

La **R**ose des Vents



Office municipal
d'habitation
de Montréal

Office municipal d'habitation
de Montréal Tenant Newsletter

December 2022
Volume 21 Number 2

Happy Holidays to all tenants!



Music therapy
a winner

Connected
common rooms



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QUESTIONS, COMMENTS OR
SUGGESTIONS?

Write to us!
rosedesvents@omhm.qc.ca



Happy Holidays to all tenants!

Please note that all Office municipal d'habitation de Montréal (OMHM) offices will be closed on **December 26th, 27th, 28th, 2022** and **January 2nd, 3rd and 4th, 2023**. However, the Call Centre will remain open for emergencies. You can reach it by calling 514-872-6646.



Office municipal
d'habitation
de Montréal

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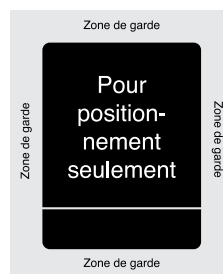
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Till we meet **again**

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



Dear tenants,

It is with much emotion that I write to you for the last time. In January, I will continue my journey into retirement. I could tell you all about the events of the past year, about the pandemic and how we are getting back on track, but no, I'm going to thank you instead.

THANK YOU!

Thank you for making me a better person by sharing your concerns with me.

Thank you for being a voice for your more vulnerable neighbours.

Thank you for taking care of those around you.

Thank you for all your kind gestures toward your neighbours, friends, family and community.

Thank you to the seniors for your wisdom.

Thank you to the families for your determination.

Thank you to the youth for your energy and creativity.

Thank you, life, for giving me the chance to work for you and with you these last six years!

Hoping that our paths will cross again, I wish you a happy new year 2023!

Sincerely,



Danielle Cécile, Executive Director

Thank you

Thank you
Thank you

Info on low-rent housing



Writing to be understood

For nearly two years, a team has been reviewing communications with tenants. This is a lengthy process, with hundreds of documents to revise. Since the spring, nearly 100 letters have been rewritten and reviewed with tenants. We have already consulted with several tenants from different backgrounds and they are satisfied with the work done so far. Perhaps you have already received a revised letter? If not, you will soon! It takes time to revise all the letters and change the way we write.

Understanding

We don't all possess the same reading and writing skills. The letters we send out contain important information about your rent, building rules, major work and community life.

You are not alone

Don't be afraid to seek help to improve your reading, you are not alone. Reading helps combatting loneliness, and there are many organizations working to achieve this significant challenge.

NEED HELP?



Literacy
Foundation

1-888-488-3888



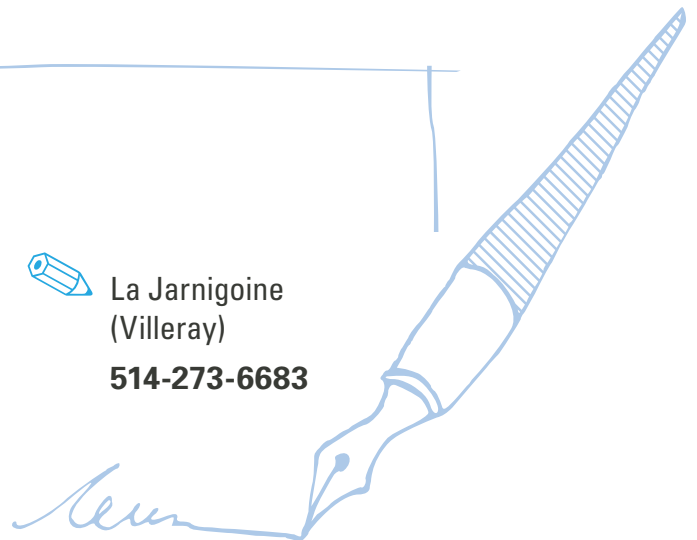
L'Atelier des lettres
(Centre-Sud)

514-524-0507



La Jarnigoine
(Villeray)

514-273-6683





Beware of telephone fraud

If you receive a call from a bank or caisse representative, be careful!

Montréal investigators remind us that there are fraudsters out there posing as employees of financial institutions. Fraudsters often call a vulnerable senior to make them believe that there has been a fraudulent transaction on their bank card. They are insistent on the phone and make it seem like there is an emergency to act by asking to provide the personal identification number (PIN).

