



# 2019/2020 ANNUAL REPORT

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



# TESTIMONIALS (IN THEIR OWN WORDS...)

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The collaboration, involvement and partnership that Corbeille de Pain has with the TQSOI has given us numerous opportunities to be at the right table, to participate and contribute to the larger needs of the community and to access resources and prospects that we might not have otherwise considered. Thank you for your continued support and involvement.

- **Lyse Beaudette**, Executive Director, Bread Basket Lac St-Louis

My involvement with the TQSOI was tied to the Food Security initiatives in the West Island area. The TQSOI is well organized, dynamic and allows great collaboration between the diverse non-profits organizations in the West Island. I participated in two initiatives: 1) Improving access to fruits & vegetables in Pointe-Claire and 2) the Food Security Cell. Both initiatives are well-led and allowed me to achieve specific goals. The TQSOI team is a real pleasure to work with.

- **Véronique Laflamme**, Community Outreach worker, Grandir ensemble/Familles 1,2,3, GO!

West Island Citizen Advocacy is really proud to be a part of the TQSOI's Poverty Reduction and Social Inclusion committee. This space provides us the opportunity to identify and bridge gaps in services, as well as share ideas and guidance. We have an outlet for support in one another, which makes for a more collaborative and unified community. The TQSOI gives the West Island a voice, and is a huge agent of change. Thank you for all that you do!

- **Amanda Duskie**s, Community worker, West Island Citizen Advocacy (WICA)

I can say without a doubt that collaborating with The TQSOI transportation committee helped VertCité and Ma Communauté en Santé to realise certain goals with respect to safe active transport in the West Island, and I do hope that the collaboration will continue in the future.

- **Christian Ackad**, Coordinator, Éco-quartier de Pierrefonds-Roxboro, VertCité

It's been a joy to co-facilitate a revived and engaged [Poverty Reduction and Social Inclusion] committee working to address poverty in the West Island. The table has also been incredibly supportive in helping the West Island Network launch our first project addressing hidden poverty. The scope of their wisdom, experience and willingness to collaborate makes me believe that together we could make a difference.

- **Daria Nardoza**, West Island Network

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# MESSAGE FROM THE PRESIDENT



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

The past year has been very busy for the TQSOI community! Together, we have faced several challenges since March 2020 when the COVID-19 pandemic officially began in Quebec. We also carried out great projects and great initiatives throughout the year. I would also like to thank the volunteers and members who support us and help advance the priority issues on which the TQSOI works, including food security, transport, housing, poverty reduction and social inclusion, health services and social services, and social development. All of our committees

continue to be active; I would like to thank all those who participated in the success of these committees and who continue to do so.

Among our achievements for 2019-2020, let us mention our participation in the social development of the West Island as a member of the steering committee with the stakeholders and partners of the North of the West Island of Montreal. This committee was established to facilitate social development in the southern and northern regions of the West Island. We have also shown leadership during the COVID-19 crisis to support concerted food security efforts. Finally, we continue our work within the framework of the Collective Impact Project (PIC). We are very proud of our accomplishments that would not have been possible without the hard work of our team (Alena Ziuleva, Alexandra Laham, Camille Rivet and Noah Wu).

A big THANK YOU to Alena Ziuleva, director of TQSOI, to my colleagues on the executive committee - Franca Kesic (vice-president), Tania Charron (secretary), Tessa Trasler (treasurer), Ruth Greenbank (trustee), Ian Candfield (officer), Francis Deroo (officer), Giovanni Farinacci (officer), Françoise Girard (officer), Daria Nardoza (officer), Marla Newhook who was then replaced by Roya Jaffari (officer), Antoinette Scarano (officer), and Stephanie Trenholm (officer). Thank you also to all citizens, non-profit and private organizations, and communities who have helped us over the past year.

The TQSOI is the voice of everyone who lives, works or studies in the South West Island. Remember, you are the TQSOI!

**ISABELLE-ANNE BISSON, PRESIDENT**

## MESSAGE FROM THE DIRECTOR



Dear TQSOI members and friends,

This year was full of great achievements for the TQSOI thanks to strong partnerships and people who are very motivated to make a difference in people's lives. It was also a year of new challenges. The only way to discover limits of possibilities is to go a little further, in the impossible. This year the whole world and the West Island community tested the limits of possibilities in the fight against the novel coronavirus COVID-19 pandemic. The West Island community showed incredible resilience.

I want to thank everyone who was and still is on the front lines of this fight demonstrating the best qualities of humanity. I want to thank those who give back with compassion and kindness to their communities where they live and work.

What the pandemic taught us, is that anyone can become vulnerable at any point of their lives. By pulling our efforts together, by creating caring communities, by encouraging collaborative efforts, we can achieve significant outcomes in the reduction of poverty and social exclusion.

I want to thank all TQSOI members, board of directors, staff, volunteers, interns and everyone who supported the mission and activities off the table. Thank you for contributing to our collective success.

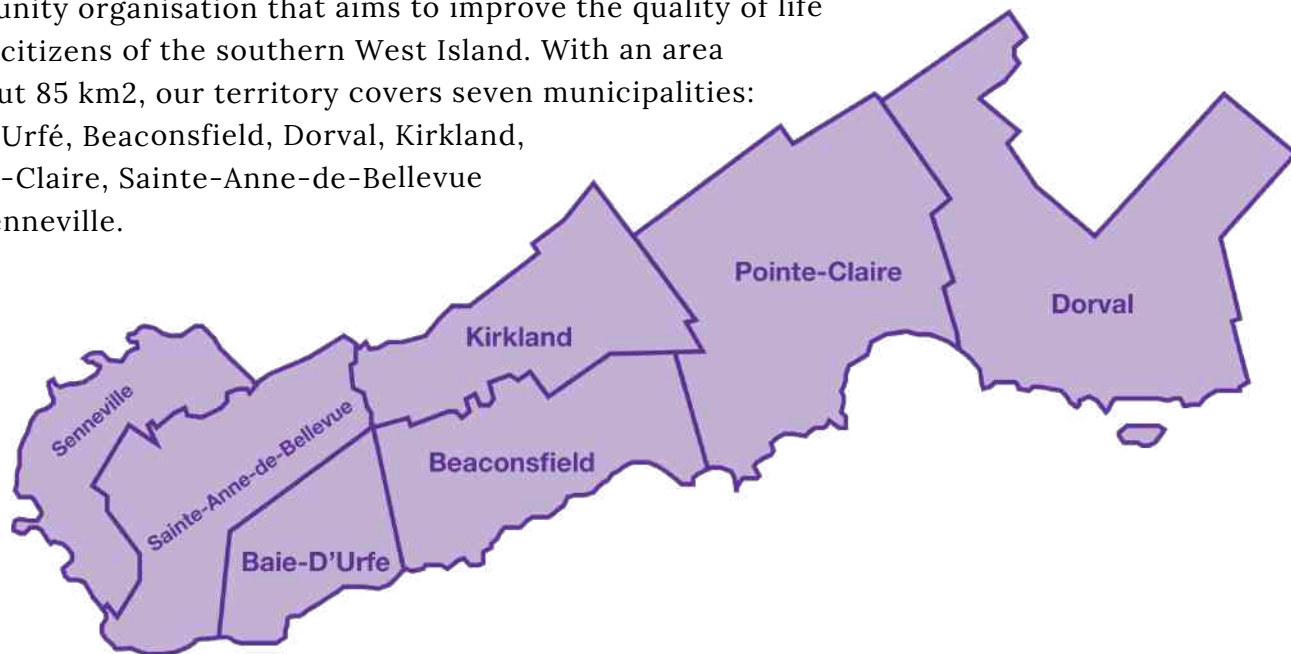
Together we are making a difference!

