

# ANNUAL REPORT 2017-2018





## 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.

## 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 and social services organizations.

## ENGLISH SPEAKING POPULATION

(% of total population)

Quebec 1,097,925 (13.8%)  
 Outaouais 70,575 (18.7%)  
 Pontiac 8,315 (59.3%)  
 Vallée-de-la-Gatineau 3,450 (17.4%)  
 Papineau 1,455 (6.5%)  
 Gatineau 44,740 (16.5%)  
 Des Collines de l'Outaouais 12,620 (25.8%)

Source: 2016 Census, Statistics Canada

**Health institutions, centres, and points of service for a total population of 375,200 in a geographic area of 33,574 km<sup>2</sup>**







2017-2018

## Board of Directors

**Cary O'Brien**  
President

**Sheilagh Murphy**  
Vice-President

**Sarah Gutman**  
Secretary

**Rose Regimbald**  
Treasurer

**Katie Gunn**  
Director

**Stephanie Dugdale**  
Director

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## Staff

**Danielle Lanyi**  
Executive Director

**Ginie Waller**  
Program Coordinator

**Charlene Engstrom**  
Senior's Outreach Coordinator

**Natalie Filiou**  
Communications & Publicity  
Coordinator

Centre de ressources  
**connexions**  
Resource Centre

819-777-3206  
info@centreconnexions.org  
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www.centreconnexions.org

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# MESSAGE FROM THE PRESIDENT

I am pleased to present Connexions' Annual Report which highlights the organization's accomplishments in 2017-2018. Thanks to Danielle Lanyi, our Executive Director, 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. Our community reach continues to grow with many more outreach sessions, activities and partnerships across our territory.

This year Connexions moved to its new office space in the Philemon Wright / Hadley Junior High School. 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 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, Health Canada via the Community Health and Social Services Network and McGill University and APPUI Outaouais.

Connexions will continue to build on its successes in the coming year towards ensuring a healthy and vibrant English-speaking community. If you have not already done so, I encourage you to subscribe to our newsletter by visiting our website at [www.centreconnexions.org](http://www.centreconnexions.org).

*Cary O'Brien*

**President**

# MESSAGE FROM THE EXECUTIVE DIRECTOR

Connexions' outreach activities continued to be offered to English-speaking communities throughout the region. A significant result this year was the increase in attendance at our parent workshops. It's clear that parents are seeking resources, information and tools to help them in their parenting journey. Our Parent Chat support group for parents with children with special needs was a new initiative led by a parent volunteer. We look forward to building this initiative as the need to support these parents is great.

Our Itsy Bitsy Tots Playgroup program was held in a new location this year thanks to a partnership with Heritage College. Parents were keen to attend each week and appreciated the beautiful and bright room at Heritage College. It's been a pleasure to work with Heritage College's administration, teaching staff and students, all of whom have contributed to the program's success.

A new partnership with the Gatineau Friendship Club opened the doors for us to get to know English-speaking seniors in that sector of Gatineau. Thanks to our new partnership, the Wellness Forum was well attended and appreciated by the many seniors and participating organizations.

Thanks to funding from APPUI Outaouais, we have been able to increase awareness on the needs of caregivers for seniors in the Pontiac. Renewed funding for another two years will support us to continue to implement the Pontiac Caring Community project.

Another new service this year was our Tax Clinic, which allowed us to reach vulnerable clientele in our community. Our community volunteer was pivotal in getting this service off the ground, for which we are very grateful.

*Danielle Lanyi*

**Executive Director**



# ANNUAL GENERAL MEETING AGENDA (2017-2018)

**Wednesday, June 20, 2018**

**7:00 pm – 8:30 pm**

**St. Mary Magdalene Church  
537 Route 105, Chelsea, QC**

Welcome and Introductions – Cary O'Brien, President

- 1.** Joanne Pocock, PhD, guest speaker - Socio-demographic research on the English-speaking community of the Outaouais region and the MRC des Collines
- 2.** Nomination of Meeting Chair and Secretary (motion)
- 3.** Adoption of Agenda (motion)
- 4.** Approval of AGM minutes of June 20, 2017 (motion)
- 5.** Christian Asselin, CPA  
Auditor's Report – Statement of Financial Position as at March 31, 2018 (motion)
- 6.** Executive Director's Update and Annual Activity Report
- 7.** Filing of Registered Charity Information Return for fiscal year ending March 31, 2018 (motion)
- 8.** Election of Board of Directors 2018 – 2019 (motion)
- 9.** Updates from friends and partners
- 10.** Adjournment

# ANNUAL GENERAL MEETING MINUTES (2016-2017)

**Tuesday, June 20, 2017**

**7:00 pm - 9:00 pm**

**Connexions Resource Centre**

**2 Millar St., Gatineau, QC**

## **Present**

Cary O'Brien (President)  
Sheilagh Murphy (Vice-President)  
Julie Witmer (Secretary)  
Katie Gunn (Director)  
Mylène Kosseim (Director)

Reuel Amdur (West Québec Post)  
Rose Regimbald (Seniors Action Québec)  
Tracy Lampron (public)  
Sarah Gutman (public)  
Margaret McKinnon (public)

Danielle Lanyi (Executive Director)  
Ginie Waller (Program Coordinator)  
Natalie Filiou (Communications Coordinator)  
Charlene Engstrom (Senior's Outreach Worker)  
Anne Maloney (Liaison Agent)

**Welcome:** On behalf of Connexions, Cary O'Brien, President of the Board of Directors welcomed and thanked everyone for coming.

