Mission

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.

BOARD OF DIRECTORS

Cary O’Brien
PRESIDENT
Sheilagh Murphy
VICE-PRESIDENT
Sarah Gutman
SECRETARY
Rose Regimbald
TREASURER
Katie Gunn
DIRECTOR
Stephanie Dugdale
DIRECTOR

STAFF

Danielle Lanyi
EXECUTIVE DIRECTOR
Ginie Waller
PROGRAM COORDINATOR
Arnaud de la Salle
PROJECT COORDINATOR CAREGIVERS
Anita Lambton
COMMUNITY COORDINATOR
Natalie Filiou
COMMUNICATIONS & PUBLICITY COORDINATOR
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>MESSAGE FROM THE PRESIDENT &amp; EXECUTIVE DIRECTOR</td>
<td>2</td>
</tr>
<tr>
<td>ANNUAL GENERAL MEETING AGENDA (2018-2019)</td>
<td>3</td>
</tr>
<tr>
<td>DRAFT ANNUAL GENERAL MEETING MINUTES (2017-2018)</td>
<td>4</td>
</tr>
<tr>
<td>PARTNERSHIPS &amp; REPRESENTATION</td>
<td>6</td>
</tr>
<tr>
<td>CONNEXIONS’ ATTRACTION &amp; RETENTION PROJECT FOR BILINGUAL HEALTH PROFESSIONALS</td>
<td>8</td>
</tr>
<tr>
<td>OUTREACH PROGRAMS AND ACTIVITIES FOR YOUTH, CHILDREN AND FAMILIES</td>
<td>9</td>
</tr>
<tr>
<td>OUTREACH PROGRAMS AND ACTIVITIES FOR SENIORS AND CAREGIVERS</td>
<td>14</td>
</tr>
<tr>
<td>MENTAL HEALTH ACTIVITIES</td>
<td>17</td>
</tr>
<tr>
<td>INFORMATION INQUIRIES</td>
<td>18</td>
</tr>
<tr>
<td>COMMUNICATIONS</td>
<td>20</td>
</tr>
<tr>
<td>ANNEX A – OUTREACH ACTIVITIES AT A GLANCE</td>
<td>21</td>
</tr>
</tbody>
</table>
Message from the President

I am pleased to present Connexions’ Annual Report which highlights the organization’s accomplishments in 2018–2019. Once again, another successful year for Connexions with the implementation of new programs designed for the English-speaking community across the Outaouais. This year the Board and staff embarked on a renewal of our strategic plan to reinforce the organization’s capacity to respond to the changing needs of our community. Our strategic orientations speak to the structure and design of our programs so that they are meeting our community needs and that the work we do increases the English-speaking community’s access to information and services. To achieve this, we are focused on maintaining a strong level of governance that will preserve the integrity, development and sustainability of the organization.

Our success is the community’s success! Special thanks to Danielle Lanyi, our Executive Director, and our Connexions team, for their hard work and dedication and to our volunteers and board members for their service to our community. We have many partners that continue to support and assist us in the delivery of our programs. I would also like to take this opportunity to thank the Community Health and Social Services Network for their ongoing support over the last 15 years, support that has helped us build capacity to better serve our community.

Cary O’Brien
President

Message from the Executive Director

A significant achievement this year was to undertake a study on English-speaking families with preschool aged children. The report provides us with important information on their needs and will guide us in developing strategies with all stakeholders to ensure that this clientele has access to information and services. I would like to acknowledge the financial support from the CISSS de l’Outaouais that allowed us to undertake this important study. I would also like to sincerely thank Dr. Jacques Marleau and Marie-Pierre Courteau from the Direction de la santé publique de l’Outaouais and Dre. Annie Bérubé from UQO, who provided invaluable feedback and guidance during the course of this study.

The significant response from over four hundred parents who participated in our online survey was greatly appreciated and most certainly contributed to the report’s success. Finally, I’d like to thank our consultant, Mylène Dault, Phd, and graphic designer, Pascale Payant, for their excellent work and collaboration throughout this project.

This past year Connexions expanded its activities in the area of mental health by offering Mental Health First Aid Training and other information sessions that provided much needed information on this important issue. Feedback from our events and inquiries from community members clearly indicate the need for increased information and access to mental health services for all age groups.

Partnerships and volunteers remain the cornerstone of Connexions’ successes. I’d like to thank all our partners who have contributed to our achievements. Finally, I’d like to express my sincere gratitude to the many wonderful volunteers who contribute in numerous ways and to Connexions’ staff who are always willing to go above and beyond.

