

ANNUAL REPORT

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.....
your link to a healthy community

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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.

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COMMUNITY COORDINATOR

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DRAFT ANNUAL GENERAL
MEETING MINUTES
(2018-2019)

Message from the President

I am pleased to present Connexions' Annual Report which highlights the organization's accomplishments in 2019– 2020. Each year, I am truly amazed by the number of programs and activities implemented to support the delivery of health and social services for the English-speaking community across the Outaouais.

Our report highlights the diversity of our activities from early childhood to seniors. In early 2019, with funding from the CISSS de l'Outaouais, Connexions produced a study that focused on 0-5 year olds, a portrait of our English-speaking families and children in our region. Connexions will be implementing recommendations from this report in collaboration with our partners that will result in improved school success and overall well-being.

With our partners we were able to present a play that highlighted scenarios of elder abuse. To a full house, the actors were able to explore and raise awareness of different types of elder abuse as well as give audience members opportunities to acquire skills that could help prevent this abuse.

We live in challenging and uncertain times. The year ended with the start of a pandemic that impacted us all. While Connexions closed its office in mid-March 2020, our team members quickly adapted to the challenges of working remotely. With physical distancing and public gathering restrictions the team successfully implemented a virtual approach to program delivery.

Now more than ever, our community looks to us to assist them during these periods of uncertainty. Danielle and her team are to be commended for their hard work and commitment to our community and the resilience they have shown throughout these trying times. A special thanks to all our partners and volunteers that continue to work with us in achieving our goals. Your support allows us to continue our mission to serve and promote the health, well-being and vitality of the English-speaking population in our community.

Cary O'Brien
President

Message from the Executive Director

Over the past year, we were able to enhance our presence in two rural MRCs, Pontiac and des Collines, as this helps us to better understand our communities' needs and to work with organizations serving those communities. Thanks to our networking and representation activities we maintained and developed new partnerships. Many thanks go to Connexions' staff who rose above and beyond to make sure that our programs continued to meet the needs of the English-speaking community. Although we faced a challenging situation due to the pandemic, we were able to quickly adapt to this new reality and continued to serve and inform our community.

Danielle Lanyi
Executive Director





Partnerships

Connexions received funding and partnered with the following organizations to develop and enhance its programs and outreach activities. Diverse funding ensured that a wide range of needs and age groups addressed the needs of English-speakers in the region.



The views expressed herein do not necessarily represent the views of the gouvernement du Québec.



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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 ÉDUCATION OUTAOUAIS

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HULL EN SANTÉ

ATTRACTING Bilingual Health & Social Services Professionals TO THE OUTAOUAIS REGION

McGill University's Health & Social Services Community Bursary Program aims to improve access to health and social services in English by supporting bilingual students in their post-secondary studies and encouraging them to work within the Outaouais health and social services system.

Since 2011

Connexions awarded 27 scholarships

To 28 students from the Outaouais

Totalling an investment of \$183,750

PROGRAMS OF STUDY: PHARMACOTHERAPY, SPEECH AND LANGUAGE PATHOLOGY, NURSING, IMMUNOLOGY AND MICROBIOLOGY, COMMUNITY HEALTH, AUDIOLOGY, SOCIAL WORK, DOCTOR OF MEDICINE.

Connexions awarded \$25,000 through the Health and Social Services Community Bursary Program to support three students in the completion of their studies.

Congratulations to our 2019 Bursary Recipients



MAELIE PLASESKI
Heritage College, NURSING



JULIEN PRÉVOST
Université de Montréal,
Masters in
ADVANCED PHARMACOTHERAPY



ISABELLA POITRAS
McGill University, MScA
SPEECH AND LANGUAGE
PATHOLOGY

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children, youth AND families

An important aspect of Connexions' work consists in offering information and referral on health and social services and organizing various activities for different age groups. These programs, information sessions and videoconferences allow us to directly reach our clientele to promote healthy lifestyles and to provide information on existing services.

For more details about any of the Outreach Programs & Activities in the following pages, please see the Annex: Outreach Activities at a Glance.

THE ITSY BITSY TOTS PLAYGROUP

Our Itsy Bitsy Tots Playgroup provides a weekly drop-in program for children aged 0-5, their parents and caregivers. The space is a safe, nurturing, learning environment where children and their families are encouraged to connect with their peers and engage in fun activities.

core services included

Supporting early learning and development by offering:

- Free-play activity centres to encourage children to explore the world around them through meaningful play (i.e., play kitchen with wooden food, cutting boards and play utensils for stirring, cutting and serving-up their cooking creations; puppet theatre with hand puppets for imaginative play, role playing and storytelling; train tracks and blocks for fine-motor play and spatial reasoning skills; library of books for literacy skills; and sensory table filled with different textured medium such as water and ice, sand and even dried pasta and cereal so children can dig, dump, swim with animals and climb icy mountains).

- Facilitated theme-based programming and welcomed special guests to host fun activities for the children (i.e. yoga, crafts, circle-time with sing-alongs and storytelling, music with guest drummer from Flow drumming).



Provided space for parents to meet and socialize with other parents with children of the same age group.

Enriched adult-child interactions, supported parents and caregivers in their roles and offered information and resources on specific health and social services within the Outaouais (i.e., guest Speech Therapist from the CISSS de l'Outaouais).

highlights

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

* 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.

* As part of Québec's provincial campaign to bring attention to early childhood development, Connexions participated in the Grande semaine des tout petits 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.

