

Table<sup>de</sup>  
Quartier  
Sud

de l'Ouest-de-L'Île

# ANNUAL REPORT 2021-2022

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Advancing social development for 10 years!





# TESTIMONIALS (IN THEIR OWN WORDS...)

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*"It has been a remarkably impressive first decade of collaboration, discovery, growth, accomplishment and challenge. Most importantly, it has proven that together, everyone achieves more! ... Onwards and upwards TQSOI!"*

**Stephanie Trenholm - Literacy Unlimited and TQSOI Board member**

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*"It has been a joy for me to be involved in the TQSOI for around 5 years, co-facilitating different tables as well as being on the Board of Directors. I appreciate how the TQSOI is bringing so many people together to better understand the priorities and better serve the needs in the West Island. We are grateful for all your hard work Alena and team."*

**Daria Nardoza - West Island Network of Churches and TQSOI Board member**

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*"The TQSOI Connects the Community. Committed to collaboration and cooperation, the TQSOI has been a crucial part of our community for the past ten years, uniting the West Island through active networking. This has been accomplished through*

- *Support to local non-profit organizations*
- *Resource facilitation*
- *Reduction of isolation*
- *Inquiry into and rigorous exploration of community needs as defined by community members*
- *Positive action and initiatives in response to needs*

*The TQSOI provides a strong voice for community groups, thereby improving the lives of West Island residents."*

**Kathleen Greenfield - TQSOI Board member and long-time West Island resident**

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# MESSAGE FROM THE PRESIDENT



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

The TQSOI is celebrating its 10th anniversary! And, 2021 was once again another great year for the TQSOI community. We have experienced several hardships and several success stories together during the COVID-19 pandemic which has still not left us in 2021-2022. Despite these hardships, we continued to create great projects and great initiatives throughout the year. I would like to thank the volunteers and our members who support us and who are dedicated to continuously advancing the priority issues on which TQSOI works: food security, transportation, housing, poverty reduction and social inclusion, and health and social services as well as social development. All our committees have continued in action mode and I would like to thank all those who have and continue to contribute to the success of these committees.

In addition, and among our achievements in 2021-2022, the TQSOI has continued to participate in the social development of the West Island as a member of the steering committee with the different players and partners in 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 have also shown leadership during the COVID-19 crisis to support concerted food security efforts. And we continue our work as part 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, Alicia Dias-Pappas, Piotr Boruslawski, Kassandra Craven-Fisher, Roxana Stoleru, Victoria Prentence-Funk, Camille Rivet, Nat Pace, Duncan McLachlan, Andreea Tater, Yasmeen Souffrant, Erin Wiebe and Larissa Blé).

A big THANK YOU to Alena Ziuleva, director of the TQSOI, to my colleagues on the executive committee – Daria Nardoza (vice-president), Mark Walford (treasurer), Roya Jaffari (secretary, replaced by Natalie Chapman), Katie Hadley (trustee), Kemba Mitchell (officer, replaced by Joan Lee), Sheila Laursen (officer), Françoise Girard (officer), Stephanie Trenholm (officer), and Kathleen Greenfield (officer). Thank you also to all citizens, non-profit and private organizations, and the different communities who helped us during 2021-2022.

The TQSOI is the voice of all who live, work or study in the Southern West Island. Don't forget that you are the TQSOI!

**ISABELLE-ANNE BISSON, PRESIDENT**

A handwritten signature in black ink, appearing to be 'I. Bisson'.



## MESSAGE FROM THE DIRECTOR



Dear TQSOI members and friends,

So much has been achieved by the TQSOI in the past 10 years.

I would first like to take this opportunity to express my appreciation to the entire TQSOI team. Their dedication and hard work have been the driving force behind our collective achievements. Throughout the past 10 years we have welcomed 41 employees and 12 interns from various educational institutions. Each one bringing value to our purpose and mission.

Thank you to the TQSOI board of directors for their continued hard work, their enthusiasm and their keenness to participate in the development of our organization.

Thank you to the members of our committees for working alongside us throughout the years. I am grateful to have so many different talents and expertise supporting us and helping us make a difference.

Our volunteers have shown amazing dedication, continuing to give their time and energy to support our work.

Many thanks to our funders who trusted us and whose investments grew from 52 000\$ a year in 2013 to over 600 000\$ a year in 2021!

We have continued to work through the challenges presented by the ongoing pandemic in the last year and have continued to work from our home offices. Our team showed remarkable adaptability under incredible stress. Despite it all, we have remained a dedicated and focused team, working hard on our many projects aiming to improve people's living conditions.

One of the highlights of this past year was the evaluation of our first social development action plan. In 2015, our community developed a plan that was aspirational, future-focused and that enabled us to introduce positive changes that impact the community we serve. This evaluation will guide us in developing our next social development action plan, and we look forward to bringing community members together to create systemic and sustainable social change that will reduce the impact of poverty and social exclusion.

As we move forward we hope to keep growing our organization with the help of our partners and to continue to see major transformations within our community.

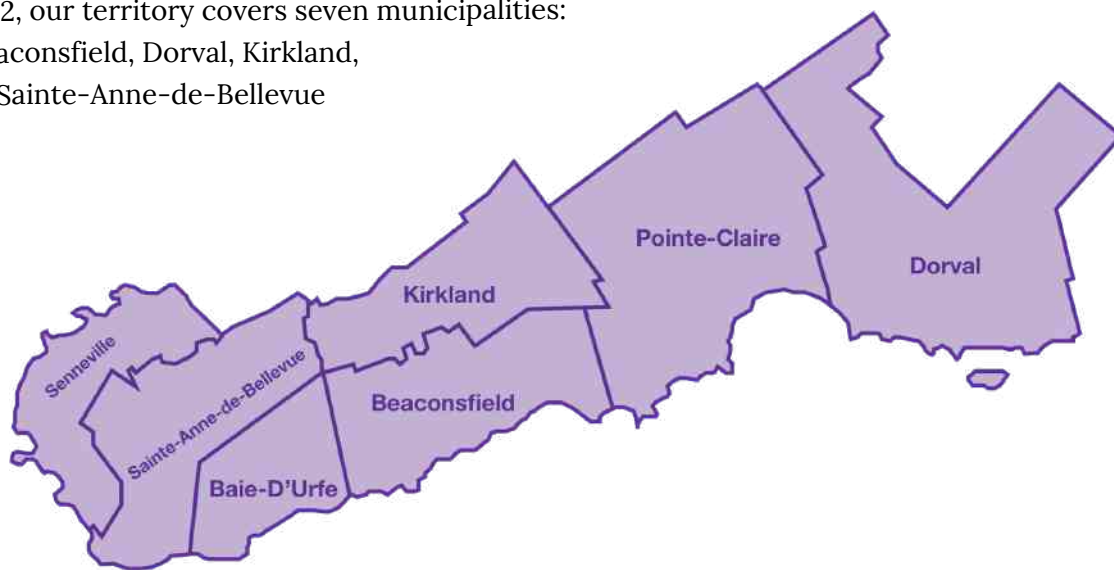
**ALENA ZIULEVA, DIRECTOR**

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

## ABOUT THE TQSOI

The Table de Quartier Sud de l'Ouest de l'Île (TQSOI) is a non-profit community organisation that aims to improve the quality of life of the citizens of the southern West Island. With an area of about 85 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	Citizen of Baie D'Urfés
Vice-President	Daria Nardoza	West Island Network of Churches
Secretary	Roya Jaffari	West Island Citizen Advocacy
Treasurer	Mark Walford	Mental Health Citizen's Group
Officer	Joan Lee	West-Island Black Community Association Inc.
Officer	Natalie Chapman	West Island Citizen Advocacy
Officer	Françoise Girard	Resident of Baie d'Urfé
Officer	Kathleen Greenfield	Nova West-Island
Officer	Stephanie Trenholm	Literacy Unlimited
Officer	Sheila Laursen	Resident of Pointe-Claire
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.



**Alexandra Laham**  
**Program Manager, Housing Dossier**  
**Communications Coordinator**

Alex is committed to working and collaborating with the community to find housing solutions for the West Island. She holds a bachelor's degree in Environment from McGill University and a master's in Urban Planning from Université de Montréal.



**Kassandra Craven-Fisher**  
**Program Manager, Food Security**

Kassandra loves working with people from different backgrounds and learning from their experiences to develop creative solutions to modern problems. She holds a bachelor's degree in sociology from McGill University and is currently pursuing her master's degree in sociology at Université du Québec à Montréal.



**Piotr Boruslawski**  
**Project Coordinator, Collective Impact Project**

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.



