ERCC

Enhancing Regional Community Capacity
Renforcer la capacité communautaire régionale

CHSSN
Community Health
And Social Services Network

About ERCC

The objectives of the CHSSN-ERCC project are to extend the coverage of the English community network throughout Quebec to ensure maximum service to English-speaking communities; to strengthen the capacity of local and regional community organizations to act in the community; and to better respond to the needs and priorities of English-speaking communities with government and regional stakeholders. To achieve this, four main activities comprise the ERCC project: creating new satellite points of contact (offices in many cases); expanding into new sectors of activity other than health; translation of documents; and travel for increased representation with government stakeholders. The CHSSN has engaged its community mobilization model to support community organizations funded by the project. This model applies development principles such as community governance, leadership development, building knowledge and community empowerment (model found on page 2).

"Many of these organizations have been successful in opening up satellite offices to better reach and support isolated English-speaking residents while others have created partnerships with local and regional initiatives as a way to improving access to services." says Jennifer Johnson, Executive Director of the CHSSN.
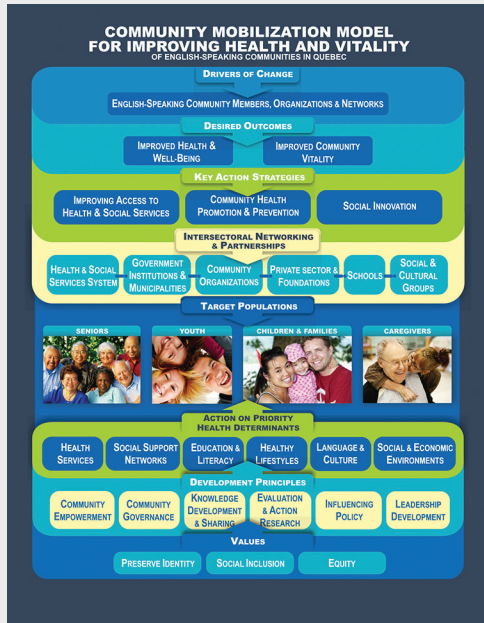
Early Results

ERCC Satellite initiatives

13 organizations

8 new sites in place

4 new sites in development

3 existing sites expanded

Mandate expansion initiatives

13 organizations involving 8 different sectors

104 new volunteers and members

67 new partners

28 new tables and committees ▶

The CHSSN-ERCC project began in 2018 and is funded by the Secretariat for Relations with English-speaking Quebecers (SRQEA). The SRQEA funding program aims to support organizations, institutions and partnership networks serving English-speaking communities by offering them operational resources or resources for local, regional or province-wide projects. The goal is to enhance the ability of English-speaking communities to participate fully in Quebec society, bolstering the capacity of their organizations and institutions to meet community needs and work in collaboration with the Quebec Government.

The full document of the COMMUNITY MOBLIZATION MODEL for improving the Health and Vitality of English-Speaking Communities in Québec can be downloaded at **http://chssn.org/ pdf/community-mobilization-model-En.pdf** Ⓔ

Community Leadership Training

Twenty leaders involved in the ERCC initiative participated in a unique community training experience held in the Magdalen Islands this past summer. The training was designed after a community learning lab approach which increases knowledge sharing, collaboration and holistic systems thinking as a way to enhance and spark social innovation ideas and approaches. Participants had the opportunity to visit and learn first hand about another English-speaking speaking community's projects and initiatives including their unique characteristics, assets and challenges. Participants documented and then presented their perspectives on resolving long-term and systemic issues facing the English-speaking community on the Magdalen Islands to key leaders and stakeholders of the region. The training was also designed for participants to reflect on how their learning's may impact and apply to your own community development practice and regional realities. The Council for Anglophone Magdalen Islanders (CAMI) hosted the event in collaboration with CHSSN and CAMI's executive director Helena Burke explains that "it was also very informative for our organization and regional and local partners as we benefitted from hearing outside perspectives and ideas from leaders from across the province". Community leadership training is an important aspect of the overall ERCC initiative and more training experiences similar to this will be planned in the future. Ⓔ

Increasing Reach
and Scope Through Satellite Expansion

A main objective of the ERCC initiative is to support regional English-speaking community organizations increase their reach and scope of activities by expanding into new and isolated areas in their geographically large and diverse regions. Many organizations have opened up satellite offices and are having an instant impact in reaching isolated English-speaking and collaborating with local partners.

▲ ECOL satellite expansion

▲ Laurence Allard & Brian Gignac from MCDC.

