

ANNUAL REPORT

Our collective impact 2020-2021

Conseil Communautaire

DEPUIS 1942



Community Council

SINCE 1942

This report is
written by the staff of
the NDG Community Council
Edited by *Rachel Begg*
Translated by *Julie Cormier*
Designed by *Jing Bai*



ANDREA KASTNER

Andrea Kastner is a Canadian painter with roots in NDG. She holds a BFA from Mount Allison University and an MFA from the University of Alberta. She currently teaches at Binghamton University (SUNY). Her work has been shown in galleries across Canada. Andrea used “collage on board” technique in this painting. www.andreakastner.net

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President and Director's Report

THIS year the Board and Staff have never worked more closely together. Despite the difficult conditions, the COVID-19 pandemic has brought us together to build a stronger organization that better serves the community. The President-Director's combined report is a reflection of this collaboration.

Throughout the pandemic, the offices of the Community Council continued to be partially open while respecting government directives. The outreach and mobilizing teams organized kiosks in different locations across the neighbourhood, in addition to door-to-door activities to evaluate the needs and make direct contact with residents. The Council's community organizers continued to coordinate "Cellules COVID-19", as well as different concerted actions in collaboration with our partners. Tax clinics and conversation classes continued by adapting to the new conditions. The Board and its associated committees have risen to the challenge and continue to work and support the team. As a result of the COVID-19 pandemic, we had to extend the mandate of the Board of Directors to September 30, 2020. We had our regular AGM in June 2020, and organized a Special AGM in September to elect the Board of Directors for 2020 -2021.

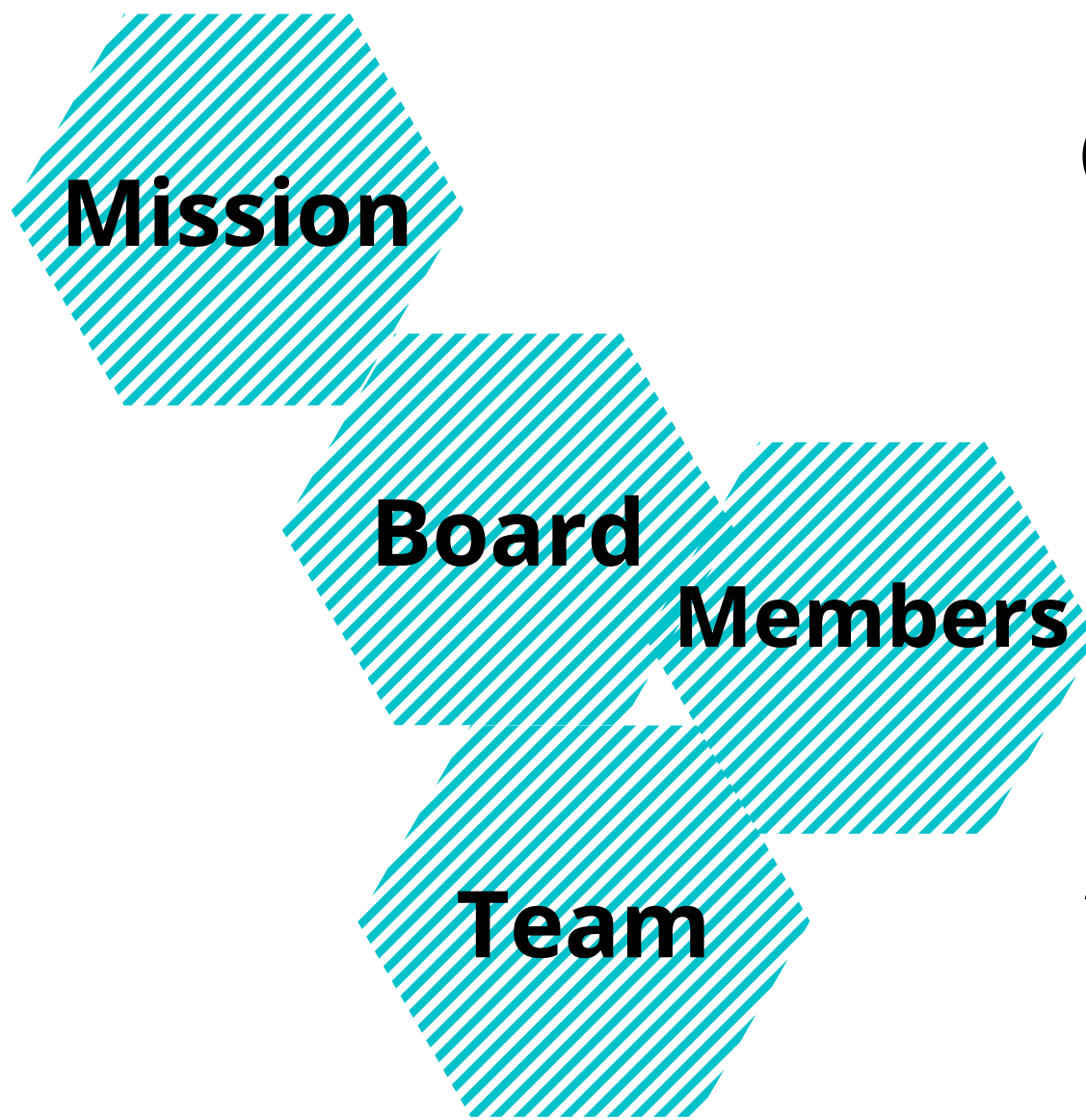
We would like to say a heartfelt goodbye to **Mrs. Susan Clarke**, who passed away on January 14, 2021. Mrs. Clarke was a Board Member and a strong supporter of the Council. We will continue to be proud to have had a person of such calibre at the Council and in our community. We would like to thank Andrew Ross as a member of the Board of Directors and as the President from 2017-2020. He was dedicated and very passionate about citizen participation.

We would also like to thank Lindsey Whitelaw for her strong commitment. She left the Board on January 14, 2021. Sheri McLeod's strong partnership values were highly appreciated. She left the board on August 3, 2020. Steve Charters ended his mandate as a staff representative on the Board on September 30, 2020. His determination and hard work are missed. The Board has greatly appreciated all their time, energy, and contributions over the years.

We would like to thank our members, committed partners, enthusiastic volunteers, and generous funders for their ongoing support and dedication to the community, without which nothing could be accomplished. We would like to highlight our gratitude to all our donors and residents of NDG whose donations exceeded our expectations. "It's going to be okay" and it will continue to be okay as long as we rely on our strong and resilient community network.

We invite you to explore our report, and if we inspire you please come join us. It is important to have your support and involvement! Please contact us directly, and do check our [website](#) and [Facebook page](#), which are great tools for and by the community.

Lindsay Morrison
(President of the Board)
Halah Al-Ubaidi
(Executive Director)



G O V E R N A N C E



MISSION

WE are an organization created by the NDG community that listens, mobilizes, facilitates, and acts. We foster partnerships between residents, community partners, and key players to identify and address needs and emerging issues in order to cultivate strategies and solutions. As allies, we exist for the community as a whole while supporting and strengthening the most vulnerable and isolated. The NDG Community Council strives to achieve a socially just, inclusive, and sustainable community.



OUR BOARD

WITH all the past year's uncertainty around the health directives regarding public assemblies, we decided to plan our 2020 AGM on ZOOM. The team organized an online 5 à 7 on May 27, 2020, with the objective of meeting our members and sharing our stories during the confinement, but also to use the meeting as a rehearsal for the upcoming AGM.

The Council's 2020 Annual General Assembly took place on June 17, 2020. During the assembly, the Board of 2019 - 2020's mandate was extended to September 30, when we had our election for the Board of 2020 - 2021. As usual, we had an orientation meeting for the new Board. With the extended mandate, we had 8 Board meetings during the course of this fiscal year.

Board's Standing and Ad Hoc Committees:

Executive, Membership and Nomination, Human Resources, Finance, Fundraising, Communications

The members continue to meet and work on different issues to improve the work of the Council.



"Highlights"

The HR committee created a Harassment Policy, which was supported by our Intern studying social work.

The Communications Committee met weekly to work on internal and external communications, and was supported by Valentina Samoylenko. We sent a bi-weekly letter to members and partners.

Board and Extended Board

2020-2021



Andrew Ross
President

mandate ended 30 September 2020



Lindsay Morrison
President

mandate began 30 September 2020



Lindsey Whitelaw
Vice-President

mandate ended January 2021



Bonnie Soutar
Vice-President

mandate began January 2021



Tomir Glowacki
Treasurer



Sheri McLeod
Secretary

mandate ended August 2020



Gerry Lafferty
Secretary

mandate began September 2020



Nadine Collins



Renate Betts



Hans Heisinger



James Olwell



Jocelyn Boyle



Lisa Bornstein



Steve Charters
Staff Representative
mandate ended
September 2020



Riley Dalys-Fine



Malaka Ackaoui

AN EVER-GROWING TEAM AND MEMBERSHIP

OUR team has been working continuously in this difficult time - a time that no one had predicted or previously experienced. Stress among workers has been felt more acutely over the past year, but our solidarity has never been stronger. We never stopped offering our core services, we simply focused on adapting to the new reality while following the government health recommendations.





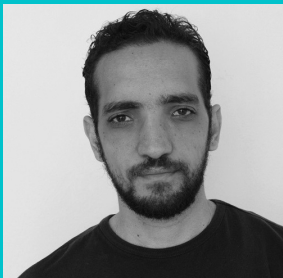
HALAH AL-UBAIDI
Executive Director



GRAZIELLA BIETO- CHALLENGER
Community Organizer



RACHEL BEGG
Community Organizer



YOUSSEF HENEIN
Community organizer

**EMPLOYEES
2020-2021**



SHARON SWEENEY
Community Organizer



JULIE CORMIER
Community Worker



EMILY VILLENEUVE
Community Worker



JING BAI
Community Worker



REYHANEH KHOUSHBIN
Administrative Assistant



GLUSHKO IRINA
Website Developer



TIMO
• SUPERVISOR
• COVID ENTERTAINMENT

CONTRACTS

Irina Glushko

- Newsletter & Website development
NDG

Robert MacDonald

- IT Support and TeckSavvy training

Oliver Cole, Kirisanthi

Kugathasan, Colius Services

- Accounting & Bookkeeping

Glenn Cassidy

- Janitorial service

Melanie Romer

- December Together and TeckSavvy
project coordination

Marie-Charles Boivin

- Strategic Plan

Nicolas Villeneuve

- Outreach

Carlos Primiani

- Measure 17 Fielding Walkley

SUMMER 2020 COVID 19 OUTREACH

Mona Taj Bakhsh

Ivana Simic

Kevin Sleno

Kimberly Richard

Nadia Rezkallah

"Testimonials"

"It is always so gratifying to work with an organization that has hired one of our graduates and to see them in action in a leadership position! This always makes for the best Social Service field placements!"

-Patricia Murphy, Social Service
Department, Dawson College

COMMUNITY CONNECTORS

Yang Zhou

Shady Safar

Sandra Molloy

Rui Bai

Qinghao Meng

Lorraine Antonio

Lei Hu

Junxia Wang

Joan Hongoh

Fatima Halima

Chen Wang

Alimatou Juwara

Anita Valentina Contreras

MURAL 2020

Creation and design:

Boris Biberdzic Artist

Support:

Fabien Martinel,

Tamar Peled,

Videographer

Westfield productions

Serenades

Gregg Silver

Papa et Moi

Celestin Mouafo

Momen Hassan

INTERNS

Alexandra Holtom

Valentina Samoylenko

Imani Guerra

Shady Safar

Ellen Banoub

Menke Meijer

Michelle Caron-Pawlosky

Jason Pitsilis

FIDUCIARY CONTRACTS

Ruth Boomer

Caroline Dick

Sharon Leslie

Stephanie Maxwell

Cindy Haughton

Hannah Grabowecky

Diana Vozian

Nancy Cozier

- NDG Art Hive

SUMMER STUDENTS

Alexandra Holtom

Valentina Samoylenko



Members

Volunteers

Founders

WITH the immense support of a strong network of volunteers, members, partners, donors, and funders, the Council has continued our 79-year-legacy working for a better quality of life in NDG. Thanks to your generosity, we were able to continue this work during a crisis when many of our neighbours were facing enormous difficulties and benefitted from a helping hand. We appreciate your donations: cash, time, and words of encouragement. These contributions gave the Council's hardworking employees the energy to do the work they do best and to continue having a positive impact in the community.

**OUR
SUPPORTERS**

OUR MEMBERS (1)

This year we welcomed a total of **87** members.
We are extremely grateful for all the support we received!



Honorary Members

André Biron

Anne Usher

Gail Tedstone



Associate Members

Joseph Lalla

Peter McQueen



Business Members

Irina Glushko and Valeziy Mikhailov - Web Giunka

Janis Warne - Traduction Janis Warne

Oliver Cole and Kirisanthi Kugathasan - Colius Services

Jocelyn Boyle - L'Epicerie Moderne

CrystalCanada Therapy Center

Local 75 Bistro Pub

Noushin Bahraini (photography)

MadPI Inc

CSVSPQ Wheel Club

OUR MEMBERS (2)



INDIVIDUAL MEMBERS (47)

Individual Members

1. Aaron Saloman
2. Angela Reimer
3. Anne Johnston Williams
4. Ariane Payette
5. Beverly Woods
6. Bonnie Soutar
7. Chesil Grand
8. Daniel Stefik
9. Deanne Delaney
10. Denis Bernier
11. Diane Hanna
12. Esther Fukuyama
13. Francis Giguère
14. Gail Small
15. Giovanna Carro
16. Hannah Stratford-Kurus
17. Helen Meredith
18. Henry Magali
19. Humphrey Aire Airujuan
20. Jillian Witt
21. Joan Hongoh
22. John Martin-Rankine
23. Kevin Copps

Individual Members

24. Krystyna Gardner
25. Lindsay Morrison
26. Lisa Bornstein
27. Louis Legault
28. Louise Fournier
29. Madelene Sebaldt
30. Malaka Ackaoui
31. Malika M Dewji
32. Marlo Turner Ritchie
33. Mary Melfi
34. Morgan Bradley
35. Patrick Little
36. Pierre Blouin
37. Richard Smith
38. Rosemarie Schade
39. Sally Cole
40. Sally Livingston
41. Sam Boskey
42. Sharon Leslie
43. Susan Joan Perry
44. Thomas Lewallen
45. Tomir Glowacki
46. Yildiray Ozen
47. Yvette Salinas

OUR MEMBERS (3)



