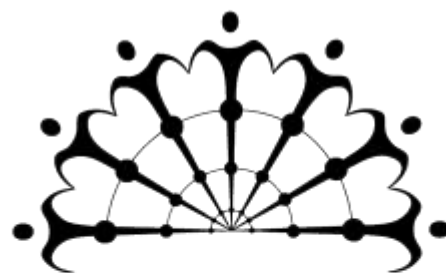




# Annual Report 2011-2012



CONSEIL COMMUNAUTAIRE

**NDG**

COMMUNITY COUNCIL

## **Mission**

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.

## **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



Annual Report  
2011 –2012

## Director's Report

This past year was special in many ways. It was full of challenges that were taken on with great success, thanks to a strong team of devoted Board members, enthusiastic volunteers and committed staff. The "to do" list was long considering our limited capacity and resources. However, we were able to achieve most of our objectives and meet our goals. As always, there is still so much more work to be done.

It is easy to summarize work in a report, but it is difficult, yet interesting, to share with you our daily struggles and experiences. I am sure you will get some sense of them just by reading through our report. Below are a few noteworthy aspects that have had a major effect on our work at the Council this year.

### **Staff team**

This year we said goodbye to two important staff members: Leslie Bagg (5 years) and Michelle Ohnonna (3 years). I would like to say a special thank you for their contribution. They played a major role during the transition time, making sure that the Council work and services continued despite all of the changes. They helped to make our journey on a bumpy road smooth, and even pleasant at times. We also said goodbye to Valérie Khayat, Rania Arabi, Alice Phieu, Manoj Chandarana, Nadia Couto Da Silva, Yi Yao, and Mark Culligan. They will be missed and we wish them all the best in their new endeavors. The Council is fortunate to have added several dynamic new staff members to the team this year.

### **Funding and Finance**

We had two major evaluations: these were of the three-year funding from the *Initiative montréalaise de soutien au développement social local* for our mandate as a Table de Quartier, and the three-year funding from Centraide for our role in mobilizing residents and the community development project on the Benny Farm site.

### **Building a healthy organisation**

It is always a privilege working with the Council's active and very engaged Board members. Board and Staff worked together on reviewing, updating and creating several documents, such as the

personnel policy, code of ethics, strategic work plan, job descriptions and contracts. We will continue the work we started last year reviewing the bylaws, mission, values, and structure of the Council.

A weekly director/community organisers meeting is a new practice we started this year that proved to be very useful in fulfilling our role as a Table de Quartier. We discussed strategies and ways to improve networking between groups and projects to improve the use of community resources. We talked about ways to mobilize residents and to interact with the community. We analysed and reviewed the Council projects, activities and accomplishments.

The Council's 70th anniversary is indicative of an enduring and vibrant organisation that continues to fulfil its mandate and evolve with the community.

### **Strong community involvement**

The Council continues to work in partnership with other groups, residents and institutions using our long-standing activities such as the 2020 Public Assemblies and Round Table Meetings. We created a new partnership through our Tax Clinic and the Quartier Vert. We are still an active member on all the Sectoral Tables and other committees and coalitions, and continue to meet regularly with our elected officials and administrators at the different levels of government to discuss important issues in our community.

This year the Council and its partners initiated an important process to develop a Community Strategic Plan for 2013-2016. We believe this process will improve our concerted actions, increase the participation and involvement of residents, and help us in building better ties with the economic sector in our neighborhood.

Finally, allow me to express my sincere gratitude and appreciation to all our funders, partners, members and volunteers who have helped make the work of the Council a real success.

In 2011 – 2012 the NDG Community Council experienced a year of developments and changes.

During the year, in order to respect their professional responsibilities or commitments to important projects of the Council, the role of president was successively assumed by Louise Fournier, Claudette Demers Godley, and John Richardson. Supported by active and committed members of its Board and a devoted team of employees, the Council invested energy in a variety of projects, including the following examples.

In order to improve the management of the organization the Board of Directors undertook a revision of several important policies and administrative practices.

As well, with significant participation by members of the Board, the Council continued its initiative to develop an assessment of the situation in four vulnerable sectors of the neighbourhood. This effort has resulted in obtaining some basic resources to help to support the mobilizing and involvement of interested residents and active organizations in these sectors.

At the same time, in order to ensure adequate support for immigrants who have chosen Notre-Dame-de-Grâce as their neighbourhood of residence, the Council maintained its support for the efforts of several partner organizations and the “Bienvenue à NDG” project.

Claudette Demers Godley and several volunteers, with the collaboration of the team of Council employees, initiated the development of a series of activities to celebrate the Council’s 70 years of existence. The Board of Directors feels that these activities are important, not only to highlight the Community Council’s contribution over the past decades, but also to acknowledge the commitment of residents and the spirit of involvement and collaboration that has characterized the neighbourhood for at least the past 70 years.

As president since the end of January of this year, I would like to share a few other observations.

First, it is important to recognize that the Council’s staff team experienced major changes among its members. The departure of several staff over the year required a significant investment of time and energy for recruiting, hiring and integrating new members of the team, and at times it seemed that we were changing the wheels of the train while it was moving at full speed. These challenges were taken on in a context of demanding and quickly evolving projects, and I feel that the team of employees, the volunteers who provide support to the operation of the office, and the Board of Directors, all deserve our appreciation.

From a longer-term perspective, it seems likely that the next few years will be significant for the Community Council.

Over the coming eighteen months the Council will need to devote considerable energy to support all active neighbourhood organizations and interested residents as the community works to develop and implement a strategic plan to ensure the preservation and improvement of the quality of life in Notre-Dame-de-Grâce.

At the same time, it will be important to more clearly describe the various roles the Council should play, including: the role played over the past 70 years of mobilising, of initiating projects, as a hub or clearing house for exchange and collaboration, and as an information resource centre; and, in a complimentary function, the role of “table de quartier” which has been emerging over the past years.

In conclusion, on behalf of the Community Council, and particularly of the other members of the Board of Directors, I would like to thank Warren Allmand, Claudette Demers Godley, Alice Herscovitch, and Paul Shubin who conclude their mandates on the Board of Directors this year. Your energy, your commitment and your wisdom have been invaluable.

