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# MESSAGE FROM THE PRESIDENT



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

It's been a year since the TQSOI celebrated its 10th anniversary! And 2022 was another great year for the TQSOI community. We continued to create great projects and initiatives throughout the year. As always I want to thank our supportive volunteers and members who are dedicated to advancing the priority issues that TQSOI works on: food security, transportation, housing, poverty reduction and social inclusion, and health and social services. All of our committees are making great strides with projects that are improving the lives of our vulnerable populations in the South West Island. 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 2022-2023, the TQSOI continued to participate in the social development of the West-Island by creating a new West Island Strategic Committee with stakeholders and partners from the North of the West Island of Montreal. This committee was established to, among other things, coordinate the initiatives of the two Tables - South and North - of the West-Island. We are very proud of our accomplishments which would not be possible without the hard work of our team (Alena Ziuleva, Alexandra Laham, Victoria Prentice-Funk, Piotr Boruslawski, Kassandra Craven-Fisher, Roxana Stoleru, Alicia Diaz-Pappas, Valérie Laramée, Alexander Lutchman, Aida Louafi, Brenagh Rapoport, Ryan Simonyik, and Marie-Ève Lemaire St-Gelais)

A big THANK YOU to Alena Ziuleva, TQSOI Director, my colleagues on the Executive Committee - Daria Nardoza (Vice-President), Mark Walford (Treasurer), Sheila Laursen (Secretary), Howard Nadler (Secretary), Kathleen Greenfield (Officer), Mehmet Deger (Officer), Geoffrey Kelley (Officer), Joan Lee (Officer) and Campbell Stuart (Officer). Thank you also to all the citizens, non-profit organizations and private organizations as well as the communities who have helped us during 2022-2023.

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**

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



## MESSAGE FROM THE DIRECTOR



Dear TQSOI members and friends,

After celebrating our 10 year anniversary last year, we have continued to grow and achieve amazing things for our community.

These achievements would not be possible without the dedication of the entire TQSOI team. Their hard work has always been the driving force behind the success of our collective projects.

Thank you to the TQSOI board of directors for their support and constant involvement in the continued development of our organization.

Thank you to the many members of our committees for their participation and input as we work together towards our missions. It is a privilege to have such dedicated and talented individuals supporting us and helping us make a difference.

Our volunteers are so valuable to our organization as they continue to give their time and energy to support our work. Countless hours are given by volunteers to Solidarity Market, Housing projects, organization of events and activities, participation at the committee meetings, and much more.

Many thanks to our funders who trust us and continue to support as we elaborate and develop new projects to help serve the community.

This year the TQSOI has acquired their very own office space, thus allowing our team to work alongside each other after years of working from home during the pandemic. This has been a great advantage and has helped us build a stronger and more dedicated team. Our team continued to show remarkable adaptability with our new hybrid work format.

This year, we will begin our Social Development Action Plan. This plan will allow us to reassess the needs of the community, identify gaps in the service delivery system and to propose a collective strategic plan to adapt to the new realities of the citizens of the West-Island.

My hope is to keep growing our organization as we move forward with the help of our partners and to continue progressing our mission to help increase the quality of life of our residents and to reduce poverty and social exclusion.

**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 organization 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
- 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'Urfès
Vice-President	Daria Nardoza	West Island Network of Churches
Secretary	Sheila Laursen	Resident of Pointe-Claire
Secretary	Howard Nadler	Action jeunesse de l'Ouest-de-l'Île
Treasurer	Mark Walford	Mental Health Citizen's Group
Officer	Joan Lee	West-Island Black Community Association Inc.
Officer	Kathleen Greenfield	Resident of Pointe-Claire
Officer	Campbell Stuart	Legacy Fund for the Environment, Ste-Anne-de-Bellevue
Officer	Mehmet Deger	Muslim Turkish Association and Dorval Mosque
Officer	Geoffrey Kelley	Former MNA and Resident of Pointe-Claire

## THE TQSOI TEAM



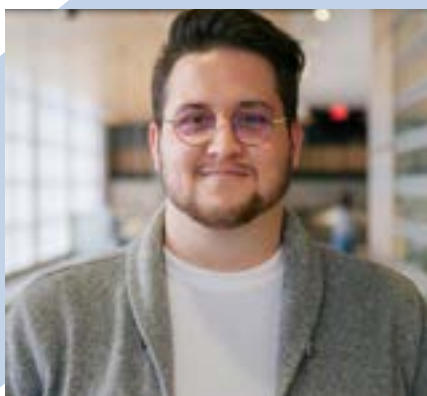
**Alena Ziuleva**  
**Director**

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.



**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.



**Ryan Simonyik**  
**Program Manager, Housing**

Ryan has been involved in defending tenants' rights in the Greater Montreal area for the last few years. He has experience in building community capacity and organizing in pursuit of giving tenants' the tools to exercise their housing rights to the fullest. He holds a bachelor's degree from Concordia University in Political Science and a graduate diploma in Community Economic Development.



