

CONSEIL COMMUNAUTAIRE

NDG

COMMUNITY COUNCIL



ANNUAL REPORT

2010 – 2011



The NDG Community Council is an organization that acts to promote, improve and sustain the well-being of the NDG community and its residents.

The NDG Community Council is a hub of community information and networking in NDG. It works with residents and other organizations, through community organizing and support, to address issues of concern and to find solutions. The Council focuses on quality of life, social justice issues and the involvement of Notre-Dame-de-Grâce residents.

Council's values:

- Inclusiveness, tolerance, representivity (reflecting the community)
- Transparency
- Social justice, preoccupation with vulnerable populations
- Autonomy of community initiatives and projects
- Citizen participation in decision-making that includes consultation and reflection of community values
- Belief in the capacity of individuals and organisations and support for that capacity
- Democracy
- Strong community



DIRECTOR'S REPORT

In 1942, a number of community groups in the Notre Dame de Grace district of Montreal came together to discuss a matter of great common concern. Since its founding almost 70 years ago, the Council has tackled the problems of the NDG community and continues to do so in today's context. Issues are always emerging and there is never a shortage of activities or initiatives. This year, in commemoration of the Council's anniversary we will be showcasing its achievements since 1942.

Most impressive is the continuous learning process experienced by all working at the Council. There is no time for boredom as there is always something new going on and interesting people to meet. Gillian Keefe departed in December after four years at the Council. She will be missed and we wish her all the best in her new endeavors.

In my new position, I find myself much more involved in planning and strategizing than before. The transition was not as difficult as I expected because of the support of the staff, Board and partners in the community.

2010-2011 was one of the most active years at the Council, but I think I have said this every year. This is what the Council is all about. Looking back at everything we accomplished last year, it is not easy to summarize our work. We have continued with our long-standing activities such as 2020 Public Assemblies, tax clinics, Meet the Candidates events and our work on ongoing issues which include developing services for immigrants in NDG, finding solutions for the lack of appropriate and affordable space for community organizations. In addition, we developed several new projects (launching our new website) and began to tackle new issues as well (the development of an intervention plan in the vulnerable areas of NDG).

Throughout the past year we continued to work in partnership with other groups, while trying to develop more effective ways to interact with the community. Some of our efforts included linking organizations with existing intersectorial tables in NDG as well as meeting with our partners (elected officials and administrators) in the borough, the CSSS and our provincial political representatives (MNA) to discuss issues of importance to the community.

Last but not least, I would like to thank all our funders, partners, members and the volunteers who have helped make the work of the Council a success this year. I hope you will enjoy reading all about this past year's journey in the following report.

Halah Al-Ubaidi

Executive Director

I would like to start by thanking the entire NDG Community Council team for its dedication to our community. Without their presence everyday, their expertise in the field as well as their involvement, the Council would not be able to fulfill its role as an agent of change and concertation.

To those that have left us during the past year and to those that will leave us shortly, a thousand thank yous for your presence. I hope you will continue to carry within you the passion for community involvement.

Lastly, I would like to highlight the remarkable work of the Council's Board of Directors and all its volunteers. I congratulate them for their involvement that enables us to improve the quality of life of our fellow residents. I thank them for putting their trust in me during this past year.

Louise Fournier,

President of the Board

Board of Directors (2010-2011)

All members of the Board of directors live in and/or work in NDG.

Louise Fournier (*President*)
 John Richardson (*Vice president*)
 Paul Shubin (*Treasurer*)
 Stephanie Childs (*Secretary until Jan.2011*)
 Ruth Weber (*Secretary since Jan.2011*)
 Alice Herscovitch
 André Mitchell
 Claudette Demers Godley
 Grace Moore
 Rita Del Grande
 Sabina Gergel
 Tiopia (Tia) Dayle
 Warren Allmand
 Michelle Ohnona
 (*Staff Representative*)
 Gillian Keefe
 (*Executive Director until Dec. 2010*)
 Halah Al-Ubaidi
 (*Executive director since Jan. 2011*)



Photo credit : Isaac Olson (NDG Free Press Dec 15, 2010)

**Council's Board members, staff and
Community partners**



OUR STRUCTURE



Photo credit: volunteer Pierre Blouin

STAFF

Gillian Keefe: Executive Director (until Dec. 2010)

Halah Al-Ubaidi: Executive Director (since Jan 2011)

Leslie Bagg : Community Organizer

Graziella Bieto-Challenger : Admin Assistant / Translator

Valerie Khayat: Communication & Public Relations

Gina Lacasse : Resource Center Coordinator

Michelle Ohnona: Benny Farm Community Organizer

Alice Phieu: Resource Center Assistant

PROJECT WORKERS

Bienvenue NDG:

Miguel Cristancho, Nadia Cafruni Couto
Yi YAO, Asma Benaziz, Hossein Mansouri, Yun Pei
ZHAO

Young Leaders: Kristina Bartlett, Katrina Heyde

Intercultural Table:

Sylvie Lafferière, Samantha Maurer, Miguel Cristancho

Web and Interactive Map

Aleksandra Petrovic Graonic - www.dagnova.ca

***Interactive Map** developed in collaboration with Collectif
Quartier

Website developed in collaboration with Center for Literacy
and Literacy Foundation

Interns and Summer Students

Alison Gault (Sandra Frosst program coordinator)

Robert Keango (McGill University Social Work Program)

Katrina Heyde (summer student)

Matthew Forget (summer student)



THE IMPORTANCE OF VOLUNTEERS

As always, the importance of volunteers is crucial to the success of the Council. Office work such as answering the phone, data entry, correcting maps and filing are tasks that are important for the action oriented work that we do. We would like to thank the many volunteers who support us. There are also the important contributions of community residents that support the work of the Council through participating on the board and action committees.

Round Table Organising Committee

Halah Al- Ubaidi (Coordinator until Jan 2011), Leslie Bagg (coordinator 2011), Gillian Keefe (NDG CC), Gail Tedstone (NDG CC), Nabila Ghernati (CDEC CDN/NDG), Jim Olwell (CSSS Cavendish), Nikki Schiebel (Eco -Quartier NDG), Marie-José Mastromonaco (CSDM), Fiona Keats (NDG Food Depot), Kathy Dancsecs (NDG YMCA)

Christmas Dinner

The volunteers are too many to mention but much appreciated nonetheless!