ORGANISATION MEMBERS (26)

organization Members

1. **Association Y4Y Quebec** - Kathleen Mulawka
2. **Carrefour Jeunesse Emploi NDG** - Hans Heisinger, Despina Sourias
3. **CJLO 1690 Am** - Francella Fiallos, Jessica Jaschek
4. **Comite Jeunesse NDG** - Simeon Pompey, Nadine Collins
5. **Fondation de La Visite** - Ancuta E Stan, Denise Landry
6. **Fraser Hickson Institute** - Helen Fortin
7. **Habitations Communautaire NDG** - Debra Fogel, Esther Fukuyama
8. **Head and Hands**
9. **Iraqi Community Center** - Salam Al-Mousawi
10. **Kensington Presbyterian Church** - Peter Rombeek
11. **L'Abri en Ville** - Michelle Mills, Star Gale
12. **LogisAction** - Fahimeh Delavar
13. **Montreal Business Women's Club** - Irina Glushko, Izina Smiznora

14. **Montreal Wado Ryu Karate Association** - Andrew Watson, Elridge Augar
15. **New Hope Seniors' Centre** - Gerry Lafferty
16. **Notre Dame des Arts (NDA)** - Michelle Baxter, René Ricardo Bernal
17. **OMHM** - Valeria Taranto
18. **PAAL Partageons le monde** - Pilar Hernandez-Romeo
19. **Parents engagés pour la petite enfance (PEP)**
20. **Prevention CDN NDG** - Camille Vaillancourt
21. **NDG Senior Citizens' Council** - Sheri McLeod
22. **St. Philip's Church** - James Pratt, Anne Johnston
23. **Urban Nature** - Lise Mintz
24. **Walkley Community Center** - Sandra Serrano
25. **Westhaven Elmhurst Community Recreation Association (WECRA)** - Renate Betts
26. **Women on the Rise** - Grace Campbell

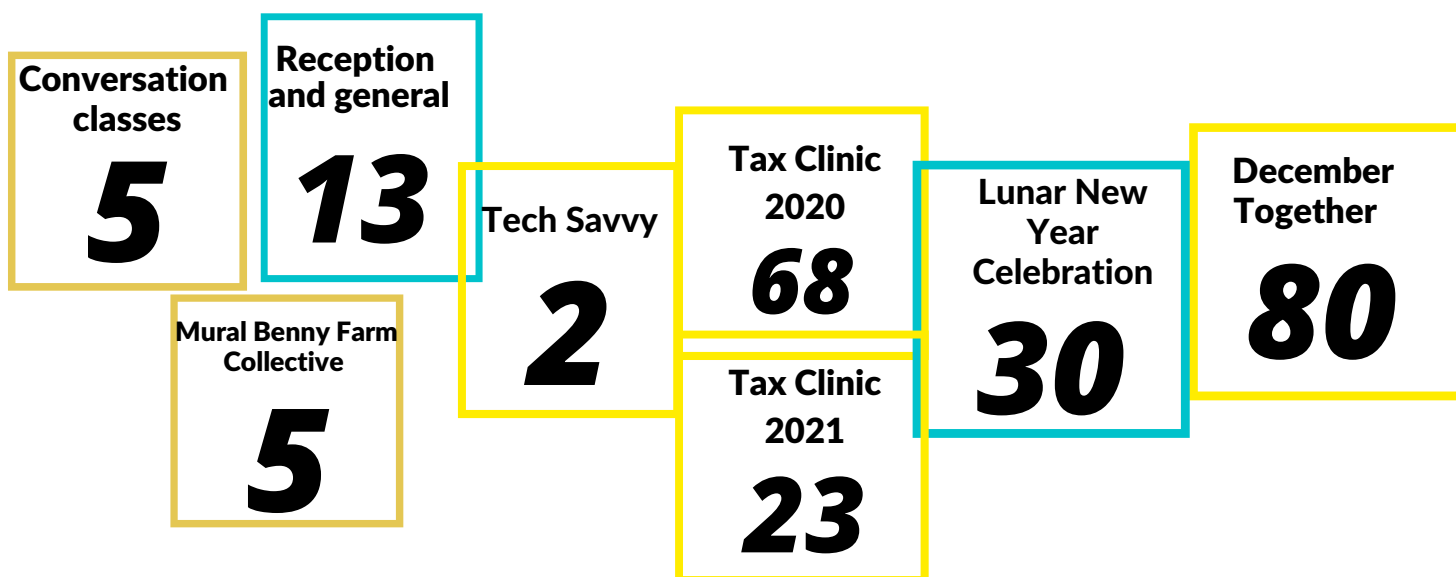
organization Members

OUR VOLUNTEERS

The Council's daily activities are only possible thanks to the hundreds of volunteers working with the team. Whether it is in the office, online, or outside during outreach and events such as Lunar New Year or Tax clinics, they are at the root of everything we do. Naming all of those who supported us through the year would be too long here, but we do want to recognize that all of those residents are a little piece of the big puzzle that the Council is continuously working on.

The pandemic kept our most famous volunteer away from us: Pierre Blouin. Pierre has been with us for so many years at the reception; he is family to all of the Council's team and even for our regular visitors! On a regular basis, members of the team were extremely happy to receive a call from him or give him a call and exchange some words. We truly hope to have this family member on our side very soon.

Take a look at Annex 1 to see a complete list. The following are the list of projects that were only possible to continue with your help:

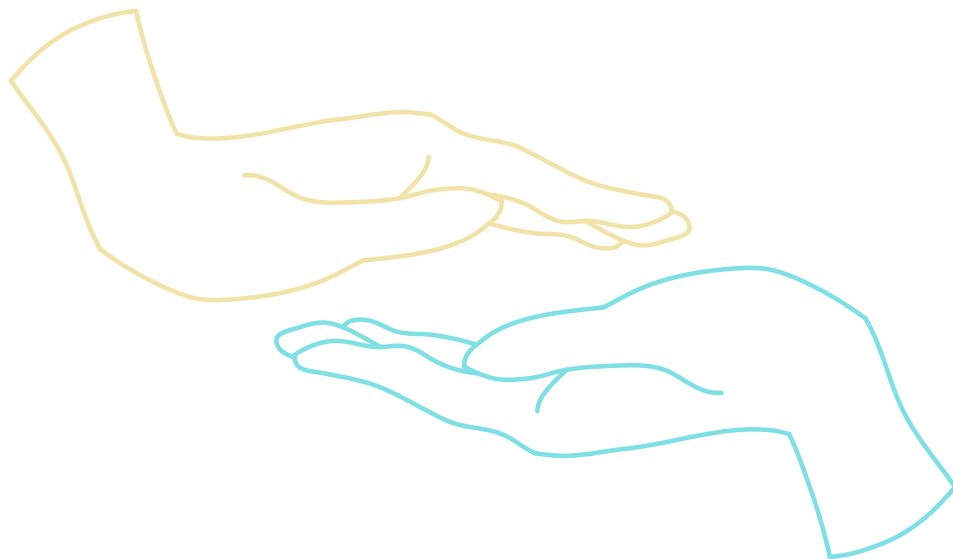


"Highlights"

Helping Hands project

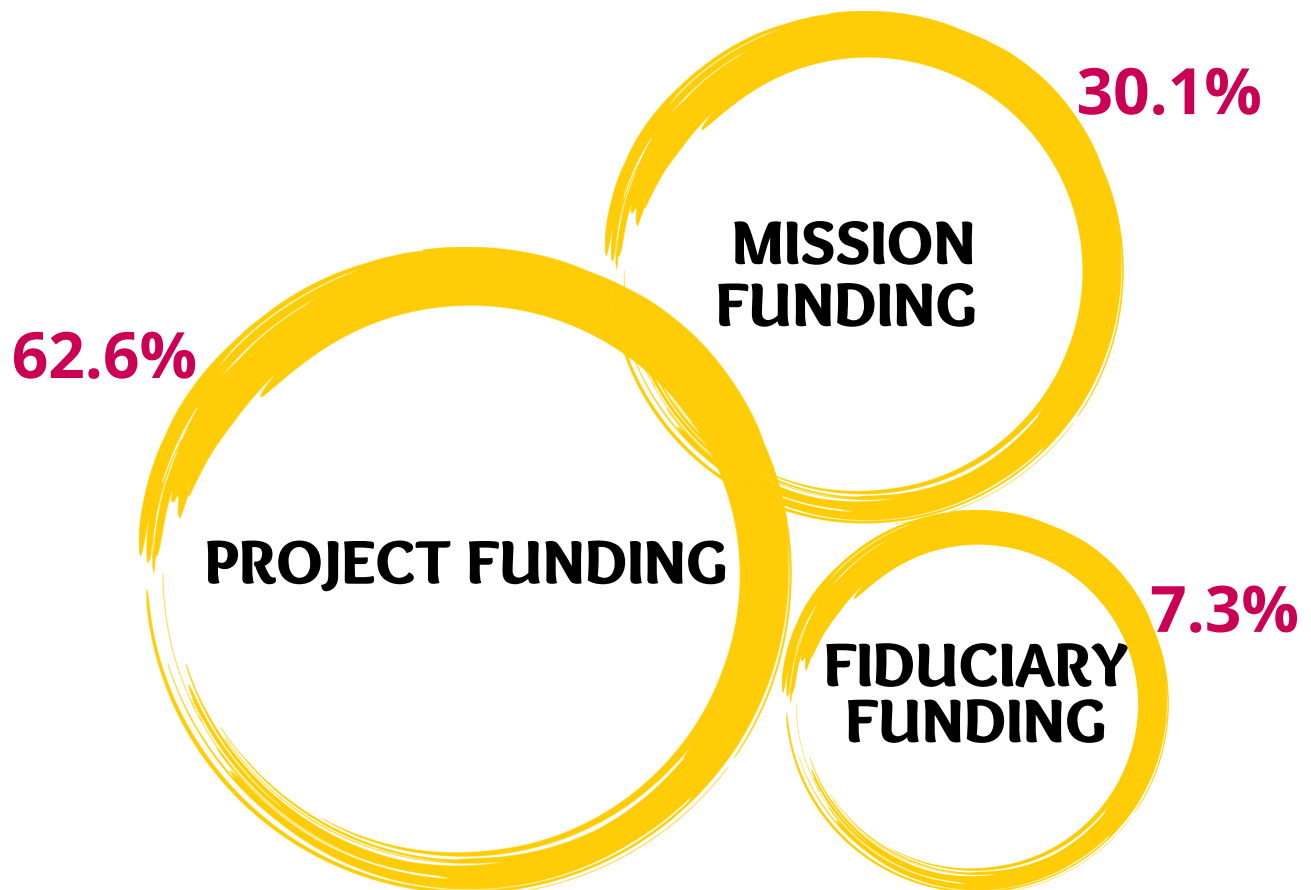
In partnership with Bienvenue NDG, the NDG Community Council supports a group of NDG volunteers who share their experience, their struggles, and their successes as volunteers. This is an ongoing project that sees up to 22 volunteers meeting bi-weekly.

Throughout the pandemic, many volunteers have not been able to participate physically in their regular activities, which left many feeling isolated and unable to help their community as they usually do. The Helping Hands project became a group of volunteers helping volunteers; organizing activities amongst themselves and creating their own volunteer opportunities. This project became an important part of the NDG volunteering community. An online activity calendar was developed, where many volunteers continue to animate different group activities and workshops for the residents, which in turn helps to break social isolation. Depending of the week, residents can join between 4 and 8 activities, each with an average of 8 participants.



OUR FUNDERS

The **COUNCIL** is funded from multiple sources (individual donors, foundations, the private sector, as well as municipal, provincial, and federal governments). We continue to look for other sources of funding to compensate for the lack of indexations. We also continue to share funding with other groups to bring more resources to NDG. We focus on projects that specifically increase resources and services in the 4 Priority Sectors and the most vulnerable populations.



SPECIAL PROJECTS TO ALLEVIATE THE IMPACT OF THE PANDEMIC ON OUR COMMUNITY

This year we launched several fundraising campaigns to support initiatives that are under-funded but are very much needed in the community. We got support from every direction; funding, cash donation, and even time involvement. These generous contributions confirmed the importance of those projects and encouraged our team to continue to identify and support our community's needs.

Tax Clinics

16 individual
donations, SAB -
Kathleen Weil, PCBMI,¹
23 volunteers

COVID 19 Fund

20 individual
donations, Centraide
Emergency Fund,
Second Harvest Gift
Cards Program

Summary of
support
received for
special projects

Tech Savvy

New Horizon for
Seniors,
6 volunteers

December Together Fund

22 individual donations,
Roaster Foundation, SAB -
Kathleen Weil, Caisse
Desjardins, 80 Volunteers,
10 business

¹ Programme Communautaire des bénévoles en matière d'impôt



30.1%
**MISSION
FUNDING**

Foundation, Municipal, Provincial

l'Initiative montréalaise de soutien au développement social local - (Centraide du Grand Montréal, Direction régional de la santé publique, Ville de Montréal et l'entente Ville-METSS)

PROVINCIAL

Direction de Santé publique- Agence de la santé et des services sociaux de Montréal - Programme de soutien aux organismes communautaires (PSOC)

Foundation

La Caisse Desjardins - Le programme du coeur à l'achat

Individuals

31 **individual** donations

MUNICIPAL

Arrondissement CDN / NDG - Fonds de développement social – DCSLDS and budget discrétionnaire municipal des élus

Ville de Montréal – Art Mural project

Fonds diversité et inclusion sociale en faveur des enfants et des familles vulnérables – Papa et Moi program

MUNICIPAL-PROVINCIAL

Ville-MTESS 2020-2021 - Fond québécois d'initiatives sociales dans le cadre des alliances pour la solidarité - connexions communautaires dans les quartiers vulnérables

PROVINCIAL

Centre intégré universitaire de santé et de services sociaux du Centre-Sud-de-l'Île-de Montréal - Mesure 17

Ministère de l'Éducation, du Loisir et du Sport - Soutien à l'action bénévole (SAB) (Bureau de Mme Kathleen Weil) - December Together, Tax Clinics, funds to purchase laptops

Ministère du Travail, de l'Emploi et de la Solidarité sociale - Emploi Québec's Subvention Salariale

FOUNDATION

Centraide du Grand Montréal

- Action collective dans les Quartiers vulnérables
- COVID-19 Fond d'urgence

Office municipal d'habitation de Montréal (OMHM) - Fond d'urgence - intervenante de milieu dans HLM-NDG

Roaster Foundation - December Together

Second Harvest - Gift Cards

Canada Red Cross - Personal Protection Equipment (PPE)

TD Bank - Park People

La Caisse Desjardins - December Together

62.6%

PROJECT FUNDING

FEDERAL

Service Canada - Summer Jobs Program

Employment and Social Development Canada -

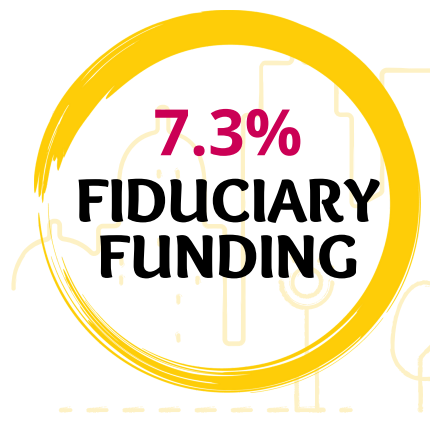
New Horizons for Seniors Program, Community-based projects

Government of Canada -

COVID-related: 10% employee wage subsidy, Canada Emergency Business Account (CEBA)

Individuals

59 **individual** donations
(Tax clinics, December Together, COVID-19)



The **COUNCIL** acts as a fiduciary for multiple projects and initiatives in partnership with various tables, committees, coalitions, residents and new organizations.