BABY CHAT

Baby Chat 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 a specific topic.

core services included

Enriched adult-infant interactions, supported parents in their roles and offered information and resources on specific health and social services within the Outaouais (i.e., how babies move, tummy time, self-care for new parents, parent-baby yoga, signing with baby, pelvic health).

Provided space for parents to meet and socialize with other parents who also had infants.



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.

highlights

* The kits were distributed by the WQSB, various partner tables, daycares and other organizations who worked closely with English-speaking families.

* 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.

REPORT ON ENGLISH-SPEAKING FAMILIES AND CHILDREN AGED 0-5 IN THE OUTAOUAIS

Thanks to 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.



highlights

* Connexions will be 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.

COLLABORATION WITH THE WESTERN QUÉBEC SCHOOL BOARD (WQSB)

In January 2020, Connexions took part in a 2-day WQSB Kindergarten Registration. Our kiosk included information about Connexions and how to access health & social services in the Outaouais. We also shared information on how to prepare a child for kindergarten, parenting tip sheets, and lists of children's books on various subjects (i.e., kindness and empathy, starting kindergarten, loss & death, etc.). We also set-up a play area with different literacy-based activities for visiting children and organized a Book Giveaway for parents at the WQSB schools within the Gatineau area. Schools in the outlying areas received a Kinder Kit with sample publications to share with parents, as well as a copy of the book, *The Invisible String*, to organize their own Book Giveaway.

Connexions collaborated with the Western Québec School Board (WQSB) to offer 4 information sessions to parents and school staff entitled: "Self-Esteem & Healthy Body Image," "Cyber-Violence in Teen Intimate Relationships," "Social Networking and Online Safety" and "Untying the Legal Knot: Divorce & Separation." We also took part in two Services Fair & Kiosks for Community Organizations at the Lord Aylmer School in September during their Back-to-School BBQ and also in February during their Family Literacy Day & Book Fair.

core services included

Shared advice and resources from partners and experts in the field on specific health and social services within the Outaouais.

Posted a summary of these events, presenter's discussion points and resources shared on the Connexions website and social media for families and school staff who could not attend or wanted more detailed information.

Developed new tools and tip sheets 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. 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;" Lists of Books for Children (Starting Kindergarten; Grief & Loss; Kindness & Empathy; Perseverance) and Teens (Transitions & Choices; Grief & Loss; Kindness & Empathy; Perseverance); Calm Down Mental Health Cards for the Mental Health & Calm Down Kits.

highlights

- * The WQSB provided the venue for these information sessions, which included videoconferencing technologies.
- * The WQSB distributed our resources throughout their schools in the Outaouais region.

PARENT CHAT SUPPORT GROUP

Connexions continued to offer its Parent Chat support group for parents of children, youth and adults with special needs.

core services included

Provided a safe space for parents 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.

Created 30 Calm Down Kits that were distributed to parents during our Workshop on ADHD & Anxiety, which included our mental health cards and calm down tools (pinwheel, bubbles, lavender scented play-doh, bubbler, etc.)

highlights

- * Provided parents the opportunity to watch online Webinars together on various topics, including ADHD & Anxiety and Self-Regulation & Anxiety. This was well received by participants (parents, WQSB staff, Daycare Providers and ECCE Students) who looked forward to attending more of these types of get-togethers in the future.

CONNEXIONS KIOSK REACHING YOUTH AND THEIR PARENTS

Connexions attended a number of kiosk events throughout the year to speak directly to youth and their parents, to promote healthy lifestyles and to provide information on existing health and social services within the Outaouais.

highlights

- * The events provide an opportunity to network with various professionals within the health and social services system (CISSS de l'Outaouais), the Western Québec School Board, Cégep Heritage College, the Western Québec Career Centre, and local community organizations including, l'Apogée, Le Bras, L'Autre Chez Soi, Western Québec Literacy Council, Portage Drug Addiction Rehabilitation Treatment Centre.



HEALTHY LIFESTYLES & ACCESS TO SERVICES FOR YOUTH AND ADULTS

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.

highlights

* During this day event, Connexions helped to organize 5 workshops for the students:

- “Healthy Eating, Healthy Minds” on how to create simple recipes on a low budget. (HAEC)
- Tools to manage stress and anxiety (WQSB Social worker)
- Human Trafficking (PACT – Ottawa)
- Meditation, yoga and physical activity (Yoga instructor)
- Overcoming addictions. (Four students from the Portage Drug Addiction Rehabilitation Treatment Centre shared their powerful story of drug abuse and how the Portage program helped them deal with the issues that lead them to taking drugs).
- Drumming for good mental well-being (Drummer from Flow Drumming)



My Future Belongs to Me

Connexions attended the second annual Services Fair, My Future Belongs to Me, organized by the CISSS de l’Outaouais. The day event was hosted for professionals and school staff who work with youth with an intellectual deficiency, a physical disability and/or are on the autism spectrum and their parents. The focus of this event was about helping youth transition to adulthood with information on workforce integration, post-secondary education and social activities, as well as CISSS de l’Outaouais’ and its services.