**ALENA ZIULEVA, DIRECTOR**



## 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 km<sup>2</sup>, 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	Isabelle-Anne Bisson	TerraHumana Solutions
Vice-President	Franca Kesic	WI Association for the Intellectually Handicapped
Secretary	Tania Charron	Action Jeunesse de l'Ouest-de-l'Île
Treasurer	Tessa Trasler	Resident of Pointe-Claire
Officer	Ruth Greenbank	West Island Community Resource Centre
Officer	Françoise Girard	Resident of Baie d'Urfé
Officer	Giovanni Farinacci	Real Estate Broker, Baie d'Urfé
Officer	Stephanie Trenholm	Literacy Unlimited
Officer	Daria Nardoza	West Island Network of Churches
Officer	Ian Candfield	CIBC Wood Gundy
Officer	Roya Jaffari	West Island Citizen Advocacy
Officer	Antoinette Scarano	Chamber of Commerce
Officer	Francis Deroo	Resident of Sainte-Anne-de-Bellevue

## THE TQSOI TEAM



**Alena Ziuleva, Director**

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



**Shannon Coulter-Low, (Former) Project Coordinator, Housing Dossier, (Former) Communications Coordinator**

Shannon worked to significantly advance the housing dossier during her time at the TQSOI. Her capacity to engage the community on housing-related issues led to increased awareness and helped explore new ways to address the need for affordable housing in the West Island.



**Alexandra Laham, Project Coordinator, Housing Dossier, Communications Coordinator**

Alex is committed to collaborating with the community to find housing solutions for the West Island. Her curiosity and critical thinking bring depth to the projects she works on. She holds a bachelor's degree in Environment from McGill University and a master's in Urban Planning from Université de Montréal.



**Piotr Boruslawski, Liaison Agent, Housing Dossier**

Piotr has been working in the West Island community sector since 2017 and has wealth of knowledge and expertise in the fields of housing and communications. His open mind and fervour for social change are indispensable to the TQSOI. He holds a bachelor's degree in Urban Planning from Concordia University.



## THE TQSOI TEAM



**Léa Kim, (Former) Project Coordinator, Food Security Dossier**

Léa's dedication to the food security dossier and her passion for improving the conditions of the lives of others were strongly felt during her time at the TQSOI. The progress she made on the food security dossier was significant and its positive impacts continue to propel the dossier forward to this day.



**Camille Rivet, Project Coordinator, Food Security Dossier, Poverty Reduction and Social Inclusion Dossier**

Camille has always been interested in community development and it is her previous work with people living in vulnerable situations that led her to take an interest in the issues of food security. Her leadership and compassion are an incredible asset to the TQSOI. She holds a master's degree in sociology and a bachelor's degree in psychology and sociology from Université de Montréal.



**Noah Wu, (Former) Project Coordinator, Transportation Dossier**

Noah's unique understanding of urban systems and his hard work helped connect the community to resources to improve active transportation in the West Island. He helped the transportation dossier move forward and the results of his mobilization efforts will help this continue.

# 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 89 citizen members, 56 community organizations and 17 representatives from institutions, commerce and government.

## MEMBER GROUPS

### ABOVAS

Action jeunesse de l'Ouest-de-l'Île (AJOI)

African Canadian Development and Prevention Network

Alzheimer Society of Montréal

Arthritis West Island Self Help Association (AWISH)

Baie d'Urfé Friends of the Environment

Beaconsfield Citizens Association

Big Brothers Big Sisters of the West Island

Bread Basket Lac Saint-Louis

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'Île

CRE Pointe-Claire

Cummings Centre

Dorval Community Aid

D3 Pierres

Équipe Entreprise

Federation CJA

Friends for Mental Health

GerontoLogis

GRAME

Lakeshore General Hospital Foundation

Lester B Pearson School Board (LBPSB)

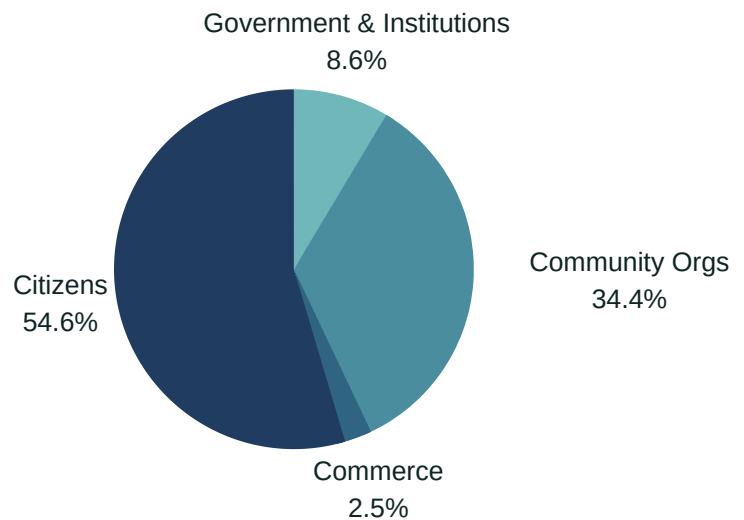
Literacy Unlimited

Little Brothers of the West Island

Lakeshore University Womens' Club

Ma Communauté en santé Montreal

## TQSOI MEMBER ORGANIZATIONS BY CATEGORY



NOVA West Island

Office of Francis Scarpaleggia, MP

Office of Anju Dhillon, MP

Parkinson's Canada

Pères à Coeur

Regroupement de la petite enfance Lac St-Louis/Dorval

ROMEL

Rues Principales Dorval

Services West-Nette

Société pour la Sauvegarde du Patrimoine de Pointe-Claire

TerraHumana Solutions

Vergers de Chez Nous

Villa Beaurepaire

Volunteer West Island

WIAIH

West Island Blog

West Island CALACS

West Island Cancer Wellness Centre

West Island Citizen Advocacy (WICA)

West Island Citizen's Group

West Island Community Resource Centre (CRC)

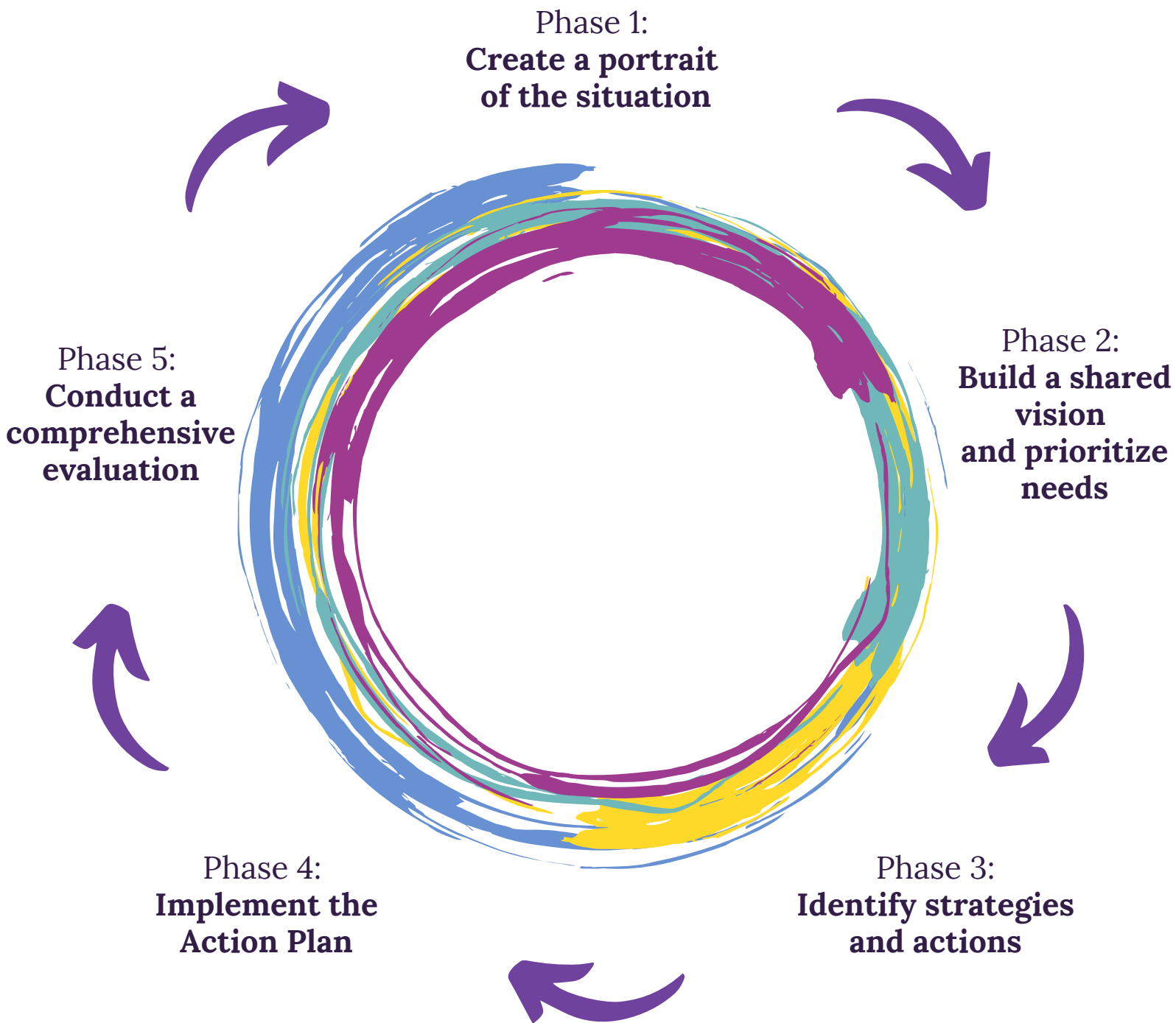
West Island Crisis Centre

West Island Network

West Island Women's Centre

West Island YMCA

# 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 include citizens, representatives from community organizations, public institutions, private companies and elected officials.