Mascouche and the MRC Les Moulins
The English Community Organization of Lanaudière (ECOL) has recently launched the opening of their new satellite office in Mascoche in order to better serve and support English-speakers predominately in the MRC Les Moulins. "This MRC territory has 6,575 English-speakers and we are doing our best to reach out to them to see what their needs are. Also, the partners we have been meeting are very responsive to helping out and work collectively to address these needs", explains Mathieu Desbiens, coordinator hired for the ERCC project. In past years, ECOL's reach has been concentrated in the northern part of the region and this initiative allows them to increase their development and support in the south.

Greater Levis
With more than 2,500 English-speakers residing in and around the City of Lévis and with the current project of building an English-speaking elementary school on the South Shore of Quebec within the next two years, the Megantic Community Development Corporation (MCDC) seized the opportunity to hire a coordinator and open up a satellite office. The Executive Director of MCDC Brian Gignac says "we are doing our homework first by conducting a needs survey and getting to know English-speakers in the area. We are also making a list of some potential government and community partners and going out to meet them. This is all an important first step to ensure we are all working together with a common vision".

Barachois and surrounding areas
Located in Douglastown, in the Gaspé, Vision's work has focused on supporting English-speaking seniors, youth, families, young children, and caregivers in that area. However, the Executive Director of Vision Jessica Synnott explains that "20% of the English-speaking population resides within the rural and isolated communities surrounding Percé and supporting them up to this point has been very difficult". The new satellite office is intended to better reach isolated English-speakers and support them in accessing services and building a sense of community through and extension of outreach activities currently offered by Vision. The liaison for the satellite office also provides support to other community organizations in order to enhance their capacity to serve the English-speaking community. A new name and logo has been created for this project, The Villages of Malbaie. Ⓔ

Sharing a Few Stories
in Mandate Expansion

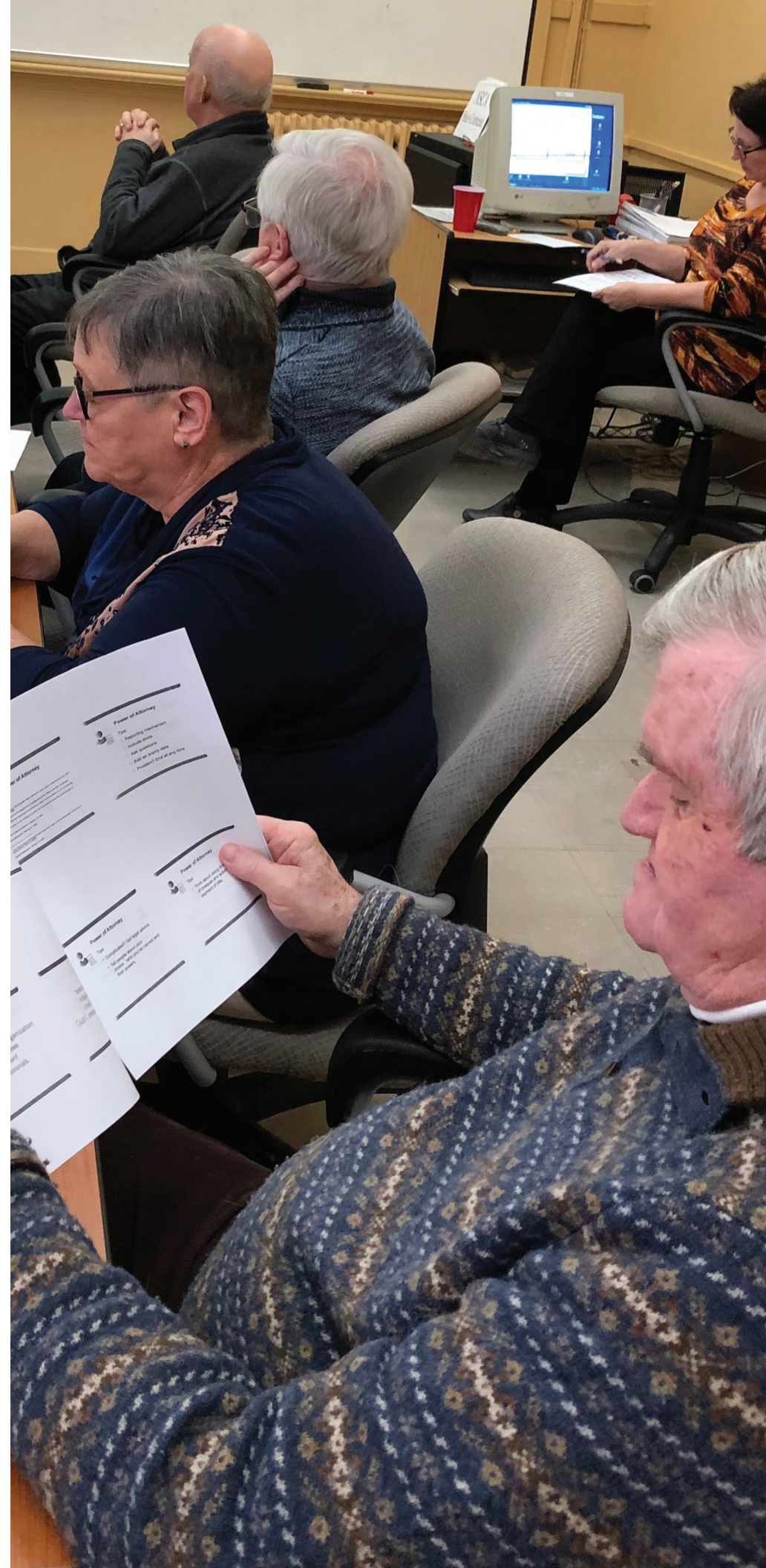### Improving services for special needs individuals in Quebec City