## Board Members 2011-2012

John Richardson (President)  
Ruth Weber ( Vice president )  
Paul Shubin (Treasurer)  
Claudette Demers Godley  
( Previous president )  
Louise Fournier  
Alice Herscovitch  
André Mitchell  
Grace Moore  
Rita Del Grande  
Jessica Gal  
Louis Legault  
Dominique Barsalou  
Sarah Hrdlicka (Staff Representative)  
Halah Al-Ubaidi (Executive director )

## Current Council's staff members

Halah Al-Ubaidi, Executive director  
Graziella Bieto Challenger,  
Admin Assistant / Translator  
Gina Lacasse, Resource Center Coordinator  
Fabrice Marcoux, Communication & Public Relations  
Sarah Hrdlicka, Community Organiser  
Sylvie Laferrière, Community Organiser  
Catherine Thibault, Community organiser

Katrina Heyde, Tax Clinic Coordinator  
Sarah Butler, Community Worker  
Unni Myara, Resource Center Assistant

## Current Council's Contracts

Oliver Cole & Kirisanthi Kugathasan accounting and bookkeeping services  
Joe Miller, computer support and maintenance  
Aleksandra Petrovic Graonic, website maintenance and design

## Council's Interns

McGill Social Work students:  
Bonnie Pero, Vanessa Rondeau

ERS Youth Development Corporation:  
Peter Bougie, Mike Molino

Bienvenue à NDG — BIL project:  
Amireche Nour-EI Houda, Asma Benaziz, Corina Voicu, Evelyn Ginzburg, Florence Ngu- ezem, Irina Glushko, Jing Zi Pi, Jordana Clay- man, Maria Isabel Delagarza, Mirelys Sanchez, Sajida Parveen, Veronica Roldan Moreno, Yun Xia



Board Staff retreat September 2011



Bienvenue à NDG's Interns — BIL project

### **Current Bienvenue à NDG's Staff**

Miguel Cristancho, Project manager  
Hossein Mansouri, Community worker  
(Persian Language)  
Zhilhui Liu, Community worker  
(Mandarin Language)  
Tatiana Kastner, Community Worker  
(Russian Language)  
Benaziz Asma, Community Worker  
(Arabic Language)  
Adriana Diaz Berrio, Community Worker

### **Bienvenue à NDG's Interns**

Amireche Nour-El Houda, Asma Benaziz,  
Corina Voicu, Evelyn Ginzburg, Florence  
Nguezem, Irina Glushko, Jing Zi Pi, Jordana  
Clayman, Maria Isabel Delagarza, Mirelys  
Sanchez, Natalya Krasnova, Nourieh  
Sadeghi, Roudabeh Esteki, Saima Rana,  
Sajida Parveen, Shaghayegh Arefirad, Ve-  
ronica Roldan Moreno, Wei Ping Hou, Yun  
Xia

### **Food Security Coalition Staff**

Merissa Nudelman -  
Coordinator for the Table  
Stephanie Childs - Chargée de projet

### **Staff members who left the council during the year 2011-2012**

Valérie Khayat,  
Communication & Public Relations  
Leslie Bagg, Community Organiser  
Michelle Ohnonna, Community Organiser  
Alice Phieu, Resource Center Assistant  
Rania Arabi, Project Coordinator  
Manoj Chandarana, Bookkeeping

### **Staff who left Bienvenue à NDG during the year 2011-2012**

Nadia Couto Da Silva,  
Community Organiser  
Yi Yao, Community Worker  
(Mandarin Language)  
Mark Culligan, Community Worker  
(liaison with Food Depot)

## Members 2011 — 2012

**We have 45 individual members and 25 organisation members.**

List of organisation members of the Council 2011-2012:

Fraser Hickson Institute, Y of Quebec NDG, Groupe CDH, Mackay Rehabilitation Center, Boomerang Connection Security Inc, Cole & Associate, ACEF de l'ouest de Mtl, Centre Loyola Center, GRT Romel, Cooperation ZOO, Fondation de la Visite, Centre de la Réadaptation Lethbridge, La Maison des Enfants Montessori, Corporation de Développement économique communautaire CDN/ND (CDEC CDN NDG), Prévention CDN- NDG, Action Communiterre, Head and Hands, Au Pois Chics, NDG Senior Citizens Council, Knox Crescent Kensington and First Presbyterian Church, Queen Elizabeth Complex, Comité Citoyen, HIPPY Québec, Carrefour jeunesse-emploi NDG , Rivers Edge Community Church



Council's Annual General Meeting, June 2011



Volunteers NDG Community Council

## **Did you know the Council did not have a working staff until the 1970s?**

Since its foundation, the Council has relied on the work of committed volunteers to achieve its goals. This culture continues today; community workers collaborate with volunteers on a daily basis to improve the quality of life in NDG. For instance, most Council committees are mixed workers and volunteers and our Board are all residents from NDG. Without volunteer support we would not be here today. We would like to thank you!

### **Office Volunteers**

Pierre Blouin, Dennis Vossos, Sylvie Charest, Natalia Krasnova





Annual Report  
2011 –2012

## The Importance of Volunteering

### Committees of workers and volunteers

#### NDG 2020 Support Committee:

Gail Tedstone (resident), Andrea Cohen (resident), Bob Butler (resident), Jim Olwell (CSSS), Linda Bernier (YMCA), Marie-Hélène Boisvert (CDEC), Sarah Hrdlicka (Council's staff)

#### Follow up Committee Green, Active, Healthy Neighbourhood:

Paul Roy (CDEC CDN-NDG), Nikki Schiebel (Eco-Quartier NDG), Suzanne Mondor (CUSM), Dominique Barsalou (resident), Dominique Sorel (resident), Isabelle Gaudette (CEUM), Anne Juillet (CEUM), Jason Prince (CURA), Aminata Aïdara (JES NDG), Claude Lavoie (Québec en forme), Stéphanie Couillard (resident), Isabelle Giasson (resident), Nadia Parée (resident), Michel Therrien (Arrondissement), Alain Mignot (Centre communautaire NDG), Catherine Thibault (Council's staff)

#### 70th Anniversary Planning Committee:

Anne Usher (resident), Warren Allmand (resident), Gail Tedstone (resident), Claudette Demers Godley (resident), Sharon Leslie (resident), Catherine Thibault (Council's staff), Sarah Butler (Council's staff), Halah Al-Ubaidi (Council's staff)

#### Sandra Frosst Committee:

André Biron (resident), Gail Tedstone (resident), Anne Usher (resident), Bonnie Pero (Council's Intern)

#### Working group - NDG Intercultural Table

CSSS Cavendish, NDG Food Depot, H.I.P.P.Y Québec (resident), Carrefour Jeunesse-emploi

NDG, CDEC CDN/NDG, Comité d'action 6-12, Table Jeunesse NDG, projet Bienvenue à NDG and the NDG Community Council ( Staff and resident )

#### Bienvenue à NDG Volunteers

Alain Michel Blidea , Carolina Dussan, Erika Alvarez, Hary Randriakoto, Ingrid Verdugo Li Yan Liu, Lynda Beritane, Mehdi Yousefi, Mounir Louhmedi, Natalia Valdes, Oscar Velasquez, Patricia Arevalo, Philippe Djiélé , Pilar Cuevas, Saeed Feizabadi, Toufik Younes, Victor Ibarra, Viviane Garcia, Yelena Pikulin, Zeinab Rouhani

#### Benny Farm Steering committee

Linda Babins (Maisons Transitionnelles o3), Teresa Capel (Project Chance), Tracey Wand (Project Chance), Yasmina A.J. Denis (Prévention NDG), Alex Stamboulieh (Prévention NDG), Sylvie Laferrière (Council's staff), Anne-Marie McLaughlin (Chez Soi), Linda Jewers (resident), Nigel Bicknell (resident), Audrey Hamilton (resident), Francis Marchildon-Cropas (resident), Asma Benaziz (resident), Elena Khanina (resident)

#### Mapping

UQAM students of Mapping Interpretation and Representation in Planning, Professor Yona Jébrak

#### Christmas Dinner

The volunteers are too many to mention but their contribution is essential and very much appreciated.

