



2020/2021 ANNUAL REPORT

A photograph of two women in conversation. The woman on the left has long, light-colored hair and is wearing a dark top. The woman on the right has short, light-colored hair and is wearing a bright green top. They are both smiling and appear to be in a professional or community setting.

TESTIMONIALS (IN THEIR OWN WORDS...)

“During COVID-19 West Island Mission has had to rely heavily on the community to ensure our families struggling with Food Insecurity on the West Island are being cared for properly. Thankfully, we’ve developed strong relationships with organizations like TQSOI (...) which has been our voice and advocated for us on many fronts (...). Without their assistance we would not have had the same funding opportunities come our way. (...) these collaborations are extremely important to WIM and the community at large.”

Suzanne Scarrow, Directrice de West Island Mission



“Over the past year I have had the pleasure of working with Camille (TQSOI). The dedication she has shown to helping the organizations she works with has been absolutely stellar. Camille on many occasions has gone above and beyond (...) She is constantly checking in to assess our needs and see how she can help with them. Being the largest Foodbank in the West Island, we are constantly challenged to meet the growing needs of our clientele and Camille is one of the people who contributes greatly in facilitating this challenge. (...)”

Craig Shaw, Assistant director at Onrock Community services

TABLE OF CONTENTS

- 2** Message from the President
- 3** Message from the Director
- 4** About the TQSOI
- 6** TQSOI Members
- 9** Our Social Development Process
- 10** Our Committees
- 36** The Collective Impact Project (PIC)
- 40** Events
- 42** Communications Report



MESSAGE FROM THE PRESIDENT



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

Another whole year for the TQSOI community! We have experienced many trials and several success stories together during the COVID-19 pandemic which does not seem to want to leave us. We continued to create great projects and great initiatives throughout the year. I always want to thank the volunteers and our members who support us and who dedicate themselves to advancing the priority issues on which TQSOI works: food security, transport, housing, poverty reduction and social inclusion, and health and social services, and social development. All of our committees have continued in action mode and I would like to thank everyone who has and continues to contribute to the success of these committees.

In addition, and among our achievements for 2020-2021, the TQSOI continued to participate in the social development of the West Island as a member of the steering committee with stakeholders and our partners from the North of the West Island of Montreal. This committee was set up to facilitate social development in the southern and northern territories of the West Island. We also showed leadership during the COVID-19 crisis to support concerted food security efforts. And we continue our work within the framework of the Collective Impact Project (PIC). We are very proud of our achievements which would not be possible without the hard work of our team (Alena Ziuleva, Alexandra Laham, Camille Rivet, Piotr Boruslawski, Nat Pace, Anne-Estelle Taranu, Roxana Stoleru, Andreea Tater, and Piere-Romain Destroy).

A big THANK YOU to Alena Ziuleva, Director of TQSOI, to my colleagues on the Executive Committee - Franca Kesic (Vice-President), Tania Charron (Secretary), Mark Walford (Treasurer), Katie Hadley (Trustee), Ian Candfield (Officer), Giovanni Farinacci (officer), Françoise Girard (officer), Daria Nardoza (officer), Joya Raffari (officer), and Stephanie Trenholm (officer). Thank you also to all citizens, non-profit and private organizations, and communities who helped us during 2020-2021.

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,

I would first like to take this opportunity to thank the entire TQSOI team.

I want to underline the importance of your work and the magnitude of the positive impact you are making in the community.

Thank you to the TQSOI board of directors for their hard work, motivation and commitment to the development of our organization.

Thank you to the members of our committees for sharing your expertise and talents, the union of our forces is a guarantee of positive changes in our community.

Past year was marked by many challenges and opportunities. An ongoing pandemic forced our team to leave our office and work remotely. It's hard to believe, but this is our second annual report that we are writing from our home offices. We welcomed new members to our rapidly growing team. Looking forward to meeting you in person!

By reading the activity report you will see that we have completed an impressive number of activities. Together we have done a great job improving people's living conditions, which gives meaning to our existence as an organization.

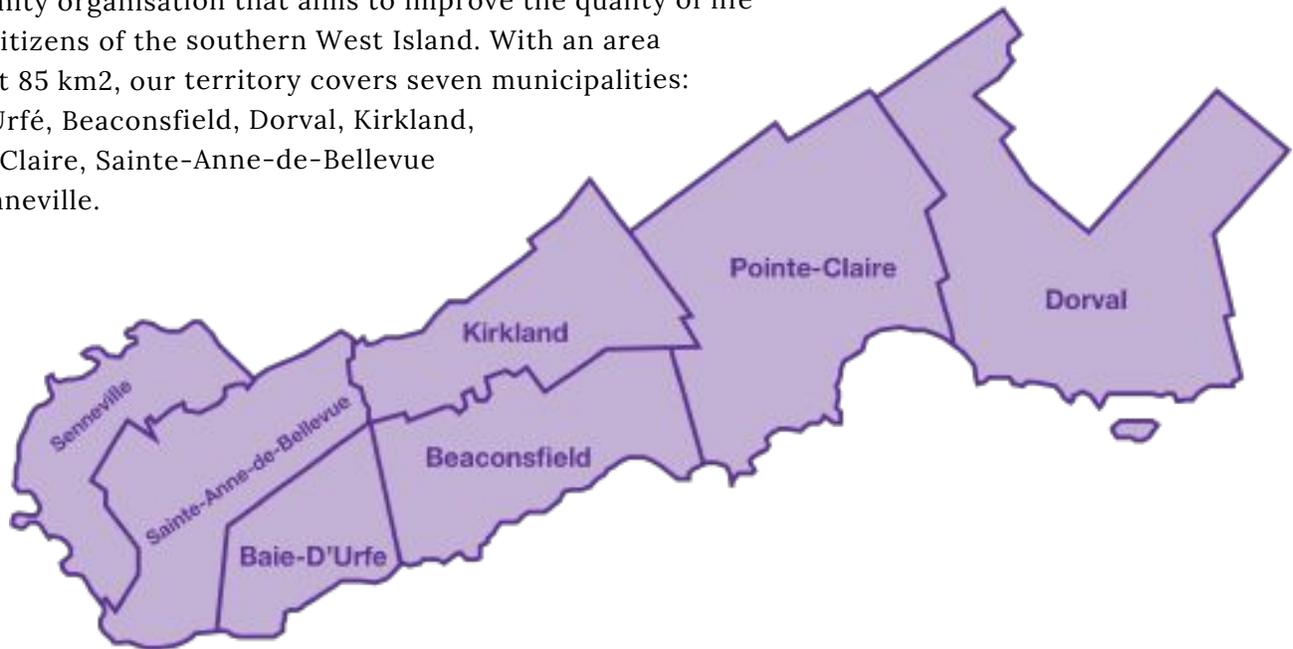
For this coming year, I wish everyone that the fundamental values that drive the TQSOI be present in each of our decisions and actions.

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 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	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	Mark Walford	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
Secretary	Daria Nardozza	West Island Network of Churches
Officer	Ian Candfield	CIBC Wood Gundy
Secretary	Roya Jaffari	West Island Citizen Advocacy
Officer	Katie Hadley	West Island community Resource Centre

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.



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.



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



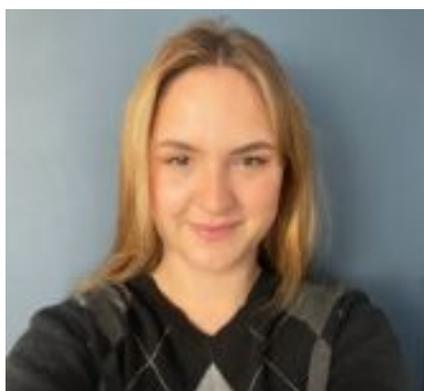
Nat Pace
Housing Project Coordinator

Nat is passionate about social justice and implementing forward-thinking, community-based solutions to housing issues. They hold a bachelor's degree in Geography and Cultural Studies from Wilfrid Laurier University and a master's degree in Urban Planning from McGill University.



Roxana Stoleru
Project Coordinator, Community Health

Roxana Stoleru has been involved in supporting West Island art community for over ten years. She is also an advocate for sustainable living and she is always on the search for new ways to apply it in as many aspects of her life. Roxana has a Business Administration Degree from the Academy of Economic Studies (Bucharest, Romania) and a Master of Science degree in Environmental Assessment from McGill University.



Andreea Tater
Outreach Agent, Community Health

Andreea Tater is dedicated to creating a direct conversation with members of the community and developing a safer environment for them amidst the world pandemic. Being a first-generation immigrant taught her the importance of community and collaboration to lift and push each other forward. She is on the path to obtain her Bachelor's Degree in psychology at McGill University and plans on furthering her education in the field of psychology.

The TQSOI also wants to acknowledge the work of Meagan Carter, Pierre-Romain Destruy, Jia Chen Mi, Renaude Morin, and Anne-Estelle Taranu and thank them for their contributions during 2020-2021.