## **1. Nomination of Meeting Chair and Secretary**

**AGM 01-06-17** It was moved by K. Gunn and seconded by M. Kosseim that C. O'Brien be the chairperson for the AGM.  
CARRIED UNANIMOUSLY

**AGM 02-06-17** It was moved by S. Murphy and seconded by J. Witmer that G. Waller be the secretary.  
CARRIED UNANIMOUSLY

## **2. Adoption of Agenda**

**AGM 03-06-17** It was moved by S. Gutman and seconded by R. Regimbald to approve the agenda.  
CARRIED UNANIMOUSLY

## **3. Approval of AGM minutes of June 15, 2016**

**AGM 04-06-17** It was moved by S. Gutman and seconded by K. Gunn to approve the AGM minutes of June 15, 2016 as presented.  
CARRIED UNANIMOUSLY

## **4. President's Message**

C. O'Brien highlighted Connexions' growth in outreach and programs, increased funding and additional staff. He emphasized the importance of the long-standing relationship with the Western Québec School Board and announced the impending move to Philemon Wright High School. He also noted the importance of other partnerships with the CISSS de l'Outaouais, CHSSN, McGill and local partnership tables which has led to expanded reach and funding. He thanked D. Lanyi, Executive Director, for her leadership.

## **5. Executive Director's Message**

D. Lanyi highlighted that requests for representation from Connexions at partnership tables and from organizations has increased and demonstrates the important role Connexions plays in the region. The constitution of the des Collines Consultative Committee, she noted was an asset in the region as it sets an example for increased dialogue and input with the CISSS de l'Outaouais.

## **6. Annual Report on Programs and Activities 2016-2017**

D. Lanyi presented the report on programs and activities. Highlights include new project applications with APPUI and the Table Éducation Outaouais, 5 bursary applications submitted to McGill Bursary Program for the 2017-18 academic year, a new emphasis on prevention for the 0-5 age group, and collaboration with the WQSB to offer workshops to parents.

## **7. Auditor's Report/Approval of financial statement**

The accountant was absent from the meeting. C. O'Brien presented the report on her behalf.

**AGM 05-06-17** Upon review of the 2016 – 2017 Financial Statement prepared by Andrea Poole, CPA, CA, it was moved by S. Murphy and seconded by S. Gutman to approve the Auditor's Report as presented.

CARRIED UNANIMOUSLY

## **8. Appointment of Auditor**

At the last AGM, the Board of Directors was asked to seek tenders from interested parties. Two quotes were received.

**AGM 06-06-17** It was moved by M. Kosseim and seconded by J. Witmer that the contract for Connexions' annual audit be awarded to Christian Asselin, CPA, CA, for a three-year period from 2017 to 2020 as per the quote submitted on February 28, 2017.

CARRIED UNANIMOUSLY

## **9. Filing of Registered Charity Information Return for fiscal year ending March 31, 2016.**

**AGM 08-06-17** It was moved by K. Gunn and seconded by S. Gutman that the T3010 Registered Charity Information Return was filed for the fiscal year 2015-16 as presented.

CARRIED UNANIMOUSLY

## **10. Confirmation and Election of Board of Directors 2017 – 2018**

**AGM 9-06-17** It was moved by C. O'Brien and seconded by J. Witmer to accept nominations for Connexions Board of Directors.

CARRIED UNANIMOUSLY

There are 5 positions available on the Board. The following individuals have expressed an interest:

S. Murphy, C. O'Brien, K. Gunn, M. Kosseim, and S. Gutman

**AGM 10-06-17** It was moved by J. Witmer and seconded by R. Regimbald that the nomination period cease.

CARRIED UNANIMOUSLY

**AGM 11-06-17** As there were no other nominations, it was moved by M. McKinnon and seconded by J. Witmer that C. O'Brien and M. Kosseim be elected to the Board of Directors for a 3-year mandate and that S. Murphy, K. Gunn and S. Gutman be elected for a 2-year term.

CARRIED UNANIMOUSLY

## **11. 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.

## **12. Adjournment**

**AGM 12-06-17** It was moved by S. Murphy and seconded by M. Kosseim to adjourn the meeting at 8:50 pm.

CARRIED UNANIMOUSLY



# Partnerships

Connexions received funding from the following organizations to develop and enhance its programs and outreach activities. Diverse funding ensured that a wide range of needs and age groups were addressed for English-speakers in the region (see Annex - Outreach Activities at a Glance).



## Representation

Connexions participated on several local and regional committees to represent the needs of the English-speaking community. These committees focus on a variety of topics such as early childhood development, elder abuse, social development, healthy lifestyles, and seniors and caregivers.

### COMMITTEES / TABLES

### TERRITORY

#### Partenaires du secteur Aylmer

Aylmer

- Comité Intersectoriel
- Comité 0 - 5
- Prévention Action Jeunesse Aylmer

#### Hull en Santé

Hull

- Grand Comité
- Comité 0 - 5 Hull

#### IMPACTe (0 - 5)

Regional

#### Table Éducation Outaouais

Regional

- Chantier 0 - 5 and Sous-comité développement du langage
- Chantier 16+

#### Table régionale contre l'abus des aînés

Regional

#### Table de concertation régional Soutien à l'autonomie des personnes âgées RTS

Regional

#### Table de concertation local Soutien à l'autonomie des personnes âgées RLS

Gatineau

#### Comité PROPEL

Regional

#### Table de développement social des Collines

MRC des Collines

#### Comité consultatif des Collines

MRC des Collines

# CONNEXIONS' OUTAOUAIS ATTRACTION & RETENTION PROJECT FOR HEALTH & SOCIAL SERVICES PROFESSIONALS 2014-2018

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

Through these projects, Connexions developed an important relationship with the guidance team at the Western Québec School Board (WQSB) and Cégep Heritage College. Connexions supported guidance counsellors to promote health and social services careers by providing them with tools, such as the pathways to Nursing Careers, Mental Health Careers and our latest on Therapy and Rehabilitation Careers, as well as a catalogue of 22 health and social services professions. These tools are also available on Connexions Website at [www.centreconnexions.org](http://www.centreconnexions.org).