Community laptops: The Council administered the financial portion, while Mme Kathleen Weil's office managed the buying and the distribution of 73 laptops to 5 organisations.

ArtHive NDG:

- Ministère de l'Éducation, du Loisir et du Sport - Soutien à l'action bénévole (SAB) (Bureau de Mme Kathleen Weil)
- Office municipal d'habitation de Montréal (OMHM) - Fond d'urgence

HLM Saint Raymond - Sobriety Home Foundation, Parish of St-Athanasius

Project temporarily on hold: We continue to administer these projects' funding, however this year they were not active because of the pandemic.

- Boom Service
- Christmas Dinner
- Opera in the Park
- PorchFest

M A N D A T E

Concertation

Mobilisation

Services

Since its creation in 1942, the NDG Community Council has worked to bring different stakeholders together - both the 'Concertation' and 'Mobilization' of people around issues in the community - and to provide 'Services' when needed.

NDG

Partners

The greater NDG Community (various groups, CIUSSS, Borough CDN/NDG, Police, Centraide, Kathleen Weil's office, elected officials and/or their representatives, and many activists and volunteers)

Staff: Council Team

THE COUNCIL DURING THE COVID-19 PANDEMIC (1)

These are some of the new terms and words that became part of our daily life - words which we are now very familiar with as we have continued our work, and kept adapting with the government measures and directives.



TESTING CLINICS

DISINFECTION

BREAKING SOCIAL ISOLATION

CERB, CEBA Loan

SOCIAL DISTANCING

EMERGENCY FUNDING

CELLULES D'URGENCE

VACCINATIONS MASKS

CONFINEMENT

CURFEW

ZOOM GOOGLE HANGOUT

COLOUR ZONES

VARIANTS, WAVES



THE COUNCIL DURING THE COVID-19 PANDEMIC (2)

In March of 2020, our work changed within **less than a week** to fit the new pandemic reality and government directives. During this time, the Community showed how resilient we can be; when we needed more resources they were there for us, whether that support is through funding, donations, volunteering - it was all there! If only the days were more than 24 hours long!

The following is a list of the different collaborative structures that the Council team either coordinated, co-coordinated or actively participated in during pandemic measures. All meetings were on video conferencing platforms.

Cellules that the Council participated in:

CIUSSS Cellule de crise: A space where the Table de Quartier and partners received and gave updates, and asked questions.

MNA Kathleen Weil's Cellule de crise: A space where partners shared and reported updates.

Borough CDN NDG Cellule: Weekly updates.

COVID-19² CDN NDG Project: The Council joined the first COVID-19 Action Plan at the end of November 2020. We took a more active role in the Second Action Plan, and the Council sits on the committee pilotage. NDG receives support from the mental health group.

Cellules that the Council coordinated or co-coordinated:

NDG COVID-19 Cellule communautaire: coordinated by the Council and supported by the Community organizers of the CIUSSS. Brought together many stakeholders over the course of 10 meetings.

Thematic Sub-Cellules: Food Security Cellule (11 meetings), Seniors' Cellule (12 meetings), Housing (7 meetings), and Youth and Families (11 meetings).

THE COUNCIL DURING THE COVID-19 PANDEMIC (3)

The frequency of each cellule we coordinated or co-coordinated varied and slowly began to change from weekly, to bi-weekly, and then monthly meetings. Some cellules eventually dissolved, while others went back to their format before the COVID pandemic. Although of course we would have preferred to meet in person, we continued our meetings on video conferencing platforms.

While respecting the health directives, our outreach and mobilization team never stopped their work with the residents, reinventing their efforts so that no one was left behind. During this time we worked very closely with all our partners and created many new partnerships to help each other through this exceptional time.

The Council would like to give a special thank you to **Sylvie Laferrière**, Public Health community organizer for CIUSSS-CO/CLSC Benny Farm. Sylvie worked closely with Council staff throughout this reporting year, especially as part of the Cellule communautaire COVID-19 planning committee. Sylvie's deep knowledge of the community, her patience, and attention to detail were extremely helpful and a calming presence during this time of crisis.

The main objectives for our Cellules were:

- To ensure that organizations have what they need (human and financial resources, protective equipment) to protect themselves and to respond to the needs of the population;
- To attempt to respond to the problems caused by the pandemic for the vulnerable population of NDG, especially to most isolated;
- To provide an opportunity for community stakeholders to support each other and to network;
- To collectively reflect on the post-confinement period when the time came.

"Highlights"

THE COUNCIL DURING THE COVID-19 PANDEMIC (4)

Solidarity, Resilience, and Perseverance:

10 Cellules communautaire and 41 sub-cellules thematic were held over the course of 20 weeks! In addition, most of our programs and activities continued as usual, and some of us even created new initiatives. This difficult time showed a resilient community. The Cellules were largely appreciated by the community groups as it gave them a better understanding of the global picture, and provided a space to meet new partners. The Cellules helped groups to stay connected and informed while providing a space to vent. Despite the difficult work conditions, there were many beautiful collaborative projects and a strong sense of solidarity.

Appreciation:

In May 2020, the Council, with the financial support of our MNA Kathleen Weil, recognised the impressive work done with our NDG residents by the CIUSSS 's Soutien à l'autonomie des personnes âgées (SAPA) team. Despite the pandemic and all the risks involved in visiting patients at home to offer them health services and support, the nurses never stopped. To show them our appreciation and thank them for keeping up the great work, pastries were sent to the 100 nurses at Rene-Cassin.

Collaboration:

During the summer of 2020, in between isolation and deconfinement and in preparation for the second wave in Fall, the Council collaborated with the Red Cross of Canada. This collaboration saw the registration of NDG groups to receive PPE for their staff and volunteers that would cover 60 days, in addition to training on how to use the equipment. The Council received 200 boxes containing each 180 packs of masks and gloves and distributed them to the 24 registered groups. Partners Received 73 laptops from Kathleen Weil's office, shared gift cards from Centraide and Second Harvest, disinfection materials, and we even shared volunteers and staff.

Creative:

Creativity is contagious, and the community groups were very resilient and creative over the past year! We saw beautiful projects evolve during very difficult times. Our youth received laptops and tablets, families received gift cards and support during confinement, and seniors received compassionate calls and support for food delivery. During the holiday seasons, our seniors received gifts and hot meals. There were hundreds of videoconferencing activities every month ranging from art to sports, to entertainment. We at the Council also were active and creative - please see Annex 2 to learn about the Council projects: December Together, Tech Savvy, and Breaking Social Isolation.

THE COUNCIL DURING THE COVID-19 PANDEMIC (5)

"I want to thank you so much for the amazing pastries that you sent to the Homecare staff of the CLSC Benny Farm on Wednesday. I have been a home care nurse since 1976 and have seen many challenges including the Ice Storm but this one is certainly up there as a huge challenge!!! We are not high-risk ER staff but in-home care we are caring for post-hospital patients of unknown status, people who are ill and choosing to stay home as well as our usual frail elderly population - all this with less staff as some have been deployed to CHSLDs. The smiles on faces seeing these tarts (and trying to decide which to take!!!) and more importantly the knowledge that the community we care for cares about us is huge!!!! Thank you so much. Stay well."

- Joan Foster, Home Care nurse

"Testimonials"

"The Council plays an integral role in bringing together partner organizations in NDG to support collaboration amongst community organizations across the borough, to assure the community's needs are being met, and to facilitate a sense of belonging for all. Their work has been invaluable this past year which has been a year of constant adaptations to meeting the emerging needs of the community. The Depot is grateful for your leadership in this especially challenging year!"

- Jennifer Brennan, Nutrition and Food Skills Manager, The Depot Community Food Centre

"The cellule de crise jeunesse famille allowed us to stay up to date with the constantly changing public health directives, as well as what was going on in the community and what other groups were working on. It allowed us, as a collective, to identify common needs in the community and work together towards meeting those needs."

- Krystine Dobbs - La Maison de la Famille Mosaik

CONCERTATION

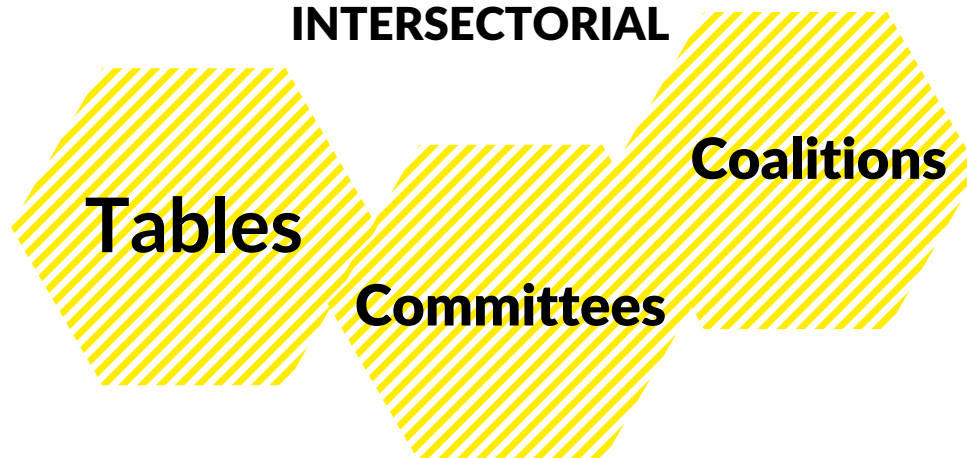
THE Council works in partnership with a multitude of community organizations seeking concertation on projects and funding opportunities. This allows the Council to work as a collective with other organizations and to reinforce positive outcomes for the residents we ultimately serve.

"Testimonials"

"The Directors' meeting was very useful. In fact, all of the meetings the Council organized recently have been great. I'm just taking it all in and trying to learn as much as possible, and the meetings have been a great place to do so."

Andrew Borrelli - YMCA NDG

INTERSECTORIAL



THIS main networking and consultation body for different stakeholders to network and collaborate has demonstrated its necessity. The existence of such a structure was very useful during the pandemic. The healthy collaborative and flexible structure helped us in adapting and continuing despite all the restrictions and social-distancing required. After a brief hiatus while the NDG COVID-19 Cellule Communautaire was holding regular meetings, both tables resumed alternating regular meetings in Fall 2020 every 6 to 8 weeks.

DIRECTORS' TABLE

FIRST launched in 2014, the Directors' Table was relaunched in 2018 following a short pause, and the group has been steadily growing since then. The main goal of this table is to have an open space for directors of NDG community organizations to share news, resources, and announcements, as well as to have focused discussions on various topics such as space arrangements and re-openings measures during/after the COVID-19 pandemic, funding opportunities and collaborations, and various tools particularly suited to the needs of directors.

Staff: Rachel Begg, Halah Al-Ubaidi

PARTNERS: YMCA Québec, Bienvenue NDG, Jeunesse Loyola, Logis Action, L'abri en Ville, Fondation de la Visite, Prévention CDN NDG, CJLO, The Depot Community Food Centre, New Hope Senior Citizens' Centre, Women on the Rise, Carrefour Jeunesse NDG, Maison Mosaik, Concertation Jeunesse, Parents engagés pour la petite enfance (PEP), Centre St. Raymond, Black Community Resource Centre, Westhaven Elmhurst Community Recreation Association (WECRA), Head and Hands, NDG Senior Citizens' Council, O3 On Our Own, Walkley Center

STRATEGIC PLAN 2016 - 2021

Staff: Marie - Charles Boivin

During the pandemic, energy was redirected to the emergency situation and the strategic plan was put on hold. In April 2021, discussions about the plan resumed at the Directors' Table with a presentation by Marie-Charles Boivin. The process that led to the creation and completion of the plan was presented. The group was able to see the impact of the pandemic on the progress and follow-up of actions. Since the plan was to end in December 2021, the participants agreed ending follow-up on the plan prematurely, and they were also in favour of the proposal to start a reflection process that could lead to a next strategic plan.

NDG ROUND TABLE

WE would like to begin by thanking our former planning committee members:

- 1) *Andrea Clarke (Head and Hands), for her knowledge of social issues;*
- 2) *Nikki Shiebel (Éco Quartier NDG) for her integrity and her experience in animation;*
- 3) *Bonnie Soutar (The Depot Community Food Centre) whose experience has strengthened us.*

To our current planning committee members: how can we thank you for your support and vision?

- 1) *Despina Sourias (CJE);*
- 2) *Susan Monroe (The Depot Community Food Centre);*
- 3) *Krystine Dobbs (Maison Mosaik).*

Staff: Graziella Bieto-Challenger

PARTNERS: All stakeholders working in and for NDG. Average of 25-40 participants at each meeting, depending on chosen theme.

Since 2005, the Round Table has been a space that aims to create links, develop partnerships, and respond to the issues of common interest to the Notre-Dame-de-Grâce's organizations. This space is reserved for representatives of community organizations, institutions and associations active in NDG, or invited guest resources.

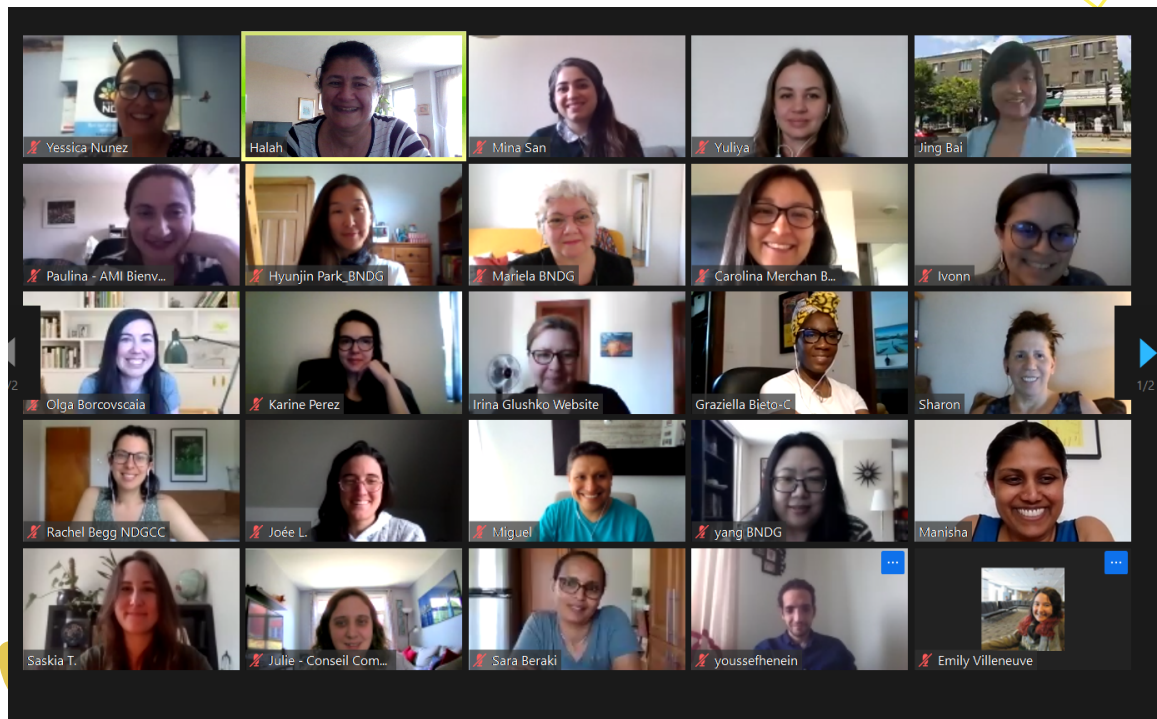
We had 4 meetings during this reporting period. The Round Table meetings brought the community back to issues that pre-existed the pandemic or were emphasized by it. In order not to lose any momentum, this season tackled issues such as: mental health among community professionals, the effects of pandemics on education, economical recovery and the state of our neighbourhood (from which a training initiative adapted to the needs of local organizations is being developed), as well as local economy and food security.

