

La **RO**se des Vents

Office municipal d'habitation
de Montréal Tenant Newsletter

December 2020
Volume 19 Number 2

Happy Holidays to all tenants!

Tenant Satisfaction
Survey

Taking care of my
mental health

2021 Calendar



Office municipal
d'habitation
de Montréal

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Happy Holidays to all tenants!

Please note that all Office municipal d'habitation de Montréal offices will be closed on December 24, 25, 28 and 31 along with January 1st and 4. However, the call centre and security desk will remain open for emergencies only. Telephone: 514-872-6646

QUESTIONS, COMMENTS OR
SUGGESTIONS?

Write to us!
rosedesvents@omhm.qc.ca



Office municipal
d'habitation
de Montréal

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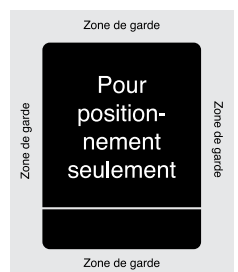
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Making connections

Danielle Cécile

Directrice générale de l'OMHM
(Executive Director of the OMHM)

Winter is here and the holiday season is looking very different this year. During this pandemic, it is normal to feel alone, far from others and disconnected from our loved ones. It reminds me of the Quebec legend of the wild hunt, have you heard of it?

This legend of yesteryear has it that at this time of year, lumberjacks who travelled deep into the woods would miss their loved ones. In the deep snow, it was impossible for them to go home and get back for work the next morning. Still eager to see their families again, the lumberjacks found a way to visit their families by taking full-flight in their canoes over the trees!

Just like these loggers of yore, we would love to see our loved ones too, but unfortunately the legend's canoes cannot help us against COVID-19! Indeed, this second wave of the pandemic will carry us through the end of 2020, and it is likely that we will be largely deprived of the privilege of celebrating the holiday season with family and friends. We will need to reconcile our desire to reconnect with our loved ones and the need to protect them.

This year has reminded us time and time again of the importance of the people we love, the friends we can rely on, and the neighbours with whom we have a strong relationship. We had to learn how to connect differently to stay united with our families and protect the most vulnerable in our community. I would like to take this opportunity to thank everyone who has offered their time and energy to provide essential services to the community over the past few months. You have made a difference in your community, individually or as volunteers for your tenant associations and community groups. This includes ensuring food security, supporting our youth to persevere with their studies, and breaking the isolation of seniors.

You are essential to maintaining a strong, "tight-knit" community, as we like to say here. Your contributions have been remarkable and they have not gone unnoticed.

Thank you! What can we ultimately hope for in 2021? Good health! Yes, our health is precious. Life is so fragile!

Let's hope to see each other again soon, to stay in good health, and to continue to take care of ourselves collectively.

My best wishes for health and peace!



Danielle Cécile, Executive Director

Fire: A serious matter



IN CASE OF FIRE

- ✓ Get out quickly. If you see smoke, crawl on all fours.
- ✓ Use the emergency stairs.
- ✓ Go to the meeting point.
- ✓ Never go back into a building if you see smoke or flames.
- ✓ Dial 9-1-1 once you are outside the building.

Smoke detectors are the best way to save lives. It is your responsibility to ensure that they are in good working order.

- Don't ever unplug your detector.
- Use the silent button on the device if it turns on unnecessarily.

Hear an alarm? Get out!

Do not use elevators during a fire. It is important to know where the meeting point is and to identify emergency exits.

Take a stroll for what's taking a toll!

Have you heard about safety walks? To assess the safety of seniors in the Habitations Saint-Vallier neighbourhood, residents took a stroll together to share their concerns about safety. Walking is a great way to discover your neighbourhood, improve the environment and ensure that it's safe. Residents are encouraged to reflect on how they feel in their neighbourhoods, streets, alleyways, parks, etc. and to share their recommendations and suggestions to make everyone feel safe. This project was made possible thanks to Écho des femmes, an organization in Petite-Patrie.



2019 Satisfaction Survey: A snapshot of your concerns

In November 2019, over 1,000 OMHM (Office municipal d'habitation de Montréal) tenants completed a telephone survey conducted by Orama to measure your level of satisfaction. This survey is conducted every 3 years to identify your concerns and determine areas that need improvement. We would like to thank all tenants who took the time to participate in the survey.