Danielle Lanyi
Executive Director
AGENDA 2018 • 2019
Annual General Meeting

TUESDAY, JUNE 18, 2019
7:00 PM – 8:30 PM
PINE LODGE
6 PINE LODGE RD
BRISTOL, QUEBEC

Welcome and Introductions – Cary O’Brien, President

1 Guest speaker: Ms. Jane Toller, Warden for the MRC Pontiac

2 Presentation: Connexions’ Community Portrait of the English-speaking population in the Pontiac

3 Nomination of Meeting Chair and Secretary (motion)

4 Adoption of Agenda (motion)

5 Approval of AGM minutes of June 20, 2018 (motion)

6 Christian Asselin, CPA
   Auditor’s Report – Statement of Financial Position as at March 31, 2019 (motion)

7 2018 – 2019 Annual Activity Report

8 Filing of Registered Charity Information Return for fiscal year ending March 31, 2018 (motion)

9 Election of Board of Directors 2019 – 2020 (motion)

10 Updates from friends and partners

11 Adjournment
Welcome
On behalf of Connexions, Cary O’Brien, President of the Board of Directors welcomed and thanked everyone for coming.

1. Joanne Pocock, PhD., guest speaker

2. Nomination of Meeting Chair and Secretary

   AGM 01-06-18 It was moved by K. Gunn and seconded by S. Murphy that C. O’Brien be the chairperson for the AGM.
   CARRIED UNANIMOUSLY

   AGM 02-06-18 It was moved by S. Murphy and seconded by K. Gunn that G. Waller be the secretary.
   CARRIED UNANIMOUSLY

3. Adoption of Agenda

   AGM 03-06-18 It was moved by S. Murphy and seconded by R. Regimbald to approve the agenda.
   CARRIED UNANIMOUSLY

4. Approval of AGM minutes of June 20, 2017

   AGM 04-06-18 It was moved by C. O’Brien and seconded by K. Gunn to approve the AGM minutes of June 20, 2017 as presented.
   CARRIED UNANIMOUSLY

5. Christian Asselin, CPA: Auditor’s Report – Statement of Financial Position as at March 31, 2018

   The accountant presented the Financial Statement.

   AGM 05-06-18 Upon review of the 2017 – 2018 Financial Statement prepared by Christian Asselin, CPA, CA, it was moved by R. Regimbald and seconded by S. Murphy to approve the Auditor’s Report as presented.
   CARRIED UNANIMOUSLY
Executive Director’s Update and Annual Activity Report 2017-2018

D. Lanyi presented the report on programs and activities. She highlighted partnerships and representation, as well as the new project with APPUI and collaboration with the WQSB to offer workshops to parents.

Filing of Registered Charity Information Return for fiscal year ending March 31, 2018.

AGM 06-06-18  It was moved by S. Murphy and seconded by S. Dugdale that the T3010 Registered Charity Information Return was filed for the fiscal year 2017-18 as presented.
CARRIED UNANIMOUSLY

Election of Board of Directors 2018 – 2019

There are 3 positions available on the board. The following individuals have expressed an interest: Rose Regimbald  Stephanie Dugdale  Susan Lewis

AGM 07-06-18  As there were no other nominations, it was moved by K. Gunn and seconded by C. O’Brien that Rose Regimbald and Stephanie Dugdale be elected to the Board of Directors for a 3-year mandate and that Susan Lewis be elected for a 2-year term.
CARRIED UNANIMOUSLY

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.

Adjournment

AGM 08-06-18  It was moved by C. Griffiths and seconded by R. Regimbald to adjourn the meeting at 8:55 pm.
CARRIED UNANIMOUSLY

Cary O’Brien, President
Partnerships

Connexions received funding from the following organizations to develop and enhance its programs and outreach activities. Diverse funding ensured that we were able to address a wide range of needs and age groups for English-speakers in the region. (For more details: Annex A - 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.

