

Annual Report



2025-2026



WEST ISLAND CRISIS CENTRE



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MESSAGE FROM THE PRESIDENT



Over the past year, we have continued our commitment to providing, supporting, and listening to those who go through moments of vulnerability. Every intervention, every call, every presence speaks to the human impact of our mission.

At the West Island Crisis Centre, we are guided by a deep conviction: to offer a safe place for adults living through a crisis, whether acute or insidious, as well as for their loved ones. Available 24/7 with compassion, we respond with a collective commitment that is truly exceptional.

I want to highlight the remarkable work of our team (front line staff and administrative personnel) whose expertise, integrity and humanity make all the difference. Your daily commitment is the cornerstone of our ability to respond to the growing needs of our community. I also sincerely thank the members of our Board of Directors for their ongoing support, leadership and trust.

Our work would not be the same without the support of our partners, donors and network collaborators. Together, we build an essential safety net that supports, guides and acts tangibly in the face of the complex realities of mental health.

This annual report highlights more than just accomplishments: it shines a light on a shared commitment to making a difference, day after day, in the lives of the people we serve.

Being available, sometimes in emergencies, but always with sensitivity, demands an exceptional collective effort.

Sincerely,

Deborah St-Martin

PRESIDENT



MESSAGE FROM THE EXECUTIVE DIRECTOR



Over the past year, the West Island Crisis Centre has continued to play a vital role in the face of major challenges. In a context marked by uncertainty and ongoing social and economic pressures, we have remained steadfast. At WICC, one thing remains constant: when the situation feels overwhelming, we are here.

This strength comes from a dedicated, highly skilled team united by a shared vision. Our interdisciplinary staff work together to provide compassionate, tailored and concrete human responses to every situation. Behind every intervention, there is a clear purpose: to support, assist and accompany with respect and dignity.

Our front line services represent far more than personal support. They open the door to recovery, help rebuild hope and foster collaboration with our partners. Together, we work to prevent the worsening of crisis situations, build resilience and support people during some of the most difficult moments in their lives.

This is the energy that drives our team, our partners, our Board of Directors and our entire network, a collective commitment to building a strong safety net for the West Island of Montreal. Each and every one of you plays a key role in our mission, your trust and support fuel our determination to make a real difference. Because every moment matters. And we are here, without fail.

With sincere appreciation,

Christine Richard

EXECUTIVE DIRECTOR





BOARD OF DIRECTORS



Over the past year, the Board of Directors has continued its commitment to upholding rigorous, transparent and aligned governance practices that meet best practices.

With a commitment to looking further ahead, the establishment of a governance committee has helped strengthen our approach and ensure ongoing improvement at the heart of our practices. This committee plays a key role in monitoring emerging trends and governance and ethics standards. It thereby contributes to informing the Board's reflections and decisions and to proposing concrete adjustments tailored to reality and the organization's goals.

This year, several priority projects were identified and advanced, including:

- ✓ updating the Executive Director's job description;
- ✓ reviewing the tools used to evaluate the Executive Director;
- ✓ structuring the annual evaluation process for the Executive Director;
- ✓ conducting a self-evaluation of the Board of Directors;
- ✓ reviewing and updating key reference frameworks, including the code of ethics, the code of conduct for board members and the governance evaluation policy.

These advances testify to our clear commitment to reinforce the quality of our governance and to support informed, responsible and consistent decision making that aligns with our mission and the values of our organization.

We acknowledge the dedicated involvement of committee members, whose rigorous and committed work contributes directly to the evolution and strength of our organization. We would like to express special thanks to Olivier Fiset, Stéphane Rochereau and Deborah St-Martin for their valuable contributions.

The committee will continue its work with the same level of rigor to consolidate achievements and support the Board of Directors in its strategic role.



MEMBERS OF THE BOARD OF DIRECTORS



Deborah St-Martin
PRESIDENT,
CLIENT REPRESENTATIVE



Stéphane Rochereau
VICE-PRESIDENT,
COMMUNITY REPRESENTATIVE



Olivier Fiset
SECRETARY,
COMMUNITY REPRESENTATIVE



Anoop Singh
TREASURER,
COMMUNITY REPRESENTATIVE



Marianne Kaliini
DIRECTOR,
COMMUNITY REPRESENTATIVE



Ariane Désilets
DIRECTOR,
COMMUNITY REPRESENTATIVE



Ghassan Baroudi
DIRECTOR,
COMMUNITY REPRESENTATIVE



Board of Directors Meetings



The Board of Directors met 7 times this year.

An administration, in concert with the team, works carefully throughout the year on the affairs and areas of the organization.



Committees of the Board of Directors

The Board Committees are:

The Board Committees ensure the continuous improvement of the quality of services offered by the Centre to individuals with mental health and psychosocial challenges. Below is a summary of the various committees and their mandate.

-  **Human Resources Committee:** Ensure an effective and economical management of human resources within the organization.
-  **Information Quality Committee:** Ensure the protection and confidentiality of personal information.
-  **Ethics Committee:** Ensure compliance with ethical principles and the internally adopted code of ethics, and support the organization's values and mission.
-  **Finance Committee:** Ensure good financial management of Dollars and Sense and review the organization's budget.
-  **Governance Committee:** Ensure compliance with the rules of good governance to ensure optimal management of the services provided.
-  **Risk Management and Health & Safety Committee:** Ensure the safety of personnel and users in order to prevent accidents, possible harm and sexual violence.
-  **Communications Committee:** Develop strategies to inform and promote the organization and services, ensuring better recognition of our mission.
-  **Fundraising Committee:** Participate in the organization's fundraising efforts to raise funds, raise awareness of our mission and increase the organization's visibility.



Maintaining Services Through Strong Partnerships

This year, the Board of Directors did not have to suspend any of the Centre's services due to financial difficulties. We would like to sincerely thank all of our funders for their essential support, particularly the CIUSSS and the PSOC.



AD HOC COMMITTEE – RECONSTRUCTION OF THE STRATEGIC PLAN



After several months of work on the implementation of our strategic planning, the board of directors saw the need to review our structure as well as our mission, our vision and our values. The board also wanted to reinvest in our organization.

The work involves deep reflection on the current realities, i.e., the place we hold in our community, the challenges we face, and the services we provide.

This process will allow us to review our mission, our values and our strategic orientations in order to ensure they align with the needs of the terrain, our commitments and the aspirations of our community.

We would like to express our gratitude to the team as well as to our community partners who, during a focus group, helped us in this strategic reflection.

We are proud of the work accomplished together; this mandate and our mission will guide our daily actions without losing sight of our vision.

We would like to thank Mrs. Chloé Pain and Mrs. Josée Sinclair for their commitment and contribution to supporting this important work for a collective future.





Mission

Who can claim they have never been in a crisis? Who has never felt like they might lose their footing, or even collapse in the face of an event, no matter the reason?

That is where the West Island Crisis Centre steps in, helping people who have experienced these feelings to set them aside and find strategies to get past them.



Our Target Clientele

All adults aged 18 and over who are experiencing a crisis. We serve men and women of all ages, from diverse economic backgrounds and cultures, who are going through a significant situation of distress.



Our Vision

Making a difference through preventive services.



Our Values



Inclusion: Welcoming diversity in all its forms



Compassion: Acting with care, empathy and respect for others and for oneself



Collaboration: Working together towards a shared vision of improvement and adaptation



Our Services

Providing tailored services for lasting impact

The Centre offers a diverse and complementary range of services designed to meet the needs of individuals, organizations, and communities. Our services are grounded in listening, expertise, and a human-centered approach.



Our Service Offerings



Individual Support

Personalized support focused on mental well-being, active listening, and personal growth.



Organizational Support

Consultation, training, and guidance to strengthen workplace practices, leadership, and well-being.



Community Engagement

Projects, activities, and partnerships that promote inclusion, solidarity, and mutual support within the community.



Awareness and Prevention

Workshops, conferences, and awareness campaigns aimed at promoting mental health and preventing crises.



Referral and Guidance

Connecting individuals with appropriate resources and supporting access to specialized services.



A Results-Oriented Approach

Each service is designed to generate meaningful and measurable impact.