Tenant satisfaction with OMHM services

0 = not at all satisfied
10 = completely satisfied



Your priorities are our priorities

Respondents rated overall satisfaction at 8 out of 10, a slight decrease compared to the last survey conducted (8,2 out of 10). Detailed results were shared with the Board of Directors and Advisory Committee of Tenants (ACT-HLM) this fall. The OMHM takes your concerns seriously. Your feedback helps us make changes in areas that score lower.

continued on page 6 →

When you look at the four areas on the chart that scored lowest, you realize that they are the same ones that the ACT-HLM and sector committees identified as priorities for 2020. To improve these areas, the OMHM plans to implement the following measures:

- Improving our consultation processes with tenant bodies;
- Bolstering the presence of teams on the ground in order to help tenants;
- Finalizing the plan to paint stairwells in family buildings;
- Reviewing how we manage snow removal;
- Standardizing maintenance services in all our buildings, mainly through our maintenance standards and building sanitation program;
- Continuing to educate tenants on waste management, including compliance with disposal guidelines;
- Developing a new integrated safety and prevention plan in partnership with a joint committee of OMHM employees and tenant representatives;
- Continuing the integrated pest control plan.

Two sides of the coin

A poll is like a snapshot in time: you see only what's facing the camera. So although these results highlight areas in which the OMHM can improve your living environments, they do not account for a very important factor behind the success of our actions: you. You are essential allies in your living environments. By caring for your spaces, following guidelines and continuing to be mindful of your neighbours, you are helping to create environments in which you can thrive for years to come.



Letters from our readers

Some readers write to the OMHM and want to share thoughts, comments or even words of encouragement. Here is a word from a tenant which has done a great deal of good to the whole team who work tirelessly in this period of pandemic.

Dear Mrs Danielle Cécile (Executive Director):

Recently, I read your OMHM newsletter, *la Rose des vents*, with words of encouragement from you and your entire team dedicated to us tenants. Know that in this surprise pandemic, we are all learning from each other to protect ourselves from harm. Because it goes without saying, such a situation is scary. Thank you for providing us with communication tools which adequately inform us about the safety rules to follow in order to avoid inconveniences in our living environment.

I want to personally thank you for your sound management as well as for the security and the sanitation of the building where I live.

Thank you for all your efforts and the safety measures implemented to ensure our well-being, as well as for responding quickly to our requests.

Please take good care of yourself and humbly allow me to send you well-deserved blessings for you and your entire team.

Bernard Trojman,
Tenant at Manoir Roger-Bernard

Questions, comments or suggestions? Write to us! rosedesvents@omhm.qc.ca

Systemic racism: Time for action

With the support of the Board of Directors, the Office municipal d'habitation de Montréal (OMHM) is embarking on a long journey toward ensuring that living and working environments remain open and intolerant of systemic racism.

Systemic racism and discrimination exist in Montreal and in Quebec society. Systemic racism is more difficult to understand. It is the result of institutional biases that manifest themselves in policies, practices and processes that disadvantage citizens based on their race. This includes police practices that target visible minorities and Aboriginal peoples. Although it may sometimes be unintentional in nature, this form of racism has the effect of increasing social inequalities experienced by racialized people, especially with regard to education, employment, housing and access to public services. Systemic racism and discrimination go beyond offensive behaviour. They are part of a system that we must acknowledge by listening to those who are affected by it.

The OMHM is not immune to inappropriate practices and actions infiltrating its work and living environments. With the support of the Board of Directors, the OMHM is embarking

on a major outreach program to combat unconscious bias, stereotypes and racial and discriminatory biases. To achieve this, the OMHM has established a five-year action plan to combat systemic racism and discrimination.

Rouzier Metellus, adjoint à la direction générale de l'OMHM (Assistant to the OMHM management), said: "As a racialized member of the Executive Committee, I am pleased to act as a watchdog on this engagement from the OMHM's Board of Directors and management. As mentioned in the Board's statement, this will involve patiently educating the public, which will require buy-in from all parties involved."



Uniting forces

You can join in this process by taking part in the activities offered to tenants over the coming months.



Addiction and confinement: A bad mix?

Collaboration by **Hélène Hamel**, Director of specialized helplines for addiction at the Greater Montreal Referral Centre

Most of us have used a “substance” in our lifetimes. This may be alcohol, coffee, nicotine, cannabis, cocaine or opiates. Do you know what “psychoactive substances” are? Once we absorb them in our bodies, they change the way we usually act. And if you take too much of one of these substances, what happens?