<table>
<thead>
<tr>
<th>COMMITTEES / TABLE</th>
<th>TERRITORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partenaires du secteur</td>
<td>Aylmer</td>
</tr>
<tr>
<td>Comité Intersectoriel</td>
<td></td>
</tr>
<tr>
<td>Comité 0 - 5 ans</td>
<td></td>
</tr>
<tr>
<td>Prévention Action Jeunesse Aylmer</td>
<td></td>
</tr>
<tr>
<td>Hull en santé</td>
<td>Hull</td>
</tr>
<tr>
<td>Grand comité</td>
<td></td>
</tr>
<tr>
<td>Comité 0-5 ans Hull</td>
<td></td>
</tr>
<tr>
<td>IMPACTe Outaouais 0 - 5 ans</td>
<td>Regional</td>
</tr>
<tr>
<td>Table Éducation Outaouais</td>
<td>Regional</td>
</tr>
<tr>
<td>Chantier 0 - 5 ans</td>
<td></td>
</tr>
<tr>
<td>Sous-comité développement du langage</td>
<td></td>
</tr>
<tr>
<td>Chantier 16+</td>
<td></td>
</tr>
<tr>
<td>Table régionale contre la maltraitance des aînés</td>
<td>Regional</td>
</tr>
<tr>
<td>Table de concertation régional soutien à l’autonomie des personnes âgées RTS</td>
<td>Regional</td>
</tr>
<tr>
<td>Table de concertation local soutien à l’autonomie des personnes âgées RLS</td>
<td>Gatineau</td>
</tr>
<tr>
<td>Comité PROPEL</td>
<td>Regional</td>
</tr>
<tr>
<td>Table de développement social des Collines</td>
<td>MRC des Collines</td>
</tr>
<tr>
<td>Comité consultatif des Collines</td>
<td>MRC des Collines</td>
</tr>
</tbody>
</table>
ADVENTURES IN health careers FOR HIGH SCHOOL STUDENTS

Thanks to funding from McGill University, Connexions held its Adventures in Health Careers Day at Maniwaki Woodland High School. In a series of workshops and a Question and Answer Panel, 100 students had the opportunity to meet with various health and social services professionals, who were on-hand to answer questions about their jobs, training and the early stages of their career paths.

The Question and Answer Panel included a Registered Nurse and one of our past bursary recipients, who is now working at the Maniwaki Hospital; a Licenced Practical Nursing teacher in the Health Programs at the WQSB Pontiac Continuing Education Center and Western Quebec Career Center; a Social Worker in the Human Relations Office, First Nation Services, Centre intégré de santé et de services sociaux de l’Outaouais; and a Community Health Nurse in the Maternal Health Program, Kitigan Zibi Health & Social Services Centre.

Connexions also supported WQSB guidance counsellors and Heritage College staff by providing them information on a wide range of health and social services careers through its numerous tools, such as the pathways to Nursing Careers, Mental Health Careers and Therapy and Rehabilitation Careers, as well as a catalogue detailing 22 health and social services professions.
ATTRACTING bilingual health and social services professionals IN THE REGION

Thanks to McGill University’s Health & Social Services Community Bursary Program, Connexions was able to award five bursaries to bilingual students from the Outaouais enrolled in health or social services disciplines. The aim of this financial incentive is to improve access to health and social services in English by supporting future bilingual professionals to work within the Outaouais health and social services system. Since 2011 Connexions has awarded 27 bursaries to 25 students totalling an investment of $158,750.00.

PROGRAMS OF STUDY FOR THESE STUDENTS INCLUDED: NURSING, AUDIOLOGY, SOCIAL WORK, DOCTOR OF MEDICINE AND IMMUNOLOGY AND MICROBIOLOGY.
Outreach PROGRAMS & ACTIVITIES

An important aspect of Connexions’ work consists in offering information and referral on health and social services, as well as various activities for different age groups. These programs, information sessions and videoconferences allowed us to directly reach our clientele to promote healthy lifestyles and to provide information on existing services. (For more details: Annex A - Outreach Activities at a Glance)

Children, Youth & Families

The playgroup provided English-speaking parents and their children a space where they could meet and socialize with other parents with children in the same age group. The program aims to create a strong social network while promoting healthy lifestyles, early literacy, as well as fine and gross-motor skills.

Thanks to funding from our partnership table, Hull en santé, our qualified facilitator organized activities that encouraged physical activity and supported imagination and creativity, learning through play and building emotional confidence and resiliency.

Invited guests presented on a variety of topics related to early childhood development such as a Speech Therapist from the CISSS de l’Outaouais and a cellist from the National Arts Centre.

Thanks to an ongoing partnership with Cégep Heritage College, the playgroup continued to benefit from 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.

THE ITSY BITSY TOTS PLAYGROUP
BABY CHAT

New this year was our Baby Chat, which provided a place for English-speaking parents of infants up to 1 year to meet and chat with other parents and to learn more about their child’s development. The group met once a month and featured a guest speaker or activity on subjects such as transition to solid food, self-care for new parents, parent-baby yoga, and signing with baby.