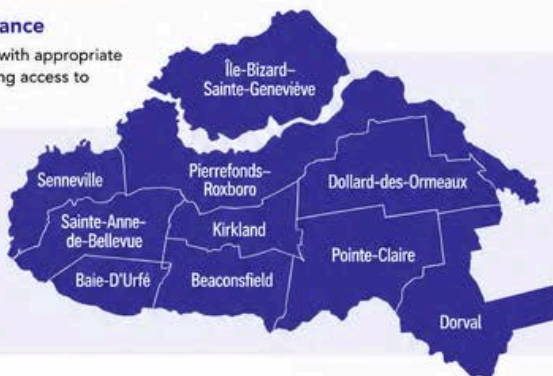
We focus on:

- ✓ Listening and respecting each individual
- ✓ Adapting to the needs of the community
- ✓ Collaborating with our partners
- ✓ Continuously improving our practices



Proudly Serving the West Island

We are proud to serve the 10 municipalities of Montreal's West Island. Together, we build stronger, more inclusive, and resilient communities.





Mobile Outreach:

When a crisis subsides, follow-up support is offered to help individuals achieve their short and long-term goals, while allowing them to remain in their home or in the community.



Intensive Follow-Up:

In concert with our partner, the West Island CIUSSS, we offer support and guidance to individuals who use emergency services following a suicide attempt or a major crisis, when their mental state does not require hospitalization.



Support for Case Managers and Their Teams:

Healthy work environments begin with a healthy team. That's why we support case managers, social services teams and well-being coordinators in recognizing signs of distress, intervening appropriately and fostering a culture of support and prevention.



Training and Workshops:

WICC offers practical and accessible training in mental health and crisis intervention, tailored to the needs of a variety of audiences: community organizations, schools, institutions and businesses.



> Crisis Intervention in the Community:

We work directly in the community to evaluate needs and, if necessary, provide immediate assistance to help resolve the crisis. Depending on the situation, we offer different options tailored to the individual and a people-centered approach.



> Temporary Housing Offered in Two Categories:

a

Short-Term Housing:

We provide people experiencing a crisis with short-term accommodation in a peaceful and comforting environment. 8 spaces are available. Trained staff are on-site at all times. We also offer 2 rooms dedicated to clients with reduced mobility.

b

Transitional Housing:

This service is offered to individuals who are beginning to regain stability and move toward greater autonomy. Appropriate supervision ensures that each person is supported by a qualified team. It provides an opportunity to live a transition between a more structured environment and a return to the community. The length of stay is based on the individual's evaluation carried out by their caseworker.



***To best meet the needs of our community, we offer our services in several languages:

- Arabic
- Creole
- English
- French
- Spanish
- Greek
- Italian
- Kabyle
- Romanian
- Tagalog
- Tamil

Subject to availability of our employees, or caseworkers.



How Our Services Work

Comprehensive support for people in crisis.



1

INITIAL REQUEST FOR HELP



THE PERSON IN CRISIS IS REFERRED TO THE CRISIS INTERVENTION CENTRE BY:



The individual themselves



Family and friends



The health care network



811 and suicide prevention centres



Community organizations



Police

2

SERVICES AND SUPPORT



24/7 Intervention



Crisis Housing



Mobile Outreach in the Community



Follow-Up

3

IMPACTS



DAYS IN HOSPITALIZATION

- Number of users
- Length of stay
- Frequency



Decrease in suicide rates



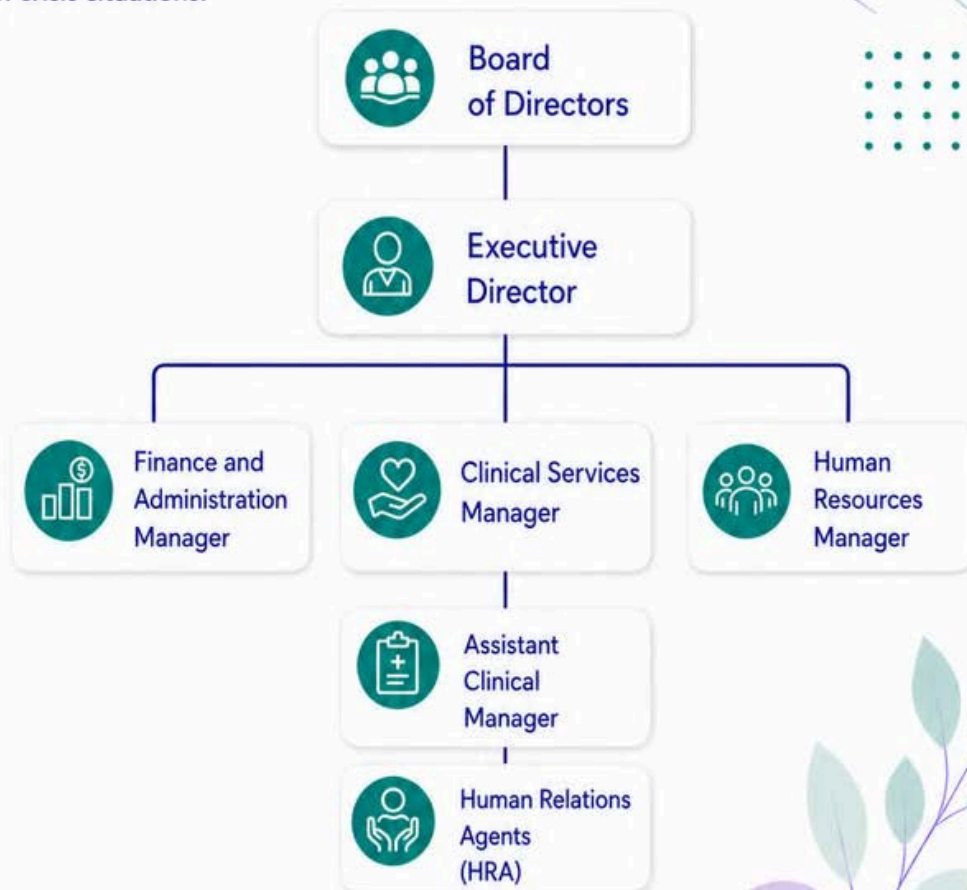
Reduced use of Bill P-38



West Island Crisis Centre

ORGANIZATIONAL CHART

Our organizational structure promotes effective collaboration and smooth communication to ensure quality services for people in crisis situations.



This structure enables us to work together with agility and commitment to meet the needs of our community.

KEY HIGHLIGHTS 2025-2026

A year of initiative, strong partnerships, and community commitment.

The mental health crisis is no longer a trend; it is a structural reality that we must address now, concretely and sustainably.

In a context where needs are growing faster than the resources available, the Centre must act strategically to strengthen its services, expand its network, simplify access, diversify its funding, and respond to structural realities while meeting people's needs.

Faced with these challenges, the West Island Crisis Centre has a clear choice: not to give up, but to act.

Investing in the Centre means contributing to concrete, structured solutions that create impact over the long term.



Here are our transformation priorities:



Transform practices and influence the network

The Centre actively contributed to reflections in the field by presenting its HR approach to the RACOR, promoting the creation of an engaging and inclusive work environment beyond salary. Participation in Directors' luncheons, discussions on governance and portfolio diversification, as well as the Grands rendez-vous en santé mentale, has helped strengthen her role as an influential stakeholder. Furthermore, we contributed to the community where we are established by lending our meeting room to any partners who need it. As a result, we host a local citizens' group every month.



Leadership and strategic positioning

The Director continued her active engagement in the TQNOIM as Vice-President and, together with its partners, created the first West Island Intercultural forum where she also served as a panelist. She also continued her mandate as a board member for RESICQ, notably contributing to the organization's strategic planning and website redesign. Her participation in the West Island CIUSSS board meetings, as well as various political events, enabled her to bring the Centre's key issues into crucial decision-making spaces.



Organizational development and risk management

The work of the continuous improvement committee continued before being paused in preparation for the upcoming strategic planning. A foundation document on risk management was developed to provide a framework for organizational practices. However, after it was presented to the committee, the decision was made not to link this file with continuous improvement, but rather to have it presented by management at the end of the fiscal year. Furthermore, meetings between the full team and partner organizations helped strengthen internal cohesion and community ties.



Innovation and practice improvement

The Centre took part in an impact assessment process with Montreal crisis centres, reaffirming its commitment to improving services. Participation in the activities of the West Island Chamber of Commerce also led to training on the use of artificial intelligence, a technology that supports a culture of innovation.



Visibility and outreach

A visibility plan was developed using an internal database and distributed to local businesses. The creation of a social media committee and the training of staff volunteers helped increase the Centre's digital presence. The Centre was invited to present its services at the Pierrefonds Borough Seniors Council meeting.