This year Connexions held its Adventures in Health Careers Day at Pontiac High School. This activity exposed students to a variety of careers in health and social services. It also supported them to learn about the pathways to studying in health and social services and to find out about certification and training. Students also had the opportunity to meet with various health professionals to hear about their experiences. The aim is to encourage students to select a career in health and social services.



## HEALTH & SOCIAL SERVICES COMMUNITY BURSARY PROGRAM

This year, Connexions awarded five bursaries to bilingual students from the Outaouais enrolled in health or social services disciplines. The Bursary Program was promoted in local high schools, the Western Québec Career Centre, Cégep Heritage College, UQO, Cégep de l'Outaouais, and the University of Ottawa. The aim of this financial award is to promote access to health and social services in English by supporting future bilingual professionals within Québec's health and social services system.

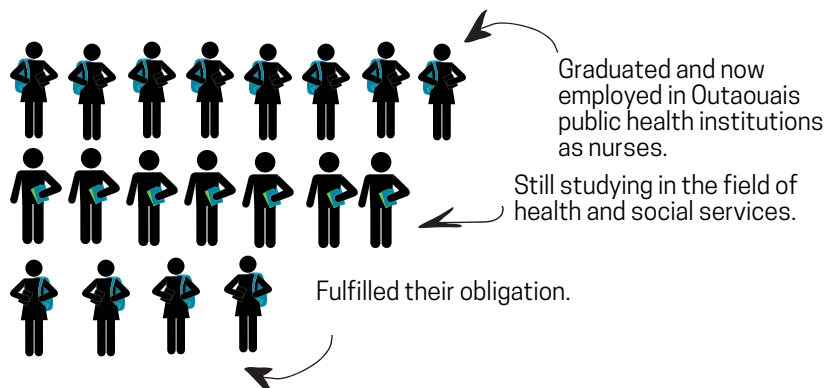


**19  
BURSARIES**



**\$121,250  
AWARDED**

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



# OUTREACH PROGRAMS & ACTIVITIES

An important aspect of Connexions' work consists in offering health and social services related information and outreach activities for different age groups (see Annex - Outreach Activities at a Glance). These programs, videoconferences and information sessions allowed us to reach our clientele in a direct way to promote healthy lifestyles and provide information on existing services. Through our collaboration with the Western Québec School Board (WQSB) we have increased our offer of support to parents and in turn, their participation at our activities, information sessions and on our Facebook page has also increased. With additional projects aimed at seniors and caregivers, Connexions has increased its offer of activities for seniors and support to caregivers.

## Children, Youth & Families

### The Itsy Bitsy Tots Playgroup

The playgroup provided English-speaking parents a space where they could meet and socialize with other parents and children in Hull. The program promoted healthy lifestyles, early literacy and gross-motor skills to foster the healthy development of pre-school children. Invited guests presented on a variety of topics related to early childhood development. For example, a Speech Therapist from the CISSS de l'Outaouais provided information on early language development and how to access services.

A new agreement with Cégep Heritage College resulted in an important collaboration: Heritage College provided the playgroup with free space and parking, while Connexions welcomed Early Childhood Care Education (ECCE) program students in the playgroup to facilitate activities and to observe the group as part of their studies.

Thanks to funding from our partnership table, Hull en santé, our qualified facilitator shared plenty of gross-motor and early childhood focused activities, and shared information and ideas with parents to support them with the healthy development of their young child.

#### Grande semaine des tout petits

As part of Québec's provincial campaign to bring attention to early childhood development, Connexions participated in the campaign by offering a special playgroup session dedicated to the entourage of little ones. The activity was registered and promoted on the Avenir d'enfants website



**30**  
**FAMILIES**  
Regularly Attended



**150%**  
**INCREASE**  
from 2016-2017

Increased promotion of the playgroup via our partners and Facebook page resulted in an increase in interest and participation from previous years. Approximately 30 families attend playgroup regularly, and Connexions now counts over 90 parents on the Itsy Bitsy Tots Facebook page.







## School Readiness Kits for Pre-Schoolers

Connexions developed and assembled 250 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 focused on parenting skills to establish routines and healthy lifestyles, access to health and community services, and early literacy.

Students in the Early Childhood Education program at Heritage College developed the tip sheets for parents. Naître et grandir provided an early reader and their magazine on how to prepare for kindergarten. The kits were distributed during kindergarten open houses at targeted schools of the WQSB, as well as through partnership tables, social workers, daycares and other organizations working with English-speaking clients.

## Collaboration with the Western Québec School Board (WQSB)

Connexions collaborated with the WQSB, especially through the Special Education Advisory Committee, to offer information sessions to parents. This year, Connexions offered 4 workshops to parents: Talking to your Kids About Drugs, Making Discipline as Easy as Child's Play, Untying the Legal Knot and Helping Children Cope with Big Emotions (for more details see Annex - Outreach Activities at a Glance).

In an effort to provide up-to-date resources and information on access to health and social services with schools and parents, Connexions developed tools with information on community and public health services and tip sheets such as: *Youth Mental Health Resources*, the *Québec Health Primer*, several tip sheets for parents of children with special needs (see Parent Chat) and a list of *Low-Cost or Free Legal Services*.