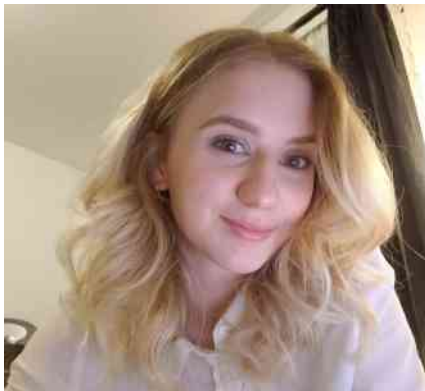
## THE TQSOI TEAM



**Roxana Stoleru**

**Project Manager, Poverty Reduction & Social Inclusion**

Roxana Stoleru has been involved in supporting West Island art community for over ten years and is an advocate for sustainable living. 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.



**Victoria Prentice-Funk**

**Project Coordinator, Community Housing Toolbox**

Victoria is passionate about community development and committed to collaborating for a better future that includes housing solutions for the West Island. She holds a bachelor's degree with a double major in Sociology and Urban Studies/Planning from Concordia University.



**Alicia Diaz-Pappas**

**Project Coordinator, Solidarity Market Initiative**

Alicia is passionate about food, gardening, and community and has brought her drive for a sustainable and just food system to her roles in food security. She holds a bachelor's degree in agricultural and Environmental Science from McGill University and is on a lifelong learning journey.



**Valérie Laramée**

**Executive Assistant**

As an active West Island community member, Valérie has invested herself in many resident-led projects and activities throughout the years. She hopes to help achieve and preserve social equality and opportunity for all West Island residents.

# TQSOI MEMBERS

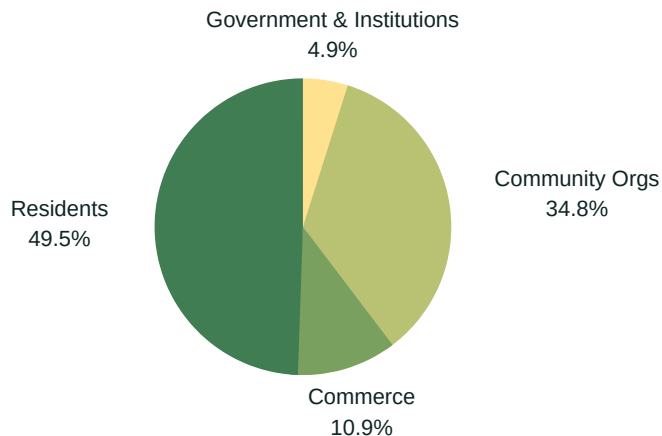
Many of our members wear multiple hats as local residents who play roles in the community, government or business sector. This year we have 91 resident members, 64 community organizations and 29 representatives from institutions, commerce and government.

## MEMBER GROUPS

### ABOVAS

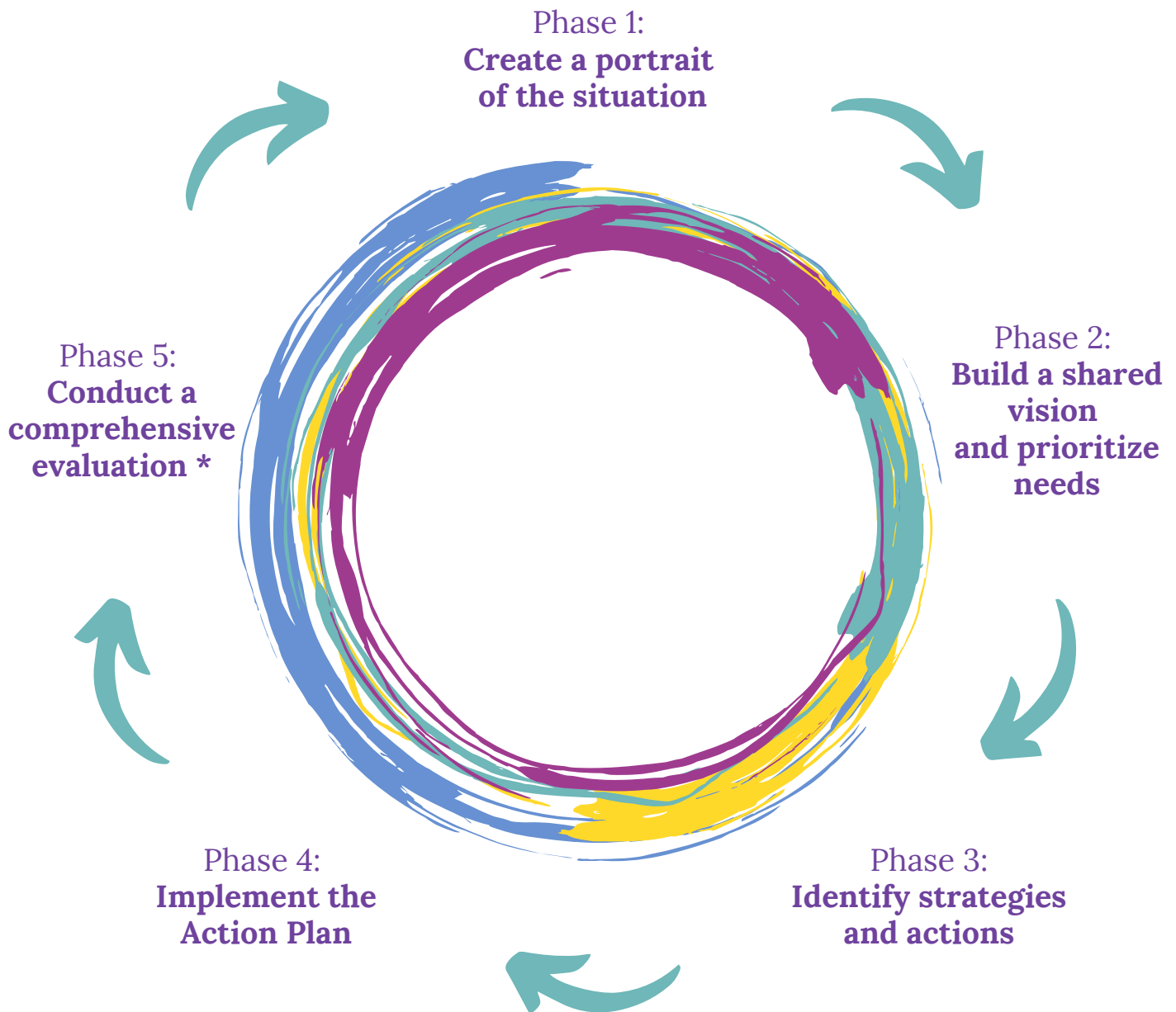
Action jeunesse de l'Ouest-de-l'Île (AJOI)  
African Canadian Development and Prevention Network  
Alzheimer Society of Montréal  
Arthritis West Island Self Help Association (AWISH)  
Baie d'Urfé Friends of the Environment  
Beaconsfield Citizens Association  
Beaconsfield United Church  
Big Brothers 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 Pierrefonds-Roxboro  
City of Pointe-Claire  
City of Sainte-Anne-de-Bellevue  
CIUSSS de l'Ouest-de-l'Île  
CRE Pointe-Claire  
Community Shares  
Cummings Centre  
D3 Pierres  
Dorval Community Aid  
Équipe Entreprise  
Friends for Mental Health  
GerontoLogis  
GRAMÉ  
John Abbott College  
Kiwanis Lakeshore  
La Sortie  
Lakeshore General Hospital Foundation  
Lester B Pearson School Board (LBPSB)  
Literacy Unlimited

## MEMBER ORGANIZATIONS BY CATEGORY



Little Brothers of the West Island  
Lakeshore University Womens' Club  
Ma Communauté en santé Montreal  
NOVA West Island  
Office of Francis Scarpaleggia, MP  
Office of Anju Dhillon, MP  
Parkinson's Canada  
Pères à Coeur  
Portage West-Island  
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  
The Vox Box  
Vergers de Chez Nous  
Villa Beaurepaire  
Volunteer West Island  
WIAIH  
West-Island Black Community Association  
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  
Youth Unlimited

# OUR SOCIAL DEVELOPMENT PROCESS



**\*Current phase**

# EVALUATION

## CONTEXT

TQSOI's social development planning process started in 2013. In 2015, the Social Development Committee analyzed the needs of the community and at the event that brought together over 80 community members, where the TQSOI selected five priorities to focus on. Following this exercise, the TQSOI made it its goal to work on the five following priorities: Health and Social services, Poverty and social exclusion, Food security, Housing and Transportation. Five working committees were formed in 2016 to draft a five-year Social Development Action Plan and to collectively work on reaching its objectives in the next five years.

In 2021, at the end of five years in action, the TQSOI embarked on a participatory evaluation process of its very first territorial social development action plan.