NDG ROUND TABLE

"Testimonials"

The Round Table is a great mix of experiences: a chance to meet new members of the NDG community, an opportunity to reconnect with people we don't see in our daily lives, a time to reflect with colleagues and neighbours on issues and events of importance to the neighbourhood. In short, it is what we make it!"

- Andrea Clarke
Head and Hands,
Senior Director of Community Engagement and Social Impact



Staff of the Council & Bienvenue NDG

PRIORITY SECTORS

Since 2006 the Council has been active in 4 priority sectors (**Westhaven, St Raymond, Walkley-Fielding, and Benny-Sherbrooke**). These sectors were identified as facing a number of challenges in terms of the built environment, housing, services, and more. We developed Neighbourhood Committees³ with the objective to improve the quality of life in the neighbourhood, to bring together partners and residents in order to collectively respond to the various needs and to work on common issues in these sectors. The term “**4 priority sectors**” is now widely used by our partners and funders. The boundaries of these sectors are artificial and continuously changing. In part due to rising levels of gentrification in these sectors, we are still seeing new areas of vulnerability popping up that we identify as a priority and would benefit from our attention.

Sustained and focused efforts over the past 15 years laid the foundational groundwork and meant that these priority sectors were better prepared to face a major crisis, as demonstrated over the past year throughout the **covid-19** pandemic. Our experience and connections, combined with the collaborative efforts of our partners and donations from funders and community members, helped establish a strong level of resilience in these areas.

Over the past year, our community organizers, as well as our outreach and mobilization team (supported by the Community Connectors and active partners on the neighbourhood committees) were able to continue their work to support residents in these sectors by making a positive impact on their lives. We also continue to follow up on various actions and projects. Here we have given some of the highlights of recent projects and interventions.

³ The committee's composition and meeting frequency varies in each sector. All include community groups, some have residents, some include institutions such as the Borough and the SPVM.

1. WESTHAVEN

Staff: Youssef Henein

SUPPORT: Valentina Samoylenko and Emily Cuellar Villeneuve

PARTNERS: Westhaven Elmhurst Community Recreation Association, Arrondissement Côte-des-Neiges - Notre-Dame-de-Grâce, Logis Action, SPVM, Prévention NDG, West-Can Folk Performing Company

"Highlights"

Established an Action Plan for 2020-2022 that focuses on improving the built environment, road safety, strengthening the role of the Neighbourhood Committee and expanding its membership. This Action Plan is built on the in-depth study of the environment that the Council conducted with its partners in 2019, which revealed a number of issues that require specific interventions, particularly on the built environment.

Launched the project "Tous ensemble pour un Westhaven en santé" funded by CIUSSS Centre-Sud.⁴ This project consists of the development of the space located in front of the Westhaven community center into a green public space with urban furniture. The objective of the project is to reduce the heat island effects in the sector using resident participatory concepts, to create a friendly and safe place to refresh, and which allows to break the social isolation of the residents in the sector. An educational video on vacant lots and the drawbacks of mineralized spaces in Westhaven was launched. The next steps in this project will follow in the summer of 2021.

The Westhaven Neighbourhood Committee, in collaboration with the NDG Housing Table, is following the development of the former Elmhurst Housing Co-op site. Meetings with the Municipal Housing Authority, which plans to develop the land, and the GRT Housing Workshop have been held to share the housing needs of the neighbourhood.

⁴ Measure 17- The Healthy Environment Measure. This measure provides financial support to increase the capacity of local communities to act and to support environmental interventions in order to take concrete and concerted action for the health and well-being of the population.

TD PARK PEOPLE GRANT - WESTHAVEN SCAVENGER HUNT & PHOTO CONTEST

Staff: Youssef Henein, Emily Cuellar-Villeneuve,
Julie Cormier, Jing Bai, Reyhaneh Koushbin,
Community Connectors

PARTNERS: Westhaven Elmhurst Community
Recreation Association, West-Can

WE animated in Coffee Park, a small and isolated park in the Westhaven sector, during the pandemic lockdown by offering families a fun and light-hearted outdoor experience. Giving an occasion to the residents to discover the Westhaven area with a Scavenger hunt and a photo contest brought many families outside on the long weekend in October, just before getting locked down again with the second wave. This was also an opportunity to promote services in the community sector and to distribute masks.

"Highlights"

The NDG Community Connectors debuted as fully-trained connectors and ventured into the streets of Westhaven to outreach residents

28 families sent beautiful pictures of Westhaven in the fall, while 10 other families completed the Scavenger Hunt

Many discovered a forgotten part of NDG and its business, organizations, and beautiful spaces

Number of people reached: **38 families**



2. SAINT RAYMOND

Staff: Youssef Henein

PARTNERS: Borough Côte-des-Neiges - Notre-Dame-de-Grâce, Logis Action, SPVM, Habitation communautaire NDG, Habitation communautaire solidaire Grand, Old Brewery Mission, OMHM

"Highlights"

In April 2020, the Council brought several partners together to launch extensive work on Grand Boulevard; particularly on the underdeveloped section of the Grand Boulevard artery located in the western part of the neighbourhood. Several meetings were held, where participants identified the issues present on Grand Boulevard and their needs. They established specific objectives with respect to: deepening community support, improving communication between groups with special-needs clients and Old Brewery Mission, maintaining social diversity while ensuring the safety of residents, and finding a community space or recreation area nearby for residents.

Council and its partners developed an action plan specifically for Grand Boulevard. As an entry point to deepen our understanding of the issues, the Council developed a resident questionnaire, which focuses on residents' experiences during COVID and their needs.

3. FIELDING-WALKLEY (1)

Staff: Sharon Sweeney

SUPPORT: Carlos Primiani, Valentina Samoylenko, Youssef Henein, and Carole Anne Lapierre (Ça Pousse, animated Virtual walk)

PARTNERS: Ça Pousse!, Eco-Quartier, Walkley Center, UrbaNature, Borough CDN NDG, Fondation de la Visite, The Depot Community Food Centre, Residents, Vélorution, HCNDG, Centre Jeunesse Loyola, Women on the Rise, Papa en Action (Maison Mosaik), Prévention CDN-NDG, CIUSSS CLSC Benny Farm

"Highlights"

The Mesure-17 task force continued to work on the project *Verdissement de Fielding-Walkley*, funded by CIUSSS Centre-Sud. The Council received public health funding to study the effects of heat islands on the neighbourhood and its residents, in addition to designing and building cooling stations.

The task force Hosted 3 public assemblies, organized two exploratory walks, along with a survey:⁵

Young adults participated in our public assemblies and voiced their concerns about how youth were treated throughout this pandemic, as well as the importance of prioritizing outdoor spaces for youth.

In the field with a live Facebook feed on June 10, 2020:

- 15 participants⁶ on the terrain, 9130 views, 110 shares, 2468 engagements, and 135 responses and comments on social media
- Created a link with Metro grocery store on Somerled which led to the creation of a vine wall and a complimentary mural. (NDG Community Council, Eco-Quartier, and HHYDS)

⁵ Exploratory walk is a field observation designed to evaluate public spaces. We organized this walk from the lens of evaluating the green space around Fielding Walkley. Exploratory walks are successfully done when there are a variety of residents of the area (experts) that represent different priorities

3. FIELDING-WALKLEY (2)

Virtual walk (ZOOM) on June 19, 2020

- 17 participants walked on ZOOM through Google street view. Our animators and participants were able to zoom in on problem areas already identified. We hosted a Q&A after the exploratory walk.

We created a survey to follow up on comments. 38 participants gave us detailed feedback

Through surveys, walks, mobilization, and public assemblies, we created a three year action plan that focuses on the built environment, road safety, active transportation, waste management, and access to green space.

"Testimonials"



"Working with Sharon and the NDG Community Council is always a pleasure for the NDG Eco-quartier. We have a great professional and friendly relationship, and Sharon is always willing to go the extra mile to make sure a project is successful, and to help where needed. We are grateful for our partnership and the bonds forged with Sharon and the NDG Community Council team."

- **Lysiane Chagnon Fontaine Eco-Quartier NDG**

6 included residents, gardeners, community workers, and merchants.

4. BENNY FARM - SHERBROOKE (1)

Staff: Sharon Sweeney

PARTNERS: Head & Hands, On Our Own (03), Les Habitations Tango, Benny Farm Families, Chez Soi, PREV CDN NDG (Seniors' outreach), The Depot Community Food Centre, Borough CDN NDG, Véloration, Sherbrooke Forest Art Hive, PAAL, SHDM, Chad Walcott (CDN NDG Borough), CJE NDG

"Highlights"

Overlooking social housing needs: Benny Farm area has long been believed to be a well-placed and well-served sector due to the concentration of resources such as the library, the CLSC, the Cultural center, and a few essential stores. Benny Farm has the largest concentration of social housing as well as the most multi-unit apartment buildings in NDG. Centralizing social housing and creating a mixcity was advantageous, however over the years support for the complexities of managing social housing was not equivalent to the need. Housing organizations must regulate problems associated with housing such as heating, mold and hot water to name a few with the added workload of good governance.

Expanding the sector: Throughout our work and interventions we have become acutely aware of the needs of the area. We have started to prioritize neighbouring streets such as Madison, Montclair, and lower Walkley, as well as Sherbrooke to the west of Cavendish. The census tract for the area supports our findings.

The Mural 'Faire Fleurir la Ferme' was a gift to the neighbourhood. The artist encapsulated the history of Benny Farm; housing and gardening. With the Mural, we not only created a beautiful piece of artwork; we also built links with residents, businesses, and community organizations. Residents learned about technique and scale with a team of engaged and generous artists. Volunteers and neighbours brought the team baked goods and meals. We saw that many hands make for light and enjoyable work. Many residents in Benny Farm have wonderful memories of our short 10 day work site. In December 2020, we organised an official opening of the mural using a hybrid mode; due to health restrictions only a couple people attended in person, and 25 were on zoom. A short video montage of the creation of a landmark was presented at that meeting.

4. BENNY FARM - SHERBROOKE (2)

"Testimonials"

"I had such a great time working on the mural with Sharon and the other volunteers. Over a couple of days, with the artist Boris to guide us, we transformed a boring old wall into a spectacular work of art. To be involved in a community project like this, that brings such joy to the residents, was such an honour. While we were painting, so many people stopped by to watch the transformation in awe. I live a block away and every time I pass by the mural I feel a sense of pride in doing something with the community and for the community."

- Judi Edmison

"It was great fun and it gave me a wonderful escape from thinking of the pandemic even for a short time while I concentrated on painting within the lines. I feel that my little involvement made me feel positive in a not so positive time. Thank you for letting me be a part of the wonderful work."

- Angela Roussos

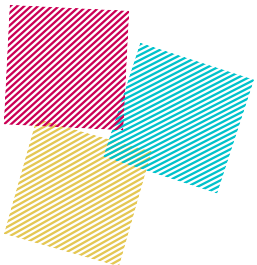
"I'm happy to testify that the mural helped to distract me from the anxiety of the pandemic last year and I enjoyed working with the artist, Boris. I feel the mural adds a joyful ambiance to the neighbourhood, especially as it is visible from the park across the street. Bravo! Encore!"

- Sabine Roloff, NDG resident



SECTORIAL TABLES, COMMITTEES, COALITIONS

NDG is rich in organizations that work on specific issues or with specific clientele. The Council team coordinates, co-coordinates or participates on many Tables and committees to ensure the transfer of information among the different issues or client-base Tables. At our last COVID-19 community cellule, partners expressed appreciation for our maintenance of a central space where we all were able to share initiatives and actions.



FOOD SECURITY COALITION (1)

Staff: Rachel Begg


Intern: Ellen Banoub

PARTNERS: Women on the Rise, New Hope Seniors' Centre, CIUSSS Centre-Ouest de l'Île de Montréal, The Depot Community Food Centre, Head and Hands, mind.heart.mouth, ACT Project Concordia

The Coalition's mission is to improve the capacity of community members to ensure food security for all residents of NDG. To this end, the Food Security Coalition has been active in supporting the development of various joint initiatives between our partners to meet the needs of their most vulnerable clientele, in sharing information between partners about regional initiatives in food security, and in fostering collective action against the root causes of hunger in our community.

FOOD SECURITY COALITION (2)

"Highlights"



Until September 2020, the Coalition held weekly meetings as the NDG COVID-19 Food Security Sub-Cellule, and collectively created a joint Action Plan. Supported projects included the creation and distribution of emergency COVID-19 resource lists, including information for local emergency food baskets and assistance for seniors in ordering groceries to be delivered.

Beginning in September 2020, the table resumed bi-weekly meetings as the NDG Food Security Coalition. We maintained a space for members to share funding opportunities and challenges, resource needs, and ongoing activities related to food security in the neighbourhood.

The Coalition continued ongoing research in conjunction with the Dawson College Food Justice and Sustainability Hub. This research documents the flow of activities and actions that organizations in NDG have undertaken to address food insecurity and/or changes to the food system in NDG. This research also studies the process of decision-making and implementation of local action in NDG, and the development of local policy and activities that organizations collectively undertake through or with other organizations to address the issues of food insecurity and/ or changes to the local food system. The first phase of this research is complete, and the second phase will begin Summer 2021.

HOUSING TABLE

Staff: Youssef Henein

PARTNERS: ROMEL, Logis Action, OMHM, Habitation Communautaire NDG, Borough CDN NDG, Groupe CDH, Habitation communautaire et solidaire Grand, Liberté, CIUSSS

THE NDG Housing Table is a consultation table that brings forward the issue of affordable and subsidized housing for NDG residents. The Community Council co-ordinates the table with Logis Action. The table focuses on various issues related to housing, including the rights and obligations of tenants, the maintenance of the rental stock in good condition, the development of social housing, and sanitation. During the year 2020, the table has set an objective to respond to the specific needs arising from the pandemic, including security and the implementation of sanitary measures in residential buildings.