Connecting with Students and their Parents during the WQSB Career Event at D’Arcy McGee

At our kiosk, we had the opportunity to talk to students about our Bursary Program, as well as the different educational and career pathways in the health and social services sector. We shared information about Careers in Law from Éducaloi and pointed students and parents to Éducaloi’s Website and the Éducaloi Youth Zone so they could learn more about their rights and Québec law.





senior **AND** caregiver outreach

Connexions continues to remain committed to listening and responding to the concerns of older adults and caregivers of seniors, providing them with plain language information to help them make informed decisions, and staying connected with our community and public health partners who assist us in the delivery of activities, which help us better support and enhance the independence and well-being of seniors and caregivers.

core services included

Listen to, involve and engage both seniors and caregivers to help them define their needs and provide meaningful information and referrals to services and programs that can assist them.

Empowering seniors and caregivers through an increased awareness of their rights and expanding their knowledge and skills towards better health.

Better understand the realities of seniors and caregivers, their needs and the gaps in services, and ensure their concerns are raised and discussed during consultations at the different Tables and Committees to influence policies and programs.

Collaborate with community and public health partners to proactively outreach to the most vulnerable, isolated and at-risk seniors and caregivers in the Outaouais.

highlights

* Connexions has continued to provide awareness on elder abuse for both seniors and caregivers within the Outaouais. We are fulfilling our role to disseminate information about elder abuse, as well as exploring different partnerships to bring the issues to the forefront.



VIDEOCONFERENCE SESSIONS

Through the Community Health Education Program (CHEP), Connexions provided videoconference sessions on various topics targeting English-speaking seniors on :

- “Services for Seniors,”
- “Diabetes – What’s New” and
- “Women’s Heart Health.”

LEGAL INFORMATION SESSIONS

Wills: Planning for Peace of Mind

With funding from Éducaloi and through a partnership with the Wakefield Golden Age Club, Connexions offered a workshop on wills and protection mandates for seniors. A jurist from the Centre de justice de Proximité (CJPO) presented legal information about wills and protection mandates in plain language and answered many questions from the participants.



Medical Assistance in Dying (MAID)

With funding from Éducaloi and through a partnership with Pro Bono Canada, Connexions offered a workshop on Medical Assistance in Dying for seniors. Two volunteer law students from the University of Ottawa shared information on end-of-life care, including palliative care and medical assistance in dying.

CELEBRATING CAREGIVERS DURING CAREGIVER WEEK

To celebrate National Caregiver Week in November, Connexions offered two information sessions on "Coping with Stress" in English (Shawville) and French (Fort-Coulonge). Participants learned about resiliency-based strategies that could help them regain balance and joy in their daily life and avoid burn-out or emotional and mental exhaustion.



THE PONTIAC CARING COMMUNITY PROJECT FOR ENGLISH-SPEAKING CAREGIVERS FOR SENIORS

Thanks to funding from APPUI Outaouais, Connexions continued to raise awareness on the needs and the important role of caregivers for both English and French speaking communities in the Pontiac. Our strategy this year focused on raising awareness of the community through presentations to social clubs as well as for staff and volunteers who have direct contact with caregivers such as the Maison de la famille in Quyon, the MRC Pontiac mayors and the firefighters in Shawville. Results of the project demonstrated that caregivers are reticent to ask for help, which underscores the need to continue to find strategies to identify isolated caregivers and to encourage them to seek help.

ELDER ABUSE

Information Session on Elder Abuse: Financial Fraud and Scams

To highlight World Elder Abuse Awareness Day (June 15), Connexions hosted an information session on elder abuse, financial fraud and scams. Two jurists from the Centre de Justice de Proximité de l'Outaouais (CJPO) presented legal information on financial fraud and scams and answered questions from participants. The session also included a presentation of an excerpt from the film "A House Divided."

Seniors Outreach Initiative for vulnerable and isolated seniors (ITMAV)

Thanks to funding from the Ministère de la santé et des services sociaux, Connexions implemented this initiative in the Aylmer sector of the City of Gatineau targeting both English and French vulnerable and isolated seniors. We accompanied a total of sixty six seniors towards public and community services.

Non-Verbal Play: "Towards a Culture of Respect"

Thanks to the collaboration with the Provincial and Regional Tables against elder abuse Connexions hosted a non-verbal play, "Towards a Culture of Respect" presented by RECAA. Actors from RECAA (Respecting Elders Communities Against Abuse) began the afternoon with several ice-breaker activities. This was followed by an interactive, non-verbal forum play where the actors played out the different scenes with expressions and movements only, while the story was narrated in English in the background. A discussion of the characters then followed, where participants had the chance to re-enact the scenes, explore and raise awareness of different types of elder abuse, as well as acquire and share skills that could help them prevent elder abuse and change the story-line. The afternoon ended with a look at the various resources available to seniors within the Outaouais.

Non-Verbal Play where participants had the chance to re-enact the different scenes.



MENTAL HEALTH WORKSHOP: EXPLORING MEANS SEEING THINGS DIFFERENTLY

In collaboration with CAP Santé Outaouais, a mental health workshop was offered to community members in the Gatineau area. The workshop offered an opportunity for community members to explore different strategies to promote their individual and collective well-being. This was an interactive workshop that helped participants see things (i.e., life experiences, challenges, etc.) differently and to accept our own and other people's personal needs and realities so as to build a more thoughtful, supportive and positive environment for themselves and the community.



MENTAL HEALTH & WELLNESS FORUM MANIWAKI WOODLANDS SCHOOL

Connexions collaborated with Maniwaki Woodlands School to co-host a Mental Health and Wellness Forum in January 2020. Connexions' Community Coordinator met with eighty students to promote strategies for maintaining mental health. The students received our postcard with information on mental health tips and a magnet with resources.



