



# **SUPPORT FRAMEWORK FOR COMMUNITY ACTION**

**GUIDE**



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## **1. SUPPORT FRAMEWORK**

The City of Pointe-Claire recognizes the important role played by non-profit organizations in various areas: maintaining the community's quality of life, embodying citizens' participation and responding to citizens' needs.

This recognition is the basis for the City's **Support Framework for Community Action**, developed within the municipal jurisdiction and designed to respect and complement the initiatives of other funders.

Specifically, the Support Framework concerns **community action organizations**, i.e. non-profit community-based organizations that have an associative and democratic life and that are free to define their mission, approaches, practices and direction.<sup>1</sup>

The Support Framework is based on the same premise as all the City's initiatives, that is, cooperation. The Framework implies fair and equal relationships between organizations and the City of Pointe-Claire resulting in mutual respect and trust, concrete involvement, and shared responsibility. It also implies being open to dialogue and constructive criticism.

The City of Pointe-Claire also recognizes that its contribution is often combined with contributions from other public or private organizations. A long-term objective is to harmonize the guidelines of contributing organizations in order to ensure a better balance and a more effective complementarity for the benefit of community action organizations.

### **OBJECTIVES OF THE SUPPORT FRAMEWORK**

The objectives of the Support Framework are:

- To recognize and promote community action organizations;
- To specify the various forms of support offered by the City and the eligibility requirements;
- To use municipal resources to complement other available resources;
- To provide community action organizations with effective and fair levels of support.

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<sup>1</sup> The framework uses the Quebec government's *Cadre de référence en matière d'action communautaire* (2004) as a source.

## 2. ELIGIBLE ORGANIZATIONS

In general, all **community action organizations** are eligible for support from the City.

However, priority will be given to **community action organizations whose mission is closely related to neighbourhood life**, or have a mission highly similar to this, and that have a significant impact in the community.

Any **community action organization** may apply for support under this framework by completing the appropriate form. The City will then determine the specific level of support it will provide. Our goal is to give priority to Pointe-Claire groups and support Pointe-Claire neighbourhood life.

### EXCLUSIONS AND SPECIFIC ISSUES

- Organizations recognized as health and social services groups or associations acknowledged by other government departments cannot benefit from the operational support program, except for community action organizations whose mission is closely related to neighbourhood life.
- Any requests related to the following are excluded:
  - fundraising campaigns and contests;
  - religious, spiritual or political activities;
  - organizing a seminar, conference or similar activity;
  - real estate acquisitions, including indoor or outdoor facilities, and rental or purchase of vehicles.
- Requests for financial support submitted within the Support Framework will be evaluated taking into account any financial assistance received from other programs or municipal funds.

### 3. GENERAL ELIGIBILITY CRITERIA

To submit a request under the Support Framework, an organization must meet the following conditions.

- It is a legally incorporated **non-profit organization**.
- It is administered by a democratically elected Board of Directors and is governed by general by-laws.
- It is well managed according to generally accepted principles, and has civil liability insurance coverage for a minimum of \$3,000,000.
- Its services are primarily offered to Pointe-Claire residents.
- It does not compete with, or duplicate the work of, an organization having the same mission in Pointe-Claire.
- In providing services, it takes into consideration the needs expressed by the targeted community.
- Its work contributes to the mission of the Culture, Sports, Leisure and Community Development Department.

#### **4. SUPPORT FRAMEWORK PROGRAMS**

Programs have been developed to meet the objectives mentioned above. All forms of support for these programs are subject to the availability and limits of municipal resources.

The Support Framework for Community Action includes three programs providing three closely connected types of support.

##### **OPERATIONAL SUPPORT PROGRAM**

This program concerns **community action organizations whose mission is closely related to Pointe-Claire neighbourhood life**, or have a mission highly similar to this, and which have a significant impact in the community.

“Operational support” is support for the achievement of the organization’s mission viewed as a whole, rather than parcelled out into activities or projects.

Operational support is provided to allow associations to develop the minimal organization they need to carry out their objectives. It includes amounts related to basic infrastructure (rent, telecommunications, administration, office equipment, etc.) and for the fulfilment of their mission (salaries, cost of activities, public relations expenses, consulting fees, etc.).

Operational support is complementary to the community’s contribution. The organization must have other sources of support (financial or otherwise), reflecting the fact that it is rooted in its community.

This type of support may be recurrent and may also be part of a multi-year agreement. However, the request for support must be made on an annual basis in accordance with the terms and accountability mechanisms defined in the Support Framework.

The City’s support will be granted within the financial resources and limits of the current year.



## **MOBILIZATION SUPPORT PROGRAM**

The purpose of this program is to help people mobilize to create a new **community action organization whose mission is closely related to Pointe-Claire neighbourhood life**. This type of organization is often called a neighbourhood association, a residents' association or a neighbourhood centre.

An existing community action organization, whose mission is closely related to neighbourhood life, may also apply for support under this program in order to give its action a new impetus.