Bienvenue à NDG volunteers

Ahmed Bortai, Asma Benaziz, Djiélé Philippe, Fatma Mohamed, Georgenu Haare, Hamsa Assi, Hary Radrikoto, Ingrid Verdugo, Jasmine Verdugo, Karina Iraheta, Kathy Pescador, Kathya Brouillette, Lei Zhang, Li Yan Liu, Lihua Gao, Lynda Beritane, Najat Boulahmouz, Natalia Valdés, Shuang Qin, Yun Qin, Zeinab Rohane, Nour-El-Houda Amirech, Pilar Cuevas, Qiong Wang, Ruby Martinez, Saima Rana, Stacey Bayne, Viviane Garcia, Wang Xiaoke, Wen Ru Wu, Yanxia He, Yelena Pikulin, Yi Jiz Zhang, Yun Gao, Yun Pei.

NDG 2020 Support Committee

Halah Al-Ubaidi (coordinator until Jan 2011), Michelle Ohnona (coordinator 2011), Gail Tedstone (Resident), Bob Butler (Resident), Jim Olwell (CSSS Cavendish), Linda Bernier (NDG YMCA), Nabila Ghernati (CDEC CDN/NDG), Irene Lee-Olivier (Resident), Anamaria Gomez Upegui (resident)

Office Volunteers

Pierre Blouin, Sylvie Charest, Shirley Simpson and Dennis Vossos, Mala London

Tax Clinic

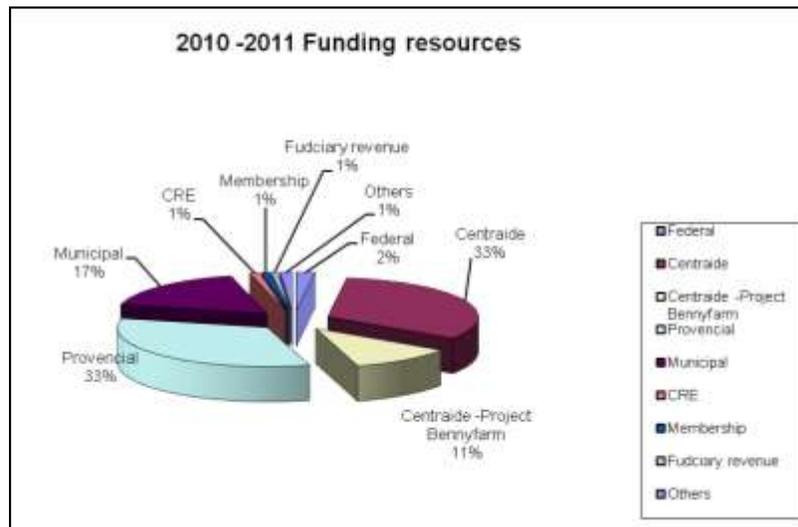
Louise Lefèbvre, Lee-Ann Hopkins, Jamie Yip

Sandra Frosst Memorial Small Grants Programme steering Committee

André Biron , Gail Tedstone, Anne Usher
Alison Gault (2010-2011 coordinator)



SOURCES OF FUNDING



Funding sources	The work it supports
Initiative Montréalaise (tripartite funding from Centraide du Grand Montréal, Direction de la santé publique and the Ville de Montréal).	Our work as the Table de quartier in NDG - concerted actions and community mobilization
Agence de la santé et des services sociaux (SOC) and membership fees	Council core mission funding.
Centraide du Grand Montréal	Residents mobilization around important issues in the community.
Soutien aux bénévoles (SAB)	Volunteer recognition and board support
Emploi Québec	Salary subsidy

Short term funding allocated to specific projects	
Centraide du Grand Montréal	Funding for the community development project at Benny Farm.
Entente Ville-MICC- Concertation et relation avec les communautés culturelles	For our work on relationship building and organizing within the cultural communities of NDG.
Arrondissement CDN/NDG- Fonds de développement social – DCSLDS Projet ressources accessibles	Supports the development of our website and the implementation of measures to increase its accessibility.
Human Resources and Skills Development Canada (HRSDC)	Salary subsidy for student jobs

We acted as fiduciary for three projects this year	
Entente administratives de développement social et de lutte contre la pauvreté et l'exclusion social –Ville-MESS	For the Jeunes leaders project of the Table jeunesse.
Conférence régional des élus (CRÉ)	For the seasonal markets of the NDG Coalition for Food Security.
-Ministère de l'Immigration et des Communautés culturelles - Entente administratives de développement social et de lutte contre la pauvreté et l'exclusion social -Ville-MESS -Ville de Montréal- programme de soutien aux initiatives liées à la diversité ethnoculturelle, 2010	For the Bienvenue à NDG project of the Action Committee 6-12.



CONCERTATION

Council's role as a Table de Quartier

The NDG Community Council is one of 29 Tables de quartier on the Island of Montreal. These Tables de quartier are local organizational networks working on social development. The Council, however, has a unique structure as all seats on its Board of Directors are held by NDG residents. Some Board members also work for other organizations in NDG although they do not represent those organizations at the Table de quartier NDG.

Tables and Committees the Council coordinates :

NDG Round Table

The NDG Round Table meetings take place four times per year and are organized by the NDG Community Council in partnership with an organizing committee made up of representatives from local community organizations. The meetings provide a vital opportunity for community workers to build links with each other, exchange information and showcase their initiatives and projects. Working to address the issue of poverty in our community continues to form the kernel of our work at Round Table meetings. This year was a dynamic one for the NDG community sector and Round Table meetings provided a venue in which new initiatives and projects were introduced.

Housing Table

The NDG Housing Table continued to meet over the past year to share information about housing needs and opportunities for social and community housing development in the area. A sub-committee of the table has been struck to work on a community plan for a potential housing development site at the intersection of Upper Lachine and St-Jacques streets in St-Raymond. We've also maintained our presence at our borough's housing committee where we have the chance to dialogue with elected officials and key civil servants, such as the head of inspection service, about housing conditions and planned social housing projects in the Borough. This year the housing table was pleased to lend its support to a new supportive housing project that will provide 29 units of adapted housing for women with mental illness and/or reduced mobility. This project is being led by Groupe CDH, one of the members of the table, in partnership with the *Centre haïtien d'action familiale*.