Baby Chat was made possible due to our collaboration with Cégep Heritage College, and with funding from Avenir d’enfants through Hull en Santé.

20 FAMILIES WITH BABIES UNDER 1 YEAR

SCHOOL READINESS KITS FOR PRE-SCHOOLERS

Connexions produced 250 School Readiness Kits for English-speaking parents of the Outaouais to help them prepare their child for the transition from home or daycare to school, and thereby promote school success. The kits included information on parenting skills to help establish routines and promote healthy lifestyles, early literacy and where to access public and community health and social services.

A number of contributors and partners supported this initiative by providing various resources such as: Tip sheets developed by Heritage College’s ECCE students; Avenir d’Enfants’ early reader and their magazine on how to prepare for kindergarten; the Dairy Farmers of Canada; and, the Canadian Association of Family Resource Programs. The kits were distributed by the WQSB, various partner tables, social workers, daycares and other organizations who worked closely with English-speaking families.

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 stories of little ones and their families. The activity was registered and promoted on the Avenir d’enfants website.
Collaboration with the Western Québec School Board (WQSB)

Connexions collaborated with the WQSB to offer 3 information sessions to parents entitled: “Helping your Child Cope with Anxiety,” “Straight Talk About Cannabis,” and “How Can the Law Help Protect my Child with Special Needs?”

Connexions provided wrap-up articles with a summary of the events and resources shared, as well as a video of the presentations on their website and social media. New tools and tip sheets were developed for parents with up-to-date resources and information on various community organizations, as well as public health and social services and how to access these. We shared these tools and tip sheets at our different events, as well as the WQSB, who distributed them throughout their schools in the Outaouais region.

The tools included a magnet for youth on “Who to Call for Crisis Situations or for Emotional Supports;” a postcard for youth with “Tips on How to Communicate with Someone in Distress and Tips to Better Mental Health;” a list of “Online Resources and Guides for Parents on Cannabis and our Children / Youth” and a list of “Resources for Parents – Accessing Addiction Services.”

With funding from the CISSS de l’Outaouais, Connexions produced a new study: “Who are our 0-5 Year Olds? A Portrait of our English-Speaking Families and Children in the Outaouais Region.” The report takes into account recent studies such as the Enquête Québécoise sur le développement des enfants à la maternelle (EQDEM; October 2018) and sheds light on some of the realities and obstacles of this vulnerable, minority group. Connexions looks forward to implementing recommendations from this report with its partners so that English-speaking families and children have access to information, services and programs that address their needs and result in improved school success and overall well-being.
Connexions continued to offer its Parent Chat support group for parents of children, youth and adults with special needs. Parent Chat provided parents a place to meet, share experiences and learn about topics of interest. Special guests included a special needs yoga instructor, an Occupational Therapist and a Speech Therapist from the CISSS de l’Outaouais.

A Parent Chat Discussion Group on Facebook was created where parents can chat, share their stories and make inquiries about how to access services for their kids and where to find resources and information.

We created a number of publications for this support group including:

- “Paper Fidget Toys that Help Children Cope with Stressful Situations”;
- “Different Coping Strategies to Give you Inspiration”;
- “Mental Health Activity Cards for Children”;
- “What to Include in a Calm Down Kit for Kids and Youth”;
- “Monthly Mood Trackers”;
- “I am Grateful for… Activity Page”;
- “Words of Empowerment Mental Health Cards for Parents and Youth”;
- “Signs of caregiver burnout”;
- “Contact information on where to find legal, physical health and mental health supports in the region”.

“NAVIGATING MENTAL HEALTH, TOGETHER” COMMUNITY WORKSHOP

In collaboration with the Wakefield Youth Centre, Connexions offered a workshop for parents and youth on navigating mental health as a family. Parents and their children participated in a community supper, which included presentations by the founder of NoStigmas.org and an inspiring story about a family’s journey with mental health issues. Parents then took part in a workshop where they could share their own challenges and experiences with mental health lived within the family, while youth attended an art therapy workshop where they created their own masks.
Connexions continued to reach vulnerable youth and adults through its partnership with the Hull Adult Education Centre (HAEC), the Western Québec Career Centre (WQCC) and Western Québec School Board (WQSB) high schools.

In November, Connexions co-hosted its annual Health and Wellness Forum with the HAEC for over 150 young adults. Activities included 5 workshops on:

- Healthy Eating, Healthy Minds on how to create simple recipes on a low budget. (HAEC)
- Navigating relationships: Social Media, Sexting and You. (L'Autre Chez Soi)
- Tools to manage stress and anxiety. (WQSB Social worker)
- Meditation, yoga and physical activity. (Yoga instructor)
- Overcoming addictions. (Portage Drug Addiction Rehabilitation Treatment Centre. Students shared their powerful story of drug abuse and how the Portage program helped them.