## **SUPPORT PROGRAM FOR SPECIFIC PROJECTS**

The support program for specific projects aims to promote innovative ideas, meet particular needs and have a significant impact in one or more Pointe-Claire neighbourhoods. The project must be limited in time.

## **5. TYPES OF SUPPORT**

### **PROFESSIONAL SERVICES**

Thanks to its expertise, Culture, Sports, Leisure and Community Development staff play a key role in supporting organizations. Depending on the circumstances, they may provide information, guidance, reference, advice, development, consultation or cooperation.

### **TECHNICAL SUPPORT**

Technical support includes loan or rental of equipment and premises and posting information on the City's website. The terms associated with technical support are defined by to the City's existing administrative procedures.

### **FINANCIAL SUPPORT**

Financial support is allocated through the three programs listed above. The overall amount available for this type of support depends on the City's budget for the current year.

## **6. SUBMITTING AN APPLICATION**

Applications of all types should be addressed to the Culture, Sports, Leisure and Community Development Department.

### **REQUESTS FOR FINANCIAL SUPPORT**

The deadline for all requests for financial support is **April 1** or **September 1**.

Applications are analyzed and evaluated by the grants committee appointed by the City.

On the recommendation of the grants committee, applications are submitted to City Council for approval.

## **7. FOLLOW-UP PROCESS**

The Culture, Sports, Leisure and Community Development Department is responsible for the follow-up process.

The Department ensures that the Support Framework for Community Action is implemented. It also ensures that the Support Framework is updated, taking into account the available municipal resources and the needs expressed by the community.

## 8. APPENDICES

### 8.1 OPERATIONAL SUPPORT PROGRAM

#### TERMS AND CONDITIONS

- The application form must be completed and sent to the Culture, Sports, Leisure and Community Development Department no later than **April 1 or September 1**.\* Applications that are incomplete or received after the deadline will not be processed.  
\* An organization may submit only one application per year.
- Support is granted to **community action organizations whose mission is closely related to neighbourhood life**, or have a mission highly similar to this, and that have a significant impact on the community (*see Definitions, p. 20*).
- Financial support is granted for a maximum of twelve months.
- An activity report including financial statements must be submitted as required under the grant agreement.

#### ELIGIBILITY CRITERIA

- The application deadline must be met. Applications received after the deadline will not be accepted.
- The application must include all required documents. Incomplete applications will be not be processed.

## EVALUATION CRITERIA

Requests will be evaluated primarily on the following basis:

- The organization's activities match those described in its charter.
- The community is involved in the organization's activities (as evidenced by volunteer participation, lending of premises, sponsorship, etc.).
- The organization is actively involved in the community (as evidenced by membership in cooperative groups formed by local organizations [*tables de concertation*], exchange of services, partnerships, sharing of resources, etc.).
- The organization responds to community needs.
- The organization implements concrete solutions and is able to reach people (as evidenced by the number of people reached on a regular basis), and participation in the organization's activities and institutional life is significant (as evidenced by attendance rate, occupancy rate, etc.).
- The organization's functioning is clearly democratic (as evidenced by Board meetings, annual general meetings, initiatives to promote access to activities and services, etc.).
- The organization's financial management is sound and transparent (as evidenced by realistic budget estimates, financial sustainability, the scope of the organization's assets and its surplus in relation to its activities).
- The organization is able to diversify its sources of funding.
- The City of Pointe-Claire is provided with visibility.
- For organizations that received support the previous year, the application includes a report showing how the money was spent over the last previous 12 months.

## **8.2 MOBILIZATION SUPPORT PROGRAM**

### **TERMS AND CONDITIONS**

- The application form must be completed and sent to the Culture, Sports, Leisure and Community Development Department no later than **April 1 or September 1.**\* Applications that are incomplete or received after the deadline will not be processed.  
\* Please note that an organization may submit only one application per year.
- A community action organization has been identified as the respondent for the mobilization. This organization speaks to the Culture, Sports, Leisure and Community Development Department on behalf of the mobilization group. In addition, as trustee, the organization receives and manages the funds allocated. Responsibilities of the respondent and the trustee may be shared between two community action organizations.
- Financial support is granted for a maximum of twelve months.
- The City's maximum financial/material/technical/professional contribution is determined by its budget for the current year.
- An activity report including financial statements must be submitted as required under the grant agreement.

### **ELIGIBLE EXPENSES**

All expenses are eligible as long as they are presented and validated according to budget estimates (*see Exclusions and specific issues, p. 6*).

### **ELIGIBILITY CRITERIA**

- Mobilization takes place on the territory of the City of Pointe-Claire.
- The application deadline is met. Applications received after the deadline will not be accepted.
- The application includes all required documents. Incomplete applications will not be processed.
- Mobilization has an impact on one or more districts and is directly related to one or more of the City's priorities.