When people consume these substances in large quantities or over long periods of time, it can become difficult to reduce consumption or to stop using them. People may spend more time to obtain the substance or to recover from its effects. You can also develop strong cravings to use the substance. People may continue to take them even though they recognize the problems that they cause: i.e. difficulty accomplishing day-to-day tasks, harmful effects on social interactions, reducing or discontinuing everyday activities.

Over time, people develop a tolerance to these substances: the more you take, the more the body gets used to it. This means that more is needed to feel the same effects.

Increasing consumption: What to do?

In everyday life, what brings people to question their consumption of certain substances? They may become concerned due to an increase in consumption, especially during a period of confinement. This can mean infrequent/ occasional consumption turning into weekly and then daily consumption. In recent months, many people have surely tried to cut back or stop, but have continued to consume. Perhaps they may have become more fixated on the idea of consuming? It may be the right time to ask for help.

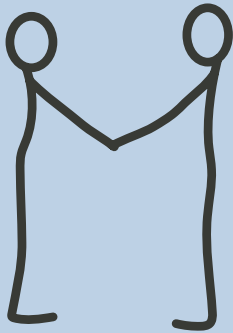
SOUNDS LIKE YOUR SITUATION?

Drugs: Help and Referrals offers guidance and, most importantly, support for you in your efforts:

1-800-265-2626 / 24/7

DID YOU KNOW?

Two rental agents are here for you!



- A rental agent devoted to your **living environments**, who is responsible for visiting apartments with tenants, signing initial leases, welcoming new tenants, being present in the living environment, enforcing compliance with specific building rules, etc.



- A rental agent devoted to **managing leases**, who is responsible for your lease renewals, lease revision requests, collecting your annual documents, etc.

Are you experiencing problems with bed bugs or cockroaches?



CALL US
RIGHT AWAY!

Open your door to the exterminator.

The exterminator will treat your apartment **FREE OF CHARGE** in accordance with standard health measures.

ACT FAST!

Bed bugs and cockroaches are constantly reproducing.

THE OMHM IS
CALLING YOU?



To better inform you, you might receive an automated call from the Office municipal d'habitation de Montréal (OMHM). Do not be surprised if your phone rings and the OMHM leaves you a recorded message on your voicemail. It's a new way to keep you informed on various topics that affect tenants in a certain building or even all tenants.

RUBBING SHOULDERS

Volunteers dedicated to keeping seniors healthy

Since the start of the pandemic, the **Vigilant Volunteer is Watching Over You** project has been critical to ensuring that your neighbours are okay. These resident volunteers with their generosity and caring nature have been vital during these difficult times. They all express the same passion for helping others.



Habitations Clotilde-D'Amico

Mrs. Pelletier: "Despite my poor health, I continue to call residents who need to be heard and require support. We have helped each other a lot and it's been a real godsend!"

Habitations Angers

Mrs. Cassault: "Residents feel that they are not alone and that reassures them. I help them out when they need and direct them to the right places. That's our commitment!"

Habitations Boyer

Mr. Deluca: "I rescued a lady who was about to faint. She was subsequently hospitalized. Thankfully, she is doing better now. I feel so relieved that she is still with us!"

Habitations Hôtel-de-Ville

Mrs. Nguyen: "When they hear us on the other end of the line, people immediately feel safer. They sense that they are talking to someone they can trust. The calls are a great way to provide help and support."

Manoir Gouin

Mrs. Dionne: "After chatting for a bit, I feel that residents get a sense of peace and serenity. I am happy to be able to make a difference in the lives of these people."

Habitations Sainte-Véronique

Mr. Henrichon: "The well-being of others is important to me. This difficult time has shown us that by staying together and remaining united, we can all move forward in peace."

Mrs. Ricard: "People are afraid to die alone. Stress and anxiety levels are higher than ever during the pandemic. Being there for them provides comfort, as they know they are not alone."

Habitations Parthenais

Mrs. Faccini: "During the pandemic, listening has been essential! I have become more vigilant, especially with folks experiencing health issues or isolation."

Habitations Simone-Léveillé

Mr. Gendron: "An isolated individual began talking to me about dark ideas, so I started talking to this person about positive things every day and planning little activities the next day. Sometimes the smallest, simplest gestures can do miracles!"

Want to adopt this project in your building?

Contact **Kashila Veerapatrapillay**, agente de milieu de l'OMHM (OMHM Community Outreach Worker) at **514-402-6630**.

Thank you to Security Agents

About ten Tenant Security Agents will be leaving their posts in seniors' buildings by the end of the year. Some will be remaining in their apartments, while others will move out.