Other community organizations, including L’Apogée, l’AQETA, Le Bras, the Service de police de la Ville de Gatineau, Donne-toi une chance, West Quebec Literacy Council (WQLC), the WQCC and Connexions provided kiosks with information on accessing services and healthy lifestyles.
VIDEOCONFERENCE SESSIONS
Through the Community Health Education Program (CHEP), Connexions provided videoconference sessions on various topics targeting English-speaking seniors such as Sleep, Sugar & Salt (Healthy Eating) and Life Losses.

Seniors’ Outreach

JOG YOUR MIND WORKSHOPS FOR SENIORS IN DES COLLINES
This year, Connexions collaborated with the Wakefield Golden Age Club and community volunteers to offer Jog your Mind Workshops to seniors in Wakefield. These workshops offered information on how aging and other factors can affect memory, the different types of activities that can help stimulate the mind, as well as useful tips 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.
SERVICES & PROGRAMS
INFORMATION SESSION
FOR SENIORS IN BUCKINGHAM

In collaboration with the Centre action générations des aînés (CAGA) and Service Canada, we welcomed a Specialist in Senior Services from the Citizen Services Program Delivery and Mobile Outreach for Services Canada - Government of Canada, who spoke to attendees about the available government programs and services available to them including the Old Age Security pension.

PROTECTION MANDATES:
NAMING SOMEONE TO ACT FOR YOU INFORMATION SESSION IN GATINEAU

With funding from Éducaloi and through a partnership with the St. Mark’s Catholic Women’s Guild, Connexions offered a workshop on protection mandates for seniors. A jurist from the Centre de justice de Proximité (CJPO) presented legal information about mandates in plain language and answered many questions from the participants.
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. We hosted twelve Information sessions and participated at five consultations held by the Table des aînés du Pontiac, reaching 402 community members who received information on the role and contributions of caregivers for seniors. We also trained five Beacon volunteers from Bryson, Chapeau, Fort-Coulonge, Otter Lake and Shawville.

Caregivers’ Outreach in the Pontiac

Connexions offered two Caring for Caregivers in our Community Information Sessions in Campbell’s Bay and Fort-Coulonge. Participants had the opportunity to learn about the challenges and benefits of being a caregiver for a senior and how to set priorities in order to continue being an active caregiver. We also welcomed two pharmacists from the Campbell’s Bay and Fort-Coulonge areas who spoke about services offered at their pharmacy and their new, extended advisory role.

CELEBRATING CAREGIVERS DURING CAREGIVER WEEK

AN AFTERNOON PLAY FOR CAREGIVERS: “LOSING CONTROL” BY THE THÉÂTRE LA BELLE GANG

To celebrate National Caregivers Week in November, Connexions invited caregivers and their families to a play, “Losing Control” by the Théâtre la Belle Gang. The play was a touching tale about the realities of caring for a loved one with Alzheimer’s Disease, shedding light on the role of the caregiver and the importance of supporting them and ensuring their well-being.

FINDING PEACE WHEN FACING LOSS AS A CAREGIVER

This session was also held during National Caregiver Week in Chapeau and focused on finding peace when facing various types of loss as a caregiver and how to build one’s emotional health and resiliency.
MENTAL HEALTH FIRST AID

Connexions offered two Mental Health First Aid (MHFA) training sessions in Gatineau and Chelsea. An experienced MHFA trainer, from 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, videos, the comprehensive MHFA training manual and many questions from participants, attendees gained confidence and the skills to engage someone with an emerging mental health problem or in a crisis. The training successfully provided greater recognition of mental health illnesses and decreased stigma.

TAX RETURN CLINIC

Again this year, Connexions offered a free tax return clinic for individuals with low to moderate incomes. Through the Community Volunteer Tax Program and with the invaluable support of a community volunteer, 40 income-tax returns were filed. This initiative also allowed vulnerable clienteles such as single mothers, isolated seniors and new immigrants to be aware of Connexions and its services.

MENTAL HEALTH WORKSHOP: ONE STEP AT A TIME

In collaboration with CAP Santé Outaouais, a mental health workshop was offered to community members in the Gatineau area. The workshop highlighted the importance of setting small goals, of creating healthy boundaries for themselves and others, as well as sharing roles and taking responsibilities within our larger community. The session ended with the creation of a Community Mosaic where each member of the group drew a picture of or wrote-down their goals, aspirations and future hopes to help them improve their mental health.