#### Tax Clinic

Merritt Adams and Jamie Yip of the Wesley Church and volunteers from le Programme des Bénévoles de Revenu Québec

## NDG Community Council

- Initiative Montréalaise (tripartite funding from Centraide du Grand Montréal, Direction de la santé publique and the Ville de Montréal).
- Agence de la santé et des services sociaux —Programme de soutien aux organismes communautaires (PSOC)
- Centraide du Grand Montréal -- NDG2020 Mobilisation des résidents
- Centraide -- Benny Farm Community Development
- Arrondissement CDN/NDG -- ENTENTE Ville- MICC
- Arrondissement CDN/NDG- Fonds de développement social –DCSLDS
- Emploi Québec- Work integration contract
- Others ( Membership, Fiduciary funding, University Research Alliance (CURA), etc)

## Bienvenue à NDG — Council's Fiduciary Role

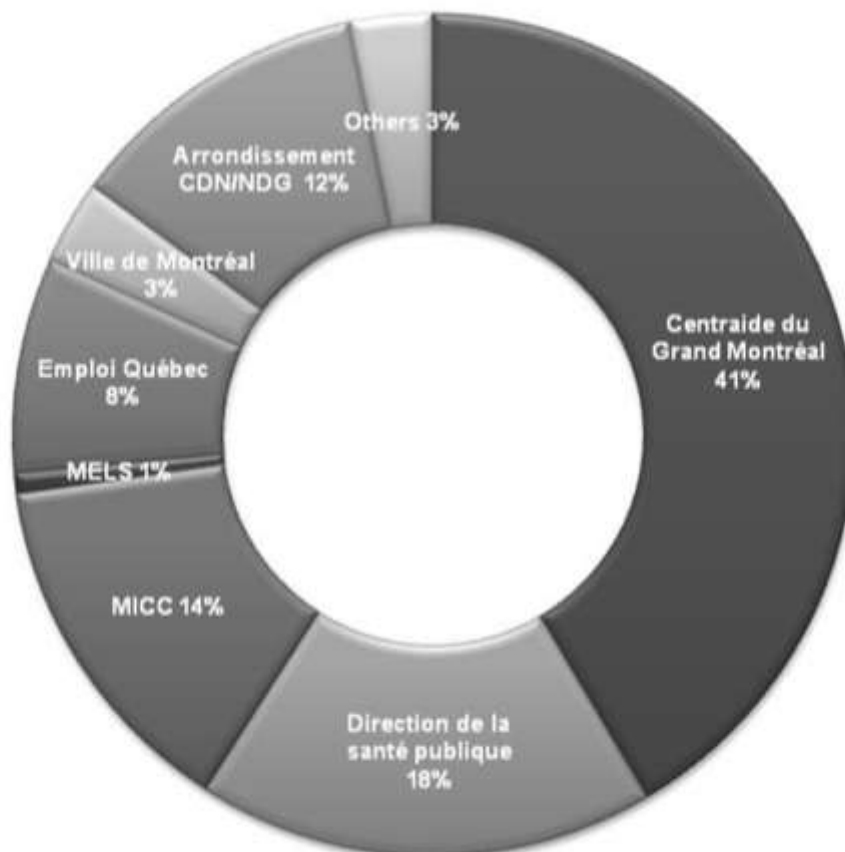
- Ministère de l'Immigration et des Communautés culturelles MICC - Services PANA
- Ville-MESS -Entente administratives de développement social et de la lutte contre la pauvreté et l'exclusion social
- Le ministère de l'Éducation, du Loisir et du Sport du Québec (MELS)- Volet 4 Programme de soutien aux commissions scolaires
- Commission Scolaire de Montréal- Comité de Quartier-
- Emploi Québec - Budget d'initiatives locales BIL

MESS - Ministère de l'Emploi et de la Solidarité sociale

MICC- Ministère de l'Immigration et des Communautés culturelles

DCSLDS – Direction de la Culture, des Sports, des Loisirs et du Développement Social

## NDG Community Council's Sources of funding



For the past 70 years, the Council has been working in collaboration with local residents and organisations to promote, improve and sustain the well-being of the NDG community and its residents. As M. Louis Legault, current member of the Board, says "How satisfying to see that after 70 years residents continue to want to work together!" This year, in front of over fifty government, institution and community partners, the Council presented a program of the activities organised to highlight 70 years of action of and with NDG residents. The main objectives of the activities are to celebrate, to reach out to residents less familiar with the Council and its work and to reflect together on a future vision for NDG. On top of the organisation of several events, the Council will reach out to residents through a travelling exhibition as well as written articles, presenting different issues that we have worked on in the past and their ramifications for today's work. To mark the occasion, the CDN /NDG Borough passed a resolution to recognise and support the celebrations of this important accomplishment. The Council also received a letter of congratulations from our Premier and local MNA, wishing a happy 70<sup>th</sup> anniversary to all.

*'Initiatives aimed at the well-being of individuals, achievements that span generations, sustainable ability to mobilize – all this is what the NDG Community Council's 70<sup>th</sup> anniversary means'. Message from our Premier, Mr. Jean Charest*



CDN /NDG Borough Council meeting, January 2012 Photo by Isaac Olson

2011 – 2012 has been a crucial time for the consolidation of Bienvenue à NDG. The Working Group of the NDG Intercultural Table, the Comité Action 6-12 and the Table de Concertation Jeunesse NDG have decided to support the creation of an organisation in NDG for the integration of immigrant families based on our principles and values. This is an important acknowledgment that encourages us to continue our work of creating scenarios where newcomers, schools and community organisations can work together for the wellbeing of NDG.

During this year, different funders have trusted us and have believed in our approach. The « Budget d’initiatives locales » fund has supported the participation of 19 women in the collective. These women have shown their capacities by creating 5 community events, benefitting more than 290 NDG residents who participated in these activities. Supported by the “Programme d’accompagnement des nouveaux arrivants” from MICC, by March 2012 our team had already met 257 newcomers (from the original objective of 200 for the period June 2011- July 2012), creating with each one an action plan for their integration.

Our team organised more than 25 information kiosks at schools and community activities, giving information about services available in the neighbourhood to more than 500 residents of NDG and its surroundings. More than 20 volunteers participated in our 11 social activities (5 of them organised by the participants of the BIL project) and supported us in our development.

Bienvenue à NDG also goes further: We have developed a big support network for immigrant families and individuals who just need a little help from a friend. We put members of our project in contact with similar interests and projects. Our team also has accompanied families in difficult situations like going to the hospital or dealing with housing issues. Sometimes, just having somebody to talk to makes a big difference.