"Highlights"

The table established a database of social and affordable housing in NDG. We worked with an intern from Concordia University to collect the information, as well as with our partners for more precise data. The database shows the location, the number of units, the ownership group (Coop, OBNL, HLM, SHDM), the typology of the units and the number of subsidized units. In a second step, Logis Action mapped the dwellings.

During the year 2020, the members of the housing table held several meetings with the OMHM for the development of the former site of the Elmhurst housing cooperative. The table expressed the needs of the community and suggested increasing the number of units per floor, as well as the family units in the future building to meet the needs of the residents.

SPACE COALITION

Staff: Youssef Henein

PARTNERS: Centre communautaire Westhaven, Carrefour Jeunesse Emploi, Loyola Centre, Debra Fogel (resident), Bienvenue NDG, The Food Depot Community Food Centre

The Space Coalition continued to be active over the last year, examining the critical issue of access to community space in NDG. The need for organizations to have affordable, adequate, long-term space emerged as an increasingly pressing issue over the last year and was enshrined as a priority area for action within the NDG Strategic Plan, particularly under Goal 2 - "Increase availability of long-term, accessible, multi-purpose buildings and green spaces for all". It is worth mentioning that the needs of some organizations in terms of space have changed drastically due to the COVID-19 and working from home order.

"Highlights"

- During 2020, the Space coalition kept working on a potential space offered by the Office Municipale d'habitation de Montréal in their upcoming project in Westhaven. The OMHM offered 600 m² at the ground floor for non-residential use on a turnkey basis. The Coalition is still looking for interested partners to acquire the space collectively. The Coalition is also looking for funding to finance the project, including acquisition and operational cost.
- The Coalition participated in several meetings and discussions around the "Initiative communautaire immobilière du grand Montréal" that finances non-residential projects through different models and tools.

Staff: Youssef Henein
Board member: Malaka Ackaoui
Partners :Groups and general public



EMPRESS BUILDING CO-CREATION WORKSHOP

Partners: Groups and General public

For many years, residents of the neighbourhood have been asking for developments for the former **Empress Theatre building**. In 2020, the borough launched a consultation for residents. In order to give everyone a voice and facilitate collaboration, the Council held a virtual co-creation workshop. This co-creation workshop is a crucial step before the public consultations. This process allows us to benefit from the collective experience and knowledge of the participants in order to produce a Pré-Programme-Fonctionnel et Technique (PFT) that best represents the needs of the community and its citizens.

"Highlights"

Most of the participants proposed community and cultural spaces with conservation of some of the building's values. The issue of heritage conservation and optimization of the building's functions remained prominent in the discussion. A proposal was then submitted by the Council on behalf of the residents present at the workshop (12 participants).

ARTS & CULTURE

Staff: Sharon Sweeney

PARTNERS: St Raymond's Centre, PAAL, ArtHive , Opera in Park, ELAN (English Language Arts Network), Cultural Centre Benny and Botrel, The Wheel Club, Gallery Metequ, Notre Dame des Arts, Art Hive Network, Dr. Shelley Butler, Ann-Flor Rochembeau, Espace Knox, Montreal Children's Theatre, Hip Hop You Don't Stop, Gary White.

The goal of **the Arts & Culture table** is to offer organizations, collectives, artists and individuals the opportunity to meet collectively to explore the idea of supporting each; share funding, platforms, resources. and support each other through our networks. This year was an exceptional year as it was our artists that we relied on but the artists had so little opportunity to create and share their talents. Much of the year was spent strategizing ways in which we could highlight the impact arts and culture have on our daily lives and our well-being.

- The Council received support from ELAN (English Language Arts Network) which was extended to artists in the neighbourhood. ELAN has been active with our table and a great resource for all of our members.
- Supported a consortium of groups, collectives, and nonprofits in their work to present their vision of the revitalization of the Empress Cultural Centre. Five members of the table also presented individual briefs for the Cultural Centre.
- In collaboration with St Raymond's Centre, we submitted a grant application to support a musical program called 'KidLink to Music'. We are proud to announce that we were awarded the funding.
- Serenades from the Porches of NDG: with support from Porchfest ⁷ and Notre Dame des Arts, we were able to offer this special limited event: Musicians serenaded not for profits, front line workers, and support staff in this volunteer initiative. It was an idea put together to allow for musicians to do what they love and for the residents to hear live music. We streamed 7 serenades live on Facebook. Our views ranged from 3,400 to 10,000. Artists included Ravvin's Furniture, Hanorah, Jamie and Meghan Kerr, The Comeau Family, The Other Side of Cool, Cindy Guerrero with support of Clifford Schwartz and Fred Manricks, and the Makuro Drummers.

⁷ The Council has acted as support for Porchfest since its inception. We were all sad to announce that the COVID-19 measures would not allow for Porchfest to take place; however that did not stop many musicians who performed on their porches at different times of the summer.

TESTIMONIAL

"I have not performed in front of an audience for over 70 days. This small audience made me feel like I was back at work and doing what I love. Thank you to Sharon, Sarah and Aurora for giving me this opportunity."

- Ben Comeau performer during Serenades



NDG INTERCULTURAL TABLE

Staff: Jing Bai

PARTNERS: Bienvenue à NDG, NDG Art Hive, Carrefour Jeunesse Emploi-NDG, Northstar Art, AMI, The Depot Community Food Centre, Borough CDN NDG

The NDG Intercultural Table aims to promote the integration of people of NDG from different cultural and linguistic backgrounds and to encourage their full participation in Quebec society. We build a strong relationship between the residents and those elected. This reporting year was a challenging one. The table was able to make some adjustments to host the **Intercultural Festival, Lunar New Year celebration, and Nowruz New Year celebration online** (*Four videos could be found on FB) to still bring people together.

c  mmunity



- Mel-Anie F-Z

"Highlights"

Nowruz is the most important traditional festival to the Iranian community. This year, we launched the opening ceremony by inviting the Honourable Marc Garneau, invited the owner of the carpet shop to introduce the Persian carpet, distributed ingredients for and prepared together an Iranian dessert called Shole Zard, and held a Haft-seen decoration contest.




LOCAL ECONOMY AND EMPLOYMENT

Staff: Halah Al-Ubaidi

PARTNERS: Bienvenue NDG, CJE NDG, OMETZ

The Local Economy Coalition aims to promote and encourage access to employment, entrepreneurship, and labour in NDG.



COVID-19 hit the economy very hard, however the unprecedented number of initiatives from different levels of government helped in alleviating the impact. The Council, together with its partners, continued to search for funding, to support initiatives, and to collaborate with the Borough Commissaire au développement économique

The Council continued its initiative to buy locally. We are very proud of the work we did with restaurants and coffee shops during our December Together initiative (see details below)

We continue to receive demand from businesses that need a window to the community and to be more involved. The Council Membership Committee continues to look at ways to support and increase business membership.

BizNDG (Sharon Sweeney, Council resource person) - As part of Goal 3 of the Community Strategic Plan to “Enhance opportunities for employment & economic development”. The Council continues to support the Board of merchants association (BizNDG). We supported the initiative “campaign J’achète NDG”. We were very happy to receive an award from DESJARDINS highlighting that the Council is reinvesting in local business in collaboration with BizNDG.

TAX COALITION

Staff: Julie Cormier

PARTNERS: The Depot Community Food Center, Bibliotheque Cote St-Luc, CIUSSS, NDG Senior Citizens' Council, Walkley Community Center, St-Raymond Community Center

The Tax Coalition is composed of different organizations from the neighbourhood offering tax services to low or modest income residents. The members aim at offering a good quality service while sharing resources and efficiently managing the tax season. The group is always looking to engage new members in order to improve the service to residents, and to make sure residents receive all the governmental help they are entitled to.

"Highlights"

The COVID-19 pandemic struck just as the 2020 tax season was starting and forced some of us to reinvent, while some had no choice but to completely cancel appointments. The partners made sure to be able to support their usual clients by referring them to each other.

The season was extended, and the usual late spring meeting did not happen. This meant that we wrapped up the year and planned for the 2021 tax clinics in January 2021.

NDG HEALTH WORKING GROUP

**Staff: Graziella Bieto Challenger,
Support: Alexandra Holtom**

PARTNERS: Anne Usher (resident), Susan Usher (Researcher, health system reform at Centre de recherche du CHUM), Abby Stonehouse (Hear Entendre Québec), Heather McIntosh (resident), Kyrystal Andrews (African Canadian Development and Prevention Network-ACDPN), Gail Tedstone (resident), Jean Williams (resident)

The NDG Working Group on Health has the goal of improving community knowledge about how to access local health and social services, as well as to explore ways of overcoming access barriers facing seniors, youth, new arrivals, and people needing mental health services.

"Highlights"

The health working group took a back seat to the pandemic as communications from the DRSP, through the CIUSSS, dominated the health news. However, the group remained vigilant on issues on which it had worked extensively, such as discrimination in the medical environment, the medical situation in the community, and access to a family doctor.

The group ensured a regular presence at the bi-weekly meetings of the CIUSSS, attended the COVID-19 update in NDG of the CIUSSS as well as the Users' Committee Conferences (CUCI) for the presentation of the annual report on user complaints and the impacts of the 1st wave of the pandemic.

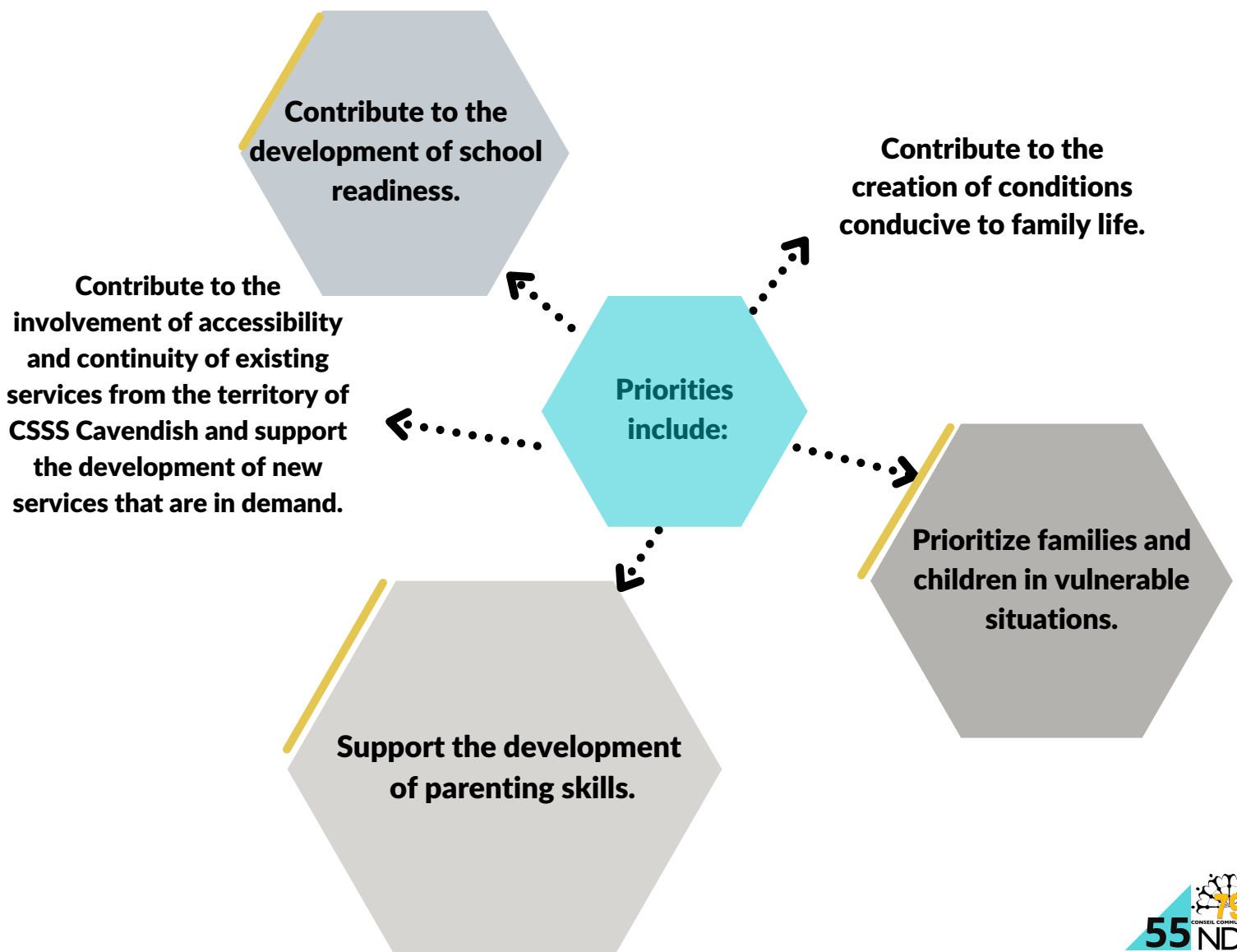
Community Needs Assessment of Health and Social Services in NDG: As the Council strives to ensure that social determinants of health are met in the neighbourhood, a report has been produced after a 10 month study using various tools by Alexandra Holtom, social work intern. This community needs assessment is intended to evaluate the assets, weaknesses, gaps, and needs in the NDG community in regard to health and social services.

TABLE 0-5 ANS

Staff: Emily Cuellar Villeneuve

PARTNERS: Head & Hands, Fondation de la visite, Women on the Rise, Maison de la famille Mosaik, On our Own (o3), Parents engagés pour la petite enfance (Pep), Bienvenue à NDG

The Table covers the territory of the former CSSS Cavendish, namely Notre-Dame-de-Grâce and Snowdon-Ouest, and the cities of Côte-Saint-Luc, Montreal West, and Hampstead



"Highlights"

A pandemic year for the Table 0-5 meant that community organisations rolled up their sleeves to provide services and material goods to NDG families. Nothing compares to our partners' determination to meet the needs of our smallest and most vulnerable; children age 0 to 5!

The Table lost two great members whom we would like to thank for their dedication over the years: Olivier Fortier and Sylvie Lafrenière. The Council accepted to carry out the work of coordination as is our mandate as Table de Quartier since March 2021. Oliver has ensured a smooth transition.

While traditional concertation did not take place, we did manage to pull together a different 'cellule communautaire' and apply to various fundings to supplement the essential programming, whether through ZOOM meetings or in-person.

COALITION MONTRÉLAISE DE TABLE DE QUARTIER (CMTQ)

31 neighbourhood Round Tables or "Tables de concertation" that work on local social development in Montréal. The CMTQ intervenes on common issues to the neighbourhood such as local social development, improving the quality and living conditions of the residents, and the fight against poverty and social exclusion.



The Council is a member of the Board of the CMTQ. During the pandemic we had meetings twice a week for the Board (18 meetings) of the CMTQ and the general assemblies (17 meetings) of the CMTQ members. In addition, we participated in the *Projet Impact Collectif (PIC)* consultation meetings.