**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.

## THE TQSOI TEAM



**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.



**Marie-Ève Lemaire St-Gelais**  
***Community Network Project coordinator, Food Security***

Marie-Ève's mission is to help build inclusive communities, resilient food systems and a healthy environment for present and future generations. She holds a bachelor's degree in Agricultural and Environmental sciences with a major in Global Food Security from McGill University.



**Aïda Louafi**  
***Project Coordinator, Comité logement Establishment Project***

For several years, Aïda has been involved in many causes: accessibility to health and social care services, illiteracy, homelessness. She is enthusiastic to be able to work on the project of establishing a housing committee in the West Island, a cause close to her heart. She holds a bachelor's degree in anthropology from the University of Montreal.



**Brenagh Rapoport**  
***Mobilization Agent, Collective Impact Project***

Brenagh is passionate about equity, affordability, and accessibility in urban spaces. She is committed to advancing a collective vision for housing affordability in the West Island. They hold a bachelor's degree with a double major in Political Science and Community, Public Affairs and Policy Studies from Concordia University.



## THE TQSOI TEAM

The TQSOI also wishes to acknowledge the work of Alicia Diaz-Pappas, Kassandra Craven-Fisher, Alexandra Laham, Victoria Prentice-Funk, Alexander Lutchman, Tatianna Soulinis and Jacques Gross. We thank them for their contributions throughout the last year.



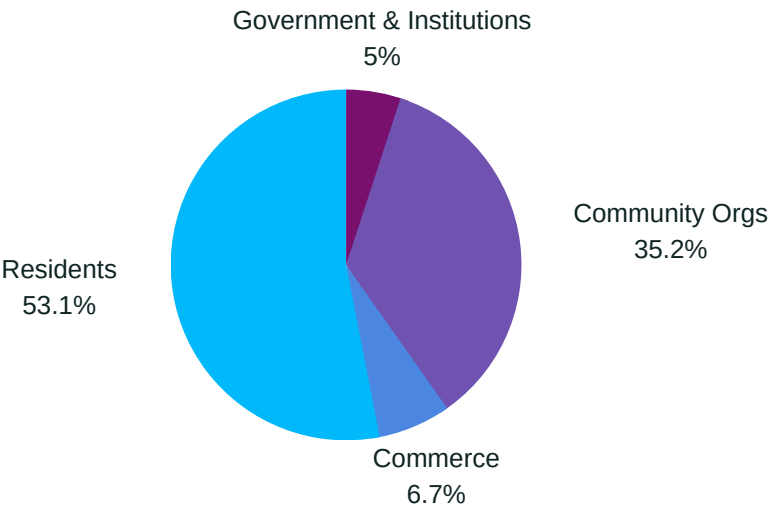
MEMBER ORGANIZATIONS BY CATEGORY

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 95 resident members, 63 community organizations and 21 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
- GRAME
- Groupe CDH
- John Abbott College
- Kiwanis Lakeshore
- La Sortie
- Lakeshore General Hospital Foundation
- Lester B Pearson School Board (LBPSB)
- Legacy Fund for the Environment
- Literacy Unlimited



- Little Brothers of the West Island
- Lakeshore University Womens' Club
- Ma Communauté en santé Montreal
- Montréal Lakeshore University Women's Club
- 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 Community Shares
- West Island Crisis Centre
- West Island Network
- West Island Women's Centre
- West Island YMCA
- Youth Unlimited

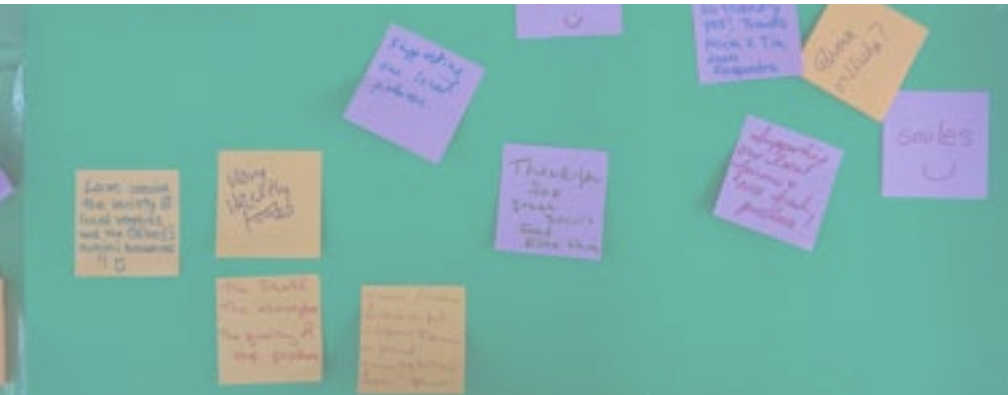
# OUR COMMITTEES

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	9	7
Poverty Reduction & Social Inclusion	21	16
Food Security	24	11
Housing General	16	4
• PIC Housing	6	7
• Calodi Housing	8	5





# SOCIAL DEVELOPMENT COMMITTEE

## VISION

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

## ACTION PLAN: STARTING ANEW

Our last social development action plan has come to an end. However, the working committees for our different dossiers continue to work on their projects. See their work accomplishments in the following section of this report.