Intercultural Table

The NDG Community Council is committed to working on the issue of services for new immigrants in NDG. In addition to playing a leadership role in the creation of the Table interculturelle NDG, the Council has acted as fiduciary for the Bienvenue à NDG project since its inception in 2009. In 2010, the closing of the organization that had provided services to new immigrants in NDG left a serious gap in services in our community. Since then, the Community Council has taken initiative on the issue of services to newly-arrived residents by supporting the development of the Table interculturelle NDG and by acting as interim fiduciary for the provision of services to new immigrants. Continuing to work closely with our partner organizations, our successes this year include: (1) retaining a portion of the services offered to newly-arrived immigrants, known as Programme d'accompagnement des nouveaux arrivants [PANA], (2) continuing to provide support to the Table interculturelle whose work this year included the elaboration of a 3-year action plan and resource sheet for immigrants in NDG and (3) developing a working group on the issue of services for immigrants in NDG, which involves the Ministère de l'Immigration et des Communautés culturelles and other leading organizations working on this dossier.

NDG Community Space Coalition

Following a series of needs assessments and visioning exercises, an NDG Community Space Coalition was formed in December 2009 representing more than a dozen NDG community groups. In 2010-2011 the NDG Community Council continued its role of supporting this coalition. The main task of the coalition this year has been to compile detailed information about the needs and opportunities that exist with regard to spaces for community organizations in our neighborhood in order to build a strong case that can be brought to funders and various levels of government. Work has also been done to sensitize our elected officials at the borough and provincial level to the issue.



CONCERTATION

Council's role as a Table de Quartier

The Council collaborates with other organizations in NDG through membership in various Tables de concertation.

The Council's fiduciary role in the community

Youth Table

The NDG Youth Table joins partners in offering various services for youth and young adults.

Our contribution to the NDG Youth Table this year included acting as fiduciary for the Young Leaders project as well as sitting on the advisory committee for this exciting project. The Community Council also sat on the advisory committee for the Youth Table's NDG outreach worker, a new position this year.

Action Committee 6-12

The Action Committee brings together organizations that offer different programs and services for children between 6 to 12 years of age.

The Council was actively involved in several projects of the Action Committee this year including the after-school homework committee and the transition from primary to secondary school committee. The *Bienvenue à NDG* project received the largest support from the Council as it acts as fiduciary for the project (see detailed report on page 17).

Food Security Table

This table brings together NDG organizations and institutions which are concerned with our community's access to adequate and nutritious food.

In addition to ongoing collaboration between community organizations that are providing food related-services, the table's principle project this year was the seasonal fruit and vegetable markets. These were held for eight Saturdays in September and October to support the implementation of 8 'pocket markets' in four socially vulnerable neighborhoods (Walkley, Westhaven, Saint Raymond and Benny Farm). *Moisson Montreal* was the principal supplier with independent organic and non-organic producers also present. A core of volunteers doing set-up, selling and take down were the key to the success of this community-building event. In total, we served over 400 clients and sold over 2,500 lbs of fresh, affordable produce.

Sandra Frosst Program

The Sandra Frosst Memorial Program is inspired by the leadership of the late Sandra Frosst. The objective of the Memorial Project is to promote citizen involvement in the life of the NDG community.

Citizens are able to receive limited start-up funds to carry out their projects that have as their goal to bring people together to benefit the community. By facilitating and encouraging a broad range of initiatives and activities that build on this aspect of NDG, the Sandra Frosst Memorial Program hopes to further this tradition and richness. Some initiatives and projects this past year include *the Neighbourhood Gardening Project*, *NDG Network for a Better World* and *Root.ED in the Kitchen*.



CONCERTATION

The strength of the NDG Community Council is twofold, it's credibility and it's vision. Almost 70 years old, the Council as an organization has seen it all and speaks with an appropriate authority. Don't ever say "we can't, we're not big enough" to the Council. Second is the vision that we are all passengers on Planet NDG. The quality of life of one affects the quality of life of all. And so it is. There is considerable satisfaction in knowing that when I am gone, the NDG Community Council will still be here, organizing and fighting for the well-being of its citizens.

-Jim Olwell - Community Organizer CSSS Cavendish
Chairperson, Table jeunesse , Comité action 6-12 and Jeunes en Santé NDG

Coalitions, Tables and Committees of which the Council is a member:

- Borough Housing Committee**
- Borough Urban Security Committee**
- CMTQ** (Coalition montéalaïse des tables de quartier)
- CURA** (Community University Research Alliance)
- FRAPRU** (Front d'action populaire en réaménagement urbain)
- Quartier vert, actif et en santé NDG Sud-Est**
- NDG Seniors Table**
- RCLALQ** (Regroupement des Comités Logement et Associations de Locataires du Québec)
- RIOCM** (Regroupement intersectoriel des organismes communautaires de Montréal)
- Walkley Social mediation initiative**
- Working group on NDG Hidden Needs**

CIQ

The Concertation Interquartier (CIQ) unites Saint-Henri, NDG and Westmount organizations in efforts to maximize the positive benefits to surrounding neighborhoods from the arrival of the McGill University Health Centre at the Glen Yards. The NDG Community Council acted as coordinator of the CIQ for part of the past year. The negotiating of a community benefits agreement is the central mechanism by which the CIQ hopes to achieve its goals.

Jeunes en santé-Québec en forme

Under the auspices of Quebec en forme, Jeunes en santé NDG brings together various organizations and institutions in our community in order to elaborate and implement actions that work to improve healthy eating and active living habits among 0 to 17 year-olds in NDG. Jeunes en santé NDG brings together 14 community organizations in the comité d'action local and five organizations to form the coordinating committee, with the CSSS taking on a leadership role. The fiduciary for the project is Comité jeunesse NDG. The Community Council sat on three Jeunes en santé committees last year. Over the past year, the three-year funding request was approved, and a one-year action plan was finalized and submitted.

Part of the Council's mandate is to support groups of local residents who want to make a difference in their community and to spearhead as well as facilitate mobilization efforts around issues of common concern in the community.

NDG 2020 Public Assemblies: Forums for Concerted Action and Mobilization

One of the key components for encouraging resident involvement in community life is providing a forum for information sharing and exchange regarding issues that touch their daily lives. Providing a space for this information sharing and exchange on common interests is the purpose of our 2020 public assemblies.

NDG 2020 Public Assemblies are community meetings organized in partnership with local groups in order to provide a public forum for the discussion of important community issues. These assemblies are always organized in partnership with local groups and organizations and with the support of the 2020 organizing committee, itself made up of residents and representatives from various community organizations. NDG 2020 Public Assemblies are venues for discussion, reflection, debate and mobilization.