Partnerships and community engagement

The Centre continues to collaborate closely with community partner organizations by participating in their activities and general meetings. Participation in political events with a Montreal SME commissioner has opened new perspectives for funding.



CLINICAL INTERVENTION SECTOR



It goes without saying that the current social climate brings its share of challenges for the members of our community, resulting in a direct impact on everyone's mental health. Now more than ever, this is a pressing issue that affects us all.

This reality reinforces the relevance of the CCOI's mission and continues to motivate us to offer high-quality services to residents across the various sectors of the West Island.

Once again this year, our team of crisis workers stood out for their adaptability and their profound desire to make a difference in our community.

The year 2025–2026 was marked by sustained clinical activity. Across all services, more than 20,000 interventions were carried out for individuals experiencing psychosocial distress, confirming our central role as a mental health safety net in the West Island of Montreal.



IN 2025–2026

Our team of services delivered

20,000+
interventions

to people experiencing psychosocial distress.

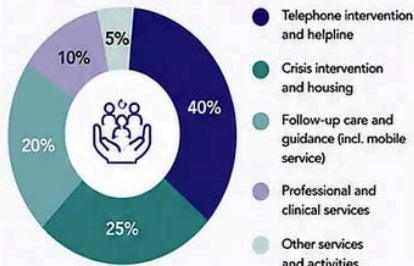
An essential pillar of safety in the West Island of Montreal.



Let's now take a closer look at the statistics from our different sectors of activity.

DETAILED STATISTICS

DISTRIBUTION OF INTERVENTIONS BY AREA OF ACTIVITY

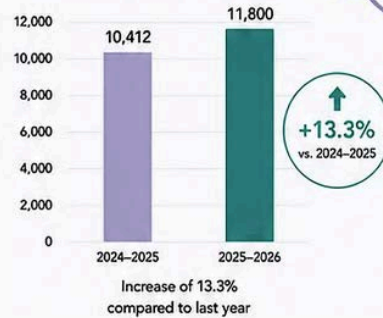


CALLS RECEIVED



- 61% Incoming calls
- 39% Outgoing calls

CLINICAL NOTES GENERATED



HOUSING AND MOBILE SUPPORT



Thanks to the commitment and expertise of our team, we continue to be present to respond, day and night.



A compassionate and caring approach



Strong partnerships and community mobilization



An essential pillar of safety for our community



OUR CLIENTS

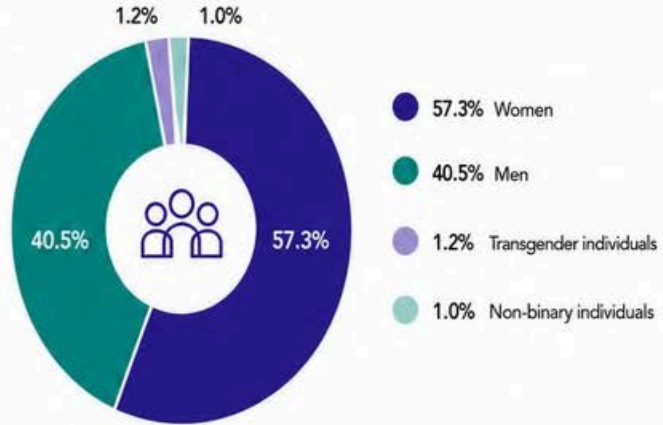


CLIENTS BY GENDER

The gender gap among the people we serve remains significant.

However, women continue to make up the majority, representing 57.3% of our clientele.

Additionally, the presence of transgender individuals (1.2%) and non-binary individuals (1.0%) reflects the Centre's accessibility to LGBTQ+ communities, who are particularly vulnerable to psychosocial crises.



AGE

Our services are primarily geared toward adults in our area.

We also note a significant presence of clients across all age groups, illustrating the diversity of needs that the WICC meets.



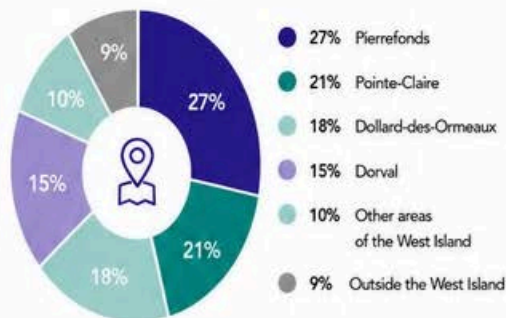
Average age

42
years



TERRITORY

Consistent with its usual demographics, the WICC's clientele this year remains primarily concentrated in the sectors of Pierrefonds, Pointe-Claire, Dollard-des-Ormeaux, and Dorval, which form the heart of the territory served by the Centre.



This data helps us better understand the needs of our community so we can offer services that are tailored, inclusive and accessible to all.



OUR SERVICES



CRISIS HELPLINE

Accessible 24 hours a day, 7 days a week, our crisis helpline remains the first line of response to immediate, human and adapted support requests. It is the main point of access to our Centre's services.

In 2025–2026, **9,091** calls were handled by our intervention team. Among them, **78%** were related to direct clinical interventions, which confirms the crucial role of the helpline.

Inbound calls make up the majority, representing **62.1%** of communications. Additionally, **2,139** outgoing calls were made as part of follow-up or support.

Most calls occur during the day shift; however, the evening shift follows closely behind and also remains in high demand.

IN 2025–2026



9,091

calls handled



78%

direct clinical interventions



62.1%

incoming calls



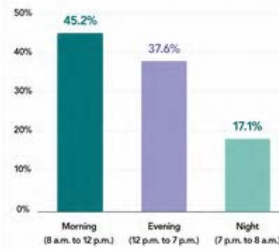
2,139+

outgoing calls (follow-up and support)

DISTRIBUTION OF CALLS



DISTRIBUTION OF CALLS BY TIME OF DAY



Our team is present 24/7 to listen, support and provide immediate assistance.



CHAT SERVICE

As a reminder, the chat service was launched in 2024. This year more than **622** people benefited from this service.

Online chat allows us to reach a more diverse clientele and offer alternative access to our services, particularly for individuals who may feel less comfortable using the phone line.

PEOPLE WHO USED THE SERVICE



AVERAGE DURATION OF SESSIONS



INCLUSIVE AND ALTERNATIVE ACCESS



To reach, listen to and support a diverse clientele.



Thanks to accessible and inclusive services, we are here to support our community day and night.



HOUSING SERVICES

8 accommodation spots

This service offers a temporary refuge for individuals whose crisis cannot be resolved in their usual living environment and who can benefit from more intensive support during a critical period.

This year, occupancy remained stable compared to previous years, although the overall occupancy rate reached **50.9%** of total capacity.

This service also helps ensure continuity of care after housing at WICC to maintain stability and support recovery in the community.



INTENSIVE FOLLOW-UP

This service provides short-term, intensive support to individuals going through a crisis, in their own environment.

This year, we provided intensive follow-up to **174** people.

This service helps stabilize the situation, which is essential to prevent deterioration and support recovery.

It plays a key role in keeping people in their environment while mobilizing the resources needed to help them move forward.



TRANSITIONAL HOUSING

This service provides temporary, supervised housing for individuals or families in crisis who need a structured environment and support to regain stability.

This year, transitional housing supported **4** people: 2 elderly people and a mother with her three children.

By offering a safe and caring living environment, we help people regain their autonomy and plan for a sustainable return to the community.



HOUSING SERVICES

This service offers a temporary refuge for individuals whose crisis cannot be resolved in their usual living environment and who can benefit from more intensive support during a critical period.

This year, the average length of stay and overall occupancy rate remained comparable to previous years, although the overall occupancy rate reached 50.9% of total capacity.

 8 accommodation spots	 2 accessible rooms	 174 people housed	 50.9% overall occupancy rate
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 AVERAGE LENGTH OF STAY 7 to 10 days	 A safe and welcoming temporary shelter in times of crisis.
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MOBILE SERVICE

WICC's mobile service provides psychosocial intervention in the community to people experiencing a crisis, wherever they are. This approach encourages face-to-face meetings, whether at WICC locations or via videoconference, to ensure immediate and human support.

The mobile crisis follow-up is short term, generally 6 to 8 meetings over a few weeks. It offers support in a voluntary approach focused on concrete goals, reducing stress, preventing risk, strengthening coping mechanisms and orienting toward long-term resources.