Each committee has 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	6
Poverty Reduction & Social Inclusion	19	2
Food Security	26	3
Housing	11	10
Transportation	8	3
Social Development	11	3

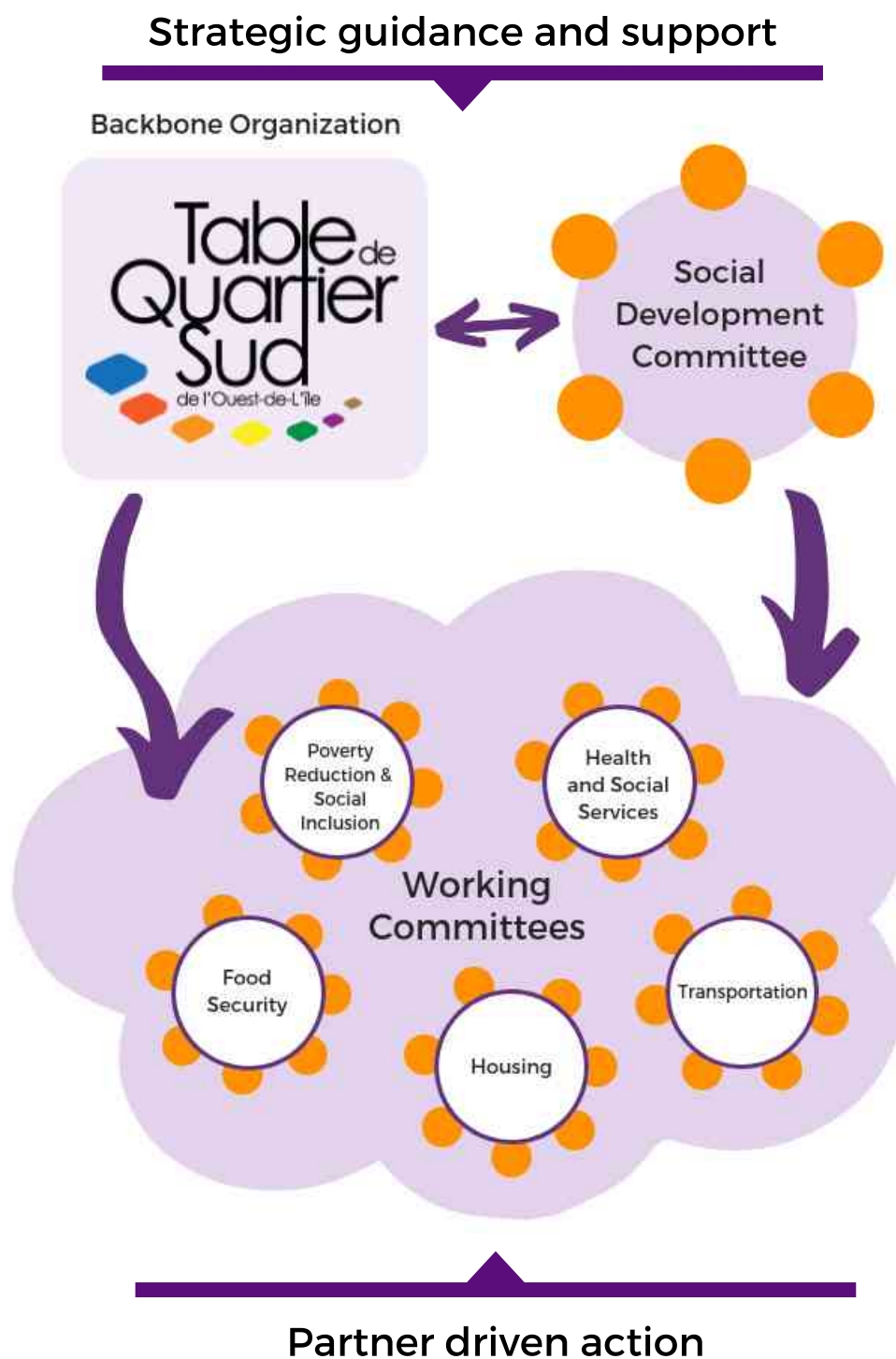






## SOCIAL DEVELOPMENT COMMITTEE

### How it works





# SOCIAL DEVELOPMENT COMMITTEE

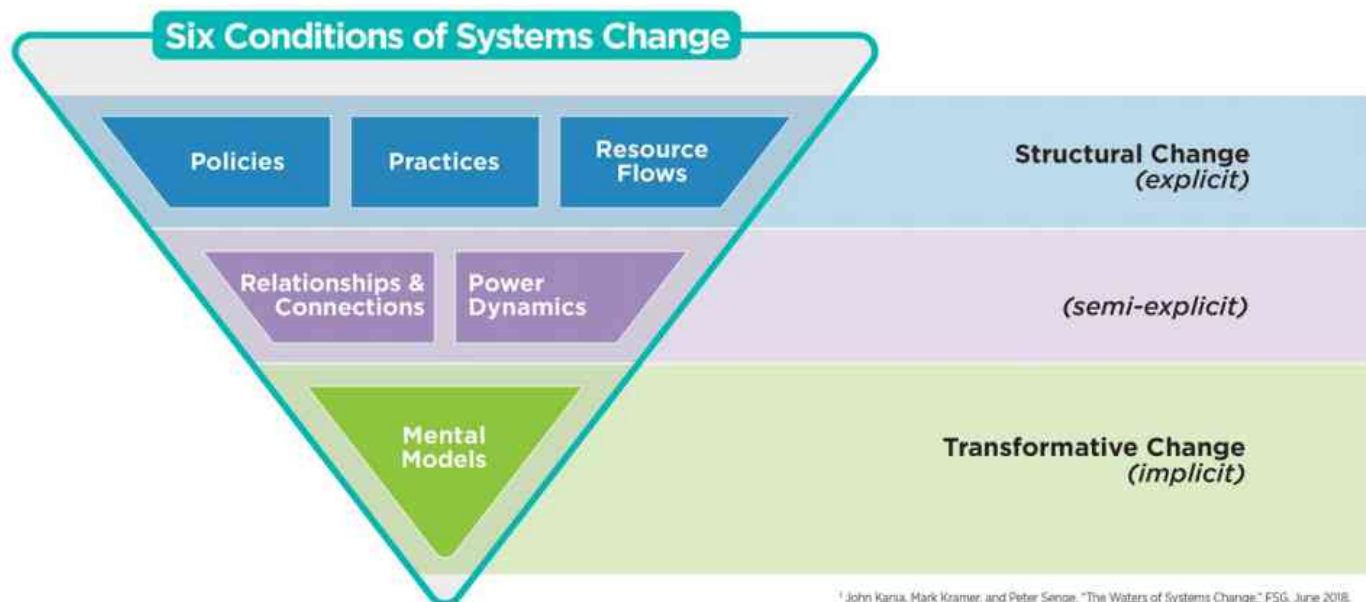
## VISION

To support the Social Development planning process through all stages and to support the working committees.

## ACTION PLAN: PROGRESS

The Social Development Committee continued its work in aligning the activities of the TQSOI's 5 working committees. The "Six Conditions for Systems Change" is a framework that is utilized to focus on activities that can lead us to transformative changes in the community by removing systemic barriers and creating an environment for greater social development and increased quality of life for the southern West Island residents.

