News on tenant action in Montreal's low-rent housing

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#### **2019 elections: a defining moment for the OMHM**



#### The power to influence OMHM decisions

One of the most important moments for the Office municipal d'habitation de Montréal (OMHM) has arrived again: the election of tenant representatives. Next April 23, your delegates will meet to elect two tenants to the Board of Directors (BOD) for the next three years. Tenant representatives will also be selected for the Selection Committee and the Review Committee for Housing Transfer Requests for Biopsychosocial Reasons.

The tenants elected to the BOD and the other two committees will participate fully in the discussions and decisions of these bodies. They will also present the concerns of OMHM tenants and play a key role in this regard. In fact, their contributions will help OMHM management better understand the issues that you consider priorities in daily life and for the future. This is why these elections are extremely important for you and the OMHM. In recent years, tenant members of the Board of Directors have been dedicated and committed to the well-being of low-rent housing tenants. The work accomplished by your elected members enrich the decisions of the three bodies with respect for your needs. The OMHM believes that the representatives elected in 2019 will match their predecessors' efforts in advancing, finding solutions or collectively making changes.

You need to take action and ensure that delegates have been selected to represent the tenant association of your low-rent housing and that they turn out to vote on election day.

The OMHM wishes you a productive election period and hopes that a large number of delegates show up on election day to speak on your behalf.

#### 2019: a message from the new director of the Social and community development department



I was delighted to accept leadership of the Social and Community Development Department in the coming year. I am taking over from Lorena Garrido, whom I thank for her engagement and deep dedication to residents for over a year. Ms. Garrido was fully committed to

the OMHM's mission.

For me, the process has been a rediscovery of my roots since I performed similar duties between 2002 and 2008. After working for more than 30 years in Montreal's social and community development sector—15 of them with the OMHM—I recently led an organizational exploration on social development and sustainable development directions.

With the support of an experienced team, I will ensure a smooth and swift transition in order to advance the activities in progress and develop a new vision for 2019. I intend to work in collaboration with all of our partners, including the tenant associations, to support managers and community service teams in order to provide tenants with a better living environment.

My hope for 2019 is that we listen to one another with respect, openness and collaboration and that we enjoy repeated success!

I look forward to meeting you early in the new year,

delene Robernier

Hélène Bohémier Interim Director of Social and Community Development

### "Alone we go fast, together we go far!"



This African proverb fittingly captures the vision of Sylvie Simon, interim Assistant Executive Director of Low-Rent Housing Management over the next year. Since she started working for the OMHM 32 years ago, she has kept this saying in mind and let it guide her work in every area. She believes that teamwork is necessary to go far and to head in the right direction. She

believed it back when she worked in accounting at the Verdun OMH in 1986, when she was Assistant Director and Executive Director at the Montréal Nord OMH from 1989 to 2001, and when the offices amalgamated in 2002 and she became Director of the North Sector, now known as the Northwest Sector. Today, she believes in it all the more.

Over the past three years, work in the buildings has kept the Low-Rent Housing Management Department very busy. Since she started her position in October, Ms. Simon has been working on the three main priorities under her terms of reference for the coming. First, she must analyze service delivery and review local services. Second, on the operational side, she must measure the impact of the high staff turnover and stabilize the changes while ensuring that residents consistently receive quality service. Finally, she must work on continuously improving the maintenance of our properties. In addition, Montreal's ageing population must also be taken into account. Incidentally, an examination of local services is underway.

Sylvie Simon is a manager, but also a woman of dedication who has spent her entire life to ensure that tenants and employees are able to contribute toward changing and improving the living on



our premises, along with healthy and respectful workplaces where teamwork is encouraged in the interest of greater justice and equity. "In the coming year, my work will focus on engaging employees and tenants, so that we go even further, together!" she said in closing the meeting with a look as determined and bright as the first snowfall that blanketed the metropolitan area that November day.

## A commitment on the move

A year has passed already since the relocation of 165 families and individuals residing at Habitations Saint-Michel Nord due to major renovation work. Despite this great change, the six members of the tenant association remain quite active. They hope to keep the friendliness among residents alive. For them, their activities and the work of the Social Innovation Committee must continue as they look to the future. The association wants to keep good relations between residents despite the distance that currently separates them. Members continue to meet about once a month.