This service is often an alternative to hospitalization and helps reduce pressure on emergency services. It also contributes to continuity of care after housing at WICC to maintain the progress made and facilitate the transition.

This year, more than 162 clients benefited from this service.

 162+ clients supported	 6 to 8 meetings over a few weeks	 In the community, at WICC locations or via videoconference	 A human and accessible alternative to hospitalization.
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MOBILE FOLLOW-UP GOALS

 Reduce stress	 Prevent risks	 Strengthen coping mechanisms	 Guide toward long-term resources
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INTENSIVE FOLLOW-UP




The intensive follow-up service provides dual support to people in crisis situations and those at risk of suicide. It is offered in an emergency visit to provide immediate, human and tailored support. It is strictly time-restricted.

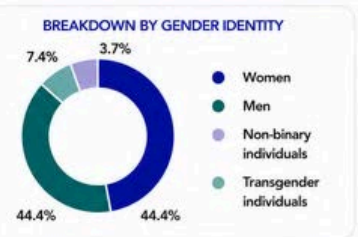
In partnership with a network of health's emergency services, this service aims to provide rapid, intensive and humane support in safe daily visits directly from the hospital.

In 2025-2026, 27 people benefited from this service, with an average age of 35.52. 46.4% identify as women*; data on sexual orientation is unavailable. Additionally, this service is used equally by men and non-men, and also serves the sexual minority in an after services.

The presence of non-binary (7.4%) and transgender (2%) individuals is also significantly higher than in other services.

This kind of follow-up requires a daily presence for a few days until emotional stabilization and intervention plan, supporting the start-up of the process, strengthening the existing medical appointment and encouraging them to the appropriate resources. When not, this individual is motivate also to involved in programs, as an active volunteer in promoting mental and fighting community engagement.

 27 people followed	 35,52 years average age	 Equal use by women and men
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- A DAILY PRESENCE TO:
- Develop a personalized intervention plan
 - Support throughout the process
 - Organize their day
 - Support medical appointments
 - Integrate the individual's network when appropriate

TRANSITIONAL HOUSING

Transitional housing provides short-term housing for autonomous people facing a temporary crisis. This service is primarily for those transitioned from an other resources.

It offers a stable living environment while they work toward their goals.

In 2025-2026, 6 people were supported through transitional housing on their path toward independent living.

1 mother and her 3 children welcomed	2 elderly people welcomed	Temporary housing during displacement	Promote social reintegration	Support for West Island families	Flexible housing adapted to each situation
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We are seeing an increasing shortage of services to meet the complex needs of elderly clients and immigrant families in vulnerable situations, who are too often left without adequate safety net support.

KEY CHALLENGES



SUICIDE PREVENTION

Suicide prevention remains a top priority for our **caseworker team**, who are available 24/7.

In fact, over the past year, **189** clients expressed suicidal ideation, which led to the completion of more than **271** suicide risk assessments.

WICC remains a front-line responder in suicide prevention through our diverse services and partnerships, as well as our strong presence in the community.



PREVENTION: Preventing Homelessness

In the context of a housing crisis and challenging economic conditions, the line between precarity and homelessness is becoming increasingly dangerous.

While our mission is not solely focused on homelessness, our eligibility criteria for assistance were expanded in **2024–2025** to better support more vulnerable clients in alignment with the needs of our community.



COMMUNITY ACTIVITIES AND PARTNERSHIPS



SUPPORT GROUPS



The First Support Group

Once again this year, in collaboration with Friends for Mental Health, the WICC organized a Caregiver Café held on the first Wednesday of every month. This initiative provided a warm and welcoming environment where caregivers could connect, share experiences, and receive support in their caregiving journey.



The Second Support Group

Participants had the opportunity to meet others facing similar challenges, exchange perspectives, and discuss the realities of their roles. Guided discussions facilitated by professionals encouraged meaningful conversations about mental health, promoted greater understanding, and helped reduce stigma.



The Third Support Group

Through these monthly gatherings, caregivers benefited from a sense of connection, mutual support, and shared learning. The Caregiver Café fostered a supportive community where participants felt heard, understood, and reassured that they were not alone in navigating the challenges of caregiving.



Seniors' Fair

This year, the WICC also participated in a Seniors' Fair, providing an opportunity to engage with the community and raise awareness about the services we offer. Our presence there was a wonderful opportunity to connect directly with attendees, answer their questions, and increase awareness of mental health issues.

This activity strengthened the WICC's visibility among seniors and their loved ones while fostering closer ties with community partners. It also served to promote the importance of accessing tailored support resources and to continue awareness efforts aimed at reducing the stigma surrounding mental health.



Lakeshore Hospital

Despite the recurring closures of its psychiatric department, Lakeshore General Hospital remains our key partner. Every week, a WICC crisis worker is stationed at the hospital's outpatient clinic to strengthen our ties, facilitate referrals, and continue face-to-face collaboration. Together, we do more for individuals in distress.



Ricochet: Preventing Homelessness Through Intervention

Thanks to our partnership with Ricochet, 12 individuals were able to avoid chronic homelessness. While waiting for a place in a residential program, these individuals were welcomed by WICC and received essential psychosocial support.



Caregiver Café: A Space to Catch Your Breath

Once again this year, in collaboration with Friends for Mental Health, the WICC organized a Caregiver Café held on the first Wednesday of every month. This initiative provided a warm and welcoming environment where caregivers could connect, share experiences, and receive support in their caregiving journey.

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Recreational Activities

This variety of recreational activities were offered to our center's residents and mobile follow-up clients to promote well-being, socialization, and relaxation. A diverse program catered to a wide range of interests, including relaxation sessions such as meditation, enjoyable social activities featuring movies, board games, bingo, trivia, and guessing games, and creative workshops such as making soap, painting, bracelet making, stress-ball creation, painting, origami, and snow-globe crafting.

Seasonal and social activities were also offered, including cupcake and gingerbread house decorating, gardening, a "paint and sip" event with hot chocolate, as well as outdoor activities such as a walking club and a BBQ lunch.



CLIENT SATISFACTION

As part of our commitment to continuous improvement and ensuring our services meet the needs of our clientele, residents were invited to complete a satisfaction survey during their stay at the WICC.

The results were very positive. This year, our new activity programming is particularly appreciated by the residents. The availability and empathy of our staff, along with the quality of support they provide, continue to be among the aspects most frequently highlighted and valued by our clientele.



OUR COLLECTIVE IMPACT

The West Island Crisis Centre's Network of Funders and Partners

The West Island Crisis Centre is stronger thanks to the generous support of our funders and the collaboration of our key partners. Together, we build safer, healthier and more resilient communities.



A COLLABORATIVE AND COMPLEMENTARY NETWORK

The West Island Crisis Centre works alongside a wide network of partners and funders who share a common goal: supporting individuals and families through accessible, compassionate, and community-based services.

Together, we promote:

- ✓ Crisis intervention and stabilization
- ✓ Prevention and mental health awareness
- ✓ Collaboration across healthcare and community sectors
- ✓ Recovery and social reintegration
- ✓ Stronger and more resilient communities



OUR FUNDERS

The West Island Crisis Centre is grateful for the financial support that enables us to provide accessible and compassionate crisis services throughout the community.

PRIMARY FUNDER

Québec

Programme de soutien aux organismes communautaires (PSOC)

Our primary funder whose ongoing support is essential to the fulfillment of our mission.

ADDITIONAL FUNDERS

- CIUSSS de l'Ouest-de-l'Île-de-Montréal
- Government programs and grants
- Foundations
- Corporate sponsors
- Individual donors
- Community fundraising initiatives



OUR KEY PARTNERS

The West Island Crisis Centre works closely with a broad network of healthcare, community, and public-sector organizations to ensure coordinated and effective support for individuals in crisis.

Through their support and collaboration, we are able to strengthen crisis intervention services, improve continuity of care, and respond effectively to the needs of our community. We would also like to acknowledge our primary funder, the Programme de soutien aux organismes communautaires (PSOC), whose ongoing support is essential to the fulfillment of our mission.