## LOOKING FORWARD

We are prepared to start our new social development action plan in 2023. The initial planning steps include consultations with residents and other stakeholders and selection of new priorities for the years to come. We will be looking for your support and active participation during this process.

We look forward to hearing from our members and residents about their concerns and difficulties they are facing. We will identify gaps in services and together we will find solutions and work on improving the 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.
- **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 Southern West Island.

### ACTION PLAN: PROGRESS AND ACCOMPLISHMENTS

Following the lines of the two objectives outlined by the 2016-2021 Social Development Action Plan: to support existing initiatives addressing food insecurity as a vessel for change and to raise awareness about local food insecurity, we are now in a supporting role for the solidarity market project, since the transfer to Bread Basket.

We also wish to continue to create spaces for collaboration and networking so that we can keep supporting local organizations and initiatives in order to achieve a more food secure Southern West Island. We believe the network project can assist this mission and help food security actors to be supported in their projects and be more connected with one another.



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

Thanks to the funding from the Direction régionale de santé publique (DRSP) and the support of its local partners, the TQSOI is pleased to have developed a public solidarity market, the Neighbourhood Market, over the summer of 2020 through 2022. The market was a project lead by TQSOI and resulted in a collaboration between Bread Basket, the City of Pointe-Claire, the Carte Proximité, Fermière et Solidaire program from Carrefour Solidaire Centre Communautaire d'Alimentation, volunteers from Pointe-Claire, and West Island's producers.



## FOOD SECURITY COMMITTEE

The market took place once every two weeks at the Bob-Birnie arena, from July to October, welcoming an average of 116 clients per market last summer. Also in 2022, 35 households received a Carte Proximité to make their purchases. The Carte Proximité, is a card distributed to lower income households with a monthly amount of \$25 to \$100 depending on the size of the household. Acting somewhat like food stamps, the card is an accepted payment method in participating markets in exchange for fresh local produce.

After a pandemic adapted season in 2020 and two seasons of the Neighbourhood Market being open to the public, we successfully strengthened our partnership with the city of Pointe-Claire, strengthened our communications related to the pay-what-you-can model and emphasized the importance of supporting local producers.

As mentioned, an important transition is currently happening at the Neighbourhood Market. After years of incubating, piloting, securing funds and creating meaningful partnerships, the TQSOI will no longer be leading the project. Instead, our collaborators at Bread Basket are now assuming the leadership role as the TQSOI remains available to support them as needed.





## FOOD SECURITY COMMITTEE

### FOOD SECURITY NETWORK

In the fall of 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. Although many actors collaborate, the objective of this project is to offer a structure that would ensure its sustainability and accessibility to all stakeholders, with the purpose of achieving a more food secure West Island.

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.



As of now, a document that will present the state of food security in the West Island is being created.

This document will also present the results of the survey and interviews conducted last year as a way to summarize some of the common needs and challenges of food security stakeholders in the West Island. This document will serve as a baseline for the Network project to build on.

### CONCERTATION ON NEW DRSP SUPPORT PROGRAM FOR FOOD SECURITY

The DRSP announced a new program (1.2 measure) that will support food security projects. The program is looking to implement changes in the selection process and project submission, in order to distribute funds more equally across Montreal's neighborhoods. TQSOI and other key players participated in meetings with the DRSP in order to raise awareness about challenges specific to the West Island, especially when it comes to food security and securing funds.

A working group has been created to stay up-to-date with the release of this new measure. It will also provide support, as needed, to organizations that want to submit a project in order to increase their chances of receiving funding.



# FOOD SECURITY COMMITTEE

## COMMUNITY INITIATIVES

In early January 2023, the only grocery store in Sainte-Anne-de-Bellevue closed suddenly leaving citizens without access to a car in a precarious situation. In fact, the closest grocery store being the Provigo in Baie d'Urfé and its access with public transportation being challenging, it includes a 15 minutes walk both ways. As if this wasn't enough, the Baie d'Urfé's Provigo closed late March for a few months for renovation purposes, leaving the residents in an even drier food desert. Thankfully, St George's Anglican Church, joined by Merging Waters United Church and Paroisse Catholique Sainte-Anne-de-Bellevue stepped up to provide support to citizens experiencing issues with getting groceries, by offering delivery and transportation services through the generous help of volunteers. Other key players were the management and employees from IGA Rochette Vézina who helped by organizing deliveries at a reduced cost. Their support was greatly appreciated by the community.