TQSOI MEMBERS

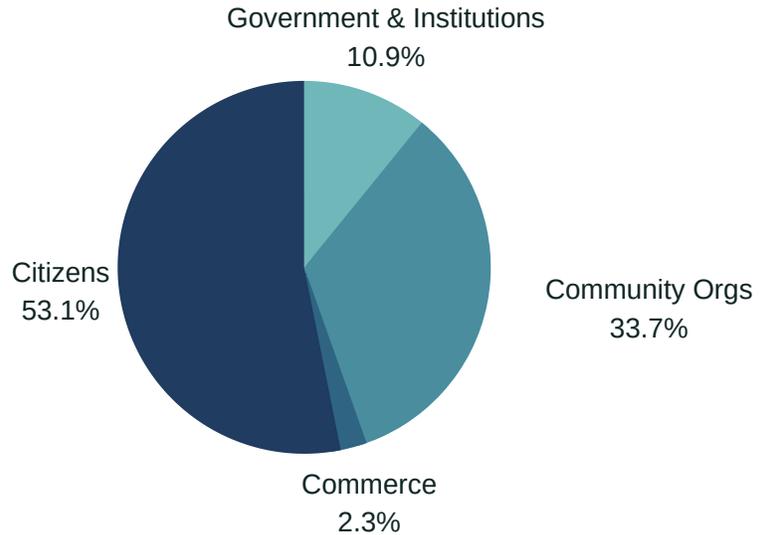
Many of our members wear multiple hats as local residents who play roles in the community, government or business sector. This year we have 93 citizen members, 59 community organizations and 19 representatives from institutions, commerce and government.

MEMBER GROUPS

ABOVAS

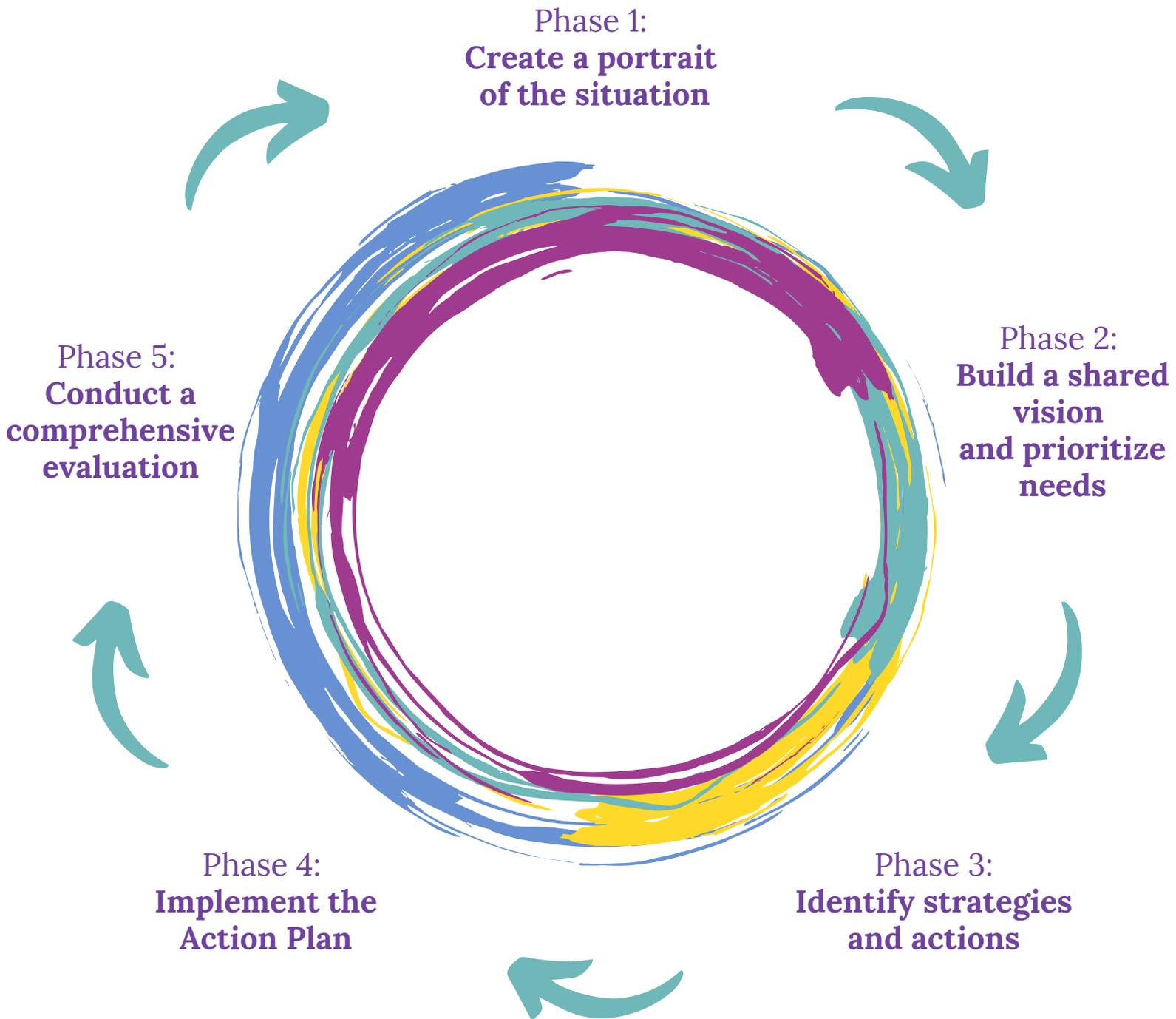
- Action jeunesse de l'Ouest-de-l'Île (AJOI)
- African Canadian Development and Prevention Network
- Alzheimer Society of Montréal
- Arthritis West Island Self Help Association (AWISH)
- Baie d'Urfé Friends of the Environment
- Beaconsfield Citizens Association
- Big Brothers Big Sisters of the West 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



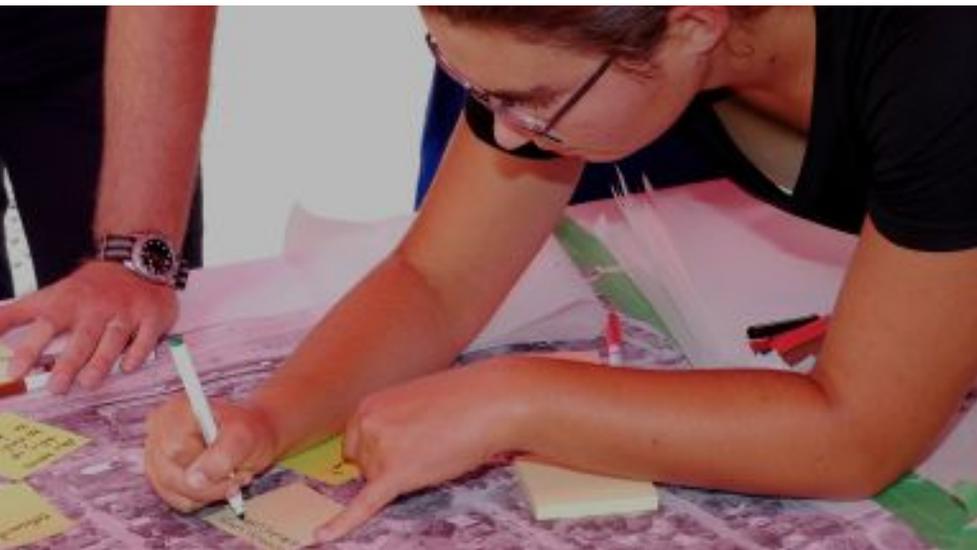
OUR COMMITTEES

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	11	3
Poverty Reduction & Social Inclusion	17	12
Food Security	20	5
Housing	12	13
Social Development	10	0





SOCIAL DEVELOPMENT COMMITTEE

VISION

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

ACTION PLAN: PROGRESS AND ACCOMPLISHMENTS

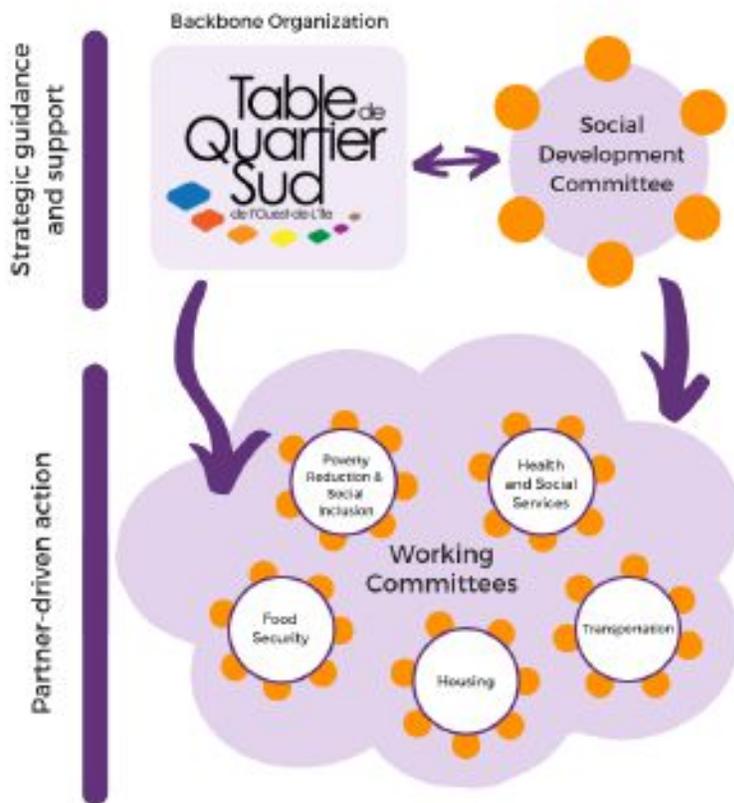
Since June 2019, the TQSOI has been actively involved in the work of the West Island steering committee in order to develop a new concertation mechanism dedicated to the social development of the territory.

In light of the ongoing pandemic, and due to a greater focus on the work of the West Island steering committee, the TQSOI Social Development Committee had to put on hold many of its planned activities.

LOOKING FORWARD

In the coming year, the committee is planning to undertake activities to evaluate the impact of the first social development action plan. The committee is also aiming to start a new territorial strategic planning.

The TQSOI will continue offering its support to the West Island Social Development steering committee.