Bienvenue à NDG—je m’engage project

## **Benny Farm Community Development Project**

With a view of eventual resident leadership, since 2008 the project has been managed by the “Benny Farm Steering Committee” which is composed of residents and representatives from various housing organizations from the area. In 2011 a community worker from Prevention NDG joined the committee. Committee members meet monthly to discuss their concerns surrounding security, local traffic, new installations, building deficiencies, the needs of vulnerable families, etc. Members also organize activities which encourage social cohesion on Benny Farm. In 2011 over 100 residents attended the annual summer barbeque, and the Halloween party which was hosted by Les Maisons Transitionnelles 03. This past April over 40 children and adults participated in an Easter and clean-up event. Prizes and chocolate were given to the neighbourhood children who felt proud to have taken part in cleaning up the green spaces near their homes! The Council’s community organizer assures that collaborative links between the Benny Farm Steering Committee and NDG coalition tables, groups and institutions are created and maintained.

## **Bien planifier pour mieux intervenir**

The success of the Benny Farm Development Project motivated the Council to reflect on the need for community development within certain other sectors of NDG. A study done by the « Agence de la santé et des services sociaux » confirmed observations made by community workers of various NDG organizations and institutions concerning social and material disadvantages which exist in certain sectors of NDG. In 2011 members of the Council Board began to meet with local residents and workers in three other sectors to evaluate the prospect of initiating a mobilization approach and concerted action comparable to that of Benny Farm.

## **Walkley Social mediation initiative committee**

In parallel with this initiative of the Council, the CDN/NDG Borough began a process of bringing together a number of major active partners to begin a similar approach in the Walkley – Fielding corridors. In the summer and autumn of 2011, the Council joined this effort and expects to collaborate in any way they can.

In 2012, a Coordinating Committee (COCO-PS), composed of NDG Community Council representatives and community partners, formed to prepare for and oversee the development of a Community Strategic Plan for NDG: 2013-2016. The development of the plan will be based on the participation of residents, sectoral tables, community organisations, institutions, the economic sector and government in order to promote a grass-roots, integrated approach that takes into account the various plans in the neighbourhood. Why a Community Strategic Plan?

- To support the community in the development of a collective vision over shared concerns and priorities for the whole NDG Community;
- To work with the community to identify and address shared neighbourhood issues;
- To ensure the coherence of the existing and evolving plans on the territory.

Two activities have been organized with residents so far to discuss issues in NDG. The first one was a café-rencontre, organized by the interns from the BIL project in collaboration with Bienvenue à NDG staff and the Council's community organisers . The second activity was a focus group with recipients of a Sandra Frosst grant, organised by our intern from McGill Social Work in collaboration with a Council community organiser. Both events illuminated different ideas and concerns that will be incorporated in the discussion, which will be taking place during the Quality of Life Conference scheduled for November 30<sup>th</sup> and December 1<sup>st</sup>, 2012.



NDG Focus Group , March 2012

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. As a Table de quartier, the Council has a unique structure as all seats on its Board of Directors are held by NDG residents.

This year Council Staff, Board members and the Council's volunteers continued to participate and collaborate with partners in the community. The Council was an active participant at different Sectoral Tables, working groups, regional coalitions, Borough committees, etc.

The Director and community organisers meet regularly at the office to exchange ideas and examine different tools and strategies to increase partnership and networking between tables, committees and coalitions in NDG. All of this is done while remaining attentive to the ongoing challenge of limited resources felt throughout the community.

## Tables and Committees coordinated by the Council

### NDG 2020 Public Assemblies

NDG 2020 Public Assemblies are community meetings that provide a public forum for the discussion of important community issues. The process of organising public assemblies is key to their success; 2020s are always organized in partnership with local groups and organizations, and with the support of the 2020 organizing committee, itself. This committee is made up of residents and representatives from various community organizations. This year topics included transportation and the new hospital, the future of seasonal markets in NDG, healthy living in NDG, housing and the new hospital, and challenges faced by mature workers, (for more details on each event, see page 26.). NDG 2020 Public Assemblies continue to provide a critical community space for discussion, reflection, debate and mobilization.



Housing and the quality of life with the new hospital, February 2012



Round Table Meeting, September 2011

## NDG Round Table

The NDG Round Table meetings take place four times per year and are organized in partnership with an organizing committee made up of representatives from local community organizations. The meetings provide a space for community workers to network, share information, discuss common issues and work on concerted actions. Representatives of elected officials and funding agencies also attend to share information with groups and to help them better understand how to access existing programs. The success of the Round Tables is a result of everyone's commitment and dedication to the improvement of NDG's community. This year generated a lot of very interesting discussions, notably on issues around housing, employment, sports and recreation programs for specific populations, services and programs available for community organisations ( for more details on each meeting, see page 27). The main challenges for next year will be how to include groups that are traditionally less linked in the community. This will further strengthen our network and collaboration practices.



## Housing Table

The NDG Housing Table brings tenants' rights groups, coops, community organisations, non-profit housing co-ordinators and developers together to share information and work on collective solutions to local housing issues. This year, after consulting with the wider NDG community at the NDG Round Table, two sub-committees formed: a housing development committee and a mobilisation and capacity building committee. Together they are drafting a Table action plan to prioritize issues and develop a strategy for healthy affordable housing for all residents in NDG.

## Green neighbourhood follow-up committee, Green, Active, Healthy Neighbourhood project for Southeastern NDG.

The Community Council is now the local coordinator of the Green, Active, Healthy Neighbourhood project for Southeastern NDG. A Follow-up Committee composed of local actors, residents and representatives from the borough and other institutions was formed. The main objective of the Follow-up Committee is the achievement of the numerous proposals of the Plan developed by the Montreal Urban Ecology Centre through a series of consultation with specialists, residents and local stakeholders. The first steps realized since the formation of the Committee in January were the production of a partnership agreement with the Urban Ecology Centre and the development of a work plan to help establish priorities of action. The Borough's permanent representation on the Committee demonstrates the elected officials' commitment towards the project. Several actions such as the installation of bike racks and Bixi stations will be realized by the Borough this summer. The Borough will also be reinforcing regulations on parking within five meters of school intersections, and building curb extensions at the corner of Notre-Dame-de-Grâce and Girouard. Over the year, the Committee will continue to follow up on the achievement of the Plan and maintain NDG's residents' mobilisation on safe active transportation for everyone, and for children in particular.



Quartier vert committee meeting, February 2012

## The Sandra Frosst Memorial Program

Residents can receive limited start-up funds to carry out projects with the goal of bringing people together to benefit the community. By facilitating and encouraging a broad range of initiatives and activities, the Sandra Frosst Memorial Program hopes to further the rich NDG tradition of volunteerism, resident initiative, and involvement. Some projects this past year include:

**L’art de soi:** A craft workshop that brings together parents with children to encourage people to get to know each other;

**Numina Singing for the dying:** A non-denominational group that comes together to bring the gift of song with and for those experiencing terminal illness. They will record a CD and the grant will go towards the cost of printing;

**Garden of Thyme Gallery :** creating and displaying children’s art work during NDG Arts Week .

The Sandra Frosst Memorial Program is currently at the end of its funding. Our intern from McGill Social Work presented a report to the steering committee that provided an analysis of the ability of the program to meet its original objectives, the impacts and successes of funded projects, and what support is needed from the Council for it to continue. To strengthen this analysis, interviews were conducted with past participants and steering committee members to develop a more in-depth perspective of experiences with the program.



participants meeting of the project Sandra Frosst

## 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 2011-2012, the NDG Community Council accepted the coordination role for 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 space for community organizations in our neighborhood in order to build a strong case that can be brought to funders and various levels of government.