  
**197**  
**PARENTS**  
**SCHOOL STAFF**

  
**258%**  
**INCREASE**  
from 2016-2017

Total number of parents and school staff who attended the workshops.

## Parent Chat Support Group

New this year and with the help of a volunteer parent, Connexions offered this support group for parents of children and youth with special needs. Parent Chat provided parents a place to meet, share experiences and learn about topics of interest. Special guests included a Registered Dietitian, a special needs yoga instructor and a Speech Therapist from the CISSS de l'Outaouais.

Connexions also created a Parent Chat Discussion Group on Facebook where parents chat, share their stories and make inquiries about how to access services for their children and/or youth and where to find resources and information.

A number of publications were created for this group including: *Books on Helping your Child Cope with Big Emotions*, *Books to Share with Children and Youth with Special Needs*, *Motor Activities to Improve Handwriting*, *All About Me* one-pager on child to share with teachers and other professionals, *Picky Eaters* and more. Monthly wrap-up articles that summarized the Parent Chat event and listed shared resources was published to the Website and shared on Facebook.

## Table Éducation Outaouais (TEO)

Connexions received funding for a second year 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 fun, hands-on activities at lunch time for students who have demonstrated challenges during the unstructured time of the school day. The students cooked together, participated in games and physical activities, planted a garden, and created art pieces. The school reported that students who participated in this project have formed new friendships, taken on leadership roles and found a positive outlet for their energy and creativity.



## Connexions' Kiosk: Healthy Lifestyles & Access to Services for Youth

Connexions continued to reach vulnerable youth through its partnership with the Hull Adult Education Centre (HAEC), the Western Québec Career Centre (WQCC) and WQSB high schools. This year St. Michael's High School in Low offered students a Youth Mental Health Summit and invited Connexions to join with a kiosk. Connexions developed a hand-out on local resources and how to access mental health services, as well as more general information on healthy eating, smoking cessation and our health careers tools.

In November, the HAEC and Connexions co-hosted our annual Health and Wellness Forum. Activities included 4 workshops facilitated by Centre de justice de proximité (legal information on labour laws), World Financial Group (saving and credit), Youth Net (mental health resources and How to Help a Friend in Crisis), and the WQSB Drug and Alcohol technicians, who collaborated with Portage to speak about addiction. Other community organizations, the WQCC nursing program and Connexions provided kiosks with information on accessing services and healthy living.

Connexions also met with students and staff at the WQCC Health Expo in February to provide information on healthy lifestyles, access to public health services such as 8-1-1 and registering for a family physician and legal resources from Éducaloi.

  
**320**  
**STUDENTS**

  
**34%**  
**INCREASE**  
from 2016-2017

Total number of high school and WQCC students who attended the different activities



# Seniors & Caregivers

## Videoconference Sessions

Through the Community Health Education Program (CHEP), Connexions provided health and social services related information targeting English-speaking seniors. Presentations on Osteoporosis, The Changing Role of Pharmacists and Hearing Loss were offered.

These sessions also provided the opportunity to link seniors with services and public health programs such as PIED (fall prevention) and to share with them a wide range of materials, including pamphlets and guides about Connexions, how to access health and social services, legal information on estate planning and wills, as well as print-outs of information shared by the guest speaker on the related videoconference subject matter.

For seniors who were not able to attend the event, Connexions provided wrap-up articles on their Website and social media that summarized the videoconferences and linked to resources shared.

## Information Sessions in the City of Gatineau

### Presentation on Frauds & Scams

An information session was held in Buckingham on Frauds and Scams for seniors. This event was hosted in partnership with local English-speaking volunteers, the Centre action générations des aînés and the Service de police de la Ville de Gatineau.

The guest speaker, a police officer from the Gatineau Police Department, spoke about how seniors could protect themselves and what they could do if they suspected foul play. Participants also had the opportunity to ask questions about fraud, in particular online and email fraud, and how to protect their identity and geographical location on social media.

### Seniors Wellness Forum

Thanks to a collaboration with the Gatineau Friendship Club, a Seniors Wellness Forum was held last fall. A workshop on Nutrition and Proteins for Seniors was presented by a community volunteer. Several organizations serving seniors shared information on their services, such as: APPUI Outaouais, the Centre d'assistance et d'accompagnement aux plaintes (CAAP), the Centre de justice de proximité de l'Outaouais, the CISSS de l'Outaouais, the Gatineau Users' Committee and the Société Alzheimer de l'Outaouais.

Connexions also set-up its kiosk and handed-out a wide range of documentation on available services in the Outaouais including 8-1-1, Éducaloi and the Health and Social Services Complaint Examination System.





## Session on Home Safety & Joint Protection

Information sessions on Home Safety and Joint Protection were offered in Aylmer and Gatineau thanks to collaborations with the St. Marks's Church Catholic Women's Guild and the Gatineau Friendship Club.

Connexions' Seniors Outreach Coordinator spoke to participants about joint protection and techniques to help maintain functional ability for those suffering from arthritis. She demonstrated different ways of doing household and personal care tasks to avoid pain and also demonstrated how to use hand splints and long-handled reachers.

Participants enjoyed the session, noting that the presenter gave great advice and practical tips on how to help them manage daily tasks. They were especially pleased with the documentation provided during the session and the sample bags, which were chock-full of information, including Connexions' Health Passport and Rack Card.



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

This year, Connexions collaborated with Golden Age Clubs to offer information sessions to seniors on Arthritis and Protecting your Joints, Home Safety and Falls Prevention, Jog Your Mind, Go to Sleep without Counting Sheep and information on Connexions Resource Centre.