44 ATTENDEES
Information Inquiries
APRIL 2018 TO MARCH 2019

The English-speaking community continues to turn to Connexions for information on health and social services. This year Connexions received 254 inquiries compared to 235 last year.

The majority of inquiries are received by telephone, but each year more and more people contact Connexions by email and now by Messenger on Facebook.

We have also seen an increase in out-of-province inquiries (8% this past year from 4% in 2017-2018), mostly from organizations or institutions in Ottawa looking for information to serve their Québec clients.

Women continue to contact Connexions more than men. Organizations are increasingly making inquiries on behalf of their clients, especially social workers from the CISSS de l’Outaouais.
Parents and seniors are the client groups that more frequently contact Connexions for information, followed by caregivers and organizations. For the first time, we are seeing more youth calling to inquire about services.

People find Connexions most often via the Internet, followed by word of mouth, a referral from another organization or the CISSS de l’Outaouais, Facebook or from one of our events. We still have a good base of people who already know about Connexions, who are on our mailing list or are a repeat client.

Despite the increased access to a family physician we continue to receive inquiries on how to access a family doctor and the waiting list, as well as for walk-in clinics and questions related to the RAMQ and medical coverage.

Almost three-quarters of inquiries are related to social services. Services related to mental health, children with special needs and anxiety and parenting skills continue to increase in demand. Support and activities for isolated seniors is also on the rise.
Communications Activities

Connexions’ Newsletter is e-mailed to **537 SUBSCRIBERS** via MailChimp and sent by mail or distributed at events to **285 READERS**.

Connexions published **425 NEWS ITEMS** on the website, on social media and in the quarterly newsletter. These included news articles on access to services, Connexions event information and wrap-up articles with event summaries and resources shared, as well as information, activities and events from partner organizations.

Connexions’ website saw a **MARKED INCREASED** in the number of visits to the website (at **20,036**) and unique visitors (at **17,582**).

Our social media has also seen huge growth. Main Connexions Facebook: **624 FOLLOWERS**
Itsy Bitsy Tots Playgroup page: **223 MEMBERS**
Parent Chat Facebook page: **53 MEMBERS**
Newly created 50+ Chat page: **29 MEMBERS**

To date our Main Connexions Facebook page has reached **105,901 INDIVIDUALS** and community organizations who have read our news items and events posters, as well as engaged **8,820 READERS** and community organizations that have Liked, Shared and Commented on our news items and events posters.

To date our Twitter account has reached **50,317 INDIVIDUALS**, had **425 PEOPLE** visit our profile and we are now at **80 FOLLOWERS**.
ANNEX A

