table initiative allowed us to achieve greater connections at the regional level, as well as spread increased awareness and knowledge about innovative solutions to current transportation challenges in the West Island. Although the continuation of this initiative is important, the need to explore opportunities for projects local to the Southern West Island community is equally important.



For example, last summer our students created a Transportation diagnostic for the Valois Village. This document puts forward recommendations for improved and secure transportation for the residents in this area.

NEXT STEPS

This year we aim to diversify our Transportation Committee by inviting new members to join the team. We want to build citizen momentum for a project that would inspire civic engagement. We would like to strengthen links and communication flow between different local initiatives.

IMPACT

- **KNOWLEDGE BUILDING** The Transportation diagnostics in Valois added to our knowledge base, which will be used along with other data that was collected over the years, as a solid base for future project development.
- **COLLABORATION AND INCREASED CAPACITY** Continued efforts at the Urban Planning Table strengthened working relationships and increased our capacity to work on collective projects.

TQSOI MEMBERS AT WORK



THE TQSOI TEAM AT WORK



THE COLLECTIVE IMPACT PROJECT (PIC)



The PIC project is facilitated by the CRC in collaboration with the TQSOI who is leading the project. It is funded by Centraide of Greater Montreal. The project aims to bring community partners together to join forces and accelerate change in the fight against poverty.

The West Island was one of 17 neighborhoods to be selected for this pilot project. In 2016, the community gave the CRC (as part of the former CODI) the mandate to coordinate the 5-year project. The overall approach to the project from its inception to its implementation and evaluation is being developed collectively. The project is a two part or "double-spiraled" approach.

THE OBJECTIVE

**LEARNING TO WORK TOGETHER
(PART 1) BY DEVELOPING
STRUCTURED COLLECTIVE
PROJECTS (PART 2).**

THE COLLECTIVE IMPACT PROJECT (PIC)

Part 1: Learning to work together

Our objectives:

1. Improve our efficiency collectively
2. Facilitate opportunities for collective capacity building
3. Create opportunities and support initiatives for collective action

Major achievements 2018-2019

a) Support and implement collective efforts:

- Table Enfance Famille Jeunesse de l'Ouest-de-l'Île;
- Regroupements en Petite Enfance de l'Ouest-de-l'Île (Grandir Ensemble et Familles 1 2 3 Go!);
- Territory planning for social development at the two Tables de Quartier;
- Dossier for Healthy Lifestyles (Ma communauté en santé);
- West Island Mental Health table.

b) Representation of the community sector at the Conseil des Partenaires of the West Island CIUSSS

c) Representation of the West Island PIC and engagement in various research projects & conferences:

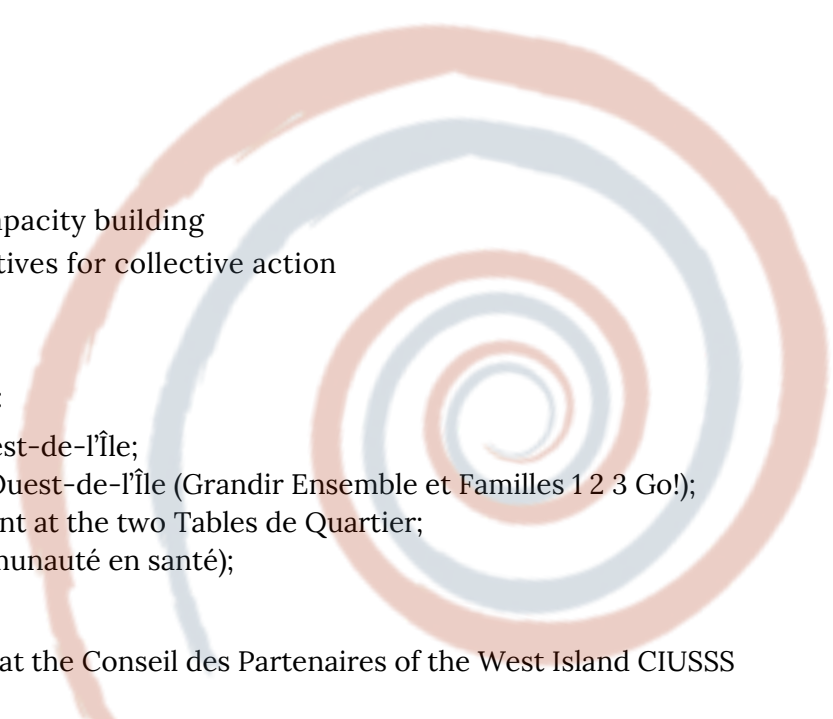
- Participation in a panel on collaborating and mobilizing the boroughs and neighbourhoods of Montreal, organized by Justice et durabilité alimentaire (JAM Montréal);
- Presentation of the project to the PIC steering committee of Centraide of Greater Montreal;
- Participation in a panel at the Food Secure Canada (FSC) conference in Montreal;
- Mapping of all food security related initiatives by Moisson Montréal;
- Mapping of the Montreal food system (from production to waste) with Dawson College;
- Study on users of food services and their life trajectories by the Chaire de recherche du Canada CACIS (Approches communautaires et inégalités de santé) at Université de Montréal.