IMPACT

- **COLLECTIVE ACTION:** Continued alignment of activities between various projects and committees.
- **SUPPORTING HARMONIOUS ACTIVITY:** The TQSOI continues to play a pivotal role to ensure that West Island wide social development activities are aligned and coordinated with local initiatives.
- **EXPLORING ALTERNATIVES:** The TQSOI actively contributes to the development of alternative solutions to a more comprehensive social development model for the whole West Island.
- **COLLABORATION & PARTNERSHIP:** We connected and partnered with key stakeholders in the northern West Island, contributed to the development and supported their projects.



FOOD SECURITY COMMITTEE

VISION

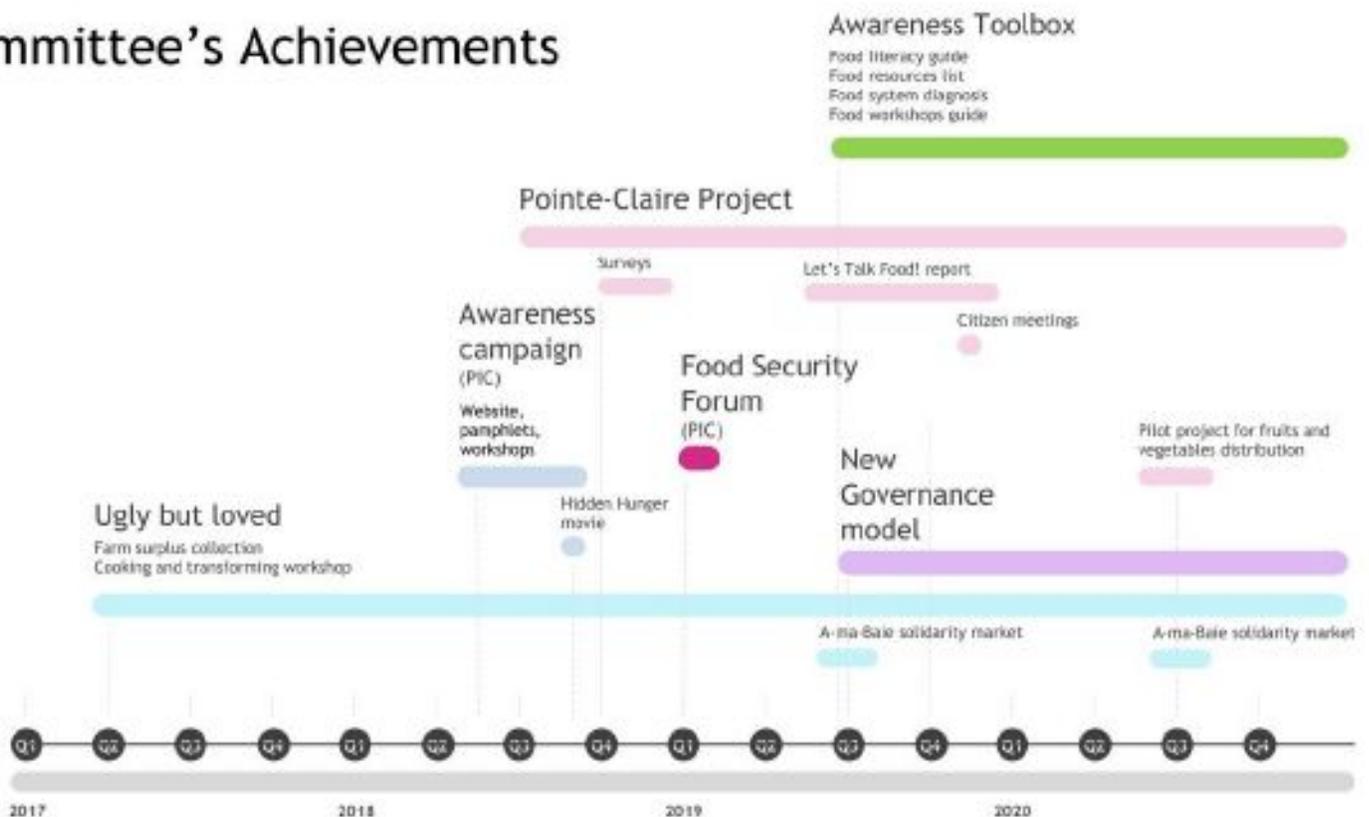
Creating access to healthy food for all residents of the West Island.

ACTION PLAN: PROGRESS AND ACCOMPLISHMENTS

In 2020, the food security community was turned upside down by the pandemic, which led the TQSOI to focus on certain essential actions to respond to the crisis - see the COVID-19 section below for more details.

The activity of the food security committee slowed down indeed during the first months of the pandemic, to finish 2020 with strength as we welcomed new members and did an overview of the various initiatives supported by the committee. The meetings were then focused on the accomplishments of the committee since 2016, with regard to the action plan. In addition, the TQSOI and Bread Basket renewed their partnership to facilitate the committee together.

Committee's Achievements





FOOD SECURITY COMMITTEE

IMPROVING ACCESS TO FRESH FRUITS AND VEGETABLES IN POINTE-CLAIRE

Thanks to funding from the Direction régionale de santé publique (DRSP) and the support of its local partners, the TQSOI is pleased to coordinate a project that aims at improving access, both physical and economic, to fresh fruits and vegetables in Pointe-Claire. It is the residents who live in the heart of the municipality, who are at the center of this project.

After the concertation process with local residents (2019-2020), a pilot project of fruits and vegetables distribution was planned and implemented during the summer of 2020. It is the result of a collaboration between the TQSOI, Bread Basket, West Island farms, the Proximity card program of the Carrefour alimentaire center-sud, residents of Pointe-Claire, the city of Pointe-Claire and Office Municipale d'Habitation (OMH).



"I participate in the project because it introduces me to new fruits and vegetables and I can get involved in my community."

"I love the freshness of vegetables, close to home, affordable, the taste is sublime!"



This system has been designed in an inclusive, accessible and sustainable way. It included two types of distributions where orders were either taken and prepared in advance (COVID-19 friendly!) or participants could shop at a "mini-market".

Participants were also able to benefit from the Proximity Cards program to make their purchases; a card with a monthly amount of \$ 25 to \$ 100 (depending on the size of the household). Seven distributions were organized between July and October, totalling 168 baskets, 55 participants, with the support of 9 volunteers.



FOOD SECURITY COMMITTEE

COVID-19

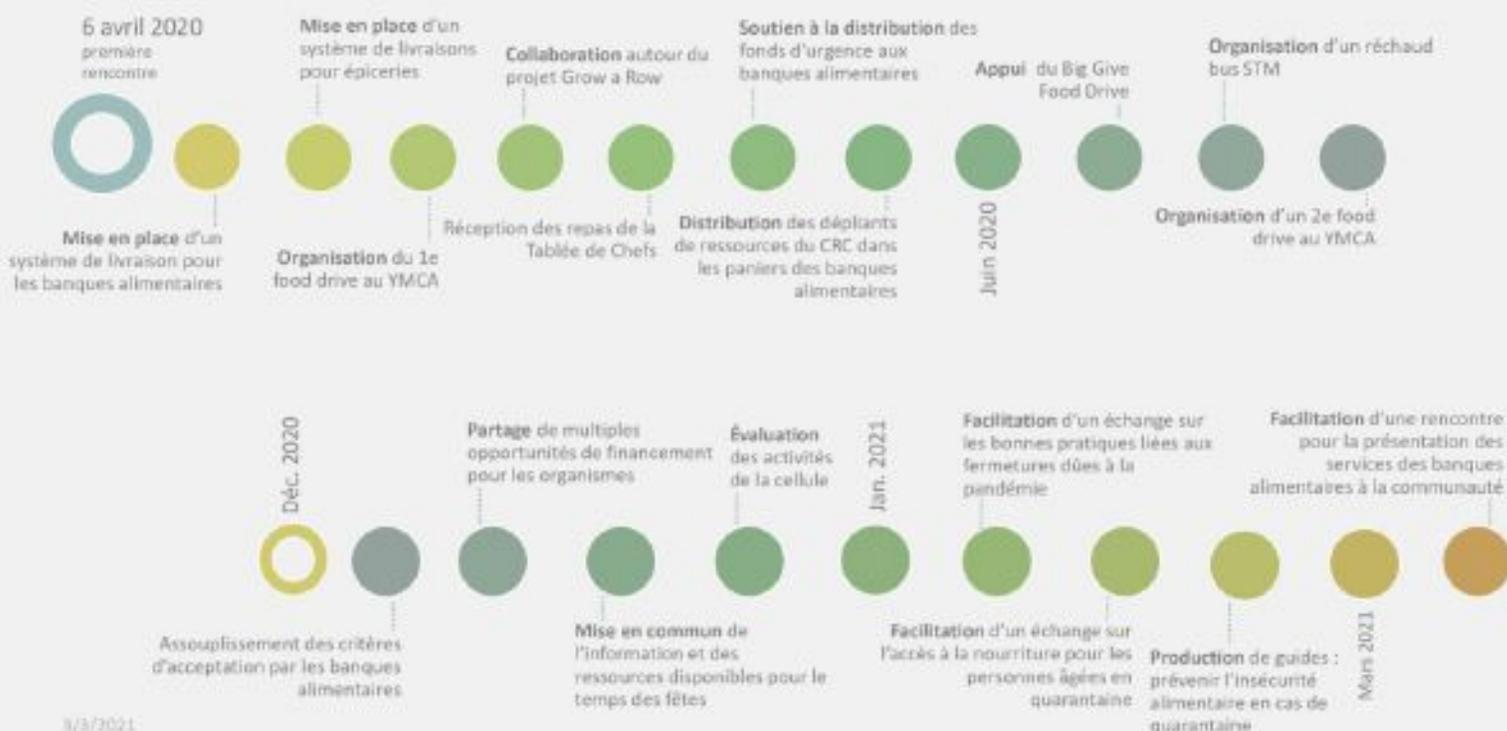
FOOD SECURITY INTERVENTION CELL

The Food Security Intervention Cell, created in April 2020 by the TQSOI, is a space for all West Island food security stakeholders and their allies (municipalities, boroughs, community organizations and institutions) to: share real-time information, work together, help each other out and develop initiatives to meet the urgent needs of the population and front-line organizations facing pandemic emergencies. Each meeting brings together about fifteen organizations and changing actors.