CONSULTATION BY THE SECRETARIAT FOR RELATIONS WITH ENGLISH-SPEAKING QUEBECERS

Connexions was especially pleased to host the Secretariat for relations with English-speaking Quebecers' provincial consultation targeting the Outaouais and Abitibi-Témiscamingue regions. Danielle Lanyi welcomed Christopher Skeete, the Parliamentary Assistant to the Premier for Relations with English-speaking Quebecers, and a number of organizations from the Outaouais and Abitibi-Témiscamingue regions to discuss the needs and concerns of the English-speaking population during this consultation tour. This was an opportunity for Connexions to share our regional concerns with Mr. Skeete with the aim of improving relations with the government of Québec.

Mr. Christopher Skeete, Parliamentary Assistant to the Premier for Relations with English-speaking Quebecers, and Danielle Lanyi, Connexions' Executive Director (As pictured left to right)

Information Inquiries

APRIL 2019 TO MARCH 2020

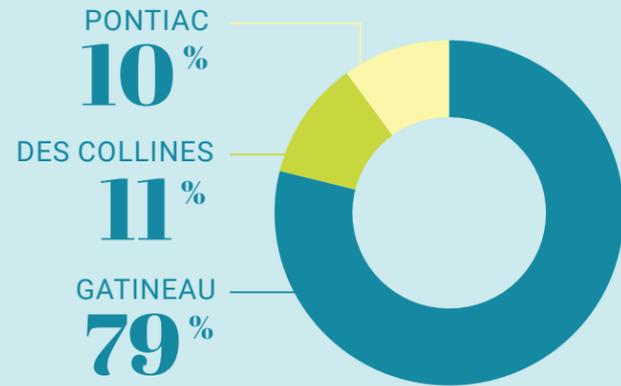
The English-speaking community continues to turn to Connexions for information on health and social services.

THIS YEAR CONNEXIONS RECEIVED **404** INQUIRIES COMPARED TO **254** LAST YEAR

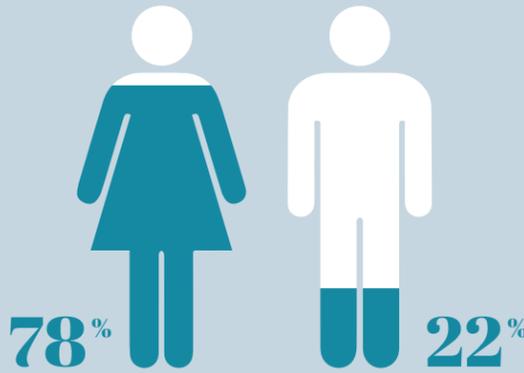


66%

The majority of inquiries are received by telephone (66%), but each year more and more people contact Connexions by email (30% in 2018-19).



Three-quarters of the inquiries were from residents of Gatineau (79%) followed by des Collines (11%) and Pontiac (10%). We have also seen an increase in out-of-province inquiries mostly from organizations or institutions in Ottawa looking for services for residents living in the Outaouais.

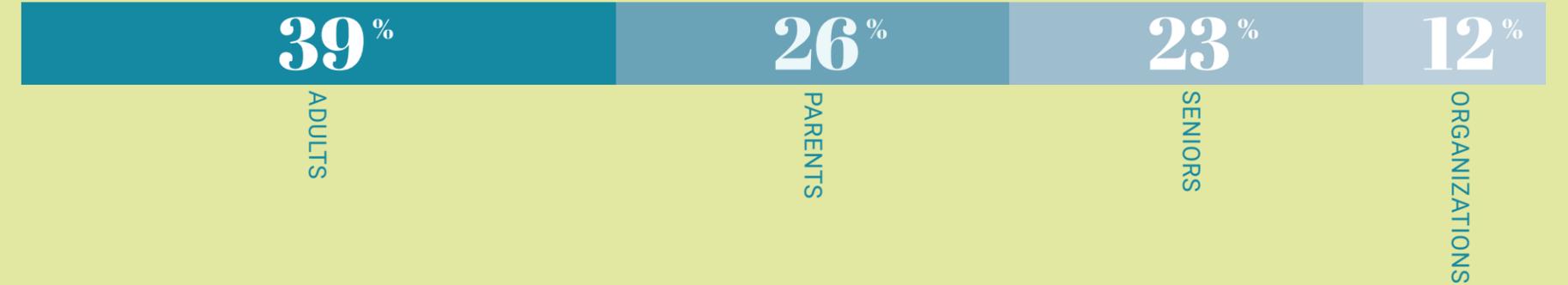


Women continue to contact Connexions (78%) more than men (22%).

Over 70% of inquiries are related to social services.

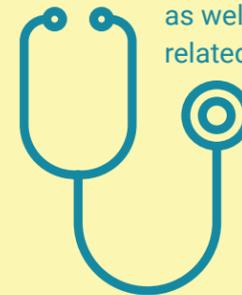
- services related to mental health (22%)
- children with special needs and anxiety (19%) continue to increase in demand
- support and activities for isolated seniors is also on the rise

Who contacts Connexions for information?



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 RAMQ and coverage (22%).



How did they hear about us?