## EVALUATION CRITERIA

Requests will be evaluated primarily on the following basis:

- Mobilization comes from one or more districts and meets citizens' needs.
- The project is realistic and its chances of success are maximized.
- There is a realistic action plan that includes:
  - o targeted objectives and desired impacts;
  - o actions and means, selected on the basis of their feasibility and relevance;
  - o a significant contribution from each partner in implementing the proposed activities: sharing of responsibilities, sharing of resources and ongoing involvement;
  - o a realistic calendar.
- An evaluation mechanism makes it possible to monitor the progress of the activities and the achievement of objectives.
- Funding sources can be diversified.
- The City of Pointe-Claire is provided with visibility.



## **8.3 SUPPORT PROGRAM FOR SPECIFIC PROJECTS**

### **TERMS AND CONDITIONS**

- The application form must be completed and sent to the Culture, Sports, Leisure and Community Development Department no later than **April 1 or September 1**. Applications that are incomplete or received after the deadline will not be processed.
- The maximum financial support allocated for a project depends on the City's budget for the current year.
- Financial support is given to a specific community action organization. If applicable, the organization speaks to the Culture, Sports, Leisure and Community Development Department on behalf of mobilization partners, and may, as trustee, receive and manage the financial support granted by the City.
- Financial support is granted for a maximum of twelve months.
- With some exceptions,\* only one application per district per year is permitted.  
*\*Depending on request evaluations and availability of resources.*
- An activity report including financial statements must be submitted as required under the grant agreement.

### **ELIGIBLE EXPENSES**

Expenses directly related to the carrying out of the project: rental of space or equipment, purchase of light equipment, salaries, transportation, initiatives to promote accessibility, advertising, promotion, insurance.

### **NON-ELIGIBLE EXPENSES**

Food, beverages and other expenses related to a meal (including liquor permits); all expenses related to a draw or contest, fundraiser, recognition or anniversary of foundation, or police surveillance (*see Exclusions and specific issues, p. 6*).

## ELIGIBILITY CRITERIA

- The project is carried out on the City of Pointe-Claire's territory.
- The application deadline is met. Applications received after the deadline will not be accepted.
- The application includes all required documents. Incomplete applications will be not be processed.
- The project is submitted by one or several community action organizations. It has an impact on one or several districts and is directly related to one or more City priorities.
- If the project is submitted by more than one community action organization, the partnership between the parties is clearly defined and reflects their real commitment:
  - sharing of responsibilities;
  - sharing of resources;
  - ongoing involvement.

## EVALUATION CRITERIA

Requests will be evaluated primarily on the following basis:

- The project comes from one or more districts and meets citizens' needs.
- The project is realistic and its chances of success are maximized.
- There is a realistic action plan that includes:
  - targeted objectives and desired impacts;
  - actions and means, selected on the basis of their feasibility and relevance;
  - a significant contribution from each partner in implementing the proposed activities: sharing of responsibilities, sharing of resources and ongoing involvement;
  - a realistic calendar.

- The project is innovative.
- An evaluation mechanism makes it possible to monitor the progress of the activities and the achievement of the objectives.
- Funding sources can be diversified.
- The City of Pointe-Claire is provided with visibility.

## 8.4 DEFINITIONS

The following definitions are provided to clarify the meaning of certain terms.

**Community action:**<sup>1</sup> Community action is collective action based on values of solidarity, democracy, equity and autonomy. Essentially intended to foster social development, it is embodied in organizations that focus on improving the social fabric and conditions of life and on developing individual and collective potentials. These organizations respond to needs expressed by citizens who face a common problem situation or who share a goal of improving their well-being as a group. Community action shows a capacity for innovation through various forms of action and is characterized by an organizational mode that promotes citizens' participation and deliberation.

**Non-profit organization:**<sup>1</sup> A non-profit organization is a body corporate, i.e. a non-profit-making organization registered under Part III of the Companies Act of Quebec or of Part II of the Canada Corporations Act.

**Community action organization:**<sup>1</sup> A non-profit community-based organization that has an associative and democratic life and that is free to define its mission, approaches, practices and direction.

**Community action organization whose mission is closely related to Pointe-Claire neighbourhood life:** A non-profit organization involved in one or more adjacent Pointe-Claire neighbourhoods. Often known as a neighbourhood, residents' or citizens' association or committee or as neighbourhood centre, it acts in all areas of neighbourhood life and is intended to serve the neighbourhood's entire population.

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<sup>1</sup> Quebec Government, *Cadre de référence en matière d'action communautaire* (2004).

## 8.5 GENERAL INFORMATION

The application form for the support program is available on the City of Pointe-Claire's website: [www.pointe-claire.ca](http://www.pointe-claire.ca).

This form must be completed and submitted to the Department of Culture, Sports, Leisure, and Community Development along with all relevant documents no later than April 1 or September 1, at the following address:

**City of Pointe-Claire**

Department of Culture, Sports, Leisure, and Community Development  
94 Douglas-Shand Avenue  
Pointe-Claire, Quebec H9R 2A8