The information session on Home Safety focused on sharing strategies to lower the risk of falls in the home. Various resources were shared including the Public Health Agency of Canada's booklet *The Safe Living Guide: A Guide to Home*.

The Jog your Mind workshops offered useful tips, activities and memory exercises to help seniors jog their minds and keep their brains fit and sharp. The aim of these workshops was to increase memory by alleviating doubt and increasing confidence.

Go to Sleep without Counting Sheep, co-sponsored by the Des Collines Seniors Roundtable, presented seniors with information about how to sleep naturally and offered some useful tips and practical strategies to help with insomnia.

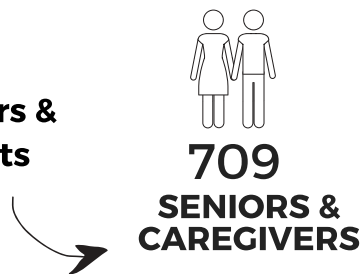
The sessions were held in Bryson, Low, Wakefield, Luskville and Quyon. Links were also created or enhanced with local Seniors' Tables as well as organizations serving seniors.

# The Pontiac Caring Community Project for English-speaking Caregivers for Seniors

Thanks to funding from APPUI Outaouais, Connexions was able to raise awareness on the needs and the important role of caregivers for seniors in the Pontiac. Presentations to various groups in Bryson, Chapeau, Fort-Coulonge, Otter Lake, Quyon and Shawville allowed us to reach 322 community members and identify volunteers interested in becoming 'Beacon' volunteers.

Links were also established with key community and public partners that will continue to support this initiative for the next two years in order to break the isolation and decrease the burn-out of caregivers for seniors.

**Overall participation by seniors & caregivers at our various events and activities in 2017-2018**



## General Population

### Linking the English-Speaking Community to Health and Social Services in the Pontiac (Adaptation Project)

Thanks to a partnership with the CISSS de l'Outaouais, Connexions was able to increase its outreach in the Pontiac. Presentations at schools, churches and social clubs increased the community's awareness of existing services and supported them to navigate the health system. English-speakers had the opportunity to learn about important services such as 811, in-home services for seniors, the complaints system and more.

The Pontiac Community Portrait was an important outcome of this initiative. The Portrait includes recent socio-demographic data from the 2016 Census as well as qualitative data that was gathered through a series of focus groups and an online survey. Key issues that emerged from the report were that residents feel that they are losing health services in their community to the urban area and therefore must travel long distances and the need for more mental health services. Challenges with respect to employment and support for local business were also high on their priority list. In terms of community vitality, residents expressed a deep sense of pride for their community and the natural environment of their area.





## NEW SERVICE! Tax Return Clinic

This year Connexions piloted a new tax return clinic for low and moderate-income individuals. Through the Community Volunteer Tax Program and with the invaluable support of a community volunteer, 42 income-tax returns were filed. This initiative also allowed vulnerable clienteles such as isolated seniors, new immigrants, families and young adults, to be aware of Connexions and its services.

## Éducaloi

Thanks to Éducaloi's financial support, Connexions was able to offer two workshops on legal issues: Untying the Legal Knot for parents and Estate Planning for Peace of Mind for seniors. Two University of Ottawa law students with Pro Bono Students Canada volunteered their time to present the topics and answer questions.

The Éducaloi project also included disseminating print publications during events that Connexions joined or organized throughout the year. Connexions shared over 1,200 guides, pamphlets and other promotional materials. This also included sharing information about Éducaloi, its website and resources on Connexions' website and social media platforms (i.e., Facebook, Twitter and YouTube). Connexions also created a list of free and low-cost legal resources and a list of *Books to Help Explain Divorce to Kids*.

## Mental Health First Aid

Thanks to the support from André Fortin, Member for Pontiac, and local volunteers, Connexions offered a Mental Health First Aid (MHFA) Training in Shawville. An experienced MHFA trainer for the Mental Health Commission of Canada's MHFA program, guided the group to better understand and support those with a mental illness. Participants obtained a certificate as "Mental Health First Aiders."

With the help of interactive activities including role playing and case studies, plus videos, the comprehensive MHFA training manual and lots of questions from participants, attendees gained confidence and specific skills to engage someone with an emerging mental health problem or in a crisis. The training successfully provided greater recognition of mental health problems and decreased stigma. Participants felt both rewarded and empowered by the MHFA training, as they were better able to share and offer support to friends and family with mental illness.



## Impact of Connexions' Community Outreach

### AREA OF IMPACT

### INDIVIDUALS SERVED

Children, Youth & Family Services

897

Senior & Caregiver Services

709

### TOTAL HUMAN IMPACT

1,606



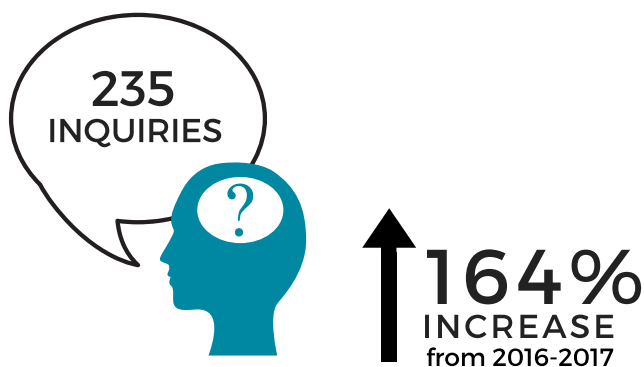
# THE HEALTH PASSPORT



**500+**  
**DISTRIBUTED**  
To Seniors & Families

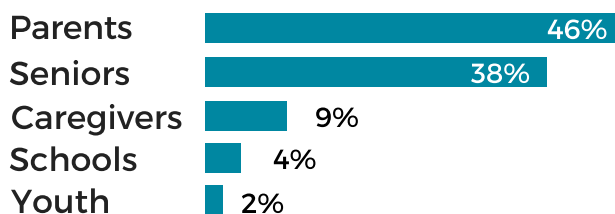
Connexions updated the Health Passport this year. The Health Passport provides helpful terminology and phrases in French to support English-speakers when visiting the emergency room, clinic or a health professional. The Health Passport is available on Connexions' website or in paper format.