Some Assemblies from this past year:

The Empress Cultural Centre / September 13, 2010

The public assembly organized on the subject of the Empress Cultural Centre is an excellent example of concerted action between the NDG Community Council, the Empress Cultural Centre and the Renaissance Empress resident coalition. Our combined efforts resulted in the gathering of 80 participants including residents, elected officials and administrators.

Benny Farm / November 23, 2010

With the completion of the residential component of the redevelopment of the Benny Farm site, this public assembly provided an opportunity for exchange and reflection on the redevelopment process, the Community Council's role in community development at Benny Farm as well as future challenges that will be faced by residents on the site as further development unfolds.

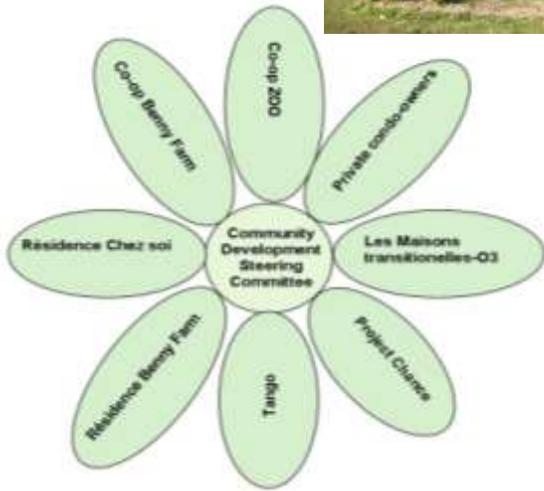
As part of our long-standing tradition, the Council held a *Meet the Candidates* meeting for the 2011 Federal election. This year, the Council assisted in the publicizing of the Westmount/Ville-Marie riding event and organized the meeting in the NDG/Lachine riding. Five candidates introduced themselves and responded to questions. Approximately 80 residents and representatives from organizations attended the event which was moderated by Gail Tedstone.



April 27, 2011 *Meet the Candidates Night*



Promoting engagement and cooperation



As a relatively young organization, Les Maisons Transitionnelles O3, appreciates the support and the expertise that has been provided to us by the NDGCC. We have benefited greatly by being a part of the circle and thereby expanding our network.

-Linda Babins
Director Les Maisons Transitionnelles O3

Benny Farm Community Development Project

With the completion of the residential portion of the re-development of the Benny Farm site in 2010, we can now appreciate the amplexness and diversity of the community that calls Benny Farm home. With close to 800 households across the site, the Benny Farm community development project has worked to create opportunities for residents to meet, forge relationships, break isolation, work together on issues of common concern, mediate conflicts, obtain information, build relationships with partner organizations and foster pride in their neighbourhood.

The Benny Farm community development project is managed by a steering committee made up of representatives from various housing organizations at Benny Farm. The steering committee meets monthly to exchange information and work collaboratively on issues of concern for the Benny Farm community. The activities organized over the past year include community clean-ups, arts and crafts activities for children, community meals, literacy activities and door-to-door outreach on the topic of neighbourhood security. Among the most significant achievements is the increased

capacity of Benny Farm residents to organize events and activities in concert with one another and with growing autonomy. Two notable events that took place over the past year were the Benny-wide Easter egg hunt which took place in April of 2010 and the annual Benny Farm community barbecue in June 2010. Each activity drew over 100 residents from various housing organizations at Benny Farm and provided important opportunities for residents to forge relationships across the lines of physical disability, age, ethnicity, socio-economic status and gender.

One of the central objectives of the Benny Farm community development project is to promote the integration of the housing organizations at Benny Farm into the surrounding network of NDG community organizations. As such, we were very happy to welcome the participation of Prevention NDG on the community development project's steering committee since January 2011. This change brings added support and expertise to the steering committee and to the work of the Community Council at Benny Farm.

By Michelle Ohnona

Citizen Leadership workshops

The NDGCC was fortunate to be presented with the opportunity to participate in a unique experiment in citizen leadership development this year. The *Carrefour Populaire St-Michel* teamed up with the Centre Saint-Pierre to share an innovative workshop series that the *Carrefour* had created. Halah Al-Ubaidi and Leslie Bagg joined community workers from 5 other organizations from different regions of Quebec to be trained to facilitate the workshop series. We then recruited 5 dynamic women of diverse origins in NDG to share in the experience with us. The workshops were fun and participatory. They focused on building concrete communication and collaboration skills that are essential for involving oneself in one's community. These skills included public speaking, inter-cultural communication, facilitation of meetings and group decision-making. We received positive evaluations from the participants and four of the five are currently engaged in various Council-related initiatives such as the NDG Tenants' Association, Bienvenue à NDG, the 2020 Public Assembly Planning Committee and the Benny Farm Steering Committee. We hope to be able to repeat this enriching experience with another group of residents in the future.



Citizen Leadership Workshops 2010

Christmas Dinner

Organized exclusively by an army of volunteers, this Christmas Day event of food and fellowship has been running for more than thirty years. This event is heavily supported by donations from the community which include cash contributions, turkeys, baked goods, drinks and gifts for the children. This past Christmas a total of 763 meals were served with all the trimmings.

NDG Tenants' Association

This was another fruitful year for the *NDG Tenants' Association*. One issue of particular concern has been tenants' long wait times for hearings at the Rental Board. According to the Rental Board's own statistics these have increased to 17 months on average. The NDG Tenants' Association is particularly disturbed by the double standard whereby landlords are granted hearings for evictions of tenants within weeks for non or late payment of rent. In addition to gathering for conversation and strategizing over bi-monthly delicious pot-luck brunches, members of the Association this year again rose to action to defend the rights of tenants by participating in monthly actions (organized by Project Genesis and the *Regroupement des comités logement et associations de locataires de Québec (RCLALQ)*) outside the rental board. These initiatives were undertaken to denounce this situation and to demand that urgent cases be heard within 72 hours. Another demand has been that all other cases (whether they are introduced by a landlord or a tenant) be equally heard on a case-by-case basis within three months. On March 22nd 2011, members also took part in a large-scale demonstration organized by the Coalition Against User Fees and the Privatization of Public Services. The Association now has a contact list of 46 tenants. New members are always welcome at brunch meetings and there is no formal membership process. Anyone who participates in, or supports, any of the NDG Tenants' Association activities is considered to be a member of the association.

