

2016-2017

Annual Report

CONNEXIONS RESOURCE CENTRE

YOUR LINK TO A HEALTHY COMMUNITY





Mission

The Connexions Resource Centre is a not-for-profit community organization whose mission is to serve and promote the health, well-being and vitality of the English-speaking population of the Outaouais.

Vision

To be a recognized leader at creating connections to enrich the health, vitality, and well-being of the English-speaking community.

Mandate

Connexions responds to the health and social service needs of the Outaouais English-speaking community by providing information and referrals, developing and offering health promotion programs and activities and collaborating with public and community partners to improve access to services.

Population Trend

The English-speaking population is growing at a faster rate than the Francophone majority in the Outaouais, and at a significantly higher rate than the English-speaking population in the rest of Quebec.

Socio-Demographic Issues

- Rapidly aging population.
- Broad regional disparities in income and unemployment.



Connexions Resource Centre

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Service Challenges

- Large geographic territory.
- Lack of awareness of existing health and social services.
- Attraction and retention of medical professionals.
- Reliance on services in Ontario.

Priorities

- Seniors and Caregivers
- Youth, Children and Families
- Mental Health
- Healthy Lifestyles

Services & Activities

- Information and referrals for health and social services.
- Drop-in resource centre with pamphlets and resources in English.
- Health promotion programs and activities, such as videoconference sessions and workshops.
- Newsletters, Facebook, website and special mailings on important events.
- Research and knowledge-sharing on the needs of the English-speaking community.
- Links with public institutions and a network of community health

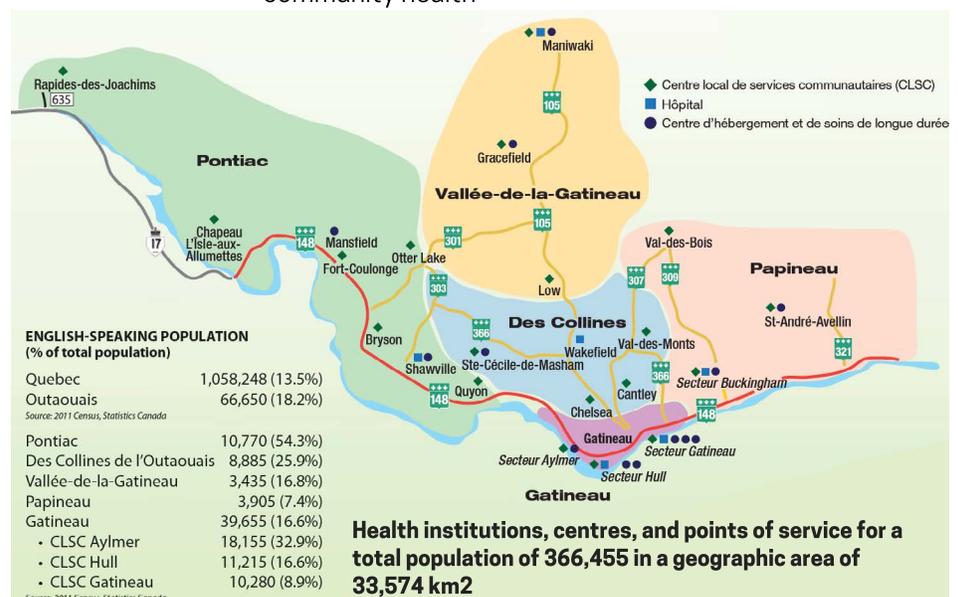


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Board of Directors & Staff (2016-2017)

Board of Directors

Cary O'Brien

President

Sheilagh Murphy

Vice-President

Sandra Stapleton

Treasurer

Julie Witmer

Secretary

Katie Gunn

Director

Mylène Kosseim

Director

Staff

Danielle Lanyi

Executive Director

Ginie Waller

Program Coordinator

Charlene Engstrom

Senior's Outreach Coordinator

Anne Maloney

Liaison Agent

Natalie Filiou

Communications & Publicity Coordinator

Annual General Meeting - Agenda (2016-2017)

**Connexions Resource Centre
2 Millar Street, Gatineau (QC)
Tuesday, June 20, 2017**

- 1.** Welcome and Introductions – Cary O'Brien, President
- 2.** Nomination of Meeting Chair and Secretary
- 3.** Adoption of Agenda
- 4.** Approval of AGM minutes of June 15, 2016
- 5.** President's Message
- 6.** Executive Director's Message
- 7.** Annual Reports on Programs and Activities 2016 – 2017
- 8.** Auditor's Report
- 9.** Appointment of Auditor
- 10.** Filing of Registered Charity Information Return for fiscal year ending March 31, 2016
- 11.** Election of Board of Directors 2017 – 2018
- 12.** Updates from friends and partners
- 13.** Adjournment

2015-2016 Annual General Meeting

Wednesday, June 15, 2016 from 7:00 pm to 9:00 pm at the Connexions Resource Centre

Present:

Sheilagh Murphy, President
Nancy Peppy, Vice-President
Katie Gunn, Secretary
Cary O'Brien, Treasurer
Lalit Golani, Director
Sandra Stapleton, Director
Danielle Lanyi, Executive Director
Ginie Waller, Program Coordinator
Chris Anka, Program Facilitator
Becky Klimo, Contract Summer Student
Reuel Amdur (West Quebec Post)
Elaine Plummer (Public)

Rose Regimbald (Seniors Action Quebec)
Ginette Marcoux (La Table autonome des aînés des Collines)
Ned Ellis (Fondation de santé des Collines)
Charlene Engstrom (Public)
Christina Greig (Public)
Peter MacGibbon (Public)
Natalie Filiou (Public)
Richard Hofer (Fondation de santé des Collines)
Joanne Pocock (Community Health and Social Services Network (CHSSN))

Regrets:

Rebecca Nemiroff (Director)
Mylène Kosseim (Director)

Welcome: On behalf of Connexions, Sheilagh Murphy, President of the Board of Directors welcomed and thanked everyone for coming.