d) Support of grants and funding processes for several organizations: funding for 3 new collective projects obtained

e) Continued updates of the “concertation” system diagram in the West-Island with presentations offered on four occasions.

f) Multiple training sessions given at various committee meetings on our areas of expertise: ongoing collaboration, systemic approach and appreciative inquiry.

g) Creation of the “West Island HUB”, a centralized communication platform for the West Island community sector (in development).



THE COLLECTIVE IMPACT PROJECT (PIC)

Part 2: Developing structured collective projects

Our first structured project was the West Island-wide food security awareness campaign: **“Make the Invisible Visible”**.

Our objectives:

1. Promote the issues and resources related to food insecurity available in the West Island.
2. Develop and promote tools and resources regarding food literacy.
3. Promote the engagement of public officials with regards to food security.

Major achievements 2018-2019

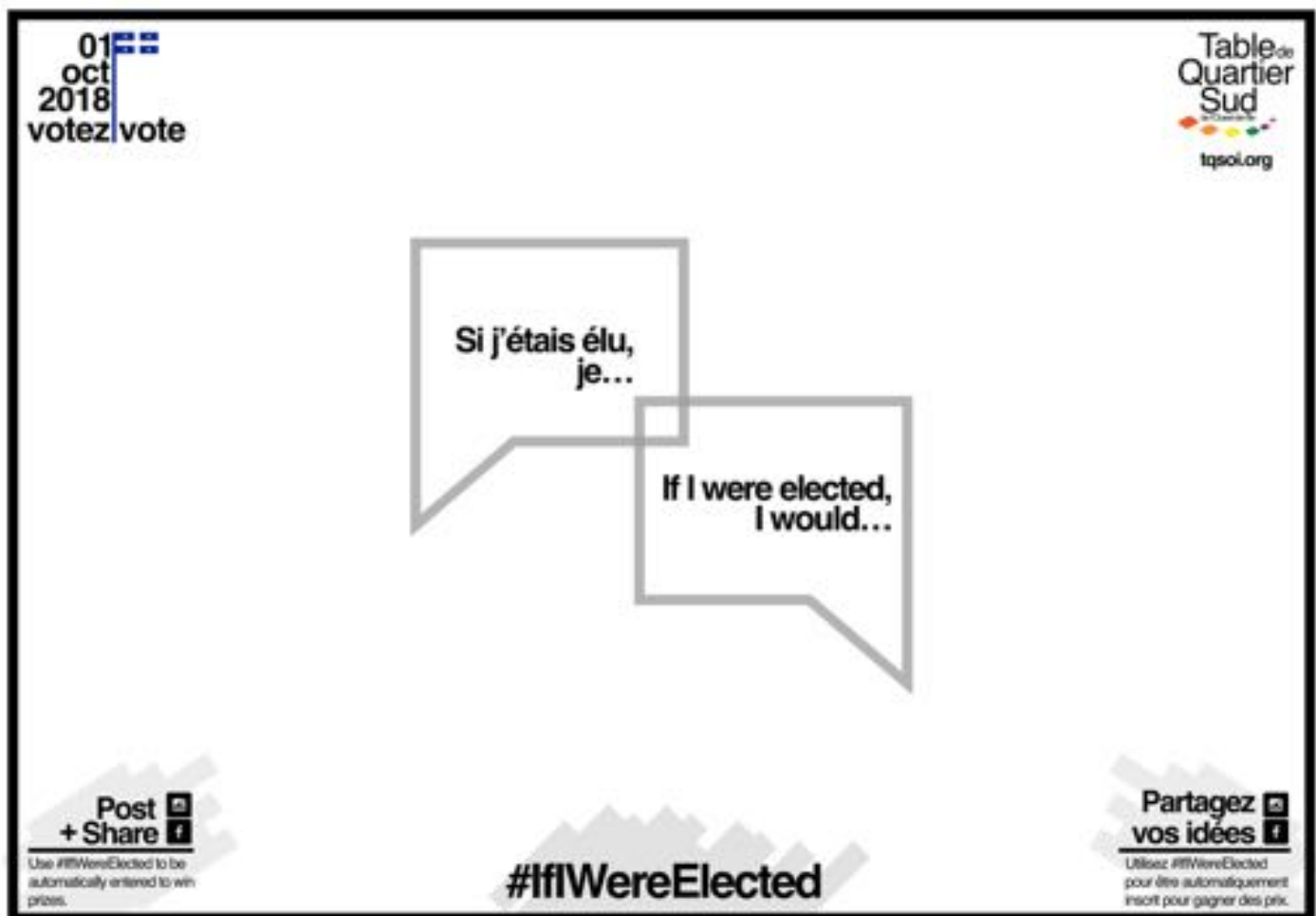
- The committee working on the campaign grew from 15 members to 35 and now represents 17 different organizations. This committee was called upon to develop tools and strategies for the campaign and to promote the campaign in the community. It was divided into 4 sub-committees, each with its own role: community events, social media, food literacy and political engagement strategies.
- The committee collaborated with the Food Security Committee and the Poverty Reduction and Social Inclusion Committee and received their valuable input for several projects, such as food literacy and the Hidden Hunger documentary.
- Municipal information sheets regarding food security and potential solutions were developed and tailored to several West Island municipalities.
- The committee collaborated with Bread Basket and the School of Human Nutrition at McGill to develop a food literacy guide, explaining the basics of food and nutrition.
- Thanks to the Canada Summer Jobs Program, the CRC coordinated the creation of the Hidden Hunger documentary, a short film regarding food insecurity in the West Island.