### How does a System Change(or Resist Change)?

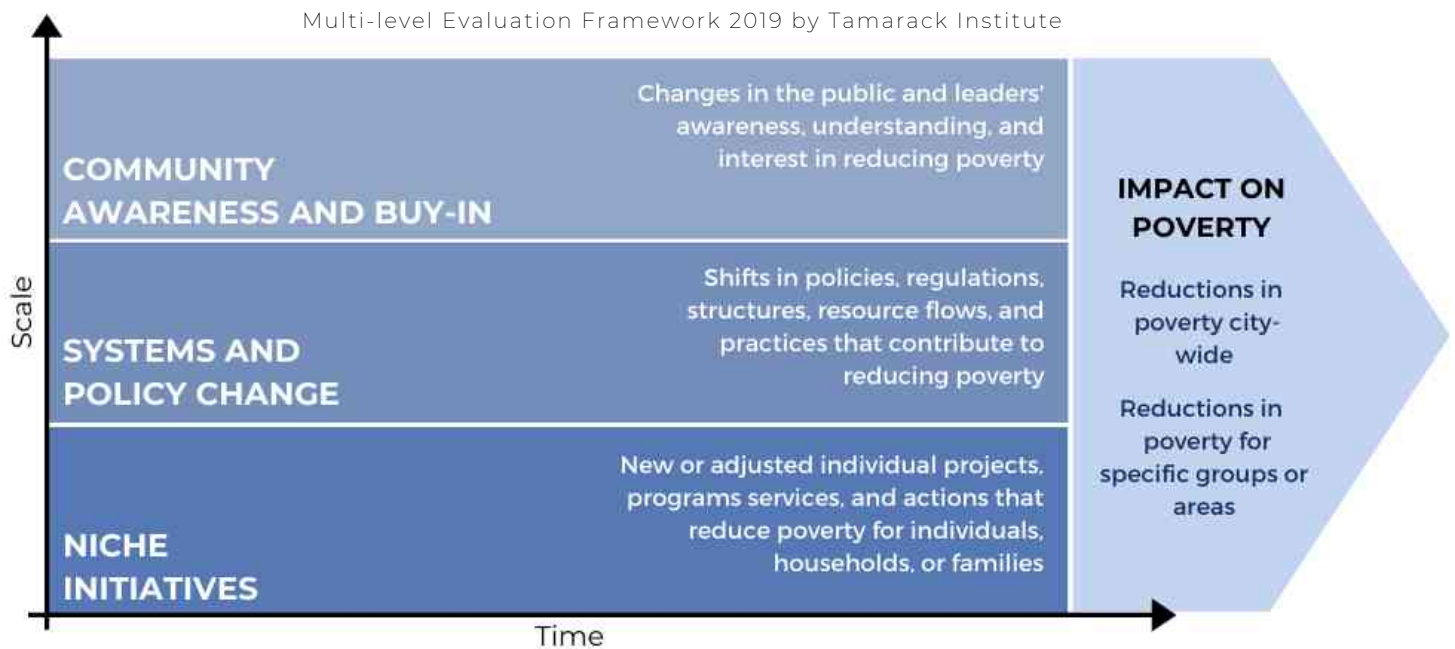


In order to evaluate the impact of our actions and collective efforts, the committee continues to explore a variety of evaluation models for our Social Development initiatives. Different evaluation models, tools and methodologies were tested with the participation of the members of the TQSOI's committees. This was done with a focus on the transformative changes that allow us to evaluate the impact of changing policies, practices and resource flow in the West Island community.



## SOCIAL DEVELOPMENT COMMITTEE

The TQSOI follows the “Multi-level Evaluation Framework” which allows us to embark in evaluation activities at different levels and phases of projects and initiatives. This framework allows us to conduct evaluation of interventions that are focused on complex concepts such as the improvement of quality of life and the advancement of social development.



We have a long-standing habit of evaluating outcomes in projects and services that we coordinate, support or undertake. The theory of change, the logic model, social network mapping and outcome harvesting are among other evaluation frameworks and tools oftentimes utilized by the TQSOI to capture progress and outcomes, as well as to document learning opportunities.

Last year we introduced a new evaluation technique to the TQSOI membership - Outcome Harvesting. At the last AGM we asked our membership to indicate what changes they observed in the community and what was their contribution. We aim to continue this innovative and participatory evaluation technique in the future!



## SOCIAL DEVELOPMENT COMMITTEE

### NEXT STEPS

The committee will continue to reflect on the next cycle of the Social Development planning in light of the current Territorial Social Development Action Plan wrapping up in the year 2021.

We will develop strategies for public consultations, citizens' forums and group discussions, with a primary focus on learning from lived experiences of people who find themselves in vulnerable situations.

We will also work on the revision of the portrait of the population of the southern West Island.



The committee will continue the development of a comprehensive Social Development Impact evaluation framework with the aim to capture the changes in the community that are triggered by the TQSOI activities.

## IMPACT

- **COMMON AGENDA:** Increased number of local players adhere to the mission and actions established by working committees.
- **MUTUALLY REINFORCING ACTIVITIES:** There is an observable shift in the community towards cross-sector and multi-network collaboration. A few examples: reinforcement of the city of Pointe-Claire capacity to hear citizens' points of view during Valois pop-up event, support affordable housing development with the city of Saint-Anne-de-Bellevue, collaboration between schools and a non-profit sector for greater access to secure active means of transportation for children, and more.





## FOOD SECURITY COMMITTEE

### VISION

Creating access to healthy food for all residents of the West Island.



### ACTION PLAN: PROGRESS AND ACCOMPLISHMENTS

In October, all food security actors were invited to a meeting led by the Projet Impact Collectif (PIC) project coordinator where the West Island community was presented with a new governance model with the objective to:

- Help committee members invest their strengths in more practical or strategic actions;
- Transform TQSOI's food security committee into a hub for information on local initiatives ensuring information has a way to circulate in the West Island;
- Support three local thriving initiatives at the time: the awareness campaign led by CRC (until April 2020), the project to improve access to fresh fruits and vegetables in Pointe-Claire led by TQSOI, and the Ugly but loved and solidarity market led by Bread Basket;
- Create a support team between coordinators and directors of 3 organizations: TQSOI, CRC and Bread Basket;
- Transfer the responsibility of organizing the Food security forum in April 2020 to the TQSOI Food Security Committee.



## FOOD SECURITY COMMITTEE

### ACTION PLAN: PROGRESS AND ACCOMPLISHMENTS

From that moment on, the committee had three motivated, dedicated and proactive co-facilitators: the TQSOI, the CRC and Bread Basket's project coordinators. To invite the community to contribute to this new model, the coordinators created [a video](#), hosted on CRC and TQSOI's website to simplify its explanation.

### EFFORTS COLLECTIFS EN SÉCURITÉ ALIMENTAIRE DANS L'OUEST-DE-L'ÎLE



The new Governance model for Food security in the West Island, introduced to the community on October 3rd, 2019.



# FOOD SECURITY COMMITTEE

## IMPROVING ACCESS TO FRUITS AND VEGETABLES IN POINTE-CLAIRE: A RESIDENT INITIATIVE

Since 2018, the TQSOI has been working on a pilot project to increase access to fresh fruits and vegetables for residents of Pointe-Claire. Funded by the Direction Régionale de Santé Publique (DRSP), this 3-year citizen project has led to several actions since its inception. Three major steps were taken in 2019 : (1) the creation of a portrait of the situation, (2) the formation of a working group to mobilize citizens, partners and key stakeholders and (3) the development of a pilot project. Residents were directly involved in diagnosing the needs of the population and in elaborating a project for their community.

1

### PORTRAIT OF THE SITUATION

Published in October 2019, the **“Together, Let’s Create Food Alternatives for the South West Island”** summary provides an overview of the project’s development and implementation phases.

Published in November 2019, the report of the **“Let’s Talk Food”** survey establishes a diagnosis of the community’s needs and a portrait of the existing services related to access to fresh fruits and vegetables in Pointe-Claire.



2

### CREATE AND SUPPORT A WORKING GROUP TO MOBILIZE CITIZENS, PARTNERS AND KEY STAKEHOLDERS

A group of collaborators from partner organizations formed the Pointe-Claire project committee to develop and implement a mobilisation plan in a selected sector of Pointe-Claire -based on field observations and insights from local organizations.