By Leslie Bagg

An efficient and organized communication system is essential to the successful mission of any community organization. It allows for active communication with partners and residents and in turn gives way to more active participation and fruitful collaborations. For an organization like the Council, this translates into truly fulfilling its role as a hub for networking/resources and serving the community to its full potential. Since late January, internal and external communication tasks at the Council formed an official work position for the first time.

A glimpse at Internal and External Communication

Much of the work has been geared towards assessing and making revisions to the current communication infrastructure through some of the following: creating tools to promote efficient communication among staff to allow them to be aware of each other's whereabouts, ongoing projects and dossiers (i.e. online calendar for staff), major updates of member databases, community contacts, weekly editing as well as preparation of the *What's Happening in NDG* newsletter and timely interaction with the public in general. In addition, through collaborative efforts with Aleksandra Petrovic Graonic, a general review of the Council's website was done and a new online submission form for newsletter announcements was created in order to make this process more comprehensible and efficient.

By Valerie Khayat

The NDG Community Council is an essential partnership for the Éco-quartier NDG. Their activities and services keep us connected to the other community groups as well as citizens in NDG, which in turn allows the Éco-quartier to better serve the community.

-Nicole Schiebel, Coordinator *Éco-quartier NDG*



Through consistent communication and follow-ups, the Council was able to initiate new dialogues with the public, strengthen partnerships and reopen lines of communication with organizations that the Council had lost touch with in the last few years. In February, we launched our membership campaign for individuals and organizations and continued our outreach and mobilization efforts through strategic communication until our 2011 AGM. This year's campaign yielded a strong response and an increase in organizations especially, that renewed their membership or became supporter-members for the first time.

V.K.

May 3, 2011 Round Table Meeting (left)

As a hub of community resources, the Council provides residents and community organizations with information and support on a daily basis. Other services offered by the Council include lending of equipment (projector, laptop, sound system, tents) as well as notifications of community-sector job offers in Montreal through an employment mailing list that now counts close to 250 recipients.

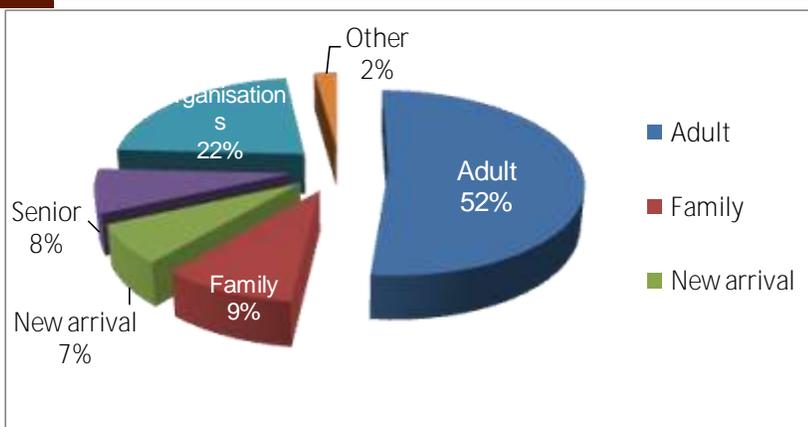
Resource Centre

The NDG Community Council's Resource Centre supports, informs and directs residents and organizations to available community resources. The Resource Centre takes an empowerment approach to information and referral services. It aims to assist residents in taking concrete actions to solve their own problems and by doing so, improve their own quality of life and that of those surrounding them.

The calls received by the Resource Centre often reflect broader issues in the community. This year, some key issues that have emerged through the array of requests include (1) access to support services for newly-arrived residents, (2) housing issues and (3) access to welfare services and health care services. Although the questions asked are often multi-layered and complex in nature, noticeable trends in the type of information requested suggest that the barriers faced by the most vulnerable members of our community are increasing, while available services for these are diminishing. In an attempt to bring this observation to the forefront, a group of organizations, including the *NDG Community Council*, *Project Genesis*, the *Welfare Rights Committee* and the *Centre for Community Organizations* participated in the writing of a collective editorial article. As organizations that serve large numbers of newly-arrived residents, our collaboration was an attempt to highlight the common difficulties experienced in attempting to facilitate access to services for these specific populations. We have also begun to participate in the *Comité d'accès aux services clés*, a committee that works on issues related to service access.

The resource binder produced by the Community Council remains an important tool that is available to all community organizations who request it. Training sessions are offered to assist organizations in the use of the binders. The resource map of NDG also continues to be widely used and distributed within the community. Organizations that benefitted from resource-related training this year included *Prevention NDG* and the *NDG Food Depot's* pre-employability program. With the help of a social work student from McGill University, Robert Keango, we were able to offer a workshop on the Quebec health care system for newly-arrived immigrants.

By Gina Lacasse



**From NDG 96% | outside NDG 4%
Male 45% | Female 55%
French 28% | English 70% | others 2%**

2010-2011 query statistics sample

Tenants' Rights Information and referral

This year the NDG Community Council remained a source of information for tenants about their rights and recourses regarding housing issues which represent 29% of total queries the Council receives. This information was shared in various ways; through 524 one-on-one conversations and referrals over the phone or in our office, 6 popular education workshops reaching a total of 49 people and a series of door-to-door visits to buildings (38 households) that are in bad condition. Tenants asked us questions on topics such as rent increases, lease transfers, repairs not being done, bedbug/vermin infestation and noise. In our workshops we made an effort to link the problems that tenants may experience in their homes to broader systemic problems and offer opportunities for collective action. We also provided support to residents who were looking for a place to live by informing them of different forms of social and affordable housing in the neighbourhood while assisting them in gaining access to them. To that end, we helped write letters of intent that could be mailed to coops and helped to fill out low income housing application forms.

Lease transfer network

We are pleased to report that the NDG lease transfer network website, itself a brainchild of the NDG Tenants' Association, is now up and running at www.ndgleasetransfer.org. The goal of the network is to help keep rents low, especially in lower NDG, where gentrification linked to the arrival of the new MUHC hospital is likely to see an increase in rent prices. By transferring leases, we can avoid large (and illegal) rent increases in between tenants. Visitors to the site can post information regarding a lease they wish to transfer, browse postings if they are looking for an apartment and find out details about how to go about conducting a lease transfer. Articles in the Free Press, the Suburban and the Montreal Mirror have helped this website become more widely known. Special thanks to Katrina Heyde (our NDGCC summer student), Judy Shapiro of the CSSS Cavendish and Bill Green of the NDG Senior Citizen's Council for helping to start up and publicize the project and to Phil Bergeron-Burns for creating and maintaining the website on a volunteer basis. Thank you also to Magali Henry and all the other NDG Tenants' Association members who made sure that promotional flyers for the website were distributed all over NDG.