OUR PARTNER CATEGORIES



HEALTHCARE PARTNERS

- Hospitals
- CLSCs
- Mental health services
- CIUSSS clinical programs and services



EMERGENCY SERVICES

- Police services
- Emergency response teams
- First responders



COMMUNITY ORGANIZATIONS

- Community agencies
- Family support services
- Seniors' services
- Youth services
- Employment services



MUNICIPAL & PUBLIC SECTOR PARTNERS

- Municipalities
- Schools
- Public institutions
- Social service networks



HOUSING & SUPPORT PARTNERS

- Housing organizations
- Transitional and supportive housing
- Homelessness organizations



TOGETHER, WE CREATE A STRONGER SAFETY NET

Through the combined support of our funders and the collaboration of our partners, the West Island Crisis Centre continues to provide timely, compassionate, and community-based crisis intervention services to individuals and families across the West Island.



KEY AREAS OF ACTION



24/7 Intervention and Crisis Response



Housing and Psychosocial Support



Community Outreach and Prevention



Training, Awareness and Education



Partnership Development and Coordinated Care



Recovery, Inclusion and Social Reintegration



Together, we build concrete solutions for stronger and more resilient communities.



HUMAN RESOURCES



Ongoing Training

Committed to maintaining a high level of expertise and adapting its practices to meet clients' evolving needs, the West Island Crisis Centre team continues to benefit from ongoing training.


It allows new hires to familiarize themselves with the Center's operations, clinical tools, and privileged intervention practices.



Several team members have taken part in specialized training offered by a variety of partners.

Here is the complete list of trainings:

 <p>P-38 Training Autonomy in Action</p> <hr/> <p>21 intervention workers</p>	 <p>Preventing Domestic and Interfamily Homicides <ul style="list-style-type: none"> Regroupement des maisons pour femmes victimes de violence conjugale West Island Women's Shelter </p> <hr/> <p>3 intervention workers</p>	 <p>Preventing suicide among people aged 14 and over: Assessing risk and estimating danger CPSM</p> <hr/> <p>7 intervention workers</p>
 <p>Preserving the mental health of interveners / Self-care and compassion Madeleine Fortier</p> <hr/> <p>13 intervention workers</p>	 <p>Dependence and toxicomania CIUSSS Centre-Sud-de-l'Île-de-Montréal</p> <hr/> <p>7 intervention workers</p>	 <p>Psychological first aid in the context of trauma Centre of Study on Trauma</p> <hr/> <p>14 intervention workers</p>
 <p>Understanding, identifying and intervening in the context of intimate partner violence Shelter Resource Network for Women Victims of Intimate Partner Violence West Island</p> <hr/> <p>9 intervention workers</p>	 <p>Psychological and pharmacological treatments for personality disorder New clinical approaches to working with emotional intensity and relational instability. ASADIS</p> <hr/> <p>15 intervention workers</p>	 <p>Managing the complexity of psychopathologies of narcissism ASADIS</p> <hr/> <p>14 intervention workers</p>
 <p>Self-esteem and body image L'Équilibre</p> <hr/> <p>26 intervention workers</p>		


“
 These trainings reflect the team's ongoing commitment to maintaining a high level of expertise and providing safe, relevant and effective interventions that meet the needs of the community.
 ”



INTEGRATING NEW TEAM MEMBERS

Welcoming and integrating new team members remains at the heart of our priorities. From day one, a structured onboarding journey encourages a gradual transition while promoting the values of well-being, collaboration and inclusion.



ONBOARDING TRAINING

Reviewed every year, our onboarding training consists of three full days. It introduces new recruits to their families, the operations of the Centre, clinical tools and privileged intervention practices.



EXPERIENCE-BASED LEARNING

Content developed and updated by our internal trainers is based on the team's field experience and ensures consistent and secure integration.



MENTORSHIP PROGRAM

A few weeks after the initial training, a mentorship program supports the transition toward independent practice. During the year ahead, the program will be deployed using a group format to encourage experience sharing and collective learning.

TAKING CARE OF OUR TEAM'S MENTAL HEALTH

Aware of the emotional toll of crisis intervention work, we pay close attention to the psychological well-being of our team and to maintaining a healthy, caring and supportive work environment.

CONCRETE STRATEGIES TO SUPPORT OUR TEAM



CLINICAL SUPERVISION

Individual and group supervision to share experiences, analyze complex situations and benefit from ongoing support.



CASE MANAGEMENT SUPPORT

Accessible support to help with challenging situations.



WORK-LIFE BALANCE

Mindful scheduling of hours and access to various social benefits.



COHESION & RELAXATION

Activities such as chair massages, yoga sessions and quarterly relaxation breaks to support stress management.



EMPLOYEE ASSISTANCE PROGRAM (EAP)

Confidential and professional support, accessible at all times.



COMFY BREAK ROOM

A warm and welcoming space for rest and informed conversations.



“ These measures aim to create a supportive and empowering environment, where each team member feels supported, recognized and equipped to carry out our mission with people in crisis. ”





TEAM EVENTS AND COHESION

In a 24/7 crisis intervention context, organizing activities that bring the team together is sometimes a challenge. That's why we place great importance on these moments of connection and sharing.



Together,
we exceed.
Together,
we support.
Together,
we make a difference.

TEAM BUILDING

This year, we gathered in an escape room for a team-building activity. Participants were divided into three groups, each facing different levels of difficulty, which encouraged collaboration and creativity.

The day concluded in a warm and friendly atmosphere over a shared meal, providing an opportunity to connect informally and celebrate our collective achievements.



COLLABORATION

Working together,
each talent
makes a difference.



CREATIVITY

Ideas, solutions,
and above all,
the pleasure
of tackling challenges!



FRIENDLY ENVIRONMENT

Sharing, celebrating
and strengthening
our bonds
beyond daily work.



HOLIDAY PARTY

TO CELEBRATE

Every year, our holiday parties are celebrated with enthusiasm. Participants have the chance to win several prizes during raffle draws, and a festive meal is shared in a warm and friendly atmosphere.

.....

This year, we chose to hold the celebration at Randolph, which offered a variety of team-based games throughout the evening, encouraging camaraderie and collective fun.



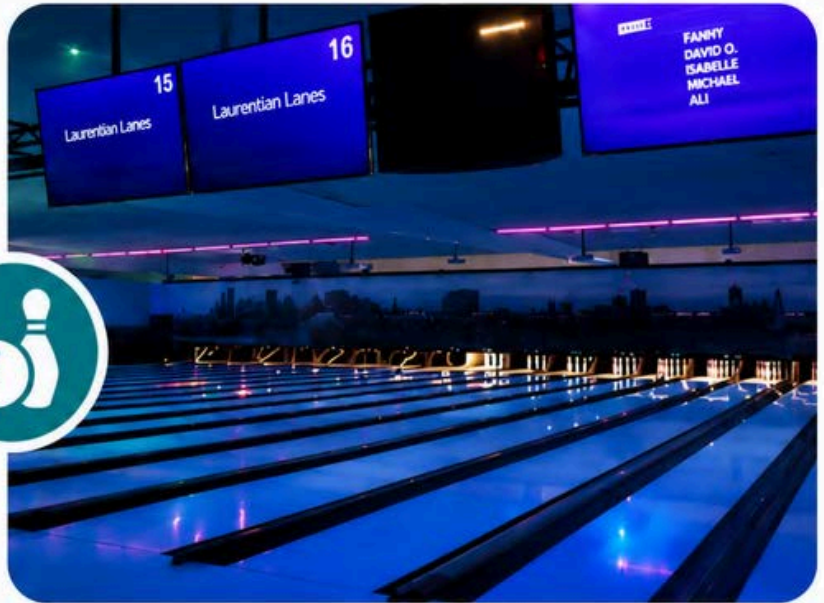


SOCIAL COMMITTEE

Our dynamic social committee organizes a variety of activities throughout the year to strengthen cohesion and foster a sense of community within the team. It plays an important role in planning themed parties, raffle draws, small gestures of appreciation, and surprises.

This year, the committee organized a bowling night, where everyone had the opportunity to reveal their hidden talents amid plenty of laughter and great moments. A Puppy Yoga session was also offered, providing a relaxing and enjoyable break shared among colleagues.

These initiatives strengthen collaboration, team spirit, and the sense of belonging within our team.





STAFF RETENTION AND TURNOVER RATE

Maintaining a stable and engaged workforce remains a priority for our organization. Tracking retention and turnover indicators allows us to assess the effectiveness of the measures we implement to support employee well-being, professional development, and team engagement.

This year, our overall retention rate reached 87%, reflecting the satisfaction and commitment of our staff.