The Council also sits on the *Comité de pilotage de l'Initiative montréalaise de soutien de développement social local (IMSDSL)*. The IMSDSL recognised the important role the Table de Quartier (TQ) played during the pandemic, and a letter of recognition and special funding were sent to the TQ to support the extra work we did.

The Council was also active on the Food Security (3 meetings), Community Space, and Communication meetings.

MOBILIZATION & OUTREACH

**Community
Connectors**

**Social
Housing
Project**

**December
Together
Initiative**

**Health and Social
Impact on residents**

Tech Savvy

**Deconfinement
outreach**

**Tele-breaking
social isolation (BSI)**

Papa et moi



MOBILIZATION & OUTREACH (1)

The work of our mobilization and outreach team has never been so important than during this time. Over the past year, we mobilized groups, residents, and businesses to join us in our efforts to break isolation. Our team was very innovative in making connections with residents while following the changing health directives. We were able to not only accomplish our goals and continue our projects, but also to create new ones. Our team is small, but with the different emergency funds and donations from our residents in NDG, and above all with the support of volunteers and partners, our team was completed. We are deeply grateful for all of this sustained support, and we would have not been able to do it without you all.

Mobilization at the Council

aims to support community/resident initiatives that:

- Respond to the social and health needs of communities;
- Promote the mobilization of a significant number of people around common objectives and projects;
- Mobilize a significant number of people around common objectives and projects in response to the needs experienced by a group of people;
- Act to improve the quality of the social fabric and the development of communities.

MOBILIZATION & OUTREACH (2)

Our projects are in accordance with the social determinants of health and well-being to improve quality of life in the neighbourhood.

Specifically, we aim to:

1. Promote the protection of public health;

2. Foster the recovery of health and well-being of individuals;

3. Reduce the impact of problems that compromises the balance, development and autonomy of individuals;

4. Promote the adaptation or rehabilitation of persons, their social integration or reintegration

5. Address the determinants of health and well-being and increase individual, family, and community responsibility for health and well-being through prevention and promotion;

The following is a description of our innovative projects and initiatives, as well as new projects and the impact they had on our residents and community at large.

DECEMBER TOGETHER INITIATIVE

Staff: Melanie Romer (coordinator) and Julie Cormier, supported by Council team (planning and implementation)

PARTNERS: An army of partners and volunteers, in addition to the support from funders and businesses

THIS initiative was created following the cancelling of the **Christmas Dinner 2020**, and the results of our survey to identify available resources in the community during the holiday. Following some consultation, the team decided to provide hot meals to the most isolated residents during the holiday season, thereby adding some joy during this difficult time. This initiative quickly and organically developed to become “**December Together**”.

This initiative has been an immense learning experience for the Council and the team members involved. We believe that the objectives identified for this project - notably to break isolation and foster a sense of community and solidarity - have all been achieved. The project had a measurable impact on the community, clearly seen through all the excellent feedback and support we've received. Behind the statistics⁸ are families who brought hot meals to their isolated neighbours, volunteers who walked the streets of NDG with hot chocolate, virtual activities full of conviviality that brought people together, and local restaurants⁹ that turned on their ovens in solidarity with the people of the community.

The community partnerships on which this program was based were integral to the success of the project. Many NDG groups and businesses worked with us, supported our initiative and helped us to reach many isolated residents. For financial donations without which this project could not have happened, we welcomed help from Desjardins, Mme Kathleen Weil, and Roasters Foundation, generous donations to the community.

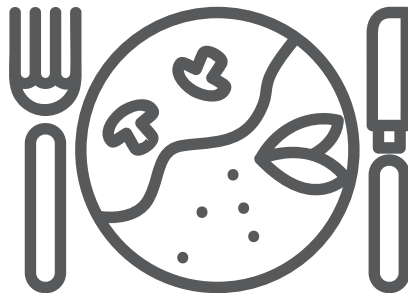
⁸ Residents, businesses, and community organization partnered with us by donating or collaborating: Biz NDG, Provigo Mehdi Tallah, Montreal Business Women, Benny Cultural Center, Jabberwocky, Yayo et ses éditeurs, The Depot Community Food Centre, Le Centre Espoir Nouveau, La Ruche D'Art NDG.

⁹ The restaurants that provide hot meals for a very reasonable price and collaborated with us to deliver the meals were: Local 75, Bousthan, Grand Burger, Ye Olde Orchard, Bofinger, Café Oxford, Mate Latte, Griffon d'or, Restaurant de Chou. The cafes that provided hot chocolate: Café Oxford, Matte Latte, Second Cup.



9

LOCAL RESTAURANTS



615

HOLIDAY MEALS

(led by the ArtHive)



700+

HANDMADE HOLIDAY CARDS



13

**RESIDENTS
PARTICIPATED IN OUR
PHOTO CONTEST
(SEE OUR WINNERS IN
ANNEX 3)**

**DECEMBER
TOGETHER
INITIATIVE**

DEC 2020 - JAN 2021



80

VOLUNTEERS



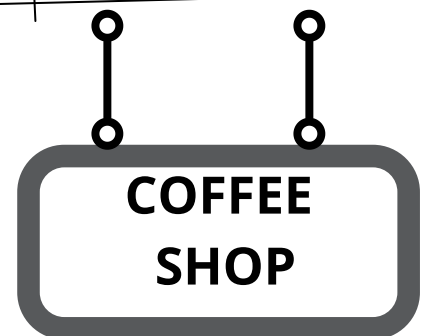
32

**DIFFERENT FREE
VIRTUAL ACTIVITY
BLOCKS
(SEE ANNEX 2 FOR FULL LIST)**



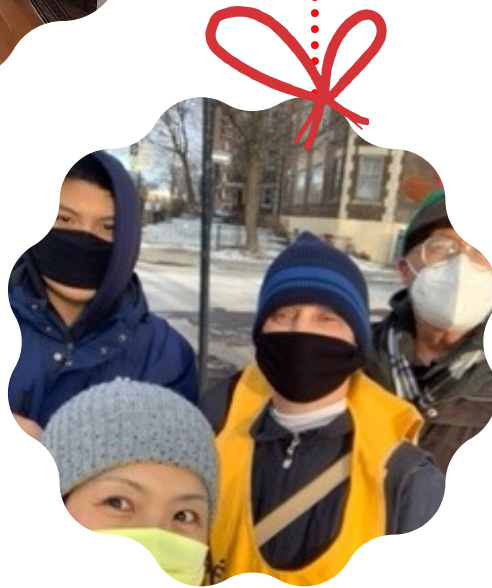
500

HOT CHOCOLATES



**3 LOCAL RESTAURANTS
AND CAFES**

Funding: 22 individual donations, Caisse Desjardins, SAB - Kathleen Weil, Roaster Foundation



"Testimonials"

"I was one of the recipients of the dinner offered by Local 75 last night and I would like to thank each and everyone involved, from the amazing friendly people who delivered the delicious meals door to door, the organizers, as well as Local 75. The food was so delicious and a very nice way to feel connected to our NDG community and special during this pandemic. The food was very well received and enjoyed! The gift bags of goodies and pamphlets with lots of information for local resources was a very nice treat as well!"

- Recipient D.F.

"I had been volunteering along with my daughter at the original Community Dinner for 17 years and was disappointed when it was cancelled. It was great to deliver the meals on Christmas Day with my daughter as we have done in the past. I know it was appreciated by the recipients and us as well, by the many smiles, laughs and conversations we shared. I praise the NDGCC for putting this together on such short notice."

- Volunteer

"Amazing project, I loved it! And congratulations on this ingenious way of bringing all parties together!"

- Partner - Valeria Taranto, OMHM

"Absolutely fabulous congratulations to all for putting all this together. You make me very proud to be a member of the Council."

- Anne Usher,

Honorary long-standing member and supporter



SOCIAL HOUSING PROJECT

Staff: Emily Cuellar Villeneuve and Julie Cormier

PARTNERS: Seniors' cellule: Senior Citizens' Council, New Hope, Prévention CDN-NDG, Saint-Raymond Community Center, The Depot Community Food Centre, Office Municipal d'Habitation de Montréal (OMHM), Le Centre intégré universitaire de santé et de services sociaux du Centre-Ouest-de-l'Île-de-Montréal (CIUSSS-CO), NDG Art Hive, Hear Entendre Québec, Service de Police de la Ville de Montréal (SPVM), Les YMCA du Québec du Parc, The Lion's Club.

This project is funded by Fonds en développement social local- Arrondissement CDN-NDG

This project allows NDG Community Council's mobilizers to enhance the creation of strong relationships with residents, continue to assess and better understand the specific dynamics in place, facilitate the connection between residents and the community, and create activities and initiatives that meet public health recommendations. By 2022, we will implement a network of support that will help residents cope with their daily challenges and minimize their isolation.

The Initiative in Numbers

201 follow-up calls for seniors in social housing

413 seniors surveyed

120 residents met in open meeting

Community room animation with partners, NDG Art Hive, YMCA NDG, Lions club.

Promotion of public health guidelines. Weekly online activities with alternating games such as Bingo, and presentations on various topics of interest to seniors, reaching an average of 13 seniors at each session

COMMUNITY CONNECTORS

**Staff: Emily Cuellar Villeneuve,
Julie Cormier**

This project was funded by the Ville MTESS,
Borough CDN NDG

Connectors learn to provide information and referrals to their neighbours in order to reduce poverty and include more socially vulnerable groups in their communities. 16 Participants were recruited in all 4 of the priority sectors of NDG. They brought to the community Breaking social isolation activities, resources, friendly chats, mask distributions, joyful energy in these uncertain times and helped lead the December Together project.

Health and Social Impact on residents

Connectors as a group internally were able to break their social isolation by building their own capacity through zoom and in-person connections. Some participants were grateful to practice French as a second language, allowing them social integration in Quebec culture. Through prevention and promotion of activities and resources, community connectors were able to improve the quality of life of residents in NDG -- despite the cold months and a pandemic lockdown!

"Highlights"

Connectors promoted hygiene measures during the pandemic using public health information, highlighted safety of the Melrose tunnel in Saint-Raymond Sector, and were taught 10 different resources in the community allowing them to refer to community organizations in the neighbourhood

Meals and resources distributed for the December Together Project, and assisted volunteers with animation of zoom activities during the holiday project December Together.

A mix of 500 reusable and disposable masks distributed/ Over 400 resource flyers were distributed.

Number of connector trainings: 16 zooms to accommodate different schedules. Topics ranged from communication skills to capacity building around the use of Zoom. We quickly adapted from 3h in-person training to 1.5h online workshops to alleviate zoom fatigue. We added an extra workshop for practicing skills.



"Testimonials"



"For me it was a great opportunity to meet like-minded people and network while helping the community."

- Lorraine Antonio

"The community connector program has been a learning platform for me. It gave me the opportunity to share precious moments with residents. The training program with Emily and the team was amazing and educational, as the tools and concepts shared have better prepared me to be a resilient and versatile community leader!

Despite the pandemic and the restrictions we were obliged to follow, the outreach sessions have been fun and a wonderful experience. I had the opportunity to share the resources and in turn, gained the trust and confidence of some residents who were happy to share their personal issues with me. The online sessions with my amazing co- community connectors were remarkable and fruitful. I was happy to be part of this amazing journey."

-Alimatou Juwara

"I am very grateful for the wonderful experience that being a part of Community Connectors was for me. It provided me with much more knowledge of the community and I learned things about NDG of which I was not aware. A big bonus also for me was the connection with wonderful people in the community, both those I met as a Community Connector but also other Community Connectors. I feel particularly grateful for getting to know Emily Villeneuve and the connection with Jing Bai as well as Julie Cormier. My experience as a Community Connector was a wonderful way to get to be more involved and to expand my knowledge of NDG!"

-Joan Hongoh

TECH SAVVY

**Staff: Melanie Romer, Rob MacDonald,
Reyhaneh Koushbin, Emily Cuellar-Villeneuve,
and Irina Glushko**

Intern: Dawson Social Service student Menke Meijer

**This project was funded by the
New Horizons for Seniors Program**

PARTNERS: Senior Citizens' Council and the Office Municipal d'Habitation de Montréal (OMHM)

Health and Social Impact on residents

This project allowed us to target the technology needs of seniors, offering one-on-one training sessions, tablets for those who needed them, and virtual workshops on various technology skills such as zoom, email, phone calls, and taking pictures.

Animators were given the tools to support seniors outside of technology needs as well. They offered active listening support and information referral as part of their experience with seniors. This enabled seniors to continue their relationship with the NDG Community Council and its partners. Although continuous changes to health directives slowed our work, we are still proud of the impact we had on residents' connectivity and overall well-being.

Number of people reached

17

Residents taught

14

Smart Tablets lent out to seniors

36

Resident on waitlist

3

Languages: English,
French, and Farsi

170

Total hours of teaching support

Melanie Romer: “Working on the Tech Savvy project has been challenging due to COVID-19 and other barriers, yet extremely rewarding at the same time. Bringing more technological knowledge to seniors is something that we often forget is necessary; however, it’s so important to continue to include the ageing population in societal advancements. Access to the internet can help seniors be less isolated, communicate with family who may be far away, and participate in their community in a meaningful way.

I loved chatting with senior participants on the phone and in-person and getting to know them and their technological interests. Often people discovered how to do something they didn’t even know existed! I see so much potential in this project and I’m glad to have participated in some of its development.”

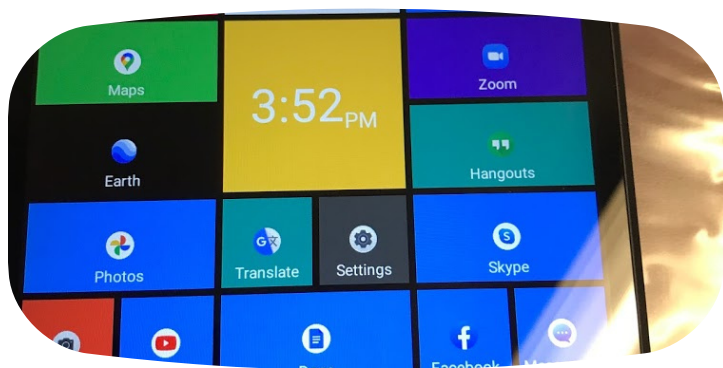
A word from the instructors!

Rob MacDonald

“This program has been a rewarding and eye-opening experience that revealed the obvious need of helping seniors to demystify the use of technology as an essential tool to better the quality of their lives.”

Mauro Franco

“I have had the chance to support business professionals using different products for decades. It was a fun change to work with seniors. In order for them to learn the technology, we had to get to know the senior: why were they wanting to learn this new technology at this point in their life; were they more practical than artistic; how patient were they; and what current and previously developed roadblocks would need to be surmounted to independently operate this new technology. Some had severe physical shortcomings, and, others, more of a mental block with how technology should work. The technology was easy to learn and teach, but getting to know the seniors and properly administering their custom dose of technological learning was challenging but rewarding.”