Outreach Activities at a Glance
<table>
<thead>
<tr>
<th>PROGRAM /ACTIVITY</th>
<th>DATES</th>
<th>LOCATION</th>
<th>VOLUNTEERS</th>
<th>PARTICIPANTS</th>
<th>PARTNERS</th>
<th>DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Future Belongs to Me (Mon avenir m'appartient) (Kiosk)</td>
<td>May 11, 2018</td>
<td>Gatineau</td>
<td>Parents and youth with special needs</td>
<td>Connexions shared information on accessing services for youth with special needs who are transitioning to adulthood.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Itsy Bitsy Tots Playgroup</td>
<td>September 2018 to June 2019</td>
<td>Heritage College</td>
<td>10 parents 12 students</td>
<td>35 families with children 0-4</td>
<td>Funding from Avenirs d'enfants via Hull en Santé Cégep Heritage College. (Space)</td>
<td></td>
</tr>
<tr>
<td>Baby Chat</td>
<td>October 2018 to May 2019</td>
<td>Heritage College</td>
<td>3 presenters</td>
<td>20 families with babies under 1 year</td>
<td>Baby Chat is a monthly get-together for parents of infants up to 1 year to meet and chat.</td>
<td></td>
</tr>
<tr>
<td>Health and Wellness Forum Hull Adult Education Centre (HAEC)</td>
<td>November 14, 2018</td>
<td>Hull</td>
<td>150 young adults attending HAEC</td>
<td>HAEC and participating organizations</td>
<td>Connexions co-hosts this forum annually with the HAEC. This year focused on mental health and access to services for young adults.</td>
<td></td>
</tr>
<tr>
<td>Parent Chat: Support Group for parents with children with special needs</td>
<td>September 2018 to June 2019, once per month</td>
<td>Philemon Wright High School</td>
<td>2 health professionals (Speech and Occupational Therapists) A registered yoga instructor</td>
<td>5-12 parents per session</td>
<td>The support group provides parents of children with special needs a place to meet, share experiences and learn about topics of interest.</td>
<td></td>
</tr>
<tr>
<td>Adventures in Health Careers</td>
<td>November 28, 2018</td>
<td>Maniwaki Woodland School</td>
<td>4 health professionals</td>
<td>100 students at Maniwaki Woodland High School and Maniwaki Adult Education Centre</td>
<td>Maniwaki Woodland School and participating organizations</td>
<td>Workshops to promote careers in health and social services and a Q&amp;A panel with 4 health professionals: a social worker, 2 nurses and a licensed practical nurse (LPN), all working in public institutions.</td>
</tr>
<tr>
<td>PROGRAM /ACTIVITY</td>
<td>DATES</td>
<td>LOCATION</td>
<td>VOLUNTEERS</td>
<td>PARTICIPANTS</td>
<td>PARTNERS</td>
<td>DETAILS</td>
</tr>
<tr>
<td>-------------------</td>
<td>--------------</td>
<td>----------</td>
<td>------------</td>
<td>-------------------------------------</td>
<td>----------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Parent Conference: Helping Your Child Cope with Anxiety</td>
<td>November 28, 2018</td>
<td>WQSB</td>
<td></td>
<td>52 parents and teachers on site and 3 parents by video conference at St. Michael's school in Low, QC</td>
<td>WQSB</td>
<td>Conference for parents that provided strategies to help reduce stress and anxiety for their child.</td>
</tr>
<tr>
<td>Straight Talk About Cannabis</td>
<td>February 6, 2019</td>
<td>WQSB</td>
<td></td>
<td>35 parents and WQSB staff</td>
<td>WQSB, Sûreté du Québec, Canadian Centre on Substance Use and Addiction (CCSA)</td>
<td>Conference on cannabis and youth.</td>
</tr>
<tr>
<td>Western Quebec Career Centre Health (WQCC) Expo (Kiosk)</td>
<td>February 12, 2019</td>
<td>WQCC</td>
<td></td>
<td>60 young adult students</td>
<td>WQCC</td>
<td>Shared information on how to access to health and social services, smoking cessation and legal resources from Éducaloi.</td>
</tr>
<tr>
<td>How Can the Law Help Protect my Child with Special Needs?</td>
<td>February 19, 2019</td>
<td>WQSB</td>
<td>2 students from Ottawa University's Pro Bono Program</td>
<td>14 parents</td>
<td>Ottawa University Éducaloi</td>
<td>Two students presented on the legal rights of children when they reach the age of 14 and 18, the role of parents who act on their behalf, and what parents can do to ensure their child is protected.</td>
</tr>
<tr>
<td>Navigating Mental Health, Together</td>
<td>March 22, 2019</td>
<td>Wakefield</td>
<td>2 community volunteers</td>
<td>17 parents 25 youth</td>
<td>Wakefield Youth Centre</td>
<td>Workshop for parents and youth on navigating mental health as a family.</td>
</tr>
<tr>
<td>School Readiness Kit</td>
<td>April-May 2019</td>
<td>Outaouais</td>
<td>4 High School students</td>
<td>250 families with children 3-5 years</td>
<td>Heritage College WQSB</td>
<td>Connexions produced 250 school readiness kits to support the transition to school and to promote school success.</td>
</tr>
</tbody>
</table>
# SENIORS AND CAREGIVERS