Connected to this work, The Council has participated on the Borough committee overseeing the revitalization of three NDG facilities : Centre Le Manoir, Notre-Dame-de-Grâce Community Centre and Notre-Dame-de-Grâce indoor swimming pool. The Council's role is to ensure the linking between the needs of the Space Coalition and community organisations in NDG and the issues been discussed at this committee.

## Tax Clinic Coalition

This year the Council coordinated a collaborative approach to offer tax services with the NDG Food Depot, the NDG Senior Citizens' Council, and CJE NDG. Each organisation hosted their own clinics, while working together to share procedures and provide support. On April 20th, the Coalition hosted an additional "Free Day" Tax Clinic at the Monkland Community Center. The Council served a total of 94 residents during 3 tax clinics and the free day.

*On the day of the clinic, a rush of people arrived first thing in the morning. The presence of Bienvenue NDG, providing information and support meant that many clients learned of invaluable community resources while they waited. The generous lunch provided by the NDG Senior Citizens' Council was much appreciated by waiting clients and volunteers. We are grateful for the support of the volunteers, community, and clients for the success of such a day! – Katrina Heyde, Tax Clinic Coalition coordinator*

## Working group of the NDG Intercultural Table (NDG IT)

In 2011, following a request from members of the NDG IT, the Council invited key partners in the community to form a working group with the mandate to ensure that existing services offered by the project Bienvenue à NDG continued, and to facilitate the process of transforming the project into an organisation. This new organisation will continue to provide its services through an integrated approach, offering welcome and accompaniment, French courses and pre-employability programmes for new arrivals. The working group met with elected representatives from the MICC (Ministry of Immigration and Cultural Communities) and the President of the TCRI (Table for organizations serving refugees and immigrants ) to create places of exchange and collaboration.

This is a great example of concerted actions and mobilization of partners that have the quality of life of residents in NDG in the heart of their actions !

## Participation on Tables, Committees and Coalitions

### Coalition for Food Security (Council's fiduciary role)

This Coalition works towards the development of a sustainable food system that ensures access to sufficient healthy, affordable, culturally-appropriate food for all residents of NDG. It facilitates collaboration amongst community organizations providing services that address problems related to food insecurity. This year the Coalition partnered with the non-profit Tera ter to host a total of 18 community markets in two underserved locations in NDG. They also collaborated with the Council to host a NDG 2020 Public Assembly on the future of markets in NDG, engaging an on-going discussion between community organisations, businesses, farmers, politicians and residents on how to best serve the needs of the local community. This spring the Table initiated the À la Table! Project, engaging the growing number of the food security initiatives that serve the NDG community in a conversation about how we can best work together to develop a collective response to food insecurity. The principle elements of this project are the creation of a comprehensive, accessible portrait of all of the food security resources available in our neighbourhood and an opportunity for many of these partners to gather and discuss the issues they face that can best be addressed cooperatively.

### Christmas dinner

Organized exclusively by committed volunteers, this Christmas Day event of food and fellowship has been running for more than thirty years. This event is made possible through donations from the community, which include cash contributions, turkeys, baked goods, drinks and gifts for the children. This past Christmas a total of 742 meals were served with all the trimmings.

### Table Jeunesse NDG

As a member of the NDG Youth Table, the Council aims to establish links between the Table's issues and projects and other work done within the community. The Council has thus maintained a stable presence at the Table, actively participating in discussions and sharing information, with the objective of encouraging partnership among the different actors.

### Action Committee 6 to12

As a member of the Comité d'action 6-12 and through the participation of its community organizer, the Council aims to establish links between the Committee's issues and projects and other work done within the community. The Council has thus maintained a stable presence at the Committee and has actively participated in discussions and shares information, with the objective of encouraging partnership among the different actors.

## Table 0-5 ans

A sectoral table composed of concerned actors working with children aged 0-5 and their families, the Council's community organizer participates actively at the monthly meetings and its Coordination Committee in order to assure the development and the continuity of the Table and aims to establish links between the Table's issues and projects and other work done within the community.

## Jeunes en santé NDG (JES)

The Council works with other community partners who collaborate to ensure healthy life habits for children and their families in NDG. This year the Council provided a page for the project on the Council website. JES successfully completed all planned actions for 2011-2012, and submitted the second year action plan. We are looking forward to continued work with our partners for what will surely be another eventful year.



Table Jeunesse NDG

## Regional Tables, Committees and Coalitions

Council staff participate at different regional assemblies within and outside the CDN /NDG Borough. This work helps strengthen ties within our Borough (NDG /CDN) , with neighboring partners (eg. Westmount and Saint Henri), and with regional partners throughout the island of Montreal. This work allows us to collaborate and strategize together on shared issues such as housing quality and affordability, the development of the new McGill hospital, the Turcot Yards, and regional and urban planning. Below are some examples of our involvements and a list of assemblies we participated at through this year.

### Coalition Interquartier CIQ



Coalition Inter-Quartier (CIQ), photo Claude Lauzon

This year, the Concertation Inter-Quartier (CIQ), an inter-neighbourhood coalition of nine community groups and institutions, celebrated a new phase in their longstanding partnership agreement with the McGill University Health Centre (MUHC) with the signing of a detailed annexe to the original 2004 partnership agreement. This new document adds greater detail to the original partnership agreement, outlining common objectives and shared actions that will help to ensure the harmonious integration of the hospital complex into the surrounding communities. This work paves the way for discussions and initiatives related to job creation for local residents, transport planning for the site, the urban integration of the hospital and local economic development. The CIQ also collaborated on a NDG 2020 Public Assembly on transportation and housing issues, where a list of questions and concerns from local residents was generated. This list was then shared and used by the hospital and City to prepare a public information session.



Annual Report  
2011 –2012

## **CASC Coalition Accès Clé Centre Local d'Emploi**

The coalition's goals are to improve access to the local employment centre on both an administrative level, as well as a political one. Actions this year included meetings with the Ministère de l'emploi et de la solidarité social, regarding access to welfare. This is a concerted effort of many community organisations organizations, including Project Genesis, Welfare Rights Committee Pointe St. Charles, and Project PAL to name a few.

## **Healthy Safe Housing Study**

In collaboration with housing groups in CDN and NDG, the Council completed a study this year on the intervention mechanisms on housing health and safety in the NDG-CDN Borough. Together, the coalition has presented the study at local round tables (NDG & CDN), coalitions of housing organisations (RCLALQ), the health department (DSP), municipal council meetings at the Borough and central City levels, and at meetings with elected officials and city staff. The study's recommendations on ways to improve the intervention mechanisms continue to be discussed at the Borough housing table, which is composed of organisations, elected officials, housing inspectors and other relevant City staff.

## **Seniors' Table:**

The Council's community organizer attends the meetings of the Seniors' Table in order to establish links between the Table's issues and projects and other work done within the community. The Council participates in discussions and shares information, with the objective of encouraging partnership among the different actors.