DECONFINEMENT OUTREACH

Staff: Alexandra Holtom, Nadia Rezkhallah, Mona Tajbakhsh, Kevin Sleno, Emily Cuellar Villeneuve, Jing Bai, Julie Cormier

PARTNERS: Logis Action NDG , Somerled Metro, Office Municipal d'Habitation de Montréal (OMHM), The Depot Community Food Centre - Food Markets, Habitation Communautaire NDG (HCNDG)

This project was funded by residents' donations, Centraide COVID-19 Emergency Fund, Canada Red Cross, PSOC Program, Second Harvest (through gift cards)



AS the summer 2020 started, restrictions loosened and we saw many opportunities to reach out to those who had been isolated since the start of the lockdown. Centraide understood the needs, and the Council was able to do intensive outreach during the months of June and July: door to door and kiosks in key locations lead by our team to meet over 600 residents, and allowing them to express how they feel, reconnect with the community, and be redirected towards resources in NDG if needed.

"Highlights"

For many residents, the reassurance of knowing we were present for them and available to listen to them made the difference in the way they were able to go forward in this pandemic situation. More than once we heard from them that we were the first people they had talked to in weeks! This is one of the many reasons why outreach is of the utmost importance in our neighbourhoods.

Being confined inside a 3 storey home with a backyard has a different impact than if you live in a small apartment with many kids and no backyard. The families were provided with social support along with food gift cards, Personal Protective Equipment (PPE), and safe free activities.

All occasions were good for the Council's team to reach out to residents: EcoQuartier's Flower distribution, Mobile Testing Clinics, Food Markets. Over 3000 reusable masks and thousands of disposable ones were distributed to residents throughout the summer.

Health and Social Impact on residents

While the goal of these activities was to break social isolation, we also made sure to promote health measures by distributing free masks and information regarding COVID-19 and testing centers. Our contacts with the residents allowed us to identify important needs amongst the most vulnerable population. Having a team on the ground is an important asset to organizations; the information makes its way further up into the concertations table allowing discussion around main issues and creation of concerted solutions. Amongst identified issues through the summer we noted the needs for AC units for seniors, language barriers, difficulty to afford food and necessary pharmacy items, and technology difficulties.

Number of people reached

more than **800** individuals

TELE-BREAKING SOCIAL ISOLATION (BSI)

**Staff: ALL -
Everyone pitched in with phone calls**

PARTNERS: Logis Action NDG, Bienvenue à NDG, Carrefour Jeunesse Emploi NDG (CJE-NDG), Parents engagés pour la petite enfance (Pep), Saint-Raymond Community Center

Funding: Residents' Donations, PSOC, Centraide COVID19 Emergency Fund

ing Social
https://zoom.us/join
TUESDAY
- **11:30**
about discussion for all!
(h)
616 281
2:30
with Nadine from the St-
nd Community Center
Open 1:15
3 572 873
4:15
unity Organisation Space
2 604 167
1st: Carrefour Jeunesse

The project was divided into two phases: **regular scheduled phone calls**, and **online conference groups**. Phone Calls were to reach out to more isolated individuals who did not have the means to access the internet or television. Group online conferencing, what we called Group Check-ins, are a means of connecting residents to each other. These groups were hosted by a worker either from the council or a partner organization. These groups offered residents the possibility of sharing their thoughts about the current situation to validate the participants feelings. Groups also provided an efficient way for participants to ask questions and for workers to share information.

"Highlights"

The alleviation of disconnection both for workers and residents in NDG. During the early months of the pandemic it was hard for organisations to provide services using more traditional methods. This initiative had the bonus of giving our community organisations an opportunity to help residents in a non-traditional way.

Through our phone calls we were able to reach extremely isolated seniors who spoke to us about hunger, depression, and loneliness. By exploring these methods, our community is now better prepared for any future emergencies.

By using community resources, residents helped build resilience among themselves.

Cultural Communities were able to meet and translate public health measures. They also celebrated different ethnic holidays. This was a pleasant way to alleviate the anxieties related to the pandemic.

PAPA ET MOI

**Staff: Celestin Mouafo, Momen Hassan,
Graziella Bieto-Challenger, Julie Cormier**

PARTNERS: Walkley Center, Comité Jeunesse NDG- Centre St-Raymond

Funding: Politique de l'enfant -
Borough CDN NDG

Through activities and workshops, the development of parenting skills and the father-child attachment bond is promoted in order to improve the quality of life of families in NDG's priority sectors. Initially planned in small groups around the Walkley and St-Raymond Centres, the project had to take place virtually over the past year.

"Highlights"

The summer allowed for outdoor activities between dads and children. The confinement of autumn led to virtual activities, alternating between discussions between dads and family activities. The need for individual support was quickly felt: the effects of the pandemic on fathers needed a listening ear, which they were able to find with the program coordinator. **A total of 80 dads and children** participated in the Papa et Moi project.



PARTICIPATORY BUDGET

Staff: Youssef Henein, Rachel Begg
Board member: Malaka Ackaoui
Participants: 10

The Participatory Budget is a new process run by the City of Montreal which enables residents to participate in the allocation of a part of the city's budget. The City allocated \$10M in its 2021 budget for innovative projects proposed by the community.

In January 2021 the Council hosted a virtual workshop with the community to exchange project ideas together, to present an initiative, and to submit collectively. Residents or organisations who wished to submit individually were also welcomed to participate in order to share ideas with their community.

The Council presented the concept of Mini Urban Forests, a concept inspired by the Miyawaki model for urban forests in urban settings. Voting by Montreal residents begins in June 2021.

VIRTUAL WALK IN FALAISE ST JACQUES

PARTNERS: Lisa Mintz - UrbaNature

This event was held in collaboration with UrbaNature to raise awareness about the Falaise St Jacques, a beautiful urban wilderness. The activity included a 30 minute documentary followed by a Q&A period. The documentary is a must-watch !

SERVICES

**Commissioner
of Oath**

Tax Clinics

Conversation groups

**Bonhomme
À Lunettes**

S E R V I C E

COMMISSIONER OF OATH

Staff: Graziella Bieto-Challenger

The NDG Community Council offers a ***free oath service***. This allows you to take an oath in Quebec for a procedure or document intended only for Quebec.

The Council received 8 requests in March 2020 alone when the confinement measures had just been put in place. The Council did not opt for a digital service, and instead applied the precautionary principle and temporarily suspended this service during the pandemic while directing requests to other resources. This free service is once again available by appointment at the Council.

TAX CLINICS

**Staff: Julie Cormier,
Reyhaneh Koushbin**

PARTNERS: Partners: CJE NDG, NDG Seniors Council, Depot Food Center, St-Raymond Center, Walkley Center

It has been over 20 years that the Council offers Tax Clinics in March and April every year. In 2019, acknowledging the demand, we decided to pursue the service year-round on a trial basis. This trial proved a continuous need in our community; many low and modest income residents rely on this free support to be able to complete their declaration and keep receiving financial benefits they are entitled to. Therefore, although March and April are the months where most residents benefit from our tax support, May to December are now an option for those who were not able to complete their tax obligations for a variety of reasons. Although this initiative is largely underfunded, the Council remains convinced that it is a much needed service.

"Highlights"

The 2020 tax season was in preparation-mode when the COVID-19 pandemic stopped all activities. 68 volunteers were half-way through their tax training and 8 tax clinics were planned to be offered with partners between the end of March and the first week of May 2020. Rapidly, new plans were built and the tax clinics became virtual: training for the volunteers were offered online, Do-It -Yourself sessions were offered 3 times reaching nearly 90 residents, and help was offered to them to complete their filings if they had any questions. Thanks to the provincial and federal governments postponing the annual deadlines for the renewal of diverse benefits, we were able to continue offering services to residents. A total of 396 declarations were filled and submitted to both governments between March and December 2020.

The 2021 Tax season was also not a regular one. We were unable to offer our usual mobile Tax Clinics in the different Community Centers due to the pandemic. The volunteer training was completely offered online and appreciated by them. 38 volunteers registered for the training but, because of limitations, only 21 were actually able to help us.

The Council offered 2 types of services: by appointment at the office, or with a document drop-off. Up to April 15 2021, we were able to serve 372 residents and received many more documents to complete. 6 online Do It yourself workshops were also offered, supporting 48 residents to learn how to complete on their own their tax declarations. The online format seems very effective and, although we cannot wait to be able to offer the regular tax service in all the different sectors, we believe training online will remain in the future.

Health and Social Impact on residents

Not only does it ensure minimal income to many residents and their families, but it also provides capacity building to a large number of volunteers. Either newly arrived in Canada with an out-of-country accounting background or freshly out of school, they need the on the ground experience to be able to move forward with a job. Through the tax clinics, we are able to identify crucial needs in our community and plan the appropriate actions to improve living conditions.

Number of people reached

2019 tax season
(March 2020- December 2020) **514** residents and volunteers

2020 tax season
(up to April 15 2021) **458** residents and volunteers

"Testimonials"

“Hello Team, I recently had my income tax done by you. I want to thank the entire team, especially Marina and Ms Cormier for their kindness.”

- Tainos, NDG resident



BONHOMME À LUNETTES

WITHOUT 'Bonhomme à Lunettes' committed attitude towards providing everyone with high-quality affordable glasses, we might not have been able to serve so many during these trying times. We managed to re-open a crucial service during a lock-down, and residents and even accompanying workers were grateful for the continuation of this healthcare service.

"Highlights"

- An average of 200 clients has been served since the end of October.
- New health and safety protocols were put in place for a healthy workspace to welcome NDG residents.
- We hosted an information and referral kiosk in parallel to ensure that residents had all the necessary information about community services during the pandemic. This kiosk was run by Community Connectors who were trained in the art of outreach.



CONVERSATION GROUPS

THIS activity is completely run by devoted volunteers: *Lindsay Morrison, Carol Lakoff, Ariane Masquillier, Nooshin Maghrebian*

A pleasant experience of cultural exchange where we get to meet the residents who make up the very fabric of the neighbourhood. The conversation group became a multi-language conversation group where participants and volunteers exchange knowledge and life experience through language practice. From a pizza maker, dog lovers, to retirees - everyone has something to share!

"Highlights"

It has been many years that the conversation groups run at the Council, with continuous engagement from volunteers. A pandemic won't stop residents from getting together and exchanging! In no time, virtual groups were organized and most of the regular participants rejoined. The conversation groups quickly began breaking isolation - no need to say how important that became when the pandemic lock down extended to weeks and then to months.

Impact in Numbers: An average of 5 sessions per week, with 5 to 12 returning participants per session. A total of 42 residents were reached.

NDG RESOURCE CENTRE

Staff: All Council Staff and volunteers

Making sure our residents are aware of the available services and activities in the neighbourhood has been one of the Council's mandates since its creation. We continue to provide information and referrals using various methods to reach out to different people through our website, Facebook, emails, flyers, posters, and mobile kiosks. However, Sharon Sweeney will continue to tell everyone at every meeting "we need a Colonne Morris"! One day we will, Sharon!

INFORMATION AND REFERRAL

The Council's information and referral service informs and directs residents and organizations to available resources. Our info-referral takes an empowerment approach. It aims to assist residents in taking concrete actions to solve their own problems, and by doing so improve their own quality of life.

"Highlights"

We used to do many information and referral services through walk-ins at our offices. During the past year, we continued to receive people at our offices. We also increased our outreach in different locations or used emails and phone calls when possible to inform residents, and we increased our presence on social media.

Flyers were distributed through grocery deliveries, pharmacies, food baskets, and on the street. These flyers indicated four direct numbers to reach our team in French, English, Mandarin, and Farsi. We were constantly ready to give the tools to residents to improve their situation.

Maintaining our information and referral service has had the added benefit of building trust with our most vulnerable residents. We were available to them in a time of world-wide crisis -- that is no small feat!

Number of people reached

Over 850 directly reached, and countless indirectly reached

MCGILL DENTAL WORKSHOPS

Staff: Julie Cormier, Jing Bai

Students: Andrée Albert, Andrii Shykota, Antonella Badan, Kevin Yuan, Linda Wang, Matt Spalti, Yi Chen Lu

Partners: McGill Faculty of Dentistry

In Fall 2020, the Council was approached by the McGill Faculty of Dentistry Professor in charge, Dr. Frances Power. Rapidly, a partnership was developed in the best interest of NDG residents. 7 dental students created informative material and presentations for families and children, and also for community workers. Around 20 families assisted at the workshops offered during two Saturdays in March 2020. Two other sessions were dedicated to community workers of the neighbourhood, and seven organisations were represented.

The Council aims to nurture this partnership, hoping for an in-person mobile dental clinic in NDG in the future. Dental service is an important factor of health, however it is one of the most difficult to access because of financial reasons.



COMMUNICATION TOOLS

Since its creation, the Council's mandate is to make sure our residents and partners are aware of the available services and activities in the neighbourhood. The Council continues to develop and support outreach channels to promote community news, projects, and initiate activities in NDG. We use a combination of tools to connect residents and partners in NDG.

WEBSITE

We keep the website ndg.ca as a hub for all community representatives. The NDG Community calendar is a tool to share NDG news and events, plus it's a good opportunity to share your services. This page will be searchable in Google if a service has been posted for several months.

Service Bonhomme à Lunette - 2637 hits

Broken food waste bin (Eco-Quartier) - 2576 hits

WEBSITE HIGHLIGHTS 2020-2021

Page COVID-19 General information - 4000 visits

Page COVID-19 Info for organisations - 2500 visits

December Together - project page - 1440 visits

NEWSLETTER

The weekly community newsletter "What's happening in NDG" has been a stable tool since 2005. This tool is used to deliver information and announcements to NDG residents and partners by email.

1446 Subscribers (up from 1370 in previous reporting year)

Newsletter sent 52 times

Open rate of 18.1% (approx. 260)

Average click rates 5.1% (60 - 100 clicks on the links inside each newsletter)

ANNEX 1



VOLUNTEERS

We tried our best to name everyone, however because the Council works with so many volunteers every year it is unfortunately entirely possible that some names are missing or incomplete. Please know, even if your name does not appear, that we are thankful for all your participation and commitment to make our community better!