- The CRC collaborated with several research groups and organizations working on food security at the regional level and provided information regarding the local West Island context.
- A public forum on food security was organized in January 2019 to celebrate the accomplishments achieved with the campaign and to decide on the next steps in food security with the West Island community.



2018 PROVINCIAL ELECTIONS

CITIZEN ENGAGEMENT CAMPAIGN

The TQSOI launched a campaign to encourage civic participation in the 2018 Provincial Elections. The "If I were elected" posters went up in 4 public locations across our territory and at one event. Citizens were encouraged to think about what they would do in the shoes of their provincial MNAs and to share their ideas on the poster or social media. Those who contributed on Facebook were entered to win a prizes chosen at random. A page was also created on our website to teach citizens about how, when, where and why to vote.



EVENTS

HOUSING FORUM

Hosted in November 2018, the Housing Forum successfully brought together over 80 residents, community organizations, elected officials and professional housing groups. It was the first housing-themed event of its kind in the West Island. Attendees participated in vibrant discussions, sharing their concerns and developing potential solutions. The need for affordable housing was evident by the enthusiasm that participants brought to the table. Solutions recommended by attendees suggest that there is a need in the community for policy changes, housing strategies and models. There is also a clear interest in collaboration among community members to build more concrete solutions. Following the event, we have seen an increased interest in the issue from the community and from local government.

Let's continue the momentum! We encourage you to talk about the housing issue with your friends, family and colleagues. Tell your elected officials about your housing needs and those of your community. For reference data, refer to the information on our website.