By Leslie Bagg

Information session around cuts to social services / February 9, 2011

This winter, the NDG Community Council joined over 150 other community groups in a campaign against provincial budget cuts and privatization of social services led by the *Coalition opposée à la tarification et à la privatisation des services publics*. In February, we organized a popular education workshop on the budget and fiscal alternatives in partnership with the *Regroupement intersectoriel des organismes communautaires de Montréal* (RIOCM). We then mobilized residents to participate in a massive pre-budget demonstration held on March 22, 2011 as well as a follow up action on April 1, 2011.



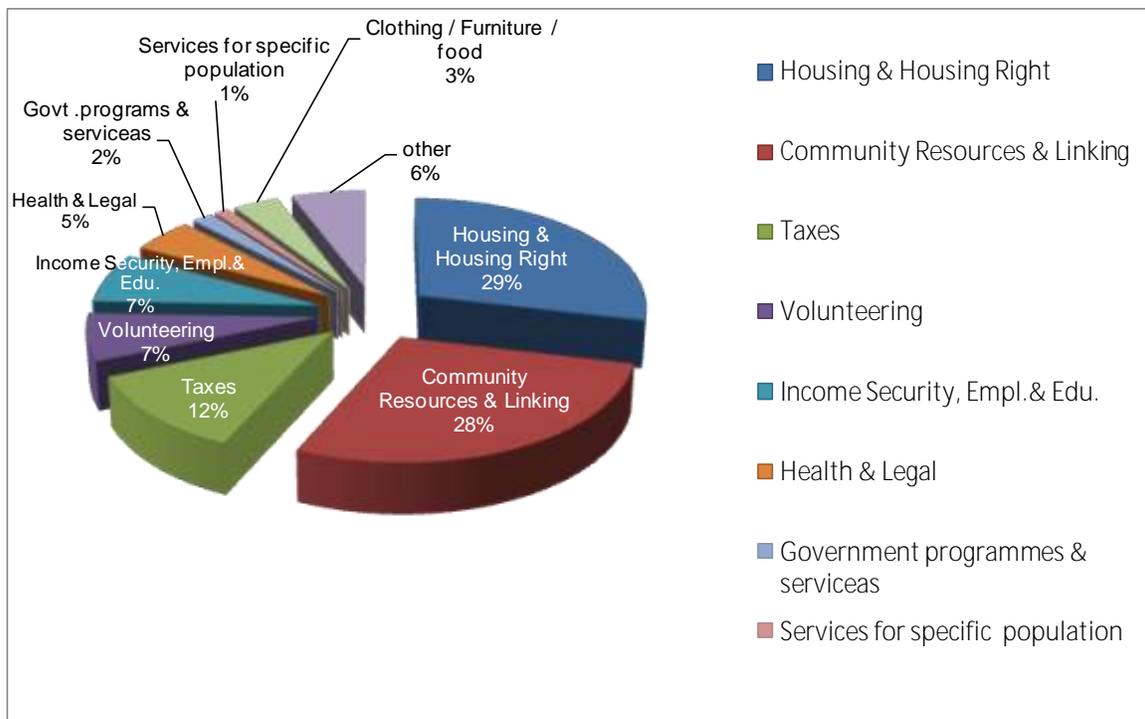


Tax Clinic

This spring, the NDG Community Council held its annual tax clinic for low-income individuals (90% were NDG residents). By providing low-income residents with the opportunity to file their tax returns, we are ensuring that they have improved access to certain governmental programs (e.g. Universal Childcare Tax Benefit, welfare, solidarity tax credit), support services to improve quality of life (e.g. social housing) and tax credits. We benefitted from a dedicated team of volunteers trained in income tax preparation through the *Programme bénévole* of the Federal and Provincial governments. We were also fortunate to have the support of Alice Phieu, Resource Centre Assistant, who worked tirelessly to ensure that the clinic run efficiently. Wesley United Church's generous donation of their space made it possible for us to have a room in which to run the tax clinic at no charge. It is worth noting that the demand for this service far exceeds what we are able to provide with our current resources and that many residents had to be referred to alternative tax clinics in the NDG community and beyond.

"The NDG Senior Citizens' Council understands the importance of collaboration at the local level and values its' long-standing partnership with the Community Council. Our shared history and desire for improving the lives of local citizens' is paving the way towards a greater emphasis on collaboration in the areas of poverty reduction and community space."

-Sheri Mcleod, Senior's Citizens' Council



Bienvenue à NDG was created through a partnership between the Comité d'action 6-12, the Table de Concertation Jeunesse NDG, the NDG Community Council and the Commission scolaire de Montréal. The objective of the project is to facilitate the integration of immigrant families into the NDG neighbourhood. Bienvenue à NDG helps newcomers to access community services and participate in NDG community life.



Bienvenue à NDG outreach activities 2010-11

Bienvenue à NDG

During 2010-2011, the project has continued its outreach activities with the primary objective of facilitating the integration of families into the NDG community. Last year, ***Bienvenue à NDG*** organized more than 20 information kiosks at CSDM schools. Through these activities, more than 200 people had access to information about NDG services and resource and were registered in the project's data base in order to be notified of future activities. These outreach activities were only possible with the active support and participation of the Comité d'Action 6-12 members.

In August 2010, the project began the program *PANA* (Programme d'accompagnement aux nouveaux arrivants) from Ministère de l'Immigration et Communautés culturelles (MICC). This program provides one on one support to families and persons who have been living in Canada for less than 5 years through the creation of a personalized action plan for integration as well as through referring them to appropriate organizations or services. As a result of this program, *Bienvenue à NDG* has helped more than 150 new residents in regards to integrating themselves within their com-

munity. In December 2010, *Bienvenue à NDG* developed a new initiative called *Je m'engage à NDG*. This new initiative mobilized more than 25 volunteers to collaborate in the creation of 5 social integration activities (*The flavours of the world in NDG*) for other families in the neighbourhood. Working together as an organizing committee, the volunteers developed and cultivated such skills as budgeting, scheduling, logistical planning and marketing. In partnership with the *Boîtes à Lunch Workshops*, *NDG Food Depot*, and the *Knox Crescent and First Presbyterian Church*, *The flavours of the world in NDG* has reached more than 200 participants interested in discovering better services and resources in their community.