Led by an evaluation committee and accompanied by Dynamo, the process allowed to capture the impact of the work, allowed us to better understand the obstacles and levers encountered by the actors involved in the realization of the action plan, it also allowed to identify avenues for improvement that would feed the next strategic planning.

More precisely, the evaluation objectives were to make an evaluative reflection around the TQSOI's Territorial Social Development Action Plan and more specifically around the 3 following questions:

1. What tells us that we have or have not achieved the objectives of our action plan?

2. What are the obstacles and the levers in achieving the objectives of the TQSOI's social development action plan?

3. What is the most significant change in Southern West Island social development that you feel you have contributed to as a committee?

## Methodology

### 4 discussion groups with the committees



**Food Security**  
9 participants



**Housing**  
5 participants



**Health and Social Services**  
7 participants



**Poverty Reduction and Social Inclusion**  
7 participants

### 1 discussion between two key informants



**Transportation**

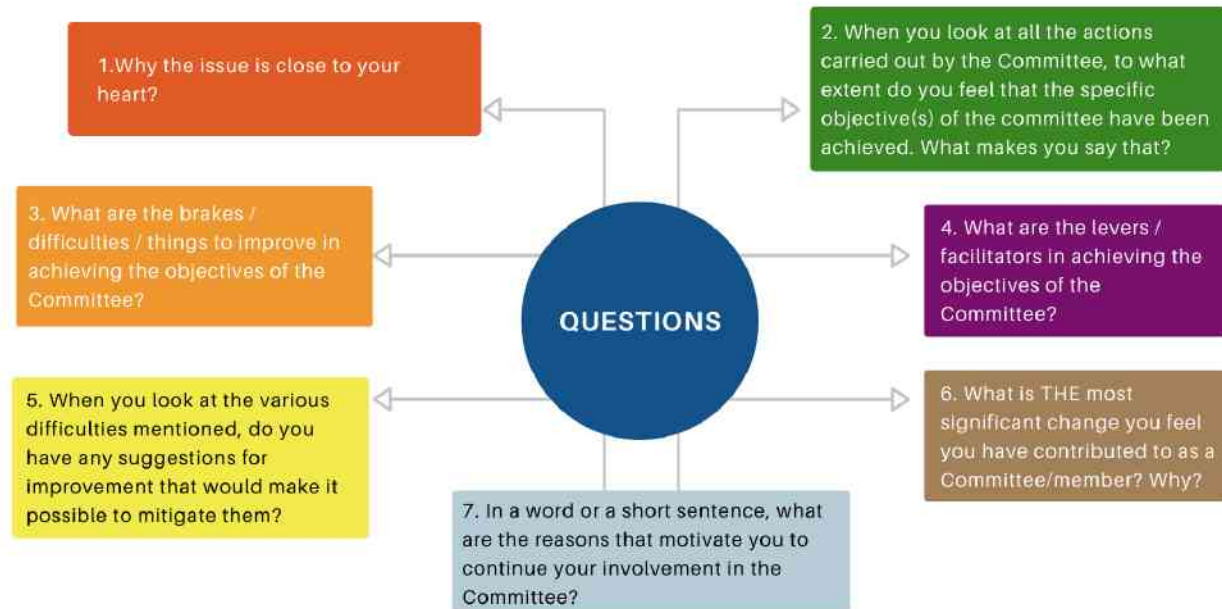


**2 surveys (French and English versions)**  
26 respondents (members and partners)  
(88% aware of the TQSOI SDAP and 69% consulted it, 50% involved for 5 years +)



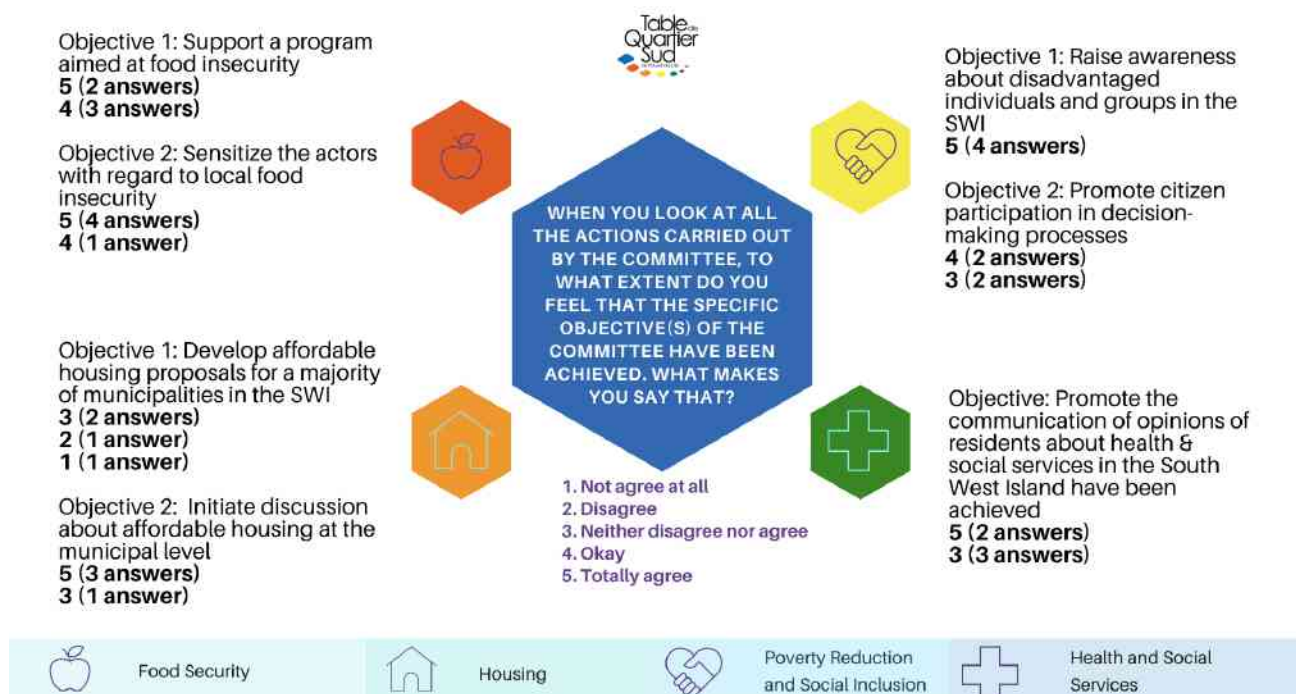
# EVALUATION

Seven questions were asked in the four discussion groups that took place in the TQSOI Committees for Food Security, Housing, Health and Social Services and Poverty Reduction and Social Inclusion:



## RESULTS

In general, the perception is that all the objectives of the Social Development Action Plan were attained by all committees.





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# EVALUATION

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Here are some testimonials given by members of different TQSOI committees when asked what was THE most significant change they felt they have contributed to as a Committee or a Committee member.

— “ —

*"...the most important and significant change has been synergy amongst partners. Things in an ideal world would be different but we don't live in an ideal world and I really feel that as a food security committee in the last 5 years that we have created significant and important synergy between members of the community on all levels."*

*"I think that it was being able to mobilize a great diversity of actors."*

— ” —

*"Housing changes became something possible to achieve - not impossible - the HC took BIG baby steps!"*

*"The Housing Tours and video production was great."*

— “ —

*"We've made significant impact in breaking the myth of the West Island in general awareness (myth that there are no issues in the West Island)."*

*"Committee members get to advocate for the vulnerable people they work/volunteer with. Visibility helps vulnerable people get support."*

— ” —

*"... being able to inform citizens and groups about Bill 96."*

*"The Web project and the 4.01 project were good to be part of."*

# EVALUATION

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Here are some testimonials given by members of different TQSOI committees when asked to give reasons that motivated their continued involvement in the different TQSOI committees.

*"The food security committee is our voice, you are our vehicle to get the message out and to spread it. "*

*"Encouraging to see everything that was done the 5 years prior and we will be able to do a lot more the next 5 years to come and that is why I am here to continue the battle against the food insecurity."*

*"There is a desperate need for housing for their clients and it is good to work on the common goal to make affordable housing more available."*

*"The commitment of the Housing Committee members who have stayed active through all the challenges."*

*"Progress made in this important work and the combined strength and commitment we have to continue to move further towards our objectives."*

*"Seeing partners motivated to work together towards a common goal. We all have individual lenses that we bring to the table and together great things can happen..."*

*"It is of utmost importance to be able to share opinions regarding access to health care with the provider of the services."*

*"The members and leaders of the committee are a pleasure to be with."*

# EVALUATION

## 5-YEAR TIMELINES

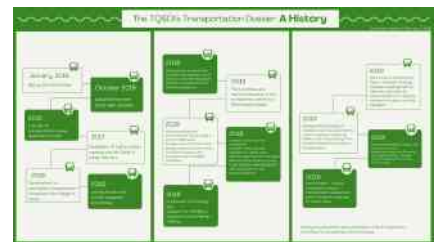
As part of our evaluation process, we decided to highlight the accomplishments of our committees in the form of a timeline. The timelines cover the many actions and initiatives that the TQSOI's committees undertook over the last 5 years, starting with their very first committee meeting. These were shared with committee members during the evaluative sessions and will continue to be used by the TQSOI to underline our collective accomplishments.