Presentation: Joanne Pocock, PhD, presented recent research results on the English-speaking community.

1. Nomination of Meeting Chair and Secretary

AGM 01-06-16 It was moved by C. O'Brien and seconded by K. Gunn that S. Murphy preside over the AGM.
CARRIED UNANIMOUSLY

AGM 02-06-16 It was moved by G. Marcoux and seconded by S. Stapleton that G. Waller be the Secretary.
CARRIED UNANIMOUSLY

2. Adoption of Agenda

AGM 03-06-16 It was moved by K. Gunn and seconded by N. Peppy to approve the agenda as presented.
CARRIED UNANIMOUSLY

3. Approval of AGM minutes of June 17, 2015

AGM 04-06-16 It was moved by N. Peppy and seconded by L. Golani to approve the AGM minutes of June 17, 2015 as presented.
CARRIED UNANIMOUSLY

4. President's Message

S. Murphy thanked Board members and staff for the work accomplished this year with a special mention to the development of a strategic plan that will strengthen the organization's capacity to support existing and new initiatives. The Board also continued to update and develop key policies around values, ethics and conflict of interest. She highlighted the positive partnership with public health institutions despite the reforms in the health system, and the strengths of collaboration with the Western Quebec School Board.

5. Executive Director's Message

D. Lanyi highlighted key achievements and thanked the Board and staff for their support. She also recognized the important contribution of volunteers who assist the organization in fulfilling its mandate. In particular she thanked R. Regimbald for her support as a volunteer to distribute the Health Passport and 'napperon' of resources for seniors and caregivers in Gatineau to partners, businesses and seniors in Aylmer. She also underscored the collaboration and partnerships with public and community organizations that are so vital towards ensuring access to services for our community.

6. Annual Report on Programs and Activities 2015-2016

D. Lanyi presented the report on programs and activities. Highlights include the seniors' focus groups, the des Collines Community Report and new developments working with parents of children with special needs. The collaboration with the WQSB continues to support Connexions to reach parents and youth. The HLP and APL programs have adapted to keep up with new issues for youth such as social media, healthy relationships and sexuality. Thanks to the McGill Bursary Program, Connexions continues to support the retention of bilingual health care professionals in the region with over \$86,000 in bursaries allocated to 16 recipients, 7 of which are now working as nurses in the area. Access to Connexions' information and referral services continues to direct English-speaking residents and institutions to services in English across the region.

7. Auditor's Report

The auditor was absent from the meeting, but C. O'Brien, Treasurer, presented the report on his behalf. C. O'Brien reported that the organization transitioned to electronic/automatic payments and processes and highlighted a surplus for the fiscal year ending March 31, 2016.

AGM 05-06-16 Upon review of the 2015 – 2016 Financial Statement prepared by Ray Folkins, CPA, CA, it was moved by C. O'Brien and seconded by S. Stapleton to approve the Auditor's Report as presented.

CARRIED UNANIMOUSLY

8. Appointment of Auditor

AGM 06-06-16 It was moved by C. O'Brien and seconded by K. Gunn that we appoint Ray Folkins as auditor for the compilation of the 2016-2017 financial statement and audit.

CARRIED UNANIMOUSLY

AGM 07-06-16 It was moved by C. O'Brien and seconded by G. Marcoux that Connexions' Board of Directors be mandated to seek at least 3 tenders from qualified auditors to conduct the 2017 - 2018 audit. Results of the tender process and a recommendation from the Board of Directors will be presented at Connexions' AGM in 2017 for approval by its members.

CARRIED UNANIMOUSLY

9. Filing of Registered Charity Information Return for fiscal year ending March 31, 2015.

AGM 08-06-16 It was moved by C. O'Brien and seconded by N. Peppy that the T3010 Registered Charity Information Return was filed for the fiscal year 2014-15 as presented.

CARRIED UNANIMOUSLY

10. Approval of modifications to By-laws

Modifications to the Connexions by-laws were presented. S. Murphy explained that the by-laws were amended to clarify membership to include organizations as members and to reflect new policies developed this year.

AGM 09-06-16 It was moved by N. Peppy and seconded by L. Golani that the modifications to the Connexions By-laws be accepted as presented.

CARRIED UNANIMOUSLY

11. Confirmation and Election of Board of Directors 2016 – 2017

AGM 10-06-16 It was moved by C. O'Brien and seconded by G. Marcoux to accept nominations for Connexions Board of Directors.

CARRIED UNANIMOUSLY

Due to the change in the number of board members as described in the amended By-laws from 9 to 7, and given that 3 Directors are not seeking re-election, there is 1 position available for Director of the Board.

The Nominations Committee received and reviewed one request from an individual expressing interest in joining the Board of Directors. The Nominations Committee recommended that J. Witmer stand for election to the Board of Directors at the AGM June 15, 2016.

AGM 11-06-16 It was moved by C. O'Brien and seconded by K. Gunn that the nomination period cease.

CARRIED UNANIMOUSLY

AGM 12-06-16 As there were no other nominations, it was moved by L. Golani and seconded by N. Peppy that J. Witmer be elected to the Board of Directors for a 2-year mandate.

CARRIED UNANIMOUSLY

12. Updates from friends and partners

A 'tour de table' followed and all members present introduced themselves, their role in the community and their link to Connexions Resource Centre.

13. Adjournment

AGM 13-06-16 It was moved by G. Marcoux and seconded by K. Gunn to adjourn the meeting at 8:50 pm.