The average length of service of team members is 3.3 years, illustrating a healthy balance between welcoming new talent and retaining experienced employees. This balance fosters knowledge sharing, continuity of practices, and the smooth integration of new team members.

These results confirm the importance of the initiatives implemented throughout the year, including ongoing training, the onboarding and mentorship program, mental health support measures, and activities that promote team cohesion. Together, these actions help create a supportive work environment and strengthen the organization's stability.



OVERALL
RETENTION RATE

87%



AVERAGE LENGTH
OF SERVICE

3.3 years



TO CONCLUDE



This year was marked by coordinated efforts aimed at supporting **professional development, employee well-being, and team engagement**. These initiatives helped maintain a human, collaborative, and supportive work environment adapted to crisis intervention, while encouraging **knowledge sharing** and the complementarity of experiences within the team.



The stability observed within the team, combined with the integration of new staff members, reflects a dynamic workplace where **commitment, mutual support, and a strong sense of belonging** remain central. This approach helps strengthen practices, ensure service continuity, and respond thoughtfully and effectively to the needs of the community.



By continuing these efforts, the West Island Crisis Centre reaffirms the importance placed on its human resources, recognizing that **the quality of support provided to the community depends first and foremost on a supported, engaged, and well-equipped team**.





ADMINISTRATION AND FINANCE

Sound and responsible management of our resources ensures the sustainability of our services, the well-being of our teams and the continuous improvement of the spaces where we welcome the community.



Finances and Investments

In continuity with the 2024–2025 fiscal year, the organization continued its efforts to strengthen its financial position and ensure rigorous resource management. The 2025–2026 fiscal year therefore ends with a modest surplus, in line with the requirements of the Programme de soutien aux organismes communautaires (PSOC), particularly regarding sound management and maintaining a balanced budget.



As in the previous year, particular attention was given to expense control while maintaining the investments necessary for the proper functioning of operations. This balanced approach supports both day-to-day activities and the investments required to preserve the quality of services provided.



As part of the continuous improvement process initiated in 2024–2025, a technological asset planning initiative was undertaken. This year, the process resulted in the development of an IT lifecycle plan aimed at ensuring the sustainability, performance, and security of our equipment while supporting more predictable long-term financial management.



PUBLIC FUNDING

The West Island Crisis Centre receives core funding from:

Programme de soutien aux organismes communautaires (PSOC)

This support is essential to the continuity of our services and our outreach to the community.



OTHER SOURCES OF SUPPORT

- Donations from individuals and organizations
- Community fundraising activities
- Partnerships and grants



“ Every contribution, large or small, helps us make a real difference in the lives of individuals in crisis. ”

2026–2027 PROJECTS



SPACE RENOVATIONS

Future Developments — 2026–2027



MODERNIZATION PROCESS COMPLETED 2024–2025

Improvements made created an environment that is more functional, welcoming, and better adapted to the evolving needs of both clients and staff.



BUILDING ASSESSMENT COMPLETED 2024–2025

A building condition assessment, as required by the Société d'habitation du Québec (SHQ), provided a detailed overview of our infrastructure and identified key intervention priorities for the coming years.



SUSTAINABILITY & OPTIMIZATION IN PROGRESS

Upcoming work will focus on sustainability and facility optimization, including windows, building façade, and updated equipment to current standards.



NEW DEVELOPMENTS PLANNED FOR 2026–2027

- New laundry room
- Additional meeting/intervention room
- Infrastructure improvements
- Facility optimization to expand capacity



These initiatives reflect our commitment to maintaining high-quality, safe, and functional spaces while continuing the efforts initiated during the previous fiscal year.



UPCOMING PROJECTS — 2026–2027



Laundry room construction



Additional intervention room



Infrastructure upgrades



Equipment modernization



“ The West Island Crisis Centre, in response to the challenges affecting our environments and their constant evolution, reaffirms its commitment to remaining a leading resource in supporting vulnerable individuals and contributing to the development of a stronger and caring community. We continue this mission with conviction and collaboration, always placing **people at the heart of our actions** through a compassionate, inclusive, and respectful approach toward the diversity of our community. ”

SAFETY, WELL-BEING & COMMUNITY SUPPORT

INTERNAL SUPPORT → COMMUNITY IMPACT



SAFETY AND WELL-BEING



ONGOING COMMITMENT

As a continuation of the initiatives launched in 2024–2025, we continue to strengthen the **safety** of individuals and the places we serve by supporting the **well-being** of both clients and staff.



SAFETY MEASURES

Over the past year, several concrete improvements were introduced, including the optimization of **surveillance systems**, the addition of **emergency alert buttons**, and enhanced **outdoor lighting**, particularly during nighttime hours. These measures contribute to creating a safer and more reassuring environment.



CYBERSECURITY

Increased attention was given to cybersecurity. A **cybersecurity audit** was conducted, leading to the identification of corrective measures and the deployment of a **new antivirus system**. These actions aim to better protect sensitive information and reduce risks related to cyber threats.



WELL-BEING

Together, these initiatives reflect an ongoing commitment to providing a **safe, respectful, and supportive** environment that encourages physical and mental **well-being**, both personally and professionally.



COMMUNITY SUPPORT



A MISSION ADVANCED TOGETHER

Throughout the 2025–2026 year, the organization benefited from the valuable support of numerous partners, donors, and community stakeholders whose commitment contributed significantly to **advancing our mission**.



STRONGER TOGETHER

We would like to highlight the ongoing collaboration of our institutional, community, and financial partners, whose trust and support help **sustain and develop our services**. Whether financial, material, or human, their contributions remain essential in responding to the growing needs of our clientele.



KEY PARTNERS

We express our sincere appreciation to key partners such as RBC, the Borough of Pierrefonds–Roxboro, and the CIUSSS de l'Ouest-de-l'Île-de-Montréal, indispensable partners through their support under the Community Organizations Support Program (PSOC). Their contribution directly supports the realization of our activities and the sustainability of our services.



THANK YOU TO OUR ELECTED OFFICIALS

We would also like to thank the elected officials who continue to support our initiatives and contribute, through their commitment and collaboration, to raising awareness of the issues connected to our mission:

- **Brigitte Garceau**, Member of the National Assembly for Robert–Baldwin
- **Frédéric Beauchemin**, Member of the National Assembly for Marguerite–Bourgeoys
- **André Laforest**, Minister of Municipal Affairs and MNA for Chicoutimi
- **Elisabeth Prass**, Member of the National Assembly for D'Arcy–McGee

Their support and presence alongside our organization reflect the importance placed on community action within our region.



HEARTFELT THANKS

Finally, we extend our heartfelt thanks to all **volunteers, collaborators, and community members** who, near and far, help make our organization a welcoming, compassionate, and supportive environment. Their involvement remains central to providing quality services and continuing our mission with care and dedication.



Together, all year long, we make a difference.

Thank you for your continued **support**, your **trust**, and your **commitment** to our mission and to the well-being of the people and communities we serve.





2026-2027 OUTLOOK



Strengthening What Matters. Structuring the Future. Acting Where It Counts.



As we enter 2026–2027, one thing is clear: the mental health crisis is now deeply rooted in our reality. The sustained increase in demand, the growing complexity of situations, pressure on the public system, and the combined effects of the housing crisis and economic precarity are profoundly reshaping our role. In this context, the West Island Crisis Centre will make a deliberate strategic choice: **prioritizing impact over dispersion.**



A PIVOTAL YEAR: PLANNING TO ACT MORE EFFECTIVELY

The coming year will be marked by a major structural initiative: the **renewal of our strategic planning process.**

With the support of an external partner already selected, this process will allow us to:

- ✓ Analyze in depth the evolving needs of the territory
- ✓ Reposition our operational priorities
- ✓ Strengthen alignment between mission, practices, and resources
- ✓ Identify concrete opportunities for development and innovation



This planning process will be **collaborative and mobilizing**, involving staff members, the Board of Directors, and our partners in order to ensure our future directions remain firmly grounded in the realities of the field.





STRENGTHENING OUR ROLE in the mental health continuum



Faced with a demand that now exceeds the traditional capacities of the network, our role as a frontline key player will continue to grow stronger.

Our priorities:



Strengthen service pathways with our partners
(emergency services, CIUSSS, community organizations)



Optimize transitions
(post-crisis, post-hospitalization, return to the community)



Maintain concrete alternatives to hospitalization,
notably through mobile follow-up and housing support



The objective is clear:

act earlier, more effectively, and prevent situations from worsening.