Here are some prevention tips:

- Never rely on what is written on your phone's display, as fraudsters use applications that allow them to display the names of financial institutions.
- Never give out personal information by phone.
- Remember that financial institutions never ask for bank cards or your personal identification number (PIN).
- Ask the person what number you can call back. Fraudsters will hang up because they don't want to give out a contact number.
- Never give in to pressure.
- Always consult a family member or someone you trust to validate the information you receive.
- If in doubt, do not hesitate to contact your financial institution or your local police station.

Solicitation! No, thank you!

We remind tenants and visitors that solicitation is prohibited in all OMHM buildings.

No person or company is allowed to go door to door.

This includes window cleaners, carpet cleaners, cable TV services or any other commercial offer of products or services.

If you see a person in action, call **514-872-6646**. Your call will be confidential.

It's a question of **security!**

If you have been a victim of a fraud, contact:

Canadian Anti-Fraud Centre
1-888-495-8501

Info-Crime Montréal
514-393-1133

In case of an emergency, call **911**

W

ell-being



Music therapy a winner

There are hundreds of initiatives in our buildings ranging from painting, yoga and computer science classes to neighbours' parties and community kitchens. This year, a musical project was born, with senior tenants at Habitations Emmaüs in the Saint-Michel neighbourhood taking on the role of orchestra conductors! The "Tous des Maestros" initiative combines music with mental health benefits and assertiveness.

The organization *Le temps d'une Pause* and the *I Musici de Montréal Chamber Orchestra* combined their talents with those of senior residents. Musicians from the orchestra and a music therapy worker support the residents until they can lead the orchestra themselves in place of the conductor!

Each participant "*maestra et maestro*" gets to enjoy a unique experience as conductor of the orchestra. They experience the power of their gestures in leading professional musicians. Participants also attend a whole concert to fully appreciate the efforts of the professional conductor and musicians.



Music offers great health benefits!

Try listening to music to reduce stress and anxiety. Its therapeutic benefits are almost guaranteed!

This project was made possible by the financial support of the Government of Quebec and the City of Montreal through the Entente de développement culturel de Montréal.

New address



After three years of construction work, the Îlot Rosemont project has been completed! The Résidence Des Ateliers welcomed its first residents in December. Built under the AccèsLogis program, it has 193 affordable units with services for seniors, 96 of which are subsidized.

New reception in the heart of the city

The first floors of the building will be occupied by the new OMHM Administration and Services Centre. Around 300 employees from over a dozen departments have been working there since early December.

The former reception at 415 Saint-Antoine Street West has closed its doors permanently, meaning subsidized housing applicants are now welcomed at 400 Rosemont Boulevard, next to Rosemont metro station.

The office at 255 Crémazie Boulevard East has been officially closed since September 30.

For in-person tenant services, please note the following two addresses:



Service Desk – East

3330, boul. de l'Assomption
Montréal (Québec) H1N 3S4



Assomption
(Green line)



Service Desk – West

2247, rue Delisle
Bureau 300
Montréal (Québec) H3J 1K4



Lionel-Groulx
(Orange line)



Questions about your lease?

Contact the Call Centre at 514-872-6646! We will answer your questions or direct you to the person who can help you. A team is in place to respond quickly.

Bloc-Net 2.0 : Youth looking after their environment

A first experience with the Bloc-Net 2.0 clean-up brigades was successful. The youth clean-up brigades have been working all summer in 7 different living environments.

Far-reaching impacts

The initiative encourages youth to take care of the environment. They find this volunteer work very rewarding and motivating. They feel more confident and empowered. The work is also less demanding than a regular job and keeps them busy while also creating links between the group and the outreach workers involved. This type of civic engagement creates opportunities for interaction. People are inclined to talk to the youth to encourage and congratulate them. In exchange for the hours worked, they received gift cards of their choice.

Butts & Co

By picking up as many as 281 cigarette butts a week, as well as 68 garbage bags and 16 recycling bags over the summer, the youth at Habitations Walkley certainly made an impact on their environment! Édouard, a young man at Habitations De Mentana, had this to say: "Garbage-wise, I mostly pick up cigarette butts. They're number one. Second is plastic containers, and third, I would say, is bags. But there's trash of all sorts really, such as cans, and I even found a broom and a diaper! In the first week, we completely filled our bags. Then it became harder to fill the bags because our work was producing results."

Talk to your kids about this project next spring!
Your building manager could partner with them!
For information, contact us at rosedesvents@omhm.qc.ca.



Good communication between neighbours

Have you heard about non-violent communication?