CARRIED UNANIMOUSLY

Message from the President (2016-2017)

I am pleased to present Connexions' Annual Report, which highlights the organization's accomplishments in 2016-2017.

Thanks to our dedicated staff, volunteers and Board members, Connexions continues to demonstrate that it can enhance and positively impact the health, well-being and vitality of the English-speaking community in the Outaouais. This past year Connexions experienced a period of growth with the addition of new staff that allowed us to expand our outreach and health promotion activities as well as strengthen our communications with the community and our partners.

I would like to recognize our long-standing and much valued partnership with the Western Québec School Board (WQSB) and Pierre-Elliott-Trudeau School (PETE), which has provided our organization with office space for the last several years. The school's capacity to continue to offer us space has been challenging due to the booming enrolment over the last few years, which is clearly an indicator of success for a minority language school.

Connexions wishes to thank the Principal, Mr. David McFall, and all the staff and parents at PETE's who have showed us their support in so many ways. Thanks to the school board's ongoing support, we look forward to moving to Philemon Wright / Hadley High School over the summer. We are extremely pleased to be part of this school community and to have the opportunity to develop new collaborations that will enhance the health and well-being of students, staff and parents.

I'd also like to extend our sincere appreciation to Mr. Mike Dubeau, Director General, and his team at the WQSB for their invaluable support. This partnership is a perfect example of how a public institution and a community organization can work together in a complementary and supportive manner towards improving the health and well-being of their community.

I would also like to express our appreciation to all our partners with special thanks to our main funders, the Centre intégré de santé et des services sociaux de l'Outaouais, and Health Canada via the Community Health and Social Services Network and McGill University. These partnerships have supported Connexions to pursue a broad range of activities from helping to increase the number of bilingual health professionals in institutions, to assisting English-speakers navigate the health and social services system and by engaging with various partners to develop innovative ways that facilitate access to information and services in English.

Connexions will continue to build on its successes in the coming year towards ensuring a healthy and vibrant English-speaking community.

Cary O'Brien

President

Message from the Executive Director (2016-2017)

It is my pleasure to highlight Connexions key areas of activity, new developments and successes in 2016 - 2017.

I would like to take this opportunity to express my thanks to the Board of Directors, staff, volunteers and our partners for their support and commitment, which contributed significantly to Connexions achievements.

There are three main areas where Connexions experienced growth and changes this past year.

First, the welcomed addition of a Communications' Coordinator has increased our ability to better reach the community and partners thanks to improvements to our website where a vast array of information is available and presented in a user-friendly and appealing manner. The optimized use of social media has also proven to be an effective means of communication that not only disseminates information but engages the readership in an interactive way.

Secondly, Connexions created another new position, a Seniors Outreach Coordinator, which allowed us to not only expand our information sessions and outreach to seniors but also strengthened links with churches, social groups, local senior tables, the Regional Table for Seniors and Retirees as well as organizations serving seniors from across the region. As a result, several partnerships have been identified that will enhance our capacity to reach this vulnerable clientele. Connexions was also successful in its application for funding from APPUI Outaouais that will allow us to implement initiatives in the Pontiac to support English-speaking senior caregivers.

Finally, there were two major changes to our youth programming. Following discussions with the Western Québec School Board (WQSB), it was agreed that the school board assume full responsibility for the delivery of the Healthy Lifestyles program, which has run successfully in the urban high schools for many years. This transition freed up resources for Connexions to focus on other priority areas such as communications and seniors.

Connexions' other youth program, Aware, Prepared and Linked (APL) has been a popular summer program for English-speaking youth for the last eighteen years. The program affords youth the opportunity to acquire work and life skills, which contributes to improving self-esteem, healthy relationships and lifestyles and school success. Following discussions with the Board of Directors, it was decided to proceed with a full evaluation of the program in order to fully assess the program's impact, successes and challenges. Exceptionally for the summer of 2017 the Board of Directors decided to suspend the program pending the results of the evaluation. Over the course of the coming year, the Board will take the time to evaluate the results and engage stakeholders in a dialogue to plan for the future of the program.

Another key development this past year was the signing of a formal agreement with the Centre intégré de santé et des services sociaux de l'Outaouais to manage and implement a project that will support English-speakers to navigate the health and social services system in the Pontiac and des Collines areas. The opportunity to hire a Liaison Agent, who will be responsible for linking these communities to health and social services, will not only benefit the community but serve as a model for other areas in the region.

Connexions has continued to provide representation on key committees in order to raise awareness on the needs of the English-speaking community and to strengthen partnerships. It's a real pleasure to collaborate and work with such a great team of partners throughout the region towards improving the health and well-being of Outaouais residents.

To quote an African proverb: "If you want to go quickly, go alone. If you want to go far, go together".

Danielle Langji

Executive Director

Networking & Partnerships

Connexions Resource Centre continues to strengthen its position as the 'hub' for accessing health and social services information in English and representing the needs of the English-speaking community by:

- Collaborating and developing partnerships with community and public organizations
- Providing representation on local and regional tables
- Ongoing knowledge development
- Supporting organizations to adapt services in English
- Promoting community development and leadership



Connexions continued to attend events and participate on committees that deal with a variety of topics such as early childhood development, elder abuse, social development, healthy lifestyles, seniors and caregivers:

- Table de concertation des aînés et retraités de l'Outaouais
- Local seniors' tables
- Table de concert-action saines habitudes de vie de Gatineau
- Commission des aînés de la Ville de Gatineau
- Table des partenaires secteur d'Aylmer
- Comité Hull en santé
- IMPACTe
- Table Éducation Outaouais (Chantiers)
- Table de concertation régionale pour contrer la maltraitance envers les personnes âgées
- Rassemblement régional de développement social
- Table de développement social des Collines
- Comité consultatif APPUI Outaouais

Creation of the des Collines Consultative Committee

The des Collines Consultative Committee, as permitted under article 148 of the 'Loi modifiant l'organisation et la gouvernance du réseau de la santé et des services sociaux, notamment par l'abolition des agences régionales', was formally constituted in November 2016 following the approval of the Ministre de la santé et des services sociaux and the CISSS de l'Outaouais. The Consultative Committee, whose mandate is to preserve the historic, cultural and linguistic characteristics of the former CSSS des Collines, is committed to working in a collaborative manner with the CISSSO to develop recommendations in the coming year that will benefit the community within the new context of the health system.