By Miguel Cristancho

Advisory Committee: Miguel Cristancho, Halah Al-Ubaidi, Marie-Charles Boivin, Jim Olwell, Ruth Weber

Interns:

Najat Boulahmouz
Katrjn Fadin

WEB SITE DEVELOPMENT 2010-2011

By Aleksandra Petrovic Graonic

2010 was a dynamic year for a dynamic web site! There were two major projects that sought to improve access to information for organizations and residents, and to make searching for information and updates easier for our staff. Additionally, a section was added to our website that enables visitors to subscribe to our weekly e-newsletter *What's Happening in NDG?*, send us announcements and view archived issues.



The Council's new Website

Online Resource Maps

Our goal this year was to work on our ability to offer information about local resources in alternative and interactive forms. In addition to the information currently available on our web page and on our paper map, we have developed a new section of NDG maps accessible from our web site. Visitors are now able to search for both community resources and food security resources in two Google-based interactive maps. Users may also incorporate those maps into their own Google accounts, plan their transit routes on foot or by public transportation, and access web sites and contact information of the community organizations listed.

NDG Atlas

Alongside the development of web-based tools for use by residents, a process involving extensive consultation with our partner organizations took place around the development of an NDG Atlas. The NDG Atlas is a tool designed to be used primarily by community organizations in their work, giving them easy access to demographic data and information about community services in NDG. The NDG Atlas was made possible through collaboration with *Collectif quartier*, a Montreal organization that works to support local development. In addition to the on-line training videos that are currently available, the Community Council and Collectif Quartier will continue to offer training and support to the community in the use of the Atlas.

Accessibility

In an effort to increase the accessibility of our website to people with varying degrees of English and French literacy, we made extensive modifications to both the design and content. Working with the *Centre for Literacy* and the *Literacy Foundation*, we simplified the language used on the website, re-worked the categories of information offered, introduced information on how to use the site and added links to important information on our home page.



COUNCIL PARTNERS AND MEMBERS

Although the Council considers all NDG organizations members and works with them in partnership on ongoing dossiers, below are the supporters of the Council whose contributions go towards helping the Council fulfill its core mission.

Members organizations

ACEF Du Sud-ouest de Mtl
Au pois chic La cuisine de NDG
Carrefour Jeunesse Emploi NDG
Centre de bénévolat NDG
Chez Soi NDG
Comite Inter-HLM
Corporation de Développement économique communautaire CDN/NDG
Éco Quartier NDG/Décarie
Fondation de La Visite
H.I.P.P.Y Quebec
Iraqi Community Centre
Les Maisons Transitionnelles 03
NDG Food Depot
NDG Senior Citizens' Council
New Hope Seniors Centre
Prévention NDG
Royal Canadian Legion NDG BR24/106
Trinity Memorial Anglican Church
Y of Quebec NDG

Annual Report 2010-2011

Design and preparation: Valerie Khayat

Translation: Graziella Bieto-Challenger

Notes

DATE & location	Assemblies and Round Tables/ Des assemblées et Table Ronde
<p>09/06/2010 -- Centre Communautaire Wesley Community Center</p>	<p><u>L'assemblée générale/ Annual General Meeting</u> Présentations /Presentations - Jeunes Leaders Film Presentation:The film created by youth involved in Next Gen. The film highlighted the work of the Table Jeunesse NDG and focused on a youth forum that was organized last year. Conseil communautaire NDG Community Council -- Current community challenges and issues /Les défis communautaires actuels Chair -- Alice Herscovitch Participants 50 individuals & organisations</p>
<p>27/04/2010—Église Wesley United Church</p>	<p>Assemblées publiques 2020 Public Assemblies : Let's play with the plan: Virtual Consultation/ Amusons-nous avec le plan: Consultation virtuelle Présentations /Presentations Virtual consultation process and recommendations regarding sports recreation and cultural services in NDG/ processus de consultation virtuelle et recommandations concernant les sports récréatifs et les services culturels à Notre-dame-de-grâce (Gilles Bergeron, Michaëlle Riche) Moderator – Gillian Keefe & Gail Tedstone Participants + 55 individuals & organisations</p>
<p>07/09/2010 -- Centre Communautaire Saint Raymond Community Center</p>	<p>19th NDG Round Table Meeting/19^{ième} réunion de la Table ronde NDG Présentations /Presentations Quoi de neuf à NDG ? (projets, services, programme et initiatives /What is new in NDG (projects , services , programs and initiatives) Participants:41</p>
<p>13/09/2010-- Centre Crowley Centre</p>	<p>Assemblées publiques 2020 Public Assemblies : Empress at the Crossroads/ Virage pour l'Empress Présentations /Presentations Empress Video/ Vidéo Empress, The Empress Board/ le Conseil d'administration de l'Empress (Arnold Bennett), Borough and City/ L'Arrondissement et la ville (Michael Applebaum, Jean-Robert Choquet, Gilles Bergeron), Renaissance Empress (Paul Scriver, Bogdan Karasek) Moderator -- Gillian Keefe Participants +70</p>
<p>23/11/2010 - Community Room Benny Farm Salle communautaire</p>	<p>Assemblées publiques 2020 Public Assemblies: L'AVENIR DE BENNY FARM /THE PROMISE OF BENNY FARM Présentations /Presentations Aperçu historique de la mobilisation résidente et communautaire entourant le redéveloppement de Benny Farm / Historical overview of the resident and community mobilization surrounding the redevelopment of Benny Farm (Sharon Leslie) Aperçu des organismes d'habitation et institutions qui partagent le site /Overview of the housing organizations and institutions that share the site (Michelle Ohnona, Bob Butler, Sharon Ashton, Nigel Bicknell) Panel de discussion : leçons apprises /Panel discussion: lessons learned (Anne Usher, Leslie Bagg, Linda Jewers) Moderator -- Jim Olwell Participants +70</p>