The Cell allows, among other things, the sharing of resources and useful contacts, the sharing of opportunities (funding, volunteers, equipment, etc.) and ad hoc assistance in response to urgent situations (surplus of food, lack of resources, organization of events, tool development, etc.).

Cellule sécurité alimentaire de l'Ouest-de-l'île

Historique et accomplissements





FOOD SECURITY COMMITTEE

COVID-19

COMMUNITY INITIATIVES

The Food Security Intervention cell, the multiple emerging and strengthened collaborations within the West Island community and the growing needs, led to TQSOI mobilization around a plurality of initiatives - both as an instigator and a project leader or by offering support around fruitful collaborations. Here are some examples of community initiatives put in place to address growing food insecurity and support our local food banks during the pandemic:

- Collaboration around the organization of two food drives (April - August 2020) to the benefit of West Island Food banks.
- Support for the “Miracle of March 13” and “Miracle of September 13” food drives.



Food drive at the West Island YMCA in August 2020.

Organizers: Meagan Sommerville - YMCA, Camille Rivet - TQSOI, Daria Nardozza - West Island Network



FOOD SECURITY COMMITTEE

- Collaborative development of a guide to prevent food insecurity and provide resources to residents of the West Island.
- Collaboration around the organization of an event for the distribution of hot meals "Food truck" style, in a context of physical distancing.
- Collaborative development of guides of "good practices for professionals".
 - How to prevent and respond to the closure of my organization?
 - How do I refer clients in quarantine for troubleshooting food resources?
- Funding support for multiple organizations working in food security in the West Island, in collaboration with Centraide.
- Support for the development of a grocery delivery system, when businesses could no longer meet demand.
- Organization of the West Island Food Bank Meeting, a virtual event where 3 banks shared information with an audience representing 20 organizations, municipalities and churches.



Volunteers and beneficiaries during the "Food Truck" event on May 25, 2020 in Dollards-des-Ormeaux and Pierrefonds-Roxboro.



FOOD SECURITY COMMITTEE

LOOKING FORWARD

As a new year is upon us, the Food Security Committee wishes to complete the promotion of the awareness tools developed under the PIC project and *Are You Hungry?* awareness campaign. Some of these tools have not reached their full potential and a variety of audiences. Therefore, the committee makes it its main objective for the coming year.



That being said, the pandemic is not behind us and the initiatives presented before are still relevant today. In parallel to the committee's efforts to continue to raise awareness with elected officials, the community and residents, when it comes to food insecurity, we will continue to nurture spaces for consultation and networking - such as the Food Security Intervention Cell. We will also continue our efforts to support local organizations and initiatives.

As for our project in Pointe-Claire, aiming to improve access to fresh fruits and vegetables, we will take on the challenge of building from scratch, with key partners, a local public market in the heart of the municipality.

IMPACT

- **COLLABORATION & PARTNERSHIP:** We connected and partnered with key food security stakeholders.
- **MORE RESOURCES, MOBILIZED FUNDING:** Food security challenges in the West Island became more evident during the pandemic. We assured the flow of financial aid as well as donations to the local food banks.
- **SUPPORTING HARMONIOUS ACTIVITY:** The Committee continues to play a leadership role in aligning and coordinating food security initiatives in the West Island.
- **EXPLORING ALTERNATIVES:** We are building from the ground up with Pointe-Claire residents, alternatives to food insecurity by improving access to fresh produce.



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

The Housing Committee continued to meet regularly throughout the year through a virtual platform. These meetings allowed members to keep in touch with each other, to stay up to date on housing issues and provide feedback on ongoing projects. The PIC initiative, Housing for All, was a major focus for the committee, with members supporting the development of the project and participating in its events. The committee also learned about alternative affordable housing models, including community land trusts and affordable real estate investment strategies.

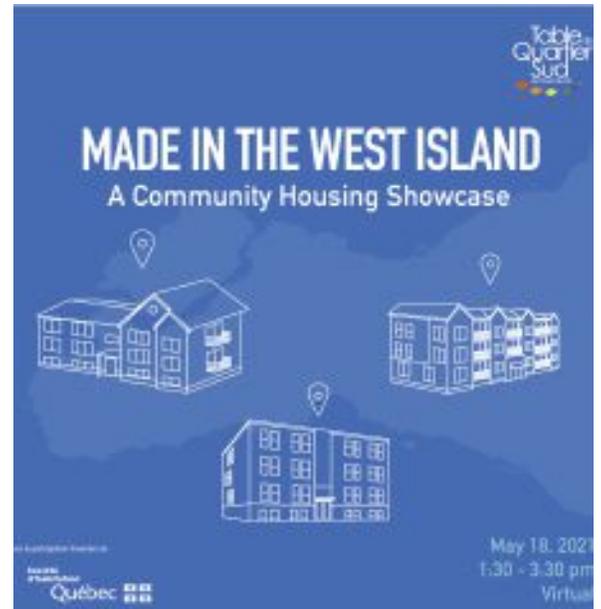




HOUSING COMMITTEE

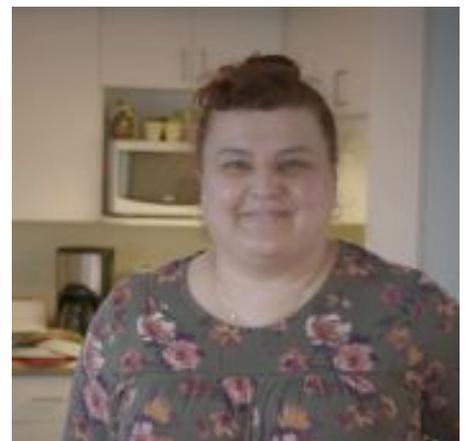
Housing Tours

Since 2019, committee members have sought to develop their own expertise on community housing by planning and going on internal housing tours. The housing tour model was granted funding by the Société d'habitation du Québec (SHQ) in late 2019 in order to provide this opportunity to the community and key stakeholders. Despite a strong demand for community housing, misconception, stigma and knowledge gaps often impede the development of these projects. In order to address this, the project **Made in the West Island: A Community Housing Showcase**, housing tours event, was developed. The event had to be adapted to the reality of an ongoing pandemic, with in-person tours replaced by virtual tours in a format of an individual documentary covering three community housing projects.



This dynamic virtual event features expert presentations, original short films, and guided discussions. The event aims to attract attention of elected officials, community groups, housing professionals, residents, and other stakeholders. The films each showcase a community housing project in the West Island, featuring interviews with directors, staff, residents, and elected officials. The screening is scheduled to take place on May 18th, 2021.

The videos can also be watched on the TQSOI's Youtube channel.



Stills from the films



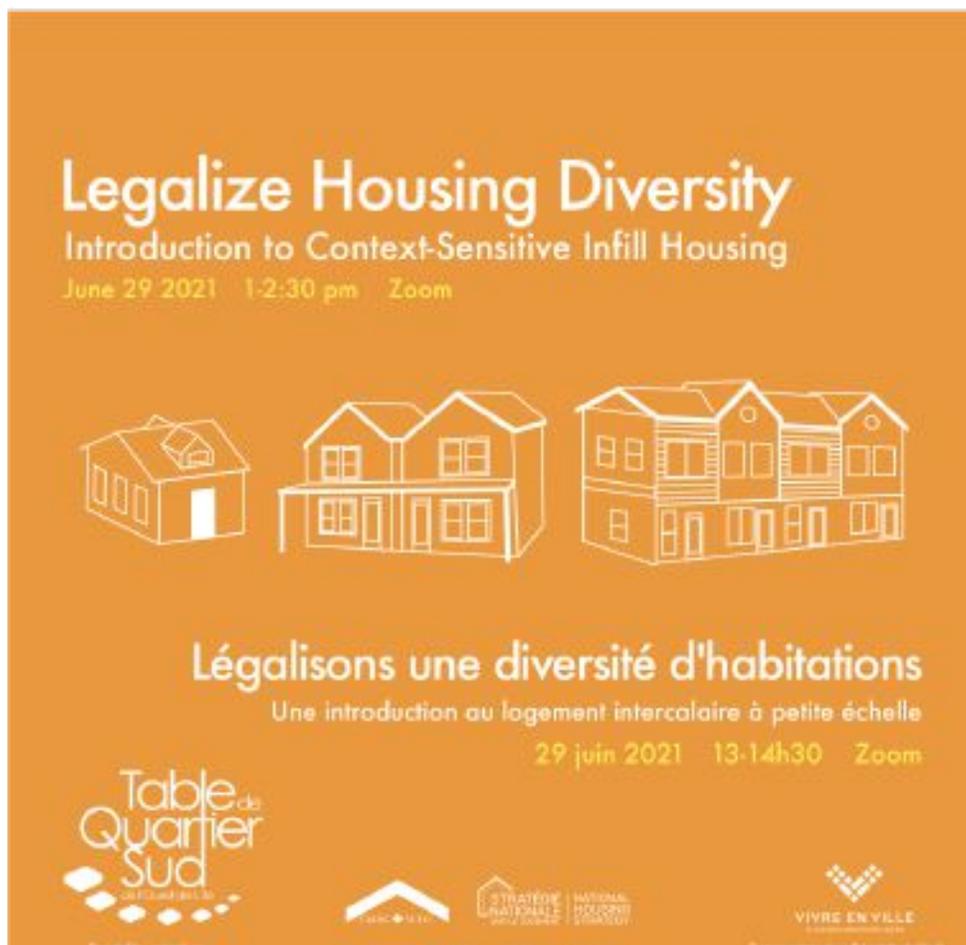
HOUSING COMMITTEE

Affordable Infill Workshops

The TQSOI and its Housing Committee aims to increase the affordable housing stock in the southern West Island. However, we cannot do this alone. Partnerships and the engagement of local leaders are essential to achieving this objective, including elected officials.