The Office municipal d'habitation de Montréal would like to thank them for being good neighbours who have provided many services over the years, big and small.

Once again, a big thank you to these on-site employees!

Juan Bautista, Monique Binette, Nicole Émard, Marc Lemaire, Michel Loignon, Michelle Lyman, Claire Martin, Ana-Luisa Santibanez, Suzanne St-Amour, Gilles St-Jean, Gaétan Vigneault, Farida Bouhiaoui, Burdubus Izabela Mariana, Yvette Lachance-Bouchard, Lise Lespérance-Robert

On our photo: Michel Fortin, chargé en prévention et sécurité (Prevention and Security Officer), with a few Security Agents who will be remaining with the OMHM, during a meeting this summer.



GOOD NEWS!



Screens in high-rise buildings for seniors are gradually being put back into service. In recent months, a team at the OMHM worked to develop an improved and more stable software solution. Check the screens to stay informed about important news!

ONLINE
REQUESTS FOR
REPAIRS

We're here 24/7 to better meet your needs!

Don't feel like calling us to make a request for repairs?

Visit omhm.qc.ca and click on *Repair Request* to access our online form.

It's simple and easy to use! When you submit the form, you will receive an automated email notification.

Don't have an email account or Internet access? Don't worry! You can make phone requests by dialing 514-872-6646. The requests are processed in exactly the same way as those made online.



Looking for 15 to 30 year olds

Are you looking for work, but lack experience and don't know where to start?

School didn't appeal to you and you're looking for an exciting challenge?

The *Maintenant, j'avance* (Now I'm moving forward) project may be just right for you!

Get out of your comfort zone and find your passions by exploring what you'd like to do in life. It's an opportunity to get out of the house during the lockdown and to meet other youth like you.

What will this involve?

For 13 weeks, you will take part in activities in this new orientation, training and internship experience.

To get involved in the project, you must:

- be available on a full-time basis until March 13, 2021
- speak and write in French
- be able to participate in events held at 1212 Ontario Street (dates to be confirmed). Some activities will be held online.

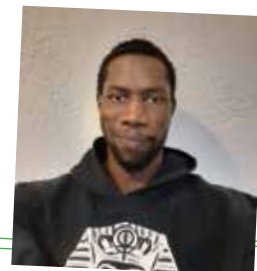
Everything will be done in compliance with public health standards.

SIGN UP NOW!

Online form:

www.ijq.qc.ca/projet-maintenant-javance/
(French Only)

You can also register over the phone with **Moctar Gueye**, agent de milieu de l'OMHM (OMHM Community Outreach Worker), by dialing **514-295-0349**.



DO YOU RECEIVE ALIMONY (CHILD SUPPORT PAYMENTS)?

You may be affected by an amendment to the *By-law respecting the conditions for the leasing of dwellings in low-rental housing*. Since August 6, 2020, an amount of up to \$350 per month may be deducted from alimony income for each dependent child in rent calculations.

This means that you may be eligible for a reduction in rent!

If you have received alimony for one or more dependent children, please contact your rental agent to check your file.

Taking care of my mental health

Since the Coronavirus pandemic (COVID-19) began in March, the entire planet has been affected and our daily lives continue to be turned upside down. Many are feeling concerned about this situation.

Normal emotions

With the impacts of the pandemic, it is normal to feel:

- fear, stress and anxiety: when faced with a threat, fear helps human beings take action to defend themselves;
- sadness, depression and loneliness: for people who are more isolated, limited in their activities or far from loved ones, daily life can be more difficult;
- frustration, anger and irritability: the stresses caused by this pandemic can be frustrating and induce anger.

A few tips:

- ✓ Be proactive (for example, help an elderly person with their groceries).
- ✓ Reduce the time you spend watching or listening to news about COVID-19, since too much information can increase concern.
- ✓ Maintain healthy daily habits (eat well, be active, go outside, get enough sleep).
- ✓ If you have trouble sleeping, limit your screen time at least one hour before you go to bed and try to do relaxation exercises.
- ✓ Call your family and friends more often than usual; catch up with them, ask about their concerns, and share the emotions you've been feeling with them.



TIPS AND TRICKS

Music has great benefits. Music has been shown to reduce stress and anxiety and improve memory. A great remedy during the pandemic, right?

Don't forget to go outside! Even when it's cold out, walking is a very healthy habit. Ask your neighbourhood CLSC for advice if you have any physical limitations.