For three months, this committee worked to mobilize residents in Pointe-Claire through door-to-door canvassing (383 doors), small group sessions, presentations at community meals (luncheons), emails and posters.





## FOOD SECURITY COMMITTEE

3

### DEVELOPING A PILOT PROJECT

**60 residents** were mobilized to select a pilot project for their community. A first citizen meeting was organized in December (held on two different nights): **41 residents** and **16 volunteers** shared a meal while envisioning potential projects for their neighborhood.



#### What we heard:

*"I can have an impact on my community"*

*"C'est surtout la satisfaction que me procure l'entraide".*

A second citizen meeting was held in January: **19 residents** and **7 volunteers** discussed the advantages and disadvantages of the 5 most popular initiatives identified during the first meeting. After a meal, some discussions and reflection activities, two projects were selected by the residents: a mini farmers' market and basket delivery at home.



## COVID-19

The uncertainty and the challenges posed by the COVID-19 pandemic did not stop the project from going forward. For summer 2020, a partnership was formed with Bread Basket's À-Ma-Baie Solidarity Market located in Pierrefonds to bring fresh, local and organic produce to residents in Pointe-Claire. Thanks to the Proximity Cards program led by the Carrefour alimentaire Centre-Sud, several residents will have the opportunity to use a prepaid card to purchase their fruits and vegetables. With some creativity and through phone calls and virtual meetings, the TQSOI, collaborators and residents continue to work on a pilot project to bring delicious and affordable farmers' baskets in Pointe-Claire.





## FOOD SECURITY COMMITTEE

### NEXT STEPS

In the next year, the Food Security Committee plans to:

- Use the tool box created by the awareness committee to promote the different tools (Hidden Hunger documentary, Food literacy guide, Workshop booklet, Food security resource guide and The West Island Food system diagnostic) to a variety of actors and through an array of platforms;
- Come up with innovative solutions to host its yearly forum within the context of a pandemic;
- Continue developing its relationship with the variety of food security actors in the West Island and strengthening its partnerships with local food banks.

### IMPACT

- **RAISING AWARENESS:** By organizing activities that help promote the needs of the population in a vulnerable situation and by helping promote the existing resources around the West Island, the committee helped to raise awareness around the issue of food security and some solutions.
- **NEW AND STRENGTHENED PARTNERSHIPS:** The PIC project helped create stronger and more collaborative relationships around food security in the West Island, especially through the collective work of the TQSOI, the CRC and Bread Basket's project coordinators.
- **COMMUNITY SUPPORT:** By staying informed on at least three local food security projects on a monthly basis, the committee became a space for the community to offer and receive support, exchange resources and stay informed.
- **INCREASED CAPACITY:** Through mobilization efforts, the Food Security Committee welcomed new members who represent themselves as citizens, political parties and community organizations



## 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 Housing Committee took several occasions to engage with municipal representatives and make the case for affordable housing. Whether it be Sainte-Anne-de-Bellevue, Pointe-Claire or Dorval, the needs and opportunities for affordable housing were presented and discussed. With Sainte-Anne-de-Bellevue's plans for a seniors' village on the Anciens-Combattants site, the committee has been involved in the inclusion of a community housing project within this development. The committee partnered with a technical resource group in order to help move forward this exciting project and continues to do so! The committee also engaged with the public when the TQSOI hosted the Valois Village Community Pop-Up event in August 2019. The event included a whole kiosk devoted to exploring the idea of affordable housing with residents, the results of which were shared with the Pointe-Claire Urban Planning Department.

## COVID-19

The COVID-19 pandemic, combined with the preexisting housing crisis, created a situation of precariousness for many West Island residents. Their housing needs and concerns needed to be addressed. However, the West Island does not have a tenant's rights and support organization, known as a *comité logement*.

The Comité logement St-Laurent temporarily stepped in to fill the gap in this service. The CRC and the TQSOI came together to share this service with the community in several ways. A flyer was created and posted on social media and it was also printed with over 1000 copies distributed. The flyer was also shared with local elected officials, including mayors, city councillors, MNAs and MPs. Preliminary plans to establish a comité logement in the West Island are being developed.



## HOUSING COMMITTEE



Internally, committee members sought to develop their own expertise on community housing by planning and going on housing tours. **The committee visited a total of eight community housing projects;** among them, projects dedicated to families, senior and mental health clientele. Through these tours, committee members were able to learn first hand about the resourcefulness and leadership of the citizens and communities who came together to create housing for those in need. The housing tour model was granted funding by the Société d'habitation du Québec in late 2019. With this funding, these Housing Tours would be open to local stakeholders with the main goal to share knowledge about community housing in order to overcome the stigma associated with it. The planning of these tours began in early 2020 and are ongoing!

### NEXT STEPS

The Housing Committee is committed to continuing to explore and create opportunities for partnership and collaboration. This is essential in order to create a broad and sustainable mobilization movement for affordable housing.

With this in mind, the committee plans to:

- Reach out and empower those in need to mobilize and develop actions for adequate and appropriate housing for all West Island residents, particularly vulnerable groups;
- Create resources to support the population in need of housing;
- Find new ways to mobilize political commitment to address the lack of affordable housing in the West Island;
- Continue to develop its own expertise and provide opportunities for networking for informed decision-making in developing housing opportunities and policy.



## HOUSING COMMITTEE



## IMPACT

- **SECURING OPPORTUNITIES:** Whether it be the inclusion of a community housing project in the Sainte-Anne-de-Bellevue development or supporting the services of a comité logement in the West Island, the committee went above and beyond to connect with organizations and local partners to seize these opportunities and develop plans to take them to the next level.
- **KNOWLEDGE BUILDING:** The committee's community housing tours have equipped members with first-hand knowledge on how housing projects are initiated, their development process, and how they are managed. This wealth of knowledge will help them better advocate for more community housing in the West Island.
- **COMMUNITY ENGAGEMENT:** The Valois Village Pop-Up engaged local residents to think about their and their community's housing needs. The housing kiosk brought them to discover the different types of housing that could be integrated into their neighbourhood and encouraged them to work together towards solutions.
- **POLITICAL AWARENESS:** With its housing needs assessments and proposals in hand, the Committee secured meetings with elected officials to discuss their constituents' needs and the different ways to address them.





## HEALTH & SOCIAL SERVICES COMMITTEE

### VISION

Improved and timely access to health and social services for citizens in the southern West Island.

### ACTION PLAN: PROGRESS AND ACCOMPLISHMENTS

The committee members continue to deliver the voices of the West Island community via the representation at the variety of strategic and action committees that are coordinated by the West Island CIUSSS:

- Project 4.1
- Comité des usagers Lakeshore
- Comité développement durable
- Comité stratégique du centre d'excellence en citoyen partenaire
- Citizen Partner Approach pilot projects committees

This year, we also have an addition, a representation at the regional level:

- Comité régional pour les programmes d'accès pour les services de santé et de services sociaux en langue anglaise

We are happy to have a constant presence of our local health authorities at our committee meetings. This allows us to efficiently communicate and deliver important information about health and social services directly from our committee members as well as from West Island residents.

At one of our membership meetings, the committee members made a presentation to the community demystifying the legislation that regulates the right to access to Health and Social Services in English.





## HEALTH & SOCIAL SERVICES COMMITTEE

With the aim to learn from the lived experience of health service users, the committee welcomed a citizen guest speaker who brought to the surface certain challenges that socially isolated seniors are facing in the West Island long term care residences. Specifically, the lack of access to free Wi-Fi connection severely impacts their quality of life by depriving them of the technology to connect them to their loved ones. The committee also identified other obstacles related to access to technology – access to computers, access technical assistance and knowledge acquisition. It is our intention to continue to work in collaboration with our health authorities to further explore these challenges and develop solutions.

### NEXT STEPS

- Analyze the chart of the WI CIUSSS projects and committees and identify opportunities for collaboration;
- Further collaborate with health authorities and other key stakeholders to secure access to technology for isolated seniors in CHSLDs;
- Maintain the consistent presence of CIUSSS authorities at committee meetings;
- Explore existing or upcoming CIUSSS projects that require community feedback;
- Identify CIUSSS areas of priority and provide our input.