On a more positive note, the Sainte-Anne-de-Bellevue grocery store recently announced their re-opening in late May 2023. A big thank you to the concerted efforts of the churches and the help of volunteers who managed to keep the residents' pantries full during those few months. The churches are also working together on food cupboard projects to keep providing food for those in need on a regular basis.

## LOOKING FORWARD

We will keep supporting Bread Basket with the solidarity market project as needed, to help ensure the sustainability and success of the project. Some challenges for this project, which were highlighted at the end of last season, will be addressing the long wait line at the cash register and evaluating the possibility of more frequent markets or other pop-up market locations.

Later this year, a Food Security Forum will be held to unite stakeholders and residents of the West Island in order to discuss in more depth collective obstacles and solutions to food security. The idea with that Forum is to get feedback on the document created and start the discussion about the form and structure of the network itself to better suit the West Island's needs. The expected results of that forum is to form a working group that will co-create the structure of the network and its mechanism.

## IMPACT

- **Collective action:** Creating spaces for togetherness and alignment of resources.
- **Awareness:** Continued awareness building of local food insecurity issues.
- **More ressources and mobilized funding:** Securing funding to continue the concerted efforts to lower food insecurity in the West Island.
- **Collaboration & partnership:** Reintroduction of a partnership with the Table de Quartier du Nord-Ouest de l'île de Montréal (TQNOIM) to build resilient and concerted effort in the West Island.
- **Continuous communication:** Food security stakeholders have regular meetings.





## HOUSING COMMITTEE

### VISION

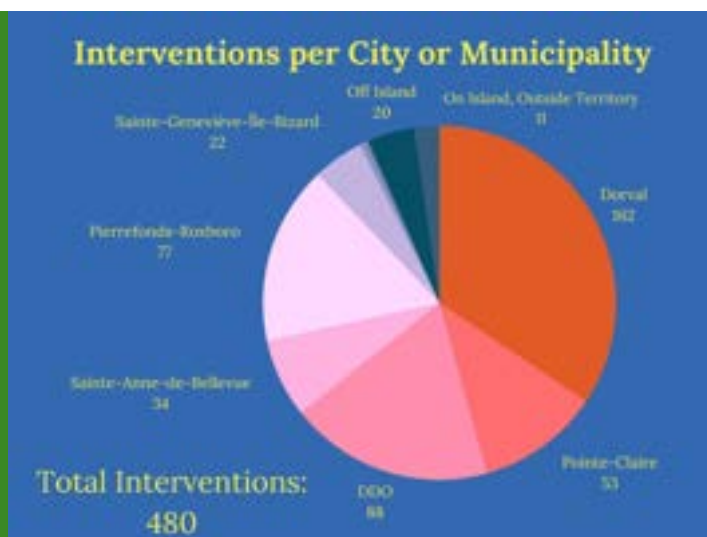
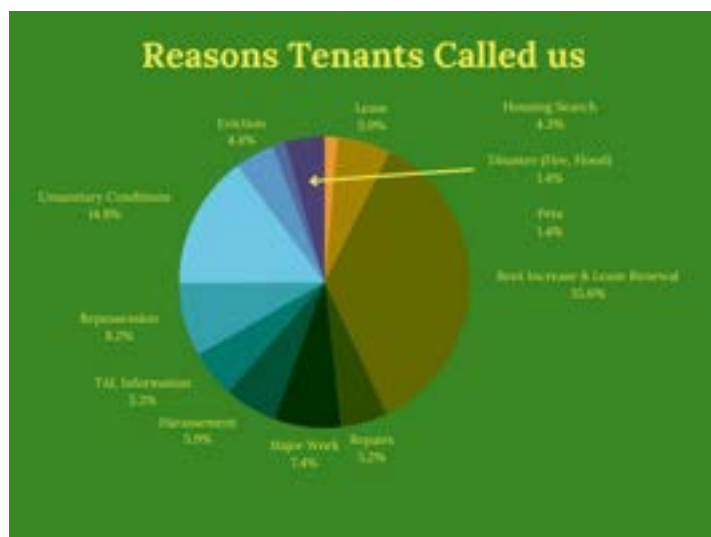
Adequate and appropriate affordable housing responding to the needs of residents in the southern West Island in the next 50 years.

In 2022-2023, the Housing Committee and Housing Dossier as a whole made important progress in its three pillar projects: the Housing For All West Island initiative, the “comité logement” establishment project and the Community Housing Toolbox. These projects have already made real improvements to affordable housing & tenants rights in the Southern West-Island.