- PEOPLE FIND CONNEXIONS MOST OFTEN VIA
- the Internet (website and social media, 55%)
 - word of mouth (16%)
 - referral from another organization or the CISSS de l'Outaouais (13%)
 - from one of our events (1%)
 - we still have a good base of people who already know about Connexions, are on our mailing list or are a repeat client (15%)

Communications Activities

Connexions' Newsletter is e-mailed to **608 SUBSCRIBERS** via MailChimp and sent by mail or distributed at events to **231 READERS**.



Our social media has also seen huge growth.
Main Connexions Facebook: **859 FOLLOWERS**
Itsy Bitsy Tots Playgroup page: **336 MEMBERS**
Parent Chat Facebook page: **64 MEMBERS**
50+ Chat Facebook page: **28 MEMBERS**



Connexions published **596 NEWS ITEMS** on the website and on social media. 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.



To date our Main Connexions Facebook page has reached **132,850 INDIVIDUALS** and **COMMUNITY ORGANIZATIONS** who have read our news items and events posters, as well as engaged **7,506 READERS** and community organizations that have Liked, Shared and Commented on our news items and events posters.



Connexions' website saw a **MARKED INCREASED** in the number of visits to the website (at **26,798**) and unique visitors (at **15,482**).



annex

Photo by Mi Pham on Unsplash

Outreach Activities at a Glance

PROGRAM /ACTIVITY	DATES	LOCATION	VOLUNTEERS	PARTICIPANTS	PARTNERS	DETAILS
CHILDREN & FAMILIES						
Itsy Bitsy Tots Playgroup	April to June 2019; October to Feb, 2020	Cégep Heritage College, Gatineau	Parents helped with crafts, clean-up, and stories. Guest speakers shared information or activities. Students from Cégep Heritage College's ECCE Program observed or lead activities with the toddlers as part of their course work.	35 Families with children 0-5	Funding from Hull en Santé and in collaboration with Cégep Heritage College	Weekly playgroup for parents and young children 0-5. The playroom is set-up with different "play centres" including a kitchen and wooden theatre with hand puppets for imaginative play; a padded baby corner with age-appropriate toys for infants and a spot for parents to chat; a sensory table with different toys and textured medium including the use of sand, water and ice, and even dried pasta and cereal; as well as a craft table with different materials for the older children; and free-play learning toys such as puzzles, Little People toys, train set, etc. Our facilitator organized a wide range of activities based on learning through play, shared a wide range of resources on nutrition, early literacy, wellness and parenting skills, and invited special guests to speak on various topics. A special event was organized for the Grande semaine des tout-petits and Family Literacy Day.
Baby Chat	April to June 2019; October to February 2020	Cégep Heritage College, Gatineau	Guest speakers shared information or an activity	20 Families with babies under 1 year	Funding from Hull en Santé and in collaboration with Cégep Heritage College	Monthly get-together for parents of infants up to 1 year to meet and chat with other parents and learn more about their growing child. The group featured a guest speaker or activity on various subjects including baby massage, how babies move from belly to three, tummy time, Yoga and Baby, signing with baby, myths on postpartum pelvic health and postpartum fitness.
School Readiness Kit	April-May	Outaouais	4 High School students	250 families with children registered in kindergarten	Production and distribution of the kits are a collaboration with Cégep Heritage College and the Western Québec School Board	Connexions produced 250 school readiness tool kits to support the transition to school and to promote school success. The kits contained resources for parents and activities for children from: CÉGEP Early Childhood Education students (tip sheets); Avenir d'Enfants (early reader and magazine on kindergarten); and the Dairy Farmers of Canada, Canadian Association of Family Resource Programs and from the governments of Québec and Canada.

PROGRAM /ACTIVITY	DATES	LOCATION	VOLUNTEERS	PARTICIPANTS	PARTNERS	DETAILS
YOUTH						
Promotion of Connexions' Bursary Program at Cégep Heritage College	April 30, 2019	Cégep Heritage College, Gatineau		25+ students from the College and 1 professor from the Nursing Program	In collaboration with Cégep Heritage College	Connexions hosted a lunch-time information session for students at Cégep Heritage College so they could learn more about the McGill Bursary Program, the eligibility criteria and how to apply.
D'Arcy McGee High School Career Event	October 30, 2019	Symmes-D'Arcy McGee High School, Gatineau		200+ Grade 10 & 11 students and their parents from D'Arcy McGee High School and Philemon Wright High School	In collaboration with the Western Québec School Board (WQSB)	Connexions hosted a kiosk at the career event to share information about Connexions, how to access health & social services in the Outaouais, the eligibility and application criteria for our McGill Bursary Programs, as well as information on careers in health & social services and legal networks.
Health and Wellness Forum at the Hull Adult Education Centre (HAEC)	November 26, 2019	HAEC, Gatineau	12 presenters: HAEC staff, PACT – Ottawa, Portage Drug Addiction Rehabilitation Treatment Centre, WQSB and Portage. 8 Kiosks from community organizations.	Over 200 young adults attending the HAEC	In collaboration with the HAEC	Connexions co-hosts this forum annually. This year, we focused on mental health and access to services for young adults. Five workshops were offered on: Healthy Eating, Healthy Minds, Anxiety & Stress, Human Trafficking, Drug Prevention with former users speaking about their personal experiences, Flow Drumming Workshop to focus on building leadership and team working skills, stress relief and creativity. Several organizations offered information through kiosks: l'Apogée, Le Bras, L'Autre Chez Soi, Western Québec Literacy Council, Western Québec Career Centre, Algonquin College, Cégep Heritage College and Portage Drug Addiction Rehabilitation Treatment Centre.
Health and Wellness Forum at Maniwaki High School	January 2020	Maniwaki, Vallée-de-la-Gatineau	8 health professionals	80 students at Maniwaki High School and Maniwaki Adult Education Centre	In collaboration with the Western Québec School Board	Connexions' Community Coordinator collaborated with the organization of the event. Students received Connexions' mental health postcard and magnet on mental health.