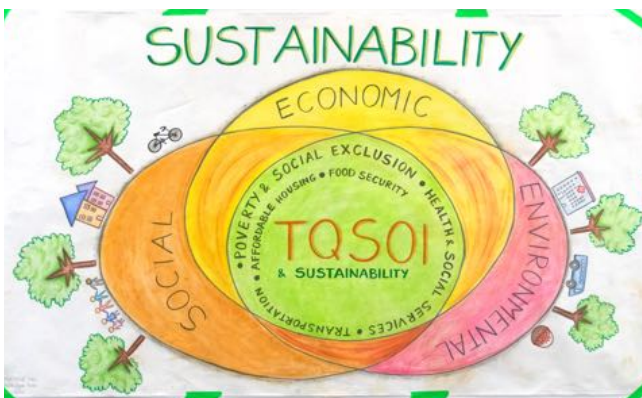


EVENTS

EARTH DAY CELEBRATION

On April 17th, 2019 we hosted our second annual Earth Day Celebration at the cozy Westside Gathering Church. The 5 à 7, zero waste event was attended by citizens, community and environmental organizations. The theme for this year's event is **The Butterfly Effect** - our small actions can have a big impact when everyone participates! The goal of the event: raise the idea of working collectively towards a more sustainable community. Climate change affects vulnerable residents disproportionately, and so we must think about how we can mitigate its impacts and reduce our environmental footprint, collectively.

Three guest speakers presented their innovative sustainable programs: Andrew Duffield (City of Beaconsfield), Julie Lafortune (Jour de la Terre Organization), Anna-Liisa Aunio (Dawson College). Following the presentations, we asked attendees the question: "How can we build sustainable cities?" The results of the event are presented in a document available on our website.



COMMUNICATIONS REPORT

MEDIA COVERAGE

- April 6, 2018, Alena spoke on MaTV's "City Life" program with Richard Dajenais
- The Montreal Gazette, "More than a year after floods, family of 7 will soon be homeless," May 11, 2018
- The Montreal Gazette, "Kramberger: Gathering to tackle lack of affordable West Island housing," September 5, 2018
- The Suburban, "TQSOI to host West Island Housing Forum," October 10, 2018
- The Suburban, "TQSOI holding inaugural WI Housing Forum November 3rd," October 31, 2018
- CTV News, November 4, 2018 (Alena interviewed about the Housing Forum)



SOCIAL MEDIA

FACEBOOK



We use our Facebook page to promote our activities and the activities of our community partners. Over the past year our page received 101 likes, for a total of **459 page likes**. We posted 221 times, with our top posts reaching 2.6 and 2.9 thousand people.

INSTAGRAM



Our Instagram profile is small but growing! We have over 100 followers so far. Check us out at **@tabledequartiersud**