## **Table for employability organisations in CDN/NDG ( TCOE)**

In 2011, the Council joined the employment Table of CDN/NDG (TCOE). This year, the TCOE has developed the bases of its action plan in consultation with all members. Members proposed a series of actions in order to respond to the major employment challenges in the neighborhood. To better support this work, the TCOE has also developed, with the leadership from CDEC CDN/NDG, a strategic study identifying the main issues of the territory. This study will support organisations to develop new initiatives, with support from the fund "Budget d'initiatives locales".

## **NDG Hidden Face Table**

## **CDN/NDG Borough Public Security Committee**

## **Coalition Montréalaise de Table de Quartier CMTQ**

## **NDG-CDN Borough Housing Table**

## **Front d'action populaire en réaménagement urbain *FRAPRU***

## **Regroupement des Comités Logement et Associations de Locataires du Québec) *RCLALQ***

## **Regroupement intersectoriel des organismes communautaires de Montreal *RIOCM***

## **University Research Alliance (CURA) steering committee**

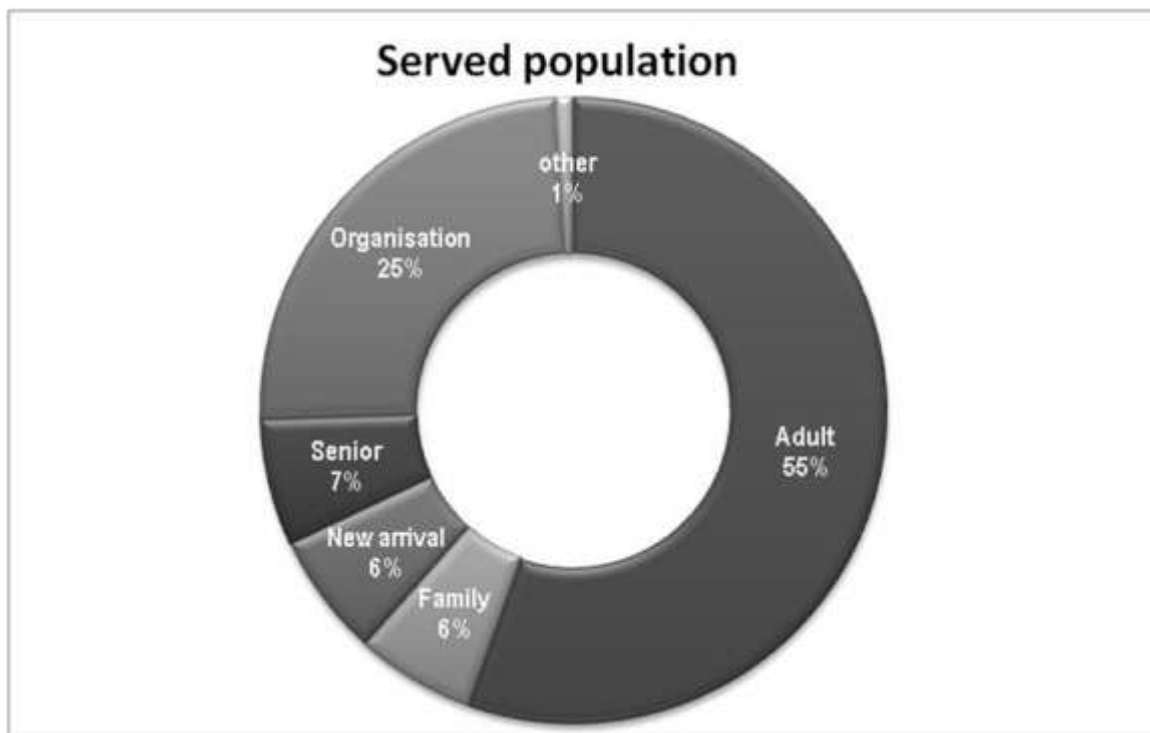
As a hub of community resources, the Council provides residents and community organizations with information and support on a daily basis. Other services offered by the Council include lending of equipment (projector, laptop, sound system, tents) as well as notifications of community events, information and job offers in Montreal through a mailing list that now counts over 1200 recipients.

## Resource Centre

The NDG Community Council Resource Centre supports, informs and directs residents and organizations to available 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.

At times this can be simple information given to a resident who may need to know whether their rent increase is justified, but at other times the support is more involved and this is hard to measure in statistics and numbers because it has a more qualitative aspect to the intervention. We also support other organizations and initiatives, especially in complex situations. Here are two examples that illustrate the types of action taken by the Resource Centre along with residents themselves, or other partners, that led to a better quality of life, or a relief of stress for some of the more vulnerable neighbours in the community.

*A refugee family was connected to Bienvenue à NDG because they only spoke Spanish and had been having difficulties getting the landlord to do repairs. Without being able to fully communicate with their landlord or other organizations, they did not know where to turn. The NDGCC assisted the family and Bienvenue à NDG to negotiate with the landlord, write the appropriate letters and to seek external advice on the best appropriate course of action. A successful agreement was reached with the landlord to allow the family to terminate their lease. – Bonnie Pero, Intern.*