It is a very simple and extremely powerful tool to improve our relationships and make them truly authentic. Empathy and respect for oneself and each other are at the heart of non-violent communication. Non-violent communication teaches us to assert ourselves while respecting others. The aim of non-violent communication is to foster relationships that meet everyone's needs.

Non-violent communication can lead to a "spiritual consciousness." Based on compassion and justice, this method of communication can contribute to a more peaceful society. Want to try it?

⇒ Step1: Observation

What makes me to want to speak up, what annoys me, what affects my well-being?

"When I see... when I hear..."

Example: "When I hear music coming from your place at 2 a.m. and I can't sleep..."

⇒ Step2: Emotions

What emotions does the situation stir up in me?

"I feel angry, frustrated, stressed..."

⇒ Step3: Needs

What personal needs stand out (the need to feel safe, respected, understood, free)?

Example: "...because I need a good night's sleep to properly focus on my tasks the next day."

⇒ Step4: Request

"Would you agree to..."

Example: "Would you be willing to turn off your music at 10 p.m.?"

Remember: A request is not a requirement! Avoid threatening, blaming or shaming the other person.

This is just the beginning of a dialogue. The results will be better than banging on the wall, giving an angry look every time you pass your neighbour or building up frustration.

Civility and respect toward everyone

It is much better for everyone, employees and tenants alike, when discussions are held in a calm and respectful manner. Did you know that OMHM employees must follow rules of conduct at work and when interacting with tenants? You are our priority and employees work hard to respond to your emergencies and needs. They are required to listen, but they deserve respect as well. When discussions are respectful, employees and tenants both win.

Place Normandie : 50 years of neighbourhood life!



Built in the early 1970s, the Place Normandie housing project has hit the half-century mark. José Trottier, president of the association that organized a big party to mark the event, had no shortage of stories to tell over the phone: "It was a huge success! The weather was great, and we had about 150 people show up. There were children, families, draws for gift cards, dancing, a DJ and inflatable games. It was a big day! Several organizations were there to meet the locals and chat about the resources they offer."

A unifying event

There was a lot of emotion in the air. This event was a great opportunity for neighbours to meet and enjoy a get-together after spending so much time in lockdown. It is important to rebuild these connections for a stronger community spirit. Such events are an opportunity to reopen doors between neighbours so they can build trusting, helpful relationships once more.

There have been a lot of improvements and exterior renovations over the past year, and tenants are very pleased with the results. You can feel that the community is very involved with the organizations that visit the building. And likewise for the tenant committee, which is very active and committed to tenants.

Pride and belonging

Among all the excitement of the day, there was a minute's silence in honour of Jayson Colin, a young man whose life was cut short in August. José Trottier shared his memories: "It's unbelievable, I knew that little guy! I watched him grow up and become a young man working with youth. It was important to acknowledge his commitment, he was always around. In August, he was in the wrong place at the wrong time, it's hard to fathom. We paid tribute to his parents who have been involved in the neighbourhood for years." The party continued in celebration of all the people who have made their mark through their involvement in the neighbourhood. Rapper Angelo Hammer was DJ for the day. There was even a dance class with continental-Afro styles!

Happy birthday to all Place Normandie tenants. You can be proud of your neighbourhood and how your caring actions have had a lasting effect on the community.



RUBBING SHOULDERS

When art makes a buzz

For eight years, there has been an art hive at Habitations Alexandra. Every Friday from 2 p.m. to 7 p.m., low-rent housing residents and locals meet up. Art hives are small community art spaces designed to bring people together. For many, these inclusive, friendly group workshops provide essential benefits. Well done, and long live the hives under our roofs!



Christmas in the summer!

The Habitations De Montmagny tenant association held a Camper's Christmas. Seeing as they had missed Christmas due to the pandemic, they decided to make up for lost time this summer. It was a real hit! "This year, my motto is: let's enjoy ourselves! The last two years, people were confined, we had no parties or meetings. We have to redo activities, dance and eat together!" said Christine Boelens, who loves spending time with her neighbours. This year, we wish them a proper Christmas in the snow!



Beautification activity

A committee was set up at Habitations Cartier-Chabot to take care of the building's grounds. They worked very hard to landscape and plant flowers at the entrance. Congratulations and thank you for your commitment to taking care of the environment the way you do!



Things on the move at MOUV

Have you heard of Le MOUV? It's a youth group involved in community life in low-rent housing that seeks to learn how consultation bodies work so the voices of young people can be heard. In November, they held their first official activity launch. The event was a success, with a full room in attendance. This year, the group will be able to implement projects by and for young people in six low-rent housing environments. It is really great to see the number of young people involved. Making a positive change is possible! We look forward to following youth projects and invite young people to follow them on Facebook and Instagram.