DATE & location	Assemblies and Round Tables/ Des assemblées et Table Ronde
<p>30/11/2010 -- Centre Communautaire Saint Raymond Community Center</p>	<p>20th NDG Round Table Meeting/20^{ième} réunion de la Table ronde NDG Présentations /Presentations Beyond local services that respond to poverty in NDG: What is possible?/ Au-delà des services répondant à la pauvreté à Notre-Dame-de-Grâce: Qu'est-il possible de faire? Participants: 37</p>
<p>03/02/2011 -- Centre Communautaire Saint Raymond Community Center</p>	<p>21st Round Table Meeting/ 21ième réunion de la Table ronde NDG Présentations /Presentations Table Jeunesse: Mise à jour et levée de fonds/Table Jeunesse update and fund-raiser Catheryn Roy-Goyette du RIOCM : Campagne contre la tarification/ Catheryn Roy-Goyette of the RIOCM : campaign against user fees Luce Beauregard du CSSS Cavendish : processus de planification stratégique/ Luce Beauregard of CSSS Cavendish : strategic planning process Participants: 41 Moderator/Moderatrice : Gail Tedstone</p>
<p>27/ 04/2011- Monkland Center Meet the Candidates Centre Monkland</p>	<p>Candidates / Candidats : Isabelle Morin (Nouveau Parti démocratique/New Democratic Party),Marlene Jennings (Parti libéral du Canada/Liberal party of Canada),Jessica Gal (Le Parti Vert du Canada/Green Party of Canada), Matthew Conway (Parti conservateur du Canada/Conservative Party of Canada), David A. Lovett (Independent Candidate/Candidat indépendant) Participants : 80</p>
<p>03/05/2011-- Centre Communautaire Saint Raymond Community Center</p>	<p>22nd Round Table Meeting/22ième réunion de la Table ronde NDG Présentations /Presentations Marie-Eve Dolbec, Enfance Famille : Presentation de leurs services pour familles à la recherché de places de service de garde/Presentation of services for families looking for daycare Sarah-Maude Guindon et Leslie Bagg, Quartiers Verts, actifs et en santé: mise à jour/Green, Active and Healthy neighbourhoods : Update Ismail Sougou et Andrew Tijssen, Centre Sportif Notre-Dame-de-Grâce : programmation/programming Participants: 26</p>

Date & Location	Kiosques d'information aux Écoles et activités de groupe / Information Kiosks at Schools and group activities
23/6/2010, Parc Gilbert Layton	Activité sociale : Fête interculturelle NDG Partenaires : Boîte à Lunch, HIPPY Québec, TINDG Participants : 350
1/07/2010, Église Anglicane St. Philips, (coin Sherbrooke ouest et Connaught)	Activité sociale : Giant international Bazaar Partenaires : Résidents de NDG: Pamela David Participants : 100
31/08/2010, École Judith-Jasmin	Kiosque d'information / Information Kiosk Participants : 55
15/09/2010 École St Catherine-de-Stienne	Kiosque d'information / Information Kiosk Partenaires : Centre Loyola Participants : 60
16/09/2010 École Secondaire St. Luc	Kiosque d'information / Information Kiosk Participants : 50
16/09/2010 École L'étoile-flante	Kiosque d'information / Information Kiosk Participants : 35
16/09/2010, École Les-Enfants-du-Monde	Kiosque d'information / Information Kiosk Partenaires : Prevention NDG, Centre Loyola, Éco-Quartier NDG, Boîte à lunch Participants : 80
16/09/2010, École Marc-Fravreau	Kiosque d'information / Information Kiosk Partenaires : Prevention NDG, Éco-Quartier NDG Participants : 60
21/09/2010, École Judith-Jasmin	Kiosque d'information / Information Kiosk Participants : 85
21/10/2010, École Secondaire St. Luc	Kiosque d'information / Information Kiosk Partenaires : Centre Loyola Participants : 60
28/10/2010, École Secondaire St. Luc	Kiosque d'information / Information Kiosk Partenaires : Dojo Studio, Centre Loyola Participants : 110
18/11/2010, Annexe St Luc	Kiosque d'information / Information Kiosk Partenaires : Boîte à lunch Participants : 50
8/11/2010, Annexe St Raymond	Kiosque d'information / Information Kiosk Participants : 30
2/12/2011, École Les-Enfants-du-Monde	Kiosque d'information / Information Kiosk Participants : 50
2/12/2011, École Notre-Dame-de-Grâce	Kiosque d'information / Information Kiosk Participants : 20

2/12/2011, École Judith-Jasmin	Kiosque d'information / Information Kiosk Participants : 60
11/12/2010, Centre Communautaire Walkley	Activité de groupe / group activities Partenaires : Carrefour Jeunesse Emploi NDG, Centre Saint – Paul, Centre Loyola, Elmhurst-Westhaven Community Association, Batashown, YMCA ALAC, Dépôt Alimentaire, Prévention NDG, À deux mains, Centre communautaire NDG, CSSS – Cavendish 30, Éco-Quartier NDG, Tandem, Conseil Communautaire NDG Participants : 60
7/02/2011, Annexe St Raymond	Kiosque d'information / Information Kiosk Participants : 30
17/02/2011, École Ste. Catherine-de-Sienne	Kiosque d'information / Information Kiosk Participants : 40
1/03/2011, Knox Crescent Kensington and First Presbyterian Church	Activité de groupe / group activities Atelier : pré-employabilité Partenaires : Carrefour Jeunesse Emploi NDG, Boîte à Lunch, Dépôt Alimentaire et l'Église KCKF Participants : 40
17/03/2011, École Les-Enfants-du-Monde	Kiosque d'information / Information Kiosk Participants : 40
23/03/2011, École Judith-Jasmin	Kiosque d'information / Information Kiosk Participants : 40
5/04/2011, Knox Crescent Kensington and First Presbyterian Church	Activité de groupe / group activities Atelier : Les droits de locataires Partenaires : Conseil Communautaire NDG, Boîte à Lunch, Dépôt Alimentaire et l'Église KCKF Participants : 50
3/04/2011, Knox Crescent Kensington and First Presbyterian Church	Activité de groupe / group activities Atelier : Les systèmes de santé Partenaires : Conseil Communautaire NDG, Boîte à Lunch, Dépôt Alimentaire et l'Église KCKF Participants : 35
3/06/2011, Knox Crescent Kensington and First Presbyterian Church	Activité de groupe / group activities Atelier : Reconnaissance des diplômés et de l'expérience professionnelle Partenaires : SARCA, Commission Scolaire Marguerite-Bourgeois, Boîte à Lunch, Dépôt Alimentaire et l'Église KCKF Participants : 45
6/06/2011, École Secondaire St. Luc	Kiosque d'information / Information Kiosk Partenaires : Centre Loyola, Prévention NDG, Éco-Quartier NDG Participants : 70
6/06/2011, Annexe St Luc	Kiosque d'information / Information Kiosk Participants : 50
9/06/2011, École Marc-Favreau	Kiosque d'information / Information Kiosk Participants : 30

Thank you



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