New partnerships with the CISSS de l'Outaouais

A formal entente with the CISSS de l'Outaouais is supporting Connexions to provide additional outreach in two rural communities: the Pontiac and des Collines. Thanks to the hiring of a Liaison Agent, English-speaking residents will now have support to better navigate the health system and the opportunity to create links with the institution and other organizations that serve the community.



Implementation of Connexions' 2016–2018 Strategic Plan

This year Connexions achieved key results as set out in its Strategic Plan. It has undertaken an evaluation of its youth summer program to ensure its ongoing viability and developed an evaluation framework for its projects and programs that will help guide the organization in priority setting and planning. In order to better reach our clientele and partners, resources were identified to hire a part-time Communications Coordinator. In addition, new partnerships were developed and office space was secured thanks to the Western Québec School Board.



Connexions' Attraction and Retention Project for Bilingual Health & Social Services Professionals

Connexions received funding from Health Canada, through McGill University, for its Outaouais Attraction and Retention of Bilingual Health Professionals Project and the Community Bursary Program. With this funding, Connexions is promoting health careers in high schools and supporting post-secondary students studying in health and social services fields. The aim of these activities is to increase the number of bilingual professionals in public health and social services institutions.

Through these projects, Connexions has developed an important relationship with the guidance team at the Western Quebec School Board (WQSB). Connexions supports guidance counsellors by providing them with tools on health and social services careers, and by participating in and organizing career events.

Several new tools were developed including three which show the pathways to careers in mental health, nursing and technical medical careers. As well, Connexions compiled a catalogue of health and social services careers that is available in paper format and on our website at www.centreconnexions.org/health-careers/explore-health-careers. The catalogue describes 22 health and social services careers, with details about pre-requisites and training.

Connexions participated in career events in several educational institutions: the University, College and Trades Information Evening at Philemon Wright High School, the Western Quebec Career Centre (WQCC) Open House, Heritage College School Perseverance Days, and the University of Ottawa's Healthcare Recruitment Reception. At each of these events Connexions had the opportunity to promote the McGill Bursary Program and to discuss educational and career pathways in health and social services fields with students.



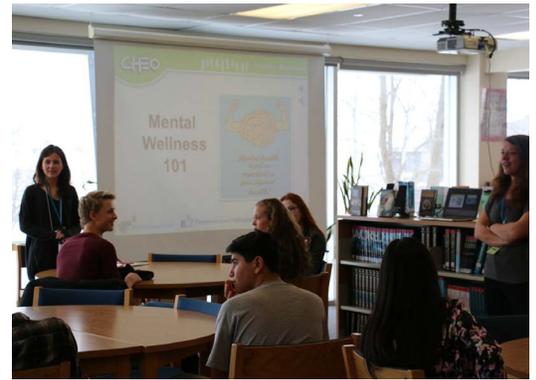
As well, on March 15, 2017, Connexions organized a health career forum at D'Arcy McGee High School. The Adventures in Health Careers targeted 140 grade 9 students.

Workshops included:

- Mental Wellness with YouthNet,
- An overview of social services professions facilitated by a Social Worker with the WQSB,
- Presentation of the new Special Care Counselling Program by Heritage College, and
- A Q&A panel of 7 professionals working in social work, medicine, physiotherapy, nursing and speech therapy who gave their time and answered questions from students.

The day was a huge success and we look forward to holding the event at Pontiac High school next year.

Connexions has also created a database of students studying in health and social services for the Outaouais region. The database will support Connexions to link bilingual health and social services graduates to employment opportunities in the region.



McGill Health & Social Services Community Bursary

Thanks to McGill University's Training and Retention of Health Professionals Project, Connexions continues to promote the Health and Social Services Community Bursary throughout the year in local high schools, the Western Quebec Career Centre, CEGEP Heritage College, CEGEP de l'Outaouais, and the University of Ottawa. This financial incentive helps to promote access to health and social services in English by supporting future bilingual professionals to work within Québec's health and social services system.



16 Bursaries



\$86,250 awarded

Since 2011, funded by the McGill project and awarded by Connexions to bilingual students from the Outaouais enrolled in health or social services disciplines.

7 Students



Employed in Outaouais public health institutions as nurses.

5 Students



Still studying in the field of health and social services.

4 Students



Fulfilled their obligations and are now working in an organization related to the health system.

Health Promotion Programs & Activities

An important aspect of Connexions' work consists of offering health promotion information and activities to all age groups (see attached Health Promotion Programs and Activities at a Glance). These programs, videoconferences, information sessions, and focus groups allowed us to reach our clientele in a direct way.

Families, Children & Youth

The Itsy Bitsy Tots Playgroup

The Itsy Bitsy Tots playgroup took place once a week from mid-September to mid-June and is in its 5th year of existence. The playgroup continues to provide a social support network for English-speaking parents in Gatineau, especially Hull, while integrating health promotion activities and information.