Housing Dossier



Poverty Reduction & Social Inclusion Dossier



Transportation Dossier



Health and Social Services Committee



Food Security Dossier

\*Note: Full versions of our 5- year timelines are available in the electronic version of this annual report.

## LOOKING FORWARD

Following the evaluation results presentation meeting, a collective analysis would take place in each committee which will help to identify lessons learned that will be considered for the future social development planning.

In order to close the evaluation process, the communication and dissemination of results will be organized by the TQSOI evaluation committee.

# 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 and religious 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	10
Poverty Reduction & Social Inclusion	23	5
Food Security	18	8
Housing	15	9
Social Development	8	11







# SOCIAL DEVELOPMENT COMMITTEE

## VISION

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

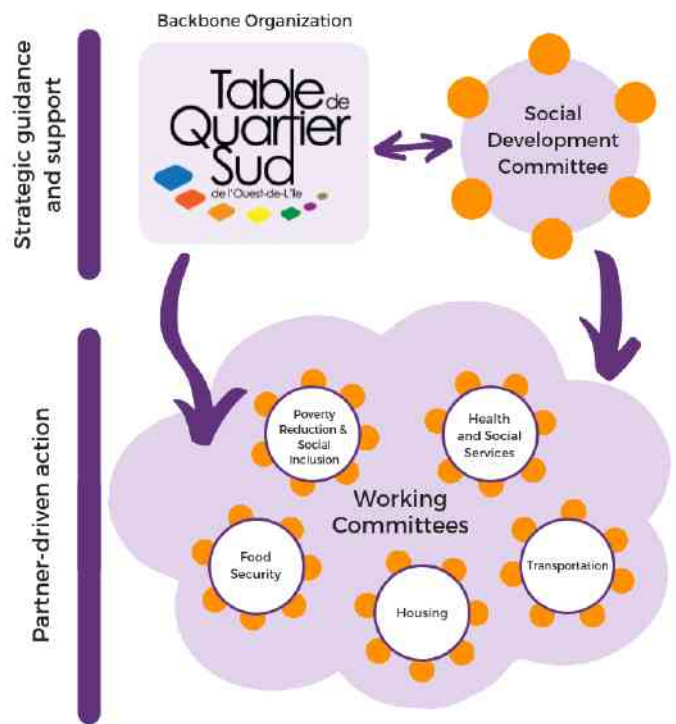
## ACTION PLAN: PROGRESS AND ACCOMPLISHMENTS

The TQSOI's major focus in the previous year was to be actively involved in the evaluation of our five year social development action plan.

We are very grateful for Dynamo's accompaniment in concluding activities for this social development action plan.

## LOOKING FORWARD

In the coming year we look forward to the following stages in building our next social development action plan. We will be going through new phases of the planning process. We also look forward to hearing from our members and citizens about their concerns and difficulties they are facing so we can find solutions and work together on improving lives of residents, especially those who live in vulnerable situations.



## 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.
- **LEARNING CULTURE:** Integration of the lessons learned into the continuous improvement strategies
- **COLLECTING DATA AND MEASURING:** Evaluated collective efforts of the first Social Development Action Plan. A participatory process is used to determine a common set of indicators and data collection methods
- **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

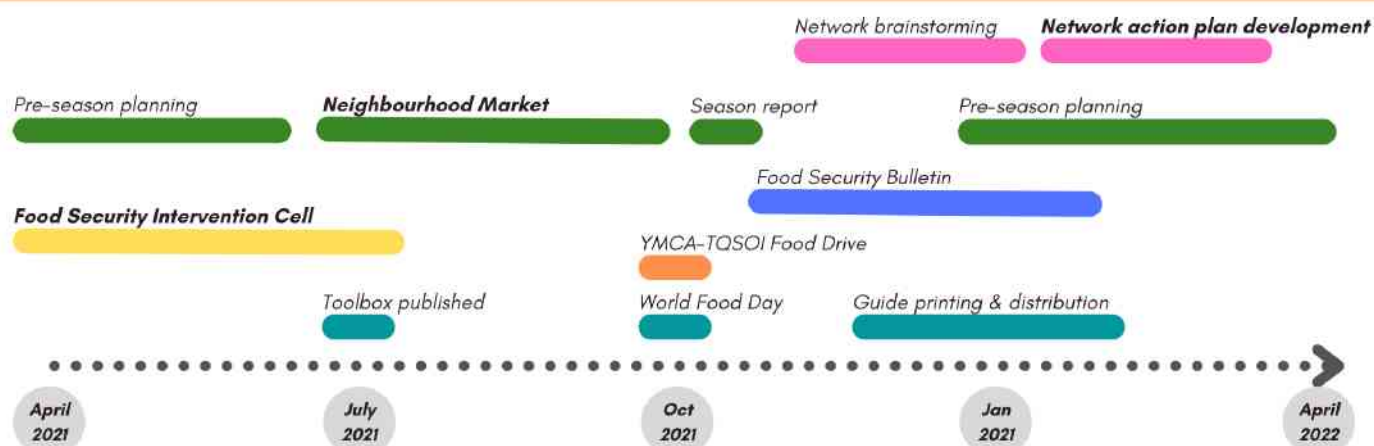
The 2016-2021 Social Development Action Plan outlined two specific objectives for food security: Support existing initiatives addressing food insecurity as a vessel for change and raise awareness about local food insecurity.

The main objective for the committee this past year was to continue the promotion of the tools of the Food Security Toolbox. The tools, developed through the Collective Impact Project, aim to allow the public to better understand local resources, food insecurity issues and the structure of the food system in the West Island. The five tools and their accompanying information sheets on how to best use the tools were published on our website in July 2021.

Some of these tools had not reached their full potential and audiences. The committee's main objective was therefore to continue their promotion, notably the Hidden Hunger video and the Guide to a Balanced Diet. We conducted two rounds of printing and distribution of the Guide to community groups, food banks, municipal libraries, and community workers in December 2021 and February 2022. Printing costs were covered by the CRC and Corbeille de Pain and organized by the TQSOI.

The toolbox was also used in October 2021 as part of a social media campaign on our Facebook page to celebrate World Food Day on October 16 thanks to a task force composed of committee members.

### FOOD SECURITY DOSSIER ACHIEVEMENTS, 2021-2022





## FOOD SECURITY COMMITTEE

### IMPROVING ACCESS TO FRESH FRUITS AND VEGETABLES IN POINTE-CLAIRE

Thanks to continued funding from the Direction régionale de santé publique (DRSP) and the support of its local partners, the TQSOI is pleased to have put on a public solidarity market, the Neighbourhood Market, over the Summer of 2021. The market, which the year before was a fresh food distribution pick-up, became a public market where anyone could come shop for local, fresh produce.

After evaluating how we can improve access for more people to fresh fruits and vegetables, we took on the challenge of creating a public market in the heart of the city of Pointe-Claire open to all. The market is the result of a collaboration between the TQSOI, Corbeille de Pain, the City of Pointe-Claire, the *Carte proximité, fermière et solidaire* program of the Carrefour solidaire centre communautaire d'alimentation, residents of Pointe-Claire, and West Island farms. It was a success thanks to Corbeille de Pain and TQSOI employees as well as 7 volunteers who collectively donated 130 hours of their time. We developed communications and promotional materials to spread the word about our public market.

The 8 markets ran from July to October, happening once every two weeks at the Bob-Birnie arena, welcoming an average of 82 clients per market. Clients were able to benefit from buying local food from West Island farms at a fair cost. They also could participate in the pay-what-you-can option, which made it possible for clients with a lower budget to pay less than the suggested price, and for clients who could afford to pay more, to round up their bill. Also, 58 households benefited from the *Carte Proximité* program to make their purchases; a card with a monthly amount of \$25 to \$100 depending on the size of the household.

***"I appreciate the ability to get fresh produce locally. I've always wanted to get on the bus and go to Ste-Anne's market, but it's too far for me to travel. It's nice to buy fresh produce at an affordable price."***



A short video highlighting the market at the end of the season was also created.



# FOOD SECURITY COMMITTEE

## NEW PROJECT: FOOD SECURITY NETWORK

In the fall 2021, the TQSOI received funding from Centraide to develop a project that would unite food security actors in the West Island by increasing communication and collaboration between these parties. If key people in the food security sector can better collaborate and communicate with each other, the residents these organizations serve will be able to better benefit from available resources. We began the project by brainstorming with members of the food security committee on their hopes for the project.