Responding to emerging challenges:

Precarious housing and complex vulnerabilities

The realities observed this year confirm a transformation in the profile of our clientele.

We will intensify our actions around:



precarious housing,
by intervening before a breakdown occurs



clients with complex needs
(seniors, families, people from immigrant communities, LGBTQ2A+ individuals)



support for caregivers,
who are often invisible but deeply impacted



These directions are part of a structural prevention approach aimed at reducing recurring crises and their consequences.





Innovate to better reach and support

Innovation will remain a key driver of our development. Accordingly, we will continue:

- ✓ optimizing online chat services as an additional access point
- ✓ progressively integrating innovative practices (including artificial intelligence for organizational support)
- ✓ developing new intervention approaches adapted to contemporary realities



Our objective:

reach differently, intervene differently, but always with humanity.



Invest in our greatest strength: our team

In a context of labor shortages and high emotional demands, strengthening our team remains a strategic priority. Indeed, the quality of our services depends directly on the strength of our team.

We will continue to:

- ✓ strengthen ongoing training and skills development
- ✓ implement practices that promote retention and well-being
- ✓ support a motivating, safe, and human work environment



Structure our development and financial autonomy

To support growing needs and reduce our financial vulnerability, we will launch an important new phase: a major fundraising campaign. We aim to ensure the sustainability of our mission in a context of increasing pressure.

This initiative will aim to:

- ✓ mobilize local businesses
- ✓ strengthen our ties with the community
- ✓ diversify our sources of revenue
- ✓ concretely support the development of our services
- ✓ prepare for our upcoming 40th anniversary



STRENGTHEN our organizational foundations

In parallel, we will continue the important work on:



✓ **Governance**, through the structuring of practices and tools



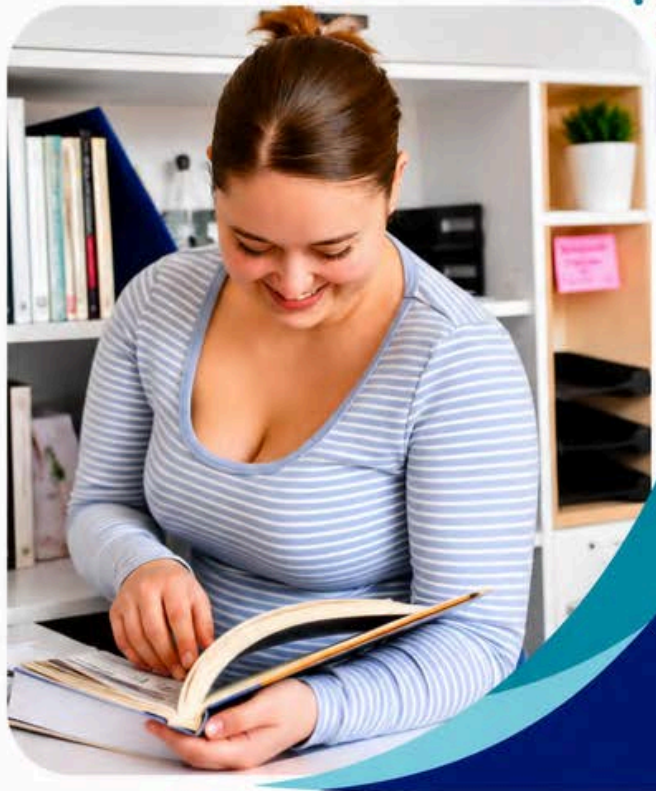
✓ **Risk management**, to better anticipate and guide our actions



✓ **Infrastructure and security**, both physical and digital



These investments are essential to support a **solid, agile, and sustainable organization**.



LOOKING AHEAD, with clarity and determination

The challenges are real. The needs are growing. But one thing remains true: **our ability to act, together.**

It is with pragmatism, but also with ambition, that we are approaching **2026–2027** consolidating what transforms us, what unites us, and what makes us faithful to who we are:



Be there, at the right time, for people who need us most.



COMMUNITY RELATIONS

Strong partnerships. Stronger community.



HEALTH SECTOR

- CIUSSS West-Central Montreal: emergency department, 4e Est, PACT Team and SIV, etc.
- Info-Santé / Info-Social
- UPS-Justice
- Urgence Santé
- Dollard-Cormier Centre
- CIUSSS Centre-South of Montreal



COMMUNITY PARTNERS

- Intimate Partner Violence Round Table
- AJOI (Action Jeunesse de l'Ouest-de-l'île)
- Perspective Community Mental Health
- Centre Bienvenue and Résidence Bienvenue
- CJE (Youth Employment Center)
- CALACS (Sexual Assault Support and Advocacy Center)
- CAVACS (Crime Victims Assistance Center)
- CIMOI (West Island Multicultural Integration Center)
- Les Amis de la Santé Mentale (Friends of Mental Health)
- West Island Mental Health Round Table
- Équipe Entreprise (Workplace Assistance Program)
- AMCAL (family services)
- ANEB Québec (Anorexia and Bulimia Quebec)
- Association Québécoise pour la Prévention du Suicide (AQPS) (Quebec Association for Suicide Prevention)
- West Island Community Resource Centre
- SNAP Family Centre
- Fonds d'Aide de l'Ouest-de-l'île (West Island Assistance Fund)
- West Island Citizen Advocacy
- Refuge pour les femmes de l'Ouest-de-l'île (West Island Women's Shelter)
- Ressources Communautaires Omega & Résidences Omega
- Ressources Jeunesse St-Laurent
- Ricochet
- Suicide Action Montréal
- L'Aiguillage
- TQNOIM – Table de Quartier du Nord de l'Ouest-de-l'île de Montréal (North West Island Neighbourhood Round Table)



OTHER CRISIS CENTRES

- IRIS
- Tracom
- L'Autre Maison
- Le Transit
- L'Équipe Résolution
- Émile-Nelligan
- Le Soleil Levant
- L'îlot de Laval
- Le Tournant
- Maison sous les Arbres
- La Chrysalide



MUNICIPAL

- Pierrefonds-Roxboro Borough
- SPVM (Service de police de la Ville de Montréal), neighbourhood stations no. 1, 3, 4 and 5
- Montreal Fire Department (Service des incendies de Montréal)



EDUCATIONAL

- John Abbott College and Gérald-Godin College
- Place Cartier Adult Education Center
- UQAM (Université du Québec à Montréal)
- Concordia University
- McGill University
- Université de Montréal



ASSOCIATIVE LIFE

We are members of the following organizations:

 <p>RÉSEAU DES MAISONS D'HÉBERGEMENT POUR FEMMES WOMEN'S SHELTER NETWORK</p>	 <p>RÉSEAU AVEC VOUS DEPUIS 1977 NETWORK WITH YOU SINCE 1977</p>	 <p>AQPS Association Québécoise pour la Prévention du Suicide Quebec Association for Suicide Prevention</p>	 <p>Réseau québécois des Organismes Communautaires en Santé Mentale Quebec Community Mental Health Network</p>
 <p>tncdc TABLE NATIONALE DES CORPORATIONS DE DÉVELOPPEMENT COMMUNAUTAIRE NATIONAL TABLE OF COMMUNITY DEVELOPMENT CORPORATIONS</p>	 <p>FÉDÉRATION DES MAISONS D'HÉBERGEMENT POUR FEMMES WOMEN'S SHELTERS FEDERATION</p>	 <p>RQ CALACS Regroupement québécois des CALACS Quebec CALACS Coalition</p>	 <p>RÉSEAU ALTERNATIF ET COMMUNAUTAIRE DES ORGANISMES EN SANTÉ MENTALE (RACODI) ALTERNATIVE AND COMMUNITY MENTAL HEALTH NETWORK</p>
 <p>COSME COALITION DES ORGANISMES EN SANTÉ MENTALE DU QUÉBEC MENTAL HEALTH ORGANIZATIONS COALITION OF QUÉBEC</p>	 <p>CTROC Table des regroupements provinciaux d'organismes communautaires et bénévoles Table of Provincial Networks of Community Organizations and Volunteers</p>	 <p>ROHIM Regroupement des organismes en hébergement et intervention en itinérance de Montréal Montreal Network of Agencies in Homelessness Services</p>	 <p>MOUVEMENT SANTÉ MENTALE QUÉBEC Promoteur, Soutien, Outils, Prévention, Support, Équipe.</p>

OUR MANAGEMENT TEAM

A dedicated, collaborative, and passionate team that puts people at the heart of everything they do.