<table>
<thead>
<tr>
<th>PROGRAM / ACTIVITY</th>
<th>DATES</th>
<th>LOCATION</th>
<th>VOLUNTEERS</th>
<th>PARTICIPANTS</th>
<th>PARTNERS</th>
<th>DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHEP VIDEOCONFERENCES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>WQSB provided free space and videoconferencing</td>
<td></td>
</tr>
<tr>
<td>Sleep</td>
<td>June 13, 2018</td>
<td>WQSB</td>
<td>9 seniors</td>
<td></td>
<td></td>
<td>Information on the reasons for poor sleep and how to create an appropriate sleep environment for better sleep.</td>
</tr>
<tr>
<td>Salt and Sugar</td>
<td>September 26, 2018</td>
<td>WQSB</td>
<td>11 seniors</td>
<td></td>
<td></td>
<td>Information on why you need salt and sugar, where to get it in your diet, how much to consume and how to read nutrition labels.</td>
</tr>
<tr>
<td>Life Losses</td>
<td>October 24, 2018</td>
<td>WQSB</td>
<td>10 seniors</td>
<td></td>
<td></td>
<td>A grief counsellor explained the grieving process and shared tools and strategies to best support the various life losses.</td>
</tr>
<tr>
<td>Pontiac Caring Community Initiative</td>
<td>April 2018 to March 2019</td>
<td>Shawville, Chapeau, Fort-Coulonge, Campbell's Bay</td>
<td>2 pharmacists 9 Beacon volunteers</td>
<td>402 people received information on the role and the contribution of caregivers for seniors 9 community members received training to become Beacon volunteers</td>
<td>APPUI Outaouais Municipalities of Shawville Chapeau Fort-Coulonge Campbell's Bay</td>
<td>The project aims to lessen isolation and burn-out among caregivers for seniors and to raise awareness within the entire community. Twelve general information sessions were held for the general public and two for caregivers. Three training sessions were held to train nine community members as Beacon volunteers to help identify caregivers.</td>
</tr>
<tr>
<td>Finding Peace when Facing Loss as a Caregiver</td>
<td>November 8, 2018</td>
<td>Chapeau</td>
<td>2 seniors</td>
<td>15 seniors</td>
<td>APPUI Outaouais Municipality of Chapeau</td>
<td>Information session on how to build emotional health and resilience when faced with different life losses associated with caregiving.</td>
</tr>
<tr>
<td>Losing Control: a play by seniors about caregivers</td>
<td>November 3, 2018</td>
<td>Shawville</td>
<td>45 seniors</td>
<td></td>
<td>APPUI Outaouais Pontiac High School</td>
<td>During Caregivers Week, Connexions hosted the play “Losing Control”, by the Théâtre la belle gang. The play sheds light on the role of the caregiver while highlighting the importance of supporting them and ensuring their overall well-being.</td>
</tr>
<tr>
<td>Jog Your Mind Workshops</td>
<td>October 31, and November 7, 14 and 21, 2018</td>
<td>Wakefield</td>
<td>2 seniors</td>
<td>24 seniors</td>
<td>Wakefield Golden Age Club</td>
<td>A series of 4 workshops for seniors that provided practical tips to strengthen memory and promote a healthy lifestyle. The information and activities were adapted and delivered by a retired nurse.</td>
</tr>
<tr>
<td>Services and Program for Seniors</td>
<td>November 29, 2018</td>
<td>Buckingham</td>
<td>4 seniors</td>
<td>24 seniors</td>
<td>Centre action générations des aînés (CAGA) and Service Canada</td>
<td>This information session provided seniors with information on government services available to seniors such as the Old Age Security pension.</td>
</tr>
<tr>
<td>Protection Mandates: Naming Someone to Act for You</td>
<td>March 13, 2019</td>
<td>Aylmer</td>
<td>5 seniors</td>
<td>42 seniors</td>
<td>Éducaloi St. Mark’s Catholic Women’s Guild CJPO</td>
<td>A jurist from the Centre justice de proximité (CJPO) provided information on protection mandates for seniors.</td>
</tr>
</tbody>
</table>
### All Ages

<table>
<thead>
<tr>
<th>Program/Activity</th>
<th>Dates</th>
<th>Location</th>
<th>Volunteers</th>
<th>Participants</th>
<th>Partners</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Step at a Time</td>
<td>May 7, 2018</td>
<td>WQSB</td>
<td>2 (Tel-Aide Outaouais and L'Envol S.R.T.)</td>
<td>11 adults</td>
<td>CAP Santé Outaouais WQSB</td>
<td>This mental health workshop was held during National Mental Health Week.</td>
</tr>
<tr>
<td>Mental Health First Aid</td>
<td>October 13 and 27, 2018</td>
<td>WQSB</td>
<td></td>
<td>20 adults</td>
<td>WQSB</td>
<td>Connexions offered a two, 2-day workshops facilitated by an experienced trainer from the Canadian Mental Health Association.</td>
</tr>
<tr>
<td></td>
<td>February 23 and March 9, 2019</td>
<td>Chelsea</td>
<td></td>
<td>24 adults</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax Return Clinics for individuals with low income</td>
<td>February to May 2019</td>
<td>Connexions</td>
<td>2</td>
<td>40 students, adults and seniors</td>
<td></td>
<td>Connexions participated in Revenue Canada and Revenue Québec’s Volunteer Tax Clinic program to offer a free income tax clinic for individuals with low-income.</td>
</tr>
</tbody>
</table>