Jeffery Hale Community Partners (JHCP) is building supports for English-speaking special needs individuals 21 years old and over. The project is building partnerships between community organizations, philanthropic partners and adult education partners to provide a wide range of services for special needs individuals. The project is also increasing the community's capacity for representation with different levels of government involved in special needs. While the main objective of the services to be developed will be to break the social isolation many special needs adults face, it will also be to connect them to sustainable support networks that will help them reach and maintain their full potential and participate in everyday community life. The Executive Director of JHCP Richard Walling explains that "we knew for years that supports and services were an issue for our special needs clientele and now, thanks to the ERCC initiative, we are able to make a real difference in their every-day lives".

Supporting the integration of English-speaking youth in North and East Montreal

The East Island Network for English-language Services (REISA) is ramping up their efforts to support the integration of English-speaking youth in the North and East Montreal. Robert Leclerc, youth worker for RIESA hired for the project explains that "English-speaking youth in the North and East end of Montreal have very little to no access to after school or recreational activities, so we are reaching out to schools in the area and the Don Bosco Youth Leadership Centre to build partnerships and initiatives to improve the situation". To address the need for services to English youth REISA will build and support a YOUTH Network therefore bringing together French Youth organizations, local municipalities youth services and English youth organizations from the Island of Montreal in order to import and share best practices.

Creating an artistic and cultural hub of activity for the English-speaking community in the Outaouais

The Regional Association of West Quebec (RAWQ) is expanding its support to arts and culture for the English Speaking Community in the Outaouais by creating a hub of artistic and cultural activity. The Executive Director of RAWQ explains that "there is an abundance of artistic and cultural opportunities taking place in French in our region, however, there is a need to support and promote our English-speaking artists get connected and showcase their talents". RAWQ is developing partnerships with the regional and local media and performing arts community and providing a dedicated space for English-speaking artists to perform which can been seen and heard on MAtv and local radio. **E**

Community
Legal Information and Referral Strategy

In addition to funding regional community organizations, the ERCC initiative also collaborates with Éducaloi for the implementation of a Community Legal Information and Referral Strategy which provides support to 11 regional community organizations across Québec serving English-speakers