The project began with consultations with community and committee members. Brainstorming of actions, objectives and desired impacts of the project was done collectively.



Additional information for the action plan was collected through a short survey and interviews with key community stakeholders in the food security sector. This information served us in further discussions that ultimately led us to the conception of an action plan. Fellow food security actors were at the heart of all steps of the project, which assures that the project will reach its fullest potential and an impact that will continue for years to come.

## COMMUNITY INITIATIVES

In October 2021, the YMCA and TQSOI hosted our third food drive together benefiting West Island Mission (WIM), West Island Assistance Fund (WIAF) and On Rock Community Services. Our online promotion for the food drive got the attention of CBC News, who did a story on the 6pm news and also published an article on their website. Our project coordinator Kassandra was also interviewed for the CBC radio which raised awareness and promoted the event. With more visibility to the event we had fantastic turnout! As a results, food banks had enough to stock their pantries between Thanksgiving and the holidays, which is traditionally a period when donations tend to slow down.







## FOOD SECURITY COMMITTEE

### COVID-19

#### FOOD SECURITY INTERVENTION CELL

The food security intervention cell, funded by Centraide, was active from April 2020 to August 2021 and it was facilitated by the TQSOI. It was a space for all West Island food security actors and their allies to share real-time information, work together, help each other and develop connections to meet the urgent needs of the community and front-line organizations during the pandemic.

*"This was an excellent opportunity to learn more about resources available in the WI and to come together and share thoughts, ideas and ways to overcome food insecurity in our community. I enjoyed the group dynamic."*

The cell concluded last summer and an evaluation was conducted with members who attended these meetings. The main positive elements of the space mentioned by respondents were: the exchanges and listening that took place, better relations with local partners (networking, sense of unity), mutual aid, a better knowledge of the territory's partners and a better understanding of the organizations' needs. Main accomplishments that were mentioned were: better sharing of resources in real time, better understanding of needs, more trust between collaborating groups and increased cooperation in the community.

These comments fed our desire to pursue a food security network project to continue the forward motion of collaboration and communication between food security actors.





## FOOD SECURITY COMMITTEE

### LOOKING FORWARD

The pandemic has forced us to adapt many activities over the past two years. The pandemic did help increase public awareness of food insecurity issues on a local scale and helped to increase the creativity and collaboration between West Island actors in responding to the needs of the community.

We wish to continue to create spaces for collaboration and networking so that we can continue to support local organizations and initiatives. We hope that the network project can assist fellow food security actors to be supported in their projects and that actors can be more connected with one another.

After a successful first season of the Neighbourhood Market being open to the public, we hope to build another successful season before we transfer the leadership of the project to Corbeille de Pain. This season, we are strengthening our partnership with the city of Pointe-Claire, increasing outreach to clients with varied financial situations, and strengthening communications relating to the pay-what-you-can model and emphasizing the importance of supporting local producers.

### IMPACT

**COLLECTIVE ACTION:** Creating spaces for togetherness and alignment of resources. Continued awareness building of local food insecurity issues.

**MORE RESOURCES & MOBILIZED FUNDING:** Securing funding to continue the concerted efforts that emerged during the pandemic.

**COLLABORATION & PARTNERSHIP:** Strengthening partnerships to build a sustainable solidarity market initiative.

**MUTUALLY REINFORCING ACTIVITIES:** Market partners have clear roles/goals for their own contribution. Partners' activities better align with the common plan of action.

**CONTINUOUS COMMUNICATION:** Partners have regular meetings.



## 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

In 2021-2022, the Housing Committee and Housing Dossier as a whole welcomed several major projects that all aimed to address the need for affordable housing in the southern West Island and meet the related objectives laid out in its Social Development Action Plan.

#### **Made in the West Island: A Community Housing Showcase**

Made in the West Island: A Community Housing Showcase was originally conceived as an in-person tour of West Island community housing projects. Due to the COVID-19 pandemic, the event was adapted into a 2-hour Zoom event with 3 distinct goals:

1. Demystifying the community housing development process
2. Challenging misconceptions and stigma associated with community housing
3. Providing opportunities to meet and network with other housing actors

Three original short films were produced for this event.

The films showcased local community housing sites in the West Island: Villa Beaurepaire, l'Île des amis, and Ricochet. A total of 30 interviews were conducted with housing managers, staff, residents, and elected officials for the films. The videos were well-received, with participants expressing their effectiveness in humanizing community housing and eliciting an emotional response.



We will continue to use the videos as education and advocacy tools, as they do an excellent job demonstrating the value and need for affordable housing options in the West Island. As the cost of housing continues to soar, the ability for many West Islanders to remain in their community is being threatened. The Housing Committee believes that community housing development is a key component in creating safe and affordable homes for all.

[Links to videos: Villa Beaurepaire, Ile des amis, Ricochet.](#)

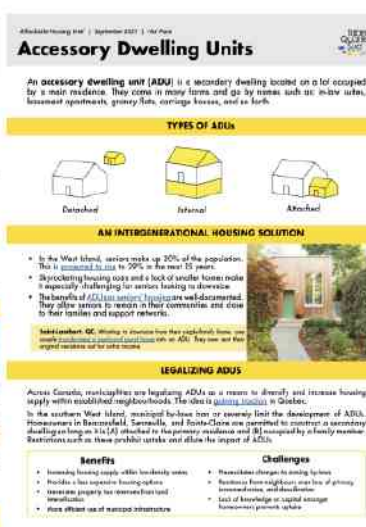


# HOUSING COMMITTEE

## Bringing Affordability to the Suburbs

If we want to retain our population in the southern West Island and if we want to welcome and include others, action must be taken at the municipal level to ensure a balanced housing system with something to offer everyone.

Bringing Affordability to the Suburbs aimed to empower elected officials to make informed decisions regarding housing policy and mobilize community members to advocate for affordable housing! It accomplished this through 4 workshops that addressed the need to develop affordable housing in a land-scarce context by promoting creative infill strategies, such as building reuse and greyfield redevelopment, as well as forms of “gentle densification” such as accessory dwelling units. Knowledge was also transferred via 4 plain-language policy briefs. Overall, 87 participants attended the workshops and we successfully engaged all target audiences.





## HOUSING COMMITTEE

### **Comité logement Establishment Project**

Around 30% of households in the West Island are tenants. This means around 22,000 households do not have a tenants' rights organization, also known as a *comité logement*, to educate them on their rights or defend them when these rights are violated.

The pandemic has accentuated the vulnerability of tenants and demonstrated the need to have a *comité logement* to help them with their challenges. In order to address this situation, funding for a 3-year project was secured to establish a *comité logement* for the West Island. In 2021-2022, significant progress was made with regards to planning and community sector outreach.

We also hosted a renters rights information session and developed a tenant survey to collect information about their housing situation. The second phase will bring community actors, tenants and other key stakeholders together to develop the foundation to establish a *comité logement*. A foundation plan was developed to guide this process. In order to keep moving this project forward, the main goal is to start providing tenant support services in 2022-2023. The final phase consists of building the *comité logement* into a long-term, sustainable and independent organization.







## HOUSING COMMITTEE

### Community Housing Toolbox

The goal of the Community Housing Toolbox project is to put tools in the hands of community members who want to develop affordable, accessible and sustainable community housing in the southern West Island. The toolbox will be full of useful tools such as articles, books, webinars, guides, local and expert knowledge. The final product will be available online through the TQSOI's website. Through this toolbox, we hope to facilitate education and to both sustain and strengthen the sense of community through collaboration and the sharing of knowledge.



The project event, Together for Community Housing, was all about starting the conversation about the problems and challenges community groups have faced or are facing when developing new community housing in the West Island and then brainstorming tools to combat these challenges together. We will continue to engage the community on this project through a series of committee meetings open to those with experience or knowledge of community housing development. Until the end of 2022, we will be moving into stage three of the project: the conception, collection and construction of materials stage. At this point, we will be working closely with the committee and consulting with experts to construct tools and develop the toolbox more comprehensively.

### ...and more!

The Housing Committee met 9 times over the course of 2021-2022 to support these impactful projects. The committee also supported itself internally and kept up to date on local housing opportunities and news. At the municipal level, two municipalities took significant steps towards housing affordability.

Dorval is working to support the development of an affordable housing project for seniors and Pointe-Claire announced plans to release an affordable housing by-law. To help support municipal election candidates in understanding housing affordability concerns across the West Island, we hosted a "West Island Housing Bootcamp". This was a 60-minute crash course and roundtable discussion to showcase the community issues and what municipalities can do to help bring solutions to the housing crisis.