In 2020, the TQSOI received funding from the Canada Mortgage and Housing Corporation (CMHC) to raise awareness among elected officials and other stakeholders on issues related to affordable infill housing. Infill housing is the insertion of additional housing units into an established neighbourhood, which is particularly suited to the West Island suburban landscape, and a critical component of suburban municipalities advancing their long-term social and environmental goals.

The Bringing Affordability to the Suburbs project will feature 4 online workshops covering topics such as suburban densification strategies, greyfield redevelopment, adaptive building reuse, and accessory dwelling units (ADUs). Experts from Vivre en Ville, Arpent, and CMHC will be joining the workshops as guest presenters, with more to come!





HOUSING COMMITTEE

Housing Advocacy

Beyond these events, we continue to advocate for affordable housing at multiple levels, including the municipal, provincial and federal levels. Particularly in Sainte-Anne-de-Bellevue, within the context of the development of the Anciens-Combattants site and the inclusion of an affordable housing project.

In September 2020, with our partner Bâtir son quartier and Sainte-Anne-de-Bellevue director general, we held a presentation with the objective to bring together members of the community interested in learning more about the opportunity to take on a community housing project. Information was presented on the development of the Anciens-Combattants site and on the community housing project itself, as well as what it means to lead such a project in terms of role and responsibility and the support that the technical resource group Bâtir son quartier provides. Ultimately, the goal was to identify one or some potential groups to take on the project. This is currently on hold, as we work with our community partners to ensure that the funding and municipal support for the project endures.

Did you know

that community housing is coming to Sainte-Anne-de-Bellevue?

Learn about how you can get involved.

Saviez-vous

qu'un projet d'habitation communautaire arrive à Sainte-Anne-de-Bellevue ?

Découvrez comment vous pouvez vous impliquer.



Martin Bonhomme, Directeur général, Sainte-Anne-de-Bellevue

Caroline Freulon, Agente de développement, Bâtir son quartier

Alexandra Laham, Chargée de projet, Table de quartier sud de l'Ouest-de-l'Île (TQSOI)



HOUSING COMMITTEE

Comité logement

The COVID-19 pandemic, combined with our current housing crisis, has increased the fragility of West Island tenant households. 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, specialized in providing information and support to tenants when they face situations such as evictions, unfair rent increase or poor living conditions.



In 2020, the TQSOI produced a feasibility study for a West Island comité logement. With this in hand, we applied to the Community Housing Transformation Centre to fund the establishment process for a comité logement in our territory. The goal of this project is to create a resource in the West Island to inform tenants of their housing rights and responsibilities, support them in the defense of their rights and raise awareness and advocate for policy change on their behalf. Our application was a success and the 3-year project will launch its first phase in May 2021:

- The first phase consists of building internal capacity, informing and engaging the community around the project using various communication tools and events.
- The second phase will bring these actors and other key stakeholders together to develop the foundation to establish a comité logement.
- The final phase consists of building the comité logement into a long-term, sustainable and independent organization; this includes securing long-term mission funding.

The comité logement establishment process is designed to ensure the involvement of West Island tenants in every step of the establishment process.



HOUSING COMMITTEE

LOOKING FORWARD

The Housing Committee is committed to finding diverse solutions and opportunities to address the affordable housing needs of West Island residents. With this in mind, the committee plans to:

1. Explore community-based affordable housing models and learn from others.
2. Support local emerging opportunities and initiatives.
3. Build multi-level capacity to address housing needs and issues, for residents, local groups, community organisations and elected officials.



IMPACT

- **RESOURCE BUILDING:** The approximately 22 000 tenants that make up the West Island do not have an organization to seek help from if their housing rights are being infringed upon. This year's work to secure funding for the establishment of a comité logement will allow us to build this resource to address this significant gap in service.
- **HIGHLIGHTING CAPACITY:** Whether it be recent or emerging projects, the West Island has community housing projects that demonstrate resourcefulness and leadership of the citizens and communities who came together to create housing for those in need. These are highlighted in our Housing Tours event and provide the community with knowledge on how to successfully build affordable housing projects and overcome the stigma associated with them.
- **EXPLORING ALTERNATIVES:** The housing sphere is complex and there isn't a single solution to address the need for affordable housing. In an effort to understand this complexity and explore a variety of solutions, the committee explored alternative models and approaches to the issue. Work was also done to present alternative solutions to elected officials in order to encourage leaders to commit to affordable housing.
- **MORE RESOURCES, MOBILIZED FUNDING:** In addition to an ongoing partnership with Centraide, the Committee secured funding for its housing projects with SHQ, CMHC and the Community Housing Transformation Centre.



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 focused on pressing needs of isolated seniors in care facilities on the West Island and they were successful in encouraging a pilot project providing WIFI for all seniors in CHSLDs.

They also continued to engage with the West Island CIUSSS and assured constant presence of CIUSSS representatives at our health committee meetings. 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.



Opportunities were explored to provide feedback from the community to the West Island CIUSSS.

A COVID-19 West Island Health Squad was set up.



HEALTH & SOCIAL SERVICES COMMITTEE

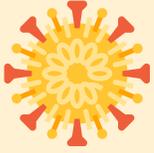
LOOKING FORWARD

- Explore mental health support for community workers, staff and directors.
- Focus on senior population.
- Develop new ideas and programs, identify gaps in services and solutions.
- Explore how the use of technology can enhance health and wellbeing.
- Improve communications channels with the WI CIUSSS.
- Access to services by Anglophone population.



IMPACT

- **COLLECTIVE ACTION:** Continued alignment of COVID-19 raising awareness activities.
- **MORE RESOURCES, MOBILIZED FUNDING:** Collaborated with the WI CIUSSS and Fondation Philanthropique as well as local community organizations on the local COVID-19 awareness action plan, assured funding distribution to partner organizations.
- **COLLABORATION & PARTNERSHIP:** We connected our partnership with the West Island CIUSSS.



COVID-19 WEST ISLAND ACTION PLAN COMMITTEE

VISION

A concerted COVID-19 action plan is a practical and operational tool for organizing the community response to the pandemic. Based on the World Health Organization (WHO) model of "strengthening preparedness and support in the response to COVID", this action plan aims at curbing the transmission of the disease, reduce mortality related to COVID-19 and support the Government of Quebec's vaccination campaign in the territory covered.

In the summer of 2020, a consortium of philanthropic foundations began supporting community action plans to reduce the spread of COVID-19 in Quebec. The first phase of funding demonstrated the strength of the mobilization of Quebec communities to deal with the pandemic. The second phase of funding began while Quebec was still grappling with the second wave of the pandemic, noticing that community transmission rates remain high and that deaths outside of health facilities are more numerous than in the first wave.



However,
vaccination
is now upon us.

Building on recent learning,
new action plans are funded
to empower communities to play an
important role in supporting the population
in the coming months which will be crucial to
contain the pandemic and attain community immunity.

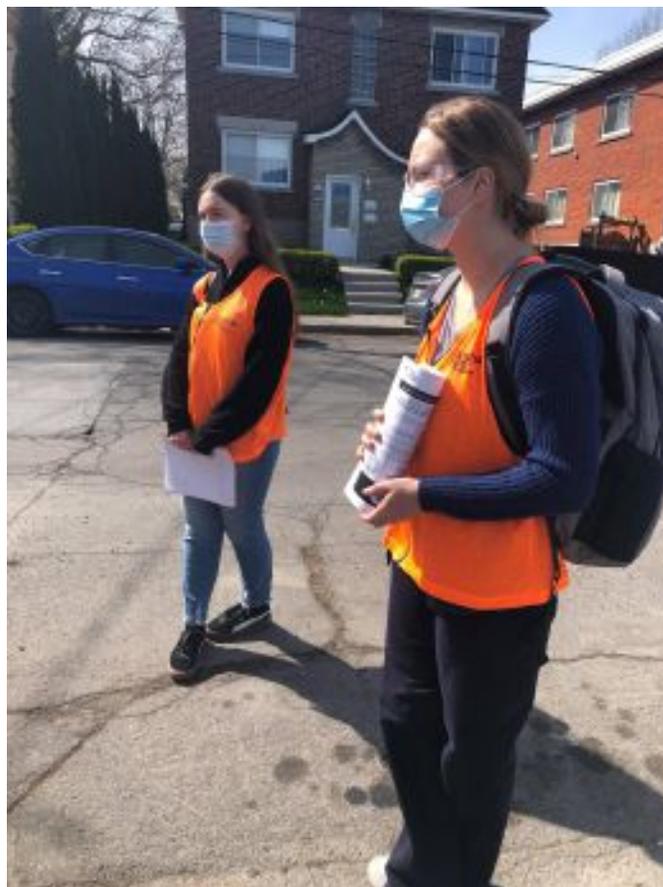


COVID-19 WEST ISLAND ACTION PLAN COMMITTEE

ACTION PLAN: COVID-19 WEST ISLAND

For West Island, the project trust is provided by the Table de Quartier Sud de l'Ouest-de-Île, TQSOI. A monitoring committee meeting every two weeks is made up of the various partners involved in the project: project coordination, the Table de Quartier Sud de l'Ouest-de-Île, TQSOI; the West Island CIUSSS; the West Island Community Resource Center, CRC; West Island Civic Advocacy, WICA; West Island Youth Action, AJOI; West Island Volunteer Accompaniment Service, ABOVAS; the Cloverdale Cooperative; the Borough of Pierrefonds-Roxboro and the City of Dollard-des-Ormeaux; Covid Quebec Fund project manager; Red Cross Canada.