André Stuart : A neighbour unlike any other

“We called him Santa Claus, he would always show up with lots of bags to give to everyone,” recalls Johanne, who knew André well. André Stuart lived at Habitations De l’Érablière for 26 years and was well known in the Petite-Bourgogne neighbourhood. André passed away this fall, but he will remain an inspiration to all who knew him.

Losing a friend

André Stuart’s passing has left a big void. He laughed often and liked to joke around. He was on a mission to brighten up everyone he met. He had no children, but he created his own big family around him. Even visiting children would come to see their friend André, who always had a game to play or a trick to show them in the common room. He lived simply—helping others fulfilled him. When things got tough, he didn’t give up. “Sometimes he was a little too positive! He did too much. He always said that the office was open day and night. We did not want him to do so much, but it made him happy to feel useful, we could not stop him! He did not count his hours,” said Suzanne Payant, with emotion in her voice. His motto was, “I can do it.”

Honouring his memory

This man, who was so generous with his time, had an impact on the community. The residents decided to honour his memory by coming together to share stories and taking the time to grieve a man who had so much more to give. Coffee was served in the common room, and a spaghetti dinner was held in his honour. Grieving is never easy. His close friend Johanne Brière said, “He is not suffering anymore, he is okay, and now he can finally get some rest! I keep talking to the people up there, they are still listening!” Patrick Benjamin, organisateur communautaire (Community Organizer), shared some great memories: “He had a big impact on my life, I am still in shock. I will miss him. We have had a lot of deaths in a short time in the neighbourhood. There will be ups and downs, but I know people will keep helping each other during this difficult time.”

If you need help

It can be especially difficult to grieve during the holiday season, so do not hesitate to talk to someone and get the resources you need to get through it, such as bereavement support groups. You can dial 211 to find resources in your neighbourhood.

10 tips for combatting loneliness



After months of confinement, it can be hard to alleviate loneliness. Reconnecting with others and feeling useful is good for your health!

1. Dare to take the first step

Greeting neighbours or smiling at people in the group you are with can help break the ice. There's no harm in trying!

2. Get out and about

Does reduced mobility discourage you from getting out? Prepare your outings by planning the route and finding out about transportation. And, of course, go at your own pace and according to your abilities.

3. Look for things to do

Make a list of the activities you like to do or liked to do in the past. Looking for new cultural, social, sporting or volunteer activities is a great way to care for yourself and connect with others.

4. Take care of yourself

When you live alone, it can be easy to neglect yourself and fall into bad habits. Get a taste for eating better! Cooking with neighbours can be a good way to motivate yourself to make healthy meals while saving some money.

5. Seek help

If you suffer from loneliness, ask for help. You shouldn't be afraid to knock on a neighbour's door and say that you're feeling lonely. There's no shame in that.

6. Turn to a support group

Support groups offer reassuring, encouraging and non-judgmental support where you can share your experiences and connect with people going through similar moments.

7. Don't get discouraged

Admitting to loneliness, especially if this feeling has been going on for years, is often a difficult thing to do. It's best to take things slowly and stay within your comfort zone. Taking small steps means you're on the right track!

8. Restoring self-esteem and meaning to life

Isolation is often accompanied by low self-esteem. You often rediscover meaning in your life when interacting with others, remembering just how useful you can be.

9. Focus on prevention

In the event of a major change in our lives, proper preparation can make all the difference. The death of a loved one can negatively impact our health and social life if we mourn for too long. Getting support is essential.

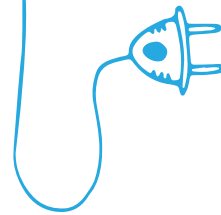
10. Think about yourself

Have some "me time" and enjoy yourself. Take it easy at first, by simply getting out of the apartment. You might be surprised!

Need help? The organization **Tel-Aînés** offers a free telephone listening, information and referral service in Montréal: **514-353-2463** or **tel-ecoute.org**.



Connected common rooms!