## HOUSING COMMITTEE

### LOOKING FORWARD

The pandemic has brought housing insecurity to the forefront, and, combined with the soaring cost of housing, the topic of housing affordability has become omnipresent. Going into 2022-2023, we will use this momentum to continue working towards concrete action, this includes:

Supporting local emerging housing opportunities and initiatives by reducing systemic barriers.

Building capacity and developing communication channels at the municipal level to support affordable housing.

Developing community support structures to respond to local housing needs.



### IMPACT

**REINFORCED CAPACITY:** Providing educational and collaborative opportunities around actions to improve the state of housing unaffordability.

**POLICY INFLUENCE:** Sustained advocacy and communication regarding housing needs and actions. Increased involvement and action taken by decision-makers. Increased media coverage. Increased awareness among public and key policy stakeholders.

**COMMUNITY EMPOWERMENT:** Working with the community to reach our housing goals and address our collective needs.

**AWARENESS:** Affordable housing actors demonstrate increased responsiveness to community needs. The issue is viewed by decision-makers as a priority, the population receives greater attention from housing system actors. Community reports improved knowledge of the issues related to lack of affordable housing.

**FUNDING FLOWS:** Funding is increasingly aligned with the goals of the housing committee objectives.



# 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

We have continued our collaboration with the West Island CIUSSS. We are grateful for their constant presence as 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.

The possible implementation of Bill-96 has added another challenge to our local residents and the TQSOI has worked hard to facilitate an awareness mailing campaign. We have also invited guest speakers to our membership meetings to talk about the impact this prospective legislation on access to Health and Social Services for all English speaking residents and service providers .



## LOOKING FORWARD

We look forward to strengthening our partnership with the West-Island CIUSSS and working in collaboration with them on projects aiming at improving access to health and social services by our residents. We will continue to support access to services for English speaking community.

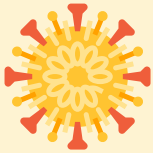
## IMPACT

**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.

**POLICY INFLUENCE:** Sustained advocacy and communication regarding Bill-96 legislation and its impact. Increased involvement and action taken by key stakeholders. Increased awareness among public.



# 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 and aimed 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.

## ACTION PLAN: COVID-19 WEST ISLAND

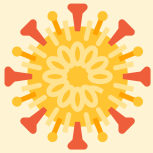
During the summer of 2020, community action plans were deployed in the Greater Montreal area with the support of a consortium of philanthropic foundations (Molson Foundation, Saputo Foundation and the Trottier Foundation via the Foundation of Greater Montreal) with the aim of curbing the community transmission of COVID-19. The Philanthropic Foundations of Canada (PFC) supported the initiative.



Activities of community outreach started in the West Island in April 2021. These activities facilitated the sharing of information related to the pandemic with the population while supporting the most vulnerable people by identifying their needs and accompanying them to appropriate services. This localized and personalized community approach has been an essential component in the fight against COVID-19. The knowledge, the understanding and the adherence to health measures were the key to curbing the transmission of the disease. Therefore, raising public awareness and sharing up-to-date information was essential.

**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.



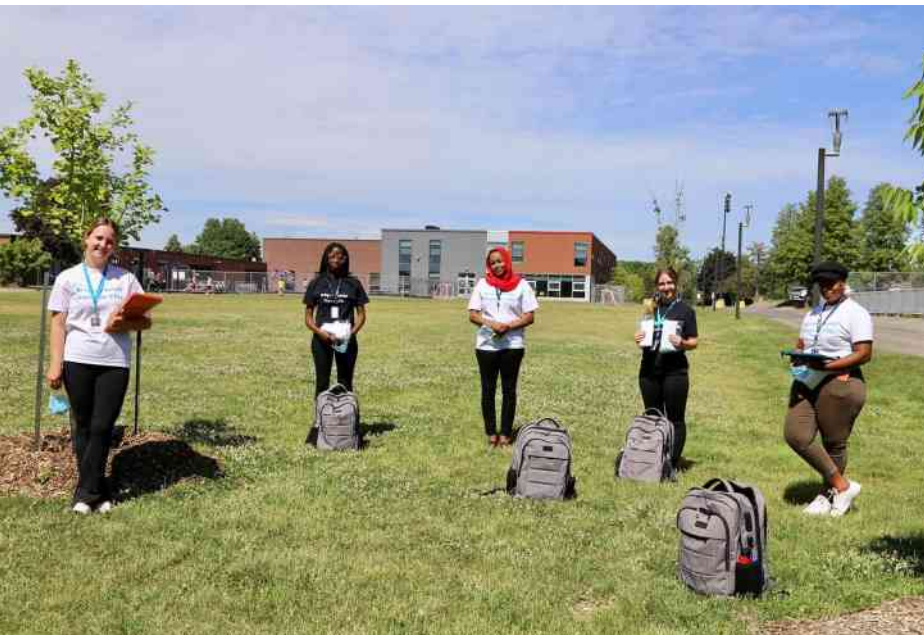
## COVID-19 WEST ISLAND ACTION PLAN COMMITTEE

The main mandate of the agents of the West Island Health Brigade was to communicate with the residents on the pandemic context.

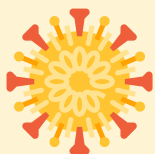
This has included sharing information about COVID-19, the health measures in place, and the dates and locations of mobile or fixed screening as well as vaccination clinics in different neighbourhoods. This awareness has also made it possible to fight against the misinformation that is rampant within the community. This direct contact with the population was also an opportunity to distribute free disposable masks.

Beyond this local awareness, their mandate was broad. The agents were attentive to the needs of the population. These exchanges allowed them to identify the difficulties encountered by the residents during the pandemic which guided actions of community organizations.

The agents of the Brigade also played the role of relay agents by referring residents to community and health services available in their area.







# COVID-19 WEST ISLAND ACTION PLAN COMMITTEE

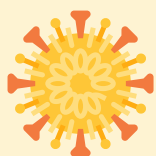
## ACTION PLAN: ACCOMPLISHMENTS AND IMPACTS

As we completed the West Island COVID-19 Action Plan at the end of September 2021, we reflected on the great accomplishments of this project: incredible collaborative work to reach people in need and support of the West Island CIUSSS in the vaccination campaign.

The West Island Health Brigade has done a great job during the six months of the Action Plan, traveling through vulnerable areas of the West Island, knocking on doors, talking to people, listening and offering residents of Dollard-des-Ormeaux, Pierrefonds, Pointe-Claire or Sainte-Anne-de-Bellevue free Red Cross masks and directing them to the appropriate resources. The members of the Health Brigade deserved all our praise not only for a job well done, but for their dedication and hard work at a time when it was not easy to do due to difficult weather conditions, health restrictions or other challenging obstacles, and they have proven they care about their neighbours in need. ([video](#))