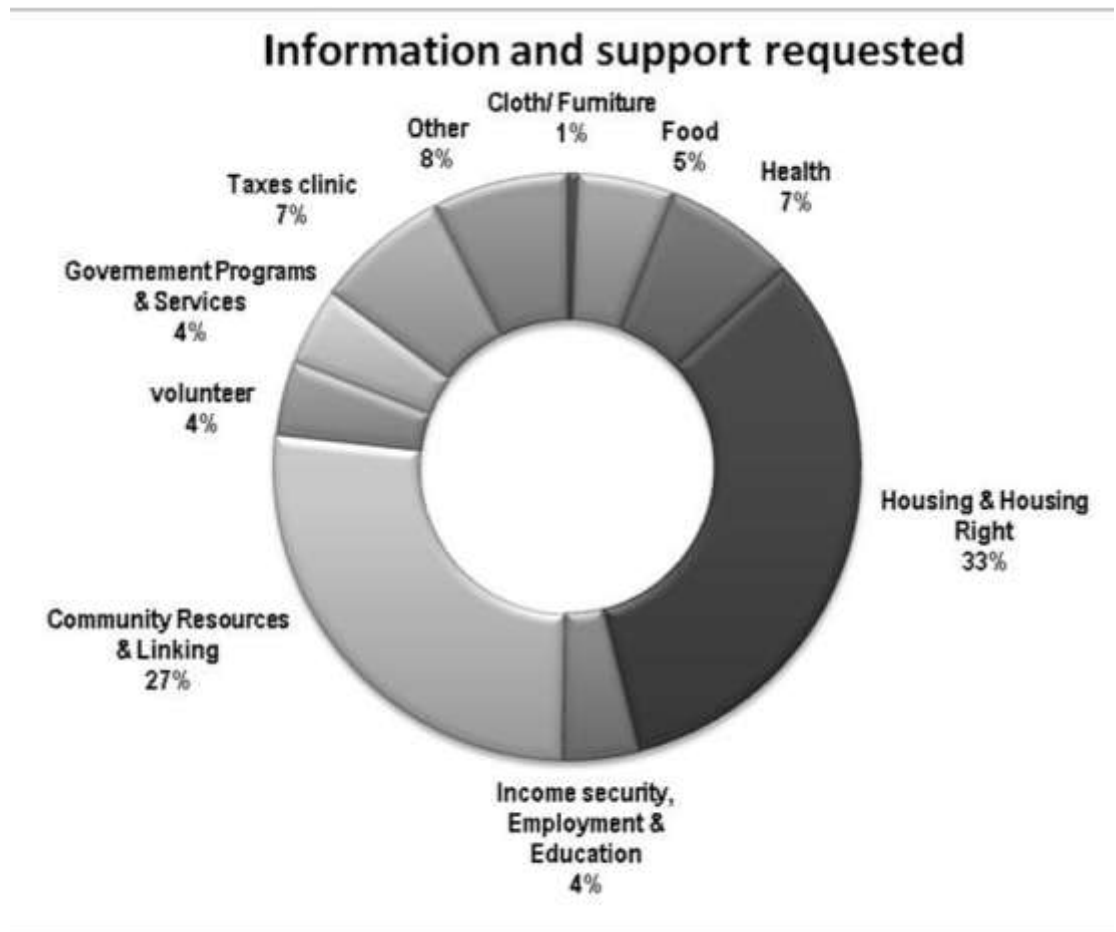




## Resource Centre — continued

*When applying for welfare, some of these situations are complicated and knowledge of the law is necessary so that the person can receive assistance of last resort, of which they are entitled. One client who approached the Resource Centre this year for assistance was a man who has had many jobs in the past few years, and who now does not have any income on which to live. The Resource Centre ensured that an attestation was written with this man and that he was able to get documentation he needed from a former employer and community organizations so that he could receive welfare for the first time. – Gina Lacasse, Resource Centre Coordinator*

*One of the partner groups called the Council regarding a woman who believed her residence was in a public space. Following several conversations with the public space administrators, we connected them with a community partner specialists in mental health. The woman and her family were able to get the help they needed in a dignified way. The resource center was able to provide accessible, respectful and timely service . Gina Lacasse, Resource Centre Coordinator.*



## Website and E-letter

Our website is an essential tool for staying in touch with the Council's activities, as well as for individuals seeking information on community resources. The Council also provides a space on our website for project and programs without websites, free of charge.

The Council's weekly e-letter continues to grow in popularity, now reaching over 1200 subscribers. We continue working on the development of the letter to better serve our partners. The e-letter helps organisations with outreach, recruitment and to stay connected with the general public. It's a great way to know what's happening in NDG!

# NDG Community Council's activities 2011- 2012



Date & location	Council projects and activities
<b>2020 Public Assembly</b>	
June 15 , 2011, Wesley community Centre	Presentation : Social service organisation as catalysts for social change by Fiona Keats Moderator Louise Fournier Participants: 40
September 27,2011, The Unitarian Church of Montreal	Checking our Circulation: Transportation and the hospital. And what about housing? Presentations: The Concertation Interquartier & an overview of the hospital and transportation plans (Shannon Frassen, Solidarité St-Henri) An introduction to housing issues: A study of gentrification in neighbourhoods surrounding the new hospital (Amy Twigg, INRS) Moderator: Jim Olwell Participants: 50
October 6, 2011, The St-Raymond Community Centre	Grandir en santé à NDG/ Growing Healthy in NDG Presentations: Who is Jeunes en Santé NDG and why focus on healthy living children aged 0 to 17? (Aminata Aidera, Jim Olwell, Annabelle Schueller, Chantal Langlois, Louis-Philippe Précourt, Jeunes en Santé) Moderator : Gail Tedstone Participants : 35
October 25, 2011, Wesley United Church	Seasonal Markets in NDG? Presentations: Overview of the recent history of seasonal markets in NDG (Bonnie Soutar and Merissa Nudleman, Coalition for Food Security) Panel discussion: Ferme Zephyr Farms, Steven Homer; Terater, David Tremblay Co-op la maison verte, Kurt Houghton, Apiairy Rucher Apis, Danièle Blain <b>Ou est-ce que nous allons d'ici? ((Fionna Keats, Dépôt alimentaire NDG)/ Where do we go from here?</b> (Fionna Keats, NDG Food Depot) Moderator: Halah Al-Ubaidi Participants : 25
February 7, 2012, The St. Raymond Community Centre	Housing and the Quality of life with the new hospital Presentations: Part I: Neighbourhood Portrait Is gentrification taking place in the neighbourhoods surrounding the proposed MUHC? (Amy Twigg, INRS) A neighbourhood-level analysis of Saint Raymond and its surroundings: recent trends (Sarah Kraemer, CURA: Making Megaprojects Work for Communities) Workforce Housing: The City of Montreal, the MUHC and La Capitale (Rebecca Lazarovic, Ville de Montréal) Part II: What could our neighbourhood be? Écologez: design options for housing and green space development (Jean Boivin, Groupe CDH) A Green, Active, Healthy Neighbourhood Plan for Southern NDG (Anne Juillet, Montreal Urban Ecology Centre) Moderator: Gail Tedstone Participants: 45
March 20, 2012, Carrefour jeunesse-emploi	Challenges Faced by Mature Workers Presentations: Mature Workers Initiative (Leslie Acs, La Passerelle) <b>Boomers and poverty in NDG: a statistical portrait (Karen Urtnowski, NDG Senior Citizens' Council)</b> <b>Anti-discrimination protections (Bianca Baldo, NDG Senior Citizens' Council)</b> Employment and assisted placement services (Nabila Ghernati, Corporation de développement economic communautaire) Service for job seekers 35 years and over (Steves Boussiki, Carrefour jeunesse-emploi) Moderator: Gail Tedstone Participants: 40