December Together

80

Volunteers

Alimatou Juwara, Aline Branquinho, Anita Contreras, Chelsea, Chen Li, Chen Wang, Claudia Nunez, Daniela Maschtall, Elliot, Elsie, Erika Botner, Eugene Lee, Eugenia Gadarag, Evangelos Pliagas, Fabienne Pollet, Fatema Aljundy, Francis Giguère, François Gariépy, Haewon Seo, Halah Al-Ubaidi, Hannah SK, Irina Glushko, Jean Luc, Jill Hogan & Family, Jim Olwell, Joan Hongoh, Jun Li, Justin Efraim & Family, Kaiqi Hu, Kathy Aitken, Kevin Duan, Kimberly Richard, Laker Hu, Larry Shevell, Laura Silva, Lindsay Morrison, Lisa Mintz, Lorraine Antonio, LynnAnne Turcotte, Madelene Sebaldt, Marie-Eve Picone & Family, Marie Josee Perreault, Mariel Edwards-Carreau, Marlo Turner Richie, Mary Zhang, Maryam Saadatian, Michal Kedzierski, Mike Lumsten, Moira, Monique Beaudin, Nadia Neiazy, Nadia Rezkallah, Nooshin Maghrebian, Paola Atanasova, Pauline Kim, Qinghao Meng, Randy Pinsky, Reina Wang, Rui Bai, Ryan Francom, Sandy Molloy, Sarah Soifer, Shannon McCann, Sharon Sweeney, Stephanie Carriere & Family, Stuart Chappell & Family, Tamara & Family, Thi Nguyen, Tom Glowacki, Vahan Sarkissian & Family, Véronique Barbet, Weiwei Sun, Xavier Oriol, Xihui Sun, Yan Ong, Yandan Sun.

ANNEX 1

- **Conversation classes - 5 volunteers**
Ariane Masquillier, Carol Lakoff, Lindsay Morrison, Maria Pia Chavez, Nooshin Maghrebian
- **Lunar New Year celebration - 50 volunteers**
Jing Sun, Yaoqiong Wang, Guanglei Diao, Mo Li, Dongzhuo Wang, Ting Zhang, Yingnan Sun, Qianyu Chen, Kevin, Sylvie Niu, Shaowei Sun, Jinghan Cai, Zhixing Yuan, Anna Nie, Christiane, Jamin Kim, Jason, Lindsay Morrison, Despina Sourias, Youssef Henein, Teressa Wang, Taimeng Liu, Zilin Wang, Noealla Wang, Sue Montgomery, 杉田敬慈, 周宝宝, Jinsong Bai, Xinrou Li, Haoran Team, Jackie and Winter, Sandra. Wurituoya. Khalvan, Marlo Turner Ritchie, Hannah Grabowecky, Sharon Leslie, Jillian Witt, Xixi, Nooshin Maghrebian, Xinyun Ma, Jinmei Li, Lei Hu, Hyunjin Park, etc.
- **Tax Clinic - 68 Volunteers (2020)**
Adrianna Campos, Amina Benotsmane, Amine Sessou, Andres Sanabria Lozano, Angela Matricala, Anita Badri, Ataollah Gorji, Bruce Brown, Carley Hoja, Carlos Tross, Chabha Deflaoui, Cindy Tabangin, Fabián Alberto Zapata Franco, Faizan Butt, Farshid Riazi, George Mataev, George Abdelshahid, Glenda Montano, Grace Regondola, Hélène Nguyen, Hossein Ghorbani, Hua He, Jannes Suson, Jean-Philippe Limoges, Jill St-Hillaire, Jini Assi, Julio Urueta Iloria, Justin Cheng, Kathleen Gyles, Khadijat Ajao-Babaranti, Leonard Maluguza Lusambya, Linlin Chen, Lyliane Amon, Lynda Porter, Maliheh Vaezizadeh, Malika Mawji Dewji, Maria Catalina Macias Grijalva, Marina (Haiwei) Hu Huang, Maryam Majid, Maryam Saadatian, Maurianne Nemadeu, Mekdes Sime, Mingxia Wang, Mogos Tewedemedhin, Mohsen Bazaei, Mona Taj Bakhsh, Morooph Babaranti, Nahid Zargham, Navid Haghshenas, Qi Gao, Rachid Langar, Ruby Iknadossian, Sajida Perveen, Sandeep Singh Bawa, Sandra Prillo, Seyed Pezhman Dashtban Kenari, Shenran Li, Shirley Simpson, Stephen Adams, Sujatha Jayanna, Tamer Kelada, Ting Du, Vanessa Prisca Makougne Nzonkam, Yao Chen, Yaoping Song, Youhua Gao, Zhao Li, Zixuan Lin

ANNEX 1

- Tax Clinic - **23** Volunteers (2021)

Adriana Campos, Bruce Brown, Girlie Ayodoc, Glenda Montano, Hua He, Justin Cheng, Lynda Porter, Malika Dewji, Manan Suthar, Marina (Haiwei) Hu huang, Marygrace Regondola, Maximo Aybar, Mike Brodeur-Barré, Na Shen, Pino, Qi Gao, Robelyn Eslit, Ruby Iknadossian, Sandra Prillo, Sujatha Jayanna, Ting Du, Yang Chen, Zhixing Kong

- Tech Savvy **2** Volunteers

Mauro Franco, Hannah Stratford-Kurus

- Reception, Outreach, general and others **13**

Pierre Blouin, Ivana Simic, Kimberly Richard, Nadia Rezkallah, Mona Taj Bakhsh, Sharon Leslie, Madelene Sebaldt, Alexis Leuterio, Paulina Konarski, Thais Verbet, Ana Monsanto, Jackson Frank, Hisham Al Ubaidi

Thank YOU

ANNEX 2

DECEMBER TOGETHER

TWO WAYS TO JOIN

[HTTPS://ZOOM.US/JOIN](https://zoom.us/join)

ENTER MEETING ID
OR

CALL IN AT:

438 809 7799
ENTER MEETING ID



TUESDAY DEC 22ND

10:00 - 12:00
BEGINNER FRENCH
CONVERSATION WITH ARIANE
ID: 8425 591 9926

11:00 - 12:00 AM
PAPA ET MOI- BRICOLAGE
AVEC CÉLESTIN
ID: 870 6334 4137

2:00 - 4:00 PM
ENGLISH CONVERSATION GROUP
WITH CAROL
ID: 825 4598 9307

WEDNESDAY DEC 23RD

10:30-12:00 AM
ENGLISH CONVERSATION GROUP
WITH LINDSAY
ID: 498 321 428

2:00-3:00 PM
GINGER BREAD HOUSE BUILDING
WITH SHARON
ID: 971 0851 0427

7:00 - 8:00 PM
WEBCAST: CHARLIE BROWN'S
CHRISTMAS WITH LORRAINE AND
ANITA (BILINGUAL)
ID: 894 7123 2155

THURSDAY DEC 24TH

10:30-11:30:
CHILDREN'S STORYTIME
IN ENGLISH
WITH JOAN
ID: 985 2034 1660

7:00-7:30 PM
HOLIDAY POEM RECITATION
ALL AGES - IN ENGLISH
WITH JAMES OLWELL
ID: 865 0694 7241

7:00 PM
FREE STREAM OF THE
NUTCRACKER BALLET BY THE
BARDAVON BALLET COMPANY
WITH LORRAINE
ID: 939 7433 5388

FRIDAY DEC 25TH

11:00-12:00 AM
CHRISTMAS SONGS
WITH NADIA
OF OPERA IN THE PARK
ID: 878 0259 4488

1:30 - 2:30 PM
PAINT AND DESIGN WORKSHOP
HOW TO MAKE A CHRISTMAS
CARD
ALL AGES -IN ENGLISH
WITH REINA WANG
ID: 84149223965

DECEMBER TOGETHER

TWO WAYS TO JOIN

[HTTPS://ZOOM.US/JOIN](https://zoom.us/join)

ENTER MEETING ID
OR

CALL IN AT:

438 809 7799
ENTER MEETING ID



SATURDAY DEC 26TH

1:00 -2:00 PM
PIANO APPRECIATION
ANIMAL MUSIC FESTIVAL
ALL AGES - IN ENGLISH
WITH JUN LI
ID: 886 5890 8079

SUNDAY DEC 27TH

1:00 -3:00 PM
DIGITAL MARKETING TRENDS
FOR 2021
CONVERSATION FOR
SMALL/SELF-EMPLOYED
BUSINESSES, NONPROFITS,
STARTUPS. IN ENGLISH
WITH IRINA
ID: 873 7863 8816

2:00 -3:00 PM
FUN MANDARIN ACTIVITY - IN
ENGLISH
WITH JING SUN
ID: 848 2738 5912

MONDAY DEC 28TH

1:30 -3:30 PM
BINGO - ALL AGES - BILINGUAL
WITH JULIE
EMAIL: NDGCC@NDG.CA
FOR BINGO CARD
ID: 956 0084 9785

2:00 -4:00 PM
ENGLISH CONVERSATION GROUP
WITH CAROL
ID: 825 4598 9307

7:00 - 9:00PM
URBANATURE:
FALAISE ST-JACQUES, NOW AND
IN THE NEXT YEAR
ALL AGES -BILINGUAL
WITH LISA MINTZ
ID: 886 0107 6389

TUESDAY DEC 29TH

11:00-12:00 AM
PAPA ET MOI : JUST DANCE
AVEC CÉLESTIN
MEETING ID: 870 6334 4137

2:00-3:00 PM
BRAIN EXERCISES FOR ADULTS
KEEP YOUR MIND SHARP!
WITH ERICA
ID: 976 6568 0563

1:00 - 2:00 PM
PERSIAN CONVERSATION
WITH NOOSHIN
ID: 825 4598 9307

6:30-8:30 PM
TRIVIA NIGHT
ALL AGES - IN ENGLISH (CC)
WITH SANDY
ID: 884 0757 4677

ANNEX 2

DECEMBER TOGETHER

TWO WAYS TO JOIN

[HTTPS://ZOOM.US
/JOIN](https://zoom.us/join)

ENTER MEETING ID

OR

CALL IN AT:

438 809 7799
ENTER MEETING ID



WEDNESDAY DEC 30TH

10:30 -12:30 AM
STORY TIME
2-6 YEARS OLD, BUT ALL AGES
ARE WELCOME - IN ENGLISH
WITH MARLO
ID: 864 9947 5263

1PM-2PM:
SELF-CARE TIPS FOR A
PANDEMIC WINTER!
ALL AGES - IN ENGLISH
WITH ERICA
ID: 910 9125 9004

3:30 -5:30 PM
STORY TIME
7-13 YEAR OLDS - IN FRENCH
WITH MARLO
ID: 862 2415 2530
7:30 PM - 8:30 PM
S.M.A.R.T
NEW YEAR RESOLUTIONS
IN ENGLISH
WITH KIMBERLY
ID: 822 9553 6680

THURSDAY DEC 31ST

1:30 -2:30 PM
PAINT WORKSHOP
HOW TO PAINT AND DRAW A
CHRISTMAS CARD
MATERIALS PROVIDED
WITH REINA WANG
ID: 823 1580 1839

4:00-6:00 PM
PARTY FOR RUSSIAN
SPEAKING ADULTS
LET'S PARTY TOGETHER AND
MEET OTHER PEOPLE!
WITH IRINA
ID: 837 7364 4272

6:00-8:00 PM
NEW YEAR'S EVE PARTY!
FOR EVERYONE - NDG LOVERS
WITH IRINA
ID: 837 7364 4272

FRIDAY JAN 1ST

11:00-1:00 AM
NEW YEAR'S DAY!
NEW YEAR'S RITUALS ACROSS
ALL CULTURES
ALL AGES - IN ENGLISH
WITH LORAIN & LAKER
ID: 957 2231 3033

2:00-3:00 PM
ARTISTIC ACTIVITY
TIN CAN OWL PROJECT
ALL AGES - IN ENGLISH
WITH LORAIN
ID: 935 2936 1584

3:00-5:00 PM
BAKE A CAKE!
ALL AGES - IN FRENCH
WITH NADIA
ID: 825 4423 9020

SATURDAY JAN 2ND

7:00-8:00 PM
MUSÉE DES BEAUX-ARTS
VISITES VIRTUELLES EN 3D
AVEC ANITA ET LORAIN
ID: 813 2074 6838

ANNEX 2

NDG 2021 LUNAR NEW YEAR'S CELEBRATION CALENDAR

12 Feb 初一	13 Feb 初二	14 Feb 初三
2 VIDEO CAPSULE (LUNAR NEW YEAR WISHES) WWW.NDGCC.CA		
'work/school' "上班/上学"	3 10 AM - 11 AM WHAT IS CHINESE LUNAR NEW YEAR? Mandarin & English ZOOM: 894 8571 9631	Jing Bai jingbai@ndg.ca 박현진 coreen@bienvenueudg.ca
<div style="text-align: center;"> <h1>年</h1> </div>	4 1 PM - 2 PM FUN MANDARIN CHARACTERS ACTIVITY Mandarin & English ZOOM: 853 7172 1975	7 1 PM - 2 PM ART APPRECIATION OF CHINESE PAINTINGS Mandarin & English ZOOM: 842 9631 6833
	5 3 PM - 4 PM CHINESE LANTERN CRAFT MAKING Bilingual ZOOM: 890 8883 3245	8 3 PM - 3:30 PM COFFEE/TEA WITH YOUR MAYOR Bilingual ZOOM: 846 2964 7595
	6 6 PM - 7 PM STORYTIME Mandarin & French ZOOM: 844 4117 2997	9 4 PM - 5 PM DRAGON CRAFT MAKING Bilingual ZOOM: 829 3850 1687
1 6 PM - 8 PM CELEBRATION PARTY ZOOM : 840 4893 2840		

诸事宜

宜 放松
宜 开心
宜 锻炼
宜 参加线上活动
宜 保持健康的身心

www.ndg.ca

JOYEUX NOUVEL AN LUNAIRE


chúc mừng năm mới
새해 복 CHOBYIM
많이 받 ГОДОМ!
으세요 سال نو مبارک
明けましておめでとうございます
feliz año nuevo lunar
Сар шинийн
МЭНД ХҮРГЭЕ!
新年好

HAPPY LUNAR NEW YEAR



KEY WORDS OF THESE ACTIVITIES

1. Excellent performances, games, food, and **PRIZE** are waiting for you.
2. Our diverse community sent in their best wishes for the Lunar New Year in a **video capsule**! Check it out on www.ndg.ca and our Facebook page.
3. You will explore the culture of **NIAN (年)** with the volunteer animator.
4. Great opportunity to learn the primary unique **mandarin** characters.
5. **DIY** Chinese paper lanterns (all you need is: glue, red paper, scissors, markers) with La Ruche d'Art de NDG Art Hive.
6. Listen to **Mrs. Momo's** exciting stories.
7. And you will not want to miss --- the beauty of **Chinese paintings** and activities.
8. You will meet and **talk with the mayor** of CDN-NDG.
9. Chinese paper **dragon** craft making (all you need is: toilet paper rolls, glue, colourful paper, scissors, markers).




ANNEX 3



ANNEX 3



NDG COMMUNITY COUNCIL
5964, Ave. Notre-Dame-de-Grâce
Montréal, Québec, H4A 1N1

Tel.: 514-484-1471

Fax: 514-484-1687

Email: ndgcc@ndg.ca

Website: www.ndg.ca



Centraide
of Greater Montreal



Initiative montréalaise
de soutien au développement
social local



Ville de Montréal

*Centre intégré
universitaire de santé
et de services sociaux
du Centre-Sud-
de-l'Île-de-Montréal*

Québec 

**Programme de Soutien
aux Organismes
Communautaires**

Québec 



Emploi et
Développement social Canada

Employment and
Social Development Canada