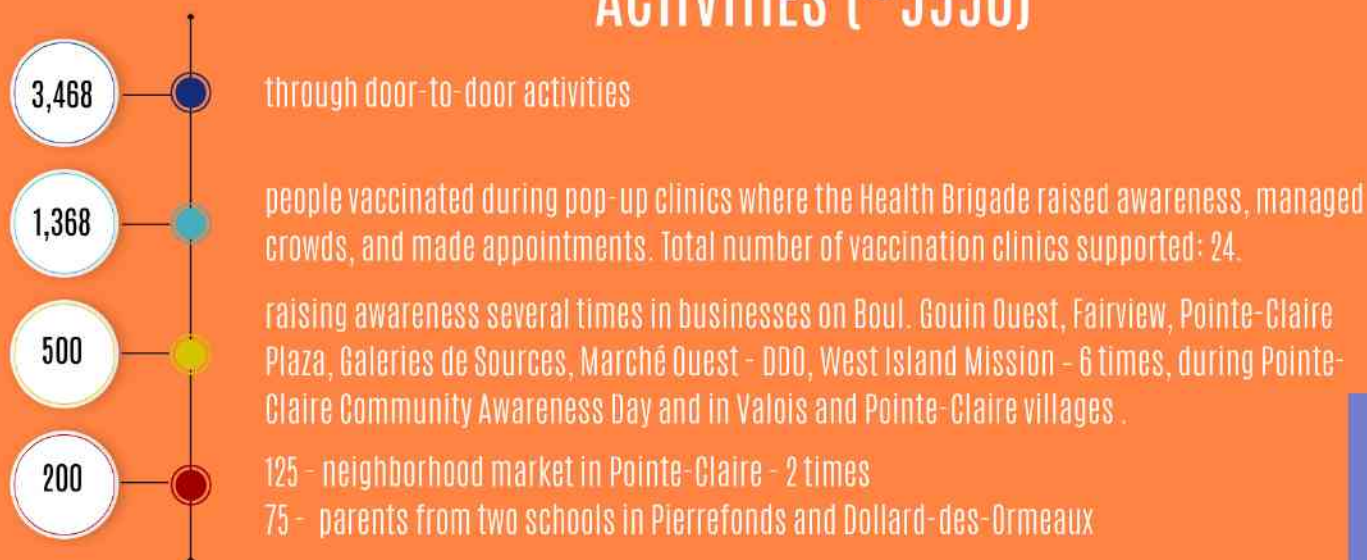






## COVID-19 WEST ISLAND ACTION PLAN COMMITTEE

### GENERAL STATISTICS NUMBER OF PEOPLE REACHED BY OUTREACH ACTIVITIES (~5550)



All the partner organizations and their teams involved in the project: Accompagnement Bénévole De L'Ouest (ABO VAS), Action jeunesse de l'Ouest-de-l'Île (AJOI), West Island Community Resource Center (CRC), Cloverdale Cooperative, Table de Quartier Sud de l'Ouest de l'Île (TQSOI), West Island Citizen Advocacy (WICA) were committed to helping the local community and thanks to the partnerships already in place, the project got off the ground and ran smoothly over its six-month run. The CIUSSS ODI and the Canadian Red Cross are also part of this partnership, and the project has benefited from their knowledge, professionalism and involvement in the West Island community.

This pandemic has of course changed the way we work together, but our solidarity and passion for what we do remains strong. This is the only way to build a strong and healthy community for generations to come.



# POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

## VISION

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

## ACTION PLAN: PROGRESS & ACCOMPLISHMENTS

The three priorities previously identified were the main focus of the PRSI Committee for the period 2021-2022:

### Identify gaps in West Island services

The survey that was developed during the previous year provided some information on people's knowledge and use of local services, including their opinion on what's missing in their community. It is felt that more work is needed in this field to be able to have a better understanding of the missing services in the West Island and this is an area that needs the attention and the involvement of the PRSI Committee as we need a more accurate picture of the gaps.

### Volunteer recruitment

To develop a better understanding of volunteer recruitment as means to help reduce gaps, a Volunteer Fair was organized in the fall of 2021.

Last year the committee was able to further advance their work through small task forces with clear focus and concise actions like reaching out to two faith community network groups to present and promote the existing services in the community as well as organizing the Volunteer Fair.

Through the organisation of the Volunteer Fair in the fall of 2021, a good collaboration was developed with the West Island Volunteer Board and their volunteers bank as well as with other West Island groups that wanted to expand their volunteer base.

It was generally agreed that the event brought visibility and it was a great opportunity to meet new volunteers and to network with other groups.

### Supporting the West Island community closing gaps in services

As part of the marketing strategy in place and in an attempt to help the community and to promote the existing community services, a list of West Island faith communities was created and presentations were offered to organisations about existing services in the West Island.

## Volunteer Fair



### A few numbers

- 49 participants registered, 22 present
- 15 organizations present
- 11 volunteers from the PRSI community and VWI



### Feedback from participants

- All have been encouraged to take the next steps in volunteering
- 2/3 have a better understanding on how to become a volunteer
- Participants enjoyed meeting the different organizations and had positive things to say about the presenters



### Suggestions for next event

- Have more time
- Meet more organizations
- Send information on organizations before
- Hold event in the evening
- Evaluate if there is a better time of year to hold event
- Hold the event in "real life".



## POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

### Together for a more inclusive southern West Island

At the beginning of 2022, a new project started under the umbrella of the PRSI Committee with a general objective to improve the participation of people of immigrant origin and ethnocultural minorities in civic life and decision making in our community with the focus on three specific objectives:

1. Encourage people of immigrant origin and ethnocultural minorities to participate fully in community life, with a particular focus on decision-making bodies and democratic life.
2. Create favorable conditions and tools aimed at increasing participation and reducing obstacles for people of immigrant origin and ethnocultural minorities, by supporting the efforts of organizations (community, public and private) that wish to increase citizen participation diversified to their activities, including decision-making and democratic ones.
3. Support the establishment of conditions conducive to sustainable and rewarding integration of people of immigrant origin and ethnocultural minorities by relying on concerted efforts with community partners who work with these groups.

The 2.5 years project is financed by the Ministère de l'immigration, francisation et intégration (MIFI).

The main partners are the community organizations, the municipalities, WI CIUSSS, the schools, the libraries, and other community stakeholders.



### TOGETHER FOR A MORE INCLUSIVE SOUTHERN WEST ISLAND



#### Short term

- Sensibilization and mobilization of target groups and community organizations.
- Identifying the obstacles and solutions to citizen participation.
- Increasing awareness of the opportunities for participation and developing a desire to get involved for the target groups.
- Awareness of the organizations democratic practices.

#### Medium term

- Creating the tools and mechanisms necessary for the practice of citizenship by the target groups.
- Empowering both the organizations and target groups through training, campaigns, recognition programs and networking.

#### Long term

- A change in culture and habits both for the reflexes of organizations with regard to welcoming target people into their democratic practices and for the target groups to perceive civic participation as a way to counter their social isolation.
- Support activities aimed at the sustainability of actions (networking, updating of issues, cyclical events) will improve adaptation to changes.



## POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

### LOOKING FORWARD

- The PRSI Committee is looking forward to organizing other Volunteer Fairs that could develop into annual events. We will continue to consolidate and nurture our collaboration with the West Island Volunteer Bureau.
- We need to work on strong collaborations between organizations to better serve the population.
- The awareness of existing services will involve creating MORE avenues of access, MORE networking, MORE promotion in the WI community.
- The Committee will continue networking required and it will reach out to cultural groups as well.
- The Committee will support the implementation of the new project and provide feedback on its activities.

### IMPACT

**REINFORCED CAPACITY:** Providing collaborative opportunities around actions between different stakeholders.

**COMMUNITY EMPOWERMENT:** Working with the community to reach our collective goals.

**FUNDING FLOWS:** Funding is increasingly aligned with the goals of the PRSI committee objectives.





# THE TQSOI AT WORK





# THE COLLECTIVE IMPACT PROJECT (PIC)

## VISION

The West Island Collective Impact Project (PIC) was centered around learning to work together by developing structured collective projects.

The TQSOI lead the PIC from 2016 to 2022 in collaboration with the CRC. Overall, the PIC aimed to bring community partners together to join forces and accelerate change in the fight against poverty.

## MAJOR ACHIEVEMENTS OF 2021-2022

### **The HUB is officially launched!**

After several years of work, a multitude of technical problems, trials, errors and three different versions of the HUB, the project has finally been completed! The HUB portal includes several sections, including the directors' corner, a news section, a toolbox and a member space. All of the sections meet the community's original goals for the HUB.



In addition, the sections have been adapted according to the needs of the community that came about during the pandemic, the computer skills developed by our members and new technologies available. The launch of the HUB began in March 2022 and will continue until May 2022. All of the concertation groups have been approached for a presentation and short training on the HUB.

The HUB will be available to all individuals/organizations that are part of a West Island concertation group by the end of May 2022. Presentations will also be organized for funders and other interested partners by the fall of 2022.

# THE COLLECTIVE IMPACT PROJECT (PIC)

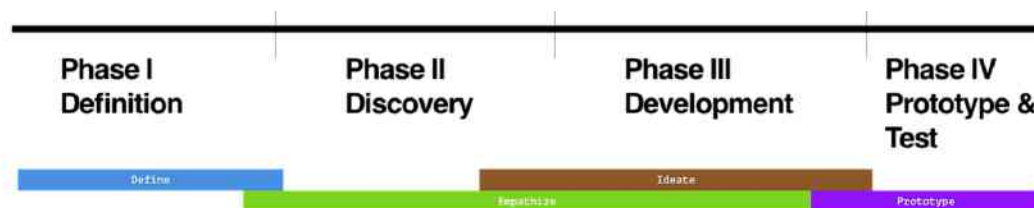
## Prototyping teams take their solutions from start to finish

Housing for All aimed to facilitate and empower the West Island community to create innovative affordable housing solutions that are suitable for the regional context. Residents and local stakeholders shared their knowledge of the current problems, which stimulated brainstorming, and led them to co-create solutions for more diverse housing opportunities.

Housing for All was 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 process was focused on the people and stakeholders confronted with the housing problem and those that can contribute to implementing solutions. The proposed course of action aimed to come up with solution prototypes as there is no single solution to address the challenges of affordable housing in the West Island.