Thanks to renewed funding from our partnership table, Hull en santé, Connexions hired a parent facilitator to organize the playgroup. The facilitator provided a healthy snack each week, led activities outdoors, and organized theme crafts and presenters. Parents took turns helping each week with a craft, story or snack.

Several presenters and/or regular activities have taken place this year:

- The gross-motor facilitator at PETES provides fun physical activities with the children each week;
- The playgroup facilitator, with help from parent volunteers, provided several hands-on cooking activities with the group like making humus, smoothies and fruit kebabs;
- A dental hygienist came to visit and spoke to parents about proper oral hygiene from a young age and with her dinosaur puppet showed the children the importance of brushing;
- A local dietician visited to discuss ways to help with fussy eaters.



Approximately 8-12 parents attended regularly



Approximately 16 children attended regularly

School Readiness Kits

Connexions produced and assembled School Readiness Kits for parents with children entering kindergarten. The objective was to provide resources for English-speaking families of the Outaouais to help them prepare their children for the transition from home or daycare to school. The contents of the kit focus on parenting skills to establish routines and healthy lifestyles, access to health and community services, and early literacy and fine-motor activities.

Students in the Early Childhood Education program at CEGEP Heritage College developed the fine-motor activity for the children and the tip sheets for parents on the importance of reading, how to establish routines and supporting new friendships. Naitre et Grandir provided social skills cards, a sharing emotions game and an early reader.



250
School Kits

Kits were distributed during kindergarten open houses at targeted schools of the WQSB, through partnership tables (Hull en Santé and les Partenaires du secteur Aylmer) to CLSCs, daycares and other organizations working with English-speaking clients.

Collaboration with the Western Quebec School Board (WQSB)

In collaboration with the WQSB, Connexions focused on reaching out to parents by providing them with information on healthy lifestyles and other topics of interest, and by supporting them through information sharing on health and social services available within the area. Connexions continues to collaborate with the Special Education Advisory Committee (SEAC) of the WQSB to offer information sessions to parents, especially those with children with special needs.

This year, parents had the opportunity to participate in a workshop on Empowerment Through Mindfulness for children and youth with anxiety. The presenter, Joanne Doucet, a Social Worker at the Child, Adolescent and Family Centre of Ottawa (CAFCO) identified signs and reasons for anxiety, talked about the benefits of mindfulness and gave parents the opportunity to practice some breathing and relaxation exercises to use with their child.



55
Parents
Teachers

Extremely popular session with some parents and teachers also participating via videoconference from Rouyn-Noranda

Table Éducation Outaouais (TEO)

Connexions received funding from the TEO to implement a project to build self-esteem and promote healthy eating and active living with targeted students at Lord Aylmer School. A facilitator provided students with fun, hands-on activities at lunch time for children who demonstrated challenges during the unstructured time of the school day.



12

Students

The students cooked together and shared their cooking with younger students, participated in games and physical activities, built bird houses, planted a garden, and created art pieces.



Healthy Lifestyles Kiosk and Workshops

Connexions continues to reach vulnerable youth through its partnership with the Hull Adult Education Centre (HAEC) and the Western Quebec Career Centre (WQCC). The fifth annual Health Forum, which was co-hosted by HAEC and Connexions, took place in November with 140 students participating. The objective of the forum was to link vulnerable youth to health and social services in the community. Activities included 4 workshops around the theme of 'Staying healthy and becoming independent'. Workshops were facilitated by Centre de justice de proximité (legal information on a first lease), Carrefour jeunesse emploi (budgeting) and L'Autre Chez Soi (social media and hyper-sexuality), as well as the WQSB Drug and Alcohol technician, who provided a workshop on dealing with stress. Other community organizations, the WQCC nursing program and Connexions provided kiosks with information on accessing services and healthy living.

Connexions was also present at the WQCC Open House this year to provide information on healthy lifestyles, the 811 service, and to distribute Health Passports to students and staff as well as visiting guests from the Adult Education Centre in Maniwaki, St. Michael's High School in Low and Pontiac High School.

New this year, in February, was a workshop for young pregnant mothers and new parents. Four students from the HAEC and the WQCC came to learn more about nutrition and access to health and social services for new parents. A nutritionist with our partner, Hull en Santé, provided information on eating well during pregnancy and feeding a baby, as well as tools on meal planning and a recipe book offered by the OLO Foundation. The students worked with a chef to prepare a nutritious meal, discussed their own experiences, and received information on access to health services and resources on parenting.



239
Students

Includes students from the Hull Education Centre (HAEC), St. Michael's High School and the Western Quebec Career Centre (WQCC).

Aware, Prepared and Linked (APL)

The APL program works with youth from the urban core of Gatineau aged 13-17 who are at high-risk for substance abuse and psychosocial issues by giving them the opportunity to identify and manage problems through a work and life skills program.

The seven-week summer program is divided into three components:

- Four weeks in a classroom setting (**Aware**),
- Three weeks at volunteer work placements (**Prepared**), and
- A **Linked** portion for parents aimed at improving communication and understanding between parents and youth.

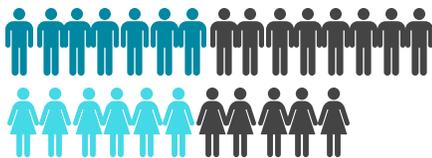
The program begins by focussing on work-related skills, including résumé and cover letter writing, mock job interviews and making contact with placement hosts over the phone. In later weeks, students participate in social and life-skill seminars and activities on topics including anger management, healthy communication, sexuality/gender and stress. Cooking and physical activity also play a part in the program to promote healthy lifestyles.