PROGRAM /ACTIVITY	DATES	LOCATION	VOLUNTEERS	PARTICIPANTS	PARTNERS	DETAILS
SPECIAL NEEDS INDIVIDUALS & THEIR FAMILIES						
My Future Belongs to Me	April 21, 2019	Gatineau		20+ professionals from the CISSS de l'Outaouais, 15+ local community organizations, 4 parents and 25+ youth with special needs	CISSS de l'Outaouais hosted the event	Connexions provided a kiosk and shared information on accessing services for youth with special needs who are transitioning to adulthood.
Parent Chat	September 2019 to February 2020	Connexions office at Philemon Wright High School, WQSB, Lord Aylmer School (Gatineau)	3 health professionals (occupational therapist and 2 psychologists), equine-assisted therapist and nurse from Pierre Janet, as well as a registered yoga instructor. Tech staff at WQSB. Principal at Lord Aylmer School	5-24 parents per session (over 50 parents)	Venue provided by WQSB and Lord Aylmer School	Parent Chat is a monthly support group which provides parents of children with special needs a place to meet, share experiences and learn about topics of interest. Each session focuses on a theme with a guest speaker, or an activity to support parents, which included: yoga and mental well-being, equine-assisted therapy, managing anxiety with yoga, occupational therapy and self-regulation, ADHD & self-regulation, Anxiety & ADHD, Calm Down & Mental Health Kit Workshop.

PARENT & SCHOOL STAFF INFORMATION SESSIONS						
Self-Esteem & Healthy Body Image	May 15, 2019	WQSB, Gatineau		10 parents & 1 school staff	Venue provided by WQSB	Connexions hosted an information session on maintaining a positive body image. The presenter shared different strategies with parents to increase their child's healthy body image in a world filled with unrealistic images of physical ideals. The presenter spoke about how parents are the first and most significant role models in their child's life and how important it is for parents to model positive feelings toward their own body image, nutrition and exercise.

PROGRAM /ACTIVITY	DATES	LOCATION	VOLUNTEERS	PARTICIPANTS	PARTNERS	DETAILS
PARENT & SCHOOL STAFF INFORMATION SESSIONS						
Cyberviolence in Teen Intimate Relationships	November 12, 2019	WQSB, Gatineau	1 speaker from the Association Québécoise Plaidoyer-Victimes (AQPV)	5 parents and staff	Speaker from the AQPV / Venue provided by the WQSB	Connexions hosted an information session on demystifying cyberviolence in teen intimate relationships. The presenter discussed how to help children if they are a victim of violence, highlighting some of the pitfalls to avoid. She also shared the importance of reporting the violence and supporting the child when meeting with the police and during court proceedings, and she explained that prevention was key. Many of the parents were curious about the impact that cyberviolence could have on their child and the long-term effects.
Social Networking & Online Safety	November 25, 2019	WQSB, Gatineau		23 parents and staff	Venue provided by Symmes – D'Arcy McGee High School	Connexions hosted an information session on social networking and online safety for parents and school staff to help them better understand the various online networking tools used by children and youth including Snapchat, Instagram and Facebook. The presenter also spoke about strategies to help children stay safe online with a look at digital trails, Cyberbullying, sexting and online gaming.
Untying the Legal Knot: Divorce & Separation	February 4, 2020	WQSB, Gatineau	2 University of Ottawa law students from Pro Bono Canada	8 parents and staff	With funding from Éducaloi and in collaboration with Pro Bono Canada / Venue provided by WQSB	Connexions hosted an information session on the legal issues encountered during a separation and divorce. The presenters shared information on the rights and responsibilities of the couple in a marriage and de facto union, how these differ when it comes to separation of family property & patrimony, how child support and custody is determined and the importance of participating in mediation.

PROGRAM /ACTIVITY	DATES	LOCATION	VOLUNTEERS	PARTICIPANTS	PARTNERS	DETAILS
SENIORS & CAREGIVERS CHEP VIDEOCONFERENCES						
Services for Seniors	April 17, 2019	WQSB, Gatineau	Tech staff at WQSB	14 participants	Venue provided by WQSB	This interactive videoconference session explained a variety of case scenarios that seniors have faced accessing government-sponsored services. It also outlined the range of services available and how to access them.
Diabetes – What’s New?	November 20, 2019	WQSB, Gatineau	Tech staff at WQSB. Special guest from Diabetes Outaouais.	7 participants	Venue provided by the WQSB	The presenter in this interactive videoconference session shared information on what is diabetes and prediabetes, what are the symptoms and causes, as well as treatment and prevention. Much of the discussion was about healthy lifestyle with a look at the Canadian Health Food Guide, as well as the importance of exercise, but with a focus on fun activities.
Women’s Heart Health	February 19, 2020	WQSB, Gatineau	Tech staff at WQSB	24 participants	Venue provided by the WQSB	This interactive videoconference session provided information specific to women and their heart health with a look at symptoms specific to women’s heart disease and what women could do to prevent heart disease including healthy eating, physical activity and weight management.