In Phase III – Development, we held a series of events in March 2021 where we had members vote on their top 3 ideas to bring forward into Phase IV – Prototyping & Test. Participants had the opportunity to collectively discuss these ideas from different perspectives, and collaboratively choose and prioritize which ideas were most likely to succeed. The three most popular ideas were:

1. Support the supply of emergency housing
2. Renters rights info sessions
3. Municipalities enabling affordable housing

Prototyping teams were formed with members that had voted for these ideas. The first prototyping workshop focused on brainstorming actions to support these ideas and prototype their design. The following workshops had team members further develop the prototype and begin testing. The results of these collaborative efforts are below.

# THE COLLECTIVE IMPACT PROJECT (PIC)

## Support the supply of emergency housing

This prototyping team came together to support Action Jeunesse Ouest-de-l'Île (AJOI) with its most urgent need: to find a space for the shelter, the Halte-Transition, as the current location was no longer secure. In order to get the community to help AJOI in their search, social media campaigns outlining their need were developed. These were widely shared on Facebook and reached thousands of people. We succeeded in raising awareness about the importance of emergency housing and about AJOI's search for a new space for the Halte. We'll continue to spread the word and will keep it as a regular point on the agenda of the TQSOI's Housing Committee meetings.



## Renters rights info sessions

Organized by the prototyping team, a renters rights information session was held on February 2nd, 2022. It was planned with the 3 guiding principles: empowerment, accessibility and literacy. The info session featured a presentation and Q&A session from Project Genesis and covered the topics of leases, rent increases and more. Approximately 40 people joined us for the session and the majority of attendees said they left with the information they were looking for. A Guide to Tenants Rights Info Sessions was developed based on the results of the evaluation survey and feedback from the prototyping team to help with future info sessions.

## Municipalities enabling affordable housing

*Housing for All: Dorval* was a community forum on local housing affordability and accessibility organized by the prototyping team and open to those living or working in Dorval. This 2-hour session included a series of sharing and brainstorming activities. Participants had the chance to express their opinions on local housing matters and work towards building a vision for the future of housing in Dorval.

Overall, the need for more affordable housing and for more opportunities to collaborate with council to develop solutions to this problem were highlighted. An event report was drafted and will be shared with the Dorval city council and the public shortly.



# THE COLLECTIVE IMPACT PROJECT (PIC)

## The Housing for All Newsletter

For just over a year, between February 2021 and March 2022, the Housing for All team put together and sent out monthly newsletters to its over 200 subscribers. These newsletters featured updates on the project, recent housing news at the local, regional and national level, the latest testimonies submitted to the Our Housing Stories initiative, and an educational section that sought to explain more complex housing topics to readers. Due to their large readership and informative impact, these newsletters will continue to be put together and sent out on a monthly basis as part of the regular activities of the TQSOI's housing dossier.



## LOOKING FORWARD

The Housing for All project came to an end in March 2022 and yet the impact, knowledge and partnerships gained throughout the project will continue to have a positive effect on the West Island community for years to come. The TQSOI will also be able to continue working on the important issue of housing affordability into the second phase of the Collective Impact Project. The goal will be to adopt a systemic approach to collectively address the barriers to the development of local community housing projects. We will be using a local community housing project that is currently in development as a prism to identify the barriers, learn how to overcome them and directly address them using a systemic approach. In this way, our actions will have a positive impact on the housing system and contribute to the development of future community housing projects. Ultimately, our aim is for the southern West Island to have the collective capacity to provide affordable housing to meet the needs of its residents.

# THE COLLECTIVE IMPACT PROJECT (PIC)

## IMPACT

**INFORMED COMMUNITY:** Raised awareness about the state and impact of housing unaffordability in the West Island through resident and local expert testimonies and engagement opportunities.

**ENGAGED PARTNERS:** Engaged and strengthened community, institutional and government partnerships throughout the project in efforts to improve the state of housing affordability in the West Island.

**REINFORCED COMMUNICATION:** Created and strengthened direct communication channels with the community regarding housing issues, opportunities and information.

## Testimonials

*“This event surpassed my expectations. I learned a lot. More than that the organization was well paced and used a variety of tools to allow input in many forms which I really liked. I came to the presentation with little understanding of affordable housing issues and no goals; I came away more interested and more willing to take action to create the kind of community I want to live in.”*

- Regarding the Dorval community housing forum, Housing for All: Dorval

*“I really loved this series, the Housing & Inequality webinar was my favourite so far. Overall these were very organized, very well done. Questions were asked to all panelists which shed light on different experiences and sometimes were very eye-opening to things I haven't seen/heard/experienced myself.”*

- Regarding the Housing & webinars

*“Good initiative that could spark further grassroots initiatives around housing in the West Island.”*

- Regarding the Housing for All project





# 2021 FEDERAL AND MUNICIPAL ELECTIONS

## MUNICIPAL ELECTIONS

### West Island Housing Bootcamp

For the 2021 municipal elections, the TQSOI organized a 60 minute crash course and round table discussion regarding local housing affordability issues. The session was open to all municipal candidates.



### Sharing information about the elections

The TQSOI created a page on our website, which compiled diverse information about the election campaigns, to offer a comprehensive understating of the issues for the voters.

Both initiatives were shared through our usual communication channels (social media, mailchimp campaigns, newsletters).

## FEDERAL ELECTIONS

We held a Meet-my-candidates event, which all 5 candidates attended. The objective was to put residents in direct contact with their candidates so as to better inform their voting choices.



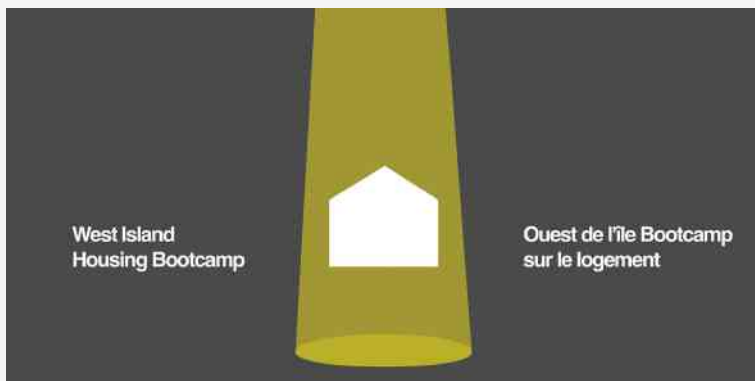
We also developed a one-pager on the TQSOI to introduce ourselves to the candidates.



# EVENTS

## EVENTS

This year we continued facing challenges brought forth by the global pandemic. As we did last year, we continued to host some of our events and workshops virtually.





## EVENTS

### EARTH DAY 2022 CELEBRATION

We celebrated Earth Day this year with our members at our membership meeting. We welcomed Mahmood Fayazi, climate change researcher at the Centre de recherche et d'innovation en sécurité civile du Québec, who spoke to us about the reality of climate change and its impacts. We then invited our members to answer the following questions:

1. Have you experienced (personally or professionally) the consequences of climate change in the West Island? How?
2. What has been your response to the consequences of climate change that you've experienced in the past?
3. Scenario: It's April, there's flooding. What is your response?
4. Scenario: It's the middle of July, there's a heat wave. What is your response?
5. How can we as organizations or individuals be more prepared in the face of these consequences in the future?

We encourage everyone to think about their answers to these questions! We often think about climate change on a global scale, but we have already begun to see the effects of climate change in our backyard.

It's important we take time to keep learning and to have discussions on how climate change manifests in our communities.





# COMMUNICATIONS REPORT

## FACEBOOK



We use our Facebook page to promote our activities, the activities of our community partners, and posts to inform and inspire the community. Over the past year, our page received over 300 likes, bringing us to a total of 812 page likes! We also have over 1000 followers. We posted over 180 times, with our top posts reaching 4.9 and 6.2 thousand people.

## NEWSLETTER

We continue to use Mailchimp to send out a monthly newsletter to our community with updates regarding the TQSOI's activities and news from our members. This year, we sent out a total of 30 emails, including our newsletter and emails with information about membership meetings and our initiatives. We currently have just over 350 regular subscribers!

## 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 and process. This year, we created project pages to highlight our current initiatives, such as the Community Housing Toolbox, the Together for a more inclusive southern West Island project, and more!



## INSTAGRAM

Our Instagram is another promotion and engagement tool that we use to inform our community of nearly 300 followers. This year, we posted over 45 times.

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



# 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, the 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.

Affaires municipales  
et Habitation

Québec



Pointe  
Claire



Agence de la santé  
et des services sociaux  
de Montréal

Québec

Directeur  
de santé publique de Montréal

Emploi  
et Solidarité sociale

Québec

FONDATION DES ASSOCIÉS  
JARISLOWSKY FRASER



Community Housing  
Transformation Centre  
Centre de transformation  
du logement communautaire

Immigration,  
Francisation  
et Intégration

Québec

Montréal

Canada



Centraide  
of Greater Montreal

Société  
d'habitation

Québec



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