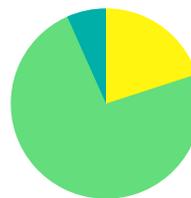
Three weeks of work placements allow students to be engaged in hands-on work experiences. Guest speakers presented to both the students and at a workshop for parents, on drugs and alcohol, social media and healthy relationships and self-harm. Parents support their child by attending one-on-one meetings with facilitators and the parent workshop.

Highlights of the Program in 2016:

13
Student
Participants
out of 25
Interviewed



Symmes
7% D'Arcy
20%



Philemon
73%

Participants recruited from D'Arcy McGee and Philemon Wright High School, as well as, Symmes and Hadley Jr. High from the WQSB, with referrals from the Centre Jeunesse de l'Outaouais and the CLSC.

Feedback from Students & Parents:

- During the interview process, students reported three main concerns: Self-Esteem and Negative Body Image, Thoughts of Suicide, and Drugs & Alcohol within the Family Unit. (These helped to shape the classroom portion of the program).
- Students reported that their favourite aspect of the program was having a safe environment to discuss their thoughts and feelings, while feeling supported by the group.
- Seven of the students received job offers at the completion of the program.
- Workshops on self-harm and self-esteem were an important addition, and received positive feedback from both students and parents/guardians.

Seniors & Caregivers

Videoconference Sessions

Through the Community Health Education Program (CHEP), Connexions is able to provide health education information to the English-speaking community and to link seniors with community and public health services. Presentations on Balance and Fall Prevention, DNR and Palliative Care, and Self-esteem and Aging proved to be popular. These sessions provided us with the opportunity to promote public health programs such as PIED (fall prevention) and to inform participants about the Québec government's Advance Medical Directive and Act Respecting End-of-Life Care.

Caregiver's Week

The first week of November is National Caregiver's week in Québec, and Connexions had the pleasure to acknowledge and give thanks to our many caregivers. The Caregiver Appreciation Event took place in Quyon, and included an afternoon of comedic storytelling and an informal discussion giving caregivers the chance to share their stories. The event was organized by the Table Autonome des Aînés des Collines (TAAC), with support from Connexions and the Centre intégré de santé et services sociaux de l'Outaouais (CISSSO). Connexions shared information on Info-Santé 8-1-1, SOS Proches Aidants and the Support Program for Isolated and Vulnerable Seniors.

Seniors' Outreach in Pontiac, Vallée-de-la-Gatineau and des Collines

The newly created position of Seniors Outreach Coordinator allowed Connexions to expand its health promotion to seniors in the region. Connexions collaborated with five Golden Age Clubs in the region by offering various information sessions to seniors. The sessions were held in Low, Wakefield, Campbell's Bay, Otter Lake and Bryson. Overall 164 seniors attended one or more of these sessions.

Topics covered were:

- Arthritis and protecting your joints,
- Home safety and falls prevention,
- What to do in an emergency situation,
- Jog Your Mind, and
- An introduction to Connexions Resource Centre.



Information Sessions

An information session was held on May 4 in Buckingham on Legal Information and Services for seniors. This event was a partnership between Connexions, the Papineau Health and Social Services Network (PHSSN) and a local seniors' organization, Centre action générations des aînés. The presentation was delivered by a local notary and 24 seniors participated at the event.

Thanks to our community volunteers, and with the support of the Catholic Women's Guild who provided the space and refreshments, Connexions was also able to offer a series of four Jog Your Mind workshops in Aylmer. Over 30 participants attended each session. The program was adapted and facilitated by a volunteer who also brought the program to Bryson in the Pontiac. Jog Your Mind is a program that promotes the cognitive vitality of seniors who are worried about normal aging-related changes in their memory.

"I enjoy the interaction with people. I enjoy seeing them engaged and happy to be learning! Each new group has a different dynamic and each keeps me challenged and enthused. These workshops have been a wonderful experience for me."

-Maureen Ricard, "Jog Your Mind" Volunteer Facilitator, Retired Nurse

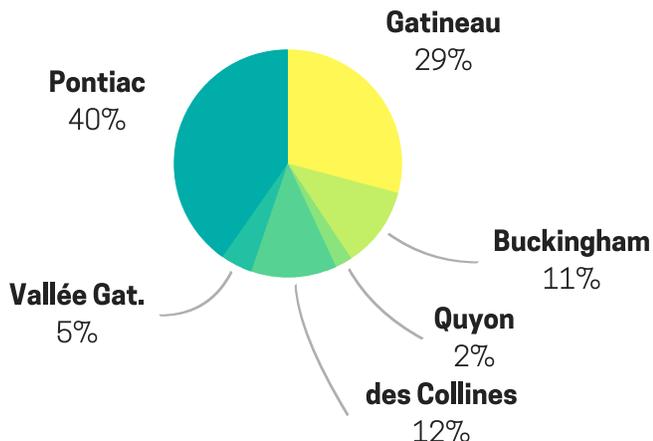


Highlights of Participants for 2016-2017:



228
Senior
Caregiver
Participants

The various sessions and workshops were highly enjoyed by both seniors and caregivers who looked forward to learning about available health and social services in their area and who had a chance to meet-up with friends.



The Health Passport



550
Distributed
to seniors &
families

Connexions continues to promote and disseminate the Health Passport through its events, information sessions and social media. The Health Passport provides helpful anatomical terminology and phrases in French to support English-speakers when visiting the emergency room, clinic or a health professional.

The Health Passport App and the Health Passport PDF document are available on the Connexions website at www.centreconnexions.org or can be ordered in a booklet format.