Christine Richard
EXECUTIVE DIRECTOR



Valérie Scraire
HUMAN RESOURCES MANAGER



Ariane Renaud Bussièrès
CLINICAL INTERVENTION MANAGER



Charles Gonckel
ADMINISTRATIVE AND
FINANCIAL MANAGER



Amina Bensari
ASSISTANT
CLINICAL MANAGER

“ Together, we move forward with kindness, rigor, and determination. ”

OUR FIELD TEAM

Every day, our field team makes a real difference in the lives of the people we support.



Victoria M.

Hi! I recently completed my degree at Concordia University, where I studied sociology and applied human sciences with a double specialization in small group therapy and individual therapy.

I currently work as a Human Relations Agent at the West Island Crisis Centre, where I respond to calls and meet with clients to ensure their needs are being met. Through my role, I help people achieve their goals while providing compassionate care that prioritizes their mental health and overall well-being.

I plan to pursue a master's degree in criminology in the near future. In my free time, I enjoy reading, coloring, and spending time with my loved ones and my dog, Mia.



Navdisha S.

Hello! I recently earned my bachelor's degree in psychology from McGill University. This fall, I will begin my master's degree while continuing to pursue my goal of becoming a psychologist.

I currently work as a Human Relations Agent at Crisis Centre, where I support people during difficult moments and help them feel heard, understood, and connected to the appropriate resources.

Outside of school and work, I love running, getting lost in a good book, and taking time to practice relaxing activities that help me recharge and stay grounded.

“ At the heart of our work are dedicated people who listen, support, and walk alongside others every day with compassion. ”



Kenya-Emma T.

I am a final-year undergraduate student pursuing a bachelor's degree in psychology and sociology at the Université de Montréal. I completed my college diploma in Natural Sciences at John Abbott College.

Having the opportunity to work at the West Island Crisis Centre and knowing that I can contribute to the well-being of people in the West Island community — the same community where I grew up — is something that truly warms my heart.

Being part of the WICC team also allows me to gain experience in a field I am passionate about and brings me closer to my professional goals.



Emily B.

My name is Emily and I have been working at the West Island Crisis Centre as a Human Relations Agent for almost two years. I am currently completing my bachelor's degree in psychology at McGill University.

Outside of work, I enjoy reading, traveling, and spending time with my friends and family. I hope to pursue a master's degree in counseling psychology in order to eventually become a psychotherapist.



“ Every journey, every commitment, and every smile help build a place of listening, support, and hope. ”



Reema C.



My name is Reema, and I am currently completing a bachelor's degree in Psychology.



Since November 2025, I have been working at the WICC, where I strive to help create a welcoming and supportive environment for clients.



Throughout my studies, I have developed a strong interest in both clinical psychology and research, and I intend to continue my education to deepen my knowledge in this field.



Diane C.



My name is Diane, and I work as a Human Relations Agent within housing services, where I support individuals facing difficult life situations. My background in psychology helps me better understand people's needs and respond to them effectively.



Outside of work, I enjoy reading, exercising, and spending time with my friends and family.



Thanks to my experience at the Crisis Centre, I now hope to pursue a career in social work so I can continue making a positive impact within my community.





Ashfaq A.

Hello, my name is Ash and I work as a Human Relations Agent (HRA) at the West Island Crisis Centre. I have been employed with the organization for eighteen years, where I currently work the night shift.

Shortly after earning my degree in Psychology from Concordia University, I gained valuable experience volunteering with several organizations, including the CLSC, the Montreal Association for the Blind, and Ensemble.



Nagi A.

My desire to specialize in mental health deepened over the years. In response to this growing curiosity, I decided to study Psychology and Behavioral Sciences at McGill University. I also completed a minor in Gender, Sexuality, Feminist, and Social Justice Studies, with the hope of one day contributing to improving the experience and effectiveness of mental health services for diverse minority identities.

I have always wanted to work as a Human Relations Agent in a crisis setting because I believe this opportunity offers the best way to be exposed to a wide variety of issues and situations that individuals may encounter throughout their lives. Furthermore, the values of inclusion and open-mindedness at the West Island Crisis Centre encouraged me to join the team, as these are values that are deeply important to me and that I strive to integrate into all of my interactions, both professionally and personally.





Sandra M.



Psychology student at Université de Montréal, I developed a strong connection to my role as an intervention worker at the Crisis Centre, where I work alongside a wonderful team. In the past, I had the opportunity to volunteer for a crisis helpline, which allowed me to develop a particular sensitivity to the needs of individuals experiencing vulnerability while also building my first intervention skills.



Being present, listening, and offering a caring space to individuals is deeply meaningful to me. The diversity of situations I encounter fascinates me, and every interaction is an opportunity to learn, reflect, and develop my practical abilities.



Research, particularly on depression as part of my Honour's pathway, also plays an important role in my journey, stimulating my curiosity and helping me better understand what some of the people I support are experiencing. With the intention of continuing to work in this field long term, I see this work as a beautiful beginning.



Tarawat P.



I hold a bachelor's degree in Psychology, a graduate diploma in Neuroscience, and I am currently a master's student in Social Work.



Throughout my university studies, I have had opportunities to develop intervention skills while working with diverse client populations.

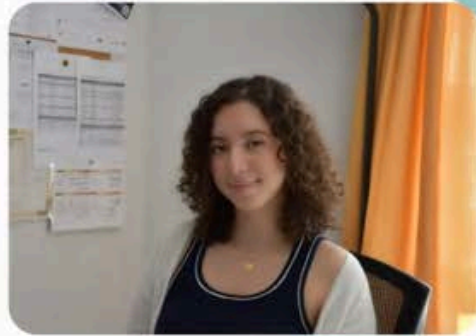


I value a humanistic approach in my interventions. Through empathy, kindness, and unconditional acceptance, my goal is to support individuals in reaching their full potential by helping them become aware of their difficulties, understand them, and make the changes they feel are necessary to overcome them.





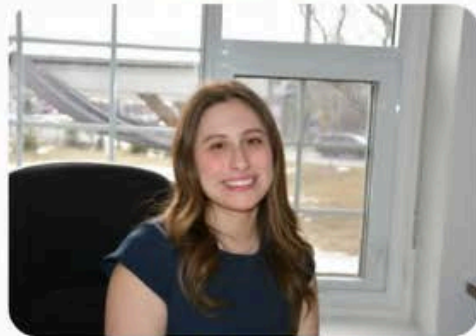
Olivia A-N



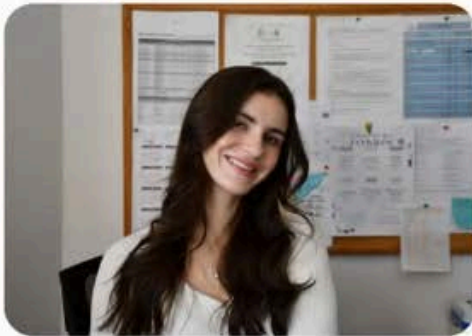
Yami-Louise D.



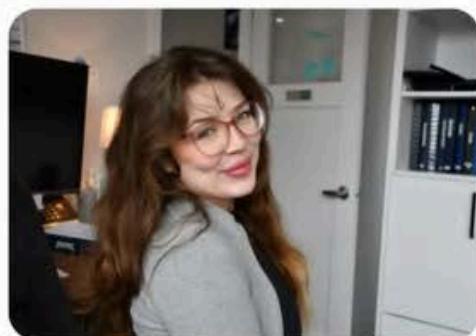
Jérôme B-M.



Claudia L.C



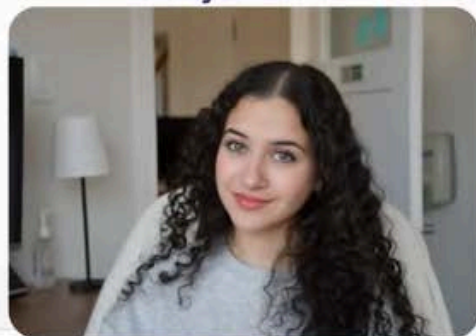
Victoria P.



Alysée P.



Marie-Ève M.



Camille C.



Each member of our team brings their expertise, commitment, and compassion to support our community.



Emily C.



Hailey M.



Chad C.



Brindiga M.



Rozhagne J.D.



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