## IMPACT

- **COLLABORATION AND PARTNERSHIP:** Strengthening potential for collaboration between multi-sectoral stakeholders – health institutions, nonprofits and citizens.
- **CONTINUOUS COMMUNICATION:** Constant presence of health authorities at TQSOI meetings as well as the presence of our health committee members at the West Island CIUSSS committees increases the quality and efficiency of the flow of communication.
- **GIVING CITIZENS A VOICE:** Assure representation of lived experience by including citizens in the committee and inviting them as guest speakers to the meetings.
- **INSTITUTIONAL AND STRUCTURAL INFLUENCE:** Committee members continue to influence practices and processes through participation and representation at the committees coordinated by the WI and regional health authorities.



## POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

### VISION

Improve the quality of life of disadvantaged individuals and groups in the southern West Island.

### ACTION PLAN: PROGRESS

In the Fall of 2019, a new food security governance model was introduced to the TQSOI community. With this restructuring, some Poverty Reduction and Social Inclusion committee members who had participated in the “Let’s Talk Food” survey and the “Make the Invisible Visible” campaign felt their calling belonged elsewhere. Around the same time, the TQSOI hired a new coordinator to facilitate the committee, and with the help of its existing members and TQSOI’s network, the committee welcomed 6 new members. These new members came with diverse community backgrounds and their motivation helped energize the committee. The committee also welcomed a new co-facilitator from the West Island community. Overall, in 2019-2020, the committee had 19 members among which 15 were active!



In early 2020, committee members reviewed their Action Plan in light of last year's accomplishments and aspirations - it was time for the committee to give itself a clear mission and a unique purpose. Members chose to invest in identifying the gaps in services offered to vulnerable people in the West Island and help close these gaps. Brainstorming activities were organized around this new objective.



## POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

At the same time, the TQSOI team pursued some unfinished objectives from the previous year (2018-19) related to poverty reduction and social inclusion:

- To encourage citizen participation in decision making and collect their opinions, including those of disadvantaged individuals and groups, the committee played a central role in the brainstorming and implementation of strategies for a variety of the TQSOI's activities. This includes the 2019 federal election "Meet Your Candidates", the Food Security Citizen's Project, the Valois Village Pop-up, and more.
- To help sensitize the community to the realities of disadvantaged individuals in the West Island, the TQSOI led an awareness conference at a Pointe-Claire seniors' residence.

### COMMITTEE ACCOMPLISHMENTS


#### The "Love Your Neighbours" Initiative

The committee also became a strong ally in the development, implementation and promotion of a local initiative: the "Love Your Neighbours" project. Led by the West Island Network, this initiative targets hidden poverty by encouraging relationships between neighbours. This collaboration became central as a worldwide pandemic reached the West Island in March 2020.

The West Island Network and TQSOI collaborated closely to help alleviate poverty and vulnerable situations in the West Island with the following actions: the early launch of the "Love Your Neighbours" project through a Facebook page. Mobilizing community

actors to moderate a hub for mutual aid through the Facebook group: "JMV | LYN West Island COVID-19 Response". Creating a "Top 10 ways to love your West Island Neighbours during COVID-19" list of action items with a wide range of community and religious actors in the West Island.

J'AIME MES VOISINS





LOVE YOUR NEIGHBOURS

### Top 10 Ways to Love Your West Island Neighbours During COVID-19

For All
<b>If You're Not in a Vulnerable Situation</b> (Sick, 70+, Immunocompromised, etc.)
Make a list of family, friends and neighbours (especially those who are vulnerable or struggle with mental health) to call or video conference regularly. Stay connected.
Give your phone number and offer support, like grocery and medication pick up, to your neighbours in a vulnerable situation.
Put a 'Love Your Neighbours' sign in your window to let your neighbours know that you're there for them.
Pray for your neighbours or send them positives vibes or thoughts.
Volunteer with local community organizations and give blood.
Think of fun and creative ways to connect, like online movie watching or dinners over video conference.
Consider your gifts and talents and how you could share them online (example: teach, play music, exercise, etc.).
Put a heart or rainbow on your door or window to spread love and encouragement.
Play live music outside and speak to your neighbours from a distance.
Lend access to technology or items you own to a neighbour who may need (sanitize first!).

This list was created by 25 West Island community leaders on March 18th 2020.  
"Love Your Neighbours" is an initiative of the West Island Network in collaboration with the TQSOI





## POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

### NEXT STEPS

In the next year, the Poverty Reduction and Social Inclusion Committee plans to:

- Define an action plan to identify the gaps in services offered to vulnerable people in the West Island, specifically building tools to measure these gaps and identifying key actors to survey;
- Define an action plan to help close the identified gaps in services offered to vulnerable people in the West Island. This includes working closely with community organizations to build knowledge and opportunities;
- Support the “Love Your Neighbours” project through its promotion and expansion phases;
- Continue to engage local communities through new community and citizen based initiatives, such as a COVID-19 needs assessment and other related projects.

### IMPACT

- **HIGHLIGHTING RESIDENTS’ POINTS OF VIEW:** New and improved practices to collect diverse points of view from residents of the southern West Island. Multiple occasions to hear what these residents have to say on how to improve their quality of life.
- **NEW AND STRENGTHENED PARTNERSHIPS:** The West Island Network project coordinator took on the role of committee co-facilitator. The committee collaborated with the West Island Network’s Community Action and Impact Team to develop and launch the “Love Your Neighbours” project.
- **COMMUNITY SUPPORT:** The creation and moderation of a Facebook group as a platform for mutual aid.
- **INCREASED CAPACITY:** As a result of mobilization efforts, the Poverty Reduction and Social Inclusion Committee has new members who represent themselves as citizens, political parties and community organizations.





## TRANSPORTATION COMMITTEE

### VISION

A well-integrated transportation system that meets the needs of different road users and facilitates connectedness between different modes of transportation.

### ACTION PLAN: PROGRESS

In April 2019, the Transportation Committee decided to focus on local, small-scale initiatives. In light of the new Valois Village Code, the TQSOI conducted a participatory assessment of active transportation in Valois Village. In order to collect citizens' viewpoints, we distributed a community survey to Valois residents both online and in-person and received a total of 38 responses. We also participated in an exploratory walk with Pointe-Claire planners and Valois residents and documented the discussions. This provided us with insights into the realities and needs of residents with regards to their mobility in the Village.

During our Community Pop-Up event in August, local residents, many of them children, participated in our "Complete Streets" activity and contributed their visions for the revitalization of Donegani Avenue. In March 2020, we published the Valois Village Transportation Assessment: Active Modes of Transportation on our website. Thanks to these initiatives, we established many new connections with Pointe-Claire City Councillors, the Planning Department, and other key organizations.

The Active Schools working group was created in partnership with CIUSSS de l'Ouest-de-l'Île-de-Montréal and VertCité.



Its main objectives were to encourage elementary school students to use active means of transportation and help schools improve road safety in school zones. We promoted existing programs, such as Vélo Québec's School Travel Plan and Urban Explorers, as well as the Canadian Cancer Society's Trottibus. We reached out to 13 primary schools in our territory, 3 of these have registered to Vélo Québec's programs! Plans are currently being developed for École Émile-Nelligan with the City of Kirkland, as well as Écoles Pointe-Claire and Margeurite-Bourgeoys for the City of Pointe-Claire.



# TRANSPORTATION COMMITTEE

## NEXT STEPS

Having achieved incredible success this year, the Transportation Committee will continue to provide support for local, small-scale projects in the future. The members also acknowledged the need for greater participation of different stakeholders to generate meaningful impacts. In the next year, the Transportation Committee plans to:

- Strengthen collaboration with our community partners to promote active and alternative modes of transportation in the West Island;
- Recruit enthusiastic members and expand the representation in the committee;
- Establish new relationships with important actors in transportation;
- Enhance the success of our current initiatives;
- Exert additional influence on the implementation of the Valois Village Code;
- Continue to engage local communities through new community-based initiatives.