## GENERAL INQUIRIES

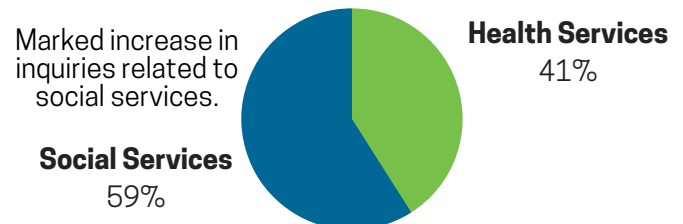
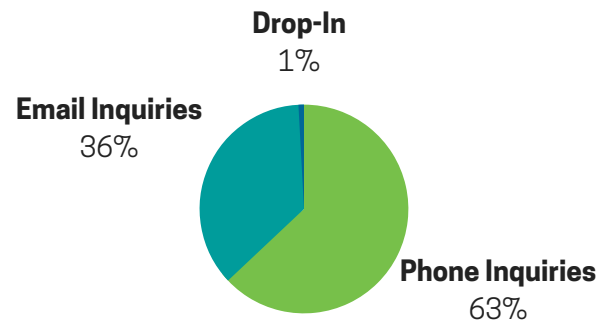


Increased visibility on social media and participation at events also contributed to more requests for information.

### Inquiries were made from?

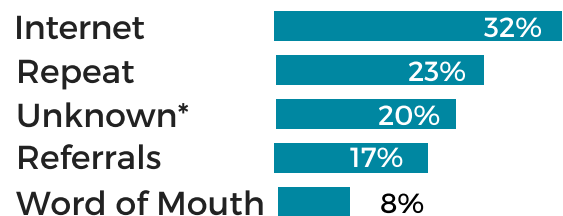


For the first time, more parents than seniors contacted us to find information. They wanted to know about the playgroup, how to access health services, or they had a question following one of our parent workshops. Parents were also highly active on Facebook. Caregivers, often adult children, were looking to support their parents with access to social services, housing or questions about taxes. Staff at WQSB schools requested information on access to health services for parents or for workshops, especially on mental health. 78% of inquiries were from Gatineau residents, while 75% continue to be made by female clients.



There were numerous inquiries about community resources, the playgroup, walk-in clinics and how to find a doctor, the new income tax clinic, special needs resources and the Parent Chat, mental health, legal information, transportation, the complaints procedure and parenting skills.

### How did they hear about us?



\*Some callers did not identify how they heard about us.

# COMMUNICATIONS

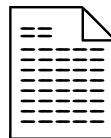
## Newsletter & News Articles



**680**  
SUBSCRIBERS

**25%**  
INCREASE  
from 2016-2017

The *Connexions Newsletter* is emailed to 444 subscribers via MailChimp and sent by mail to 236 readers.



**339**  
ARTICLES

**176%**  
INCREASE  
from 2016-2017

Articles are published on the website, shared on social media and printed in the newsletter. They include news on access to services, Connexions event highlights and other information from partner organizations shared by Connexions.

## Website



### Number of **unique** visitors

2016-2017



8,731

2017-2018



16,135

**85%**  
INCREASE

Unique visitors are calculated on a monthly basis. The initial session by a Unique Visitor is considered as 1 visit and any future visits from this Unique Visitor during the same month is counted as additional visits to the Website.

## Social Media



**403**  
Likes  
Follows

**72%**  
INCREASE  
from 2016-2017

Our Connexions Main Facebook Page has Likes and Followers. Here we post information on a wide range of topics related to health and social services in the Outaouais.



**Itsy Bitsy Tots  
Playgroup**  
92 MEMBERS



**Parent Chat  
Group**  
30 MEMBERS

Our 2 Facebook Discussion Groups have members. Here we post information specific to parents and children 0-5 (playgroup), and parents with children and/or youth with special needs (Parent Chat)



**88,026**  
REACHED  
on Facebook

**179%**  
INCREASE  
from 2016-2017

Represents the number of individuals and community organizations that read our posts.



**5,190**  
ENGAGED  
on Facebook

**138%**  
INCREASE  
from 2016-2017

Includes post Likes, Shares and Comments by individuals and community organizations.