### Comité logement Establishment Project & Tenant Support Hotline

For the past few years, a project to establish a comité logement for the West Island has been underway. The TQSOI made significant progress towards that goal in 2022-2023. In fact, the West Island Tenants' Action Committee (WITAC) achieved its official status in March!

In July 2022, the TQSOI began offering a free tenant support hotline. This line supports tenants in need with the right information about their housing rights and responsibilities. It also provides support for problematic situations. Since the phone line went live, 141 West Island tenants have called us for a variety of issues. Moreover, many of these callers have come back to us with other questions or issues, demonstrating the relationship of trust built with tenants who call us for help!





## HOUSING COMMITTEE

In addition to the hotline, three information workshops about rent increases and lease renewals in Sainte-Anne-de-Bellevue, Pierrefonds-Roxboro, and Dorval were offered. To promote these workshops, the TQSOI team and our partners distributed over 1100 fliers in a door-to-door promotional campaign and the workshops themselves were attended by 70 tenants from across the West Island. The success of these events shows the importance of accessibility to information and the need for more housing resources in the West Island.

Meanwhile, the TQSOI formed a founding committee in the fall of 2022 with several other community organizations from the West Island. This committee has the mandate to support the development of the new organization, WITAC. Thus, through five meetings, the committee has decided on several important aspects including the name, its objectives, and its rules and regulations. The mission of WITAC is to “promote strategies that ensure quality housing and the well-being of West Island tenants”. As noted earlier, the efforts of the founding committee resulted in the constitution of the WITAC on March 16, 2023. For the first time in its history, the West Island has an organization dedicated to tenant’s rights!

The next steps of the founding committee will be to support WITAC in achieving its autonomy. By the end of 2023, the new organization will be independent from the TQSOI, and will continue to provide support to West-Island tenants.



*“As a new tenant's association, we have relied on the TQSOI's expertise and guidance. We can attest to their leadership and dedication to our community. In my personal experience, the staff at the TQSOI have been great listeners, offering sound advice and solutions to issues with our apartment building. Their responsiveness to emails and phone calls has been well received, and their genuine care and concern for our well-being is very much appreciated.” - Paul Dubois (Resident of Pointe-Claire)*



# HOUSING COMMITTEE

## Community Housing Toolbox

The goal of the Community Housing Toolbox project is to put tools in the hands of community members that will help them develop affordable, accessible and sustainable community housing in the Southern West Island. The end result of this project is therefore a toolkit, in the form of a web page, that aims at informing users about the various issues and resources available in the development of community housing. The toolkit will make it possible to address common challenges - such as social acceptability, the lack of awareness of the resources that already exist, confusion surrounding zoning, difficulty in finding funding or housing development expertise - which community groups often face when trying to develop community housing in the West Island.

In terms of impact, this project has increased access to housing-related information and resources for local groups and, more broadly, for anyone interested in creating affordable housing. We have also strengthened collaboration and links between partners and actors in the community housing sector.

For example, the TQSOI created links with the Réseau de l'Ouest-de-l'Île (ROI), a network of churches, and was able to put one of these churches in contact with the PIC project as well as with the housing experts operating in the region. Thanks to these contacts, we were able to promote the toolkit and were able to share with them resources that they can in turn use with their clients!





## HOUSING COMMITTEE

### Housing Committee

The Housing Committee met 4 times during the year to support these landmark projects. Although this number is smaller than in previous years, the creations of the Community Housing Toolkit committee, the Advisory Committee for the West Island Tenants Action committee and the PIC committee, all shared the expertise and time of our housing partners.

The committee also supported itself internally and is in regular communication to exchange useful information or to inform the other members of the committee about interesting opportunities in community housing. In terms of municipal policy, we met with elected officials from the city of Dorval to present the various options available to them in a presentation called the “Many Voices of Affordability”. In addition, we also had the opportunity to give a presentation for the city of Pointe-Claire in collaboration with several experts in the development of affordable housing.

Given the urgency and scope of present day housing issues, the Housing Committee will continue its innovative and forward looking work and aim to meet its goal of improving affordability for all West Islanders.

### LOOKING FORWARD

The Housing Committee will continue to hone its strategies in addressing housing issues and utilize these strategies to make a measurable impact on affordability. In 2023-2024, we will work hard to:

- 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;
- Promote and strengthen our current housing initiatives while exploring new opportunities to improve the lives of southern West Island residents.

### IMPACT

- **Reinforced capacity:** Providing educational and collaborative opportunities around actions to improve the state of housing unaffordability through meetings with various stakeholders.
- **Policy influence:** Sustained advocacy and communication aimed at the cities and municipalities regarding housing needs and actions.
- **Community empowerment:** Working with the community through our various committees to reach our housing goals and address our collective needs.
- **Improving Housing rights:** Provided West Island tenants with information about their rights and responsibilities in order to improve their living conditions.