## IMPACT

- **NEW AND STRENGTHENED PARTNERSHIPS:** As a result of our Active Schools initiative, we established new partnerships with the school communities and strengthened our existing partnerships with CIUSSS and VertCité. We also connected with several other organizations that share the same motivation for promoting safe and active transportation.
- **CITIZEN EDUCATION:** Due to our mobilization efforts, three primary schools and over one hundred students will receive road safety training from Vélo Québec.
- **POLICY INFLUENCE:** We presented key findings from the Transportation Assessment to Pointe-Claire urban planners and elected officials and received positive feedback.
- **KNOWLEDGE BUILDING:** The Valois Village Transportation Assessment contributed to our knowledge base of the conditions pedestrians and cyclists are faced with in the Valois Village. This information will help us initiate projects addressing the needs of the local community.
- **INCREASED CAPACITY:** The transportation committee welcomed four new members who represent citizens, public agencies, and other NGOs.

# THE TQSOI AT WORK





# THE COLLECTIVE IMPACT PROJECT (PIC)



The PIC project is facilitated by the CRC in collaboration with the TQSOI as the project leader. Funded by Centraide of Greater Montreal, the project has been bringing community partners together to accelerate change in the fight against poverty since 2016. The overall approach to the project is developed collectively - from its inception to its implementation and evaluation. The project is a two part or "double-spiraled" approach - learning to work together (Part 1) by developing structured collective projects (Part 2). The five-year project has just completed the third year.

## THE OBJECTIVE

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

# THE COLLECTIVE IMPACT PROJECT (PIC)

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## 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 2019 - 2020

a) Supporting implementation and collective efforts with the following groups:

- Table Enfance Famille Jeunesse Ouest-de-l'Île
- Services planning in the youth sector
- West Island Mental Health Table
- Table DI-TSA déficience intellectuelle (DI) et en trouble du spectre de l'autisme (TSA)
- Ma communauté en santé
- Comité de pilotage de développement social de l'Ouest-de-l'Île
- The TQSOI Food Security and Housing committees

b) Representing the community sector at the Conseil des Partenaires of the West Island CIUSSS and at PME Montreal.

c) Engaging in the following research projects:

- Assessment of the collaboration between the different food security actors in the West Island, in collaboration with McGill Fledge project;
- Creation of a West Island food system needs diagnosis in collaboration with Dawson College Food Justice & Sustainability.

d) Assessing the training needs of West Island community organizations and offering training sessions within the community sector on the following topics:

- Appreciative inquiry
- Systemic approach to collaboration
- Principle-focused evaluation
- Conflict management

e) Launching the Hub website

Multiple committees have entered their data into the website with a user guide in French and English. Multiple training sessions were offered and ongoing upgrading and adaptations are being made to better serve the needs expressed.

f) Implementing a new collective governance system for food security

Focused on a combination of knowledge and shared leadership, a governance model was developed that is flexible, while ensuring the long term viability of the model in the West Island. Expertise on food security and citizen mobilization came from Bread Basket and the TQSOI, with the CRC facilitating the collaboration process. Food security governance has been established and continues to evolve during the COVID-19 crisis. Meetings continue to be held between partners in food security and we are documenting the evolution of the governance model.



# THE COLLECTIVE IMPACT PROJECT (PIC)

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## Part 2: Developing structured collective projects

**Food Security:** The food security awareness campaign in the West Island

### Our objectives:

1. Raising awareness about the issues and promoting the 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 2019 - 2020

- Participants in the panel on food security decided to focus on food security awareness in municipalities, schools and with the public.
- The following tools and reports were created:
  - Report on food security awareness
  - Food literacy guide in French and English
  - Document highlighting food security workshops in the West Island

Communication plan to be initiated once the COVID-19 crisis subsides, including a tool box that offers a description and suggested use for the developed awareness tools.

**Housing Affordability:** Create innovative and feasible solutions for affordable and community housing by bringing key local players together

### Our objectives:

1. Assess and map the current housing situation throughout the West Island
2. Confirm commitment of key players to coming up with solutions
3. Learning together through collaboration

### Major achievements 2019-2020

- A) Enhancing existing data and mapping of the West Island housing situation
- B) Documenting key players involved in housing in the West Island
- C) Developing the action plan for the Housing Social Innovation Lab and outlining the next steps



# SOCIAL DEVELOPMENT ACROSS THE WEST ISLAND

## MISSION

Establishment of a co-creation process - “Towards a new model of social development for the West Island territory”.

## THE STEERING COMMITTEE

To breathe fresh air into the West Island’s collaborative process, a steering committee was created on July 31st, 2019, with the mandate to undertake an innovative, creative and inclusive approach to identify a new social development model for the territory – one that takes into account the community and territorial specificities of both the North and the South of the West Island. This approach ensures the representativeness of these areas and nourishes the co-creation of a shared vision for the social development of the West Island.

The TQSOI has been actively involved in the work of the committee since its inception. Our human resources have been dedicated to participating fully in the committees meetings and in sub-committees, this includes taking on tasks in order to ensure the dossier moves forward.

## ACCOMPLISHMENTS

- Ensuring the process is adequately funded
- Planning and co-design of the consultation process
- Communication of the mandate to funders

## NEXT STEPS

- Communicating the mandate with TQSOI members and the entire West Island community;
- Prototyping a collaborative dossier;
- Consultation meetings (remote);
- Survey of actors;
- Making collective choices with regards to the concertation model to be adopted by stakeholders (guidelines, structure, governance, processes, roles, etc.).

# EVENTS

## VOTING POP-UPS

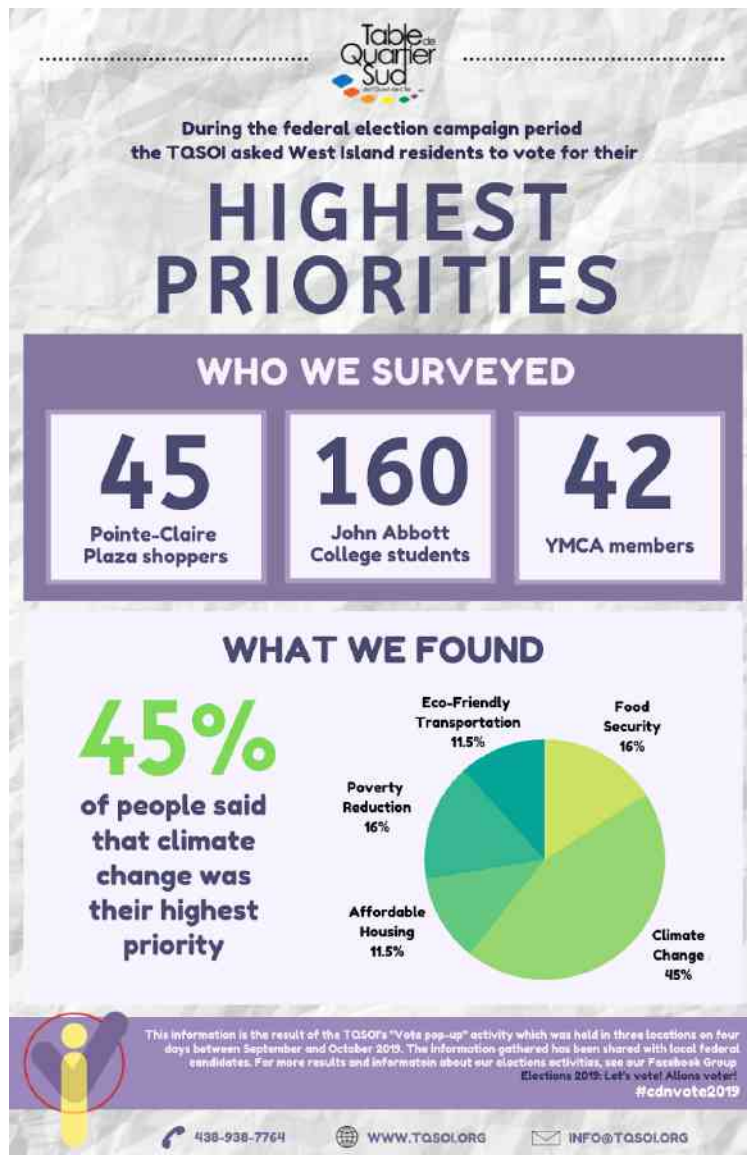
We set up the Pop-Up at Pointe-Claire Plaza's Community Awareness Day (September 7), John Abbott College (October 1-2) and the West Island YMCA (October 15). Participants were asked to participate in a mock vote, by selecting the socio-economic issue that thought was most important in the context of the upcoming election.