The main objectives of the West Island Action Plan Project are to support the CIUSSS vaccination campaign in West Island, to curb the community spread of the COVID-19 virus and to offer support to people in the community who are at high risk of death from COVID-19.



In order to facilitate its development and implementation, the action plan retains 4 areas of practical intervention:

1. Coordination;
2. Awareness, communication and mobilisation;
3. Support for testing and vaccination;
4. Support for seniors, people at risk and people with COVID-19.



COVID-19 WEST ISLAND ACTION PLAN COMMITTEE

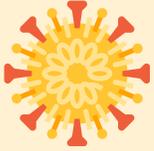
MAJOR ACHIEVEMENTS

The project was launched successfully, with the outreach agents forming the West Island Health Squad. The team underwent intensive hands-on training sessions with experts from West Island CIUSSS, the Red Cross as well as from their colleagues in Lasalle with whom they had the chance to work and benefit from their experience in the field.

The West Island Health Squad already helped with the organisation of several walk-in vaccination clinics in Pierrefonds, Dollard-des-Ormeaux, Sainte Genevieve and even in Lasalle and has started the outreach field work during which the agents were able to fill in almost 4,000 questionnaires in areas pinned as vulnerable by West Island CIUSSS and to distribute pamphlets with the resources available to the West Island population in need. As part of the awareness campaign, a Facebook page and an Instagram account were created, and more projects are foreseen to mark the presence of West Island Health Squad on social media as well.



The West Island Health Squad working with their colleagues from Lasalle - April 2021



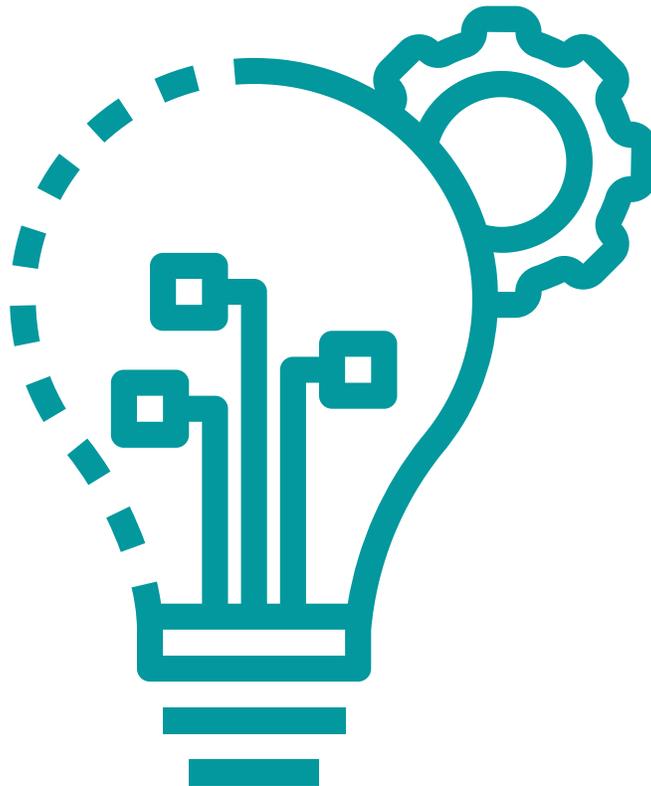
COVID-19 WEST ISLAND ACTION PLAN COMMITTEE

NEXT STEPS

Among the planned activities for the summer of 2021, we want to mention the continuation of the door-to-door activities in vulnerable areas, school and summer camps awareness, and outreach activities in the parks and other summer local events.

The West Island Health Squad will also continue to assist the CIUSS in any other community based mobile clinics.

An awareness video, art related activities as well as other outreach projects are foreseen to mark the presence of West Island Health Squad.





POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

VISION

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

ACTION PLAN: PROGRESS

Despite COVID-19 circumstances, the committee kept tight relationships, checked-in on a monthly basis and furthered its yearly objectives with brio! We tested new communication platforms and tools (to keep our committee as inclusive as possible for all) and meeting frequency was adjusted to our new context. We also welcomed 7 new members representing a variety of community organisations, for a grand total of 17 members! Heading strong into 2020 the committee had a clear focus: **identifying and reducing gaps in West Island services.**

- **Identify gaps in West Island services**

The first action in that direction was to set up a survey to collect information on people's knowledge and use of local services, including their opinion on what's missing in their community. Then, the committee met with the CRC to learn more about what type of phone calls they receive and for which referral is a challenge. See the visual below which came out of these steps.

- **Supporting the West Island community closing gaps in services**

In parallel to our identification effort, the committee took on 2 other missions: developing a better understanding of volunteer recruitment as a means to help reduce gaps and working on the communication of existing services as a means to promote local resources and better inform the population of their existence.



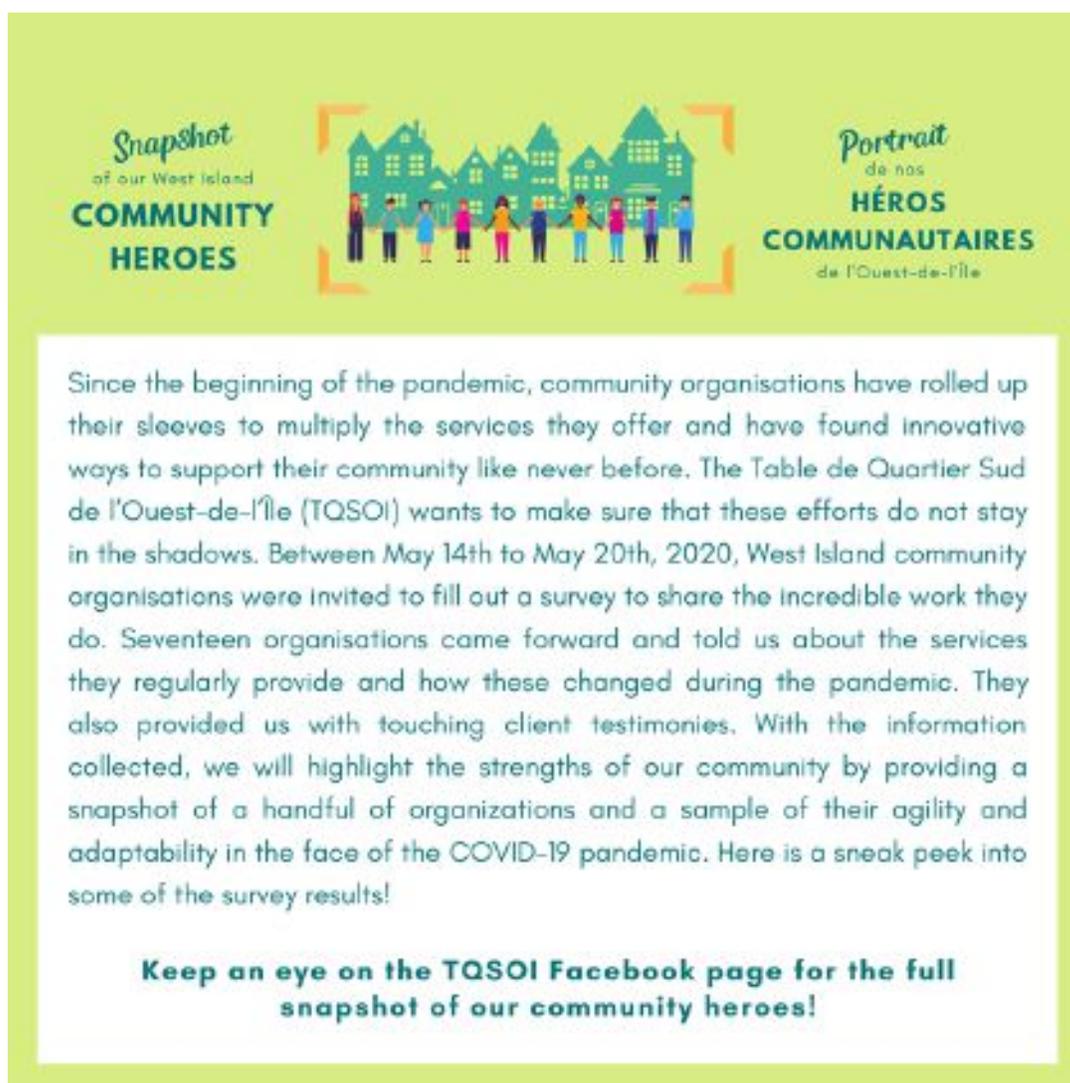


POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

COVID-19

GAPS ASSESSMENT THROUGH COVID-19

The TQSOI, in collaboration with the CRC and the YMCA Ouest-de-l'île took on the mission of collecting statistics about what community organisations were going through in the spring of 2020. A survey was set up and a series of four vignettes known as the “Snapshot of our West Island Community Heros” were used to highlight their accomplishments.