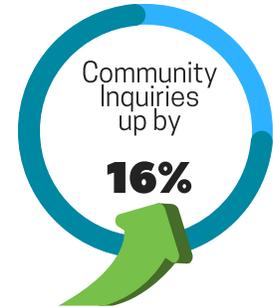
General Inquiries



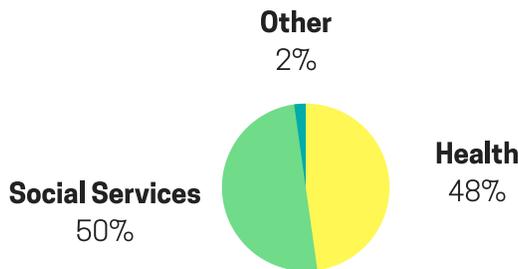
Phone inquiries were at the highest at 62%, followed by Email at 27% and Drop-Ins at 11%



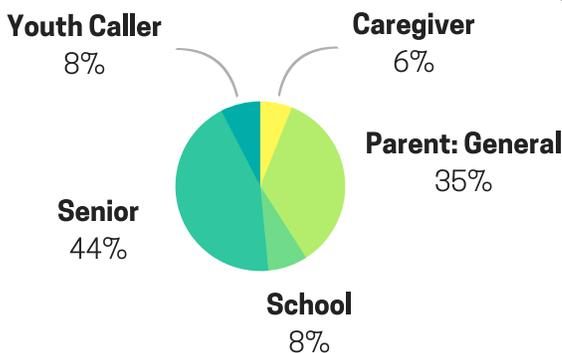
The majority of enquiries came from female clients from the urban core of Gatineau.



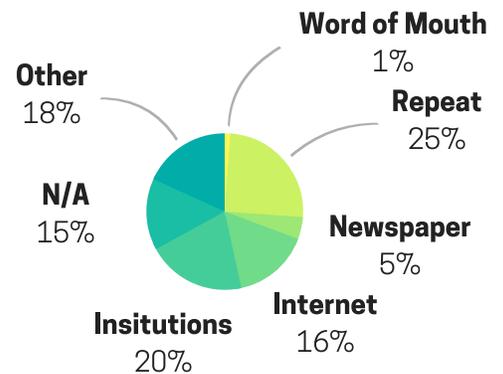
Teachers requesting information for parents. Community organizations and CLSC social workers asking for community resources for their English clients (parenting skills, mental health and male violence)



The office continues to receive requests for information on how to obtain or register for a family doctor, or accessing medical services without a doctor.



Increased calls from parents: could be attributed to our increased presence on Facebook; workshops aimed at parents, especially those who have children with special needs or mental health issues (also calling looking for services in English or how to access specialists). Seniors: inquiry topics vary with questions about meals on wheels, services in the home after an operation, where to go for social services and questions on finding specialists.



Other sources: range from directories disseminated by MP's (Nycole Turmel or Greg Fergus), community organizations, Facebook or the Placemat produced by the Table SAPA with resources for seniors.

COMMUNICATIONS

April 2016-March 2017



123
Articles

Articles published on the Website, shared on Facebook and printed for events (i.e., news events, coverage of activities from partner organizations, posters and ads for Connexions and event highlights. These include articles on subjects from child development to drug prevention, and mental health in teens to isolation of caregivers and elder abuse.



+1,500

Pictures and videos taken of Connexions various events and activities.



234
LIKES



116%

39,405
Reached Engaged



218%

Reach and Engagement includes post Likes, Shares and Comments by both individuals and community organizations.



+5
Weekly Posts

80%
Website Update



542
Newsletter
Subscribers



The Quarterly Newsletter is emailed to 317 subscribers via MailChimp and sent by mail to 225 readers.

Total New Visitors



Total Visits



2016-17
Health Promotion Programs & Activities
At a Glance

Families and Children 0-5

Program / Activity	Dates	Location	Volunteers	Participants	Details
Itsy Bitsy Tots Playgroup	October 2016 to June 2017	Pierre Elliott Trudeau Elementary School, Gatineau	2-3 Parents organize crafts, cooking activities and story reading	8-12 Families with children 0-4	A drop-in group for parents and young children aged 0-4 years. With funding from Avenirs d'enfants via Hull en Santé and in collaboration with Pierre Elliott Trudeau school, the group meets once a week on Thursday mornings. Activities include cooking, arts and crafts, and gross-motor skills with 'big Phil'. Resources are offered on nutrition, early literacy, wellness, and parenting skills. Information sessions with a dental hygienist and a nutritionist were offered this year.
Workshop for young pregnant mothers and new parents	February 20, 2017	Hull Adult Education Centre (HAEC), Gatineau	Two: A chef and a student	4 young parents and parents-to-be	Students from the HAEC and the Western Quebec Career Centre (WQCC) were invited to learn more about nutrition and access to health and social services for new parents. The nutrition information was presented by a nutritionist with Hull en Santé, based on the pilot project offered by the OLO Foundation which provided the tools on meal planning and a recipe book for each participant. The students worked with the chef to prepare a nutritious meal, learned about feeding a young child, and received information on access to health services and resources on parenting.
Parent Workshop: Mindfulness and Anxiety	March 9, 2017	Western Quebec School Board, Gatineau	One student helped with set up and registration	54 students, parents and teachers, including 9 participants by videoconference from Rouyn-Noranda and St. Michael's HS in Low.	In collaboration with the Special Education Advisory Committee and the WQSB, Connexions hosted a workshop for parents on mindfulness and how it can help parents and their child reduce stress and anxiety. The presenter, a Social Worker at the Child, Adolescent and Family Centre of Ottawa gave parents the opportunity to practice some breathing and relaxation exercises to use with their child.