The options were based on the TQSOI's priorities as well as issues that played a central role in the federal campaign. They were: food security, affordable housing, eco-friendly transportation, climate change and poverty reduction.

In total, 234 people participated in our Vote Pop-Ups. At the Pointe-Claire Plaza and the YMCA we had 45 and 42 people, respectively. At John Abbott College we had 147 people over 2 days.

## MEET-MY-CANDIDATE EVENT

On October 8th, the TQSOI hosted five federal candidates in the riding of Lac-Saint-Louis for a "Q & A" session at Beaurepaire United Church in Beaconsfield. The candidates had the opportunity to present themselves to the community and answer questions that had been posed in advance. The TQSOI team (Shannon, Camille, Alena & Anne-Cécile) was helped by volunteers Leslie and Ghassan. Anne-Marie moderated the evening. The space was rented to us through Jane Cowell, an administrator at the church and help was provided by the Minister Ryan Fea.



# EVENTS

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## VALOIS VILLAGE POP-UP

On August 14th, 2019 the TQSOI hosted the Valois Village Community Pop-Up. The purpose of the event was to gather feedback on three key priorities: increasing affordable housing stock, addressing food security issues and improving road sharing for safer active transportation.

The event was organized in response to a 2017 Special Planning Program (SPP) for the Valois Village adopted by the City of Pointe-Claire based on community discussions and consultations. The SPP details the urban planning of a given area and its objectives the “creation of a friendly and vibrant living environment, which is accessible and safe, the development of a visual identity unique to the area and the consolidation of the Village as a local commercial destination.”



The Valois Village Community Pop-Up was designed to reach out to the Valois community using a “bottom-up” planning approach to offer a grassroots perspective on food security, active transportation and housing. The event took place outside of the TQSOI headquarters and attracted approximately 125 people, most of whom live in or close to Valois Village.

## EARTH DAY 2020 CELEBRATION

The TQSOI celebrated Earth Day with an online bird crafting contest. The goal was to raise awareness about the biodiversity of birds in the West Island and the importance of conserving their habitat. Participants were asked to pick a bird to craft from a list of birds found in the Technoparc, a unique and rich habitat under threat of development. An educational package was also provided. We received 17 wonderful submissions! Three winners were gifted two pairs of binoculars, a bird feeder, and a gift certificate to Le Nichoir.





# COMMUNICATIONS REPORT

## FACEBOOK



We use our [Facebook page](#) to promote our activities, the activities of our community partners, and news items related to our dossiers to inspire the community. Over the past year, our page received over 200 likes, bringing us to a total of 630 page likes! We posted over 250 times, with our top posts reaching 1.9 and 4.3 thousand people.

In order to demystify certain concepts related to our dossiers, we started a Facebook series with short and accessible posts to raise awareness and inform our followers on these topics. In March, we kicked things off with transportation and different types of traffic calming measures. A different type of measure was featured every day for a week - speed bumps, traffic circles, curb extensions and chicanes. These posts included details on their implementation cost, their comparative effectiveness, and their advantages and disadvantages. We reached a total of 1.7K people with these Facebook posts and plan to continue the series for our other dossiers in the near future.

The screenshot shows a Facebook post from the 'Table de Quartier Sud de l'Ouest de l'Île' page, published by Alex Lhm on March 12. The post is titled 'Today's Transportation series post is on curb extensions!' and includes a link to a detailed infographic. The infographic, titled 'What is it?', defines curb extensions as horizontal extrusions of the curb into the roadway, resulting in a narrower intersection. It features a photo of a curb extension with landscaping. The infographic also lists effectiveness metrics (Speed reduction: 0.5, Road Volume Reduction: 0, Safety: 0.5), advantages (Speed reduction, Increased pedestrian visibility, Landscaping opportunity), and disadvantages (May reduce parking spaces, Interferes with bike lanes). A green callout box indicates the cost is \$15,000—\$50,000.

## NEWSLETTER

We continue to 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 a total of 28 emails, including our newsletter and emails with information about membership meetings and major projects such as the Valois Village Community Pop-Up and the Meet-My-Candidates event. We now have 235 regular subscribers.

[Click here to subscribe to our newsletter!](#)



# COMMUNICATIONS REPORT

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## COVID-19

Communications took on a new importance when COVID-19 hit our region. Early on, we sought to reassure the community by providing up-to-date and accurate information from reliable sources (government, institutions, local front-line organizations, and more). As things were changing at a rapid pace, we did our best to keep up with local emerging opportunities and needs in order to share these far and wide. Our goal was to highlight the importance of the work being done and promote opportunities for collaboration. The increased level and pace of communication through the pandemic was a challenge but we worked hard to adapt and have learned valuable lessons. Below are some of the communications efforts we accomplished during this time.

### SNAPSHOT OF OUR WEST ISLAND COMMUNITY HEROES

Since the beginning of the pandemic, community organizations have rolled up their sleeves to multiply the services they offer and have found innovative ways to support their community like never before.



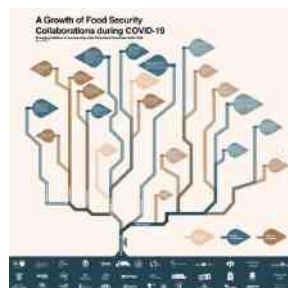
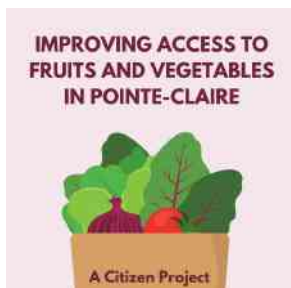
The TQSOI wanted to make sure that these efforts did not stay in the shadows. Through the months of May and June, West Island community organizations were invited to fill out a survey to share the incredible work they do. Twenty-one organizations came forward and told us about the services they regularly provide and how these changed during the pandemic. They also provided us with touching client testimonials. With the information collected, we highlighted the strength and adaptability of our community with a snapshot of organizations as Innovation Heroes, Virtual Heroes, Amplification Heroes and Companion Heroes. These were shared in our Newsletter and on Facebook where we reached over 3.5K people.

# COMMUNICATIONS REPORT

## COVID-19 WEBSITE TAB

We hosted a COVID-19 tab on our website for a page dedicated to information and resources for the following essential categories - Financial Aid, Food Security, Housing and Helplines. We also included the category “How to Help” to provide people with information on how to get involved in their community and lend a hand to those in need, as well as “Making the Best of it”, which contained a document with ressources on how to stay engaged and active during confinement. We also shared this information in our monthly newsletter.

## INSTAGRAM



Our Instagram is a tool that we are using to connect with different sectors of our community in the West Island.

Developing our Instagram page is an opportunity to connect with youth in the West Island, and promote the TQSOI's activities to members of the community who are unaware of the work of our organization.

The TQSOI Instagram page has over 200 followers, follow us for updates!

Check us out at  
**@tabledequartiersud**



# EVALUATION REPORT

TABEAU DE LA CONFORMITÉ DE VOTRE TABLE DE QUARTIER  
AUX CRITÈRES DE L'INITIATIVE MONTRÉLAISE – CLASSEMENT 2020

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

CRITÈRES D'ÉVALUATION									
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 : ●

## EVALUATION AND CONFORMITY FEEDBACK

Each year, all Table de Quartiers submit their reports to the Initiative montréalaise du soutien au développement social local, which conducts a summary evaluation and compliance analysis. We are proud to share that the TQSOI has received perfect ratings for all evaluation criteria. The evaluation committee found that the TQSOI has a sound management of funds and has a very good command of all the criteria of the Terms of Reference. The committee determined that the quality of the work done to mobilize multiple community stakeholders and the outputs produced by the TQSOI are noteworthy. In addition, the planning presented is clear, with well-defined areas of work. Finally, the proposed evaluation approach was considered to be very engaging.

## OUR EVALUATION PROCESS

We evaluate our Territorial Social Development Action plan on an ongoing basis with our committees. We also continually assess the needs and functioning of our committees. The satisfaction of our mobilized citizens and groups is evaluated during our meetings and events. The results of these evaluations are assessed and the feedback is integrated into our practices.

# THANK YOU!

## THANK YOU TO OUR COLLABORATORS

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Thank you to our fantastic team, our interns, summer contractors 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

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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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