The activity was renewed in the spring of 2021, as the committee validated the data presented above with community members at TQSOI's membership meeting. Organisations' representatives were then invited to share what they hear from their clients and gaps they identify since the beginning of COVID-19.



POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

THE “LOVE YOUR NEIGHBOURS” INITIATIVE

After the original launch of the Facebook page, the mutual aid facebook group (with close to 450 followers!) and the first “*Top 10 ways to love your West Island Neighbours during COVID-19*”, the Love Your Neighbours initiative didn’t take a break. This newsletter provides an overview of all the material produced to encourage west islanders to love their neighbors.

Also, in order to further support our community through this difficult time, the leader of the initiative - the West Island Network and it’s collaborators - TQSOI and Hear Quebec - developed and implemented a series of actions:

- A weekly social media feature of the Top 10 ways, as an incitative for the community to participate.
- 147 porch visits conducted in Pierrefonds with a group of volunteers, in order to help break isolation and inform people about local services.
- A new and revised “*Top 10 ways to love your West Island Neighbours during COVID-19*” came out in October.





POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

EVALUATION OF IMPACTS

As said by committee members, this year,

- We are most **proud** of: our ability to keep meeting and come up with our action plan, our survey and *Love Your Neighbors* initiative - even through the pandemic.
- Our **strengths** were: contributing to social change, seeing impacts of our committee's work on our clients, making resources available and known, promoting autonomy for clients and breaking isolation
- The **roles** we saw ourselves in were: being active, motivated and committed members, with different levels of participation. We form a community.
- We **want** to: align our ambitions with concrete objectives to accomplish in the next 6 months with more actions, clarify our communication plan and better utilize the available resources in our community.

Our strengths: things we are passionate about when it comes to reducing poverty and social exclusion and how can it serve best our community

That people in crisis know where to turn for immediate help and ongoing, caring support.

I'm passionate about breaking injustice, seeing people get the support they need through community relationships and support.

Missing pieces: things we haven't accomplished that we would like to see happen in 2021

We have a draft of a great communications plan, that I look forward to seeing come to life! I'm also interested in seeing different strategies for volunteer recruitment - and if its something that's possible during COVID.

Our portrait: what does it say about us?

Our action plan was slowed down by COVID - but just the fact that we are here and morphed into supporting each other in a positive way is important. Knowing we have recovery ahead of us it's comforting to know we can do it together.

Our pride: committee accomplishment(s) from 2020 we are most proud of

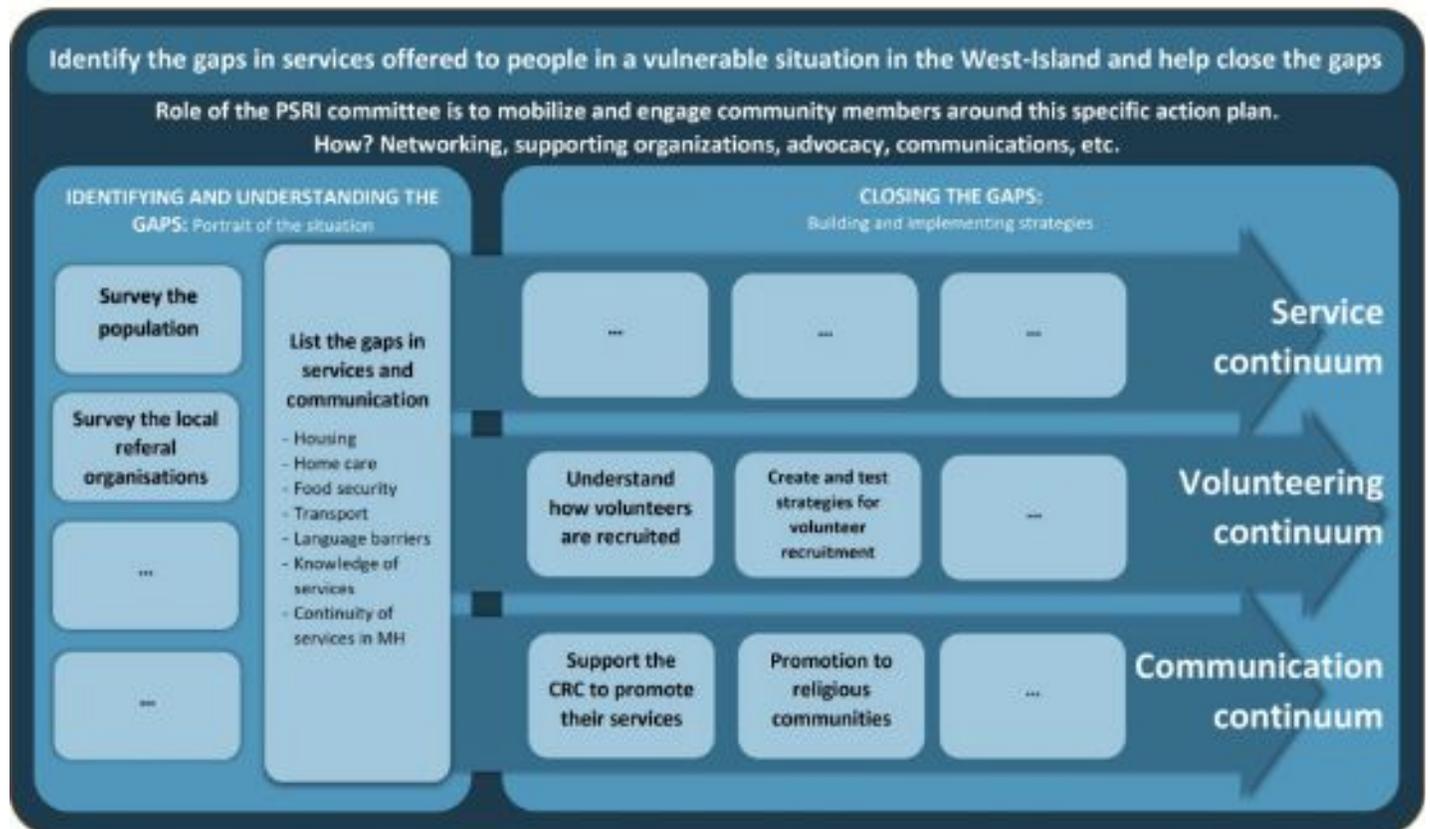
I'm proud of our ability to come together, despite the global pandemic. The way we put our thoughts together and launched a survey to identify gaps in services. I am proud we managed to obtain responses SAFELY and highlight a few key issues. I'm proud that as a group, we are trying to assess actionable "items" and turn this into a concrete plan. I really do enjoy being part of this committee!



POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

LOOKING FORWARD

Last year the committee worked and re-worked their action plan to create and put in place a direction and work steps for their yearly objective. This year, the committee will be able to further advance their work on gaps identification and supporting their bridging, through small task forces with clear focus and concise actions. Here's a sneak peek into our ongoing actions.



IMPACT

- **COLLABORATION & PARTNERSHIP:** We played a crucial role in supporting innovative local solutions to help alleviate social isolation.
- **UNIFYING LEADERSHIP:** The committee took on a challenging mission and turned it into concrete initiatives.
- **IDENTIFYING THE WEST ISLAND REALITIES:** Through surveys and concertation spaces the committee helped our community better understand its needs and gaps.



THE TQSOI AT WORK



THE COLLECTIVE IMPACT PROJECT (PIC)

VISION

West Island collective Impact Project (PIC) is learning to work together by developing structured collective projects.

The TQSOI has been leading the West Island Collective Impact Project (PIC) since 2016 in collaboration with the CRC. PIC aims to bring community partners together to join forces and accelerate change in the fight against poverty.

MAJOR ACHIEVEMENTS OF 2020-2021

Support and implementation of collective efforts:

- West Island steering committee: developing a new concertation structure for social development on the territory ;
- Strategic support for the Table Enfance Famille Jeunesse de l'Ouest-de-l'Île and the regroupements en Petite Enfance de l'Ouest-de-l'Île (Grandir Ensemble et Familles 1 2 3 Go!);
- Strategic planning facilitation for the West Island Mental Health table;
- Support to the new West Island 'cellule d'intervention' for food security;
- And much more!

Housing dossier:

- Transition of the PIC housing dossier from the CRC to the TQSOI.
- New pilot-project with Comité logement St-Laurent to support West Island residents.
- Design & implementation of the collective action plan for housing including: research, development of new tools, webinars, workshops and more.

Collective training opportunities:

- 7 official virtual training sessions on various subjects offered to community partners;
- Continued updates of the "concertation" system diagram in the West-Island and presentations offered on 3 occasions;
- Publication of a new newsletter on training opportunities for the community sector.

Improving the efficiency of our collective communications :

- Continued development of the "West Island HUB", a centralized communication platform for the West Island community sector.
- Publication of a new community sector newsletter.

THE COLLECTIVE IMPACT PROJECT (PIC)

Housing dossier

The vision of PIC: Housing for All is to bring together a wide variety of key players in the community who together create innovative and realistic solutions to support affordable housing on the West Island. The targeted outcome is to develop several strategies (prototypes) to address affordable housing issues in the territory. The strategies identified for this lab will be developed based on the actual challenges of the West Island community.

Action Plan: Progress and Accomplishments

PIC: Housing for All is rooted in the foundations of the Design Thinking method. Unlike conventional ways of thinking, Design Thinking is a method of problem-solving that is non-linear yet structured, and encourages iterative loops of thinking geared toward action. This entails the following 5 steps: empathize, define, ideate, prototype, and test. Housing for All's phases are focused on the people and stakeholders confronted with the housing problem and those that can contribute to implementing solutions. The proposed course of action aims to develop three solution prototypes, as there is no single solution to address the challenges of affordable housing in the West Island.