What is their secret to keeping these bonds unbroken? The sheer pleasure of being together! But also the desire to move back to Habitations Saint-Michel Nord and talk about this positive change about to happen in the lives of residents. Organizing activities strengthens a sense of belonging. Sharing experiences makes ties firmer. Gathering together is a challenge. It takes an extra effort, door-to-door canvassing or sending out letters to get as many people as possible to join



in activities. Nothing stops Yngrid Beard De Severino, chairwoman of the Habitations Saint-Michel Nord tenant association: "I was born to help. It is part of my personality. When you like what you do, it is not an effort!"



We hear more and more these days about bullying, but not so often in connection with seniors. People who experience or witness acts of violence often feel alone and powerless. If the experience of seniors in our surroundings becomes a concern, we get informed in order to respond more effectively.

Bullying is a form of abuse at any age. However, seniors are more vulnerable targets because they often live alone. Bullying can be considered a crime, and may even conceal other kinds of violence with serious and damaging consequences for the victim's quality of

# Using CAVAC to stop bullying in our living environments

life. Always remember that you are not alone and that resources are available to help you. In the Montréal area, you can contact the Crime Victims Assistance Centre (CAVAC) at any time. A CAVAC contact person meets with victims of bullying and assesses their needs. The contact person evaluates how to help, guide or refer victims to other resources to restore their quality of life.

Calling police or reporting an abuser is not necessary to receive CAVAC services. Katherine Saint-Pierre, Liaison Officer specializing in elder abuse, told us: "We offer help to victims, but also to families and witnesses. You don't have to face bullying situations alone. CAVAC is here to help. Sometimes, the abuse may involve behaviour and actions that amount to a criminal offence. If you ever have concerns for your safety, you can always contact the Montreal police department. "

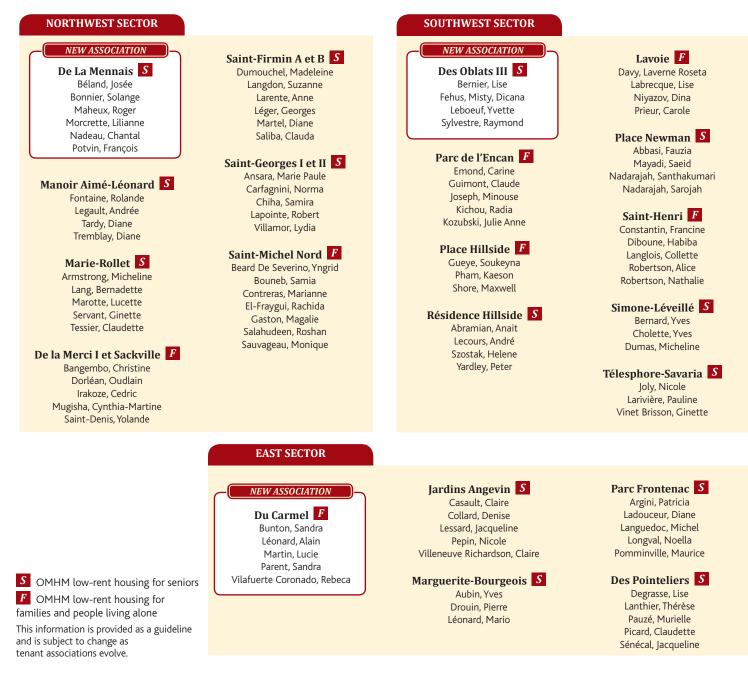
CAVAC's free and confidential services are available in French, English and Spanish, and sometimes in other languages such as Creole, Arabic and Italian.

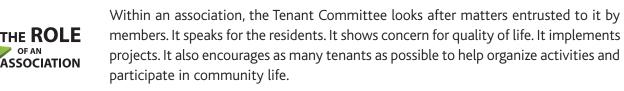
In cases of elder abuse, contact Katherine Saint-Pierre directly at **514-992-4817.** 

Are you a witness, relative or victim of a criminal offence? Keep this number handy at all times: **1-866-LE-CAVAC** (1-866-532-2822).

#### **New tenant committees**

This fall, three new tenant associations were created. Your involvement changes our living environments for the good of residents' well-being. You form 21 associations and your commitment is inspiring!







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Interaction is published by the Communications Department of the Office municipal d'habitation de Montréal 415, rue Saint-Antoine Ouest, 2<sup>e</sup> étage, Montréal (Québec) H2Z 1H8 www.omhm.qc.ca Writing and Coordination: Andrée-Anne Perrier Photos: OMHM, Pixabay Editing: Marie-Rose Basque, Certified Editor, Linguitech Infographics: Communication Art & Graf Please send your comments and suggestions to andree-anne.perrier@omhm.qc.ca.