ELDER ABUSE INFORMATION SESSIONS						
Elder Abuse: Financial Fraud & Scams	June 12, 2019	Shawville Community Centre, Shawville	2 Jurists from the Centre de justice de proximité de l’Outaouais (CJPO)	24 participants	Translation of presentation and jurist presenters provided by the CJPO / Venue provided by the municipality	Held on World Elder Abuse Day (June 12) Connexions hosted this information session on elder abuse and financial fraud and scams. This included a presentation of an excerpt from the film “A House Divided” and concluded with a presentation by the jurists, who also answered questions from attendees.

PROGRAM /ACTIVITY	DATES	LOCATION	VOLUNTEERS	PARTICIPANTS	PARTNERS	DETAILS
ELDER ABUSE INFORMATION SESSIONS						
Elder Abuse: It’s Not Right!	September 11, 2019	Shawville Community Centre	Two community volunteers	9 participants	Venue provided by the municipality	Connexions hosted an “It’s Not Right!” information session. Two Caregiver Beacons from the Connexions Caring for the Caregivers in our Community Initiative spoke about their role as Beacons. The session provided attendees with information on the signs of elder abuse and how they could help a loved one who is being mistreated. The afternoon event also included short video clips, various exercises, as well as a discussion of different real-life scenarios with a range of possible responses.
Towards a Culture of Respect: Non-Verbal Play for Caregivers & Seniors	October 17, 2019	St Mark’s Church, Gatineau	Volunteer facilitator & 5 volunteers from the St.Mark’s Church Catholic Women’s Guild	20 participants	In collaboration with the Tables nationale and régionale contre la maltraitance des aînés / Venue and refreshments by St.Mark’s Church Catholic Women’s Guild	Actors from RECAA (Respecting Elders Communities Against Abuse) began the afternoon with several ice-breaker activities. This was followed by an interactive, non-verbal forum play where the actors played out the different scenes with expressions and movements only, while the story was narrated in English in the background. A discussion of the characters then followed, where participants had the chance to re-enact the scenes, explore and raise awareness of different types of elder abuse, as well as acquire and share skills that could help them prevent elder abuse and change the story-line. The afternoon ended with a look at the various resources available to seniors within the Outaouais.

LEGAL INFORMATION SESSIONS						
Wills: Planning for Peace of Mind	February 26, 2020	Wakefield Community Centre, Wakefield	Jurist from the CJPO	26 participants	Translation of presentation and jurist presenters provided by the CJPO / Venue and refreshments provided by Wakefield Golden Age Club	Connexions hosted an information session on wills and protection mandates. The presenters spoke about the legal issues surrounding wills and protection mandates, why it’s important to update your will, how a protection mandate can help you plan for the future, and the roles and responsibilities of the executor.
Medical Assistance in Dying	March 10, 2020	WQSB, Gatineau	2 University of Ottawa law students from Pro Bono Canada	24 participants	In collaboration with Pro Bono Canada Venue provided by WQSB	Connexions hosted an information session on MAID. During their presentation in early March, the Law Students from the University of Ottawa, answered many questions about end-of-life care with a focus on MAID. A lively discussion ensued as this was a topic of great interest to the participants.

PROGRAM /ACTIVITY	DATES	LOCATION	VOLUNTEERS	PARTICIPANTS	PARTNERS	DETAILS
CAREGIVERS						
Caring for the Caregivers in our Community	October 30, 2019	Saint James Anglican Church, Otter Lake		15 participants	Pharmacie Marc Aufranc / Venue and refreshments provided by the Saint James Anglican Church	The aim of this workshop was to learn more about the role of caregivers for seniors, the challenges and the benefits of being a caregiver. The event also included a guest pharmacist who spoke about services available to caregivers at their local pharmacy.
Comment Gérer le Stress	November 5, 2019	Bibliothèque municipale de Fort Coulonge		5 participants	Venue provided by the library	Special guest presenter spoke about resiliency-based strategies that could help attendees regain balance and joy in their daily life and avoid burn-out or emotional and mental exhaustion.
Coping with Stress	November 7, 2019	St Paul's Anglican Church, Shawville		7 participants	Venue and refreshments provided by Saint Paul's Anglican Church	Special guest presenter spoke about resiliency-based strategies that could help attendees regain balance and joy in their daily life and avoid burn-out or emotional and mental exhaustion. This session was offered in French.
COMMUNITY EVENTS						
Kiosk at the Western Québec School Board's Kinder Registrations	January 29 & 30, 2019	Lord Aylmer School, Gatineau		100+ families and their children	In collaboration with WQSB	Connexions held a kiosk during the WQSB's Kinder registrations. This allowed us to share information about Connexions and how to access health & social services in the Outaouais. We also shared information on how to prepare a child for kindergarten, some parenting tip sheets, as well as Lists of Children's Books on various subjects (i.e., kindness and empathy, starting kindergarten, loss & death, etc.). We also set-up a play area with different literacy-based activities for visiting children and we organized a Book Giveaway for parents at the WQSB schools within the Gatineau area. For schools in the outlying areas, we sent them a Kinder Kit with sample publications that they could share with their parents, as well as a book, The Invisible String so they could organize their own individual Book Giveaways.
Kiosk at the Lord Aylmer Back-to-School BBQ	September 19, 2020	Lord Aylmer School, Gatineau		200+ young children and families	Event hosted by Lord Aylmer Home & School	Connexions participated in the Community Fair during the Lord Aylmer Home & School Back-to-School BBQ. We shared information about Connexions and how to access health & social services within the Outaouais. We also organized a Book Giveaway where children were asked to draw a silly face to tell us how they felt their first day of school.