# **Annex**

## Outreach Activities at a Glance

## Children, Youth and Families

Program / Activity	Dates	Location	Volunteers	Participants	Details
<b>St. Michael's High School Mental Health Summit</b>	May 2, 2017	Low, Vallée-de-la-Gatineau		60 high school students	Connexions provided a kiosk at this rural school to share information about youth mental health resources and to inform students about how to access services in their region.
<b>Parent Workshop: Talking to Our Kids About Drugs</b>	May 15, 2017	Western Québec School Board, Gatineau		22 parents at the WQSB offices and 2 parents by videoconference from Val d'Or	In collaboration with the Special Education Advisory Committee (SEAC) of the Western Québec School Board (WQSB) the Drug and Alcohol Technicians of the WQSB provided information to parents about how they can better communicate with their children about drugs and alcohol.
<b>Itsy Bitsy Tots Playgroup</b>	September 2017 to June 2018	Cégep Heritage College, Gatineau	Parents help with crafts, cooking activities and story reading	35 Families with children 0-4	A play group for parents and young children of Hull. With funding from Avenirs d'enfants via Hull en Santé and in collaboration with Cégep Heritage College, the group meets once a week. Heritage's Early Childhood Care Education Program students lead some activities as part of their course work. Resources are offered on nutrition, early literacy, wellness, and parenting skills. A speech therapist from the CISSS de l'Outaouais offered a workshop on speech development and access to services. A special event was organized for the Grande semaine des tout-petits.
<b>Parent Workshop: Making Discipline as easy as Child's Play</b>	October 4, 2018	Western Québec School Board, Gatineau		35 parents	In collaboration with the Partenaires du secteur Aylmer (PSA), Connexions co-hosted a presentation for parents. PSA provided the guest speaker, an author with the Ste-Justine University Hospital's Editions. Parents learned how to adopt a punishment-free approach that nurtures the parent-child relationship, builds trust and

Program / Activity	Dates	Location	Volunteers	Participants	Details
					mutual respect, and fosters cooperation, integrity and self-discipline on the part of the child.
<b>Health and Wellness Forum</b>	November 1, 2017	Gatineau (Hull)	3 presenters from CJPO, YouthNet and Portage.	90 young adults attending HAEC and WQCC	In collaboration with Hull Adult Education Centre, Connexions hosted this annual forum with workshops and kiosks focusing on health, life skills and access to services for young adults. Four workshops were offered: Centre justice de proximité (CJPO) on labour regulations, WQSB drug and alcohol technicians on drug prevention with guests from Portage (residential detox), YouthNet on how to help a friend in crisis and a financial workshop. Several community organizations offered information through kiosks: Connexions, the Gatineau Police, CJPO, Le Bras, and Portage.
<b>Parent Workshop: Untying the Legal Knot</b>	November 29, 2018	Western Québec School Board, Gatineau	2 law students from Ottawa University's Pro Bono Program	14 parents	In collaboration with Éducaloi and the Pro Bono Student Program, an information session was held for parents on legal issues that are encountered during separation and divorce, as well as on child custody, child support and parental authority.
<b>Parent Chat: Support Group for parents with children with special needs</b>	January to June 2018, once per month	Philemon Wright High School, Gatineau	1 parent facilitator	5-12 parents per session.	Parent Chat is a new activity which provides parents of children with special needs a place to meet, share experiences and learn about topics of interest. The sessions are promoted through the WQSB, Trait d'union, CAP-Santé and the CISSSO social workers. Each session focuses on a theme with a guest speaker.
<b>Adventures in Health Careers</b>	February 21, 2018	Pontiac	8 health professionals	80 students at Pontiac High School	With funding from Dialogue McGill, Connexions offered workshops to promote careers in health and social services. Workshops included a presentation by a Social Worker with the Special Care Counselling Program at



Program / Activity	Dates	Location	Volunteers	Participants	Details
					Cégep Heritage College, a Q&A panel of 5 professionals (a social worker, respiratory therapist, nurse, license practical nurse (LPN) and speech therapist) working in public institutions, and a hands-on activity with two vocational nursing instructors.
<b>Western Québec Career Centre Health Expo</b>	February 28, 2018	Gatineau		60 young adult students	Connexions supported the WQCC to connect with community organizations such as CJEO, Centre justice de proximité, and BRAS to hold kiosks to share community resources with students. Connexions shared information on access to health and social services, smoking cessation and legal resources from Éducaloi.
<b>Parent Workshop: Helping Children Cope with Big Emotions</b>	March 20, 2018	Western Québec School Board, Gatineau	2 parents from SEAC committee and 3 staff from the WQSB	128 participants including 2 principals, 11 teachers and the Director of Complementary Education, WQSB. Three rural schools (in Maniwaki, Low and Temiscaming) participated via video conference.	In collaboration with the Special Education Advisory Committee and the WQSB, Connexions hosted a workshop for parents on supporting children who are anxious, easily frustrated or displaying challenging behaviours. The presenter, a Social Worker at the Child, Adolescent and Family Centre of Ottawa gave parents the opportunity to practice active listening and mirroring to use with their child.
<b>Tax Return Clinics</b>	March 2018	Hull Adult Education Centre, Gatineau	1	10 students	As part of CRA and Revenue Québec's Volunteer Tax Clinic program, Connexions was able to spend a day at HAEC -with a volunteer to meet students and complete their tax returns.
<b>School Readiness Kit</b>	April-May	Outaouais	4 Philemon Wright High School students	250 families with children 3-5 years. Kits were distributed to 12	250 school readiness tool kits were produced with funding from Health Canada to support the transition to school and to promote school success. The kits

Program / Activity	Dates	Location	Volunteers	Participants	Details
				schools across the region, daycares, CLSCs and other partners working with at-risk families.	<p>contained resources for parents and activities for children:</p> <ul style="list-style-type: none"> <li>• CEGEP Early Childhood Education students developed tip sheets for parents;</li> <li>• Avenir d'Enfants provided an early reader and magazine for parents on kindergarten;</li> <li>• Other resources were provided by the Dairy Farmers of Canada, Canadian Association of Family Resource Programs, the Québec Government, and the Government of Canada.</li> </ul>