Ariane Charbonneau, Executive Director of Educaloi explains that "these organizations are increasing their capacity to build partnerships and provide legal information in English to youth, parents and seniors about legal issues affecting them each day, such as family law, the use of social media and prevention of fraud against seniors". Many of the people served would be unaware of their rights if not for this initiative. The project also helps to build links between stakeholder organizations in the community and the justice system. Community organizations participating in the project also organize events and public information workshops to the English-speaking population and for example, distribute Éducaloi's legal information documents through their local newsletters and social media. Another aspect of the strategy is to build a database of legal professionals (lawyers and notaries) who can provide services in English and who might volunteer for an information activity in English. **E**
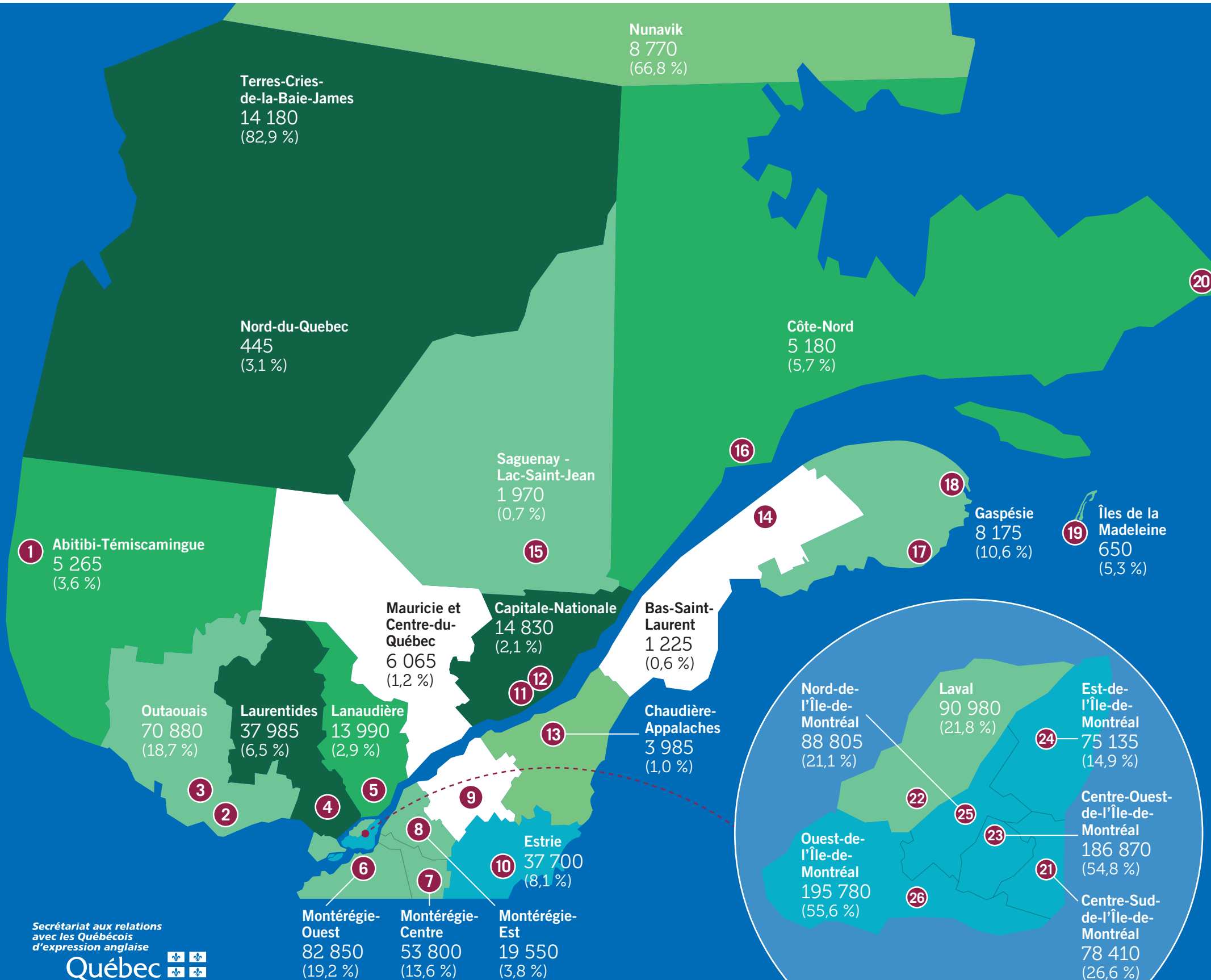
ēducaloi
INFORMATION EMPOWERS