PROGRAM /ACTIVITY	DATES	LOCATION	VOLUNTEERS	PARTICIPANTS	PARTNERS	DETAILS
COMMUNITY EVENTS						
Kiosk at the Lord Aylmer Home & School Family Literacy Day & Book Fair	February 1, 2020	Lord Aylmer School, Gatineau		200+ families and their children	Event hosted by Lord Aylmer Home & School	Connexions held a kiosk during the Family Literacy Day & Book Fair. This allowed us to share information about Connexions and how to access health & social services in the Outaouais. We also organized a Book Giveaway for parents at our kiosk and a small book reading and crafting activity for the children and their families during the morning of the event.
Exploring Means Seeing Things Differently	May 8, 2019	WQSB, Gatineau	Two volunteer presenters from Tel-Aide Outaouais and from L'Envol S.R.T.	6 participants	In collaboration with CAP Santé who translated the workshop and provided two facilitators to offer it in English / Venue provided by WQSB	This mental health workshop was held in support of National Mental Health Week. Participants explored different strategies to promote their individual and collective well-being. This interactive workshop helped participants see things differently and to accept their own and other people's personal needs and realities so as to build a more thoughtful, supportive and positive environment for themselves and the community.
Tax Return Clinics for individuals with low income	February to May 2019	Gatineau	1 Volunteer Accounting student from Carlton University	Individuals with low-income.	In collaboration with Revenue Canada and Revenue Québec's Volunteer Tax Clinic program	Connexions participated in Revenue Canada and Revenue Québec's Volunteer Tax Clinic program to offer a free income tax clinic. Thirty six income tax returns were filed.

TUESDAY, JUNE 18 2019

7:00 PM - 8:30 PM

PINE LODGE

6 PINE LODGE RD

BRISTOL, QUÉBEC

Cary O'Brien (President)

Sheilagh Murphy (Vice-President)

Rose Regimbald (Treasurer)

Sarah Gutman (Secretary)

Katie Gunn (Director)

Stephanie Dugdale (Director)

Reverend Susan Lewis (Director)

Danielle Lanyi (Executive Director)

Anita Lambton (Project Coordinator)

Natalie Filiou (Communications Coordinator)

Jane Toller (Warden MRC Pontiac)

Lise Romain (Municipal Councillor Fort-Coulonge)

Rhonda Morrison (CEDEC)

Michèle Gagnon (Western Québec Literacy Council)

Tom Fahey (Project Lifesaver)

Richard Gratton (TARP)

Ginie Waller (Community)

Elisabeth Couture (Community)

Reuel Amdur (West Québec Post)

Christian Asselin (CPA)

Annual General Meeting

Welcome

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

1 Presentation: Connexions' Community Portrait of the English-speaking population in the Pontiac

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

3 Nomination of Meeting Chair and Secretary

AGM 01-06-19 It was moved by S. Murphy and seconded by K. Gunn that C. O'Brien be the Chairperson for the AGM.
CARRIED UNANIMOUSLY

AGM 02-06-19 It was moved by S. Murphy and seconded by K. Gunn that D. Lanyi be the Secretary.
CARRIED UNANIMOUSLY

AGM 03-06-19 It was moved by K. Gunn and seconded by S. Lewis to approve the agenda as presented.
CARRIED UNANIMOUSLY

4 Approval of AGM minutes of June 20, 2018

AGM 04-06-19 It was moved by R. Regimbald and seconded by S. Dugdale to approve the AGM minutes of June 20, 2018 as presented.
CARRIED UNANIMOUSLY

5 Christian Asselin, CPA
Auditor's Report – Statement of Financial Position as at March 31, 2019
The accountant presented the Financial Statement.

AGM 05-06-19 Upon review of the 2018 – 2019 Financial Statement prepared by Christian Asselin, CPA, CA, it was moved by S. Gutman and seconded by R. Regimbald to approve the Auditor's Report as presented.
CARRIED UNANIMOUSLY

6 2018 – 2019 Annual Activity Report
D. Lanyi presented the annual report on programs and activities.

AGM 06-06-19 It was moved by S. Murphy and seconded by K. Gunn to accept the 2018 – 2019 Annual Report as presented.
CARRIED UNANIMOUSLY

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

AGM 07-06-19 It was moved by S. Murphy and seconded by R. Regimbald that the T3010 Registered Charity Information Return was filed for the fiscal year 2017-18 as presented.
CARRIED UNANIMOUSLY

8 Election of Board of Directors 2019 – 2020

There are 3 positions available on the board. The following individuals have expressed an interest:

- Katie Gunn
- Sheilagh Murphy
- Sarah Gutman

AGM 08-06-19 As there were no other nominations, it was moved by G. Waller and seconded by S. Dugdale that Katie Gunn, Sheilagh Murphy and Sarah Gutman be elected to the Board of Directors for a 2-year mandate.
CARRIED UNANIMOUSLY

9 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.

10 Adjournment

AGM 09-06-19 It was moved by K. Gunn and seconded by S. Gutman to adjourn the meeting at 8:35 PM.
CARRIED UNANIMOUSLY

Cary O'Brien, President

Danielle Lanyi, Secretary

Centre de ressources

conne*ctions*
Resource Centre

CENTRECONNEXIONS.ORG