School Readiness Kit	April-May 2017	Outaouais	1 senior helped assemble the kits	250 families with children 3-5 years. Kits were distributed to 8 schools across the region, daycares, CLSCs and other partners working with at-risk families.	<p>250 school readiness tool kits were developed with funding from Health Canada to support the transition to school and to promote school success. The kits contained resources for parents and activities for children:</p> <ul style="list-style-type: none"> • CEGEP Early Childhood Education students developed tip sheets for parents and a fine-motor activity for children; • Avenir d'Enfants provided an early reader, a game on emotions and cards on social skills; • Other resources were provided by the Dairy Farmers of Canada, Canadian Association of Family Resource Programs, the Quebec Government, and the Government of Canada.
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Youth

Program / Activity	Date	Location	Volunteers	Participants	Details
Aware, Prepared and Linked (APL) Program	July and August 2016	Gatineau	3 speakers	14 high school students aged 13-17	This 7-week summer program targets youth who are at risk for substance abuse and psychosocial issues. Students learned job skills and participated in two voluntary work placements. Students also participated in life-skill seminars and activities on topics including anger management, healthy communication, sexuality/gender and stress. Cooking and physical activity also play a part in the program to promote healthy lifestyles. Guest speakers presented to both the students, and at a workshop for parents, on drugs and alcohol, social media and healthy relationships.
Health and Wellness Forum	November 2016	Gatineau (Hull)		140 young adults attending HAEC and WQCC	In collaboration with Hull Adult Education Centre, we hosted the fifth annual forum with workshops and kiosks focusing on health, life skills and access to services for young adults. Carrefour jeunesse emploi, Centre de justice de proximité, the WQSB drug and alcohol technicians and L'Autre Chez Soi offered workshops, and public and community organizations participated with kiosks, including a Connexions kiosk with information on accessing public health services.
Adventures in Health Careers	March 2017	Gatineau	9 professionals	150 grade 9 students at D'Arcy McGee High School	With funding from McGill University, Connexions offered workshops to promote careers in health and social services. Eight health professionals volunteered their time to participate in the activity.

CHEP Videoconference Program

Program / Activity	Date	Location	Volunteers	Participants	Details
Videoconference on Balance and Fall Prevention	May 2016	Gatineau		14	This interactive videoconferencing session demonstrated exercises for balance and preventing falls, and what to do if you fall or if you see someone else fall. Participants were keen to provide their name to participate in the PIED (fall prevention) program offered by the CISSSO.
Videoconference on DNR and Palliative Care	June 2016	Gatineau	1	20	This popular session explained palliative care and hospice care, what is meant by Do Not Resuscitate (DNR) and informed participants about the Quebec government Advance Medical Directive and Act Respecting End-of-Life Care.
Videoconference on Self-Esteem and Aging	September 2016	Gatineau		10	This session explored questions about <ul style="list-style-type: none"> • What is self-esteem? • How does our self-esteem change with aging? • What contributes to our lack of self-esteem as we get older? • What is normal aging?

Seniors and Caregivers

Program / Activity	Date	Location	Volunteers	Participants	Details
Wills and Mandates Information Session	May 2016	Buckingham	3	33 seniors	In collaboration with the Centre action générations des aînés (CAGA), the Papineau Health and Social Services (PHSSN) organized this session for seniors of Buckingham. A volunteer lawyer prepared and delivered the presentation.
Jog Your Mind Program Workshops	November 2016	Gatineau (Aylmer Sector)	2	35 seniors	In collaboration with a community volunteer and the Women's Guild of St. Marks church, Connexions offered 4 workshops of this program. The information and activities were adapted and delivered by another community volunteer. The program supports seniors by providing practical tips to strengthen memory and promote a healthy lifestyle.
Caregiver's Week	November 2016	Quyón, Pontiac		7 caregivers of seniors	The Caregiver Appreciation Event, organized by the Table Autonome des Aînés des Collines (TAAC), with support from Connexions and the Centre intégré de santé et services sociaux Community Organizer, included an afternoon of comedic storytelling and an informal discussion giving caregivers the chance to share their stories.
What you should do in an emergency?	January 2017	Wakefield, des Collines	3	35	In collaboration with the Wakefield Golden Age Club, Connexions invited two volunteers with advanced first aid to facilitate a workshop for seniors on steps to take in a medical emergency.

Arthritis and Live Well by Protecting Your Joints	February and March 2017	Low, Vallée de la Gatineau and Bryson, Pontiac	Low : 1 Bryson : 4	13 and 35 seniors	The Connexions Seniors Outreach Worker presented to the members of the Golden Age Club in these two areas basic information on types of arthritis, about joint protection and techniques to help maintain functional ability for those suffering from arthritis.
What is Connexions Resource Centre?	February and March 2017	Bryson and Otter Lake, Pontiac	Bryson: 1 Otter Lake:1	19 seniors	The Connexions Seniors Outreach Worker introduced Connexions to the members of the Golden Age Club in these areas, explaining the various services and health promotion sessions available as well as discussing future collaborations.
Home Safety and Fall Prevention	March 2017	Campbell's Bay, Pontiac	2	25 seniors	In collaboration with the Campbell's Bay Golden Age Club, the Seniors Outreach worker provided this information session on strategies to lower the risk of falls in the home. The Public Health Agency of Canada's booklet, "The Safe Living Guide: A guide to home safety for seniors", was distributed to participants.
Jog Your Mind Program Workshops	March 2017	Bryson, Pontiac	4	37 seniors	A community volunteer adapted and delivered the program to introduce it to the seniors in this area. The program supports seniors by providing practical tips to strengthen memory and promote a healthy lifestyle.
Focus Group	March 2017	Gatineau (Hull sector)		5 seniors	Connexions held this focus group to develop a better portrait of isolated seniors in the urban core and to expand on the focus groups held in the previous years. Priorities such as access to social activities, improved telephone access to services and increased awareness of organizations who serve seniors in the area (senior centres, transportation) were identified.