Beginning in March 2020, Phase 1 included empathizing and defining resident housing and to develop a shared platform in the shape of website to outreach across the West Island. Our Housing Stories initiative shed light on many West Island residents' housing situations by learning their stories. The initiative followed, engaged, and immersed residents and local stakeholders in the issues of housing affordability in the West Island.

October 2020 saw the completion of our West Island stakeholders maps. The infographics were created to document the key stakeholders and their relationship in the context of affordable housing. To keep our project moving forward towards success, the design of our



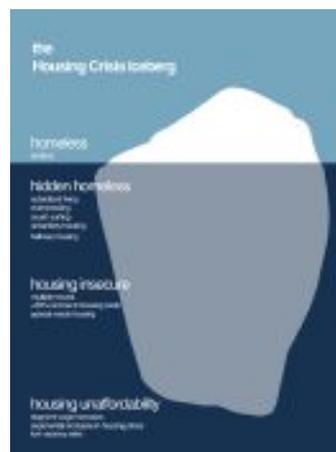
THE COLLECTIVE IMPACT PROJECT (PIC)

stakeholders map continuously gave the team important information about everyone involved. Building an understanding and relationship with stakeholders was integral to our design thinking process.

Also in October 2020, Phase 2 began by deepening our knowledge of affordable housing development in the West Island. This included the creation of the website and monthly newsletter which together unpacked our discovery findings into housing needs, insights, and scope. Based on our understanding of residents and their housing environments, we came up with an actionable problem statement: **Housing for All**.

Over two weeks in November 2020, we hosted three online webinars on the topics of Housing & Health, Housing & Politics, and Housing & Inequality, and we welcomed over 90 attendees. The Housing & webinars featured a diverse group of local experts across 6 different community organizations who engaged on these topics and collectively shared their experiences and knowledge. Together, we explored the immeasurable impact that health, politics, and inequality have on housing.

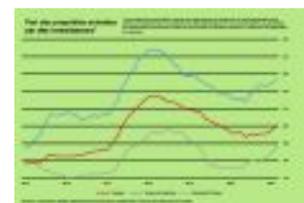
In early 2021, we analyzed the results from Phase 2 in the form of the Idea Workshop. This analysis resulted in creating teams around popular ideas found to be ideal for prototyping solutions to affordable housing in the West Island. In March 2021, as part of Phase 3, the TQSOI hosted a series of workshops designed to choose community-sourced ideas aimed at addressing the issue of housing unaffordability. Participants had the opportunity to collectively discuss these ideas from different perspectives, and collaboratively select and prioritize which ideas were most likely to succeed. The co-created ideas will be prototyped and tested together as solutions to directly contribute to solving the housing crisis that is impacting all West Island residents.



Immobilier
Prix médian des maisons en progression constante pour 4e trimestre 2020

Zone d'arrondissement	Prix médian	Pourcentage d'augmentation
Montréal	150 000 \$	+10%
3rd Land Area - Greater	240 000 \$	+12%
Greater	180 000 \$	+10%
3rd West Area - Greater	180 000 \$	+11%
Greater	180 000 \$	+10%
Pointe-Claire	240 000 \$	+12%
Greater Area - West Island	—	+1%
Greater East	—	+1%

* Source: La Banque Royale du Canada (Banque Royale, 2020). Les données sont basées sur les données de la Banque Royale du Canada.



THE COLLECTIVE IMPACT PROJECT (PIC)

Looking Forward

Our next steps take place in Phase 4, where we will form interdisciplinary work teams around three prototypes to be developed and to accompany these teams in the development of their prototype that can be tested quickly.

The three prototypes are:

1. Tenant rights information sessions with material in multiple languages;
2. Support the supply of emergency housing for residents in vulnerable situations and
3. Help municipalities enable affordable housing

Phase 5, the last phase, intends to document the process, in a spirit of continuous knowledge transfer, to the participants themselves, but also to the community at large. The idea is to produce knowledge transfer tools for future affordable housing strategies.

Impact

PIC: Housing for All facilitated and empowered the West Island community in creating innovative affordable housing solutions that are suitable for the regional context. Through our platforms, residents and local stakeholders shared their knowledge of the current problems, which stimulated brainstorming. With over 120 participants, our webinars and workshops led the community in co-creating solutions for more diverse housing opportunities in the West Island. Each step of the process aimed to encourage active contribution of various community actors by inviting them to engage in the proposal and the actualization of solutions. This ultimately taught the West Island community to collaborate in a more productive and beneficial way, and continues to effectively develop structured housing projects.

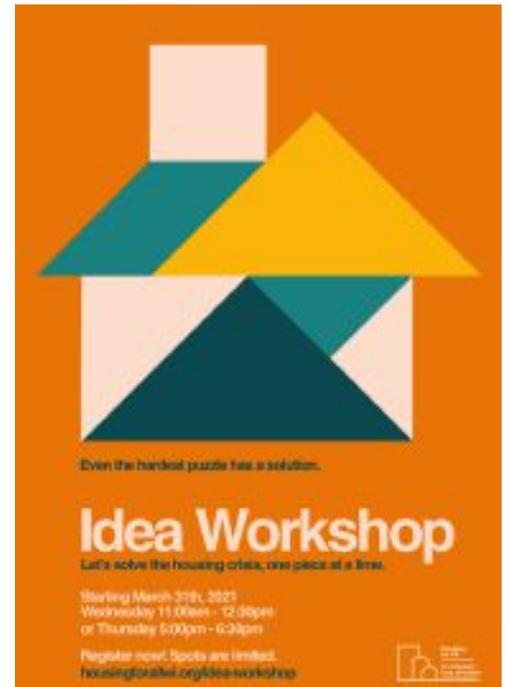
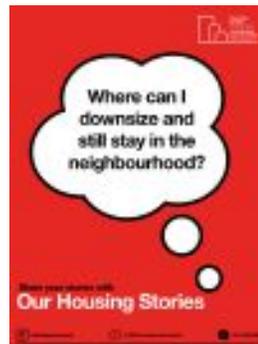




EVENTS

VIRTUAL EVENTS

This year was also marked by a worldwide event, a global pandemic. To maintain a sense of community TQSOI switched to virtual events and workshops.





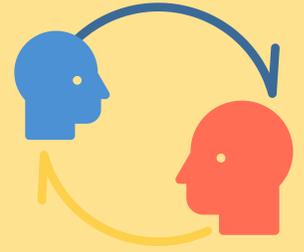
EVENTS

EARTH DAY 2021 CELEBRATION

The TQSOI celebrated Earth Day with an event and a contest! The event **Make Every Tree Count: Celebrating Citizen-Led Conservation** provided participants with the opportunity to learn about the work the West Island community has done to protect our trees and they can, too. We heard directly from local environmental activists involved in the protection of West Island green spaces, including Anse-à-l'Orme and Angell Woods. The event also featured a tree identification workshop hosted by UrbaNature during which we learned about tree identification basics and collectively identified trees from pictures submitted by participants through our contest, **Adopt A Tree!** The contest invited participants to get to know the trees in your neighbourhood a little bit better. Participants were asked to take a picture of a tree that brings them joy, try to identify it and send us their entry for a chance to win a gift certificate to a local nursery. We received wonderful submissions and touching stories about people's connection to their tree.



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 82 page likes! We posted over 180 times, with our top posts reaching 5.4 and 7.6 thousand people.

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 24 emails, including our newsletter and emails with information about membership meetings and events such as the Meet the West Island Food Banks event, the PIC Housing for All webinars and the Community Housing Showcase event. We have gained nearly 100 new subscribers in the past year, which brings us to 331 regular subscribers.

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

OUR WEBSITE

Our website is home to a variety of information related to the TQSOI. We use our website to collect our latest publications, to share upcoming events, and to invite people to learn more about our organization's history, process and composition.

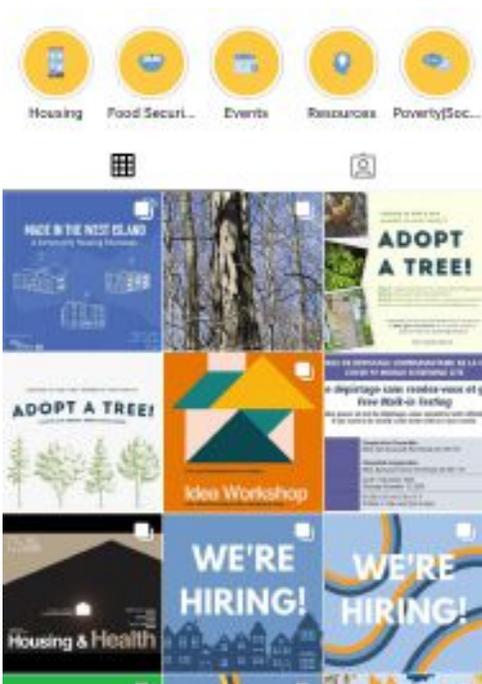


Home
TQSOI / Communi

COMMUNICATIONS REPORT



INSTAGRAM



Our Instagram is a tool that we are using to connect with different sectors of our community in the West Island. We also use our Instagram page to share punctual visual content with our over 250 followers. This year, we've posted 11 times with 21 stories.

Check us out at [@tabledequartiersud](https://www.instagram.com/tabledequartiersud)

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.

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 resources on how to stay engaged and active during confinement. We also shared this information in our monthly newsletter.

THANK YOU!



THANK YOU TO OUR COLLABORATORS

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

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.





114 Donegani
Pointe-Claire, Québec
H9R 2V4



438 938-7764
info@tqsoi.org
www.tqsoi.org