## Seniors and Caregivers

Program / Activity	Date	Location	Volunteers	Participants	Details
<b>Jog Your Mind Workshop</b>	April 13, 2017	Bryson, Pontiac	3	24 seniors	A community volunteer adapted and delivered the workshop 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. This session was offered in collaboration with the Bryson Golden Age Club.
<b>What can Connexions Resource Centre do for you?</b>	April 27, 2017	Gatineau	1	35 participants (Gatineau Friendship Club)	Presentation on Connexions' services and activities as well as public and community health and social services for seniors.
	November 10, 2017	Wakefield, des Collines	1	10 seniors (Sully Gardens)	(A social worker from the CISSS de l'Outaouais provided information on services in des Collines.)
	February 21, 2018	Shawville, Pontiac	1	58 (Pontiac Women's Institute Forum)	
<b>Presentation on Frauds and Scams</b>	May 24, 2017	Buckingham	3	28 participants	In collaboration with the Centre action générations des aînés (CAGA), the Papineau Health and Social Services (PHSSN) and the Service de police de la Ville de Gatineau, this session provided seniors with information on how to protect themselves from frauds and scams.
<b>CHEP Videoconference on Osteoporosis</b>	September 20, 2017	Gatineau		12	This interactive videoconference session explained Osteoporosis and the importance of bone health, as well as what causes Osteoporosis and its risk factors.



Program / Activity	Date	Location	Volunteers	Participants	Details
<b>Pontiac Caring Community</b>	December 2017 to February 2018	Bryson, Chapeau, Fort-Coulonge, Otter Lake, Quyon, Shawville, Pontiac		322 Members of the community received information on the caregivers. 4 Members of community registered to become 'BEACON' volunteers.	This project supports English-speaking caregivers helping seniors in the Pontiac by creating informal support networks, offering workshops and providing referrals to existing services. The project is intended to lessen isolation and burn-out among caregivers for seniors and to raise awareness within the entire community.
<b>Gatineau Seniors Wellness Forum</b>	October 19, 2018	Gatineau	5	80 seniors	In collaboration with volunteers from the Gatineau Friendship Club, Connexions held this event to inform seniors about the resources available in the community. A retired nurse and community volunteer presented on healthy nutrition for seniors. Kiosks included: Centre justice de proximité (CJPO), APPUI, Outaouais Alzheimer Society, the CAAP and the CISSSO with information on their fall prevention program.
<b>CHEP Videoconference on The Changing Role of the Pharmacist</b>	November 15, 2017	Gatineau	1	7	A Community Pharmacist explained the changes to the role of the pharmacist, the proper use of an asthma inhaler, and how to properly take prescribed medication.
<b>Go to Sleep Without Counting Sheep</b>	November 18, 2017	Luskville, des Collines		8 Caregivers of seniors	In collaboration with the Table des aînées des Collines, Connexions co-hosted an information session on healthy sleeping habits.

<b>Program / Activity</b>	<b>Date</b>	<b>Location</b>	<b>Volunteers</b>	<b>Participants</b>	<b>Details</b>
<b>Home Safety and Fall Prevention</b>	February 6, 2018	Low, Vallée-de-la-Gatineau	2	11 seniors	In collaboration with the Low Golden Age Club, this information session focused 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.
	March 13, 2018	Gatineau (Aylmer Sector)	2	25 seniors	This session was offered in collaboration with the St. Mark's Church Women's Guild.
<b>CHEP Videoconference on Hearing Loss</b>	February 21, 2018	Gatineau		10	<p>This session explored what happens when we start to lose our hearing and what can be done about it. The speaker provided information on:</p> <ul style="list-style-type: none"> <li>• The signs and causes of hearing loss;</li> <li>• The impact of hearing loss; and</li> <li>• Finding the help you need to improve your hearing and communication skills.</li> </ul>
<b>Live Well by Protecting Your Joints</b>	March 1, 2018	Gatineau	3	52 seniors	The session was offered in collaboration with the Gatineau Friendship Club. Information was provided on joint protection and techniques to help maintain functional ability for those suffering from arthritis.
<b>Estate Planning Information Session</b>	March 15, 2018	Gatineau	2 law students from Ottawa University's Pro Bono Program	27 participants	In collaboration with Éducaloi and the Pro Bono Program, a presentation was held for seniors on the importance of having and updating a will, how a protection mandate can help to plan for the future, and the roles and responsibilities of the executor.
<b>Pontiac Caring Community for Caregivers Project</b>	Sept. 2017 to March 2018	Pontiac	3	322 persons	Via its outreach activities, Connexions provided information to 322 persons on the role and needs of caregivers for seniors.

## General Public

Program / Activity	Date	Location	Volunteers	Participants	Details
<b>Focus Groups</b>	December 2017 to February 2018	Chapeau, Fort-Coulonge, Otter Lake, Quyon, Shawville, Pontiac	3	29	Connexions held 5 focus groups to develop a portrait of the Pontiac area. Priorities such as isolation, improved access to services and increased awareness of organizations who serve seniors in the area (senior centres, transportation) were identified.
<b>Mental Health First Aid Training</b>	March 24 and April 7, 2018	Shawville, Pontiac	3	24	With support from MNA André Fortin's office, Connexions was able to offer a two day workshop facilitated by an experienced trainer from the Canadian Mental Health Association. The training provided participants with a better understanding of mental illnesses, recognition of mental health problems, and how to decrease stigma. Participants obtained a certificate as "Mental Health First Aiders."
<b>Tax Return Clinics for individuals with low income</b>	February to May 2018	Gatineau	1	33 tax returns filed for low-income single mothers, new immigrants and seniors.	Connexions participated in Revenue Canada and Revenue Québec's Volunteer Tax Clinic program to offer a free income tax clinic. This service was made possible thanks to the support of a retired senior volunteer.