ERCC: Enhancing Regional Community Capacity

Region	Organization Name	Project Description
01 Bas-Saint-Laurent	Heritage Lower Saint-Lawrence (HLSL)	Increasing geographic reach by supporting the operations of a satellite location in Rimouski where close to 40% of the region's English-speakers reside.
02 Saguenay Lac Saint-Jean	English-speaking Community of Saguenay Lac Saint-Jean (ECO-02)	Project start up in 2020.
03 La Capitale Nationale	Jeffery Hale Community Partners (JHCP)	Expanding mandate to support special needs of English-speaking individuals over 21 years of age, leading to improved support networks, social participation and life skills.
La Capitale Nationale	Voice of English-speaking Quebec	Increasing outreach capacity to better serve English-speakers in the northern parts of the Capitale-Nationale (such as Shannon, Valcartier, etc.), including collaboration with local partners and increased representation.
04 Mauricie-Centre-du-Québec	Centre for Access to Services in English (CASE)	Expanding regional mandate outside of the health sector to better service English-speaking community members particularly in the greater areas of Drummondville and Three Rivers.
05 Estrie	Townshippers' Association (TA)	Satellite expansion and coverage particularly in the north and west parts of the Estrie region to better support partners to improve their active service offer, advocate to government and better serve an English-speaking clientele.
06 Montréal de l'Est-de-l'Île	Le Réseau de l'Est de l'Île pour les services en anglais (REISA)	Expanding mandate to better serve English-speaking youth facing conditions of risk, including the strengthening of partnerships particularly within the education sector.
Montréal du Nord-de-l'Île-de-Montréal	Le Réseau de l'Est de l'Île pour les services en anglais (REISA)	Opening of a satellite office in Montreal North to expand REISA's coverage and reach, including the building of relationships with local and government stakeholders.
Montréal l'Ouest-de-l'Île-de-Montréal	African Canadian Development and Prevention Network (ACDPN)	Opening of a satellite office to extend reach and scope of ACDPN's activities into Montréal West's black English-speaking community and building relationships and partnerships in that area including representation.
Montréal Centre-Sud de-l'Île-de-Montréal	African Canadian Development and Prevention Network (ACDPN)	Expanding mandate and capacity to better collaborate with educational partners to improve integration and support for black English-speaking children, youth and families.
Centre-Sud-de-l'Île-de-Montréal	Collective Community Services (CCS)	Enhancing representation, knowledge development and partnerships within Verdun and LaSalle to better support low-income, immigrant and unilingual English-speakers.
07 Outaouais	Regional Association of West Quebecers (RAWQ)	Opening of a satellite office in Shawville and expanding capacity and partnerships in the arts and culture sector, including consultations with community members.
Outaouais	Connexions Resource Centre	Expanding capacity and mandate to better support and advocate for the needs of isolated English-speaking seniors particularly in lower-income areas.

Region	Organization Name	Project Description
08 Abitibi-Témiscamingue	Neighbours Regional Association of Rouyn-Noranda	Expanding efforts to the MRC of Vallee d'Or – centered in the Val d'or area, which has 32% of the region's English-speaking population. This includes analyzing systemic issues of lack of community engagement.
09 Côte-Nord	North Shore Community Association (NSCA)	Expanding mandate in economic and social development initiatives and supporting operations of a satellite office to cover the MRC of Sept-Rivières (1,155 English-speakers).
Côte-Nord	Coasters Association	Opening a satellite office in Kegaska and increasing participation of government partners in social and community development for the region.
11 Gaspésie	CASA Committee for Anglophone Social Action	Opening of a satellite office in Escuminac and extending support and coverage to vulnerable English-speakers residing in the western part of the Baie des chaleurs.
Îles de la Madeleine	Council for Anglophone Magdalen Islanders(CAMI)	Expanding mandate and addressing systemic issues particularly related to high rates of high school drop-out, lack of community engagement and youth retention.
Gaspésie	Vision Gaspé-Percé Now	Opening of a satellite office in Barachois (Villages of Malbaie project) and translation of key documents to sensitize government on needs of English-speakers.
12 Chaudières Appalaches	Megantic English-speaking Community Development Corporation (MCDC)	Developing a satellite office in the greater Lévis area in order to reach out to stakeholders, youth and families within this territory of 2,000 English-speakers.
13 Laval	The Youth and Parents AGAPE Association Inc.	Increasing capacity to promote existing services offered in English in Laval while encouraging other organizations, and different levels of government to adapt their services in English.
14 Lanaudière	English Community Organization of Lanaudière ECOL	Opening of a satellite office in Mascouche covering the MRC Les Moulins which has a English-speaking population of 6,575, including building new partnerships and outreaching to community members.
15 Laurentides	4Korners Family Resource Centre	Supporting operations of satellite locations in the MRC Pays-d'en-Haut, MRC Argenteuil and MRC des Laurentides, including expansion of mandate in the social and economic development sectors.
16 Montérégie-Centre	South Shore Assistance & Referral Centre (ARC)	Engaging in a new sector of activity by conducting a community needs assessment and stakeholders consultations.
Montérégie-Ouest	Montérégie West Community Network (MWCN)	Opening of a satellite office in the MRC of Vaudreuil Soulanges in order to be more visible and available to serve the English-speaking community of the area.
Montérégie-Est	Montérégie East Partnership for the English-Speaking Community (MEPEC)	Expanding mandate in the education sector including increasing awareness of MEPEC and the needs and priorities of English-speakers with government stakeholders.