# THE COLLECTIVE IMPACT PROJECT (PIC)

## VISION

In partnership with a chosen community group, we will collectively address the barriers that restrict the development of their affordable housing project using a systemic approach. The process will have a positive impact on the feasibility of the chosen housing project as well as on future housing opportunities.

## MAJOR ACHIEVEMENTS OF 2022-2023

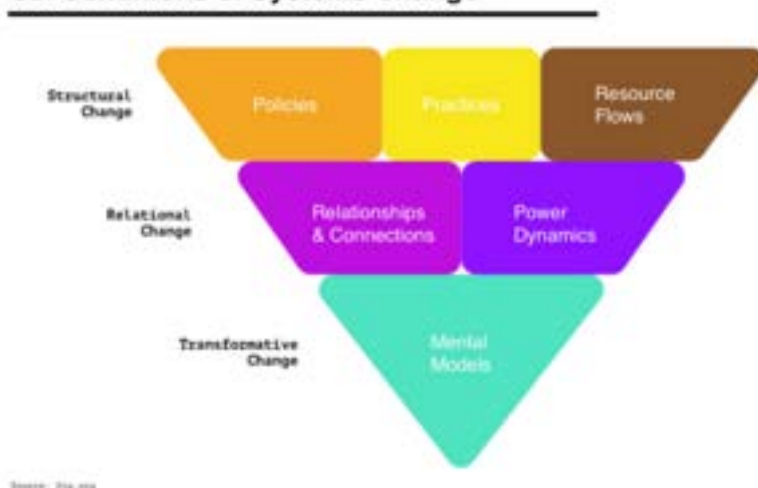
2022-2023 was year one of the second phase of the Collective Impact Project at the TQSOI. Housing for All: Affordability without Barriers built upon the foundations of the PIC 1 project, as we continued working with community partners to begin addressing barriers to affordable housing in the southern West Island.

Our goal in year one was to understand the nature of the conditions for systemic change at the local level through a community housing project. First and foremost, we remobilized the PIC Committee and invited new partners to join us based on committee needs.

We then looked to our previous PIC 1 work to understand and assimilate core principles and build on the learnings from last PIC activities. This validated the list of current organizations who were potential partners for the PIC 2 project.

We proceeded to review all the local community housing projects underway or proposed in the southern West Island. Interviews with housing organizations assessed community needs using the lens of equity, diversity and inclusion.

### Six Conditions of Systems Change



Source: Big City



This process included: Ricochet, Li-Ber-T House, Villa Beaurepaire, West Island Network, Fonds d'Aide, and PCSM (Community Perspective in Mental Health). Regional GRTs were also included in the exploration, including: ROMEL, Bâtir son Quartier, Groupe CDH, and Interloge.

Once interviews were completed, we studied each housing project through the six conditions of systems change. In November 2022, based on the barriers each project was facing, the PIC 2 committee selected Ricochet as our partner.

# THE COLLECTIVE IMPACT PROJECT (PIC)

## Partnership with Ricochet

Since December 2022, we mobilized with Ricochet (Hébergement / Homes), in support of their proposal for a much-needed affordable housing project in Ste-Anne-de-Bellevue. Our efforts focused on the area of greatest need, namely public engagement with the municipality and the community.

We learned many lessons over the course of this mobilization campaign in our ongoing efforts to collectively overcome barriers to public acceptance and municipal approval. Our work continues, as on April 19th, 2023, we will host two more public information sessions to continue engaging with the local community on the project of the Maison de Ricochet.



# THE COLLECTIVE IMPACT PROJECT (PIC)

## PIC Festival

To celebrate the Collective Impact Project in the West Island, in October 2022 the TQSOI, the Table de Quartier du Nord de l'Ouest-de-l'Île de Montréal (TQNOIM), and the Centre de ressources communautaires de l'Ouest-de-l'Île (CRC) hosted a kiosk event and a “fire-side” Q & A with community leaders.

The event included visitors from France and members of the PIC community across the Island of Montreal.

It gave us the chance to exchange in small groups to find answers to questions together, to build contacts with other people working on collective impact, and to understand our different perspectives.

Over the course of PIC, many West Island community organizations contributed to the success of PIC 1 and PIC 2. Thank you to all the partners who attended the festival and who have been involved with the Collective Impact Project in the West Island.





# THE COLLECTIVE IMPACT PROJECT (PIC)

## The Housing for All Newsletter

Introduced during the first phase of PIC, over the past year we continued to put together and send out monthly housing newsletters to an expanded audience of over 900 subscribers. These newsletters featured updates on the PIC project, recent housing news at the local, regional, and national levels, and an educational section to explain more complex housing topics.

The newsletters earn an average of 763 total opens and 53 total clicks each month. Due to their large readership and informative impact, we will continue to send out the housing newsletter every month.