Date & location	Council projects and activities
<b>NDG Round Table</b>	
<p>September 28<sup>th</sup>, 2011 St. Raymond Centre</p>	<p>Presentations:</p> <ul style="list-style-type: none"> <li>● Table 0 à 5, Linda Babins</li> <li>● Jeunes en Santé NDG, Aminata Aïdara</li> <li>● Centraide funding, Charles Pierre-Constantin</li> <li>● <b>Services à l'emploi pour les plus de 35 ans / Employment services for 35 and over</b>, Carrefour jeunesse-emploi Notre-Dame-de-Grâce The Empress Cultural Centre, Sharon Leslie</li> </ul> <p>Moderators: Paul Roy (CDEC), Nikki Schiebel (Eco-quartier), Gail Tedstone (Au pois chic) Participants : 45</p>
<p>November 29<sup>th</sup>, 2011 St. Raymond Centre</p>	<p>Presentations:</p> <ul style="list-style-type: none"> <li>● <b>Employment services for seniors, NDG Senior Citizen's Council, Sheri Mcleod</b></li> <li>● Strategies on diabetes, Comité Jeunesse NDG, Simeon Pompey</li> <li>● Strategic Planning 2011-2015, CSSS, Thaddeus Rezanowicz</li> <li>● Health and safety of housing in the CDN-NDG Borough, Projet Genèse, Sheetal Pathak Housing services and organising in NDG, NDG Community Council, Sarah Hrdlicka &amp; Bonnie Pero</li> </ul> <p>Moderators: Nikki Schiebel (Eco-quartier), Paul Roy (CDEC) Participants: 32</p>
<p>January 31<sup>st</sup>, 2012, St. Raymond Centre</p>	<p>Presentations:</p> <ul style="list-style-type: none"> <li>● <b>ACCESSS' services and training for seniors with various cultural backgrounds, ACCESSS, Pascual Delgado</b></li> <li>● Follow-up Committee for the QVAS Southeast NDG project, NDG Community Council, Dominique Barsalou and Catherine Thibault</li> <li>● <b>NDG's Strategic Plan, NDG Community Council, Halah Al-Ubaidi</b></li> <li>● Summer Job Program, Margaret Guest and Nick Salter Sports Activities for Adults – New Program, Centre Saint-Raymond, Chantal Gagnon</li> </ul> <p>Moderators: Nikki Schiebel (Eco-quartier) and Paul Roy (CDEC) Participants: 30</p>
<p>May 1<sup>st</sup>, 2012, St. Raymond Centre</p>	<p>Theme Here Comes Summer Presentations:</p> <ul style="list-style-type: none"> <li>● Semaine des Arts NDG Arts Week, Scott MacLoed</li> <li>● Ca bouge dans les parcs and Football Cinco, Jeunes en Santé NDG, Jim Olwell</li> <li>● Eco-Quartier NDG Summer Program, Eco-Quartier, Nikki Schiebel</li> <li>● Teen Summer Program, YMCA NDG, Galia Benatuil</li> </ul> <p>Other Programs and Activities</p> <p>Moderators: Nikki Schiebel (Eco-Quartier) and Paul Roy (CDEC) Participants: 32</p>

# NDG Community Council's activities 2011- 2012



Date & location	Council projects and activities	
<b>Benny Farm social activities</b>		
June 2011, Benny Farm site	Annual barbeque: Number of Participants: over 100 people	
October 28 <sup>th</sup> , 2011, Benny Farm site	Halloween Party hosted by Les Maisons Transitionnelles 03. Prevention NDG presented a security session through the use of puppets which children thoroughly enjoyed! Loblaws and the CSSS Cavendish graciously donated materials. Number of Participants: Approximately 125 children and 35 adults attended.	
January 16 <sup>th</sup> , 2012, Benny Farm site	Information session on home and personal security presented by Prevention NDG and station 11 Number of Participants: 11 adult	
April 8 <sup>th</sup> , 2012, Benny Farm site	Easter and Cleanup activity organized by Benny Farm Steering Committee . Number of Participants: Over 40 adults and children	
<b>NDG Strategic Plan Activities</b>		
March 27 <sup>th</sup> , 2012, KCKF Church	Café rencontre organisé en collaboration avec Bienvenue à NDG et le Programme BIL pour discuter avec les résidents de NDG des enjeux auxquels fait face le quartier dans le cadre du Plan stratégique pour la communauté de NDG 2013-2016 / Workshop café organised in partnership with Bienvenue in NDG and the BIL Program to discuss with residents about issues in the neighbourhood as part of the Strategic Plan for the NDG Community 2013-2016. Moderators : Catherine Thibault, Sarah Hrdlicka et les membres du Programme BIL /Catherine Thibault, Sarah Hrdlicka and members of the BIL Program Participants : 40	
April 3 <sup>rd</sup> , 2012, <b>Café Shaika</b>	Groupe de discussion avec des récipiendaires des bourses Sandra Frosst sur les enjeux dans le quartier NDG / Focus group with Sandra Frosst grant recipients on issues in NDG. Moderators : Bonnie Pero, Catherine Thibault Participants : 11	
<b>Bienvenue à NDG Activities</b>		
Information Kiosk		
6 June 2011	St. Luc High School	Participants : 40
6 June 2011	St. Luc Annexe	Participants : 15
1 September 2011	Judith-Jasmin school.	Participants : 10
14 September 2011	Judith-Jasmin school.	Participants : 17
14 September 2011	Cinq-Continents school.	Participants : 25
15 September 2011	Anne-Hebert school	Participants : 45
15 September 2011	Les-Enfants-du-Monde school.	Participants : 30
15 September 2011	Sainte-Catherine-de-Sienne school.	Participants : 25
18 October 2011	Saint-Luc High School.	Participants : 40
24 October 2011	Cinq-Continents school.	Participants : 30
17 November 2011	Les-Enfants-du-Monde school.	Participants : 35
17 November 2011	Marc-Favreau school.	Participants : 25
8 December 2011	St-Paul Center.	Participants : 40
26 February 2012	Mosaïque school.	Participants : 10
1 March 2012	Marc-Favreau school.	Participants : 15
15 March 2012	Les-Enfants-du-Monde school.	Participants : 15
21 March 2012	Marc-Favreau school.	Participants : 15
13 April 2012	Mosaïque school.	Participants : 25
20 April 2012	NDG Tax Clinic	Participants :15
5 May2012	Wesley United church (Boîte à lunch).	Participants: 20
9 May 2012	Cinq-Continents school.	Participants : 30
10 May2012	Paulin Julien Center.	Participants : 500
15 May 2012	Mosaïque school.	Participants : 30
16 May 2012	Mosaïque school.	Participants : 50

## NDG Community Council's activities 2011- 2012



Date & location	Council projects and activities
Bienvenue à NDG Activities — continued	
Social Activities	
1 September 2011	Café rencontre at HIPPY Québec. Subject : Prevention and Well being Participants : 31 persons
19 November 2011	Café rencontre for families at Les-Enfants-du-Monde school. Subject : Adaptation in Quebec's society. Participants : 42 persons
26 November 2011	Café rencontre in Westhaven Community Center Subject : School Drop-out Participants : 40 persons
1 December 2011	The Flavours of the world in NDG at KCKF church. Subject : Family budget. Participants : 75 persons.
18 February 2012	Co-development Workshop. Subject : Professional planning Participants : 17 persons.
25 February 2012	Co-development Workshop. Subject : Professional planning Participants: 11 persons.
8 March 2012	The Flavours of the world in NDG at KCKF church. Subject : <b>Tenants' Rights.</b> Participants : 60 persons.
10 March 2012	Co-development Workshop. Subject : Professional planning Participants : 19 persons
7 April 2012	Co-development Workshop. Subject : Professional planning Participants : 18 persons
26 April 2012	Café rencontre in Judith-Jasmin school. Subject: How to balance studying and working. Participants : 22 persons

### Annual Report 2011-2012

**Prepared and revised by the Staff and Board members** Sarah Hrdlicka, Katrina Heyde, Catherine Thibault, Halah Al-Ubaidi, Sylvie Laferrière, John Richardson, Grace Moore et Louis Legault.

**Design :** Miguel Cristancho  
**Translation:** Fabrice Marcoux

*Thank you*