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Quebec's
English-speaking
Communities | Les communautés
d'expression anglaise
du Québec

CHSSN
Community Health
And Social Services Network
Réseau communautaire de santé
et de services sociaux

Nunavik
8 770
(66,8 %)

Terres-Cries-
de-la-Baie-James
14 180
(82,9 %)

Nord-du-Québec
445
(3,1 %)

Côte-Nord
5 180
(5,7 %)

Saguenay -
Lac-Saint-Jean
1 970
(0,7 %)

Abitibi-Témiscamingue
5 265
(3,6 %)

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Gaspésie
8 175
(10,6 %)

⑲ Îles de la
Madeleine
650
(5,3 %)

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Mauricie et
Centre-du-
Québec
6 065
(1,2 %)

Capitale-Nationale
14 830
(2,1 %)

Bas-Saint-
Laurent
1 225
(0,6 %)

⑬

Chaudière-
Appalaches
3 985
(1,0 %)

⑪ ⑫

Outaouais
70 880
(18,7 %)

Laurentides
37 985
(6,5 %)

Lanaudière
13 990
(2,9 %)

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Estrie
37 700
(8,1 %)

Montérégie-
Ouest
82 850
(19,2 %)

Montérégie-
Centre
53 800
(13,6 %)

Montérégie-
Est
19 550
(3,8 %)

Nord-de-
l'Île-de-
Montréal
88 805
(21,1 %)

Laval
90 980
(21,8 %)

Est-de-
l'Île-de-
Montréal
75 135
(14,9 %)

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Ouest-de-
l'Île-de-
Montréal
195 780
(55,6 %)

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Centre-Ouest-
de-l'Île-de-
Montréal
186 870
(54,8 %)

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Centre-Sud-
de-l'Île-de-
Montréal
78 410
(26,6 %)

Population
1 103 475
2016 Census of Canada
Recensement du Canada, 2016

13,7 %
of Quebec
du Québec

ERCC Initiative | Initiative ERCC

① **Abitibi-Témiscamingue**
Neighbours Regional Association

② **Outaouais**
Connexions Resource Centre

③ **Outaouais**
Regional Association
of West Quebec (RAWQ)

④ **Laurentides**
4 Korners Family Resource Center

⑤ **Lanaudière**
English Community Organization
of Lanaudière (ECOL)

⑥ **Montérégie-Ouest**
Montérégie West Community
Network (MWCN)

⑦ **Montérégie-Centre**
Assistance and Referral Centre
(ARC)

⑧ **Montérégie-Est**
Monteregie East Partnership for
the English-Speaking Community
(MEPEC)

⑨ **Mauricie et Centre-du-Québec**
Centre for Access to Services
in English (CASE)

⑩ **Estrie**
Townshippers' Association

⑪ **Capitale-Nationale**
Jeffery Hale Community Partners
(JHCP)

⑫ **Capitale-Nationale**
Voice of English-speaking Quebec
(VEQ)

⑬ **Chaudière-Appalaches**
Megantic English-speaking
Community Development Corp.
(MCDC)

⑭ **Bas-Saint-Laurent**
Heritage Lower Saint Lawrence (HLSL)

⑮ **Saguenay-Lac Saint-Jean**
English Community Organization of
Saguenay-Lac Saint-Jean (ECO-02)

⑯ **Côte-Nord**
North Shore Community
Association (NSCA)

⑰ **Gaspésie**
Committee for Anglophone
Social Action (CASA)

⑱ **Gaspésie**
Vision Gaspé-Percé Now (VGPN)

⑲ **Îles de la Madeleine**
Council for Anglophone
Magdalen Islanders (CAMI)

⑳ **Côte-Nord**
Coasters Association

㉑ **Centre-Sud-de-l'Île-de-Montréal**
Collective Community Services
(CCS)

㉒ **Laval**
The Youth & Parents AGAPE
Association Inc. (AGAPE)

㉓ **Centre-Ouest-de-l'Île-de-Montréal**
African Canadian Development
& Prevention Network (ACDPN)

㉔ **Est-de-l'Île-de-Montréal**
East Island Network for English-
language Services (REISA)

㉕ **Nord-de-l'Île-de-Montréal**
East Island Network for English-
language Services (REISA)

㉖ **Ouest-de-l'Île-de-Montréal**
African Canadian Development
& Prevention Network (ACDPN)