## LOOKING FORWARD

The PIC 2 project is already continuing into Year Two. Our support of Ricochet and their work in Sainte-Anne-de-Bellevue is still underway, and will continue for as long as needed to obtain municipal approvals and ensure the project is on a pathway to success.

Following this partnership, we intend to make our time and experience available to other organizations in our network that are looking to develop affordable housing in the region. With the lessons we have learned and continue to learn from our first partnership with Ricochet, we will be able to reinvest our experience into supporting other community housing projects in the southern West Island.



# THE COLLECTIVE IMPACT PROJECT (PIC)



## IMPACT

- **Collective Action:** Collectively addressing the systemic barriers that restrict the development of affordable housing projects in the southern West Island.
- **Collaboration & Partnership:** Partnerships were at the centre of PIC 2. PIC committee members' projects were supported alongside our targeted collaboration in support of Ricochet.
- **Engaged Decision-Makers:** Meetings with elected representatives and staff at all levels of government strengthened institutional and government partnerships to advocate for affordable housing needs and opportunities across the southern West Island.
- **Reinforced Capacity:** Our experience with the housing development process in Ste-Anne-de-Bellevue improved our understanding of urban policies and processes in the West Island, which can be leveraged in support of future housing projects.
- **Continuous Communication:** Our Housing newsletter raised awareness on housing issues, earned media coverage, and leveraged support for the Ricochet project.



# 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. Their active participation 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.

Last year, our delegates from the Health committee didn't have participation or presence at the CIUSSS led committees as these committees have not been revitalized since the pandemic started.



## LOOKING FORWARD

We look forward to our continued 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 the English speaking community.

## IMPACT

- **Collaboration & Partnership:** Strengthening collaboration between the West Island CIUSSS, community sector and residents.
- **Continued Communication:** Constant presence of health authorities at committee meetings assures the flow of information between committee members and the West Island CIUSSS.
- **Institutional and Structural Influence:** Committee members represent interests of anglophone residents at the regional committee for the access to health and social services in English language.



# 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 and the new project Together for a more inclusive Southern West Island were the main focus of the PRSI Committee for the period 2022-2023. The work of the committee was reorganized in the following three sub-groups:

### 1. Service promotion and service gaps identification and closing in West Island community

This subgroup was designed to support the CRC and to promote their services in the West Island. No meeting took place in this subgroup since the fall of 2022.

### 2. Volunteer recruitment

Volunteers West Island identified the age group 12-17 years old as being deficient in volunteering opportunities and this sub-group work focused on organizing a Youth Volunteers Fair. The event aimed to inform young people and their parents of organizations open to welcoming and supporting young volunteers aged 12 to 17, which will increase volunteering in this age group.



The event took place in the banquet hall of the Dollard-des-Ormeaux Civic Center on April 29th 2023 from 10am to 2pm.

In the adjacent room there were workshops on different topics, such as how to prepare your CV or "What would a volunteering day look like in a local organization". There were presentations from other youth on their volunteering experiences in the West Island.

The event was a huge success with 99 participants (43 youth). With a blueprint designed this year it will be easier to replicate it in the coming years. The emphasis will be put on recruiting more participant organizations that would be able to provide more volunteering opportunities to this age group.

"On behalf of the Lions Club- Montreal West Island, we are so happy to have participated in such a wonderful initiative. We made some valuable connections and as each of the groups strive for bettering our communities, perhaps there will be opportunities for collaborations to make our youth and communities stronger and successful in our individual and team goals. Looking forward to participating in your next event when warranted." - Sara Joseph



## POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

### 3. Together for a more inclusive Southern West Island

At the beginning of 2022, a new project started under the umbrella of the PRSI Committee having as general objective to improve the participation of people of immigrant origin and ethnocultural minorities in the collective life of our community.

Significant work has been done to develop and finalize two surveys:

- one with the population, to find out more and better understand the level of their participation in community life and in the decision-making of West Island to understand how we can improve their experience and facilitate their participation;
- as well as one for local organizations providing services to project target groups, to better understand the support and tools to increasing the participation in civic and democratic life of people of immigrant origin and ethnocultural minorities.

The surveys were developed in close collaboration with this subgroup as well as a few organizations active in the field working directly with our target population to include direct feedback based on their lived experience.

Two additional documents accompanied the surveys to provide information regarding the establishment and operation of the Community of Practice (CoP) and the Recognition Program.

A document containing a toolkit of best practices was developed from a literature review of several documents in the field of public participation.

The document has two main parts, the first provides background information on public participation techniques and important steps in the process, while the second part of the toolkit is designed as checklists that can be used when organizing different types of events or processes internally and externally.

The document has already been discussed with many stakeholders who provided their comments. We have already engaged municipal representatives in this project (two Pointe-Claire city councilors working on diversity and inclusion), who have provided us with feedback on how this can be useful at the municipal level.