COMMUNICATIONS REPORT

COMMUNICATIONS

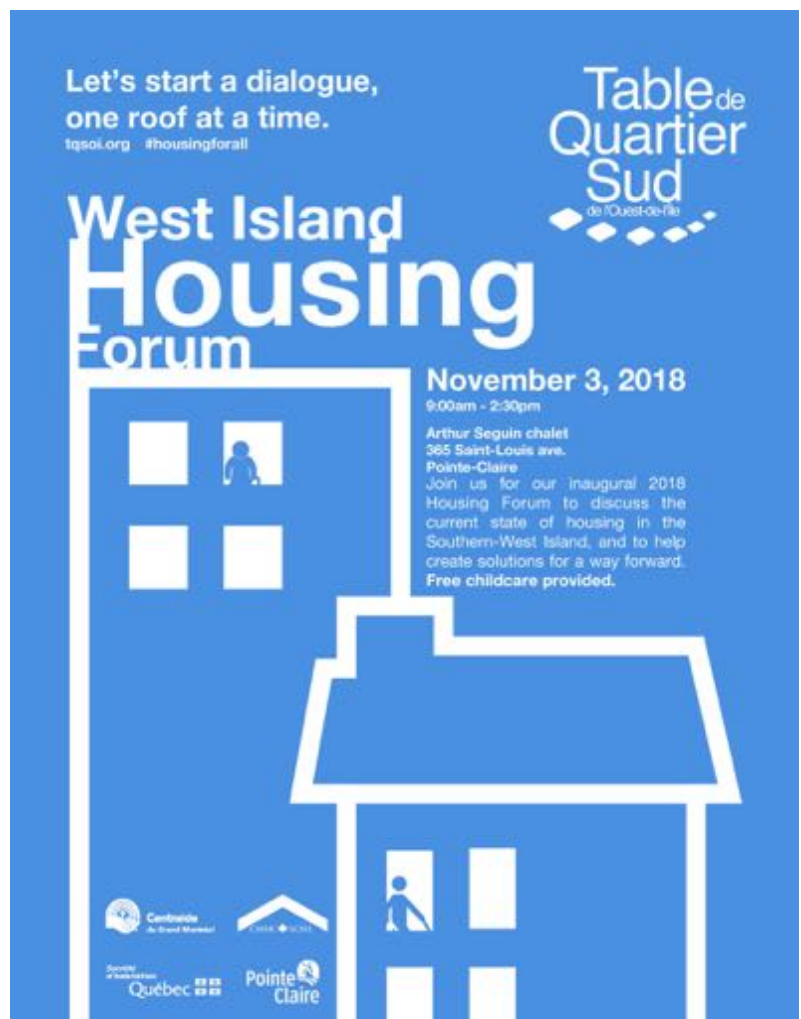
NEWSLETTER

We use Mailchimp to send out a monthly newsletter to our members with updates regarding the TQSOI's activities, PIC activities and news from our members. This year we sent out an additional 15 emails with information about hiring, membership meetings, and major projects such as the "Let's Talk Food Survey" and the Housing Forum. We added 50 new people to our mailing list and now have **235** regular subscribers.

EVENT INVITATIONS

We use Eventbrite to manage our paperless invitations for the 2018 AGM, our Earth Day Celebration and the Housing Forum. We received 189 RSVPs for all of our events combined.

We also printed 3,500 invitations for the Housing Forum. The majority were distributed by Canada Post, while 500 were distributed by our members. Due in part to an extensive communications campaign, the Housing Forum was the most popular event, with over 80 people in attendance.



EVALUATION REPORT

**TABLEAU REPRÉSENTANT LA CONFORMITÉ DE VOTRE TABLE DE QUARTIER
AUX CRITÈRES DE L'INITIATIVE MONTRÉALAISE – CLASSEMENT 2019**

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

CRITÈRES									
SAINE GESTION DES FONDs	INTERSECTORIELLE	MULTIRÉSEAU	STRUCTURÉE ET PERMANENTE	RÉSEAUTAGE ET SYNERGIE	ANIME UN FORUM	DIAGNOSTIC	PLANIFIE SES PRIORITÉS SOUS LA FORME D'UN PLAN D'ACTION	SUSCITE OU COORDONNE DES ACTIONS AVEC IMPACT SUR QUALITÉ DE VIE	DOCUMENTE ET ÉVALUE SON FONCTIONNEMENT ET SES ACTIVITÉS
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

LÉGENDE
 Acquis / maîtrisé / réalisé / achève bientôt : ✓
 En cours ▲ ou à améliorer ■ À faire ou non satisfaisant ●

OUR EVALUATION PROCESS

ACTION PLAN. Each year we evaluate our Territorial Social Development Action Plan. Having just completed our second year of the plan, the committees have evaluated their progress, considered their obstacles and adjusted the plan to include new actions, based on feedback from the community. For example, following the priorities identified during the Housing Forum, the Housing Committee has adjusted their action plan to include two new objectives.

COMMITTEE FUNCTIONING. We continually assess the needs of the working committees for resources, funding, expertise, tools, etc. At the end of this 2018-2019 year, each committee conducted an evaluation in regards to the functioning of the group. The exercise allowed the committee members to analyze if any changes needed to be implemented for a more effective continuation of the work.

COMMUNITY ENGAGEMENT. We evaluate the satisfaction of our mobilized citizens and groups through evaluation forms which are distributed regularly at all of our events. We also capture feedback at each working committee meeting.

LOCAL IMPACT. We evaluate our impact at the committee levels and through our regular membership meetings. We also receive feedback on the impact that we have on changes in structures and policy, on our target groups, institutions, individuals and community in general.

THANK YOU!

THANK YOU TO OUR COLLABORATORS

Thank you to our fantastic team, our interns, summer students and volunteers, as well as to all of our members, community partners and citizens who participated in our projects.

THANK YOU TO OUR FINANCIAL SUPPORTERS

Over the past year, TQSOI has been able to count on various funders for the realization of its projects and its mission. We want to thank you for the trust you have in us.





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