Smile! It's healthy and contagious. Smiling reduces stress, strengthens the immune system and increases happiness levels. Try to smile a little more every day by thinking about what makes you happy.

SUPPORT RESOURCES

Tel-Aînés (Senior's Line)
Telephone: 514-353-2463

Tel-Aide (Help Line)
Telephone: 514-935-1101

Tel-Youth (Youth Line)
Telephone: 1-800-263-2266
Text messages: 514-600-1002

Source: ordrepsy.qc.ca

Heroes of Petite-Bourgogne

Residents have made a point to be there to help their neighbours during the pandemic. They are always available to help with grocery shopping, to distribute meals, cook, offer support, etc. Wherever you are on the Island of Montreal, you should be proud of what you've done, however big or small!



Edelmy Flores:

"My dream is to have more social activities for seniors and to create living spaces in which all generations can meet up."



Lyudmyla Yastremska:

"Since I was a young child, I have never stopped learning about helping others and selflessness. Later in life, I realized that it has become a part of who I am, my inspiration and my happiness. Even during the pandemic, I never stop thinking about others, in spite of the limits and social distancing required."



Azieama Khan:

"My personal goals are to help wherever I can. It's my way of giving back to others. Learning new things and sharing my knowledge makes me happy. I'm happy to be part of the big family in my neighbourhood."



Sean Mackenzie:

"I firmly believe that working together as a community can improve people's daily lives. I continue to offer as much of my time and support as I can in order to make a difference."



Jean-Louis McRae:

"I don't generally pass up opportunities to help people, and seniors in particular. That's how I am. I love people, I love humans. For me, it's the heart that matters."



Suzanne Payant and Johanne Brière:

"There are people with all sorts of mental and physical problems out there. There are people who have problems with drinking, medication and drugs. We help anyone and everyone, each and every day. It's a great chance to be part of something bigger than yourself!"



Raymond Saulnier:

"We have a mobile cafeteria that serves hot, inexpensive meals. It's a great opportunity to socialize with tenants and to see how they are doing health-wise and act when necessary by offering advice or referring them to the right people."



Michel Guénette:

"My volunteer work is very important to me and to people in the community."



United by our shared passion for nature!

This summer, members of the Flower and Garden Club created beautiful gardens, lighting up their faces with happiness.



Habitations Côte-des-Neiges **Ahmed Drissi, President of the Optimists Tenant Association**

For almost 20 years, Ahmed has been a member of the association and cared for the garden beds along with 14 other tenants. This includes cauliflowers, carrots and zucchini, several types of peppers, beans, tomatoes, cucumbers, and a host of other vegetables. It all started when he decided to file a project application with the OMHM to purchase the raised beds. "My greatest pride," says Drissi, "is that our garden project has become a great success and that people are so happy to have fresh vegetables."



Mrs. Klichtch loves flowers...and people. "I want to offer people a welcoming and relaxing environment." She has been gardening for over 8 years and for the last 3 years at Habitations De Terrebonne. When major work began, she had to move all the flowers to a new home. Since then, she has been busy building a lovely space along the side of the building. Peace and quiet. Happiness!



Habitations De Terrebonne **Lydia Klichtch, Resident**



Habitations Maison Lizette-Gervais **Helena Rotaru, President of the Tenant Association**

"Gardening is part of who I am. As far back as I can remember, I've always had my hands in the earth." When she arrived at Habitations Lizette-Gervais, Mrs. Rotaru quickly realized that if she wanted to beautify the grounds, she would have to get involved in the tenant association. "With these flowers, I'm beautifying the city. When we emerge from the pandemic, I look forward to getting back outside and breathing the fresh air. I prefer to be out here with the flowers than inside."



"Choosing perennials, organizing the layout and placing the right plant in the right place is what keeps me fit," said Mrs. Lambert, a member of the Flower and Garden Club since 2015 and winner of the 2018 and 2019 contest "Embellissons MHM".

Habitations De Marseille **Adrienne Lambert, Resident**



Residents at Habitations Jardins Claire-Fontaine

"Giving new life really fills me up. I like to be with the plants," said Suzanne Paquette. For over 10 years, residents of Habitations Jardins Claire-Fontaine, including Mrs. Paquette, have been working on enhancing their living environment and adding a little beauty to their building.

Let's continue to protect ourselves!



**Cough into
your sleeve**



**Wash your
hands**



**Keep your
distance**



**Cover your
face**



**Limit your
travel**

Québec.ca/coronavirus

 **1-877-644-4545**

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gouvernement

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