## POVERTY REDUCTION & SOCIAL INCLUSION COMMITTEE

### LOOKING FORWARD

- The PRSI Committee is looking forward to organizing other Youth Volunteer Fairs that could develop into perpetual annual events, based on the success of the blueprint of the first one and also extend the number of participant organizations that offer volunteering opportunities to 12-17 age group. We will continue to consolidate and nurture our collaboration with Volunteers West Island.
- The Committee will continue supporting the implementation of the project Together for a more inclusive Southern West Island and provide feedback on its activities.
- Increase awareness in the community-at-large among those community groups and members that we still need to reach.

### IMPACT

**COLLABORATION.** Over the past year the committee was able to advance even further their work through the three subgroups with clear focus and concise actions like organizing the Youth Volunteers Fair as well as drafting a Toolkit of Best Practices for organizations that want to promote the participation of people of immigrant origin and ethnocultural minorities to the decision-making. We know that we can work together with best outcomes if we come together in the spirit of collaboration.

Through the organization of the Youth Volunteer Fair in the spring of 2023, the good collaboration between local community organizations and Volunteers West Island was further developed. It was generally agreed that the event brought together youth in search of local volunteering opportunities and organizations offering them.





## WEST-ISLAND STRATEGIC COMMITTEE

### **Collaboration between Table de Quartier Sud de l'Ouest-de-l'Île and the Table de Quartier du Nord de l'Ouest-de-l'île de Montréal**

This year, the Table de Quartier Sud de l'Ouest-de-l'Île and the Table de Quartier du Nord de l'Ouest-de-l'île de Montréal, with the continued support of CIUSSS community organizer, have created a steering committee to rethink the West Island's social development structure. This committee is called the West-Island Strategic Committee.

The mandate of the Strategic Committee is as follows: "The West Island Strategic Committee is a committee that aims to structure and make more effective the collaboration between the initiatives of the North and South of the West Island of Montreal to maximize our impact on social development and the fight against poverty in our community.



In early 2023, the committee met twice to establish its mandate and goals. These will be shared with the community shortly.



In order to maintain effective collaboration, the directors of the two Tables, Alena Ziuleva and Philippe Forté, have been meeting regularly since July 2022 to share updates on their Tables, discuss issues, prepare for the strategic committee meetings, and discuss other ad hoc issues. Seven meetings have been held since last summer.

The project managers of both Tables also meet to discuss and exchange on the projects of their respective dossiers, to align the activities of both Tables, to offer mutual support and to reinforce the collaboration.

We are very proud and happy to collaborate with the Table de Quartier du Nord de l'Ouest-de-l'Île de Montréal and we feel that it will have a positive impact on our community.

## THE TQSOI AT WORK







# 2022 PROVINCIAL ELECTIONS

For the 2022 provincial elections, the TQSOI organized a small social media campaign to share information about the elections and the candidates. Our social media posts were viewed by over 500 people. We also released a special edition of our housing newsletters which focused on the elections.









## EVENTS

### EARTH DAY 2023 CELEBRATION AND COLLABORATIVE MEETING BETWEEN TQSOI AND TQNOIM



This year we celebrated Earth Day during our special collaborative meeting with Table de quartier Nord de l'Ouest-de-l'Île de Montréal. During this meeting, project coordinators from both Tables have joined forces and offered presentations to our members to update them on our current projects.

In conjunction with Earth Day (April 22) and Mental Health Week (May 1-7), we had an eye-opening presentation on 'The Environment and its Impact on Mental Health'. This was presented by Mark Walford, one of TQSOI's board member as well as WICG mental health advocate, and PCSM peer support worker. The premise of the presentation was that there is a definite link between a healthy environment and positive mental health, as we looked further at how they are connected and their causes and effects.



It was a pleasure to reunite the members of both Tables for this zero waste event. The brunch was catered by Hunger Busterzz who presented their delicious food on reusable platters, used reusable utensils and had biodegradable cups and stickers! The TQSOI and TQNOIM provided our guests with reusable cups, glasses, plates and utensils, therefore reducing our strain on the environment.





# 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 100 likes, bringing us to a total of 959 page likes! We also have over 1000 followers. We posted over 110 times, with our posts reaching over 36 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. The newsletter earned 1369 total opens and 245 total clicks last year and we currently have just over 300 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 published two amazing toolboxes for our community.

## INSTAGRAM



Our Instagram is another promotion and engagement tool that we use to inform our community of 330 followers. This year, we posted over 30 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** 

**Emploi  
et Solidarité sociale**

**Québec** 

Agence de la santé  
et des services sociaux  
de Montréal

**Directeur  
de santé publique** de Montréal



**Centraide  
of Greater Montreal**



Community Housing  
Transformation Centre  
Centre de transformation  
du logement communautaire

Avec la participation financière de :

**Québec** 

**Montréal**

**Canada** 

**Société  
d'habitation**

**Québec** 





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