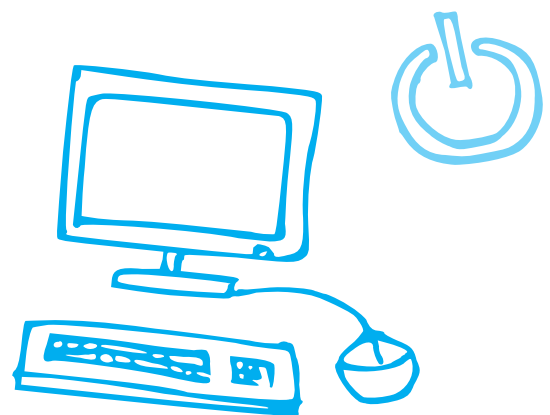


The teams are working very hard to computerize common rooms. All rooms will have a computer and internet access with Wi-Fi. This was unimaginable a few years ago. During the pandemic, the digital divide became increasingly evident. Lack of access to computer tools creates inequality. There is a lot of useful information on the web. For the Comité consultatif des résidents (CCR or Advisory Committee of Tenants), this initiative is another way to connect tenant associations to each other and enable tenants to help each other find resources.

“With the help of tenants, the Fédération des locataires en HLM (FLHLMQ) and our partner Insertech, we provided 60 tenant associations with equipment. Now, if all the community rooms become connected, we’ll have a large network in place. Almost everything’s done online these days! The internet is essential for tenants to stay informed. It’s also a great way to access resources such as those for doing your taxes online,” said Nathalie Morin, directrice de l’organisation communautaire (Community Organization Director).

Today, there are tons of online tools that can help tenants. We are going to get the equipment that will let us adapt to this new reality in common rooms. Technical support and help in learning computer basics will be available.

This change will have a positive impact. The ability to communicate and stay in touch with others is essential to happiness and well-being. It will be another tool to combat isolation and stay connected.



Abuse

that is hard to see

Physical abuse is often associated with domestic violence. However, this is not the only kind of violence that women can experience within their relationships. Other forms of abuse are often downplayed, yet they are just as damaging and allow the aggressor to maintain control over the woman.

Verbal abuse: the most overlooked form of abuse

Verbal abuse is used to intimidate, humiliate or control another person.

Examples include:

- Insults
- Shouting and raising one's voice
- Blaming and criticizing another's actions
- Criticizing with hurtful comments
- Threats

Psychological abuse: the most difficult to observe

Psychological violence comes from a person's attitudes and behaviours. It targets the other person's psychological integrity, seeking to belittle their value as an individual.

Examples include:

- Isolating a person socially or emotionally by belittling their family, relatives and friends
- Controlling when and where a person goes out
- Using various types of threats, such as threatening to kidnap or kill the children, to commit suicide, to destroy valuable items, false accusations, etc.
- Mental cruelty, such as sulking, indifference, silence, being excessively demanding about completing tasks, making decisions for the other person, etc.
- Telling the other person that they are stupid, good for nothing, etc.

Economic abuse: the least known form of abuse

Economic abuse is characterized by behaviours and actions that prevent a person from achieving economic independence.

Examples include:

- Prohibiting or strongly discouraging a spouse from working outside the home
- Controlling a spouse's finances and/or taking all or part of their income or important documents (passport, ID cards, etc.)
- Not sharing the family finances fairly
- Controlling expenses for basic needs: clothing, food, the money needed to ensure the children's health and welfare, etc.

This cycle of violence must end now. Are you experiencing any form of abuse? You are not alone!
There are resources to help you.

CONTACT SOS VIOLENCE CONJUGALE 1-800-363-9010 or visit fmhf.ca/jai-besoin-daide/.

Source : Fédération des maisons d'hébergement pour femmes (FMHF)



The OMHM at your service!

7/7 – 7 a.m. to 11 p.m. / Security and emergency repairs 24/7

One number for ALL your OMHM inquiries

☎ Call Centre: 514-872-6646



For online repair requests, visit omhm.qc.ca/en/

To make things easier, you can contact the Call Centre for all your needs:

- | | | | |
|------------|-----------------|----------------|------------------------|
| ✓ Security | ✓ Lease | ✓ Maintenance | ✓ Parking |
| ✓ Repairs | ✓ Extermination | ✓ Cohabitation | ✓ Building rules, etc. |

TWO ADDRESSES FOR IN-PERSON SERVICES



Service Desk East

3330, boul. de
l'Assomption
Montréal (Québec)
H1N 3S4



Assomption



Service Desk West

2247, rue Delisle
Bureau 300
Montréal (Québec)
H3J 1K4



Lionel-Groulx

Services offered

- ✓ Questions about your lease
- ✓ Rent payments
- ✓ Various requests and information
- ✓ Complaints



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